

The RSP of Chennai Marcopia Travels 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.Your Tour & Travel

IRCTC Service Charge (Plus Service Tax)		Agents Service Charge (Inclusive of Service Tax)		Total (IRCTC + Agents)	
Sleeper	AC	Sleeper	AC	Sleeper	AC
Rs. 20/-	Rs.40/-	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.

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. 2 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 RSPs should be strictly in the format prescribed by IRCTC. ERS issued by the 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.

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') 5
- 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'). [for Annexure 'A' visit](#)

[Rules and Regulations for the agents as published by IRCTC](#)