

NORTHERN RAILWAY

**Head Quarter Office,
Baroda House, New Delhi.**

No. MC-III/Resvn/599/RB/Pt.II

Date : 08.07.2025.

Sub: Requisition for release of Emergency Quota.

Ref: Railway Board's Commercial Circular No. 10 of 2025 circulated vide letter No. 2024/TG-I/20/P/Reservation Chart dated 02.07.2025.

Railway Board vide Commercial Circular No. 10/2025 has issued the following instructions:

- a. For the trains with departure between 0500 hours and 1400 hours, first reservation chart will be prepared preferably by 21:00 of previous day.
- b. For the trains with departure between 14:00 and 23:59 and 00:00 and 05:00, first reservation chart will be prepared preferably 8 hours in advance.
- c. There shall be no change in extant provisions regarding preparation of second reservation charts.
- d. These instructions also cover charting at remote locations.

In compliance of above and in order to enable the preparation of first reservation charts at least 8 hours in advance, the following timings should be adhered to for submitting the EQ request with immediate effect.

Sl No.	Reservation charts preparation timings	Application to be received for allotment of EQ (on regular working day)	Application to be received for allotment of EQ (on Saturday, Sunday & other Holidays)
1.	For the trains with scheduled departure between 00:00 hrs to 05:00 hrs.	Latest by 13:00 hrs of the previous day.	Latest by 16:00 hrs of the last working day (before the holiday).
2.	For the trains with scheduled departure between 05:01 hrs to 23:59 hrs.	Latest by 16:00 hrs of the previous day.	

All concerned are requested to adhere to afore-mentioned guidelines while sending requests for seeking reservation out of EQ.


(K. P. Yadav)
Chief Commercial Manager / PS

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NORTHERN RAILWAY

Headquarters Office
Baroda House
NEW DELHI

No. MC-III/Resvn/599/RB/Pt. II

Date : 14 .10.2022

Sub: Requisition for release of emergency Quota.

Attention is invited to the instructions issued from time to time for laying down the procedure for submission of request for release of Emergency Quota (EQ). But it has been noticed that these instructions are not being adhered to the true spirit. Many instances have come to notice where the requests for EQ are devoid of requisites details.

In view of this, instructions issued earlier are being reproduced as below, for compliance at your end:

1. It is to re-emphasize that the request for release of accommodation against HOR/HQ should not be indiscriminate and should be restricted only to very genuine and emergent cases. Requests should not be made indiscriminately making it difficult for the RTA Cell to distinguish the genuine and emergency cases from the routine ones.
2. The reservation out of HOR/HQ is primarily to meet the emergency demand arising at a short notice in the interest of work, and these requests, as far as possible, be confined only for the officials proceeding on duty at a short notice.
3. The request for release of accommodation from HOR/HQ should be sponsored only at the level of PHODs/HODs/Dy. HODs under their personal signatures and official stamp. The request signed by PA's/P Secretary will not be accepted under any circumstances, except in case of Secretary to GM and Secretary to AGM.
4. The recognized federations/Unions of railways have already nominated their authorized signatories for signing the requisitions for release of berths out of Emergency Quota. The requisition slips must come under their signatures only.

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5. It would be the responsibility of the person signing the requisition to ensure the credentials of the party travelling and shall be fully responsible for the same.
6. The written requests for release of berths/seats out of emergency quota must be signed by JA grade officer and above. Requisition slips signed as "for....." by anyone on behalf of the authorized signatory, will not be considered.
7. In no case any officer should give the blank signed requisition forms to their staff for release of berths out of EQ.
8. A number of cases of demands with forged signatures have been received in the RTA Cell. To curb this practice, it has been decided while sponsoring the request for that all the officers while accommodation from HOR/HQ should maintain a register in which all the details of passengers should be entered. The serial No. of the request should be endorsed on the requisition slip along with signatures of the officer and stamp for verification. This number should be progressive and should be changed on 1st of every year.
9. The random checks on requisitions sent by the office will be examined to ensure genuineness of the passenger and signature of the signing authority, by the RTA Cell, Ticket checking staff and Vigilance. Mobile number of the officer signing the requisition must be written by the signing authority.
10. The RTA Cell in HQ office will accept requests for EQ from 10.00 hrs to 17.15 hrs and no request will be accepted after these hours. These slips have to be dropped in the box and not handed over to any officer or staff personally. The request for trains on Saturday/Sundays and other holidays will be accepted upto 17.15 hrs, of last working day. No telephonic requests through calls or messages/whatsapp will be considered.
11. It may be ensured that all reservation requisition slips should contain the Name, Designation and Phone/Mobile number of the recommending authority and name, address and Phone/mobile number of any one of the passenger without which the request will not be considered. The request slips must also clearly state the specific reason for seeking accommodation out of EQ along with relation or reference of the passengers to the forwarding authority.

