

# Compliance of accessibility guidelines on Divyangjan Facilities over West Central Railway

AGM  
PCE to coordinate  
PCCM, PCEE, PCSTB  
PCME  
All DRMs

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Fri, 29 Aug 2025 6:30:33 PM +0530

To "GM WCRly"<gm@wcr.railnet.gov.in>,"HQ WCRly"<pce@wcr.railnet.gov.in>,"CAO C RSP WCR"<caocrsp@wcr.railnet.gov.in>,"pcee" <pcee@wcr.railnet.gov.in>,"WCRly BPL"<drm@bpl.railnet.gov.in>,"DRM WCRly" <drm@jbp.railnet.gov.in>,"WCRly KOTA"<drm@ktt.railnet.gov.in>

Please find the attachment.

--  
Regards,  
Station Development - I  
Gati Shakti  
Railway Board, Rail Bhawan  
New Delhi - 110001

### 1 Attachment(s)

WCR 27.08.pdf  
3.6 MB

महाप्रबंधक/प.म. रेल  
Office of the GM W.C.R., JBP.  
01 SEP 2025  
प्राप्ति क्रमांक.....  
Receipt No.....

29/08/25  
06:30 PM  
12 p.m.

भारत सरकार (GOVERNMENT OF INDIA)  
रेल मंत्रालय (MINISTRY OF RAILWAYS)  
रेलवे बोर्ड (RAILWAY BOARD)

No. 2019/Stn.Dev.-I/03/06/Policy/PwDs

New Delhi, Dated 27.08.2025

The General Manager,  
West Central Railway,  
Jabalpur.

**Sub: Compliance of accessibility guidelines on Divyangjan facilities over West Central Railway.**

**Ref: (1) Gazette Notification dated 13.11.2023 issued regarding 'Guidelines on accessibility of Indian railway stations and facilities at stations for differently abled persons (Divyangjan) and passengers with reduced mobility'.**

**(2) CRB & CEO, Railway Board's D.O. letter no. 2019/Stn.Dev.-I/03/06/Policy/PwDs dated 29.04.2025.**

**(3) Railway Board's letter no. 2022/GS/SD-I/08/70/-Part(6) dated 29.04.2025.**

**(4) Your D.O. letter no. WCR/HQ/CE/SD/Amrit Station, dtd. 05.06.2025.**

**(5) WCR's letter no. WCR/HQ/CE/SD/Amrit Station dated 30.06.2025.**

Vide reference (2), instructions have been issued for close monitoring of the progress of implementation of items related to Divyangjan facilities as per Gazette Notification dated 13.11.2023. Further, it was asked for following actions:

- (i) Attempt completion of all short lead items within this financial year (viz. 2025-26) itself.
- (ii) Divyangjan facilities provided at each station to be updated on IR website for information of users.
- (iii) Works for balance requirements needed to be processed for sanction expeditiously.
- (iv) Setting up mechanism for audit of Divyangjan facilities at Divisional and Zonal level.
- (v) Regular inspection by concerned officials regarding accessibility issues related to train coaches.

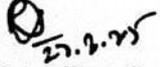
An action plan was asked for compliance of these Divyangjan facilities and progress was to be apprised on a monthly basis.

Vide reference (4), reply has been received from West Central Railway. It is observed that:

- (i) The action plan prepared is not consistent with the timelines as per the guidelines under reference (1) and the guidance given vide letter dated 29.04.2025 under reference (2). The action plan of the Zonal Railway does not include the items placed at Annexure – I. This may be revised.
- (ii) There is a mismatch between the data updated and certified in PAMS of IRPSM and those mentioned in the letter under reference (4). Some of these mismatch items are attached as Annexure – II.
- (iii) There is a mismatch between the scope shown in PCDO vis a vis PAMS data and the details mentioned in the letter under reference (4). Some of these mismatch items are attached as Annexure – III.
- (iv) Progress of work involving compliance of Divyangjan facilities needs to be picked up. The progress of a few items in the previous 3 months extracted from PCDO are placed at Annexure – IV.
- (v) There is under utilization of umbrella for obtaining sanction of works for Plan Head – 53 'Customer Amenities' especially Divyangjan facilities, high level passenger platform. The utilization of Umbrella during financial years 2024-25 and 2025-26 are placed as Annexure – V.

