

refunded the amount paid for your duplicate ticket. However, 5% of the total amount will be deducted, subject to a minimum of Rs. 20/-

### My little son tore my ticket. Can I get a duplicate ticket?

If the ticket that was torn/mutilated was a Confirmed one or RAC, a duplicate ticket will be issued on collection of 25% of the fare, after the preparation of Reservation Chart. Before chart preparation, charges are same as applicable for issue of duplicate ticket in lieu of the lost/misplaced ticket. No duplicate ticket will be issued in case of mutilated Waitlisted tickets. Besides, refund is admissible on torn/mutilated ticket if its genuineness and authenticity are verified on the basis of particulars visible on the face of such a ticket.

### What is clerkage charge and when is it levied?

Same as otherwise mentioned, clerkage is a charge levied for the clerical work rendered in refund of fares on cancellation of

unreserved, wait-listed & RAC tickets. The amount of clerkage charge is Rs. 60 per passenger, except for second class unreserved tickets where it is Rs. 30.

### How much refund is given on surrendering unused unreserved ticket?

If an unused unreserved ticket is presented for cancellation, full fare is refunded after deducting the per passenger clerkage charge provided that the ticket is surrendered for cancellation to the station master.

- (i) within 3 hours of issue of tickets.
- (ii) In case tickets issued in advance, the ticket is presented upto 24 hours of the day preceding the day of journey.

## Rail Travel Concessions



Railways provide travel concessions to various categories of travellers, like students, sports persons, scouts and guides, farmers, industrial workers, teachers, senior citizens, handicapped persons, etc. For easy reference, we have drawn up a Rail Travel Concession Table, showing details of travellers eligible for concession, amount of concession and the conditions, if any, for availing the concession. The Table is divided into two parts. "Part A" contains those concessions which are available directly at stations & booking/ reservation offices by producing the necessary documents. "Part-B" contains those concessions where the persons should approach the designated Commercial Officers of the Railway in the Area, Division or Zonal Railway Headquarters. After verifying the eligibility, the Officers issue necessary authorization letter on the basis of which, the Station Managers & Booking/ Reservation offices issue concessional tickets.

**If you are eligible for any of the concessions, please remember...**

1. Concession is admissible on basic Mail/Express/ Rajdhani/Shatabdi/etc fares only and not on 'Ordinary'

fares applicable to Passenger trains, superfast surcharge, reservation fee and Goods and Service Tax (GST) tax etc.

2. All types of concessions can be availed only when tickets are purchased across the counter at Stations & Reservation/ Booking offices etc. No one is granted concession on the train.
3. Availing two different types of concessions by the same person for the same journey is not permissible.
4. The concessional ticket cannot be changed to a higher class even if you are willing to pay the difference in fare.
5. In certain cases where concession is admissible in First Class but not in AC 2-tier, concession tickets for AC 2-tier can be purchased on payment of concessional fare for First Class plus the difference of actual fare of First class and AC 2-tier.
6. Concession is not admissible for a journey where the cost of travel is borne by Central/State Governments/ Local Bodies/ Corporations or Govt. Undertakings, Universities, etc.
7. Some of the concessions are admissible subject to the minimum distance of journey which have been specified in the relevant categories.
8. It may be noted that the general and broad information about availability of concessions has been provided in the following pages, and is only indicative. This is not a substitute for the concerned Tariff books on Railway Concessions which contain detailed information, procedure, conditions, prescribed formats and certificates needed for availing such concessions.

