

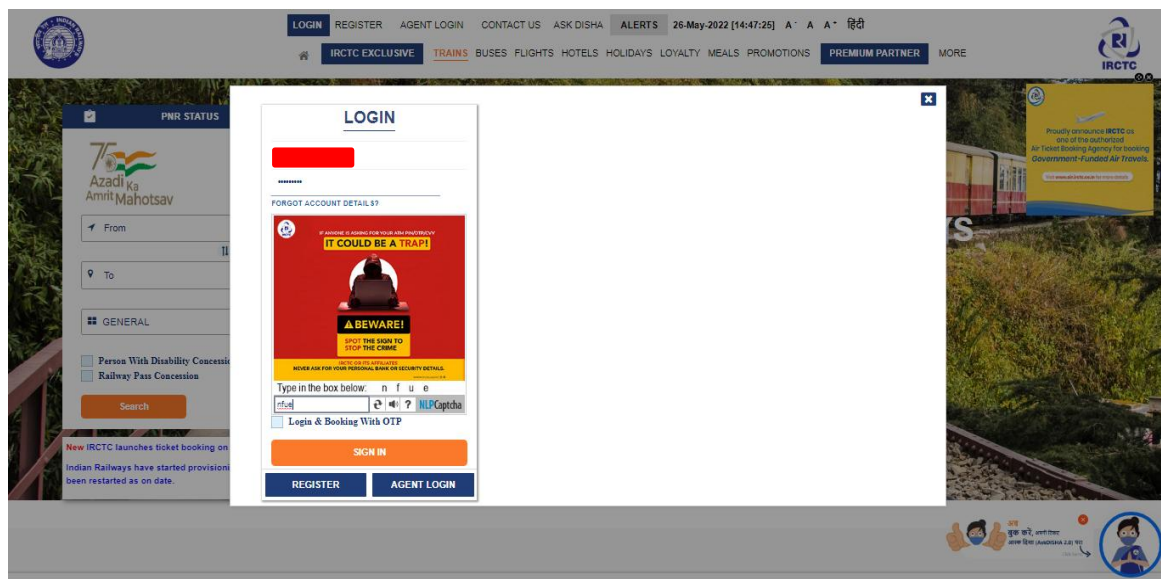
User Guide: Person with Disability Booking

Contents of the User Guide:

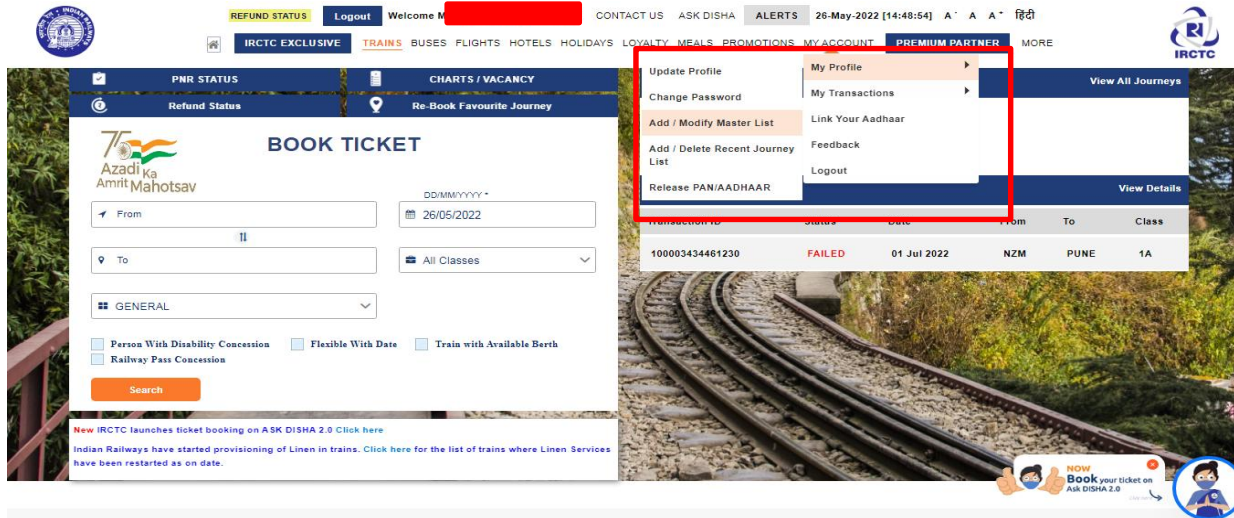
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How to add Person with Disability passenger in Master List of Passengers

- IRCTC eTicketing website allows storing the Passenger details in Master list module prior to booking, there is no need to type the details of passengers in Reservation form as details can be fetched from the Master list at the time of booking.
- Please open IRCTC eticketing website at www.irctc.co.in. On home page top navigation bar, click Login link. When Login page appears, submit your IRCTC username and password.



