

Indian Railway Catering and Tourism Corporation
Internet Ticketing Centre

**Policy for GSA B2B (Web
Services) Service
Providers Outside India
for Indian Railway e-
ticketing- 2016**



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Policy for GSA B2B (Web Services) Service Providers Out Side Indian for Indian Railway e-Ticketing

'Indian Railway Catering & Tourism Corporation', hereinafter termed as 'IRCTC' or First Party, a Public Sector Enterprise of Ministry of Indian Railways, is considering to provide web services B2B facility to organizations outside India whose agents, herein after shall be termed as '**GSA Retail Service Providers**'(GRSP), shall be allowed to book Indian Railway e-tickets through the portal/website of GSA(General Sales Agent) hereinafter termed as '**GSA B2B Service Provider**' or Second Party, for the general public in their country .

The scheme shall be called as **GSA B2B (Web Services) Scheme**.

All established organizations outside India with a minimum of 100 GSA Retail Service Providers (dealers/kiosks/distributors/outlets or branches) are eligible to apply for this scheme. Interested and qualified parties should submit expression of Interest giving details of the proposed venture.

Interested/willing agents of out side India shall submit their proposal for integrated with IRCTC under web services subject to fulfillment of the following terms and conditions.

Interested/willing agents of outside India may submit their proposal and may be integrated with IRCTC under web services subject to fulfillment of the following terms and conditions.

Norms for integration of GSA B2B (Web services) Service Providers for Indian Rail e-ticket booking through their agents for customers.

I	Name of the Policy:	Policy for integration of GSA B2B (Web Services) Service Providers outside India for Indian Rail e-ticketing - 2016
II	Name of the Scheme	The Scheme shall be called as GSA B2B Scheme . The Agents of the GSA shall be called as GSA Retail Service Providers (GRSPs) . They shall book Indian Railway e-tickets through the portal/website of their respective GSA B2B Service Provider.
III	Eligibility Criteria:	For registration as GSA B2B (Web Services) Service Provider , the firm shall fulfil the following eligibility criteria: 1) Must be a reputed Firm/Company duly registered in their respective country. 2) Should be authorized by Tourism Board/Department of the respective country indicating validity of their Firm/Company. 3) Should be an authorised GSA by Indian Railways Or Should be an authorised GSA by Indian Airways Or Should be an authorised GSA of any other country. 4) Should have a minimum of 50 GSA Retail Service Providers (GRSP) (dealers/ distributors or outlets). GRSP should have an outlet with proper space and infrastructure with internet connectivity in the concerned country. RSP of GSA located in that country only will be allowed for registration. Please refer Addendum - Partial modification of the Policy on Page No.5.

