



# RAILWAY SENIOR CITIZENS WELFARE SOCIETY

(Estd. 1991, Regd. No. 1881 – Under Registration of Societies Act),

Website <http://www.rscws.com>; Quarterly Journal: "Pensioner's Rail Sampark"

IDENTIFIED BY DOP&PW - UNDER PENSIONERS' PORTAL GOVT. OF INDIA  
FORMER MEMBER, SCOVA (STANDING COMMITTEE FOR VOLUNTARY AGENCIES)

DEDICATED TO THE CAUSE  
OF PENSIONERS SINCE 1991

AFFILIATED WITH BHARAT PENSION SAMAJ DELHI

**T S Kalra, PCEE (Retd)**  
**Chairman RSCWS**  
**Mob: 98761-73490**  
**E-mail: tejkalra@gmail.com**

**K P Singh, ED Rly BD (Retd)**  
**President RSCWS**  
**Mob: 98119- 22222**  
**E-mail: kpsingh.railways@gmail.com**

**GP Singh Sandhu,**  
**Secretary General. RSCWS**  
**Mob : 97795-82475**  
**E-mail : secygenlrscws@yahoo.com**

**No. RSCWS/CHD/PRCP/2025-24**

**Dated: 28-11-2025**

**The Chairman and Managing Director,**  
**Indian Railway Catering and Tourism Corporation (IRCTC)**  
**4th Floor, Tower- D, World Trade Centre, Nauroji Nagar**  
**New Delhi-110029.**

**cmd@irctc.com**

**Subject: Request for necessary changes in the IRCTC online reservation system to enable e-ticket booking for companions on post-retirement complimentary e-passes for retirees aged 70 and above, drawn online via the HRMS module.**

**Reference: Government of India, Ministry of Railways, Railway Board's letter No. 2009/TG-1/20/P dated 26.02.2010 (Commercial Circular No. 08 of 2010) (copy enclosed)**

**Dear Sir/Madam,**

The Railway Senior Citizens Welfare Society (RSCWS) represents the interests and welfare of a large number of retired Indian Railway employees. We wish to bring to your kind attention a critical difficulty faced by our senior members, particularly those aged 70 years and above, while utilizing their entitled post-retirement complimentary e-passes through the IRCTC online reservation system.

The recent implementation of the Human Resource Management System (HRMS) for generating e-passes has streamlined the pass issuance process significantly. However, a major operational gap exists in the online ticket booking interface provided by IRCTC.

According to extant rules, retired employees aged 70 and above are entitled to have a companion included in their complimentary pass entitlement, facilitating necessary assistance during travel. This provision is crucial for the comfort, safety, and well-being of our very senior citizens.

Currently, the IRCTC online reservation portal, while recognizing the HRMS generated e-passes, does not seamlessly integrate the option to add the specified companion for these eligible beneficiaries (age 70+). The system defaults to standard pass rules, often leading to:

- Inability to book the companion's ticket online simultaneously with the pass holder.
- Forcing senior citizens to visit physical reservation counters, which defeats the purpose of the modern online e-pass system and causes significant physical hardship?
- Creating confusion and stress for elderly retirees regarding their legitimate travel entitlements.

**Head Office:- E-203, Rishi Apartments, Sector-70, SAS Nagar , Mohali-160071 (Punjab)**

We kindly request that the technical team at IRCTC, in coordination with the Railway Board (IT Cell), implement the necessary software modifications in the online reservation system. These changes should specifically incorporate the functionality to automatically recognize the eligibility for a companion when an e-pass holder of age 70 years or above generates his ticket request using his HRMS e-pass details (Pass ID/PIN).

Ensuring this seamless online integration will immensely benefit thousands of elderly railway pensioners, aligning the digital booking process with the compassionate policy provisions intended for their welfare.

An early positive action in this regard will be highly appreciated by the entire community of senior citizen railway retirees.

Thank you for your attention to this important matter.

**Yours Sincerely,**



**(G.P. Singh)**  
**Secretary General, RSCWS**

**Encl: as above**

**Copy to:**

- 1. The Executive Director (ED) Commercial, New Delhi – For necessary direction to IRCTC IT team.**
- 2. The Managing Director, CRIS (Centre for Railway Information Systems) – For technical coordination.**
- 3. The Secretary, Railway Board, New Delhi - 110001– For necessary direction**