

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

No. TCII/2196/11/OH/Policy

Rail Bhavan, New Delhi, dt. 12.8.2014

The General Manager (Commercial),
All Zonal Railways.

Sub: Revision of forms for patients.


Ref: Board's Letter of even number dated 18.6.2014.

Reference Board's letter of even number dated 18.6.2014, wherein the forms of patients and disabled persons were revised. Certain modifications have been made in the combined forms for patients. The modified forms for patients (for both outward and return journey) are enclosed herewith.

Zonal railways may print the modified forms and supply to all concerned.

This will come in to force with immediate effect.

Necessary instructions should be issued to all concerned.


(Vikram Singh)
Director Passenger Marketing
Railway Board

- Copy to: 1. CCM/PM all Indian Railways
2. IRCA, chelmsfor Road, New Delhi for issue of necessary correction slip in coaching tariff no 25 Part 1 (Vol II).
3. MD/KRCL.
4. GM/Metro Railway/Kolkata.
5. MD/CRIS, Chanakyapuri, New Delhi
6. The secretary, Ministry of Health Government of India, Nirman Bhawan, New Delhi.

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

No. TCII/2196/11/OH/Policy

Rail Bhavan, New Delhi, dt.

18.06.2014

The General Manager (Commercial),
All Zonal Railways.

Sub:- Revision of Concessional forms (combined form) for all the four categories of handicapped persons and for all categories of Patients except ostomy patients.

In order to simplify the concessional forms and make them user-friendly it has been decided to have a combined concession form for all categories of disabled persons and another single form (separately for outward and return journey) for all categories of patients except ostomy patients.

The revised Concessional form (combined form) for all the four categories of handicapped persons (one form) and the revised Concessional form for all categories of Patients (except ostomy patients)- two forms i.e. One for outward and one for return journey are enclosed.

Zonal railways may print the revised forms and supply them to all concerned.

The revised forms shall come into effect w.e.f 15.07.2014.

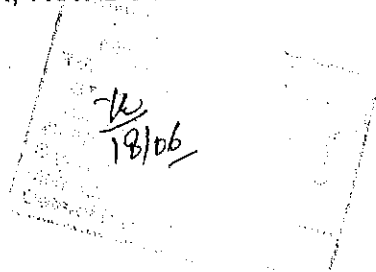
However, the concession certificates already issued on the pre-revised forms shall continue to be valid till the expiry period of the concession certificate's validity.

Necessary instructions should be issued to all concerned.

V/S
18/6/14
(Vikram Singh)
Director Passenger Marketing
Railway Board

- Copy to: 1. CCM/PM all Indian Railways
2. IRCA, Chelmsford Road, New Delhi for issue of necessary correction slip in coaching tariff no 25 Part 1 (Vol II).
3. MD/KRCL.
4. GM/Metro Railway/Kolkata.
5. MD/CRIS, Chanakyapuri, New Delhi

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भारत सरकार
रेल मंत्रालय
रेलवे बोर्ड

सं. टीसी॥/2196/11/ओएच/पॉलिसी

नई दिल्ली, दिनांक 18.06.2014

महाप्रबंधक (वाणिज्य),
सभी क्षेत्रीय रेलें.

विषय: सभी चार कोटियों के विकलांग व्यक्तियों एवं सभी कोटियों के रोगियों (ओस्टोमी रोगियों को छोड़कर) के लिए रियायती फॉर्म (संयुक्त फॉर्म) में संशोधन।

रियायती फॉर्मों को सरल और उपयोगकर्ताओं के अनुकूल बनाने के लिए सभी कोटियों के विकलांग व्यक्तियों के लिए एक संयुक्त रियायती फॉर्म और ओस्टोमी रोगियों को छोड़कर सभी कोटियों के रोगियों के लिए दूसरा सिंगल फॉर्म (जाने और वापसी यात्रा के लिए अलग-अलग) बनाने का विनिश्चय किया गया है।

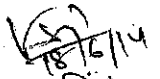
सभी चार कोटियों के विकलांग व्यक्तियों के लिए संशोधित रियायती फॉर्म (संयुक्त फॉर्म) और सभी कोटियों के रोगियों (ओस्टोमी रोगियों को छोड़कर) के लिए दो संशोधित रियायती फॉर्म अर्थात् एक जाने और दूसरा वापसी यात्रा के लिए संलग्न है।

क्षेत्रीय रेलें संशोधित फॉर्मों को छपवाकर सभी संबंधितों को भेज दें।

संशोधित फॉर्म 15.07.2014 से लागू होंगे।

बहरहाल, संशोधनपूर्व फॉर्मों पर पहले से जारी किए गए रियायती प्रमाण-पत्र रियायती प्रमाण-पत्र की वैधता की अवधि समाप्त होने तक वैध रहेंगे।

सभी संबंधितों को आवश्यक अनुदेश जारी किए जाएंगे।


(विक्रम सिंह)

निदेशक यात्री विपणन,
रेलवे बोर्ड

प्रतिलिपि प्रेषित :

1. मुख्य वाणिज्य प्रबंधक/यात्री विपणन, सभी भारतीय रेलें.
2. आईआरसीए, चेम्सफोर्ड रोड, नई दिल्ली को कोचिंग टैरिफ सं. 25 भाग 1 (वॉल्यूम II) में आवश्यक शुद्धि पर्ची जारी करने के लिए।
3. प्रबंध निदेशक/कॉकण रेल कॉर्पोरेशन लि..
4. महाप्रबंधक/मेट्रो रेलवे/कोलकाता.
5. प्रबंध निदेशक/क्रिस, चाणक्यपुरी, नई दिल्ली.

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

No. TCII/2196/11/OH/Policy

Rail Bhavan, New Delhi, dt. 23.09.2014

The General Manager (Commercial),
All Zonal Railways.

Sub: Revision of forms for disabled and patients

Ref: Board's Letter of even number dated 18.6.2014 & 12.8.2014.

Reference Board's letter of even number dated 18.6.2014 and 12.8.2014 wherein the forms of patients and disabled persons have been revised w.e.f. 15.7.2014. In the instructions it has been clearly mentioned that the concession certificates already issued on the pre-revised forms shall continue to be valid till the expiry period of the concession certificate's validity.

Number of complaints are being received that concession to escorts in case of patients are being refused at many stations stating that there is no mention in the forms about escorts.

Ministry of Railways desire that concession to disabled and patients and the escorts may be granted in accordance with the rules contained in IRCA Coaching Tariff Part-I (volume-II). No changes have been made as regards concession to escorts. The disabled persons/patients should be dealt with compassion & sympathy and must not be harassed on flimsy grounds. The complaints received by Zonal railways in this regard should be taken up seriously.

Necessary instructions may be issued to the staff concerned immediately. should be issued to all concerned.

V.S. 23/9/14

(Vikram Singh)

Director Passenger Marketing
Railway Board

1/2/2014

Copy to: 1. CCM/PM all Indian Railways