

**GOVERNMENT OF INDIA (BHARAT SARKAR)  
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)  
(RAILWAY BOARD)**

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No. 2011/TG-I/10/e-ticketing for disabled. Pt II

New Delhi, dated 29.06.2016

Chief Commercial Managers,  
All Zonal Railways.

MD/CRIS,  
Chanakyapuri, New Delhi.

Chairman & Managing Director/IRCTC,  
11<sup>th</sup> Floor, Statesman House,  
Barakhamba Road,  
New Delhi.

**(COMMERCIAL CIRCULAR NO. 28 OF 2016)**

**Sub: Concession based ticketing including online ticketing for the physically challenged persons using Photo Identity Card issued by the Railways.**

**Ref: Commercial Circular No. 18 of 2015 dated 19.03.2015.**

In partial modification of the instructions issued vide Board's letter dated 19.03.2015, referred to above, the 'Detailed procedure to be followed for implementation of the scheme for concession based e-ticketing through IRCTC as well as issuing Counter Tickets for the physically challenged persons i.e. Orthopedically Handicapped/ Deaf & Dumb/ Mentally Retarded/ Blind Patients' may be amended as follows:-

i. **Para-5** is substituted by the following:-

Concession Certificate issued by the Government Hospital/ Clinic/ Institutions, as the case may be, lying in the area within the jurisdiction of concerned Zonal Railways will be considered for issuing Photo Identity Cards. However, in those cases where the applicant has shifted to a new place and his/her concession certificate has been issued by the Government Hospital of his/her previous residence, he/she may be allowed to apply to DRM's office (suppose A) of current residence. The division will then get the concession certificate verified by the concerned division/zone (suppose B) in which the Government hospital falls which has issued the concession certificate. Such division/zone will then send the verification report to the referring division (A) which had sent the verification request. Based on the verification report, Division 'A' will issue the ID card to the physically challenged person or to his/her representative (with proper authority letter) on his/ her behalf. However, original certificates (including address proof indicating current residence) must be shown at the time of collection of card. The time limit for disposal of the application/issue of ID card in such cases is two months from the date of receipt of application.

ii. Para-8 is substituted by the following:-


The validity of the card will be five years from the date of issue or till the last date up to which the concession certificate is valid, whichever is earlier.

As per rules under IRCA Coaching Tariff No. 26 Para (I) Vol.(II), in certain cases as follows, the validity of concession certificate exceeds five years:-

- In case of permanent disability, the concession certificate is valid for ten years in the age group of 26 to 35 years.
- In case of permanent disability, the concession certificate is valid for whole life of the concerned person above the age of 35 years.

Though fresh verification of the concession certificate is not required in cases where the existing concession certificate is still valid in the above mentioned situations on the expiry of the validity of the photo I.D. card, the same procedure for renewal of the Photo I.D.card as mentioned in Para-11 of C.C. no. 18 of 2015 shall have to be followed.

2. Zonal Railways are requested to ensure effective implementation of the scheme at the earliest under intimation to this office.

  
(Vikram Singh)

**Director Passenger Marketing  
Railway Board**

**Copy to:**

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) ADG(PR), EDV (T), EDFC, DF(C), DFM, PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
- 3) General Manager/PRS, CRIS, Chanakyapuri, New Delhi.
- 4) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 5) The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway/Bhuli/Dhanbad, Northern Railway/Chandausi, NE Railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Maula Ali, SE Railway/Sini, North Western Railway/Udaipur.
- 6) Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow 226 011.
- 7) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 8) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 9) Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
- 10) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.