- To add passenger details in Master list, Please visit Add/Modify Master List link available under My Profile section of My Account menu.



- On Add/Modify Master List page, select the Person with Disability/Escort radio button from the Passenger Type option.

Add / Modify Master List

Passenger Type ☐ Normal User ☒ Person With Disability / Escort ☐ Journalist

Please submit Name (Max. 16 char) and Date of Birth as per ID Card issued by Railways

Travel Type ☒ Person With Disability ☐ Escort

Name*:

Date Of Birth*:

Gender*: ☐ Male ☐ Female ☐ Transgender

Berth Preference*:

Food Choice*:

Concession Card No*:

Info! If station code is less than 4 char than it should be padded with 0 (zero).

ID Card Valid Upto Date*:

Aadhar No/VID:

- Select the Person with Disability radio button from Travel Type and fill the details of passenger like Name, Date of Birth, and Concession Card No, ID card valid upto date etc.
- After submitting all the required details, please click on Submit button to save information in the Master List.

Add / Modify Master List

Passenger Type ☐ Normal User ☒ Person With Disability / Escort ☐ Journalist

Please submit Name (Max. 16 char) and Date of Birth as per ID Card issued by Railways

Travel Type ☒ Person With Disability ☐ Escort

Name*:

Date Of Birth*:

Gender*: ☒ Male ☐ Female ☐ Transgender

Berth Preference*:

Food Choice*:

Concession Card No*:

Info! If station code is less than 4 char than it should be padded with 0 (Zero).

ID Card Valid Upto Date*:

Aadhar No/VID:

- All the passengers added in the Master list module will be displayed under Passenger List option.



✓ Success
Passenger has been successfully added to Master List

Add / Modify Master List

Passenger Type ☒ Normal User ☐ Person With Disability / Escort ☐ Journalist

Please submit Name (Max. 60 char) and Date of Birth as per Aadhaar

Name*:

Date Of Birth*:

Gender*: ☐ Male ☐ Female ☐ Transgender

Berth Preference*:

Food Choice*:

Senior Citizen Concession:

Id Card Type:

Id Card Number:

[Click here to check pending Aadhaar Verification Status.](#)