		<p>5) Rs. 5 Crore (INR) turn-over in the previous year. (Submission of Certificate issued by Chartered Accountant/Auditor to this effect/Balance Sheet).</p> <p>6) Last two years Tax Return/Certificate as applicable in the concerned country</p> <p>7) Last two years balance Sheet.</p> <p>8) Credential verification report of the firm from Indian Embassy of their concerned country to be arranged by the firm.</p> <p>9) GSA B2B Service Providers shall submit an undertaking to the effect that all their GRSPs shall follow the Rules and Regulations of their concerned country.</p>																						
IV	Integration Charges	GSA B2B Service Provider shall pay one time (Non refundable) integration charges of USD 75000 + Service Tax if applicable. GSA B2B Service Provider shall be allowed to register upto a maximum of 1000 GSA Retail Service Providers (GRSPs).																						
V	Annual Maintenance Charges (AMC)	<p>Annual Maintenance Charges (AMC) shall be as per the approved Slab opted by GSA B2B Service Provider as under:</p> <table border="1"> <thead> <tr> <th>Slab approved for RSPs</th> <th>AMC Amount</th> </tr> </thead> <tbody> <tr> <td>Up to 100</td> <td>USD 7500</td> </tr> <tr> <td>101 to 200</td> <td>USD 15000</td> </tr> <tr> <td>201 to 300</td> <td>USD 22500</td> </tr> <tr> <td>301 to 400</td> <td>USD 30000</td> </tr> <tr> <td>401 to 500</td> <td>USD 37500</td> </tr> <tr> <td>501 to 600</td> <td>USD 45000</td> </tr> <tr> <td>601 to 700</td> <td>USD 52500</td> </tr> <tr> <td>701 to 800</td> <td>USD 60000</td> </tr> <tr> <td>801 to 900</td> <td>USD 67500</td> </tr> <tr> <td>901 to 1000</td> <td>USD 75000</td> </tr> </tbody> </table> <p>The above mentioned AMC is exclusive of Service Tax applicable in India.</p> <p>The Service Tax as applicable from time to time shall be paid by GSA B2B Service Provider in addition to above AMC.</p>	Slab approved for RSPs	AMC Amount	Up to 100	USD 7500	101 to 200	USD 15000	201 to 300	USD 22500	301 to 400	USD 30000	401 to 500	USD 37500	501 to 600	USD 45000	601 to 700	USD 52500	701 to 800	USD 60000	801 to 900	USD 67500	901 to 1000	USD 75000
Slab approved for RSPs	AMC Amount																							
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401 to 500	USD 37500																							
501 to 600	USD 45000																							
601 to 700	USD 52500																							
701 to 800	USD 60000																							
801 to 900	USD 67500																							
901 to 1000	USD 75000																							
VI	Security Deposit	GSA B2B Service Provider shall deposit an amount of USD 37450 as Security Deposit to safeguard the interest of IRCTC. This Security Deposit can also be used for recovery of penalties and any other fines/dues as the case may be. No interest is entitled on security deposit. Security deposit forfeited or may be adjusted due to non-performance of any of the terms and conditions of IRCTC.																						
VII	Mode of Payment	Payment of Integration Charges, Annual Maintenance Charges, Security Deposit or any other charges, as applicable, shall be made through online or through Demand Draft.																						
VIII	Authentication/Verification of GRSPs	<p>1. Authentication/verification of the GRSPs shall be done by GSA B2B Service Provider by implementing Class 3 personal Digital Certificate which may be issued to GRSPs by CCAs (Controller of Certifying Authority) governed by Ministry of Communications and Information Technology under IT Act.</p> <p>2. GSA B2B Service Provider shall also capture the Machine Id of GRSP and provide the details to IRCTC.</p> <p>3. GSA B2B Service Provider shall provide unique Mobile No. and unique e-mail Id of GRSP for registration as IRCTC e-ticketing</p>																						

		<p>agent outside India.</p> <p>4. GSA B2B Service Provider shall ensure that their GRSPs obey all the Rules and Regulations of Business/Taxation applicable in their concerned country. IRCTC will not be liable for any such lapses.</p> <p>5. GSA B2B Service Provider shall provide authenticated/verified Passport No. of their GRSPs.</p> <p>6. Onus of responsibility of the appointment of GRSPs shall be on GSA B2B Service Provider.</p> <p>6. GSA B2B Service Provider shall obtain a written assurance from each of their GRSPs to the effect that Rules and Regulations of the concerned country shall be followed by them. The copy of the same shall be provided to IRCTC as and when required by IRCTC.</p>
IX	Rolling Deposit Scheme	<p>1. A Rolling Deposit Account shall be maintained by IRCTC for each GSA B2B Service Provider through which e-ticket booking shall be carried by the GSA Retail Service Providers. (RDS Procedure attached as Annexure 'I')</p> <p>2. Transaction amount shall be deducted from the GSA's RDS account on successful booking of rail tickets. All GSA B2B Service Providers shall maintain a minimum balance of Rs. 1 lakh in their RDS Account.</p> <p>3. Booking shall not be permitted, if balance in RDS touches the minimum limit of Rs. 1 lakh unless it is topped up again.</p> <p>4. RDS account can be topped up with minimum amount of Rs. 2 lakh and in multiples of Rs. 1 lakh as and when required by GSA B2B Service Provider.</p>
X	Payment Gateway Charges	<p>Payment Gateway charges on actual (Ticket Fare + IRCTC Service Charge) can also be realized by the GSA B2B Service Provider as under: -</p> <p>1% of transaction amount for value above Rs. 2,000</p> <p>0.75% of transaction amount for value up to Rs. 2,000</p>
XI	Agent Service Charges	<p>1. Agent Service Charges shall be Rs.20(INR) for Non AC Class per ticket and Rs.40 (INR) for AC Class per ticket. These charges shall be levied on the customer in addition to Ticket Fare + IRCTC Service Charge and Payment Gateway Charges.</p> <p>2. The Agent Service Charges are to be levied on customer by GRSP per ticket basis irrespective of number of passengers.</p>
XII	Penal Action	<p>1. GSA B2B Service Provider shall control all the activities of its Retail Service Providers (GRSPs). If at any stage, GRSP indulges in any fraudulent activity like but not restricted to collection of excess charges, alteration of fares on the tickets, issue of fake ticket etc., then the GSA B2B Service Provider shall also be liable for such activity of its GRSPs and IRCTC shall be free to take action stipulated herein and may impose a penalty financial or otherwise which may extend to termination of contract.</p> <p>2. GSA B2B Service Provider and their GRSPs shall abide by the Rules & Regulations issued by IRCTC from time to time as indicated below.</p>
XIII	Authorization Certificate	<p>GSA B2B Service Provider after registration of their agents, shall issue Authorization Certificate to all their GRSPs in prescribed format Attached as Annexure 'C'.</p>

