**GOVERNMENT OF INDIA (भारतसरकार)**
**MINISTRY OF RAILWAYS (रेलमंत्रालय)**
**RAILWAY BOARD (रेलवेबोर्ड)**
*****

**2022/TG-1/01/Awardees New Delhi, dated. 31.10.2026**

| | |
|---|---|
| **Principal Chief Commercial Managers,<br>All Zonal Railways.** | |
| **Managing Director, CRIS,<br>Chanakyapuri, New Delhi-110021** | **MD/IRCTC, 2 nd Floor, Tower-D,<br>World Trade Centre, Nauroji Nagar,<br>New Delhi- 110029** |
| **Dte Gen of Op Lgs & Strat Mov, Integrated HQ of MoD (Army), Room No. 203,<br>D1 Wing, Sena Bhawan, New Delhi.** | |

**Sub: Booking of Reserved Railway Tickets by Sena/Nau Sena/Vayu Sena Medal (Gallantry) Awardees.**

**Ref: CRIS' letter No. CRIS/HQ/PRJT/264/2025-PRS (E-6901) dated 30.10.2026**

It has been decided to provide the facility of booking of reserved railway tickets through PRS counters and NGeT by Sena/Nau Sena/Vayu Sena Medal (Gallantry) Awardees. A copy of User Manual is enclosed for information.

1.1 The booking facility through PRS counters shall be implemented on lines similar to Defence Warrants, which are treated as CST across all counters. Under the existing procedure for CST/Defence Warrants, a supporting paper voucher is submitted at the booking counter. However, in the proposed arrangement for Sena/Nau Sena/Vayu Sena Medal (Gallantry) awardees, no physical/paper voucher shall be submitted at the PRS counter, as the entitlement and eligibility of the passenger shall be validated through HRMS.

1.2. Under this arrangement, no cash shall be collected from the passenger at the time of booking. The ticket shall reflect the CST amount, with a clear indication that the cash amount to be collected is ₹0, similar to other warrant-based tickets. The transaction shall be reflected under the CST head in the DTC and booking summary.

2. In view of above, it is requested that zonal Railways may issue necessary instructions to all concerned informing that no physical/paper voucher is required to be

submitted or insisted upon at PRS counters for booking tickets by Sena/Nau Sena/Vayu Sena Medal (Gallantry) awardees.

3. With regard to IRCTC convenience fee, the matter has been examined and the charges on Non-UPI category shall be levied on tickets booked through NGeT.

**(Sanjay Manocha)**
**Director Passenger Marketing-II**
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**4th Floor, Room No: 415-A**
**Railway Board**

**Rail Bhawan, Raisina Road, New Delhi-110001**

# Indian Railways Complimentary Card Pass

FOR SENA MEDAL AWARDEES

USER MANUAL

# Booking Railway Tickets using Complimentary Card Pass

**Portal: https://irccp.indianrail.gov.in/IRCCP**

Sena Medal Awardees and their dependents as covered under GSL No. 04(01)/2025-D(Mov)/DMA of MOD Dated 3.3.2026, who are eligible for Complimentary Card Pass (CCP) of Railways can now avail this facility online. The online CCP is integrated with PRS and NGeT enabling users to book reserved railway tickets online, through IRCTC portal and app. Users can also book tickets physically through any railway counter across the country.