It is reiterated that Zonal Railway must be committed to make Railways accessible for Divyangjans as part of "सुगम्य भारत अभियान" or "Accessible India Campaign" as per Gazette Notification dated 13.11.2023 within prescribed timelines. Continuous efforts shall be made to ensure barrier free movement and better customer experience to all passengers including Divyangjans and Passengers with reduced mobility within stipulated timeline.

In the light of all above, detailed action plan duly correcting and reconciling data in PAMS may please be submitted latest by 12.09.2025 for information of Railway Board. Monthly updates of the above action plan should be annexed to PCDO for station development projects in the format given in Annexure-VI.

  
(Rakesh Choudhary)  
Executive Director/SD-I  
Railway Board

**Copy to:** PCCM, PCE, CAO/C, PCSTE, PCEE, CAO/C/RSP and DRMs of WCR – For information and necessary action please.

## Annexure – I

Facilities required as per Gazette Notification dated 13.11.2023 whose action plan not submitted in the letter dated 05.06.2025.

S.No.	Item
1	Foot Over Bridge / Subway
2	Ramp / Lift for inter platform transfer
3	End pathways
4	Accessible Route
5	Double Height Hand Rail
6	High Level Platform
7	Platform edge strips
8	Contrasting colour scheme for structural elements
9	Coach Position Display System
10	Sign Language Announcement
11	Announcement of Divyangjan coach
12	Coach Exteriors
13	Coach Interiors and Seating
14	Coach Amenities
15	Stakeholder consultations
16	Audit of Divyangjan facilities
17	Crutches

## Comparison of scope of amenities as per PAMS mismatching with letter dated 05.06.2025

S.No	Item	Categorie s of Station	Source of Data	Total Stations in the category	Item provided in the category	Item Yet to be provided in the category
<b>I. INFORMATION ACCESSIBILITY</b>						
1.	Signage	NSG-1 to 4 and  SG-1	PAMS	36	33	3
			Letter dated 05.06.2025	36	16	20
<b>II. STATION ACCESSIBILITY</b>						
1.	Standard ramps	All Stations	PAMS	300	149	151
			Letter dated 05.06.2025	300	78	222
2.	Parking  (Minimum 2 Accessible parking lots)  (parking lots will be provided wherever feasible)  (Please Provide data separately for NSG-1 TO 5 & NSG-6)	NSG-1 to 5 & NSG 6	PAMS	271	12	259
			Letter dated 05.06.2025	271	57	214
3.	Divyangjan Ticket Booths	NSG-1 to 3 and  SG-1	PAMS	17	14	3
			Letter dated 05.06.2025	19	8	11

4.	Help Booth  (Please Provide data separately for NSG-1 TO 5, SG-1 & 2 & NSG-6 , SG3)	NSG-1 to 5 and SG-1 & 2	PAMS	271	126	145
			Letter dated 05.06.2025	271	57	214
<b>III. PLATFORM ACCESSIBILITY</b>						
1.	Toilet (minimum 1)	NSG-1 to 6 and SG-1 to 3	PAMS	271	113	158
			Letter dated 05.06.2025	271	57	214
2.	Drinking Water Booth	NSG-1 to 4 and SG-1 & 2	PAMS	36	30	6
			Letter dated 05.06.2025	36	16	20
3.	Foot Over Bridge/ Subway	NSG-1 to 4	PAMS	36	30	6
			Letter dated 05.06.2025	Not Provided		
		NSG-5	PAMS	40	28	12
			Letter dated 05.06.2025	Not Provided		
		Balance Stations	PAMS	175	52	123
			Letter dated 05.06.2025	Not Provided		
4.	Elevators / Lifts  (for technically feasible locations)	NSG-1 & 2	PAMS	5	5	0
			Letter dated 05.06.2025	Not Provided		
		NSG-3	PAMS	14	9	5

			Letter dated 05.06.2025	Not Provided		
5.	Availability of Tactile Path to essential amenities	All Stations	PAMS	300	39	261
			Letter dated 05.06.2025	305	30	275
6.	No. of stations 100% Divyangjan compliant	All Stations	PAMS	300	12	288
			Letter dated 05.06.2025	Not Provided		
7.	Availability of double height handrails with rounded grips	All Stations	PAMS	300	25	275
			Letter dated 05.06.2025	Not Provided		

**Note:** The PAMS data may be checked station wise for the 'Not Applicable' items as per category of stations and applicability of ramps/lifts at individual stations.