No slip with incomplete particulars or without PNR or wrong/invalid PNR should be endorsed to the RTA Cell.

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Assn

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12. Computerized Passenger Reservation System automatically prepares the train charts four hours prior to the scheduled departure of the train. For this, the Emergency Quota is to be conveyed to the Charting Cell for feeding into the system, at least six hours prior to the departure of the train. Hence, no EQ requisitions will be entertained with a margin time less than six hours from departure time of the train.
13. The RTA Cell in Hq. provides EQ for trains originating/passing Delhi area i.e. DLI, NDLS, HNZM, ANVT and DEE only. Return journey reservations are not handled by the RTA Cell. These will be done by the Railways/Divisions concerned.

It is once again impressed upon all concerned to adhere to the guidelines mentioned above while sending requests for seeking reservation out of EQ and ensure that only genuine and most emergent cases are forwarded to this office.

This has approval of PCCM.

Nar Singh

(Nar Singh)

Chief Commercial Manager/PS.

GOVERNMENT OF INDIA (Bharat Sarkar)
MINISTRY OF RAILWAYS (Rail Mantralya)
(RAILWAY BOARD)

No. 2005/TG-I/20/P

New Delhi, dated 19. 05.2010

Chief Commercial Managers
All Zonal Railways.

Director/PRS/CRIS, Chanakyapuri, New Delhi.

(Commercial Circular No.25 of 2010)

Sub: Earmarking of Reservation Quota for Cancer Patients

....

Please refer to this office letter of even number dated 19.11.2008(Commercial Circular No.61 of 2008) on the subject quoted above wherein detailed procedure to be followed for giving facility of direct access to the Emergency Quota to cancer patients and their attendants travelling on concessional tickets, has been stipulated.

2. The matter has been reviewed and it has been decided as under:-

- (i) At present, entire Emergency Quota can be accessed by Cancer Patients and their attendants travelling on concessional tickets issued in exchange of concession certificate, at the time of booking itself. It has now been decided to regulate the automatic access of berths from Emergency Quota at the time of booking to the extent indicated below:-

Class	Maximum Number of berths out of the Emergency Quota in a train, which can be accessed by Cancer Patients and their attendants
Sleeper	4
Air-Conditioned Chair Car	2
Air-conditioned 3 Tier	2
Air-conditioned 2 Tier	2
First Class	2

In other classes no direct access to Emergency Quota will be given to Cancer Patients and their attendants.

- (ii) In those cases, where Emergency Quota in excess to the limit mentioned in (i) above has already been accessed, the same shall be honoured.
- (iii) The sequence in which Cancer Patients will be provided reserved accommodation will remain same as mentioned in para 2(iii) of Commercial Circular No.61 of 2008.
- (iv) The above instructions should be implemented at the earliest and CRIS will make necessary modifications in the software and inform the date of effect to all concerned.


