

Expression of Interest for web services (B2B) facility of IRCTC

“IRCTC is considering providing web services B2B facility to organizations whose agents shall book e-tickets through their portal for the general public .

All established organizations with a minimum of 100 agents/dealers/kiosks/distributors/outlets or branches are eligible to apply for this scheme. Interested and qualified parties should submit expression of Interest giving details of the proposed venture. Applications may be addressed to GGM/ITS, IRCTC at the following address.

The Group General Manager/ITS
Indian Railway Catering & Tourism Corporation Ltd.,
1st Floor, Internet Ticketing center,
IRCA Building
State Entry Road
New Delhi-110055.
Ph-011 23741113 / 23345804,05 Ext- 614,621,620,619
e-mail id – eo@irctc.co.in

Salient Features of the scheme for B2B Facility

- A) The travel companies desirous of transacting through IRCTC should submit their proposal wherein they should give details of their company & the nature of business they are involved in. They should also give their atleast 100 agents details in an excel sheet with complete names, addresses, e-mail ID and telephone numbers. After the proposal is accepted IRCTC may enter into a formal agreement after due verification . The agreement will include acceptance of the terms & conditions for using IRCTC's website for booking tickets.

Eligibility criteria for the company is as under-

- 1) Must be a reputed company/partnership firm / proprietorship firm duly registered in India.
 - 2) Should have a minimum of 100 agents/ dealers/ distributor, or outlet.
 - 3) Should submit their list of agents who are doing business with the parent company and who are interested in e-ticketing.
 - 4) Must submit the copy of the last 2 years income Tax return.
- B) The Travel company will be required to submit a one time non refundable deposit of 20 lakh Rupees once the proposal is approved by IRCTC.

- C)** The Second Party shall access the website only for lawful purposes and shall be responsible for complying with all applicable laws, statutes and regulations in connection with the use of IRCTC website
- D)** The Second Party user will book the ticket as per the normal flow, in the case of 'E-ticket'. The Second Party should issue receipt for money taken by him from the customer on his own printed stationery. Service charge & Service Tax as applicable should be shown separately in the receipt issued by the Second Party. This receipt should be preserved by the customer to claim refund from the Second Party if it becomes necessary.
- E)** Payment by the Second Party to IRCTC for booking tickets on line will be made online, through Rolling Deposit Scheme (where applicable/ offered) for such payments. The procedure for Rolling Deposit Scheme(RDS) is given in Annexure-I.
- F)** It is obligatory on the part of the second party to start 100 centers within a period of 90 days from the date of signing of the agreement or else the agreement will be treated as void and even all existing agents of the organization will be deactivated.
- G)** It is obligatory on the part of the Second Party to control the activities of their sub agent. The Second Party shall be equally liable for all civil and criminal liabilities of their sub- agent. If at any stage the sub agent of the Second Party indulges in any fraudulent activity like (but not restricted to) collection of excess charges, alteration of fares on the tickets, issue of duplicate ticket etc., then the second party shall also be liable for such activity of their sub agents and IRCTC shall be free to take any action under civil and criminal law.
- H)** IRCTC functions as an agent for Indian Railways and refunds are made by Indian Railways and credited to the account of the second party by IRCTC as and when received from Indian Railways. IRCTC will follow with Railways for refund of amount due in these cases but, does not bear any liability for delay of non-payment of refund amount, by Indian Railways.
- I)** The Second Party is duty bound to refund the cancellation amount to the customer who booked the ticket after making payment to Second Party and later got it cancelled. The Second Party would not adjust the cancellation amount with any of its previous dues, until and unless the customer is in continuous running account with the Second Party.
- J)** The Travel agents will be responsible for refunds to customers. In case of proved misconduct in this regard or other non-compliance with the terms & conditions of the agreement IRCTC shall be free to impose penalty upto Rs. 50,000/- (Rupees Fifty Thousand Only) and/or terminate the agreement/authorisation for internet ticketing at its sole discretion.
- K)** Below is the list of the maximum charges to be levied on the customer. These charges are as fixed by Indian Railways and are liable to change without notice at any point of time. Payment Gateway charges on actual upto 1.8% (maximum including taxes) can also be realized by the Second Party.

