Eastern Railway
(Personnel Department)
17 N. S. Road, Kolkata - 700 001

Serial Circular No.57/2025

No.E.740/0/Railway Act, 1989 **Kolkata, Dated: 29/05/2025**

All Concerned
(as per standard list)

Sub: Modification in ex-gratia policy- regarding Mode of payment of ex-gratia disbursement.

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A copy of Ministry of Railways (Railway Board) letter bearing File no. 2023/TC-III/49/1/Ex-gratia, dated 20/05/2025 on the above cited subject is circulated herewith for information and further necessary action. A copy of Board's letter dated 18/09/2023 mentioned therein is enclosed for ready reference.

DA: As above.

29.05.25

(Md. Tarique)
Dy. Chief Personnel Officer/HQ
For Pr. Chief Personnel Officer
Phone No. 24122 (Rly.)
Email ID: tarique.mohammed@gov.in

29/05/25

Index No.1051: Instructions on ex-gratia relief under section 123 & 124/124-A under The Railway Act, 1989 - reg.

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2023/TC-III/49/1/Ex-gratia New Delhi, Dated: 20.05.2025

The General Managers (Claim)
All Indian Railways

Sub: Modification in ex-gratia policy - regarding Mode of payment of ex-gratia disbursement.

Ref: Board's letter of even no. dated 18.09.2023.

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In partial modification of above referred Board's instructions, Competent Authority have now decided that para 3.3 regarding mode of payment of ex-gratia/enhanced-ex-gratia disbursement shall be read as under:

Existing	Revised
3.3 Notwithstanding anything contained in Para 3.1 and 3.2 above, Railways may disburse the entire amount of ex-gratia/enhanced ex-gratia by Account Cheque/RTGS/NEFT/Any other online payment mode, if deemed appropriate."	3.3 Notwithstanding anything contained in Para 3.1 and 3.2 above, Railways may disburse the entire amount of ex-gratia/ enhanced ex-gratia by any mode of payment subject to the following stipulations: • In case Rs. 50,000/- cash limits is surpassed, decision shall be taken with the personal approval of concerned GM and also with the concurrence of PFA. • In such cases, a speaking order shall be passed duly bringing out the exceptional circumstances leading to the payment of cash amount to the claimant over and above the cash limit of Rs. 50,000/-.

2. Other terms and conditions stipulated in Board's letter dated 18.09.2023 shall remain the same
3. This issues with the concurrence of Finance Directorate of Ministry of Railways.
4. Please acknowledge receipt of this letter.

Brijesh 20/5/25

(Brijesh Kumar)
Deputy Director, Traffic Comml.-III
Railway Board

I/3077765/2023

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

Rail Bhawan, New Delhi-110001

No. 2023/TC-III/49/1/Ex-gratia **Dated: 18.09.2023**

The General Managers (Claims)
All Indian Railways

Sub.: Ex-gratia relief payable in case of death/injury of railway passengers in Train Accidents and Untoward Incidents as defined under Section 123 read with Section124/124-A of the Railways Act, 1989 and to the road users in Manned Level Crossing gate accidents.

Ref: Railway Board's previous instructions to be superseded:-

(1) 2011/TC-III/27/29/Ex-gratia dated 26.07.2012 and 07.05.2013
(2) 2006/TC-III/27/2 dated 20.12.2006
(3) 2002/TC-III/28/3 dated 12.06.2002
(4) 93/TC-III/122/1/Ex-gratia dated 21.08.1995, 26.04.1996 and 18.11.1999

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In supersession of Board's Instructions referred above and all other instructions issued on the above subject, it has now been decided to revise the amount of ex-gratia relief to be paid to the dependents of dead and injured passengers involved in Train Accidents and Untoward Incidents as defined under Section 123 read with Section 124 and 124-A of the Railways Act, 1989 and to the road users who met with an accident due to Railway's prima facie liability at Manned Level Crossing Gate Accident. The revised rates and compiled instructions are as below:-

1. Amount of Ex-gratia for Train Accidents, Untoward Incidents and Manned Level Crossing Gate Accidents

	Type of accident	Amount of ex-gratia for Death	Amount of ex-gratia for Grievous Injury	Amount of ex-gratia for Simple Injury
1)	**Train Accident** (as defined under Section 124 of the Railways Act,1989)	Rs. 5,00,000/- (Rupees Five lakh only)	Rs. 2,50,000/- (Rupees Two lakh Fifty thousand only)	Rs. 50,000/- (Rupees Fifty Thousand only)
2)	**Untoward Incident** (as defined under Section 124-A of the Railways Act, 1989)	Rs. 1,50,000/- (Rupees One lakh Fifty Thousand only)	Rs. 50,000/- (Rupees Fifty Thousand only)	Rs. 5,000/- (Rupees Five Thousand only)
3)	**Accident at Manned Level Crossing** (due to Railway's prima facie liability)	Rs. 5,00,000/- (Rupees Five lakh only)	Rs. 2,50,000/- (Rupees Two lakh Fifty thousand only)	Rs. 50,000/- (Rupees Fifty Thousand only)

