

Salient features of the scheme for booking of E-tickets by Internet Cafes/ web stores /chain of Distributors with Internet Facility etc. having at least 100 centers with complete infrastructure.

1. Such **Internet Cafe Chains/web stores/chain of distributors with Internet facility etc. having at least 100 centers with complete infrastructure** as are desirous of transacting through IRCTC should write to IRCTC along with complete names, addresses, e-mail ID and telephone numbers of their centers confirming their authenticity that the center is an authorized Branch/Office of the Franchise or Principal. After confirming the same, IRCTC may enter into a formal agreement with individual cafes, and/or Principal. The agreement will include acceptance of the terms & conditions for using IRCTC's website for booking tickets.
2. Internet café's / Corporates (Including their Franchises), other than Government organizations, PSU's & Nationalized Banks shall pay lump sum deposit which will be on **non- refundable** basis as per the slabs given below:-
 - a) Minimum 100 outlets/ Kiosks -- Rs.1 Lakh (Rupees one lakh only)
 - b) 101-250 outlets/kiosks -- Rs.1.50,000 lakh (Rupees one lakh fifty thousand only)
 - c) 251-500 outlets/ kiosks -- Rs.2, 00,000/- (Rupees Two lakh only)
 - d) 501-1000 outlets/kiosks--Rs.3,00,000/- (Rupees Three lakh only)
 - e) 1001-2500 outlets/ kiosks – Rs.5,00,000/- (Rupees Five lakh only)
 - f) 2501-5000 outlets/Kiosks – Rs.10,00,000/- (Rupees Ten lakh)
 - g) Above 5001 outlets/kiosks – Rs.20,00,000/- (Rupees Twenty Lakh)
3. All such centers will be required to purchase a class 3 personal digital certificate from any Indian Certifying Authority for their authorized user (only one authorized user will be permitted). **[Click Here for the Licensed CAs in India.](#)**
4. When an authorized center user logs in, IRCTC application will authenticate the digital certificate, and if authenticated, will allow him to book e-tickets only without applying any restriction on the number of tickets to be booked.
5. The center user will book the ticket as per the normal flow, and will give identity card details of the traveller. Center should issue receipt for money taken by him from customer on his own printed stationery. Service tax, as applicable should be shown separately in the receipt issued by the Cafes/Center. This receipt should be preserved by the customer to claim refund from the center, if it becomes necessary.

6. Payment by these Centers to IRCTC for booking tickets on line will be made online and only direct debit using Internet Banking and cash card options will be made available for such payments. However centers will collect the money from customers in cash.
7. The refunds will be credited back to the account used for online booking. The Centers will be responsible for refunds to customers. In case of proved misconduct in this regard, the minimum punishment will be termination of his authorization for Internet booking.
8. On expiry of the validity of recognition of the Center, the access provided to such Centers would be deactivated by IRCTC unless renewed by their Principal and conveyed to IRCTC.
9. IRCTC service charges for e-tickets booked by the centers shall be Rs. 10/- for the Ist Passenger, Rs.15/-for the IInd Passenger, Rs.20/-for the IIIrd Passenger onwards until the 6th passenger for Sleeper /Second Class and Rs. 20/- for the Ist Passenger, Rs.25/- for the IInd Passenger, Rs.30/- for the IIIrd passenger onwards for higher classes (inclusive of service tax).
10. The service charges to be realized by these centers **from** the customers in addition to IRCTC service charges given in Para 9 as above will be Rs. 10/- per ticket in case of 2nd class and sleeper class, while it will be Rs. 20/- per ticket for classes higher than second / sleeper class (inclusive of service tax).These charges are liable to change without notice at any point of time.
11. As corporate entities these centers shall not be eligible for membership of the Scheme for Frequent Travelers. Individual members of the scheme shall not be able to accrue any reward points if they purchase tickets thru these agents and/or members.

12. 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.

13. Internet Cafes/ Centers as noted above, shall be required to send following to IRCTC:

- a. The Proposal of the company.
- b. Name and Address of the Internet Café / Centers along with the names and complete addresses of its branches/offices.
- c. Balance sheet of the company for the last ½ year.

14. After the approval of the proposal the following documents should be submitted -

- a. Agreement as given on website complete in all respect.
- b. Public key of Digital Signature as per details given in para 2 & 3 as above in soft copy in CD.
- c. Registration Form as given on website in both hard as well as soft copy in CD
- d. Demand draft for the deposit amount as per the slab chosen.

All the above may please be sent to the following address:

**INTERNET BOOKING AGENTS CELL
Indian Railway Catering and Tourism Corporation Ltd.
1st Floor, Internet Ticketing Centre
IRCA Building, State Entry Road,
New Delhi 110055.
Telephone: 011-23741113
e-mail id: agents@irctc.co.in**

The User ID & password shall be informed through e-mail id provided in Registration Form.

15. The distributors are **NOT** permitted to issue any advertisement in any media for soliciting E- rail ticketing agents.
16. For all queries please contact us at the above address / telephone / e-mail.