## PART A

Sl. No.	Category of persons	Element of concession		Purpose of travel	Authority required for availing concession
		I Class	II/SL Class		
1	Orthopaedically Handicapped/ Paraplegic persons who cannot travel without an escort. However tickets can be booked with or without escort.	50% in 1AC & 2AC and 75% in other classes in basic mail/ express fares. 25% in 3-AC and CC of Rajdhani/Shatabdi trains (for both)		Any purpose	Certificate issued by a Govt. Doctor in prescribed proforma
2	Mentally retarded persons who can-not travel without an escort. However tickets can be booked with or without escort.	50% in 1AC & 2AC, 75% in all other classes in basic mail/ express fares and 25% in 3AC & CC of Rajdhani/Shatabdi trains		-do-	-do-
3	Persons with visual impairment with total absence of sight.	50% in 1AC & 2AC, 75% in all other classes in basic mail/ exp. fares and 25% in 3AC & CC in all inclusive fares of Rajdhani/Shatabdi trains		Any purpose	Certificate issued by government doctor in prescribed proforma
4	Person with hearing and speech impairment totally (Both applications together in the same person).	50% 50%		Any purpose	Certificate in prescribed proforma issued by Govt. Doctor
5	Cancer patients travelling alone or with an escort	For cancer Patients-100% concession in 3AC & SL, 75% concession in II, I, AC-CC and 50% concession in 2AC and 1AC classes. For escorts-75% concession in II, SL, I, AC-CC and 3-AC and 50% in 1 AC and 2 AC.		On being called by some rec-ognised hospital for treatment / periodical check-up and return	Certificate in prescribed form issued by Officer-in-charge of the concerned recognised hospital
6	Thalassemia patients travelling alone or with an escort	75% in II, SL, First, 3A, CC & 50% in 1AC & 2AC.		-do-	-do-
7	Heart patients travelling alone or with an escort	75% in II, SL, First, 3A, CC & 50% in 1AC & 2AC.		On being called by some recog-nised hospital for Heart Surgery and return	-do-
8	Kidney patients travelling alone or with an escort	75% in II, SL, First, 3A, CC & 50% in 1AC & 2AC.		On being called by some rec-ognised hospital for Dialysis / Kidney transplant operation and return	-do-
9	T.B./Lupus Vulgaris patients travelling alone or with an escort	75% 75% (for (for both) both)		On being called by some rec-ognised hospital for treatment / periodical check-up and return	-do-
10	Non-infectious Leprosy patients	75% 75%		-do-	-do-
11	Haemophilia Patients - Severe and Moderate form	75%concession in II, SL, ACCC, Firstand AC 3 tier		-do-	Certificate in prescribed proforma issued by Officer-in-charge of the concerned recognised hospital.
12	AIDS patients	50% in second class		On being called for treatment in nominated ART Centers	Certificate in prescribed form from Officer-in-charge of the concerned ART Centre
13	Sickle cell Anaemia	50% in SL, CC, 3AC & 2AC		On being called by government recognised hospital for treat-ment/periodical checkup & return	Certificate in prescribed proforma issued by Officer-in-charge of the concerned government recognised hospital.



