

RULES AND REGULATIONS

Do's for the Service providers

Mandates for Registration

- Registration as an RSP (Retail Service Provider) in IRCTC is issued for booking of E- Tickets only (except RTSA agents, who are authorized by Railways). It is essential to prevent sharing of IDs by PSP/RSP. Hence, Digital certificate and machine ID of RSP will be mandatory for registration.
- RSPs are required to give the correct address, Mobile No mail id & PAN No. in the registration form.
- Change of address should be intimated to IRCTC immediately along with the original certificate issued by IRCTC, in order to issue a fresh certificate.
- IRCTC's rules & regulations are to be read properly & followed strictly. Ignorance of the same cannot be considered as a valid reason. The Principal Service Provider (PSP)/ RSP must be fully aware of the extant rules.
- RSPs should verify the ids provided to them. If by mistake, id of another RSP is issued to them they should immediately inform their PSP.
- RSPs should keep a sign board outside their agency in which IRCTC's logo can be displayed. IRCTC's logo (Soft copy) will be sent by e-mail on request by the RSP. Sign Board should include: display of rules & regulations, IRCTC service charges, agent services charges, payment gateway charges etc.
- Certificate of Authorization issued by PSP should be prominently displayed at the agency.
- PSPs/ RSPs should practice good business ethics.

Mandates for Booking/ Cancellation of Tickets

- Tickets should be booked only when the customer approaches.
- The RSP must ensure that the transaction (Booking or cancellation) is done with the complete knowledge and acceptance of the customer.
- It is mandatory for all RSPs to maintain the written/ electronic requests and a copy of the ID proof from the customers for both booking & cancellation of the tickets.

These requests are to be preserved for a period of six months. Mobile number of the customer or one of the passenger(s) while booking the ticket is mandatory. Mobile number of the passenger(s) must be indicated on ERS. The details will have to be provided to IRCTC as and when required

- The ERS issued by all the PSPs/ RSPs should be strictly in the format prescribed by IRCTC. ERS issued by the PSP/ RSP should contain name and full address contact details of the same RSP and the name of the PSP.
- RSPs must issue receipt on their own stationary for the amount collected from the customers.
- The receipt should contain details like **Railway Fare, IRCTC's service charges, agents service charges, payment gateway charge** etc. (The service Tax as applicable on the agents service charges should be shown separately in the receipt).
- Service charges of PSP/ RSP includes booking as well as cancellation transactions.

Mandates for Filing TDR/Refund

- It is mandatory for the RSPs to obtain a written request from the customers before TDR cases are filed with the Railways.
- If cash cards are used, it is pertinent to retain the exhausted cards for refunds, if any.
- RSP must refund the money as per cancellation rules to the customer immediately in all cases.
- Whenever the cancellation ticket amount / the TDR refund amount which is credited back in the PSP/ RSP's account used for ticket booking could not be refunded to the customer due to various reasons, the money must be returned to IRCTC. The refund should be made to the customer within 3-5 days from the date of receipt from IRCTC .
- PSP/ RSP to send regular reminder to tdrprocess@irctc.co.in for checking the TDR refund status. The same shall be provided online in web interface.
- Along with the refund, the refund details must be provided to the customer during cancellation.
- In case of refund of e- tickets which could not be cancelled on website, the RSP must inform the customer about the process, take contact details & remit the refund to the customer as and when it is credited in the agent's account.

Mandates for the PSP

- PSP should register their Outlets / Branches only if minimum basic Infrastructure already exists. The Agency should have its own office with valid license for online ticket reservation and efficient staff to handle the booking / delivery of e- tickets as and when required.
- PSP should ensure proper antecedent and character/credential verification before appointing RSP and keep a record of these documents and should be able to provide them to IRCTC as and when required. A declaration to this effect has to be submitted by the PSP at the time registration.
- It will be obligatory on the part of the PSP to control the activities of their RSP. The PSP will be equally liable for all civil and criminal liabilities of their RSP.
- PSPs with or without web services should keep a close watch on the conduct of their RSPs & in case of receipt of complaint against any RSP by the customers then the agent ID should be deactivated at the operators end immediately, under intimation to IRCTC
 1. PSP must monitor each RSPs activity. 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.
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- PSP must make changes in front end software on the portal for a provision to store **mobile number** of any one of the desiring passenger(s) traveling on e-ticket and strictly ensure that while filling of requisition slip for booking e-ticket, RSPs obtain and feed the mobile number of passenger for sending SMS alerts in all cases wherever the mobile number is available.
- Compliance has to be ensured from the PSPs in this regard and watch should be kept for any fake number/ repeat number/ dysfunctional number being feed when booking/ cancellation is done by RSP.
- PSPs should educate their RSPs regarding rules and regulation of IRCTC or about ticket booking software (in case of web services agents) etc.
- PSP should ensure complete sharing of information & full cooperation with IRCTC.
- All mails / references made by IRCTC in RSPs matter should be replied back within (7) days.
- Request for additional registrations will be considered only after assessment of the performance of the company for previous quarter as per policy. Number of such registrations to be allowed is at the discretion of the competent authority.
- Request for Renewal to be made 2 months before the date of expiry of the contract along with a 3 months performance report of agents. Renewal will be considered based on the performance of the RSPs.