## Annexure – III

Comparison of scope of amenities as per PCDO but mismatching with PAMS and letter dated 05.06.2025

S.No.	Divyangjan Facility	Scope as per PCDO	Scope as per PAMS	Scope as per letter dated 05.06.2025
(1)	(2)	(3)	(4)	(5)
1.	High Level Platform	258	214	Not Submitted
2.	Foot Over Bridge #	63	141	Not Submitted
3.	Divyangjan Ramp	279	151	222
4.	Divyangjan Toilet	247	158	214
5.	Divyangjan Parking	229	259	214
6.	Divyangjan Ticket Booth	11	5	11
7.	Divyangjan Help Booth	218	145	214
8.	Divyangjan Drinking Water Booth	13	6	20

# Showing number of stations and further to be adjusted for requirement not arising due to single platform, dead end platforms, existence of subway etc.

**Note:** The scope as per PCDO needs to be reconciled with the details updated in PAMS and the data furnished vide letter dated 05.06.2025 under reference (4) and letter dated 30.06.2025 under reference (5) of 'Accessible India Campaign'.

## Annexure – IV

Comparison of scope of amenities as per PCDO versus progress achieved in first quarter of 2025-26

S. No	Divyangjan Facility	Division	Scope as per PCDO	Target for 2025-26	Progress up to April 2025-26	Progress up to May 2025-26	Progress up to June 2025-26	Balance
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1	High Level Platform	Jabalpur	97	19	0	11	11	86
2		Bhopal	92	19	0	0	0	92
3		Kota	80	19	0	0	0	80
4		<b>Total</b>		269	57	0	11	11
5	Foot Over Bridge	Jabalpur	21	11	0	0	0	21
6		Bhopal	23	13	0	1	1	22
7		Kota	20	5	0	0	0	20
8		<b>Total</b>		64	29	0	1	1
9	Divyangjan Ramp	Jabalpur	99	46	0	0	0	99
10		Bhopal	82	49	0	0	0	82
11		Kota	98	54	0	0	0	98
12		<b>Total</b>		279	149	0	0	0
13	Divyangjan Toilet	Jabalpur	86	46	0	0	0	86
14		Bhopal	72	49	0	0	2	70
15		Kota	91	54	0	0	0	91
16		<b>Total</b>		249	149	0	0	2
17	Divyangjan Parking	Jabalpur	67	46	0	0	0	67
18		Bhopal	71	49	0	0	0	71
19		Kota	91	54	0	0	0	91
20		<b>Total</b>		229	149	0	0	0
21	Divyangjan Ticket Booth	Jabalpur	3	3	0	0	0	3
22		Bhopal	5	5	0	0	0	5
23		Kota	3	3	0	0	0	3
24		<b>Total</b>		11	11	0	0	0
25	Divyangjan	Jabalpur	67	46	0	0	0	67

S. No	Divyangjan Facility	Division	Scope as per PCDO	Target for 2025-26	Progress up to April 2025-26	Progress up to May 2025-26	Progress up to June 2025-26	Balance
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
26	Help Booth	Bhopal	71	49	0	0	0	71
27		Kota	80	54	0	0	0	80
28		<b>Total</b>	<b>218</b>	<b>149</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>218</b>
29	Divyangjan Drinking Water Booth	Jabalpur	4	4	0	0	0	4
30		Bhopal	10	10	0	0	8	2
31		Kota	7	7	0	0	0	7
32		<b>Total</b>	<b>21</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>13</b>

**Note:** (1) The scope as per PCDO needs to be reconciled with the details updated in PAMS and the data furnished vide letter dated 05.06.2025 under reference (4) and letter dated 30.06.2025 under reference (5) of 'Accessible India Campaign'.