No.of Passengers	IRCTC Service Charge		Agent Service charge		Total(IRCTC + Agents)	
	SL	AC	SL	AC	SL	AC
1	10	20	10	20	20	40
2	15	25	10	20	25	45
3	20	30	10	20	30	50
4	20	30	10	20	30	50
5	20	30	10	20	30	50
6	20	30	10	20	30	50

The above charges are inclusive of Service Tax. Service Tax as applicable should be shown separately in the receipt issued by the Second Party.

- L)** The Second party will have to control the activities of their sub agents. In case of any alteration or tampering with the ERP Slip the same is punishable u/s 420 Indian Penal Code for which the second party as well as the agent are liable. The second party shall also be liable for the offence committed by their agent who indulge in any fraudulent activities including (but not restricted to) collection of excess charges, alteration of fares on the ticket (s), issue of duplicate tickets. The second party will have to control the activities of their sub- agents. On receipt of any complaint against sub agents the action taken on sub agent shall also be taken on second party including deactivation of their user id.
- M)** In case of cancellation/diversion/termination / short of destination of trains, the Indian Railways Rules which contain limitations and exclusions relating to the liability of the Indian Railways to the customer in respect of loss or damage caused by the delay/diversion/termination short of destination and / or cancellation of any train, any missed connection, or closure of the railway shall apply.
- N)** On expiry of the validity of recognition of the Travel company (initially two year), the access of API provided to such Travel Company would be deactivated by IRCTC. Upon receipt of request from the Travel Company, the same would be considered for reactivation. However, IRCTC reserves the right to refuse extension. Basically, no further fee would be charged by IRCTC for the extension of the contract. But, however in case of change of policy IRCTC reserves the right to charge extra fee as per the changed scenario.

Documents required to be submitted initially –

- 1) The Proposal of the company.
- 2) Name and Address of the company along with the names and complete addresses of its agents and a copy of certificate of incorporation.
- 3) Should submit copy of two year Income Tax return.

After the approval of the proposal the following documents should be submitted

- a. Agreement as given on website complete in all respect.
- b. DD for Rs 20 Lakh towards deposit (as per para 2).

The web services document for the integration would be communicated upon the completion of all above mentioned forms and submission of prescribed fee.

APPOINTMENT OF AGENTS IN FOREIGN COUNTRIES

Agent groups can also appoint individual agents in various countries after obtaining prior permission from IRCTC. Principal Agent/Agent Groups should collect valid documents like photocopy of the Pan Card, ID Proof, Address Proof, any proof related to their authorization/approval by Tourism Department of the country where the agent resides etc. and submit one copy of the same to IRCTC after due verification. On receipt of these documents IRCTC will give PROVISIONAL approval initially and also simultaneously write to the Indian Embassy of that country where the agent resides and request them to do the credential verification on the agent. Based on the report later IRCTC may permit the agent to continue or not. If unfavorable report is received against the agent, the agent group will de-activate the concerned agent's services on the instructions of IRCTC towards the same.

ANNEXURE- I

Procedure order for E-Rolling Deposit Account

1. A separate bank account is opened with ICICI Bank Ltd. and HDFC Bank titled as "IRCTC-E- Rolling Deposit Account" with Internet Banking viewing facility.
2. Internet banking viewing facility will be given to authorized signatories to the bank account such as Managing Director, GGM (ITS), AGM (F) & CS, JGM (F), Manager (F) and AM (F). In addition to this the Internet Banking viewing facility would be given to nominated staff authorized for receiving cheques/drafts and nominated staff of Finance Department.
3. Initial deposit should be a minimum of Rs.2,00,000/-- and when the minimum balance in the deposit account reaches the prescribed minimum level of Rs.1,00,000/- the booking through the deposit account will be stopped.
4. Deposit from the customers would be received through Cheque/Demand Draft/RTGS/EFT only in favour of IRCTC E-Rolling Deposit Account