XIV	Others	Existing Service Providers if interested in appointment as GSA B2B Service Provider shall be governed by the GSA B2B (Web Services) Scheme.
XV	Exit Clause	GSA B2B Service Provider which has an option to withdraw from the scheme by serving three month notice and that eventuality, the security deposit will be refunded to the GSA B2B Service Provider. However, integration charges shall not be refunded being non-refundable charges and security deposit will be refunded subject to recovery of all dues of IRCTC, if any.
XVI	Arbitration	The dispute if any shall be resolved through arbitration by way of appointment of sole arbitrator by CMD IRCTC.
XVII	Governing Law and jurisdiction	The transactions under the policy shall be governed by Indian Laws and the courts at Delhi shall have the exclusive jurisdiction as regards any claim or matter arising out of the policy.
XVIII	Termination	Violation of any of the terms & conditions of the policy at any point of time, the services shall be terminated and the Security Deposit shall be forfeited.

Interested service providers of outside India may their applications addressed to GGM/IT, IRCTC at the following address.

The Group General Manager/IT
Indian Railway Catering & Tourism Corporation Ltd.,
1st Floor, Internet Ticketing centres,
IRCA Building
State Entry Road
New Delhi-110055.
Ph-011 23345700 / 23745962
e-mail id – agentadmin@irctc.co.in

ADDENDUM TO Policy for GSA B2B - 2017.

In partial modification of the Policy for GSA B2B (Web Services) Service Providers Out Side India for Indian Railway e-Ticketing the following clauses/sub clauses of GSA B2B Policy, will be read as under here after:

Clause III. Eligibility Criteria:

4. Applicant should have a minimum of 50 GSA Retail Service Providers (GRSP) (dealers/ distributors or outlets). GRSP should have an outlet with proper space and infrastructure with internet connectivity in the concerned country. GRSP of GSA located in any country will be allowed for registration and will be taken into account

for initial minimum 50 Retail Service Providers criteria. GSA shall submit the documents separately for each country supporting the eligibility criteria stipulated in Clause III (1), (2) & (3) of Policy for GSA B2B (Web Services) Service Providers Out Side India for Indian Railway e-Ticketing.

This addendum shall form the part of the Policy for GSA B2B (Web Services) Service Providers Out Side India for Indian Railway e-Ticketing.

All other clauses of the Policy for GSA B2B (Web Services) Service Providers Out Side India for Indian Railway e-Ticketing, will remain the same.

Note: The above modification is valid for a period of 6 months w.e.f. 15.06.2018 to 14.12.2018

RULES AND REGULATIONS

Do's for the Service providers

Mandates for Registration

Registration as an GRSP (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 GSA B2B SERVICE PROVIDER /GRSP. Hence, Digital certificate and machine ID of GRSP will be mandatory for registration.