2. Additional Ex-gratia relief in case of Hospitalization of Grievously Injured Passengers beyond 30 days

In case of Train Accident	In case of Untoward Incident
Rs. 3,000/- per day to be released at the end of every 10 day period or date of discharge, whichever is earlier.	Rs. 1,500/- per day to be released at the end of every 10 day period or date ofdischarge, whichever is earlier **upto further six month of hospitalization.**
	Thereafter, Rs. 750/- per day be released at the end of every 10 day period or date of discharge, whichever is earlier **upto further five month of hospitalization.**
(a) Lump sum amount of ex-gratia for hospitalization of grievously injured passenger upto first 30 days is as mentioned in table at para (1) above. **(b) The maximum period for which ex-gratia is payable to the grievously injured passenger will be 12 months.**	

2.1 This ex-gratia relief will be exclusively for passengers who are grievously injured in train accidents or untoward incidents as defined under Section 123, read with Section 124/124-A, of the Railways Act, 1989.

2.2 The period for treatment as indoor patient for more than 30 days would need to be certified by a Railway Doctor for the purpose of further ex-gratia payment upto the period of remaining 11 months. In case where the injured is taking treatment in other than Railway hospital, the treatment has to be certified by Railway Doctor.

2.3 Sr. Divisional Medical Officers shall also keep track of such injured person taking treatment in other than Railway hospitals. Sr. DCM/DCM shall keep coordination with Sr. DMO for the purpose and arrange payment of ex-gratia as per the prescribed schedule mentioned in the table in Para-2 above at the doorstep of injured person. Every care shall be taken by Sr. DCM/DCM to avoid any inconvenience to injured person in such cases.

3. Mode of Payment of ex-gratia/enhanced ex-gratia

3.1 Maximum amount of upto Rs. 50,000/- to be paid in cash as an immediate relief for taking care of initial expenses.

3.2 Remaining amount to be paid by Account Payee Cheque/RTGS/NEFT/Any other online payment mode.

3.3 Notwithstanding anything contained in Para 3.1 and 3.2 above, Railways may disburse the entire amount of ex-gratia/enhanced ex-gratia by Account Payee Cheque/RTGS/NEFT/Any other online payment mode, if deemed appropriate.

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4. **Other terms and conditions**:

4.1 No ex-gratia relief would be admissible to road users in case of accident at Unmanned Level Crossing, trespassers, persons electrocuted by OHE (Over Head Equipment).

4.2 Ex-gratia payment in case of train accidents and untoward incidents are not to be taken into account at the time of final claim for compensation.

4.3 The amount of ex-gratia relief admissible to road users, who meet with an accident due to Railway's prima facie liability at Manned Level Crossing Gate Accident, will be counted towards the amount of compensation payable, if action is tenable against the Railways under the Law of Torts and an award is actually granted by a Court of Law.

4.4 Ex-gratia payments should also be made to railway servants killed or injured by a moving train while performing their duty, for example, gangman working on track run over accidentally by a moving train.

4.5 Payments should be sanctioned/arranged preferably on the spot by a Senior Scale Officer nominated by the General Manager after making such enquiries as can be reasonably made on the spot after the immediate needs by way of medical attendance etc. to injured persons are attended to.

5. This issues with the concurrence of Finance Directorate of Ministry of Railways.

6. These instructions will come into force from **18 September, 2023.**

Kindly acknowledge receipt of this letter.

18/9/23

(Ratnesh Kumar Jha)
Executive Director (Public Grievances)
Railway Board

Dated: 18.09.2023

No. 2023/TC-III/49/1/Ex-gratia

Copy to:

1. PFA, All Indian Railways
2. The Deputy Comptroller and Auditor general of India (Railways), (with 36 spares)

18/09/2023

for Member (Finance), Railways

Dated: 18.09.2023

No. 2023/TC-III/49/1/Ex-gratia

I/3077765/2023

Copy to :

1. Principal Chief Commercial Managers, All Indian Railways
2. The Chief Medical Officers, All Indian Railways
3. Principal Chief Security Commissioners, All Indian Railways
4. Chief Claims Officers, All Indian Railways
5. Konkan Railway Corporation, New Delhi

18/9/23

(Ratnesh Kumar Jha)
Executive Director (Public Grievances)
Railway Board

No. 2023/TC-III/49/1/Ex-gratia **Dated: 18.09.2023**

Copy to :For information please - OSD/MR, ED(PG)/MR, Adviser/MR, PS/MoSR (D), EDPG/MoSR (D), PS/MoSR (J), EDPG/MoSR (J), PSO/Sr.PPS/PPS to Chairman & CEO, M(F), M(O&BD), M(Infra), M(T&RS), Secretary, Railway Board, DG (RHS), DG (HR), DG (RPF), DG (Safety), AM(Commercial), Adviser (Safety), All AMs, Advisers and EDs of Board's Office.

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