



South Central Railway

Headquarters Office,
Personnel Branch,
Secunderabad.

No. P[R] 524/IV

Dt. 03 .06.2022.

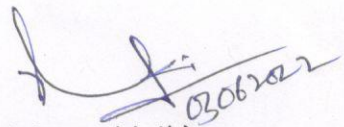
ALL CONCERNED

S. C. RAILWAY ESTABLISHMENT SERIAL CIRCULAR No. 73 /2022

Sub: Use of appropriate terms for 'person with disability' and 'Divyangjan' in the communication/signage/announcement/Booking Portal of Indian Railways.

A copy of Board's letter No. 2022/E(LL)/RPwD/1 dated 18.05.2022 along with its enclosure on the above subject is forwarded herewith for information, guidance and necessary action.

Encl: As above.


(G.Srinivasa Naik)

SPO/Bills

for Principal Chief Personnel Officer

64

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

No.2022/E(LL)/RPwD/1

New Delhi, dated:18.05.2022

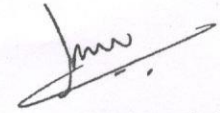
The General Managers, All Indian Railways and Production Units.
Metro Railway/Kolkata, CORE/Prayagraj
The CAO (Construction), All Indian Railways.
The Director General, RDSO/Lucknow
The DG/Railway Staff College/Vadodara
The Directors, IRICEN, IRIEEN, IRISSET, IRIMEE, IRITM
The CAO, COFMOW, Tilak Bridge, New Delhi
The CAO, MTP, Chennai and Mumbai
The Chief Administrative Officer, Rail Coach Factory, Delhi.

Sub: Use of appropriate terms for 'person with disability' and 'Divyangjan' in the communication/signage/announcement/Booking Portal of Indian Railways.

Please find enclosed herewith letter from Ministry of Social Justice & Empowerment's letter No.P-13013/26/2022-DD-3 dated 25.04.2022 regarding use of the term 'person with disability' in English and 'Divyangjan' in Hindi in the Indian Railways Portal and communication/signage/announcements while addressing Persons with Disabilities.

2. All Zonal Railways/PUs/CPSEs etc. are requested to ensure compliance with these instructions.

DA: As above.



(Praveen Kumar)
Director/Estt.(L.L.)
Railway Board

Tel No.011-23047188

Email : dell@rb.railnet.gov.in

Copy to:

1. Adviser/MR, EDPG/MR, PS/MR, OSD/MR, OSD/Co-ord/MR, Addl. PS/MR, PS/MOSR(D), EDPG/MOSR(D), EDPG/MOSR(J), DPG/MOSR(J), Addl. PS/MOSR(J).
2. OSDs/PSOs/Sr. PPSs/PPSs/PSs to CRB & CEO, MF, M(Infra), M(T&RS), M(O&BD), Secretary, All DGs/AMs/PEDs/EDs/JSs, ADG/PR, Dir(Dep),

Room No.533-A. Rail Bhawan, Raisina Road, New Delhi-110001

F.No. P-13013/26/2022-DD-3

Government of India

Ministry of Social Justice & Empowerment

Department of Empowerment of Persons with Disabilities (Divyangjan)

Challenge Railway Board
1144698
26.4.22

Pt. Deendayal Antyodaya Bhawan,
CGO Complex, New Delhi-110003
Dated the 25th April, 2022

Office Memorandum

Sub:- Matter of Urgent Public Importance raised during Zero Hour of Lok Sabha on 16.03.2022 by Dr. DNV Senthilkumar. S, Hon'ble M.P. - reg.

The undersigned is directed to say that India is a signatory to the United Nations Convention on Rights of Persons with Disabilities. The Central Government enacted the Rights of Persons with Disabilities Act, 2016 in line with this Convention. The term "persons with disabilities" has been used in the English text of the Act, whereas, in the Hindi text of the Act, the term "Divyangjan" has been used.

2. It has been brought to the notice of this Ministry by Dr. DNV Senthilkumar. S, Hon'ble M.P. through a matter of urgent public importance in Lok Sabha on 16.03.2022 that in the IRCTC booking portal, under the dropdown list, the term 'Divyang' is mentioned instead of the word 'physically challenged'. He urged Ministry of Railways to make necessary corrections in the portal.

3. In view of above M/o Railways is requested to use the term "person with disability" in English and "Divyangjan" in Hindi in their Portal and communications/signage/announcements while addressing Persons with Disabilities. Appropriate instructions may also be issued to IRCTC accordingly, to make necessary changes in their portal.

4. This issues with the approval of Competent Authority.

(D.K. Panda)

Under Secretary to the Govt. of India
Tel: 24269059

The Ministry of Railways,
(Kind attention: Shri V.K. Tripathi, Chairman, Railway Board)
Room No. 239, Rail Bhawan,
New Delhi-110001
Email: crb@rb.railnet.gov.in