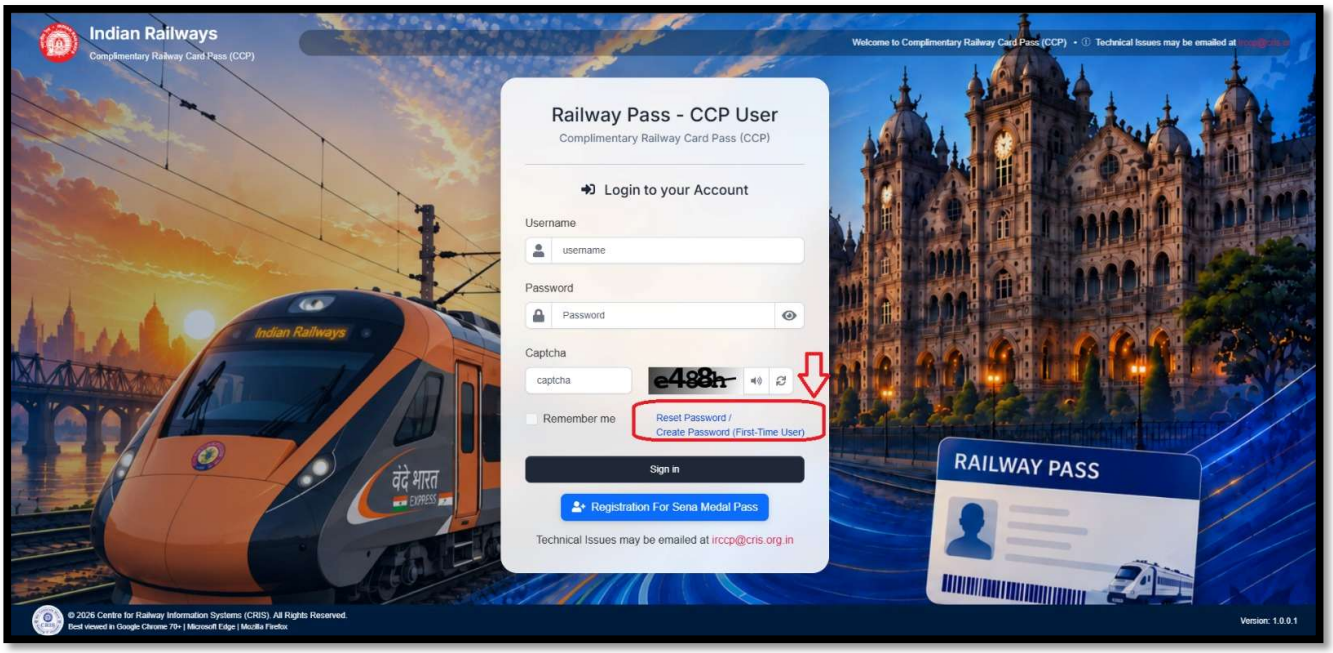
Eligible users first register with their mobile number, PAN number and necessary details in the portal. Once their application is approved, they receive their "userid" which can be used to log into the portal.

## Steps to login and generate pass

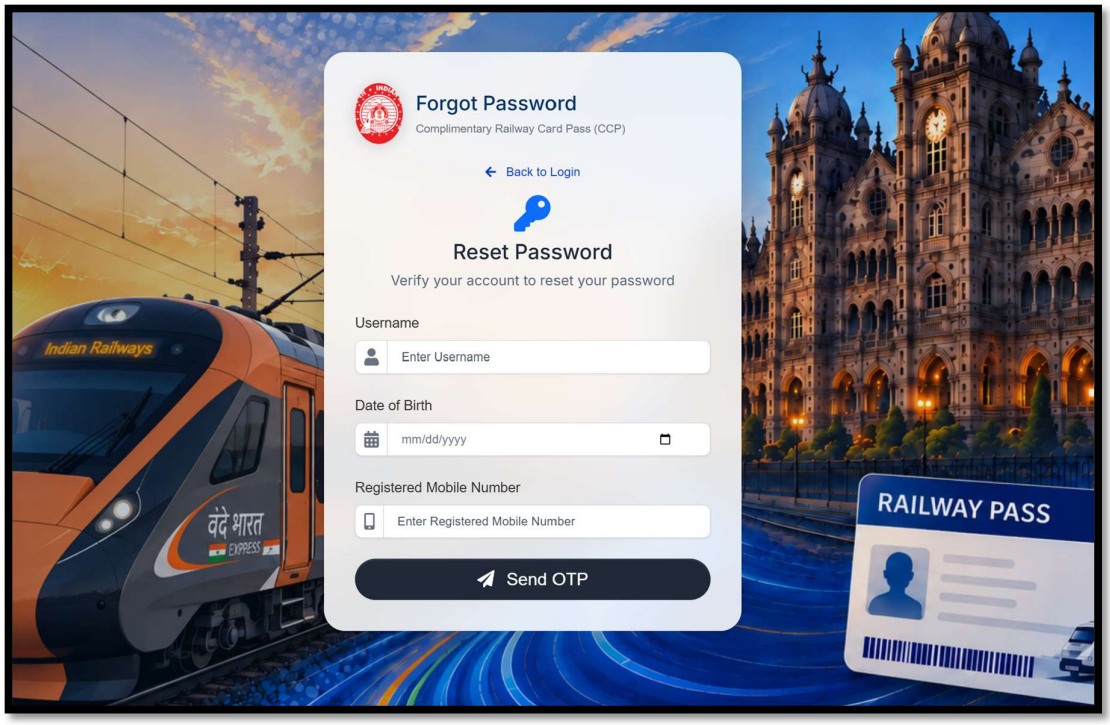
Users receive User ID in the following SMS notification when their application is approved in the system.

