

Norms for B2C Scheme

Eligibility Criteria for B2C Principal Service Providers (PSPs)

S.No.	B2C	Eligibility Criteria
i	Bouquet of all the schemes	<p>1. PSP Should be a registered Private, Proprietorship, Partnership Or Limited Liability Partnership (LLP) firm. (Supporting document should be submitted)</p> <p>2. PSP should have Rs. 5 Crore Turn Over in the previous year PSP should submit a certificate issued by Chartered Accountant to this effect. This requirement is applicable for Bouquet of all the schemes and Website Integration only.</p> <p>3. PSP should submit copies of previous 2 years Balance Sheet and Income Tax Return (Self attested)</p> <p>4. PSP should also submit the background of the firm indicating the Technical Expertise along with the Proposal.</p>
ii	Website (Desktop) & Small screen Mobile Browser Website Technology	<p>1. PSP Should be a registered Private, Proprietorship, Partnership Or Limited Liability Partnership (LLP) firm. (Supporting document should be submitted)</p> <p>2. PSP should have Rs. 5 Crore Turn Over in the previous year PSP should submit a certificate issued by Chartered Accountant to this effect. This requirement is applicable for Bouquet of all the schemes and Website Integration only.</p> <p>3. PSP should submit copies of previous 2 years Balance Sheet and Income Tax Return (Self attested)</p> <p>4. PSP should also submit the background of the firm indicating the Technical Expertise along with the Proposal.</p>
iii	Mobile Applications Internet Based Solutions	<p>1. PSP Should be a registered Private, Proprietorship, Partnership Or Limited Liability Partnership (LLP) firm. (Supporting document should be submitted)</p> <p>2. PSP should have Rs. 5 Crore Turn Over in the previous year PSP should submit a certificate issued by Chartered Accountant to this effect. This requirement is applicable for Bouquet of all the schemes and Website Integration only.</p> <p>3. PSP should submit copies of previous 2 years Balance Sheet and Income Tax Return (Self attested)</p> <p>4. PSP should also submit the background of the firm indicating the Technical Expertise along with the Proposal.</p>

1. The Integratn charges, Annual Maintenance Charges and Security Deposit for **B2C scheme Principal Service Providers (PSPs)** for various Technology Platforms will be as under:

S.No.	Name of Tech. Platform	Fee Structure		Security Deposit
		One time Non Refundable Integration Charges	Annual Maintenance Charges	
i.	Bouquet of all the schemes mentioned	Rs.25 Lakhs +Taxes (One Time Non	Rs.12.5 Lakhs + Taxes (collected @	PSP shall pay Rs. 10

	below (S.No.ii & iii below)	refundable)	Rs.12/- + Taxes per ticket from the PSP at the time of booking from its RDS Account).	Lakhs (Refundable) as Security Deposit (SD). Payment of Security Deposit shall be made along with the Integration Charges at the time of registration of PSP.
ii.	Website (Desktop) & Small screen Mobile Browser Website Technology	Rs. 20 Lakhs +Taxes (One Time Non refundable)	Rs.10 Lakhs + Taxes (collected @ Rs.12/- + Taxes per ticket from the PSP at the time of booking from its RDS Account)	
iii.	Mobile Applications Internet Based Solutions	Rs.10 Lakhs +Taxes (One Time Non refundable)	Rs.5 Lakhs + Taxes (collected @ Rs.12/- + Taxes per ticket from the PSP at the time of booking from its RDS Account)	

Note: - GST @ 18% applicable on all above Integration/ Annual Maintenance Charges.

2. Renewal of Service: The initial Contract/Agreement for appointment of PSP shall be of 3 (Three) years. Service of the PSP will be renewed annually.

- The extension/renewal of agreement will be considered for another term as per the discretion of the competent authority.
- Request for renewal of service every year should be made by PSP at least 15 days before the date of expiry of the service.
- In case the renewal of service is not approved by Competent Authority, the services will be suspended.

Interested Firms shall be required to provide following details to IRCTC:

- The Proposal of the company.
- Name and Address of the company along with the names and complete addresses of its branches/offices and a copy of certificate of incorporation.
- 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.
- Certificate of auditor for annual turnover of Rs. 5 Crore wherever applicable
- Statement of credential, highlighting the firm's expertise and experience (with supporting documents).
- Confirmation for payment of non refundable deposit for Integration charges.
- Technical flow of the existing system.

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

- Agreement in approved format and complete in all respect.
- The B2C PSP will be required to submit a onetime non refundable integration charges and Security Deposit once the proposal is approved by IRCTC.

The web services API document for the integration would be shared upon the completion of all above administrative formalities.

Charges Applicable

Maximum charges to be levied on the customer are as under..

IRCTC Convenience Fee Plus GST as applicable		Agent Service Charge (Inclusive of GST) (In Rs.)		TB2C PSPI (IRCTC + Agent) (In Rs.)	
Sleeper	AC	Sleeper	AC	Sleeper	AC
Rs. 15 + Taxes	Rs. 30 + Taxes	Rs. 20	Rs. 40	Rs. 35	Rs. 70

The Agent Service charges are inclusive of Taxes (@ 18% GST). GST as applicable should be shown separately in the receipt issued by the PSP. These charges are as fixed by Indian Railways and are liable to change without notice at any point of time

Payment System: B2C PSPs should have their own payment system for collecting the ticket amount from the customers, by integration with banks or other payment modes. Payment Gateway Charges collected from the customers shall be governed by RBI guidelines issued from time to time.

B2C Policy is available on IRCTC Website under “Integration Policy” segment in the below link:

http://contents.irctc.co.in/en/New_B2C_Policy.pdf