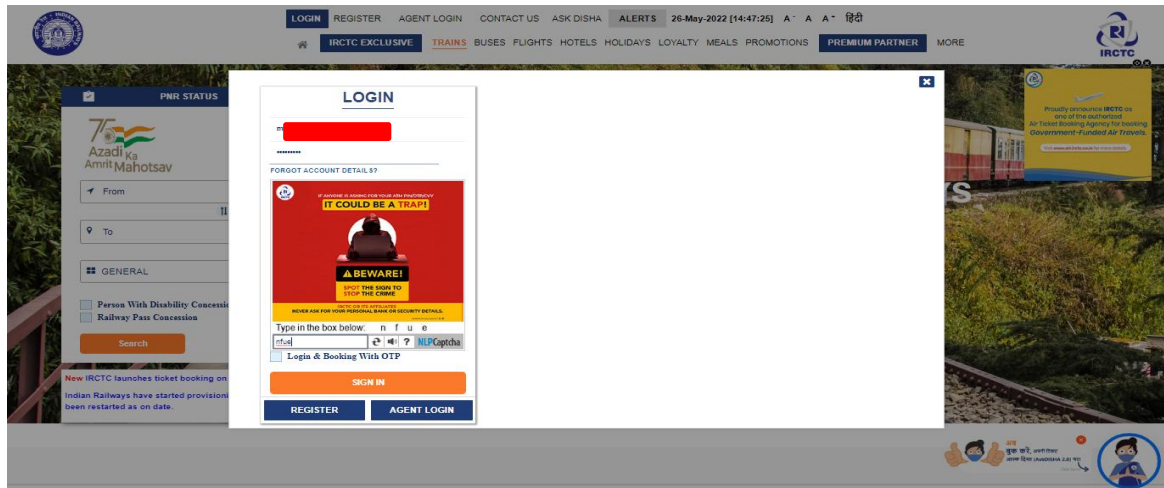
SAVED PASSENGERS LIST



Person with Disability Concessional Booking Process

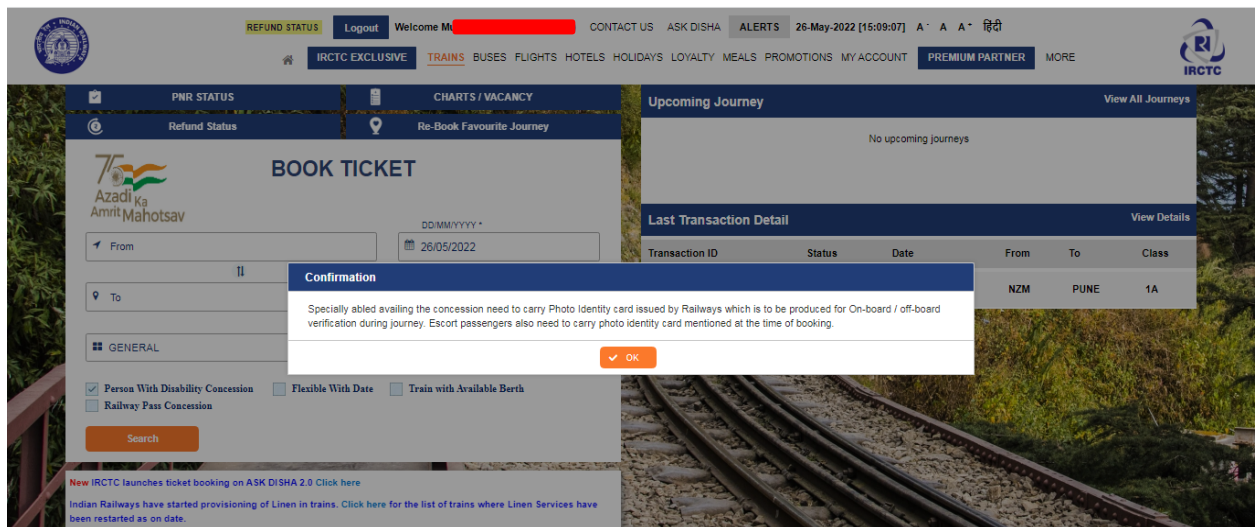
As per Indian Railway Rules, concession in fare is admissible to Person with Disability passengers booking their tickets on IRCTC eTicketing website.

- Please open IRCTC eticketing website at www.irctc.co.in. On home page top navigation bar, click Login link. When Login page appears, submit your IRCTC username and password.



The screenshot shows the IRCTC website's login page. The top navigation bar includes links for LOGIN, REGISTER, AGENT LOGIN, CONTACT US, ASK DISHA, ALERTS, and a date/time stamp. The main content area features a login form with fields for username and password, a captcha, and buttons for REGISTER and AGENT LOGIN. A warning message "IT COULD BE A TRAP!" is displayed above the captcha. The background shows a train track and a banner for the 75th Azadi Ka Amrit Mahotsav.

- After login, provide the journey details and select the Person with Disability Concession check box at home page to proceed booking with Person with Disability concession. A pop up message shall be displayed just for confirmation, click Ok to continue booking.



The screenshot shows the IRCTC website's 'BOOK TICKET' page. The 'BOOK TICKET' form is visible, and a 'Confirmation' pop-up message is displayed, stating: "Specially abled availing the concession need to carry Photo identity card issued by Railways which is to be produced for On-board / off-board verification during journey. Escort passengers also need to carry photo identity card mentioned at the time of booking." The 'OK' button is highlighted. The background shows a train track and a banner for the 75th Azadi Ka Amrit Mahotsav.

| Transaction ID | Status | Date | From | To | Class |
|----------------|--------|------|------|------|-------|
| | | | NZM | PUNE | 1A |