**Registration for online CCP Pass has been approved for PAN Number xxxx9999x.**
**Your User Id is 9xxxx9xx use url https://irccp.indianrail.gov.in/?=IRCCP**
**Click the link "Lost Password/First Time User" to set password -CRIS/IRCCP**

Users can use the Reset/Create Password link on the login page as shown below:

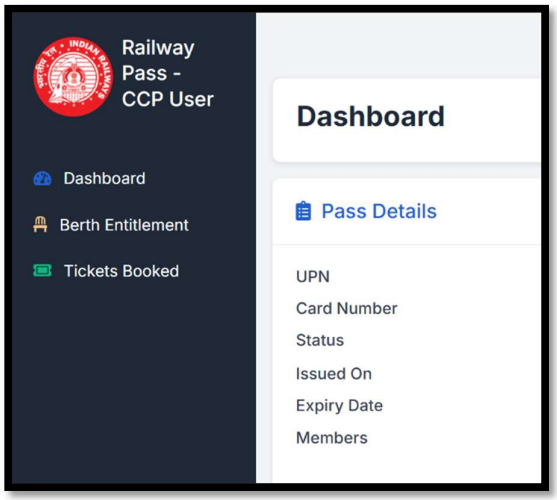


For creating or resetting password, page as shown below will need Username (User ID), registered mobile number and date of birth of the applicant mentioned in the application.



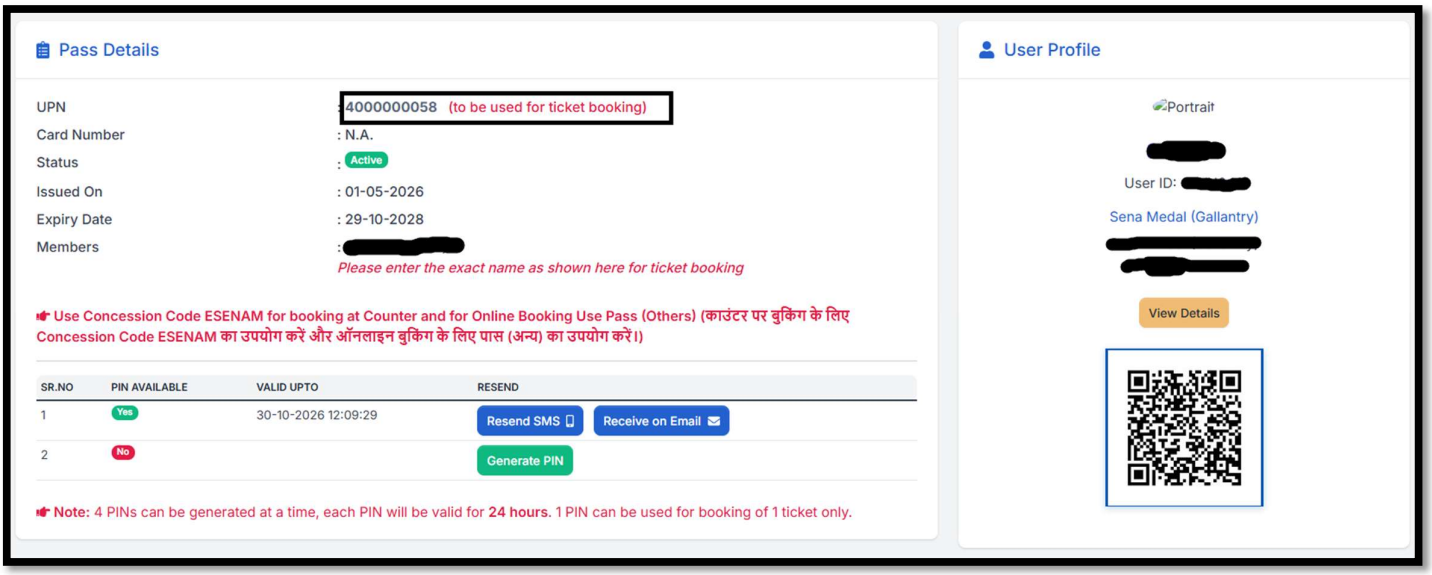

If correct inputs are given, OTP is sent by SMS to the registered mobile number for verification. Once OTP is verified, new password can be created by the user.