(2) The targets need to be reset up in confirmation with the timelines given in Gazette Notification dated 13.11.2023 under reference (1), letters dated 29.04.2024 under reference (2) and (3). Higher of the targets should attempt to be achieved.

## Annexure – V

## Utilization of Umbrellas

(in Crore ₹)

S.No.	Financial Year	Name of Umbrella	Cost of Umbrella	Balance Cost unutilized in the Umbrella
(1)	(2)	(3)	(4)	(5)
1	2023-24	West Central Railway- Minimum essential amenities & facilities for Divyangjan at stations (other than telecom, lift & quick watering system) (Phase-II) (PB#1306/NR/2023-24)	96	25
2.	2024-25	West Central Railway Ceiling - Minimum essential amenities - Telecom, expansion of information system to facilitate Divyangjan and other passenger amenities items (Umbrella Work 2024-25)	30	28
3.		West Central Railway Ceiling - Provision of foot over bridges / high level platforms at stations (Umbrella Work 2024-25)	373	363
4.		West Central Railway Ceiling - Provision of minimum essential amenities and Divyangjan facilities at stations (Umbrella Work 2024-25)	36	4
5.	2025-26 (till date)	West Central Railway Ceiling - Provision of Minimum Essential Amenities and Divyangjan facilities at stations (Umbrella Work 2025-26)	32	2
6.		West Central Railway Ceiling - Provision of foot over bridge/high level platforms at stations (Umbrella Work 2025-26)	139	139
7.		West Central Railway Ceiling - Provision of lifts at stations (Sugamya Bharat Abhiyan) (Phase-III) (Umbrella work 2025-26)	14	14

Divyangjan Action Plan											
S. No. (1)	Item (2)	Unit/ No. of Stations (3)	Total no. of stations/units where the item is to be provided as mandatory (4)	Total no. of stations/units where the item has been provided as on 31.03.2025 (5)	Total no. of stations/units where the item has been provided since 01.04.2025 (6)	Balance= ((4)-(5)-(6)) (7)	Target date for completion of balance (8)	Whether sanctions available for the balance work (9)	Status of tenders if yes for col.(9) (10)	Status of approvals if No for col.(9) (11)	Remarks (12) (Mention the category of stations covered and other relevant details, exceptions etc.)
<b>(A) Short Term Targets ( To be achieved before November 2026)</b>											
1	Website/Websites of Railway Stations	Stations									
2	Public Announcement System	Stations									
3	Announcement of Divyangjan Facilities at stations	Stations									
4	Announcement of Divyangjan Coach position	Stations									
5	Sign Language Announcements	Stations									
6	Standardised Illuminated Signage	Stations									
7	Braille Signage	Stations									
8	Standard Ramps (at Station entrance) with double height handrails and tactile	Stations									
9	Accessible Parking (min 2 Lots)	Stations									
10	Accessible Ticket Booths	Stations									
11	Help Booths	Stations									
12	Accessible Toilet (min 2000mm X 2200 mm)	Stations									
13	Accessible Drinking Water Booth	Stations									
13a	Accessible Drinking Water Booth	No. of booths									
14	Foot Over Bridge/FOB/Subway	Stations									
15	Platform Access through Lift/ramp at FOB/Subway (with voice announcement in lifts, Braille signage facilities)	Stations									
16	Lighting	Stations									
17	Coach Exteriors	Stations									
18	Coach Interiors and Seating	Stations									
19	Coach Amenities	Stations									
20	Accessible Route with Tactile guidance	Stations									
21	Queue segregating handrails at ticket counter	Stations									
22	Wheel Chairs	Stations									
23	Battery Operated Carts	Stations									
24	Crutches	Stations									
25	Coach Position Display System	Stations									
26	Sign Language Training	Stations									
27	Audio/Video Braille Map	Stations									
28	Marking of Entry/Exit gates	Stations									
29	Contrasting Colour Scheme for structural elements	Stations									
30	Platform Zoning	Stations									
31	Platform edge Strip	Stations									
32	Priority Seating arrangement	Stations									
33	Training of frontline staff for delivery of services for Divyangjan	No. of persons									
34	Stakeholder consultations	No. of consultations per annum									
35	Audit of Divyangjan facilities	Stations									

Annexure-VI

