

NEW POLICY FOR E-TICKETING SERVICE PROVIDERS

w.e.f. 22.11.2013

- I. The E-Ticketing Service providers appointed by IRCTC will be referred to as Principal Service Providers (PSP) & Retail Service Providers (RSP).

II. Fees structure: Integration fee and Annual maintenance charges

1. Internet Café Scheme (PSPs)

The Integration fee & Annual Maintenance charges (AMC) will be slab wise as indicated below:

<u>Slab (Number of RSPs)</u>	<u>Integ. Fee</u>	AMC
250-500	Rs. 5 Lacs	Rs.1.25 Lacs
501-1000	Rs.10Lacs	Rs. 2.5Lacs
1001-1500	Rs.15Lacs	Rs.3.75 Lacs
1501-2000	Rs.20Lacs	Rs.5 Lacs
2001-2500	Rs.25Lacs	Rs.6.25 Lacs
2501-3000	Rs.30Lacs	Rs.7.50 Lacs
3001-3500	Rs.35Lacs	Rs.8.75Lacs
3501-4000	Rs.40Lacs	Rs.10Lacs
4001-4500	Rs.45Lacs	Rs.11.25Lacs
4501-upto 5,000	Rs.50Lacs	Rs.12.50Lacs

Other Instructions:

S.No.	Instructions
1.	<ul style="list-style-type: none">No geographical restriction on RSPs.
2	<ul style="list-style-type: none">Maximum numbers of 5000 RSPs.
3	<ul style="list-style-type: none">Firms with less than 5,000 RSPs can add or replace RSPs within the limit of 5,000.
4	<ul style="list-style-type: none">Each replacement will be charged @ Rs.1000.

2. B2B scheme Principal Service Provider :

Integration fee: Rs 50 Lakhs

Annual maintenance charges will be as indicated below:

		AMC	
S.No		Slab approved for RSPs	Annual Maintenance Charges (AMC)
1.	<ul style="list-style-type: none"> AMC charges are @ Rs. 5 Lakhs per 1000 RSPs or part thereof. 	Up to 1000	Rs. 5 Lakhs
2.		1001 to 2000	Rs. 10 Lakhs
3.		2001 to 3000	Rs. 15 Lakhs
4.		3001 to 4000	Rs. 20 Lakhs
5.		4001 to 5000	Rs. 25 Lakhs
6.		5001 to 6000	Rs. 30 Lakhs
7.		6000 to 7000	Rs. 35 Lakhs
8.		7000 to 8000	Rs. 40 Lakhs
9.		8000 to 9000	Rs. 45 Lakhs
10.		9000 to 10000	Rs. 50 Lakhs

Other Recommendations w.r.t. B2B scheme:

S.No.	
1.	No geographical restriction on RSP
2	Maximum numbers of 10,000 RSP
3	Firms with less than 10,000 RSP can add or replace RSP within the limit of 10,000 Each replacement will be charged @ Rs.1000.
4	Existing PSPs which have paid only Rs. 20 lakh integration fee will be allowed additional RSP beyond 1000 and upto 10,000 on payment of non refundable difference of integration fee Rs.30 lakhs (Rs.50 lakh-Rs.20 lakh).
5	PSPs which are registered but did not renew after introduction of new Annual Maintenance charges w.e.f. 5.6.2012 and their services were suspended due to non-payment of renewal charges, can renew by paying AMC and intervening period will be treated as dies non. Such applications for restoration of service can be made within 3 months of approval of policy. Firms, whose agreement expired before 5-6-2012, will not be considered for renewal.
6	PSPs which are registered but did not renew after introduction of new renewal charges w.e.f. 5.6.2012 and their services were temporarily continued in view of ongoing review without payment of renewal charges, will be required to deposit proportionate outstanding renewal charges @Rs.25 lakh per annum till revised policy comes into force..
7	Since, new slab structure for renewal is being introduced, it is essential to prevent sharing of IDs by PSP/RSP. Hence, Digital certificate and machine ID of RSP will be mandatory to be registered.
8	Proportionate AMC will be applicable @Rs.25 lakh per annum till revised policy comes into force. Thereafter, AMC at newly approved fee will be charged

3. B2C scheme Principal Service Providers (PSPs)

The Integration charges and Annual Maintenance Charges for **B2C scheme Principal Service Providers (PSPs)** for various Technology Platforms will be as under:

S.No.	Name of Tech. Platform	Annual Maintenance Charges	
		Integration Charges	
i.	Bouquet of all the schemes mentioned below (S.No.ii & iii below)	Rs.50 Lakhs (Non refundable)	Rs.25 Lakhs per annum Payable half yearly in advance in 2 equal instalments
ii.	Website (Desktop) & Small screen Mobile Browser Website Technology	Rs. 40 Lakhs (Non refundable)	Rs.20 Lakhs per annum
iii.	Mobile Applications Internet Based Solutions	Rs.20 Lakhs (Non refundable)	Rs.10 Lakhs per annum Payable half yearly in advance in 2 equal instalments
iv.	Non internet based Mobile Application Technology/SMS/ IVRS/USSD) One time usage of Internet for downloading application to facilitate sending SMS messages for booking will be allowed.	<p>Pilot Project for SMS/USSD/IVRS based ticket booking was launched on 28.6.2013. The solution was meant to facilitate ticket booking by using basic mobile handset so that common man not having access to PC with Internet and Smartphone can use E-ticketing facility. Railway Board had advised all Zonal Railways to promote the scheme. Since the product has not become popular, hence:</p> <ul style="list-style-type: none"> • Pilot extended up to 31.3.2014; • It has been noticed that sending SMS in given syntax is difficult. Mobile Applications which help in framing syntax may be allowed. These will require one time Internet usage for downloading the Application. • New Firms with similar solutions will be allowed to join • Existing Integration Charges Rs. 20 lakhs refundable will be continued 	

Existing PSPs which have paid only Rs. 20 lakhs integration fee will be allowed additional platforms on payment of non refundable difference of integration fee as applicable.

PG charges

Service Providers' allowed PG charges on RDS model @.75% upto Rs.2000/- and @1% above Rs.2000/-.

- Printing of PG charges on ERS allowed for clarity to customer.

III Eligibility criterion for becoming Principal Service Providers

S.NO.	Scheme	
-------	--------	--

1.	Internet Café	<ul style="list-style-type: none"> • Internet Café chain. • At least 250 centre • Technical Infrastructure • Balance Sheet and Income Tax Return of two years.
2.	B2B	<ul style="list-style-type: none"> • Reputed proprietary firm/Company/Partnership firm • At least 500 outlets. • Balance Sheet and Income Tax Return of two years. • Rs. 5 crore turn over for previous year.
3.	B2C	
i	Bouquet of all the schemes	<ul style="list-style-type: none"> • Reputed proprietary firm/Company/Partnership firm • Balance Sheet and Income Tax Return of 2 years. • Rs. 5 crore turn over for previous year. • Experience in relevant field. • Technical competent firm.
ii	Website (Desktop) & Small screen Mobile Browser Website Technology	<ul style="list-style-type: none"> • Reputed proprietary firm/Company/Partnership firm • Balance Sheet and Income Tax Return of 2 years. • Rs. 5 crore turn over for previous year. • Experience in relevant field. • Technical competent firm.
iii	Mobile Applications Internet Based Solutions	<ul style="list-style-type: none"> • Reputed proprietary firm/Company/Partnership firm • Balance Sheet and Income Tax Return of 2 years • Experience in relevant field. • Technical competent firm
iv.	Non internet based Mobile Application Technology/SMS/ IVRS/USSD) One time usage of Internet for downloading application to facilitate sending SMS messages for booking will be allowed.	<ul style="list-style-type: none"> • In order to encourage new firms, reputed firms with technical solution will be allowed to join the scheme.

IV Review of Penalty structure:

For irregularities, if committed by PSPs/RSPs, following action will be taken as:

The existing Rules & Regulations and Penalty provisions with following modifications will be applicable :

As per clause 3.7 (B2B) and 4.5 (Internet café) agreement(s) which *inter alia* provides that "the second party (PSP) shall be equally liable for all civil and criminal liabilities of their sub-agent(RSP). If at any stage the sub-agent(RSP) of the Second Party (PSP) 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 (PSP) shall also be liable for such activity of their sub agents(RSPs) and IRCTC shall be free to take any action under civil and criminal law." The said clause will be applicable if the mandates are not followed by the Principal agent (PSP) or sub-agent(RSP), and following punitive action will be taken by also invoking the clause 9 (B2B) and 10 (Internet café) of agreement(s):

i) Irregularities Committed by PSPs

S.No.	Nature of Irregularities	Rule
Major Irregularities		
1.	Software Tampering : Any activity restricted by IRCTC like unauthorized branding, Tatkal Robot Facility, saving booking form either at server or at client machine or allowing Tatkal form to be opened before stipulated Tatkal time or during the banned time period (8.00 AM to 12.00AM) , use of technology for gaining unfair advantage in Ticket booking Technical problems (making changes without proper testing etc),	1. Rs.25 lakh penalty and suspension for three months and 2. Cases involving cyber act violations will be reported to Cyber Crime Police as well as RPF.
2.	Un-authorized access - Sharing of access credentials to web services, Unauthorized Sale of Agency, etc.,	1. A penalty of Rs.20,000/- per complaint will be imposed and 2. The RSP ID of such outlet will be permanently deactivated and Cases involving cyber act violations will be reported to Cyber Crime Police as well as RPF
3.	Point of sale fraud - complaints of overcharging, non-payment of refunds like TDR refund claims, non-refund of cancellation amount, charging of cancellation charges etc.	1.A penalty of Rs.20,000/- per complaint will be imposed and 2.A penalty of double the amount of such overcharging/non-payment will be imposed and 3.The RSP ID of such outlet will be permanently deactivated 4.Case will also be referred to RPF if found indulge in touting activity using personal ID.
4.	Non compliance of	1.A penalty of Rs.20,000/- per complaint will be imposed and