User can now login with User ID and newly created password. Upon logging in, OTP is sent through SMS on registered mobile number for verification. Each login will require this OTP verification through the registered mobile number.




## Dashboard

The first page upon logging in is the Dashboard. On the left hand side menu as shown in this image, below the dashboard, there is link for Berth Entitlement and Tickets Booked. The full dashboard is shown below. The right side of the menu shows user profile with details alongwith QR code of the online CCP.




The details shown in the dashboard include 10 digit long Unique Pass Number (UPN) which is used to book ticket. It also mentions status of the CCP which is shown as active here. If expired, the CCP will have to be renewed by applying through the link "Registration For Sena Medal Pass" on login page. It is the same Registration Page which was used for application for creation of CCP. The expiry date along with issue date is also mentioned.

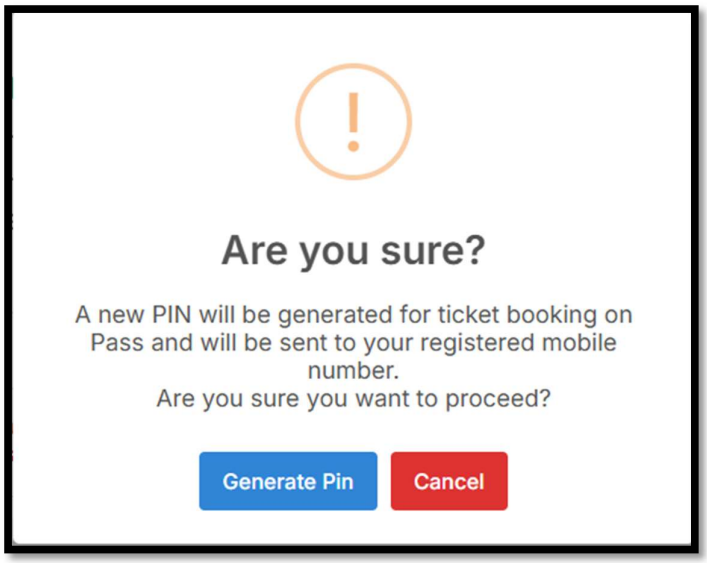
**The CCP also shows the members included in the pass alongwith relationship and age. These exact details of name and age should be entered while booking the ticket. Any deviation from this detail will result in error while booking ticket.**

**PIN generation for Ticket Booking**

Booking of Ticket requires a PIN, which is 4 character long having either alphabets or digits or both. For example it may look like AB11 or 99GH or ASDF etc. The PIN can be generated on the dashboard page, as shown below in the image. Each booking of ticket requires one PIN which cannot be re-used.

**It must be noted that on a single ticket only one UPN and one PIN will be allowed. If companion is travelling, same PIN should be used for both user and companion. Similarly, if 2 eligible users under one UPN are in same PNR (like spouse or both parents), both will have same PIN.**




Once "Generate PIN" button is clicked, a dialogue box appears as shown in the image. A message with generated PIN is sent to registered Mobile Number and emailid. It is not shown anywhere on portal nor is shared through any other means since it is required for ticket booking. The validity of the PIN is shown in the SMS and also on the portal. User can resend the PIN through SMS or mail by clicking the option in the dashboard.

There may be a scenario where users have to book separate tickets for the same journey as it may involve changing trains or stopping mid-way for some time (also known as Break Journey). To facilitate this, 4 PINs can be generated at a time all of which will be valid upto 24 hours. If more than 4 separate bookings are to be done within 24 hour period, more PINs can be generated again after using the previous ones.