GRSPs 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 GSA B2B SERVICE PROVIDER , 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 (GSA B2B SERVICE PROVIDER)/ GRSP must be fully aware of the extant rules.

GRSPs should verify the ids provided to them If by mistake, id of another GRSP is issued to them they should immediately inform their GSA B2B SERVICE PROVIDER .

GRSPs 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 GRSP. Sign Board should include: display of rules & regulations, IRCTC service charges, agent services charges, payment gateway charges etc.

Certificate of Authorization issued by GSA B2B SERVICE PROVIDER should be prominently displayed at the agency.

GSA B2B SERVICE PROVIDERS/ GRSPs should practice good business ethics.

Mandates for Booking/ Cancellation of Tickets

Tickets should be booked only when the customer approaches.

The GRSP must ensure that the transaction (Booking or cancellation) is done with the complete knowledge and acceptance of the customer.

It is mandatory for all GRSPs 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 GSA B2B SERVICE PROVIDER s/ GRSPs should be strictly in the format prescribed by IRCTC. ERS issued by the GSA B2B SERVICE PROVIDER / GRSP should contain name and full address contact details of the same GRSP and the name of the GSA B2B SERVICE PROVIDER .

GRSPs 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, agent's service charges, payment gateway charge.** (The service Tax as applicable included in the agents service charges should be shown separately in the receipt).

Service charges of GSA B2B SERVICE PROVIDER / GRSP includes booking as well as cancellation transactions.

Mandates for Filing TDR/Refund

It is mandatory for the GRSPs 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.

GRSP 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 GSA B2B SERVICE PROVIDER / GRSP'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 .

GSA B2B SERVICE PROVIDER / GRSP 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 GRSP 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 GSA B2B SERVICE PROVIDER

GSA B2B SERVICE PROVIDER 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.

GSA B2B SERVICE PROVIDER should ensure proper antecedent and character/credential verification before appointing GRSP 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 GSA B2B SERVICE PROVIDER at the time registration.

It will be obligatory on the part of the GSA B2B SERVICE PROVIDER to control the activities of their GRSP. The GSA B2B SERVICE PROVIDER will be equally liable for all civil and criminal liabilities of their GRSP.

GSA B2B SERVICE PROVIDER s with or without web services should keep a close watch on the conduct of their GRSPs & in case of receipt of complaint against any GRSP by the customers then the agent ID should be deactivated at the operators end immediately, under intimation to IRCTC

GSA B2B SERVICE PROVIDER must monitor each GRSPs activity. GSA B2B SERVICE PROVIDER s will have to conduct decoy checks on 1% of its GRSPs every month. Penalty of Rs.5000/- multiplied by shortfall of decoy checks in a month will be imposed on GSA B2B SERVICE PROVIDER s.

GSA B2B SERVICE PROVIDER 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) travelling on e-ticket and strictly ensure that while filling of requisition slip for booking e-ticket, GRSPs 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 GSA B2B SERVICE PROVIDER in this regard and watch should be kept for any fake number/ repeat number/ dysfunctional number being feed when booking/ cancellation is done by GRSP.

GSA B2B SERVICE PROVIDER s should educate their GRSPs regarding rules and regulation of IRCTC or about ticket booking software (in case of web services agents) etc.

GSA B2B SERVICE PROVIDER should ensure complete sharing of information & full cooperation with IRCTC.

All mails / references made by IRCTC in GRSPs 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 GRSPs.

Don'ts 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 GRSPs by IRCTC or GSA B2B SERVICE PROVIDER s 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 'I'.*

GRSPs should not book tickets using any other wrong ID except only through IRCTC provided agent ids. GRSPs 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 'I'.*

Transfer & re-sale of Tickets is punishable under Indian Railway Rules under Sec.142.

GRSPs are prohibited to print Reservation Application Forms with IRCTC Logo on top.

Popularizing the organizations name as authorized Railway Agents is strictly prohibited. The GRSPs 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 GSA B2B SERVICE PROVIDER 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 'I')

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 'I'.*

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.

