Public Transport Concession for Persons with Disabilities

General Questions

1. What is the concession quantum for the concession scheme for Persons With Disabilities?
   Persons with disabilities will enjoy 25% discount or more off adult fares for all basic bus services, which include trunk and feeder services, and will not have to pay additional fares for distances beyond 7.2km.

   They also have the option of buying a Monthly Concession Pass with unlimited bus and train rides at $60 per month.

   However, this discounted concession does not apply for premium bus services such as Express, Fast Forward and special bus services like Chinatown Direct, Parks (Bus Service 408), Premium, Nite Owl, NightRider and City Direct.

   The concession scheme is valid from the date of activation of the card up to 4 months after the cardholder turns 60 years old, after which he/she is eligible for the senior citizens' concession card.

   2. What are the new transport concessions for Persons with Disabilities?
      Persons with Disabilities can enjoy the Off Peak Monthly Travel Pass, which offers unlimited travel on basic bus services and trains for 1 month on:
      - Weekdays: Any time except from 6.30am to 9.00am and 5.00pm to 7.30pm
      - Weekends & Public Holidays - all day

      The Off Peak Monthly Travel Pass can be purchased at $40.

   3. Will persons with disabilities concession cardholders enjoy discounted cash fares when travelling on buses? (For instance, where the stored value card is insufficient to pay for the fare and the cardholder does not have enough money for the minimum top-up value.)
      Yes, persons with disabilities will enjoy discounted cash fares for travelling on the bus network, if they show the concession card.

      However, the fare concession is not applicable for travel on trains. Persons with Disabilities will have to purchase a single trip ticket from the General Ticketing Machine in all MRT stations, which has a common price for all commuter groups (adults, senior citizens and students).

Checking Eligibility

1. How can I check if I am eligible for the concession scheme?
   Eligible candidates must:
   - Be a Singapore Citizen or Permanent Resident
   - Be 7 to 60 years old
   - Be a person with a permanent disability who is a member and/or service user of relevant Voluntary Welfare Organisations (VWOs) providing disability services
   - Have attended Special Education (SPED) schools operated by a VWO
   - Be certified by a medical practitioner to have a permanent disability of any one of the following: Physical Disability, Visual Impairment, Hearing Impairment, Autism Spectrum Disorder and Intellectual Disability
2. How can I be listed as automatically eligible for the concession scheme?
SG Enable has been working closely with VWOs that are providing services and programmes for persons with disabilities to identify as many eligible persons as possible.

You will be automatically eligible if you are:
- A person with a permanent disability who is a member and/or service user of relevant Voluntary Welfare Organisations (VWOs) providing disability services
- Have attended Special Education (SPED) schools operated by a VWO

If you meet the criteria above but have not been included in the automatically eligible list, you can approach the VWO that you are affiliated with and request to be placed on the automatically eligible list, subject to the enrolment policy or membership terms and conditions of the VWO.

3. I have previously been a beneficiary of disability schemes. Why have I not been pre-identified as being eligible for the concession scheme?
The Ministry of Social and Family Development (MSF) and SG Enable have made efforts to reach as many known persons with permanent disabilities as possible to inform them of the concession scheme. In some cases, updated information of the individual, such as his/her current address, may not have been available.

If you have queries on your eligibility for the concession scheme, you may contact us at the SG Enable Info-line at 1800-8585-885 or email TCS@sgenable.sg.

If you are a member of relevant VWOs providing services for persons with disabilities, you may also approach your VWO for assistance in applying for the concession scheme.

4. Are eligible students able to qualify for both the public transport concession for persons with disabilities and student concessions?
In general, eligible students can enjoy only one type of concession.

Students in our mainstream schools, SPED schools and selected institutions (including Junior Colleges, Centralised Institutes and Institutes of Technical Education) who qualify for the public transport concession for Persons with Disabilities should continue with their student concessions, as these concessions offer a greater discount.

However, PWD students in Polytechnics and Universities have the option to apply for both the public transport concession for PWDs and the student Monthly Concession Passes (MCPs). They can decide which scheme suits them better based on their travel patterns.

5. Which concession schemes are SPED students aged 21 and enrolled in vocational certification programmes eligible for - student concessions or public transport concessions for persons with disabilities?
Students who are currently still enrolled in SPED schools, including vocational certification programmes, are eligible for student concessions.

Upon graduation from their SPED school, they will be eligible for the public transport concessions for Persons with Disabilities.