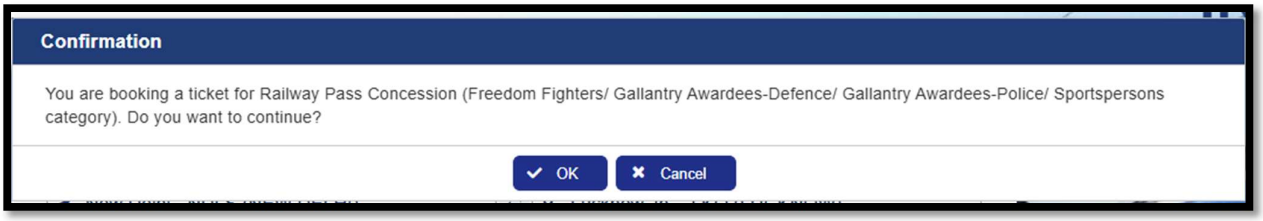
**As stated above, for each ticket same UPIN and PIN is to be used for all passengers like, if passenger is travelling with companion.**

*Illustration:*

*If user has to book a ticket from Ranchi to Khajuraho, there is no direct train. So, separate tickets will have to be booked from Ranchi to New Delhi and then New Delhi to Khajuraho. So, 2 PINs will be required which can be generated. Further, if user wishes to complete this journey by adding stops at Kanpur (CNB) and Jhansi (VGLB) stations, they will require 3 PINs each for Ranchi -CNB, CNB-VGLB, VGLB-Khajuraho.*

**Booking of Reserved Ticket Online**

Users can log into IRCTC portal or Mobile App to book reserved tickets online using valid CCP. While booking ticket, on the IRCTC page/app where you give journey details, the option of concession type can be seen. Please select **Pass (Others)**. This will Pop-up a confirmation message as below:




Please click OK on it.

User can then choose their train and class and proceed for entering details of passenger. The name of Passenger, age and gender should match exactly with the details in CCP registered online. **The first 16 characters of the name** can be entered but should exactly match including the space between first and middle or last names.

The age should be same as calculated from Date of Birth in registered CCP.

Just below is the Concession field where user has to select Pass Booking. The Pass Number filed will come up where you have to enter the UPN or Unique Pass Number as mentioned in your SMS, email and also on Dashboard.

The next field in Pass PIN Code which is the PIN generated by you and received in your SMS and email. Unused PIN can be entered. If not available you can generate a new one from the CCP portal dashboard. One PIN can only be used once. PIN is only received in the SMS or mail on registered mobile number and email id upon generation or it can be resent through portal dashboard. If users receive no SMS or email despite generating PIN online, they can contact HRMS helpdesk number shown in their login page.

After filling all details, user has to select any Payment Mode and continue. If Pass number and PIN are validated by the system and details of Name, Age and Gender of all passengers match with CCP user details, the next page will load with Fare Summary as

per entitlement. If there is any error or mismatch, the message will be highlighted on the right hand corner of the page.

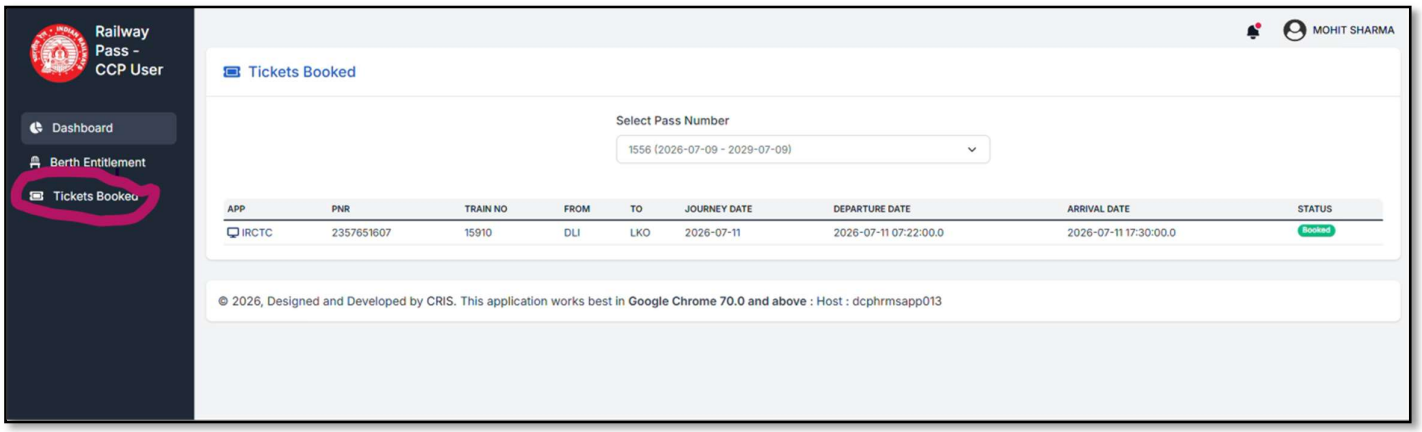
Once details match and Fare Summary is shown, user can continue and finalise the booking to generate PNR.

