

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (Rail Mantralaya)
(Railway Board)

No. 2001/TG-V/11/31

New Delhi, dated 7.01.2016

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

Commercial Circular No. 01 of 2016

Sub: - Misuse of Senior Citizen Concession as well as Senior Citizen Quota.

In terms of IRCA Coaching Tariff No. 26/Part-I/Vol.-II, w.e.f. 01.04.2008, male senior citizen of the age of 60 years and above, women senior citizen of the age of 58 and above are granted 40% and 50% concession respectively in all classes of Mail/Express/Rajdhani/Shatabdi etc. trains. No proof of age is required at the time of purchasing tickets, however, during journey the senior citizen is required to carry prescribed documentary proof issued by any Government agency showing their age or date of birth. In case the senior citizen is not able to produce the requisite proof of age during the journey, he/she is charged only the difference of fare (between full fare and concessional fare).

- 1.1 Senior citizens have also been provided a facility to get confirmed lower berths under Senior Citizen Quota.
2. Instances have been brought to the notice of this office regarding misuse of Senior citizen concession as well as quota as under:-
 - (i) The passengers book the ticket under Senior Citizen Quota by giving wrong age. In case they are detected they give the difference of fare otherwise they go undetected resulting in loss of revenue to the Railways.
 - (ii) Some passengers also book confirmed lower berths under Senior Citizen Quota and in case they get detected, they pay the difference of fare and enjoy the benefit of senior citizens concession/as well as quota unauthorisedly.

(iii) Some agents use this method to cheat the passengers. They book the ticket by giving wrong declaration of age and subsequently modify the e-ticket by giving correct age and dupe the passengers.

3. Matter has been examined in the office and the following has been decided:-

(i) CRIS/IRCTC will make a provision that whenever a passenger enquires about the PNR status, the fare charged on the ticket should be reflected. Feasibility of displaying other relevant details like full form of quota under which booked, age of passenger shall also be explored by CRIS/IRCTC so that the passengers do not get cheated by unscrupulous ticketing agents.

(ii) Whenever any passenger is found travelling in the train on the berths booked under Senior Citizen Quota by declaration of wrong age depriving the genuine eligible passengers he/she should be treated as travelling without ticket and charged accordingly. This penalty is suggested as the person is not only cheating on fare part but is also getting a confirmed berth on false declaration depriving the eligible passengers of a confirmed lower berth.

(iii) Whenever any passenger is found travelling in the train by declaration of wrong age so as to get senior citizen concession only, they should be charged penalty in addition to difference of fare.

4. These instructions will be made effective w.e.f. 01.02.2016. Necessary instructions may be issued to all concerned specifically ticket checking staff with a note of caution to be patient and tactful while handling such passengers to avoid any complaint regarding any harassment.

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(Vikram Singh)
Director Passenger Marketing
Railway Board