(Sanjay Manocha)

**Dy. Director Traffic Commercial (G)-II
Railway Board**

Copy to:

- i. MD, CRIS, Chanakayapuri, New Delhi.
- ii. CCM/PMs and CCM/PSs, all Zonal Railways.
- iii. MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- iv. EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- v. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- vi. The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
- vii. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- viii. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- ix. Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
- x. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- xi. Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.
- xii. Secretary General, National Federation of Railway Pensioners' Organisation, 825, Supertech Residency, Sector - 5, Plot

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

No.2018/TG-I/20/P/11/Ladies Quota

New Delhi, Dated: 04.12.2018

**The Principal Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 67 of 2018)

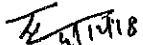
Sub: Earmarking of reserved accommodation in trains for female passengers.

At present, the following reserved accommodation is earmarked for female passengers:

- i. A reservation quota of 6 Sleeper class berths in Mail/Express trains has been earmarked in third bay of the coach for female passengers irrespective of age, travelling alone or in a group of female passengers.
- ii. A reservation quota of 6 berths in 3AC class of Garib Rath Express trains has been earmarked for female passengers irrespective of age, travelling alone or in a group of female passengers.
- iii. In all trains having reserved sleeping accommodation, a combined quota of six lower berths per coach in Sleeper class and 3 lower berths per coach each in AC 3 tier and AC-2 tier classes has been earmarked for Senior Citizens, Female passengers of 45 years of age and above and pregnant women. In case of Rajdhani, Duronto and fully Air Conditioned/Express trains, the number of berths to be earmarked under this quota in 3AC is 4 lower berths per coach as against 3 lower berths per coach in normal Mail/Express trains.

2. The matter has been further examined and it has been decided that a reservation quota of six berths in 3AC class of all Rajdhani/Duronto/fully Air Conditioned trains (having 3AC class) should be earmarked in the third bay for female passengers, irrespective of their age, travelling alone or in a group of female passengers.

3. Necessary instructions may be issued to all concerned accordingly. Wide publicity about this provision should be given through all possible means.


(Sanjay Manocha)
Jt. Director Passenger Marketing
Railway Board

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. EDV(T),EDFC,DF(C), D(I&P),PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. MD/IRCTC,B 148,11th Floor, Statesman House, Barakhamba Road, New Delhi - 110001
4. General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
5. DG, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No. 370, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.

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

सं.2018/टीजी-1/20/पी/11/लेडीज़ कोटा

नई दिल्ली, दिनांक: 04.12.2018

प्रधान मुख्य वाणिज्यिक प्रबंधक,
सभी क्षेत्रीय रेलें

(2018 का वाणिज्यिक परिपत्र सं. 67)

विषय: गाड़ियों में महिला यात्रियों के लिए आरक्षित एकोमोडेशन का निर्धारण।

वर्तमान में, महिला यात्रियों के उपयोग के लिए निम्नलिखित आरक्षित एकोमोडेशन निर्धारित की जाती है:-

- i. मेल/एक्सप्रेस गाड़ियों में अकेली अथवा समूह में यात्रा करने वाली महिला यात्रियों की आयु पर विचार किए बिना स्लीपर श्रेणी के कोच के तीसरी बे में 6 बर्थ का आरक्षण कोटा निर्धारित किया गया है।
 - ii. गरीब रथ एक्सप्रेस गाड़ियों में अकेली अथवा समूह में यात्रा करने वाली महिला यात्रियों की आयु पर विचार किए बिना 3 एसी श्रेणी में 6 बर्थ का आरक्षण कोटा निर्धारित किया गया है।
 - iii. आरक्षित स्लीपिंग एकोमोडेशन वाली सभी गाड़ियों में, वरिष्ठ नागरिकों, 45 वर्ष एवं उससे अधिक आयु वाली महिला यात्रियों और गर्भवती महिलाओं के लिए स्लीपर श्रेणी के प्रत्येक कोच में छह निचली बर्थों और एसी-3 टियर एवं एसी-2 टियर श्रेणियों में प्रत्येक कोच में 3 निचली बर्थों का संयुक्त कोटा निर्धारित किया गया है। साधारण मेल/एक्सप्रेस गाड़ियों में प्रत्येक कोच में 3 निचली बर्थों की तुलना में राजधानी, दूरंतो और पूर्णतः वातानुकूलित/एक्सप्रेस गाड़ियों में इस कोटे के अंतर्गत 3 एसी में 4 निचली बर्थ निर्धारित की गई हैं।
2. इस मामले की जांच की गई है और यह विनिश्चय किया गया है कि सभी राजधानी/दूरंतो/पूर्णतः वातानुकूलित गाड़ियों (जिसमें 3एसी श्रेणी हो) में अकेली अथवा समूह में यात्रा करने वाली महिला यात्रियों की आयु पर विचार किए बिना 3 एसी श्रेणी में तीसरी बे में छह बर्थों का आरक्षित कोटा निर्धारित किया जाए।
3. तदनुसार सभी संबंधितों को आवश्यक अनुदेश जारी किए जाएं। इस प्रावधान के बारे में हरसंभव साधनों के जरिए व्यापक प्रचार किया जाए।