- Click on **Search** button and select the desired train on the next page to proceed the booking

BOOK TICKET

From: NEW DELHI - NDLS To: HOWRAH JN - HWH Date: 30/06/2022 Class: All Classes Quota: GENERAL

☒ Person With Disability Concession ☐ Flexible With Date ☐ Train with Available Berth ☐ Railway Pass Concession

Search

Last Transaction Detail

| Transaction ID | Status | Date | From | To | Class |
|----------------|--------|-------------|------|------|-------|
| 10000343461230 | FAILED | 01 Jul 2022 | NZM | PUNE | 1A |

- At train list page, click on Check Availability and Fare button for the selected train and then click on Book Now button to continue the booking.

7 Results for NEW DELHI → HOWRAH JN | Thu, 30 Jun 2022 For Quota | General

HWH RAJDHANI (12302) Runs On: M T W T F S S

16:50 | NEW DELHI | Thu, 30 Jun 17:05 09:55 | HOWRAH JN | Fri, 01 Jul

AC 3 Tier (3A) AC 2 Tier (2A) AC First Class (1A)

Thu, 30 Jun AVAILABLE-0262 Sat, 02 Jul AVAILABLE-0215 Sun, 03 Jul AVAILABLE-0255 Mon, 04 Jul AVAILABLE-0243 Tue, 05 Jul AVAILABLE-0177 Wed, 06 Jul AVAILABLE-0171

Dynamic Pricing is applicable in this train. Fare may increase at the time of booking. Food Choice is Optional in this train if you Opted for No Food Option then catering charge will not be added in Fare

Book Now ₹ 2840

SDAH DURONTO (12260) Runs On: M T W T F S S

19:45 | NEW DELHI | Thu, 30 Jun 17:30 13:15 | SEALDAH | Fri, 01 Jul

AC 3 Tier (3A) Refresh AC 2 Tier (2A) Refresh AC First Class (1A) Refresh

- You will be redirected to the passenger input page, here you can enter the Person with Disability passenger details manually or same can be fetched from Saved Passenger List
- created at Add/Modify Master list section.

The screenshot shows the IRCTC passenger input page for a person with a disability. The page is divided into three main sections: Passenger Details, Contact Details, and Payment Mode. The top navigation bar includes links for REFUND STATUS, Logout, Welcome M., ACT US, ASK DISHA, ALERTS, and a date/time stamp of 26-May-2022 (15:14:21). The main header shows the IRCTC logo and a navigation menu with options like IRCTC EXCLUSIVE, TRAINS, BUSES, FLIGHTS, HOTELS, HOLIDAYS, LOYALTY, MEALS, PROMOTIONS, MY ACCOUNT, PREMIUM PARTNER, and MORE.

The page is titled "Passenger Details" and shows a warning message: "Senior Citizen concession not allowed for this Train/Quota/Class. Person With Disability/ Journalist may check after entering details." The passenger details section includes a form for entering the passenger's name (HWH RAJDHANI (12302)), date of birth (16:50 | NEW DELHI), and time (17:05). It also includes a section for "AC 3 Tier (3A) | General" with a boarding station of NEW DELHI and a boarding date of 30 Jun 2022.

The "Passenger Details" section includes a form for entering the passenger's name (HWH RAJDHANI (12302)), date of birth (16:50 | NEW DELHI), and time (17:05). It also includes a section for "AC 3 Tier (3A) | General" with a boarding station of NEW DELHI and a boarding date of 30 Jun 2022.

The "Contact Details" section includes a form for entering the passenger's email address (mu*****@gmail.com) and registered mobile number (99*****45). It also includes a section for "GST Details (Optional)" with a field for "GST Identification Number (GSTIN)".

The "Other Preferences" section includes a form for entering the passenger's "Reservation Choice" and "Preferred Coach No." It also includes a section for "Travel Insurance (Incl. of GST)" with a checkbox for "Yes, and I accept the terms & conditions" and a checkbox for "No, I don't want travel insurance".

The "Payment Mode" section includes a form for entering the passenger's "Payment Mode" with options for "Pay through Credit & Debit Cards / Net Banking / Wallets / Bharat QR / Pay on Delivery/ Rewards and Others" and "Pay through BHIM/UPI".