**Booking through Railway Counter**

Online CCP can be used for booking of reserved tickets through Railway PRS counters. Users have to ensure that Unique Pass Number and PIN are appropriately shared and the name, age, details of eligible users are as per CCP registration only. **Concession code for Ministry of Defence users is ESENAM.**

**Please share this concession code, apart from UPN and PIN, while booking ticket offline from PRS reservation counter.**

All the tickets booked through IRCCP can be checked online through the portal also following the menu link Tickets Booked as shown below:

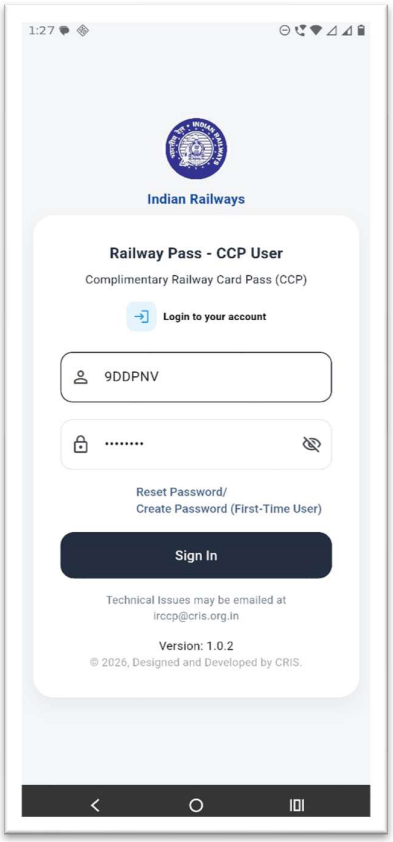


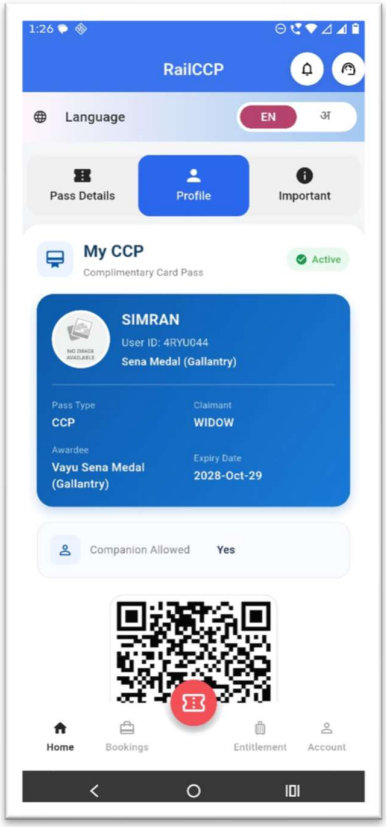

**Please Note that online Complimentary Card Pass (CCP) generated through the portal for registered Users is not an authority to board the train, even if valid. It can be used to book reserved ticket through one of the online modes of IRCTC portal or app or offline through railway PRS counters and the ticket which is booked allows the user to board the corresponding train. CCP alone or its SMS, email or Dashboard printout are neither valid journey documents nor do they authorize users to enter railway platforms. The complimentary card pass should only be used for booking reserved tickets as per procedure explained above.**

## IRCCP Mobile App – RailCCP (Android)

To provide enhanced user experience and convenience, a mobile app has been also been launched to manage IRCCP similar to the features on the portal. Currently only the android version of this mobile app is available with the name **RailCCP.**

RailCCP can be downloaded from Google Play Store. Users with valid IRCCP User ID can login. User can create a Mobile PIN (MPIN) to access this app, similar to many other mobile apps.



