

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

No. 2022/Tele/15(18)/2(CRB ref) (3392558) New Delhi, Dated 07.05.2022

General Manager (S&T),
All Indian Railways.

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.
Ref: - i) Chairman Railway Board's e-office no. 1144698 dated 26.04.2022
ii) Ministry of Social Justice & Empowerment's OM No.P-13013/26/2022-DD-3 dated 25/04/2022

Please find enclosed herewith Office Memorandum from Ministry from Social Justice & Empowerment dated 25.04.2022 on above mentioned subject.

In view of above, it is advised to ensure implementation of said instructions w.r.to announcement/displays/web-portals/communications and use terms 'Divyangjan' in Hindi and 'Person with Disability' in English.

DA: As above.

Signed by Dhamendra

(धामेंद्र सिंह)

Date: 07-05-2022 15:27:52

निदेशक/ दूरसंचार

दूरभाष 011-47843013, 030-44613

ई.मेल dtele@rb.railnet.gov.in

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

Government of India

Ministry of Social Justice & Empowerment

Department of Empowerment of Persons with Disabilities (Divyangjan)

Chairman, Railway Board

E-Office No. 1144698

Date: 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

Ms Deepa
6/5/2022

DPTC (GT)-II

Sample-2

DB/LL may also please see for n.s.

HTDE/LL, Dn/Tele, DTC/G as Dn/Tele

4-5-2022

50/126-II
6/5/22

RB
1/5/22

1/04/22

M/M+BD

D/C+BS
on you/bd

EMM

DD/PM