(संजय मनोचा)

संयुक्त निदेशक यात्री विपणन
रेलवे बोर्ड

-2/-

प्रतिलिपि प्रेषितः

1. सीसीएम/पीएम व सीसीएम/पीएस, सभी क्षेत्रीय रेलें।
2. का नि सतर्कता(टी), का नि एफ (सी), निदेशक एफ (सी), निदेशक (आई एंड पी), पीपीएस/एफसी, वि. का. अधिकारी/टी सी, रेलवे बोर्ड की वित्त (सी) व सतर्कता (एस एस) शाखाएं ।
3. प्रबंध निदेशक/आईआरसीटीसी, बी-148, 11वीं मंजिल, स्टैट्समैन हाउस, बाराखम्बा रोड, नई दिल्ली - 110001.
4. महाप्रबंधक/पीआरएस-1, क्रिस, चाणक्यपुरी, नई दिल्ली।
5. महानिदेशक, प्रोफेसर/ प्रशिक्षण तथा प्रोफेसर/ वाणिज्य, रेलवे स्टाफ कॉलेज, वड़ोदरा।
6. प्रिंसिपल, क्षेत्रीय रेलवे प्रशिक्षण संस्थान, मध्य रेलवे/भुसावल, पूर्व रेलवे/भूली-धनबाद, उत्तर रेलवे/चंदौसी, पूर्व मध्य रेलवे/मुजफ्फरपुर, पूर्वोत्तर सीमा रेलवे/अलीपुरद्वार, दक्षिण रेलवे/ त्रिची, दक्षिण मध्य रेलवे/मौला अली, दक्षिण पूर्व रेलवे/सिनी, उत्तर पश्चिम रेलवे/उदयपुर।
7. निदेशक, भारतीय रेल परिवहन प्रबंधन संस्थान, हरदोई बाईपास रोड, मानक नगर, लखनऊ- 226011.
8. जनरल सेक्रेटरी, नेशनल फेडरेशन ऑफ इंडियन रेलवेमैन (एनएफआईआर), 3,चेम्सफोर्ड रोड, नई दिल्ली ।
9. जनरल सेक्रेटरी, ऑल इंडिया रेलवेमैन फेडरेशन (एआईआरएफ), 4, स्टेट एंट्री रोड, नई दिल्ली।
10. सेक्रेटरी जनरल, फेडरेशन ऑफ रेलवे आफिसर्स एसोसिएशन (एफआरओए), कमरा नं 370, रेल भवन, नई दिल्ली।
11. सेक्रेटरी जनरल, इंडियन रेलवे प्रमोटी ऑफिसर्स फेडरेशन (आईआरपीओएफ), कमरा नं 268, रेल भवन, नई दिल्ली।
12. सेक्रेटरी जनरल, ऑल इंडिया आरपीएफ एसोसिएशन, कमरा नं 256-डी, रेल भवन, नई दिल्ली।
13. सीटीएम, मेट्रो रेलवे, मेट्रो रेल भवन, 33/1, जे एल नेहरू रोड, कोलकाता-71.

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

No.2018/TG-I/20/P/63

New Delhi, Dated: 27.12.2018

**The Principal Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 78 of 2018)

Sub: Enhancement of combined Reservation Quota of lower berths for senior citizens and female passengers.

