

Norms for B2C Scheme (22.11.13)

Sl.No.	B2C	Eligibility Criteria
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 (with supporting documents). • Technically competent firm.(with supporting documents)
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. (With supporting documents). • Technically competent firm. (With supporting documents).
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. (With supporting documents). • Technically competent firm(with supporting documents).
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.

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	Charges	
		Integration Charges	Annual Maintenance 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
------	----------------------------------------------	------------------------------	-----------------------------------------------------------------------------

Interested Online travel agencies shall be required to send following to IRCTC:

- a. The Proposal of the company.
- b. Name and Address of the company along with the names and complete addresses of its branches/offices and a copy of certificate of incorporation.
- c. Should submit last two years audited Profit & Loss statement and balance sheet as on duly certified by CA. Should also submit copy of last two years Income Tax return.
- d. Certificate of auditor for annual turnover of Rs. 5 Crore wherever applicable
- e. Statement of credential, highlighting the firm's expertise and experience (with supporting documents).
- f. Confirmation for payment of non refundable deposit for Integration charges.
- g. Technical flow of the existing system.

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

- a) Agreement in approved format and complete in all respect.
- b) The OTA will be required to submit a onetime non refundable deposit once the proposal is approved by IRCTC.

The web services document for the integration would be communicated upon the completion of all above mentioned forms and submission of prescribed Integration Charges (non-refundable).

Charges Applicable

Below is the list of all 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.

IRCTC Service Charge Plus service tax as applicable		Agent Service Charge (Inclusive of services Tax)		Total (IRCTC + Agent)	
Sleeper	AC	Sleeper	AC	Sleeper	AC
20 + Service Tax	40 + Service Tax	10	20	30 + Service Tax on IRCTC's Service charges	60 + Service Tax on IRCTC's Service charges

PG charges:

OTA Company would be using their own payment gateway to collect the payments from the customer. They may charge actual credit card charges (not more than 1.8%) from the customer in addition to the service charges given above.

