

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

File No. PC-VII/2020/HRMS/6
(E-office no. 3320706)

New Delhi, Dated: 31.07.2026

All General Managers.
Zonal Railways, PUs, CTIs
(As per Std Mailing List)

Chairman & Managing Director,
IRCTC, 11th Floor, Statesman
House, New Delhi

Managing Director,
CRIS, Chanakyapuri,
New Delhi.

**Sub: Guidelines on issuance of Post Retirement
Complementary Passes (PRCP) through HRMS**

**Ref. This office letters of even number dated 29.05.2026 &
15.07.2026**

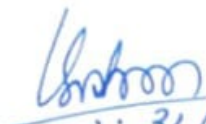
Vide letter of even number dated 29.05.2026 under reference, guidelines regarding issuance of Post Retirement Complementary Passes (PRCP) to pensioners and passes to serving PwBD employees through HRMS were issued. Subsequently vide letter of even number dated 15.07.2026, provision was made to issue manual passes as an interim measure for three months, keeping the general policy of issue of PRCP / privilege passes through HRMS intact.

2. Recognised federations and pensioners associations have represented that many pensioners/widows are not digitally literate, there is lack of internet connectivity and that many Railway units are not prepared to implement the instructions for issue of e-passes. They have requested to continue with the earlier arrangement whereby retired railway employees, family pensioners and serving Divyang employees were allowed to obtain Passes/PTOs either through HRMS or through the manual system, at their own discretion and convenience.

3. The issue has been examined in detail. The general guidelines regarding issue of PRCP/ privilege passes through HRMS will continue. Railways/units are instructed to set up helpdesks/facilitation centres and provide necessary facilities in all locations where manual passes are issued so that eligible beneficiaries are not put to any inconveniences in obtaining the passes.

4. In view of the issues raised at para-2 above, it has been decided that retired railway employees, family pensioners and serving Divyang employees may be allowed to obtain Passes/PTOs either through HRMS or through the manual system, as per their options. The issue will be reviewed after 06 months. *It is to be noted that these relaxations are not applicable for those pensioners / family pensioners who are already availing passes through HRMS including those who were already taking their passes through HRMS during service.*

This has the approval of CRB & CEO.


31/07/26
(Shatrughna Behera)
Executive Director (MPP)
Railway Board