

The RSP of Birdres Technologies Pvt. Ltd are required to insure the following.

Displaying Information:

1. Agent has to keep a sign board outside their agency in which ““Authorized IRCTC e-ticketing agent” should be Displayed



**“Authorized E-Ticketing Agent
of IRCTC”**



Ms.XYZ Tour & Travel

IRCTC Service Charge		Agents Service Charge (Inclusive of Service Tax)		Total (IRCTC + Agents)	
Sleeper	AC	Sleeper	AC	Sleeper	AC
Rs.10/-	Rs.20/-	Rs.10/-	Rs.20/-	Rs.20/-	Rs.40/-
Payment Getaway charges as applicable*					

2. Display of rules & regulations, IRCTC service charges, agent services charges, payment gateway charges etc.
3. Rail ID Card / Certificate of Authorization issued by PSP should be prominently displayed at the agency.

Rules and Regulation:

1. Agency location has to be as given in the user profile.
2. Tickets should be booked only when the customer approaches. The agent must ensure that the transaction (Booking or cancellation) is done with the complete knowledge and acceptance of the customer.
3. It is mandatory for all agents to take the written requests and a copy of the ID proof from the customers for both booking & cancellation of the tickets.
4. 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.
5. RSP has to maintain complaint book for their customer.
6. Booking of I- tickets or counter tickets is prohibited & punishable with minimum punishment of immediate deactivation of the user id.

7. IRCTC's logo should not be used in Visiting Cards, Letterheads, and Pamphlets or in any other forms.
8. ERS tampering is strictly prohibited by IRCTC.
9. Booking Tickets in restricted hours i.e. between 8AM to 12AM
10. The agent must ensure that the transaction (Booking or cancellation) is done with the complete knowledge and acceptance of the customer.
11. Agents 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).

TDR / Cancellation refund Rules:

Refund Rules and TDR Filing w.e.f from 1st of July'2013

IRCTC Service Charges for E-Ticket (Service charge levied is not Refundable):-

Class	Service Charge
Sleeper Class/Second Class (SL/2S)	Rs.10/- per ticket plus service Tax
Higher Class (1AC,2AC,3AC,CC,3E,FC)	Rs.20/- per

Cancellation before Chart Preparation:-

All refund will be processed as per Extant Railway Rules:

A. Cancellation Charges for Confirmed Tickets:-

The amount deducted is based on the time of cancellation and the status of your ticket. Detailed explanations are given below:-

(a) If the ticket is presented for cancellation more than forty eight hours in advance of the scheduled departure of the train:-

Class of your ticket	Flat Cancellation charges per passenger in Rupees
AC First/Executive Class	Rs.120
First Class/AC 2 Tier	Rs.100
AC Chair Car/AC 3Tier/AC 3 Economy	Rs.90
Sleeper Class	Rs.60

Second Class	Rs.30
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the ticket is presented for cancellation between forty eight hours and upto six hours before the scheduled departure of the train	If the ticket is presented for cancellation within six hours before the scheduled departure of the train and upto two hours after the actual departure of the train irrespective of distance
25%(twenty five) percent of fare subject the minimum of the cancellation charge referred to in clause A(a)	50%(Fifty) percent of fare subject to a minimum of the cancellation charge referred clause A(a)

Note: No refund shall be granted on reserved ticket if its surrendered for cancellation after two hours of the actual departure of the train

B. Cancellation Charges for Partially Confirmed:-

The amount deducted is based on the time of cancellation and the status of your ticket. Detailed explanations are given below:-

(a) If the ticket is presented for cancellation more than forty eight hours in advance of the scheduled departure of the train:-

Class of your ticket	Flat Cancellation charges per passenger in Rupees for confirmed passenger	RAC/Waitlist Ticket clerkage charge per passenger
AC First/Executive Class	Rs.120	Rs.30
First Class/AC 2 Tier	Rs.100	Rs.30
AC Chair Car/AC 3Tier/AC 3 Economy	Rs.90	Rs.30
Sleeper Class	Rs.60	Rs.30
Second Class	Rs.30	Rs.30