At present, the following combined reservation quota of lower berths is earmarked in Sleeper, AC-3 tier and AC-2 tier classes for senior citizens, female passengers 45 years of age and above and pregnant women:-

Class	No. of lower berths per coach	
	Normal Mail/Express trains	Rajdhani/Duronto/ fully AC Express trains
Sleeper	6	-
3AC	3	4
2AC	3	3

2. The matter has been reviewed and it has been decided that the combined reservation quota of lower berths earmarked for senior citizens, female passengers 45 years of age and above and pregnant women may be enhanced as under:-

Class	Revised (No. of lower berths per coach)		
	Normal Mail/Express train		Rajdhani/ Duronto/ fully AC trains
	Having single coach of the class	Having more than one coach of the class	
Sleeper	6	7	-
3AC	4	4	5
2AC	3	4	4

3. Necessary instructions may be issued to all concerned accordingly. Wide publicity about this provision should be given through all possible means.


(Shelly Srivastava)
Director Passenger Marketing
Railway Board

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. EDV(T),EDFC,DF(C),PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. MD/IRCTC,B 148,11th Floor, Statesman House, Barakhamba Road, New Delhi-110001
4. MD/CRIS & General Manager/PRS, CRIS, Chanakyapuri, New Delhi.
5. DG, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.

Reg. Part



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



No. 2023/TG-I/11/02

New Delhi, dated 06.03.2024

Principal Chief Commercial Managers, All Zonal Railways.	MD, CRIS, Chanakyapuri, New Delhi
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(Commercial Circular No. 1A of 2024)

(Corrigendum to CC No. 01 of 2024)

Sub: Earmarking of reservation quota for persons with disabilities (PwD) in reserved Second Sitting (2S)/ air-conditioned Chair Car (CC).

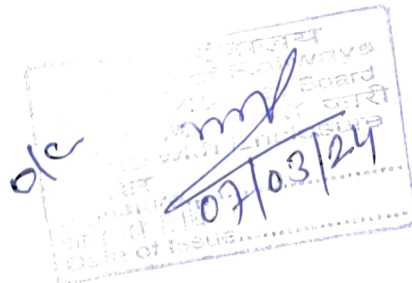
Please refer to this office letter of even number dated 29.02.2024 (Commercial Circular no 01 of 2024) on the subject quoted above. In this regard, it is informed that 'Commercial Circular no. 01 of 2024' may be read as 'Commercial Circular no. 1A of 2024'.

Necessary instructions may be issued to all concerned accordingly.

6/3/24

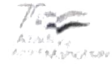
(Rajini Tete)
Deputy Director/TG-I, Railway Board
Phone No. 011-23047370
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GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)



No. 2023/TG-I/11/02

New Delhi, dated 29.02.2024

Principal Chief Commercial Managers, All Zonal Railways.	MD, CRIS, Chanakyapuri, New Delhi
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(Commercial Circular No. 01 of 2024)
 (Corrigendum to CC No. 07 of 2023)

Sub: Earmarking of reservation quota for persons with disabilities (PWD) in reserved Second Sitting (2S)/ air-conditioned Chair Car (CC).

Please refer to this office letter of even number dated 31.03.2023 (Commercial Circular no 07 of 2023) wherein it was advised that the following reservation quota should be earmarked for Persons with Disabilities (PwDs) and their attendant in those Mail/Express trains in which PwDs have been allowed to book reserved ticket on concession:-

- i. Four berths in Sleeper class (two lower and two middle).
- ii. Two berths in 3AC (one lower and one middle).
- iii. Two berths in 3E class (one lower and one middle) (in those trains in which there is no 3A class and only 3E class coaches have been attached).
- iv. Four berths in SLRD coach of Garib Rath Express trains on full fare. (two lower and two upper)
- v. Two seats in reserved Second Sitting (2S)/ air-conditioned Chair Car (CC) in those trains which have more than two coaches of these classes.