Do not sell e-tickets booked through personal IDs in connivance with touts in any manner.

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 GRSPs (Punitive action will be initiated as mentioned in the Annexure 'I').

ANNEXURE 'I'

As per Clause 4.9 of the agreement which *inter alia* provides that "the GSA B2B SERVICE PROVIDER shall be equally liable for all civil and criminal liabilities of their GRSP. If at any stage the sub- GRSP of the GSA B2B SERVICE PROVIDER 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 GSA B2B SERVICE PROVIDER shall also be liable for such activity of their GRSPs (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 GSA B2B SERVICE PROVIDER or GRSP, 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 GSA B2B SERVICE PROVIDER s

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 GRSP 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 GRSP ID of such outlet will be permanently deactivated 4. Case will also be referred to RPF if found indulged 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 GRSP ID of such outlet will be permanently deactivated 3.Case will also be referred to RPF if found indulged in touting activity using personal ID
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., In the case "Address Mis-match" of the agent Any advertisement in print or press media without prior permission from IRCTC in writing. Misuse of IRCTC LOGO without prior permission from IRCTC</p>	<p>A penalty of upto Rs.5,000/- per complaint and in the first instance GRSP will be given a warning and in the second instance GRSP ID will be permanently deactivated</p>
2..	<p>If any of the GRSPs found not booking tickets (non-transacting agents) for six months after registration</p>	<p>IRCTC will deactivate such Sub user ID permanently with the consent of the GSA B2B SERVICE PROVIDER</p>
3.	<p>If PAN No is not provided by any existing GSA B2B SERVICE PROVIDER or GRSP within the stipulated time. If verified details like address, PAN No. along with ID proof is not provided by New GSA B2B SERVICE PROVIDER or GRSP</p>	<p>Such GRSP agency will be disabled till such time the PAN No. is provided to IRCTC. Registration will not be processed.</p>
4.	<p>Other provisions</p>	<p>If complaints are received and proved against 5 different GRSPs of GSA B2B SERVICE PROVIDER s in 01 month then a show cause notice will be issued. If between 6-10 complaints are received and proved against different GRSPs of a GSA B2B SERVICE PROVIDER s in 01 month then a GSA B2B SERVICE PROVIDER will be deactivated for 01 month. If between 11-15 complaints are received and proved against different GRSPs of a GSA B2B SERVICE PROVIDER in 01 months then a GSA B2B SERVICE PROVIDER will be deactivated for 03 month. If two such incidences are reported, the GSA B2B SERVICE PROVIDER will be permanently deactivated. If more than 20 complaints are received and proved against different GRSPs of a GSA B2B SERVICE PROVIDER in 01 month then the services of the GSA B2B SERVICE PROVIDER will be terminated for 06 months. If two such incidences are reported, the GSA B2B SERVICE PROVIDER s will be permanently</p>

	<p>deactivated.</p> <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 GSA B2B SERVICE PROVIDERS IDs will only be counted for penal action against GSA B2B SERVICE PROVIDERS</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 GSA B2B SERVICE PROVIDERS on the criteria of number of complaints</p>
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ii) Irregularities Committed by GRSPs

For irregularities committed by GRSP, necessary action will be taken against respective GSA B2B SERVICE PROVIDER also in addition to whatever action (like deactivation of GRSP as decided by competent authority) taken against GRSP. However, in case of criminal activity of GRSP, necessary action will be taken by IRCTC through RPF against GRSP.

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 GSA B2B SERVICE PROVIDER or if no RDS account is maintained the GSA B2B SERVICE PROVIDER 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 GSA B2B SERVICE PROVIDER / GRSP, 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 GRSP/GSA B2B SERVICE PROVIDER in violation of IRCTC/RAILWAY regulations – action will be initiated as per the decision of the competent authority case by case.

Other 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 GSA B2B SERVICE PROVIDERS to improve their performance, IRCTC may award annually to the best performing GSA B2B SERVICE PROVIDERS.