The "Fare Summary" section shows the ticket fare (₹ 2840) and the total fare (₹ 2840).

The page has a "Back" button and a "Continue" button at the bottom.

- After filling Person with Disability passenger details, review-booking page will appear. Here, check the details carefully and click on **Continue** button to move to the payment page.

The screenshot shows the IRCTC booking interface. At the top, there's a navigation bar with links like IRCTC EXCLUSIVE, TRAINS, BUSES, FLIGHTS, HOTELS, HOLIDAYS, LOYALTY, MEALS, PROMOTIONS, MY ACCOUNT, PREMIUM PARTNER, and MORE. Below this, a progress bar indicates three steps: 1. Passenger Details, 2. Review Journey, and 3. Payment. The main content area is divided into three sections:

- Passenger Details:** Shows the journey from NEW DELHI (12302) to HOWRAH JN on 09-55. The fare is ₹2255. The passenger details section shows 1 Adult (AC 3 Tier (3A) | General | Boarding at New Delhi | Boarding Date: 30 Jun 2022 16:50).
- Review Journey:** Shows the journey details and the fare summary.
- Fare Summary:** Shows the total fare of ₹2280.75, which includes Ticket Fare (₹2255), Convenience Fee (₹35.4), and Travel Insurance (₹0.35).

At the bottom, there's a captcha challenge with a "Back" button and a "Continue" button. A "View Cancellation Policy" link is also present.

- At payment page, select the payment option of your choice. Payment options are available at the center left part of the page. Click on Pay Now button of the selected payment option, you will be redirected to the bank page.

The screenshot shows the IRCTC payment interface. At the top, there's a navigation bar with links like REFUND STATUS, Logout, Welcome M..., CONTACT US, ASK DISHA, ALERTS, 26-May-2022 [15:19:40], A+, A, A+, and रीडि. Below this, a progress bar indicates three steps: 1. Passenger Details, 2. Review Journey, and 3. Payment. The main content area is divided into three sections:

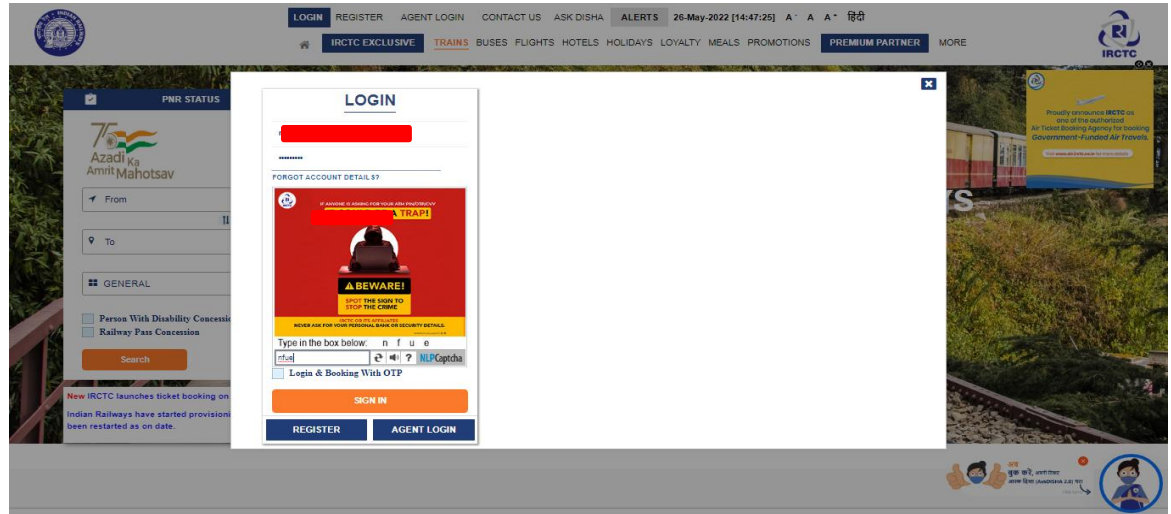
- Payment Methods:** Shows various payment options like IRCTC iPay (Credit Card/Debit Card/UPI), Multiple Payment Service, Netbanking, Payment Gateway / Credit Card / Debit Card, and Wallets / Cash Card. The IRCTC iPay option is selected.
- JOURNEY SUMMARY:** Shows the journey details and the fare summary.
- Fare Summary:** Shows the total fare of ₹2280.75, which includes Ticket Fare (₹2255), Convenience Fee (₹35.4), and Travel Insurance (₹0.35).