If the ticket is presented for cancellation between forty eight hours and upto six hours before the scheduled departure of the train	If the ticket is presented for cancellation within six hours before the scheduled departure of the train and upto two hours after the actual departure of the train irrespective of distance
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25%(twenty five) percent of fare subject the minimum of the cancellation charge referred to in clause B(a) for confirmed passenger	Some passenger cancelled	All passengers cancelled
50%(Fifty) percent of fare subject to a minimum of the cancellation charge referred clause B(a) for confirmed passenger	clerkage charge Rs.30 per passenger for all passenger including confirmed passengers	
Clerkage charge Rs.30 per passenger for RAC/WAIT LIST Passenger	Clerkage charge Rs.30 per passenger for RAC/WAIT LIST Passenger	

Note: No refund shall be granted on Partially confirmed ticket against which none of the passengers has travelled, if it is surrendered /TDR filed two(2) Hours after actual departure of the train.

C. Cancellation Charges for RAC/Waitlisted Tickets:-

Upto three (3) Hours actual departure of train	Clerkage charge Rs.30 per passenger
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Note: (1) Where confirmed reservation has been provided to RAC or Waitlisted ticket holder at any time upto final preparation of charts, such ticket shall be treated as confirmed/partially confirmed and cancellation charges shall be payable as applicable to confirmed/partially confirmed tickets.

(2) No refund shall be granted on RAC/WAITLISTED TICKET against which none of the passengers has travelled, if it is surrendered /TDR filed three(3) Hours after actual departure of the train.

(D) Train Running More than Three hours Late:-

Full refund is permissible if refund is obtained/online TDR filed before actual departure of the train. No refund is admissible if ticket is cancelled/online TDR is filed after actual departure of the train.

(E) Cancellation in case of trains cancelled:-

I- Ticket - The Ticket can be cancelled upto 72 hrs after the scheduled departure of train at any computerized reservation counter

E-Ticket – The Ticket can be cancelled online or TDR can be filed upto 72 hrs after the scheduled departure of train

(F) TATKAL Tickets

(i) Confirmed Ticket: No Refund

(ii) RAC/WAITLISTED TICKET:

Upto three (3) Hours actual departure of train	Clerkage charge Rs.30 per passenger
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TDR FILING TIME

Reason code	TDR filing Reason	Restrictions
1	Train Cancelled.	72 Hrs from scheduled/Actual departure time dep time
2	Train Late More Than Three Hours and Passenger Not Travelled.	Before actual departure time from boarding station

3	Difference Of Fare In Case proper Coach Not Attached.	72 hrs from actual arrival of the train at passengers destination
4	AC Failure.	72 hrs from actual arrival of the train at passengers destination
5	Travelled Without Proper ID Proof.	72 hrs from actual arrival of the train at passengers destination
6	Wrongly Charged BY TTE.	72 hrs from actual arrival of the train at passengers destination
7	Party Partially Travelled.	72 hrs from actual arrival of the train at passengers destination
8	Passenger Not Travelled.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
9	Train Diverted And Passenger Not Travelled.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
10		Other Reason Entered
11	Train Diverted And Train Not Touching Boarding Station.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
12	Train Diverted And Train Not Touching Destination Station.	72 hrs from actual arrival of the train at passengers destination
13	Passenger Not Travelled As Reservation Provided In Lower Class.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
14	Passenger Not Travelled Due To Ticket In RAC After Chart Preparation.	if all passengers cnf 2 hrs else 3 hrs from actual departure of the train at passenger boarding point.
15	Train Terminated Short Of Destination.	72 hrs from actual arrival of the train at passengers destination

For the false TDR claim:

Permanent deactivation of agent ID.

Any other complaints received against agent/agent group in violation of IRCTC/RAILWAY rules and regulations – action will be initiated as per the decision of the competent authority case by case.

The above terms shall be applicable mutatis mutandis on the Agent.