4. GSA B2B SERVICE PROVIDERS will have to conduct decoy checks on 1% of its GRSPs every month. Penalty of Rs.5000/- multiplied by shortfall of decoy checks in a month will be imposed on GSA B2B SERVICE PROVIDERS.
5. IRCTC will also conduct decoy checks.
6. IRCTC technical team/External Agency nominated by IRCTC to inspect servers of the GSA B2B SERVICE PROVIDER to ensure compliance of administrative and technical issues. The expenses of such investigation/inspection including external agency charges to be borne by GSA B2B SERVICE PROVIDER .

Procedure order for Automated E-Rolling Deposit SystemDefinitions:

- i. **'RDS'** means Rolling Deposit System wherein Rolling Deposit Accounts (RDS Account) are created in IRCTC ticketing system in the name of Principal Service Providers/Direct Agents (RTSA/IATA/TAAI/TAFI/TAAI/ADTOI) and Payment Providers (Prepaid Payment Providers/Multiple Payment Providers /UPI Payment Providers) for depositing amounts in advance to book rail e-tickets through IRCTC Website/Mobile App or for other IRCTC applications also as per requirement.
- ii. **'RDS Account Holders'** means Principal Service Providers/Direct Agents (RTSA/IATA/TAAI/TAFI/TAAI/ADTOI) and Payment Providers (Prepaid Payment Providers/Multiple Payment Providers/UPI Payment Providers) registered with IRCTC for rail e-ticketing services through IRCTC Website/Mobile App or for other IRCTC applications also as per requirement.
- iii. **'RDS Account'** means is the account created for each Principal Service Providers/Direct Agents (RTSA/IATA/TAAI/TAFI/TAAI/ADTOI) and Payment Providers (Prepaid Payment Providers/Multiple Payment Providers /UPI Payment Providers) by IRCTC to book rail e-tickets through IRCTC Website/Mobile App or for other IRCTC applications also as per requirement.
- iv. **'RDS Amount'** means the amount deposited by RDS Account Holder to recharge the respective RDS account for booking e-tickets.
- v. **'Beneficiary Bank'** means specific banks with IRCTC Accounts used for deposit of RDS amount by RDS Account Holders.
- vi. **'Virtual Account'** means an unique account number generated by Beneficiary Bank for each RDS Account Holder.
- vii. **'Remitting Bank'** means Beneficiary Bank with IRCTC Account to which RDS amount is deposited by RDS Account Holders
- viii. **'IRCTC-E- Rolling Deposit Account'** means the name of the IRCTC Account used for deposit of RDS amount.
- ix. **'Remitter Bank'** means the Bank of RDS Account Holder from which RDS amount is transferred to IRCTC Account.
- x. **'Remitter Name'** means Name of RDS Account Holder.
- xi. **'Remitter Account No.'** means Account no. of RDS Account Holder from which the RDS amount is transferred to Remitting Bank.
- xii. **'Master User'** means RDS Account Holder.

Procedure for Automated Rolling Deposit System

1. "IRCTC-E- Rolling Deposit Account" with Internet Banking, viewing & auto-confirmation facility opened with ICICI/HDFC Bank or any other approved Bank shall be operated for automated RDS recharge of the IRCTC RDS Account Holders (Principal Service Providers/Direct Agents (RTSA/IATA/TAAI/TAFI/TAAI/ADTOI) or Payment Providers) for rail e-ticketing through IRCTC Website/ Mobile App. The same can be used for other IRCTC applications also as per requirement.
2. Internet banking viewing facility will be given to authorized signatories to the bank account such as CMD, DTM, DF, GGM (F), GGM (IT), JGM (F) and AM (Fin)/Manager (Fin).

In addition to this the Internet Banking viewing facility would be given to authorize nominated staff of Finance Department also.