At the bottom, there's a "Pay & Book" button. A "Safe & Secure Payments" badge is also present.

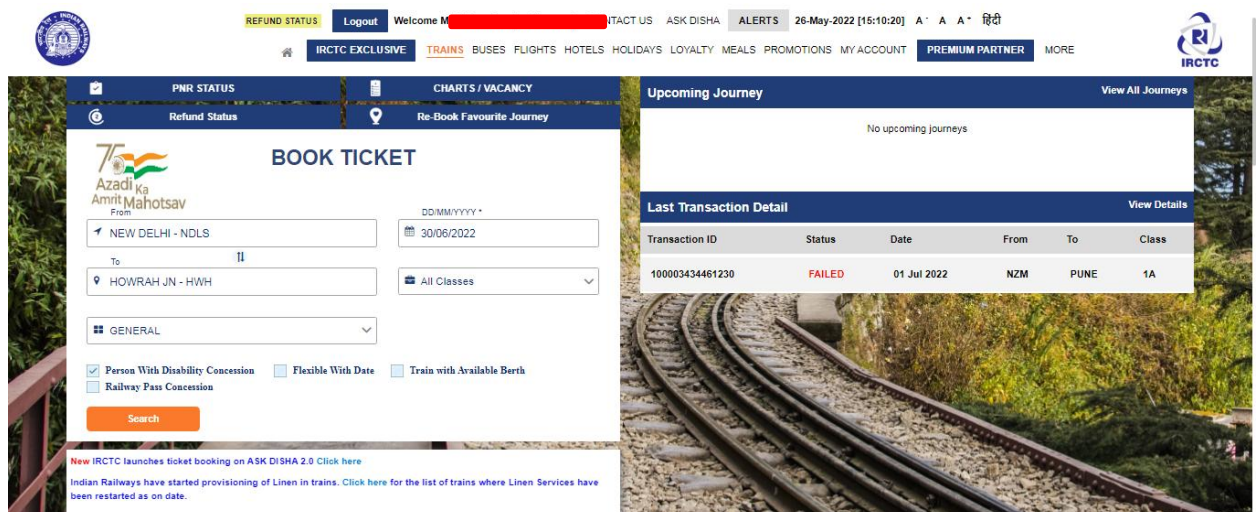
After successful payment at bank page, booking confirmation page displays with passenger and journey details.

Person with Disability Quota Booking Process

- Please open IRCTC eticketing website at www.irctc.co.in. On home page top navigation bar click login button and enter your IRCTC username and password.



- After successful login enter journey details and click on Find Trains button at IRCTC home page.



| Transaction ID | Status | Date | From | To | Class |
|-----------------|--------|-------------|------|------|-------|
| 100003434461230 | FAILED | 01 Jul 2022 | NZM | PUNE | 1A |

- On the train list page, select the Person with Disability option from the Quota dropdown menu to proceed the booking using Person with Disability quota.

REFUND STATUS Logout Welcome [User Name] CONTACT US ASK DISHA ALERTS 26-May-2022 [15:22:37] A+ A A- हिंदी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MY ACCOUNT PREMIUM PARTNER MORE

NEW DELHI - NDLS → HOWRAH JN - HWH 30/06/2022 All Classes GENERAL Modify Search

Flexible With Date Train with Available Berth Person With Disability Concession Railway Pass Concession

Refine Results Reset Filters

JOURNEY CLASS Select All

AC First Class (1A) AC 2 Tier (2A) Second Sitting (2S) AC 3 Tier (3A) Sleeper (SL)

TRAIN TYPE Select All

DURONTO OTHER RAJDHANI SPECIAL

DEPARTURE TIME Select All

00:00 - 06:00 Early Morning 06:00 - 12:00 Morning 12:00 - 18:00 Mid Day 18:00 - 24:00 Night

