



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



No. 2024/E (Trg.)/41/20

New Delhi, Dated: As signed

The General Managers(P),
All Zonal Railways & Production Units
(As per standard mailing list)

Sub: Provide additional staff training on the importance of accessibility and sensitivity toward passengers with disabilities-guidelines.

Indian Railways is committed to provide an inclusive, accessible, and sensitive environment for all passengers, including persons with disabilities (Divyangjan), in accordance with the Rights of Persons with Disabilities Act, 2016.

2. It is imperative that frontline staff across various department are sensitized and trained to interact empathetically and effectively with Divyangjan passengers, ensuring their comfort, safety, and dignity. Although, *Disability Support Component* already exists in the training modules for several frontline categories, such as Station Managers, Train Managers (Guards), and Commercial-cum-Ticket Clerks as outlined in RBE 16/2025.

3. In the context of providing greater thrust towards customer satisfaction instructions were issued vide Board's letter No. E(MPP)/2015/3/8 dated 19.03.2015 for implementing a dedicated Soft Skills Training Module, with a minimum duration of **three days**, focusing on customer care for frontline staff. Subsequently, instructions were reiterated vide Board's letter of even number dated 11.09.2019, specifically emphasizing soft skill training to address the needs of 'Divyangjan' under the Sugamya Bharat Abhiyan.

4. Recently, Zonal Railways and Production Units were also advised to conduct a full-day sensitization programmes on disability-related matters for various frontline categories, including Ticket Checking staff issued vide Board's Letter No. 2024/E(Trg.)/41/20 dated 24.12.2024 and 22.01.2025 as a part of periodic sensitization programmes on disability-related issues.

5. In order to bring uniformity and consistency in the sensitization efforts across Indian Railways, all Zonal Railways and Production Units are advised to take the following actions:

- Ensure that sensitization training on disability-related issues is made an integral part of all initial, promotional, and refresher courses for frontline categories such as Station Masters, Guards, Ticket Checking Staff, and Commercial-cum-Ticket Clerks, among others.
- Conduct dedicated full-day sensitization programmes on a periodic basis for all categories of frontline staff, with specific emphasis on behavioral skills, accessibility protocols, and communication practices while dealing with Divyangjan.

6. As training is a vital component of the service conditions, it is once again requested that the above instructions may be complied. Action taken may be advised to the Board's office.


18/07/2025
(Jitendra Kumar)
Dy. Director/Estt.(Training)
Railway Board
Ph. : (011) 23047251