3. First time Deposit will be minimum of Rs. 2 Lakhs and the minimum balance in the deposit account should be Rs. 1 Lakh. When the minimum balance in the deposit account reaches the prescribed minimum level of Rs.1 lakh the booking through the deposit account will be stopped.
4. Amount should be deposited preferably in multiples of Rs. 1 Lakh.
5. Deposit from the RDS Account Holders will be made through RTGS/NEFT/FT/IMPS or any other mode of online payment in favour of IRCTC E-Rolling Deposit Account only.
6. After depositing the amount and on receipt of confirmation from their respective bank, RDS Account Holders shall provide RDS recharge details for real-time confirmation through their respective Admin Interface provided by IRCTC.
7. The request with above details shall be forwarded by IRCTC to the Beneficiary Bank through secured automated system for confirmation of the amount deposited by RDS Account Holder.
8. In response, the Beneficiary Bank shall confirm the amount with required details.
9. Once the confirmation is received at IRCTC end, the amount will be updated in the RDS account of concerned RDS Account Holder maintained with IRCTC.

(Clause 7 to 10 are done through Secured automated process without any manual intervention)

10. No interest will accrue in the deposit account.
11. The amount deposited with IRCTC would be used only for purchase of Railway Tickets (Reserved/Unreserved) through IRCTC/Indian Railways or for other IRCTC applications also as per requirement. This can also be used for recovery of IRCTC charges, if not otherwise paid.
12. Banks may levy transaction charges on the online deposits made to this E-Rolling Deposit Account as per existing banks rules. IRCTC will not bear any such charges on this account.
13. Payments made through credit cards will not be accepted.
14. All the booking amount shall be debited from RDS account of a particular RDS Account Holder. Similarly, all the refunds due to cancellations/TDR Claims or failed transactions shall be credited to the RDS account of concerned RDS Account Holder.
15. At the end of the month a statement on each RDS Account Holder's RDS account would be generated by operations department and a copy of the same will be given to Finance Department for recording bookings, refunds and reconciliations etc. as may be required for accounting purposes.
 - a. At the end of the day a report will be provided by the concerned banks to IRCTC/Finance in a mutually agreed format.
16. If any RDS Account Holder wishes to terminate/close the Rolling Deposit account he/she may terminate his/her RDS account by giving one month notice in writing.
17. In case of termination of RDS facility, the amount in RDS account will be returned to the RDS Account Holder by way of cheque or online transfer after realizing all the dues of IRCTC.

18. Wherever the RDS account is closed/terminated prior to a period of six months from the date of opening of the RDS account, an administrative charge of Rs.10,000/- would be deducted from the balance available in the concerned RDS account .
 19. Transaction Password will be generated by IRCTC at the time of creating RDS Account
 20. Transaction Password shall be used by the RDS Account Holder to debit the RDS Account i.e. for booking of tickets via RDS account.
 21. Secrecy of Transaction password shall be the responsibility of the RDS Account Holder
 22. The Master user will have the option to change the password. Password given by IRCTC shall be changed by the RDS Account Holder immediately on receipt of mail. In case password is not changed. IRCTC, will not own any responsibility of the after effects.
 23. The above procedure has been devised, keeping in view all internal checks and control required for audit purposes.
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AUTHORISED RAIL E-TICKETING CENTRE**Of****« GSA Principal Service Provider Name»****IRCTC Certificate No. «Sr. No»****<<Date of Issue>>****Scheme under: «GSA B2B (Web Services) Scheme»**

This is to certify that M/s «GSA Retail Service Provider (GRSP)Name», owned by «FIRSTNAME»«MIDDLENAME»«LASTNAME» located at «OFFICEADDRESSLINE1»«OFFICEADDRESSLINE2»«OFFICECITY»,«OFFICESTATE»,«OFFICECOUNTRY»,«OFFICEPIN», Contact No. «OFFICEPHONE» email: «EMAIL» is a retailer of «GSA B2B Service Provider name » and is hereby authorized to book Indian Railway E-tickets as per Rail E-Ticketing terms & conditions using «USERID»on the «GSA B2B Service Provider name » System Terminal connected to IRCTC system for the general public till (till date).

Authorized Signatory of the GSA B2B Service Provider

Statutory Warning: In case any of the agent is found VIOLATING IRCTC terms and condition both the «GRSP» and «GSA Principal service provider»shall be subjected to permanent deactivation and Punitive or any other action as per Railways Act 143 and relevant guidelines issued by IRCTC in this regards.