6. How will SPED school graduates, who currently enjoy the student concession, transit onto the concession scheme for persons with disabilities?
Upon graduation, SPED school graduates will automatically be eligible for the public transport concession for Persons with Disabilities. They can apply via the Transit Link portal at www.transitlink.com.sg.
Application

1. How do I apply for the concession scheme if I am not automatically eligible?
   Application can be submitted online through the SG Enable portal or through hardcopy form. You can request for a print version from SG Enable, VWOs providing disability services and programmes.

   Upon verification of your application form, we will forward your application to TransitLink on your behalf, and notify you once it has been approved.

2. Why must I apply through SG Enable if I am not automatically eligible?
   For persons who have not yet been identified as eligible for the scheme, it is necessary for their applications to be verified by SG Enable to ensure that they meet the eligibility criteria of the concession scheme.

   However, to make the process more convenient for applicants, you only need to submit one application for the concession card through SG Enable. We will apply to TransitLink on your behalf once we have verified your eligibility. This process also allows you to be automatically eligible for similar schemes supporting persons with disabilities.

3. What documents must I provide to apply for the concession card?
   If you are automatically eligible, you must submit a passport-sized photograph and a photocopy of your NRIC. The photo and photocopy of the NRIC can be submitted online via the Transit Link portal or posted to TransitLink.

   If you are not on the list and are applying for the concession card through SG Enable, you need to submit the following documents together with the completed application form:

   a) Documentation to certify permanent disability. This can be either -
      - Latest doctor's memorandum
      - VWO Verification Form or letter from VWO
      - Functional Assessment Report Form (For persons with physical disability that have yet to be assessed before)

   b) Front and back photocopy of NRIC

   c) Passport-sized photograph

   All forms can be downloaded from the SG Enable website. Hardcopies are available at SG Enable and VWOs providing disability services and programmes.

   Persons with disabilities must bring the Functional Assessment Report form when they visit the General Practitioner for an assessment.

4. How do I know what type of documentation to submit to certify my disability condition?
   - If you have been previously assessed for any of the disability types specified in the eligibility criteria (physical disability, visual impairment, hearing impairment, Autism Spectrum Disorder, and Intellectual Disability), you may provide any latest doctor's memorandum specifying that the disability is permanent.

   - If you do not have a doctor's memorandum available, but have been using disability services and programmes with a VWO, you can approach the VWO to endorse the VWO Verification Form to confirm the permanent disability type.
• If you have not undergone an assessment, you need to submit a Functional Assessment Report that is completed by a general practitioner.

• For persons with other disabilities (e.g. visual impairment, hearing impairment, autism spectrum disorder or intellectual disability) who have not undergone an assessment, please approach a specialist to conduct an assessment.

5. Can I provide other forms of documentation to indicate permanent disability?
In general, we will require one of the following three types of documentation:

• Latest doctor's memo
• VWO Verification Form
• Functional Assessment Report

Other forms of documentation may be considered on a case-by-case basis.

6. The person with disability is unable to complete the application themselves. Can I apply on behalf of him/her?
Yes, you may submit the application on his/her behalf.

For persons with disabilities who are currently in residential or hostel care, the VWO may apply on their behalf.

7. Are persons with mental illness eligible for the persons with disabilities concession scheme?
Based on the eligibility criteria, mental illness is not covered. Mental illness is classified as a chronic condition and may not necessarily result in a permanent disability.

8. Why is there an upper age limit for the persons with disabilities concession scheme?
The age limit for the concession scheme for persons with disabilities is set at 60, after which, the applicant will be eligible for the Senior Citizen Concession Card. This provides the same level of concessions as the public transport concession scheme for persons with disabilities.

9. I am turning 60 this year. Can I still apply for the persons with disabilities concession card?
The concession card will be valid until the cardholder turns 60 years and 4 months. To continue enjoying concessionary rates for travel on public transport, please apply for a Senior Citizen concession pass.

10. When should children over the age of 7 apply for the concession card for persons with disabilities?
Children above the age of 7 should apply for the concession card for persons with disabilities only if they do not hold a school smartcard as the school smartcard offers greater concessions.

Children with special needs below the age of 7 but above 0.9 m in height should apply for the child concession card to enjoy free travel until they turn 7.

Children below 0.9 m in height and accompanied by an adult travel for free.

11. How can I track the status of my application?
SG Enable will inform you via mail when your application has been approved. You can also check the status of your concession card application via Transit Link portal.

