

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 3297
ANSWERED ON 28.03.2025

**DISCOUNTS ON TICKET BOOKING BY DISABLED PEOPLE
THROUGH IRCTC APP**

3297 SHRI SANJAY YADAV:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that many differently abled citizens, even after they have submitted all the details, IRCTC app fails to move forward and thus doesn't allow disabled travellers to avail discounts while booking their tickets;
- (b) whether it is also a fact that when the same disabled people book their tickets not trying to avail any form of discount in their ticket fare, their tickets get booked;
- (c) whether it is a technical glitch or deliberate malpractice to prevent disabled travellers from getting discount; and
- (d) whether any inquiry has been made to look in depth into this matter to weed out corruption?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (d) Reserved tickets can be booked online by the eligible category of Persons with Disabilities (PwDs) on the authority of an identity card issued to them by Indian Railways.

With a view to facilitate PwDs in getting this identity card online, the application for digitalizing the procedure for issue of photo ID cards to PwDs has been rolled-out over all zonal Railways.

On the authority of this identity card, reserved tickets can be booked by eligible categories of PwDs online as well as across computerised Passenger Reservation System (PRS) counters of Indian Railways.

For booking concessional tickets as per extant Rules through Indian Railway Catering and Tourism Corporation's (IRCTC) app/website, the details of photo ID card have to be entered by them.