1.1 The matter has been reviewed and it has now been decided that the following reservation quota meant for PwDs should be earmarked for PwDs in all reserved Mail/Express trains including Rajdhani/Shatabdi type trains viz. Rajdhani, Duronto, Vande Bharat, Humsafar, Gatimaan, Special trains on special fare etc. irrespective of the fact whether concessional fare facility is available to PwDs in such trains or not:-

- i. Four berths in Sleeper class (two lower and two middle).
- ii. Four berths in 3E or 3A class (two lower and two middle).
 (The class out of these two i.e. 3E/3A in which quota is to be earmarked can be decided by zonal Railway concerned keeping in view the number of coaches of that class available in the train.)

- iii. Four berths in SLRD coach of Garib Rath Express trains.
- iv. Four seats in reserved Second Sitting (2S)/ air-conditioned Chair Car (CC) in those trains which have more than two coaches of these classes (except Vande Bharat Express trains).

- v. Four seats in Vande Bharat express trains.

Ministry of Railways
 (MD) CRIS/Chanakyapuri
 New Delhi
 06/03/24

(Specially designed Seat no. 40 in coach no. C1 and C7 in case of 8 car trains and seat no. 40 in coach no. C1 and C14 in case of 16 car trains for PwDs and one seat each adjacent to these specially designed seats for the escorts of PwDs)

1.1.1 Concessional fare facility shall be governed by the extant guidelines issued from time to time.

1.1.2 With a view to avoid misuse of this provision, facility of booking ticket under this quota online will be available only to those PwDs who have been issued unique ID card by the Railways. For booking tickets across the counter, this facility shall be available on production of unique ID card issued by the Railways or the copy of concessional certificate in prescribed proforma as per existing Railway Rules applicable for issuing concessional tickets. This facility will be available only at those reservation counters where concessional ticket booking facility is available.

1.2 CRIS will make necessary modifications in the software accordingly to ensure verification of unique ID card issued to PwDs by the Railways even in those trains where concessional fare facility is not available. Whenever an eligible PwD as per Railway Rules books a ticket against this quota in a train in which concession is not admissible to him/her, a pop-up message should be displayed informing that concessional fare facility is not available in this train. CRIS shall also ensure that whenever a PwD books a ticket in Vande Bharat express train, he/she should be booked on the specially designed seat no. 40 in coach no. C1/C7/C14, if available and their escort should be booked on the seat adjacent to these specially designed seats earmarked for PwDs. In case both of the specially designed seats earmarked for PwDs in Vande Bharat express trains have been booked by PwDs but one or both of the seats earmarked for their escort are vacant, the vacant seat(s) can be allotted to a PwD.

1.3 Wide publicity about this provision should be given through all available means for information of general public.

2. Necessary instructions may be issued to all concerned accordingly.

Signed by

Sanjay Manocha

(Sanjay Manocha)

Director Passenger Marketing-II

Railway Board

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



सं.2023/टीजी-1/11/02

नई दिल्ली, दिनांक 06.03.2024

प्रधान मुख्य वाणिज्य प्रबंधक सभी क्षेत्रीय रेलें।	प्रबंध निदेशक, क्रिस, चाणक्यपुरी, नई दिल्ली
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(2024 का वाणिज्य परिपत्र सं. 1ए)

(2024 के वाणिज्य परिपत्र सं. 01 का शुद्धि पत्र)

विषय: आरक्षित सेकेंड सिटिंग (2एस)/वातानुकूलित कुर्सीयान (सीसी) में दिव्यांगजनों
(पीडब्ल्यूडी) के लिए आरक्षण कोटा चिह्नित करना।

कृपया ऊपर उद्धृत विषय पर इस कार्यालय के दिनांक 29.02.2024 के समसंख्यक पत्र
(वाणिज्य परिपत्र संख्या 01/2024) का संदर्भ लें। इस संबंध में, यह सूचित किया जाता है कि
'2024 का वाणिज्य परिपत्र सं.01' को '2024 का वाणिज्य परिपत्र सं. 1ए' के रूप में पढ़ा जाए।

