

दक्षिण रेलवे Southern Railway
प्रधान मुख्य कार्मिक अधिकारी का कार्यालय
Office of the Principal Chief Personnel Officer
मुख्य कार्यालय, कार्मिक विभाग, चेन्नै-600003
Headquarters, Personnel Department, Chennai-600003

सं/No: P(R) 113 / P / PWD

दिनांक/Dated: 25.05.2022

All Concerned

विषय/Sub :Use of appropriate term for 'Persons with Disability' and 'Divyangjan' in the communication/signage/announcement /Booking portal of Indian Railways.

A copy of Railway Board's letter No. 2022/E(LL)RPwD/1 dt. 18.05.2022 dated 18.05.2022 alongwith a copy of letter from Ministry of Social Justice and Empowerment letter No. P.13013/26/2022-DD-3 dt. 25-04-2022 on the above subject is enclosed for information, guidance and necessary action.

Encl. 03 Pages

Digitally signed by M
SENTHIL KUMAR
Date: 2022.05.25 14:22:42
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उप मुख्य कार्मिक अधिकारी / समन्वय
Deputy Chief Personnel Officer/ Co-ord

Copy to: The General Secretary/SRMU
The General Secretary/AISCTREA
The General Secretary/AIOBCREA
The General Secretary/NFIR

IT Section/PB/HQ - to upload in the SR website.

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

SR 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

(2)

Dir(GA), Dir(A), DIP, Dir(E)/Spl., DS(C)/CRB, US(C), US(A), US(A)-II,
US(Prot.) Railway Board.

Copy for information and necessary action to:

The Chairman & Managing Director/Managing Director:

1. Container Corporation of India Ltd. (CONCOR), Concor Bhawan, C-3 Mathura Road, New Delhi-110076.
2. IRCON, International Limited, C4, District Centre, Saket, New Delhi- 110017
3. Indian Railway Catering And Tourism Corporation Limited (IRCTC) Corporate Office, 9th Floor, Bank Of Baroda Building, 16, Parliament Street, New Delhi- 110001
4. Indian Railway Finance Corporation Limited (IRFC), NBCC Place, Bhisma Pitamah Marg, Pragati Vihar, Lodhi Road, New Delhi.
5. Konkan Railway Corporation Limited (KRCL), DMRC Building, Pragati Maidan, New Delhi.
6. Railtel Corporation Of India Limited, (RCIL), 10th Floor, Bank Of Baroda Building, 16, Parliament Street, New Delhi -110001.
7. Rites Ltd-Rites Bhawan, Plot No. 1, Sector 29, Gurgaon.
8. Dedicated Freight Corridor Corporation Of India Limited, 5th Floor, Pragati Maidan, Metro Station Building Complex, New Delhi- 110001.
9. Rail Land Development Authority, Near Safdarjung Railway Station, Moti Bagh, Phase-I, New Delhi- 110021.
10. Centre For Railway Information System (CRIS), Chanakyapuri, New Delhi.
11. Indian Railway Welfare Organization, Railway Complex, Shivaji Bridge, New Delhi..

F.No. P-13013/26/2022-DD-3
Government of India
Ministry of Social Justice & Empowerment
Department of Empowerment of Persons with Disabilities (Divyangjan)

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