7 Results for NEW DELHI → HOWRAH JN | Thu, 30 Jun 2022 For Quota | General

Sort By | Duration Show Available Trains

GENERAL LADIES LOWER BERTHSR.CITIZEN PERSON WITH DISABILITY

Previous Day Next Day

HWH RAJDHANI (12302) Runs On: M T W T F S S Train Schedule

16:50 | NEW DELHI | Thu, 30 Jun 17:05 09:55 | HOWRAH JN | Fri, 01 Jul

AC 3 Tier (3A) AC 2 Tier (2A) AC First Class (1A)

Thu, 30 Jun AVAILABLE-0261 Sat, 02 Jul AVAILABLE-0215 Sun, 03 Jul AVAILABLE-0255 Mon, 04 Jul AVAILABLE-0243 Tue, 05 Jul AVAILABLE-0177 Wed, 06 Jul AVAILABLE-0171

Dynamic Pricing is applicable in this train. Fare may increase at the time of booking. Food Choice is Optional in this train if You Opted for No Food Option then catering charge will not be added in Fare

Book Now ₹ 2840

SDAH DURONTO (12260) Runs On: M T W T F S S Train Schedule

19:45 | NEW DELHI | Thu, 30 Jun 17:30 13:15 | SEALDAH | Fri, 01 Jul

AC 3 Tier (3A) Refresh AC 2 Tier (2A) Refresh AC First Class (1A) Refresh

Now Book your ticket on Ask DISHA 2.0

- A confirmation pop-up will appear to guide the user to carry photo identity proof during journey. Click Ok to proceed for booking.

REFUND STATUS Logout Welcome M [User Name] CONTACT US ASK DISHA ALERTS 26-May-2022 [15:23:59] A+ A A- हिंदी

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MY ACCOUNT PREMIUM PARTNER MORE

NEW DELHI - NDLS → HOWRAH JN - HWH 30/06/2022 All Classes PERSON WITH DISAB Modify Search

Flexible With Date Train with Available Berth Person With Disability Concession Railway Pass Concession

Refine Results Reset Filters

JOURNEY CLASS Select All

AC First Class (1A) AC 2 Tier (2A) Second Sitting (2S) AC 3 Tier (3A) Sleeper (SL)

TRAIN TYPE Select All

DURONTO OTHER RAJDHANI SPECIAL

DEPARTURE TIME Select All

00:00 - 06:00 Early Morning 06:00 - 12:00 Morning 12:00 - 18:00 Mid Day 18:00 - 24:00 Night

7 Results for NEW DELHI → HOWRAH JN | Thu, 30 Jun 2022 For Quota | General

Sort By | Duration Show Available Trains

Previous Day Next Day

HWH RAJDHANI (12302) Runs On: M T W T F S S Train Schedule

16:50 | NEW DELHI | Thu, 30 Jun 17:05 09:55 | HOWRAH JN | Fri, 01 Jul

AC 3 Tier (3A) AC 2 Tier (2A) AC First Class (1A)

Thu, 30 Jun AVAILABLE-0261 Sat, 02 Jul AVAILABLE-0215 Sun, 03 Jul AVAILABLE-0255 Mon, 04 Jul AVAILABLE-0243 Tue, 05 Jul AVAILABLE-0177 Wed, 06 Jul AVAILABLE-0171

Dynamic Pricing is applicable in this train. Fare may increase at the time of booking. Food Choice is Optional in this train if You Opted for No Food Option then catering charge will not be added in Fare

Book Now ₹ 2840

SDAH DURONTO (12260) Runs On: M T W T F S S Train Schedule

19:45 | NEW DELHI | Thu, 30 Jun 17:30 13:15 | SEALDAH | Fri, 01 Jul

AC 3 Tier (3A) Refresh AC 2 Tier (2A) Refresh AC First Class (1A) Refresh

Now Book your ticket on Ask DISHA 2.0

Confirmation

Specially abled passengers need to carry Photo identity card issued by Railways which is to be produced for On-board / Off-board verification during journey. Escort passengers also need to carry photo identity card mentioned at the time of booking.