12. How long will it take for my application to be approved?
Depending on the volume of applications received, it could take 6 weeks from when TransitLink receives your application. They need to process the application, personalise the concession card and mail.

**Functional Assessment**

1. **Where can I undergo the functional assessment required for the functional assessment report?**
   
   You may approach any of the approved assessors including Singapore Medical Council (SMC) fully registered doctors, Singapore Nursing Board (SNB) registered Nurses, and fully registered Physiotherapists or Occupational Therapists under the Allied Health Professions Council (AHPC). However, the assessor whom you approach reserves the right to undertake the assessment. Applicants are encouraged to check with the clinics if the assessment will be done by the doctor.

2. **How long does it take for the functional assessments to be processed?**
   
   The functional assessment process may vary, depending on where the individual chooses to undertake the assessment and the complexity of the assessment.

3. **Will I be reimbursed for the cost of the assessment?**
   
   No, you have to bear the full costs of the assessment.

4. **I have already been assessed by my doctor to have a permanent disability. Is the functional assessment form still required?**
   
   You may submit previous medical reports or a doctor's memo together with your application for the concession card.
   
   Please ensure that the documents specify the type and nature of your disability (i.e. if the disability is permanent).

5. **Can persons with temporary disabilities, or where the nature of the disability is uncertain, qualify for the concession scheme?**
   
   SG Enable will consider such cases individually. In cases of extenuating circumstances, we will consider extending the concession scheme to such individuals.

**Verification with VWOs**

1. **How do I go about completing the VWO Verification Form?**
   
   If you are currently a member of a VWO and/or are receiving disability services or attending programmes with the VWO, you may approach your VWO to fill in and endorse the VWO Verification Form to verify your permanent disability status.
   
   The form can be downloaded from the SG Enable website. Hard copies are available at SG Enable and VWOs providing disability services and programmes.

2. **What is the definition of membership with the VWO? Do I need to be an active member of the VWO to qualify?**
   
   Individual VWOs would have their own terms and conditions for membership, which they may require members to meet.
   
   SG Enable is only able to accept the applications of persons with permanent disabilities who have submitted verification forms that have been completed and endorsed by the VWO.

3. **I have a letter from my VWO specifying my permanent disability/that I am receiving services from**
them. Can I submit this instead of the VWO Verification Form?
Yes, you can submit the letter from the VWO. Please ensure that the letter is on the VWO letter head and is signed by the VWO.

4. Will clients of VWOs with permanent disabilities be included in the list of automatically eligible persons?
If clients/members/service users of the VWO have permanent disability in the specified disability types (physical, hearing, visual, Autism Spectrum Disorder, Intellectual Disability), VWOs have been encouraged to provide this information to allow them to be automatically eligible for the scheme. If you meet the criteria above but have not been included in the automatically eligible list, you can approach the VWO that you are affiliated with and request to be placed on the automatically eligible list.

5. If I am not a member of a VWO, can I still apply for the concession scheme?
Individuals that are not members of VWOs may still apply for the concession scheme and submit the required documentation (such as the latest doctor's memorandum or functional assessment report) to SG Enable to determine their eligibility for the concession scheme.

6. The VWO may be reluctant to verify that the person has a permanent disability. Can the VWO decline to endorse the VWO Verification Form?
Where possible, we encourage VWOs to assist members in their applications for the concession scheme. However, if the VWO has concerns about verifying that the person has a permanent disability, it may retain its discretion to advise the person to apply through SG Enable and to provide either the latest doctor's memorandum or functional assessment report to SG Enable instead to determine their eligibility.

Others

1. How can I check the expiry date of the concession card?
You can visit any General Ticketing Machine/Add Value Machine, place your concession card on the card reader, and select the option "Check Card" to view its expiry date.

2. If I am eligible for both the Workfare Transport Concession Scheme (WTCS) and PWD concession scheme, can I apply for both concessions or switch between concessions?
If you are eligible for multiple concession schemes, we recommend that you apply for the concession scheme that offers the higher discount for a longer duration. In this case, the Persons with Disabilities Concession Card has a longer validity (up to 60 years old) and a discount of 25% and more off adult fares, while the Workfare Transport Concession Card has a validity of 1 year and a discount of 15% off adult fares. You can only hold one Concession Card. If a WTCS cardholder wishes to switch to the PWD Concession Scheme, they may do so at any of the 8 Concession Card Replacement Offices or via TransitLink website. The 8 Concession Card Replacement Offices are:

- Admiralty MRT Station
- Ang Mo Kio Bus Interchange
- Buona Vista MRT Station
- Choa Chu Kang Bus Interchange
- Hougang Bus Interchange
- Jurong East Bus Interchange
- Somerset MRT Station
- Tampines Bus Interchange
Card Switch via TransitLink website:

The online card replacement service is available at www.transitlink.com.sg. The replacement card will be mailed out within 5 working days.