तदनुसार सभी संबंधितों को आवश्यक अनुदेश जारी किए जाएं।

(रजनी टेटे)

उप निदेशक/टीजी-1, रेलवे बोर्ड

दूरभाष : 011-23047370

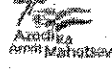
ई-मेल आईडी - rajni.tete@gov.in

कमरा सं. 534-डी, पांचवा तल,

रेल भवन, रायसीना रोड, नई दिल्ली - 110001



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



सं.2023/टीजी-1/11/02

नई दिल्ली, दिनांक 29.02.2024

प्रधान मुख्य वाणिज्य प्रबंधक, सभी क्षेत्रीय रेलें।	प्रबंधक निदेशक, क्रिस, चाणक्यपुरी, नई दिल्ली
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(2024 का वाणिज्य परिपत्र सं. 1)

(2023 का वाणिज्य परिपत्र सं. 07 का शुद्धि पत्र)

विषय: आरक्षित सेकेंड सिटिंग (2एस)/वातानुकूलित कुर्सीयान (सीसी) में दिव्यांगजनों (पीडब्ल्यूडी) के लिए आरक्षण कोटा चिह्नित करना।

कृपया इस कार्यालय के दिनांक 31.03.2023 के समसंख्यक पत्र (वाणिज्य परिपत्र संख्या 07/2023) का संदर्भ लें, जिसमें यह बताया गया था कि उन मेल/एक्सप्रेस गाड़ियों, जिनमें दिव्यांगजनों को रियायती दर पर आरक्षित टिकट बुक कराने की अनुमति दी गई है, में दिव्यांगजनों (पीडब्ल्यूडी) और उनके परिचारकों के लिए निम्नानुसार आरक्षण कोटा चिह्नित किया जाना चाहिए:-

- शयनयान श्रेणी में चार बर्थ (दो निचली और दो मध्य)।
- 3 एसी में दो बर्थ (एक निचली और एक मध्य)।
- 3ई श्रेणी में दो बर्थ (एक निचली और एक मध्य) (उन गाड़ियों में जिनमें 3ए श्रेणी नहीं है और केवल 3ई श्रेणी के कोच लगाए गए हैं)।
- गरीब रथ एक्सप्रेस गाड़ियों के एसएलआरडी कोच में पूर्ण किराये पर चार बर्थ। (दो निचली और दो ऊपरी)
- उन गाड़ियों में आरक्षित सेकेंड सिटिंग (2एस)/वातानुकूलित कुर्सीयान (सीसी) में दो सीटें जिनमें इन श्रेणियों के दो से अधिक कोच हैं।

1.1 मामले की समीक्षा की गई है और अब यह निर्णय लिया गया है कि राजधानी/शताब्दी जैसी गाड़ियों जैसे राजधानी/शताब्दी, दुरंतो, वंदे भारत, हमसफर, गतिमान, विशेष किराए वाली गाड़ियों आदि सहित सभी आरक्षित मेल/एक्सप्रेस गाड़ियों में दिव्यांगजनों के लिए निम्नलिखित आरक्षण कोटा चिह्नित किया जाना चाहिए, भले ही ऐसी गाड़ियों में दिव्यांगजनों को रियायती किराये की सुविधा उपलब्ध हो या नहीं:-

- i. शयनयान श्रेणी में चार बर्थ (दो निचली और दो मध्य).
- ii. 3ई या 3ए श्रेणी में चार बर्थ (दो निचली और दो मध्य).
(इन दोनों श्रेणी में से जिस श्रेणी अर्थात् 3ई/3ए में कोटा चिह्नित किया जाना है, उसका निर्णय संबंधित क्षेत्रीय रेल द्वारा गाड़ियों में उपलब्ध उस श्रेणी के कोचों की संख्या को ध्यान में रखते हुए किया जा सकता है।)
- iii. गरीब रथ एक्सप्रेस गाड़ियों के एसएलआरडी कोच में चार बर्थ।
- iv. उन गाड़ियों में आरक्षित सेकेंड सिटिंग (2एस)/वातानुकूलित कुर्सीयान (सीसी) में चार सीटें जिनमें इन श्रेणियों के दो से अधिक कोच हैं (वंदे भारत एक्सप्रेस गाड़ियों को छोड़कर)।
- v. वंदे भारत एक्सप्रेस गाड़ियों में चार सीटें।