Sl. No.	Category of persons	Element of concession		Purpose of travel	Authority required for availing concession
		I Class	II/SL Class		
14	Aplastic Anaemia	50% in SL, CC, 3AC &2AC		On being called by recognised hospital for treatment/periodi-cal checkup & return	Certificate in prescribed proforma issued by officer-in-charge of the concerned government recognised hospital.
15	INDIAN Senior Citizens: Men - 60 years and above; Women - 58 years and above	Men - 40% & women 50% in all classes and in fares of Rajd-hani/ Shatabdi/Jan Shatabdi/Duronto trains, (concessions on demand)		Any purpose	Should carry documentary proof of age during travel, otherwise the dif-ference of fare will be collected.
16	Recipients of -(i) President's Police Medal for Distinguished Service, and(ii) Indian Police Medal for Meritorious service;- who have attained 60 years of age	50% for men and 60% for women in all classes and in fares of Rajd-hani Shatabdi/Jan Shatabdi trains.		Any purpose	Photo-copy of identity card issued by the Ministry of Home Affairs
17	Doctors -Allopathic.	10% in all classes and fares of Rajd-hani/ Shatabdi /Jan Shatabdi trains		Any purpose.	On submission of an undertaking inprescribed form along with a copyof Registration Certificate issued byIndian Medical Council.
18	Industrial Workers awarded the PMs Shram Award.	-	75%	Any purpose.	Copy of Identity Card issued by the Ministry of Labour.
19	Teachers honoured with National Award by the President of India.	-	50%	Any purpose.	Copy of Identity Card issued by District Friuation Ofoers.
20	Either of parents accompanying the child Recipients of National Bravery Award.	-	50%	Any purpose.	Copy of Identity Card issued to child by Indian Council for Child Welfare.
21	War Widows.	-	75%	Any purpose.	Copy of the Identity Card issued by District Sainik Boards.
22	Widows of I.P.K.F. Personnel killed in action in Sri Lanka.	-	75%	Any purpose.	-do-
23	Widows of Policemen and Paramilitary personnel killed in action against Terrorists and extremists.	-	75%	Any purpose.	Copy of the Identity Card issued by concerned Supdt. of Police or Dy. Commissioner of Police.
24	Widows of Martyrs of Operation Vijay in Kargil in 1999.	-	75%	Any purpose.	Copy of Photo Identity card issued by Ministry of Home Affairs.
25	Students - (i) upto 25 years of age and. (ii) upto 27 years of age in case of SC/ ST students. Note: For students of Govt, schools situated in rural areas, 75% in second class (not sleeper class) is also available once a year for going on study lour in groups of minimum 20.	-	50%	(i) For going to home town during vacations, (ii) to appear for exam and (iii) educational tours.	Concession order in prescribed proforma signed by Head of the concerned institution.
26	Unemployed youth	-	50%	To appear in interview for jobs in PSUs. (Full concession in only second class, for interview for Central/State Govt, jobs)	Attested copy of (1) Call letter from concerned organisation indicating date and place of interview, (ii) copy of application form submitted by the candidate.



Sl. No.	Category of persons	Element of concession		Purpose of travel	Authority required for availing concession
		I Class	II/SL Class		
27	Girl Students of Govt. Schools situated in rural areas	–	75% in second (not sleeper)	For appearing in national level en-trance exam for medical, engineer-ing and other professional courses.	Certificate from Head of the School and copy of Admit Card/ Call Letter
28	Press Correspondents accredited to the Headquarters of Government of India/ State Govts/UTs, Spouse/Companions and dependent children (upto 18 years of age) are also allowed to accompany with Press Correspondent on concession ticket twice every year.		50% in all classes and in fares of Rajd-hani/ Shatabdi/ Jan Shatabdi trains.	Press work.	On production of Photo Identity Card
29	Widows of defence personnel killed in action against terrorists and extremists	–	75%	Any purpose.	On production of photo copy of Identity Card issued by District Sainik Board of Ministry of Defence.
30	Concession to students appearing in written examination	–	50% in second (not sleeper)	For appearing in main written ex-amination conducted by UPSC & Central Staff Selection Commissions.	Certificate from head of the school and copy of Admit Card / Call Letter.
31	Working in unorganised sector with monthly income not exceeding Rs. 1500/-		IZZAT MST of Rs. 25 inclusive of all charges	For travelling upto 150 km from residence to work place & return	On production of prescribed income certificate etc.

## PART B



Sl. No.	Category of persons	Element of concession		Purpose of travel	Authority required for availing concession
		I Class	II/SL Class		
1	Foreign students studying in India	–	50%	To attend camps / seminars organ-ised by Govt, of India or visit to places of historical importance etc.	Certificate from Head of the Educa-tional Institution or Indian Council for Cultural Relations
2	Research scholars upto the age of 35 years	–	50%	Travelling for research work	Certificate from the Registrar of University or Director of the Public Instruction
3	Youths attending National Integra-tion Camps of: (a) National Youth Project (b) Manav Uththan Sewa Samiti	–	50% 40%	National Integration Camps	Certificate in prescribed proforma from Secretary of the concerned Organisation.
4	Students and nonstudents	–	25%	To render voluntary service during natural calamities	Certificate from the concerned recognised educational, social or cultural organisation organising the work camp.
5	Cadets and Marine Engineers ap-prentices undergoing Navigational/ Engineering training for Mercantile Mfirine	–	50%	For travel beyond 300 Kms. be-tween home and training ship at the beginning and end of each term.	Authorised letter in prescribed form from Captain Supdt. Trainship/ Course Director/Officer in charge.
6	Bharat Scouts and Guides	–	50%	Travelling beyond 300 Kms for Scout or Guide duty	Certificate from Scouter or Guider and countersigned by Secretary / Commissioner National HQ or Dist. Commissioner of State.

