

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

No.E(W)2020/PS5-2/1

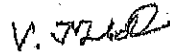
New Delhi, dated 11.06.2020

The General Managers (P)  
All Zonal Railways & Production Units.

Sub: Complaints of delay in issuing Post Retirement Complimentary Passes (PRCP).

Representations are being received from retired Railway Servants, Pensioners' Associations, etc. complaining that they are facing difficulties in getting their PRCP on the same day of submission of application, in person. In this context, attention of the Railways & PUs is invited to Board's letter No. E(W)2001/PS5-8/10 dated 14.02.2002 (copy enclosed) containing clear instructions for issue of PRCPs on the same day of submission of application in person and also to extend all possible assistance/cordiality and pleasantary to retired Railway Servants. These instructions are reiterated for strict compliance.

2. All Pass Issuing Authorities under your control may be advised to follow these instructions and facilitate the retired Railway Servants in getting PRCPs without any delay or inconvenience, keeping regard particularly to their old age and health conditions.

  
(V. Muralidharan)  
Dy. Director Estt. (Welfare)-I  
Railway Board

Encl: As above.

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

No. E(W)2001PS5-8/10

Rail Bhavan, New Delhi-110001 dt. 14.02.2002

The General Managers,  
All Indian Railways &  
Production Units.

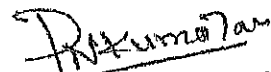
The OSDs/New Zones.

Sub: Issue of Post-retirement Complimentary Pass - Avoiding inconvenience thereof.

It has come to the notice of Board that retired railway employees face difficulties in getting their post-retirement complimentary passes. The legitimate entitlement of Pass is not being issued on their first visit to the Pass Section instead they are made to visit more than one occasion to get their post-retirement passes. It may be appreciated that retired employees come from far away places for pass and it is not desirable to deny the pass for one reason or the other, or to make them waiting for long time.

2. It may be ensured that post-retirement complimentary passes are issued on the same day of submission of application, in person. If any shortfall is noticed on scrutiny of application the same should be got rectified then and there instead of rejecting or returning it. If applications are received by post, the same should be attended to on priority.

3. All subordinate offices should be advised that there should not be any complaints regarding issue of post-retirement passes to retired employees as and when they approach concerned offices and all possible assistance/cordiality and pleasantries be extended to them.

  
(P. N. Kumaran)

Dy. Director Estt.(Welfare)  
Railway Board