OK

- At train list page click on Check Availability and Fare button for the selected train and then click on Book Now button to continue the booking

RJPB TEJAS RAJ (12310)

17:10 | NEW DELHI Sat, 25 Jun — 11:30 — 04:40 | PATNA JN Sun, 26 Jun

AC 3 Tier (3A) | Person With Disability

Boarding Station | NEW DELHI | Arrival: -- | Departure: 17:10 | Day: 1 | Boarding Date: 25 Jun 2022

• Note: Please submit full name of the passengers instead of initials.
• Note: The ID card will be required during journey

Passenger Details

A [REDACTED] 52 Male India [REDACTED]
Lower Veg Person With Disability NR [REDACTED]
19-12-2084

+ Add Passenger + Add Infant With Berth + Add Infant Without Berth

Contact Details

(Ticket details will be sent to email- mu*****@gmail.com and registered mobile number 99*****45)

91 [REDACTED]

GST Details (Optional) GST Identification Number(GSTIN)

Other Preferences

Total Fare ₹ 2339



- Once the Person with Disability passenger details are filled review-booking page will appear. Here, check the details carefully and click on **Continue** button to move to the payment page

1 Passenger Details 2 Review Journey 3 Payment

RJPB TEJAS RAJ (12310)

17:10 | NEW DELHI Sat, 25 Jun — 11:30 — 04:40 | PATNA JN Sun, 26 Jun **AVAILABLE-0002**

1 Adult | AC 3 Tier (3A) | Person With Disability | Boarding at New Delhi | Boarding Date: 25 Jun 2022 17:10

Passenger Details

1 [REDACTED] 52 yrs (20 Dec 1969) | Male | Veg | India | Lower | Person With Disability (NR [REDACTED])

Your ticket will be sent to mu*****@gmail.com / 99*****15

[View Cancellation Policy](#)

Fare Summary

| | |
|--------------------------------|-----------------|
| Ticket Fare | ₹ 1845 |
| Convenience Fee (incl. of GST) | ₹ 35.4 |
| Total Fare | ₹ 1880.4 |

BOOK NOW

IRCTC TEJAS NDLS-LIN-NDLS 8250/82502 is available for booking

www.irctc.co.in


Type in the box below: x q 9 z

Type here: [REDACTED] HCP/Capcha

Back Continue



- At payment page, select the payment option of your choice. Payment options are available at the center left part of the page. Click on Pay Now button of the selected payment option, you will be redirected to the bank page.




[REFUND STATUS](#)
[Logout](#)
Welcome M


[CONTACT US](#)
[ASK DISHA](#)
[ALERTS](#)
26-May-2022 [15:33:18]


[IRCTC EXCLUSIVE](#)
[TRAINS](#)
[BUSES](#)
[FLIGHTS](#)
[HOTELS](#)
[HOLIDAYS](#)
[LOYALTY](#)
[MEALS](#)
[PROMOTIONS](#)
[MY ACCOUNT](#)
[PREMIUM PARTNER](#)
[MORE](#)


1 Passenger Details
2 Review Journey
3 Payment


Payment Methods



IRCTC iPay (Credit Card/Debit Card/UPI)


Multiple Payment Service


Netbanking


Payment Gateway / Credit Card / Debit Card


Wallets / Cash Card


Credit cards/Debit cards/Netbanking/UPI (Powered by IRCTC)
NIL, for UPI TransactionNIL, for all Rupay Debit Cards0.4% + Applicable Taxes for Other Domestic Debit Cards up to ₹2000 0.9% + Applicable Taxes for Other Domestic Debit Cards more than ₹20001.8% + Applicable Taxes for all domestic Credit Cards ₹10 + Applicable Taxes for Netbanking transactions1.8% + Applicable Taxes for all Autopay Transactions ₹10 + Applicable Taxes for iMudra Transactions

Back
Pay & Book

JOURNEY SUMMARY

RJPB TEJAS RAJ (12310) Sat, 25 Jun

NEW DELHI → PATNA JN

NDLS (17:10) PNBE (04:40)

1 Adult | AC 3 Tier (3A) | PFRSON WITH DISABILI TY | NEW DELHI | Boarding Date: 25 Jun 2022 17:10

Passenger Details



1. A 52 yrs | Male

Contact Details

Email: mu*****@gmail.com
Mobile: 91-9*****11

Fare Summary

| | |
|--------------------------------|-----------------|
| Ticket Fare | ₹ 1845 |
| Convenience Fee (incl. of GST) | ₹ 35.4 |
| Total Fare | ₹ 1880.4 |

- After successful payment at bank page, booking confirmation page displays with passenger and journey details.