Sl. No.	Category of persons	Element of concession		Purpose of travel	Authority required for availing concession
		I Class	II/SL Class		
7	Teachers of Primary Secondary and Higher Secondary Schools		25%	Travelling beyond 300 kms on Educational tour	Certificate from the Head Masters/ Mistress, Principals, Dist. Inspector/Education Officer, Sub divisional Educational Officer.
8	Kisans and Industrial Labourers		25%	Travelling beyond 300 kms to country's river valley projects, agriculture / industrial exhibition, agricultural university or Research centres	Certificate from DM/D.C./District Agricultural Officer/BDO or State/ U.T. Agricultural Department/ Officer of the Employing Ministries of Govt, of India/MD or Personal Officer of Industrial Undertakings or Authorised Officer of the State Government concerned.
9	Kisans travelling by Govt, sponsored Special trains		33%	Any purpose	Certificate from District Magistrate/ Dy. Commissioner of the District or the concerned Tahsildar.
10	Delegates of (i) Bharat Krishak Samaj and (ii) Sarvodaya Samaj, Wardha.	-	50%	For attending Annual Conferences	Certificate in prescribed proforma from Secretary of the concerned organisation.
11	Delegates of certain All India bodies, listed in Coaching Tariff		25%	Travelling beyond 300 Kms to attend Annual Conference	Certificate in prescribed proforma from Secretary of the concerned organisation.
12	Nurses and Midwives	-	25%	Travelling beyond 300 kms on duty or leave	Certificate from the institution of work or study
13	Members of St. John Ambulance Brigade and Relief Welfare Ambulance Corps, Calcutta		25%	Travel beyond 300 km for ambulance camps/competitions	Certificate from respective Secretary/Asst. Comm. St. John Ambulance Brigade or staff Officer Orgn. Relief Welfare Corps. Calcutta
14	Bharat Sewa Dal, Bangalore		25%	For travel beyond 300 Kms to attend camps/rallies/trekking programmes	Certificate from the Secretary, Bharat Seva Dal, Bangalore.
15	Volunteers of Service Civil International		25%	For travel beyond 300 Kms to attend camps or official Business	Certificate from the representative Civil Service International or Secretary of their Branch in India.
16	Artists-Theatrical, musical concert, dancing, magician troupes	75% concession in II/SL class and 50% concession in AC Chair Car, AC3 tier and AC2-tier and in the fares of Rajdhani/Shatabdi/ Jan Shatabdi of above AC Classes.		For performance	On production of the certificate from the concerned authorities.
17	Sportsmen	50%	75%	To participate in All India, State tournaments	Certificate from Secretary of the concerned Sports Association and their State Units, Secretaries of Olympic Association/State Olympic committees, as the case may be
		75%	75%	For National & International tournaments	
18	Indian Mountaineering Foundation	50%	75%	Mountaineering Expeditions organised by IMF	
19	- Kisans & Milk Producers in parties of minimum 20	50% in Second/ Sleeper class		(i) Kisans for visiting national level agricultural institutes for training/ learning better agriculture practices & (ii) Milk producers for visiting national level Dairy Institutes for training/ learning better dairy farming.	Certificate from District Magistrate or Dy. Commissioner or Mamlatdar or District Agricultural Officer or B.D.O.