5. Deposits to this account (IRCTC E-Rolling Deposit Account) can also be made through Direct Debit/Net Banking.
6. In case of payments received through cheques/drafts, the booking of tickets will be permitted after period of 5 days after receipt and realization of cheque/draft. In case of payments received through RTGS/EFT, the booking of tickets will be permitted after period of 1 day, after ascertaining confirmation of credit. In order to save time in ascertaining realization of cheques/drafts etc., the customer should be advised to remit the payment through RTGS/EFT.
7. No interest will accrue in the deposit account.
8. The amount deposited with IRCTC would be used only for purchase of Railway Tickets through IRCTC.
9. Banks may levy transaction charges on the online deposits made to this E-Rolling deposit account as per existing banks rules. IRCTC will not bear any charges on this account.
10. Payments through credit cards will not be accepted.
11. Cheque and Drafts will be received from the customers interested in booking of tickets through rolling deposit scheme by the nominated staff of account department placed at Internet Ticketing center, IRCA Bldg for deposit in the Bank account.
12. Wherever the payment to the account is remitted through direct banking/ net banking/RTGS/EFT, the customer should forward letter indicating the amount remitted in IRCTC E-Rolling Deposit Account, to the above stated nominated staff. Thereafter the said nominated staff would forward necessary details to nominated staff in Finance Department at IRCA Building for ascertaining verification of credit.
13. The nominated staff in Finance Department, through his internet banking password would ascertain realization of the cheque/bank draft and the details will be submitted in the following written format at the end of everyday, if any amount is realized to this effect: -

S. No.	Name of the User / customer	Cheque / DD No.	Bank Name	Amount Deposited	Receipt	Date of Deposit	Realization

It will be the absolute responsibility of such nominated staff to ensure that the information furnished in the above format is correctly given.

14. A copy of the said format will be forwarded to nominated staff placed at Internet Ticketing center, IRCA Bldg., who will also confirm through Internet Banking facility

about realization of the cheques etc. Thereafter, the above format would be sent to operations department for updation of deposit to various rolling deposit customer's account.

15. Operations department will maintain the deposit account in electronic form in the following format: -

Date	Opening Balance	Amount Deposited	Booking Details			Refunds		Closing Balance
			Amount	Ticket	Passenger	Amount	TXN	

16. It shall be the absolute responsibility of the operations staff to ensure that the amount is credited in the party's account only after receipt of written confirmation from nominated Finance staff and matching the customer's details, amount etc. as per the written communication received from the customer, in this regard.
17. In case of failed transactions for deposit to the E-Rolling deposit account, the amount debited to the user will be credited back to the users' rolling deposit account.
18. All the booking should be debited to deposit account of a particular customer by the operations. Similarly, all the refunds or cancellations of tickets should be credited to the deposit account of a particular customer.
19. At the end of the month a statement on each customers' rolling deposit account would be generated by operations department and a copy of the same should be given to Finance Department for recording sales, purchase, refunds and reconciliations etc. as may be required for accounting purposes.
20. If the member wished to terminate/close the E-rolling deposit account he/she may terminate his/her E-rolling deposit account by providing written notice in writing.
21. In case of termination of E rolling deposit facility, the amount in the E rolling deposit account will be returned to the customer by way of cheque after realizing all the dues of IRCTC.
22. Wherever the E rolling deposit account is closed/terminated prior to a period of six months, an administrative charge of Rs.5,000/- would be recovered from the balance available with IRCTC in the customer account.
23. A committee consisting of Manager (Finance) and GM (OPS) will review the records maintained at Internet Ticketing Office on three days basis and weekly review/audit will be done by GGM (ITS) and JGM (F).
24. The above procedure has been devised, keeping in view internal checks and control required for audit purposes.

25. Transaction Password shall be used by the user to debit the E rolling deposit account i.e. for booking of tickets via E rolling deposit account.

Secrecy of Transaction password shall be the responsibility of the E rolling deposit user.

26. IRCTC will create the sub-users under specified Master users. The Master user/Co user will have the option to change the password and the Master user will be responsible for all the transaction made using the user Ids assigned to him. Password given by IRCTC shall be changed immediately or receipt of mail. In case password is not changed. IRCTC, will not own any responsibility of the after effects.

27. Master user will intimate IRCTC about creation of sub users. Master user shall send their up dated agents list to IRCTC fortnightly for the purpose of records and also for the issue of authentication certificate to their agents

28. Wherever the E rolling deposit account is closed/terminated prior to a period of six months, an administrative charge of Rs.5,000/- would be recovered from the balance available with IRCTC in the agent account.

29. If the cheque of the Web services is dishonoured due to insufficient funds in the first instance, a fine of Rs.5000/- would be imposed on the rolling deposit customer and an action under section 138 of Negotiable Instruments Act will be initiated. In the second instance fine of Rs. 25,000/- will be imposed and on third occurrence IRCTC reserves the right to impose penalty as it may deem fit and/or ban further dealing with the concerned company.

30. FAQ given shall form part of this.