



इंडियन रेलवे कॅटरिंग एवं टूरिज्म कॉरपोरेशन लिमिटेड
(भारत सरकार का उद्यम - मिनी रत्न)
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise - Mini Ratna)

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No. 2022/IRCTC/HRD/CO/Res/PwBD

Dated: 16.05.2023

To All GGMs/GMs of IRCTC

Sub: Equal Opportunity Policy for Persons with Disabilities.

In compliance of the Section 21 of the Rights of Persons with Disabilities Act, 2016, an 'Equal Opportunity Policy' for the persons with disabilities is being notified for IRCTC as per Annexure to this letter.

[Authority: Extract of the 128th BOD Meeting held on 22nd March, 2023]


(Neeraj Srivastava)
Jt. General Manager/HRD

Encl: Annexure.

- Copy to: 1. PS to CMD – for information of CMD.
2. Director/Finance 3. Director/CS 4. Director/TM 5. CVO
6. Company Secretary
7. AGM/IT – for display of the above policy at IRCTC's Web-site.
8. All IRCTC employees.

**“Equal Opportunity Policy for Persons with Disabilities
under the Rights of Persons with Disabilities Act, 2016**

The Government of India has enacted the Rights of Persons with Disabilities Act, 2016 (RPwD, Act) and the Rights of Persons with Disabilities Rules, 2017 to give effect to the principles enshrined in the United Nations Convention on Rights of Persons with Disabilities (2006). In pursuance of the mandate given in Section 21(1) of the RPwD, Act 2016 read with Rule 8 of RPwD Rules, 2017 the Equal Opportunity Policy is notified by the Indian Railway Catering and Tourism Corporation Ltd. (IRCTC).

2. **PREAMBLE**

The Indian Railway Catering and Tourism Corporation Ltd. (*hereinafter* referred as IRCTC) recognises the value of a diverse work force and the need to provide an inclusive and enabling work environment. We are committed to ensuring equal opportunities for people with disabilities and to provide an environment and work culture which is inclusive of them. We seek to act proactively to facilitate their full participation in the work of the Corporation. We are also committed to ensuring that individuals with disabilities can interact with the Corporation in an environment which is optimal for their needs.

3. **SCOPE**

The Policy shall apply to all the employees of IRCTC. The policy will covers all persons with disabilities i.e. full time/part time employees and contractual employees. It will also covers those employees who acquire disability during their work tenure. It will apply to all aspect of employment i.e. recruitment, training, working conditions, salaries, transfers, etc.

4. **PURPOSE:**

The Equal Opportunity Policy of IRCTC is to provide equal opportunities to the specially-abled employees without any discrimination, on the ground of disability and shall strive to maintain a working environment that is conducive for specially abled employees. This Equal Opportunity Policy is subject to applicable regulations, qualifications, and merit of the individuals concerned.

5. **DEFINITION:**

The definitions of different terms used in this Policy will be as prescribed under the Rights of Persons with Disabilities Act, 2016 and the Rights of Persons with Disabilities Rules, 2017.

6. **RIGHTS AND ENTITLEMENTS:**

IRCTC is committed to provide the following for the persons with disabilities:-

- (I) IRCTC shall ensure that the persons with disabilities enjoy the right to equality, life with dignity and respect for their integrity equally with others.
- (II) IRCTC will ensure a work environment free from any discrimination against persons with disabilities.
- (III) Placement/Posting of Officers with disabilities:-

IRCTC will frame policies for posting/transfer of employees with disabilities in the following manner:

- (a) Postings of persons with disabilities will be considered sympathetically to the extent possible and in accordance with the extant instructions of the Government of India and applicable provisions of statute/Recruitment Rules by the Placement/Local Transfer Committee subject to the administrative constraints.
- (b) Special consideration shall be given for officer who is a care-giver of 'Divyang', differently-abled dependents and covered under DOPT's O.M. dated 08.10.2018 and subsequent modification, if any, subject to administrative constraints.

(IV) **Reservation:**

Reservation as per Section 34 under Chapter VI of the Act is and shall be followed in IRCTC. The recruitment is based on merit and the candidates are evaluated based upon their skills and competence within the guidelines issued by the Government of India to ensure non-discrimination and equality of opportunity.

The vacancies for recruitment shall be computed as 4% of the total no. of vacancies including vacancies arising in the identified and non-identified posts in the cadre strength in each group of posts.

The advertisement to fill the vacancies shall be issued to ensure maximum reach to all prospective applicants. The no. of vacancies reserved for each class of persons with benchmarked disabilities shall be indicated in the advertisement issued.

(V) **Preference for allotment of residential accommodation:**

Request of persons with disabilities for allotment of residential accommodation may be given preference to the extent possible and they will be preferred for allotment of ground floor accommodation.

(VI) **Infrastructure**

(a) **Physical Infrastructure:**

IRCTC aims to ensure that the physical infrastructure (i.e. building, furniture, Toilets, Canteen, Parking, etc.) adheres to the accessibility standards and barrier free as per the provisions of the Act. Any employee facing accessibility issue should report to the Grievance Redressal Officer.

(b) **DIGITAL INFRASTRUCTURE:**

IRCTC will ensure that all documents, communication and information technology systems adhere to the accessibility standards. Any employee facing accessibility issues can reach out to the IT Department or write to the Grievance Redressal Officer.

(VII) No promotion shall be denied to a person on the ground of disability subject to eligibility of promotional posts identified suitable for bench mark disabilities and provisions of Recruitment Rules;

(VIII) IRCTC shall not dispense with or reduce in rank of an employee who acquires a disability during his or her service. However, if an employee after acquiring disability is not suitable for the post, he/she was holding, shall be shifted to another post with the same or similar pay scale and service benefits.

(IX) **Awareness Campaign**

The Equal Opportunity Policy shall be prominently displayed on the department's website and wide publicity should be given to the Policy to create awareness about the policy amongst the officers of IRCTC.

7. **Liaison Officer:**

As per the mandate of Govt. of India, IRCTC will appoint a Liaison Office who will be responsible for taking initiative and providing the requisite support needed to provide inclusive and assessable workplace. Accordingly, Liaison Officer shall be appointed with the approval of competent authority. The Liaison Officer will be responsible for:

- i. Reservation matters relating to persons with disabilities.
- ii. Look after the issues relating to providing of amenities for the Persons with disabilities.
- iii. Ensuring that all employees are aware of the Equal Opportunity Policy and know their rights and duties in relation to Equal Opportunity Policy.
- iv. Ensuring that the provisions of maintenance of records as per Chapter IV of the Rules 2017 and duly complied with.

8. **Grievance Redressal:**

In terms of Section 23 of the Rights of Persons with Disabilities Act, 2016, Competent Authority has appointed a suitable officer as Grievance Redressal Officer for looking into complaints of persons with disability and the same has been communicated with Chief Commissioner appointed under the provision of Section 74 of the RPwD Act, 2016 and placed on website of IRCTC. The Grievance Redressal Officer will look into complaints, raised by employees with disabilities.

The officer shall be the nodal point for receiving and disposing of all grievances filed under this policy. He shall maintain a register of complaints in the manner as prescribed by the Central Government. The Grievance Redressal Officer shall investigate the complaint and shall take up the matter with the establishment for corrective action."

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