	<p>Booking/cancellation mandates -For other fraudulent activities such as faking as a normal user and booking on website using multiple user IDs, Manipulation of ERS, sale of I tickets, Booking of benami tickets, ,Transfer or resale of tickets, blocking accommodation giving fictitious names, cancellation of ticket without the knowledge of customer, Non filing of TDR on request of Customer.</p>	<p>2.The RSP ID of such outlet will be permanently deactivated 3.Case will also be referred to RPF if found indulge in touting activity using personal ID</p>
Minor Irregularities		
1.	<p>Non compliance of other mandates -Any agent outlet, if found without proper display of sign board indicating the IRCTC instructions viz Service charges, Payment gateway charges, without registration certificate being displayed, non issuance of money receipt etc.,</p> <p>In the case “Address Mis-match” of the agent</p>	<p>A penalty of upto Rs.5,000/- per complaint and in the first instance RSP will be given a warning and in the second instance sub agent ID will be permanently deactivated</p>

	Any advertisement in print or press media without prior permission from IRCTC in writing. Misuse of IRCTC LOGO without prior permission from IRCTC	
2..	If any of the RSPs found not booking tickets (non-transacting agents) for six months after registration	IRCTC will deactivate such Sub user ID permanently with the consent of the Principal Agent
3.	If PAN No is not provided by any existing PSP or RSP within the stipulated time. If verified details like address, PAN No. along with ID proof is not provided by New PSP or RSP	Such RSP agency will be disabled till such time the PAN No. is provided to IRCTC. Registration will not be processed.
4.	Other provisions	<p>If complaints are received and proved against 5 different RSPs of PSPs in 01 month then a showcause notice will be issued.</p> <ul style="list-style-type: none"> • If between 6-10 complaints are received and proved against different RSPs of a PSPs in 01 month then a PSP will be deactivated for 01 month. • If between 11-15 complaints are received and proved against different RSPs of a PSP in 01 months then a PSP will be deactivated for 03 month. If two such incidences are reported, the PSP will be permanently deactivated. • If more than 20 complaints are received and proved against different RSPs of a PSP in 01 month then the services of the PSP will be terminated for 06 months. If two such incidences are reported, the PSPs will be permanently deactivated. <p>However, i)the number of instances for imposing penalty will be counted based on date of occurrence of incidence as against date of reporting.</p> <p>ii)The complaints arising out of bookings made through PSPs IDs will only be counted for penal action against PSPs</p> <p>iii) The complaints arising out of bookings made through Personal IDs will be taken up through RPF under Railway Act for touting activity. Such complaints for tickets booked on personal ID will not be counted for the purpose of suspending PSPs on the criteria of number of complaints</p>

--	--	--

ii) Irregularities Committed by RSPs

For irregularities committed by RSP, necessary action will be taken against respective PSP also in addition to whatever action (like deactivation of RSP as decided by competent authority) taken against RSP. However, in case of criminal activity of RSP, necessary action will be taken by IRCTC through RPF against RSP.

NOTE:

1. In all the above cases, once the irregularity is established, a show cause notice is issued giving 5 days time to reply. 3 days time is awarded for payment of penalty else services will be suspended till such time the penalty amount is deposited
2. If penalty imposed is not received within the stipulated period the same will be debited from RDS account of the PSP or if no RDS account is maintained the PSP will be disabled till such time the amount is received in IRCTC.
3. The above are general guidelines and the actions prescribed above are minimum. The competent Authority can however, take appropriate higher action against the erring PSP/ RSP, if deemed necessary including termination in the first or any instance in line with the provisions of the Agreement.
4. Any other complaint received against RSP/PSP in violation of IRCTC/RAILWAY rules and regulations – action will be initiated as per the decision of the competent authority case by case.

Rules and Regulations:

1. Requisition forms from customers to be taken and stored in Electronic Form. The details will have to be provided to IRCTC as and when required.
2. Agreement will be valid for 3 years. AMC will be payable every year in advance.
3. To encourage PSPs to improve their performance, IRCTC may award annually to the best performing PSPs.
4. PSPs will have to conduct decoy checks on 1% of its RSPs every month. Penalty of Rs.5000/- multiplied by shortfall of decoy checks in a month will be imposed on PSPs.
5. IRCTC will also conduct decoy checks.
6. IRCTC technical team/External Agency nominated by IRCTC to inspect servers of the PSP to ensure compliance of administrative and technical issues. The expenses of such investigation/inspection including external agency charges to be borne by PSP.
7. For false TDR claim, permanent deactivation of RSP ID will be done.