(दिव्यांगजनों के लिए 8 डिब्बों वाली गाड़ियों में कोच सं. सी1 और सी7 में विशेष रूप से डिजाइन की गई सीट सं. 40 और 16 डिब्बों वाली गाड़ियों में कोच सं. सी1 और सी14 में सीट सं. 40 और दिव्यांगजनों के अनुरक्षकों के लिए इन विशेष रूप से डिजाइन की गई सीटों के बगल में एक-एक सीट)

1.1.1 रियायती किराया सुविधा समय-समय पर जारी मौजूदा दिशा-निर्देशों द्वारा शासित होगी।

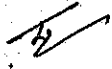
1.1.2 इस प्रावधान के दुरुपयोग को रोकने के लिए, इस कोटे के तहत ऑनलाइन टिकट बुक करने की सुविधा केवल उन्हीं दिव्यांगजनों के लिए उपलब्ध होगी, जिन्हें रेलवे द्वारा विशिष्ट आईडी कार्ड जारी किया गया है। काउंटर पर टिकट बुक करने के लिए, यह सुविधा रेलवे द्वारा जारी विशिष्ट आईडी कार्ड या रियायती टिकट जारी करने के लिए मौजूदा रेल नियमों के अनुसार निर्धारित प्रोफार्मा में रियायती प्रमाणपत्र की प्रति प्रस्तुत करने पर उपलब्ध होगी।

यह सुविधा केवल उन्हीं आरक्षण काउंटर्स पर उपलब्ध होगी जहां रियायती टिकट बुकिंग की सुविधा उपलब्ध है।

1.2 क्रिस उन गाड़ियों में भी रेलवे द्वारा दिव्यांगजनों को जारी किए गए विशिष्ट आईडी कार्ड का सत्यापन सुनिश्चित करने के लिए सॉफ्टवेयर में तदनुसार आवश्यक संशोधन करेगा जहां रियायती किराया सुविधा उपलब्ध नहीं है। रेल नियमों के अनुसार जब भी कोई पात्र दिव्यांगजन किसी ऐसी गाड़ी में इस कोटे के तहत टिकट बुक करता है जिसमें उसे रियायत अनुमेय नहीं है, तो एक पॉप-अप संदेश प्रदर्शित होना चाहिए जिसमें सूचित किया जाए कि इस गाड़ी में रियायती किराया सुविधा उपलब्ध नहीं है। क्रिस यह भी सुनिश्चित करेगा कि जब भी कोई दिव्यांगजन वंदे भारत एक्सप्रेस गाड़ी में टिकट बुक करता है तो उसे कोच सं. सी1/सी7/सी14 में विशेष रूप से डिजाइन की गई सीट सं. 40, यदि उपलब्ध हो और उनके अनुरक्षक को दिव्यांगजन के लिए चिह्नित इन विशेष रूप से डिजाइन की गई सीट के पास वाली सीट पर बुक किया जाना चाहिए। यदि वंदे भारत एक्सप्रेस गाड़ियों में दिव्यांगजनों द्वारा बुकिंग करा ली गई है परंतु उनके अनुरक्षक के लिए निर्धारित एक या दोनों सीटें खाली हैं तो दिव्यांगजन/जनों को खाली सीट/सीटें दी जा सकती हैं।

1.3 आम जनता की जानकारी के लिए सभी उपलब्ध माध्यमों से इस प्रावधान का व्यापक प्रचार किया जाना चाहिए।

2. तदनुसार सभी संबंधितों को आवश्यक अनुदेश जारी किए जाएं।


(संजय मनोचा)

निदेशक/यात्री विपणन-II,

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रेलवे बोर्ड