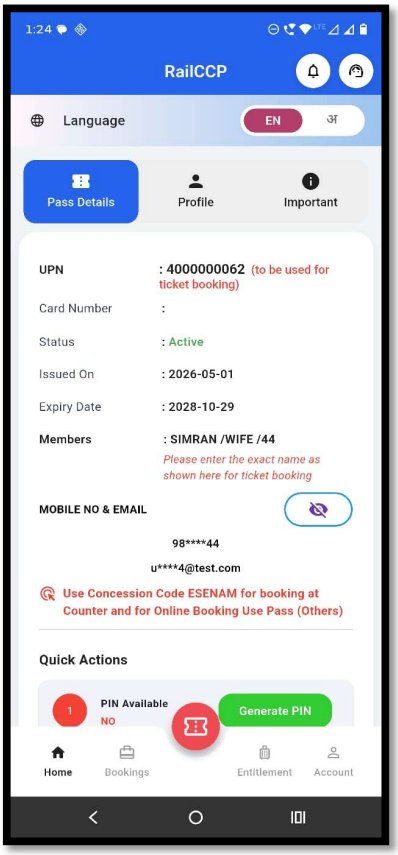



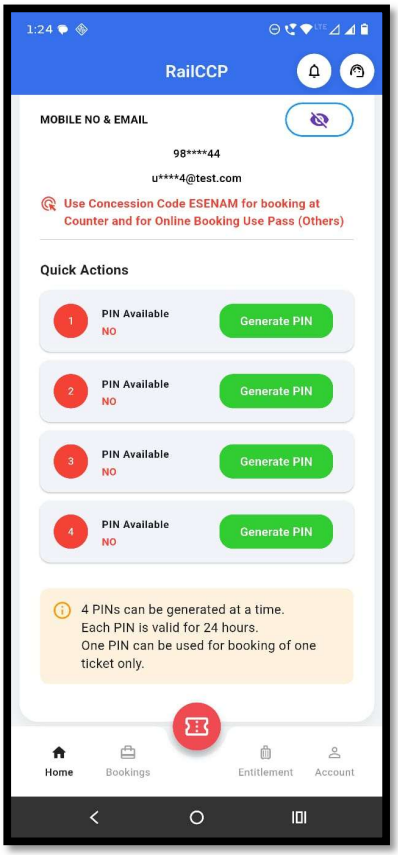


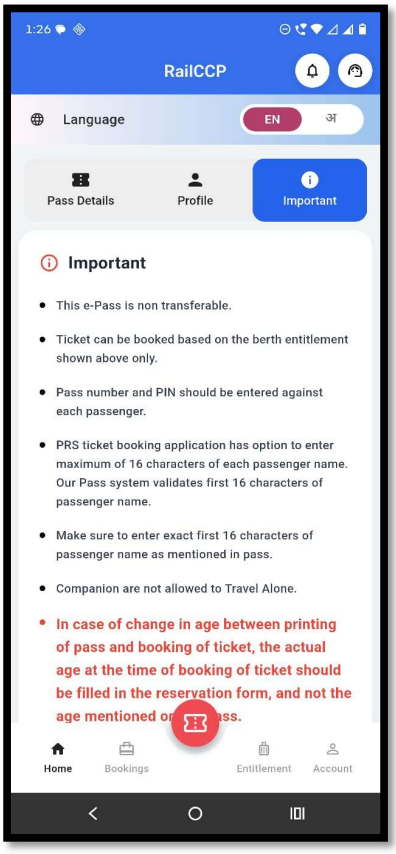


RailCCP Home page shows the user details, status, QR code of IR CCP which can be shown whenever asked for. Upon clicking the Red symbol in the bottom middle part, the Complimnetary Card Pass also comes up with all details, photo and issuing authority details as shown in the third image above.

The IRCCP app also shows entitlement and past bookings through links on the app. There is also a set of important instructions regarding IRCCP as shown below.




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**This manual is meant for assisting users of Ministry of Defence for accessing Indian Railways Complimentary Card Pass (IR CCP) through the online portal and the mobile app. This for reference purpose only.**