

No.TCII/2196/11/OII/Policy

New Delhi, dated 22.06.2016

The General Managers
All zonal Railways

Sub: Concession certificates to patients..

REF: Board's letter No. even number dated 18.6.2014 & 12.8.2014 .

Reference Board's letter of even number dated 18.6.2014 & 12.8.2014, the concession forms for patients has been revised. At present, the concession forms are addressed to Station Master of originating Station and for return journey the station master of the originating station for return journey.

2. In view of the problems being faced by the patients, It is has been decided that:-

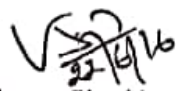
- (i) The concession certificates may be addressed to station masters of both originating stations serving hospital as well as serving residence so that return journey tickets may also be purchased at a time in advance from any of these two stations.
- (ii) Also, if the concession certificate is addressed to Mumbai this means that as per provisions applicable for privilege pass/PTOs the tickets may be issued from any PRS counters of Mumbai area stations like Mumbai CSTM, Mumbai BCT etc., as applicable in the case of privilege pass/PTOs. Similarly, same provisions may be followed for other major stations also as applicable in the case of privilege pass/PTOs.

3. A number of complaints are being received that concession to escorts of patients is being refused at many stations. Ministry of Railways desire that concession to escorts may be granted in accordance with the rules & procedure contained in IRCA Coaching Tariff Part-I (volume-II). No deviation from the rules/procedure has been permitted. Patients should be dealt with compassion & sympathy and must not be harassed.

This will be implemented with immediate effect.

All other terms and conditions shall remain same.

Necessary instructions may be issued to all staff concerned.


(Vikram Singh)
Director Passenger Marketing
Railway Board