Dont's for the Service providers

- No advertisement in any form whether in print or press media is to be issued without prior permission from IRCTC in writing.
- Collection of extra charges in any form whether for cancellation of the ticket or checking the availability status from the customers forbidden.
- Booking of I- tickets or counter tickets is prohibited & punishable with minimum punishment of immediate deactivation of the user id.
- Sharing of access credentials to web services is strictly prohibited .Transfer of agent ID given to RSPs by IRCTC or PSPs is Prohibited and IRCTC will initiate action against the agent group if found guilty in such matters. *Punitive action will be initiated as mentioned in the Annexure 'A'*.
- RSPs should not book tickets using any other wrong ID except only through IRCTC provided agent ids. RSPs if found to be using wrong id, then their ids will be deactivated immediately as well as legal action will be taken against them. *Punitive action will be initiated as mentioned in the Annexure 'A'*.
- Transfer & re-sale of Tickets is punishable under Indian Railway Rules under Sec.142.
- RSPs are prohibited to print Reservation Application Forms with IRCTC Logo on top.
- Popularizing the organizations name as authorized Railway Agents is strictly prohibited. The RSPs are “IRCTC authorized E- Ticketing agents”.
- IRCTC's logo should not be used in Visiting Cards, Letterheads, and Pamphlets or in any other forms unless approved by IRCTC.
- Session management by the PSP should be taken care of.
- Use of back or refresh option while booking tickets and Login page should not be kept idle for a long time (applicable for internet café scheme on www.irctc.co.in.)
- Book of benami e- tickets is strictly prohibited (anybody doing so will be prosecuted).
- Blocking of accommodation by giving fictitious names in any train is strictly prohibited As per the Indian Railways Act-1989 blocking of accommodation is a criminal offence and is punishable (annexure 'A')

- **Modification/Alteration/Tampering** the Electronic Reservation Slip (ERS) is strictly prohibited. Any such act will be considered as a criminal activity and is punishable u/s 420 of the Indian Penal code, if brought to the notice of IRCTC.
- **Software tampering** is strictly prohibited. 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 9.00AM) , use of technology for gaining unfair advantage in Ticket booking Technical problems (making changes without proper testing etc) etc., *Punitive action will be initiated as mentioned in the Annexure 'A'.*
- Cancellation of the tickets without the knowledge and request of the customer is prohibited.
- Changing the profile by entering new details even if update profile link is available (Rare cases) in the left panel in IRCTC website after logging in is strictly forbidden. If updated, will be reverted as individual user losing the functionality of agent booking.
- Do not lose the Digital Certificate as the agent will not be able to login without the certificate.

NOTE:All fraudulent activities like Overcharging, booking tickets thru personal user id's, creating multiple user id's will be dealt strictly. The minimum punishment will be deactivation and also further legal action will be initiated against the RSPs (Punitive action will be initiated as mentioned in the Annexure 'A').

As per clause 3.7 (B2B) and 4.5 (Internet café) agreement(s) which *inter alia* provides that "the PSP shall be equally liable for all civil and criminal liabilities of their RSP. If at any stage the sub- RSP of the 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 PSP shall also be liable for such activity of their 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 PSP or 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	1.A penalty of Rs.20,000/- per complaint will be imposed

	overcharging, non-payment of refunds like TDR refund claims, non-refund of cancellation amount, charging of cancellation charges etc.	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 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.	1.A penalty of Rs.20,000/- per complaint will be imposed and 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
Minor Irregularities		
1.	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., In the case "Address	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 RSP ID will be permanently deactivated

	<p>Mis-match” of the agent</p> <p>Any advertisement in print or press media without prior permission from IRCTC in writing. Misuse of IRCTC LOGO without prior permission from IRCTC</p>	
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 PSP
3.	<p>If PAN No is not provided by any existing PSP or RSP within the stipulated time.</p> <p>If verified details like address, PAN No. along with ID proof is not provided by New PSP or RSP</p>	<p>Such RSP agency will be disabled till such time the PAN No. is provided to IRCTC.</p> <p>Registration will not be processed.</p>
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</p>

		<p>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>
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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.