Should you wish to switch back to the other concession scheme subsequently, you will have to bear the cost for your next replacement card.

3. What do I need to do to purchase the Monthly Concession Pass?
Persons with disabilities can cap their travel expenditure at $60 with the purchase of the Monthly Concession Pass (MCP).

You simply need to bring along your PWD concession card and purchase the MCP at any TransitLink Ticket Office, Add Value Machine, Passenger Service Counter or General Ticketing Machines.

For subsequent months, the MCP can be purchased up to 7 days in advance of the travel timeframe.

4. How can I calculate the discounted fare rate I will enjoy when I use the PWD concession card? Would the Monthly Concession Pass be a better option?
The travel fare depends on the individual's travel patterns and distance travelled. You may wish to calculate the fares using the Distance Fare Calculator.

Depending on your monthly usage, you may consider if the monthly concession pass provides better rates for your travel purposes.

5. Are there any other benefits or discounts that I can enjoy with the concession card?
Persons with disabilities can use their concession card at pedestrian crossings with the 'Green Man Plus' function to extend the green time for traversing a pedestrian crossing.

You can also use the card to borrow books and make payments at public libraries under the National Library Board, provided that you are already a member of the National Library Board.

You can now also use the concession card to subscribe to the SingTel Lite Special mobile plan and M1 Connect Surf Plan that caters specially to the needs of persons with disabilities. To subscribe, simply visit any of the SingTel Shop, M1 Shop or their exclusive retailers, with your NRIC and concession card. For more information, please visit SingTel's website or M1's website.

PTC Card holder and caregivers/minders enjoy the following discounts for walk-in visits to the two conservatories at Gardens by the Bay:
- Holders of PTC card get complimentary entry to Flower Dome and Cloud Forest.
- Up to 2 caregivers per cardholder get 50% discount off admission.
To obtain the complimentary ticket and discount, PTC card holders need to present their original PTC cards.

6. Can I apply for GIRO or credit card Auto-Top?
Yes. Applications for GIRO auto-top up can be done via the General Ticketing Machine at all MRT stations.

Application forms for Credit Card auto-top up can be found on www.transitlink.com.sg.

7. Can I top up my PWD concession card at ATM machines?
Yes. However, currently only DBS allows the top-up of PWD Concession Cards at their ATMs island-wide.
8. If I do not have my concession card with me and pay my fares in cash, can I subsequently file a claim to obtain the concession discount?
Similar to other concession schemes, fares paid in cash are not refundable.

9. What should I do if I lose my concession card?
If you lose your card, you should report its loss by calling TransitLink's hotline 1800-2255663 (from 8am to 6pm daily, excluding public holidays) or email to TransitLink at feedback@transitlink.com.sg and provide your NRIC number or concession card number along with your contact number.

You can also leave a voicemail if you are calling after operating hours. No police report is required.

To replace your card, please visit the Concession Card Replacement Offices or the TransitLink website.

Card Replacement at Concession Card Replacement Office (CCRO):
Immediate replacement of PWD concession cards can only be done at any of the 8 Concession Card Replacement Offices listed below:

- Admiralty MRT Station
- Ang Mo Kio Bus Interchange
- Buona Vista MRT Station
- Choa Chu Kang Bus Interchange
- Hougang Bus Interchange
- Jurong East Bus Interchange
- Somerset MRT Station
- Tampines Bus Interchange

There is a replacement fee of $18 payable to TransitLink via eNETs Credit. The replacement card will be mailed out within 5 working days. The lost card will be invalidated within 48 hours from the time of the report. For security reasons, the loss report is irreversible once it is lodged in the system, and the card, even if found, would no longer be usable.

10. Can I request for a waiver of the card replacement fee?
You may write in to TransitLink, email to contactus@transitlink.com.sg to appeal for a waiver.

11. Who can I contact if I encounter problems with my concession card?
You are advised to proceed to any TransitLink Ticket Office for assistance.