



No. N/C. 14/PA/NED/2019

मंडल कार्यालय/Divisional Office  
शाखा/Commercial Branch  
नांदेड मंडल/Nanded Division  
नांदेड/Nanded  
दिनांक/ Date:-28.08.2019

**Section CCI/NED, PBN, AWB, ADB & WHM  
All SMRs, SSs, SMs of Nanded Division**

**Sub:** Provision of Wheel chairs at stations reg.

**Ref:** Dy.CCM/IT/SC's letter No.C.14/G.III/Wheel Chairs/19 dt. 22.07.19

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Instructions received from headquarters regarding the procedure of availing wheel chair facility at stations are given hereunder:

1. Nominate a place/set up a help desk regarding availability of wheel chairs. Luggage porters & Railway staff should guide the passengers for availability of wheel chairs as well. The passengers who are in need of wheel chair may contact the nominated place/help desks.
2. The pictorial signage for wheel chair in three languages should be provided at the help desks/ nominated places, near parking areas and station entrance.
3. As advised by GM, a design of signage board (to be displayed at stations) regarding availability of Wheel Chair at stations is given below:

**Wheel Chair Availability**



1. Phone No:
2. Porterage No:
3. Location:

4. The porter who is carrying the passenger in the wheel chair should remain with them until the train arrival at the platform and provide necessary assistance to the passenger to board the train.
5. If the Porter facility is not availed/ porter is not available at the station, staff nominated should allot the wheel chair after collecting the original identity card of the passenger/person as security for availing the service.

Therefore, all concerned are instructed to implement the instructions at their respective stations. Section CCIs should ensure strict compliance of the above instructions at the stations under their jurisdiction.

*Benhur*  
(V John Benhur)  
ACM-II/NED  
For Sr.DCM/NED



Office of the Principal Chief Commercial Manager  
South Central Railway, Ministry of Railways, Government of India  
Rail Nilayam, Secunderabad-500025(Telangana)

सं./No. C.14/G.III/Wheel Chairs/2019

दि./Dt.-22-07-2019

Sr.DCMs/SC, BZA, HYB, GTL, GNT &amp; NED

विषय/Sub: Provision of Wheel Chairs at station - reg

संदर्भ/Ref: New Paper clipping dt. 27-05-2019 on the subject.

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This office vide letter dated 14-06-2019 in Action Plan-2 for making railway stations more "Passenger Friendly", has already advised to provide Help Desks/a nominated place with 1 or 2 benches for Luggage Porters near the entrance/outside of the station gates/Circulating area. Further, it has been advised to provide pictorial signage for Wheel Chairs.

General Manager/SCR has reviewed the provision of wheel chairs at the stations and advised that the wheel chair boards across the divisions should be standardized and they should include the Phone No., Porterage charges and Location of wheel chair availability. In order to streamline this facility further, the following are advised:

- 1) A nominated place / help desks to be set up regarding availability of wheel chairs. Luggage porters, Railway staff should guide the passengers for availability of wheel chairs as well. The passengers who are in need of wheel chair may contact the nominated place/help desks.
- 2) The Pictorial signage for wheel chair in three languages should be provided at the help desks/nominated places, near Parking areas and station entrance.
- 3) As advised by GM, a design of signage board (to be displayed at stations) regarding availability of Wheel chair at stations is given below:

## WHEEL CHAIR AVAILABILITY



व.मं.वा.प्र.  
Sr.D.C.M.  
मं.वा.प्र.  
D.C.M.  
स.वा.प्र.-I  
A.C.M.-I  
स.वा.प्र.-II  
A.C.M.-II  
म.का.धि./का.दि  
20/07/19

- 4) If the passenger is availing porter facility along with wheel chair, the staff nominated for issue of wheel chair should issue a coupon (at erstwhile A1 category stations) consisting of Sl.No., Badge No. of the Porter and Porterage amount. Further, the staff should arrange the porter over phone and record the badge no. of the porter in the Record book available with him as well as coupon book.

Contd.2..

- 5) The porter who is carrying the passenger in the wheel chair should remain with them until the train arrival at the platform and provide necessary assistance of the passenger to board the train.
- 6) If the Porter facility is not availed, staff nominated should allot the wheel chair after collecting the original Identity card of the passenger/person as security for availing the service

Therefore, it is requested to take necessary action for early implementation of the above at all the stations.

  
(SHIFALI)  
Dy.CCM/IT