

Do's & Don'ts for the Agents Registered with IRCTC

Do's for the agents.

- **Agents or the Organization should register their Franchisees/ 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.**
- **IRCTC's rules & regulations are to be read properly & followed strictly. Ignorance of the same cannot be considered as a valid reason.**
- **Registration as an agent in IRCTC is issued for booking of E- Tickets only (except RTSA agents, who are authorized by Railways) .**
- **Agents should 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 etc. (The service Tax as applicable on the agents service charges should be shown separately in the receipt).**
- **The service charges to be collected by the agents should be displayed prominently by the agents.**
- **Change of address should be intimated to IRCTC immediately along with the original certificate issued by IRCTC, in order to issue a fresh certificate.**
- **Agents if permitted by IRCTC, can 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 Agent.**
- **Certificate of Authorization issued by IRCTC should be prominently displayed at the agency.**
- **If cash cards are used, it is pertinent to retain the exhausted cards for refunds if any.**
- **Cancellation is a part of the service already extended to the Customer. Hence no extra charges should be collected when the customer approaches the agent at a later date for cancellation of his ticket.**
- **Agent should refund the money to the customer immediately in all cases.**

- **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 agent 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.**
 - **The agent must ensure that the transaction (Booking or cancellation) is done with the complete knowledge of the customer.**
 - **The agents must be fully aware of the extant rules. For this programmes are being conducted by the agent's cell. So far training was given to Sify agents, BPCL agents, Hughes & PC training institute.**
 - **It is instructed that agents should keep record of the booking/ cancellation requests of the customers obtained in letter or thru e-mail etc., as per the format enclosed.**
 - **The use of Name/ Address/ Phone No. of the agent or the Principal agent on the ERS slip is permitted subject to the condition that the name will be given at the end, after the "Important Instructions "in the ERS.**
 - **Agents should practice good business ethics.**
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Dont's for the Agents

- **No advertisement in any form whether in print or press media is to be issued without prior permission from IRCTC in writing.**
- **Extra charges in any form whether for cancellation of the ticket or checking the availability status should not be collected from the customers.**
- **Booking of I- tickets is prohibited & punishable with minimum punishment of immediate deactivation of the user id.**
- **Transfer & re-sale of Tickets is punishable under Indian Railway Rules under Sec.142.**
- **Agents are prohibited to print Reservation Application Forms with IRCTC Logo on top.**
- **Popularizing the organizations name as authorized Railway Agents is strictly prohibited. The agents 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.**
- **Tickets should be booked only when the customer approaches.**
- **Login page should not be kept idle for a long time.**
- **Do not use back or refresh option while booking tickets.**
- **Do not book benami e- tickets (anybody doing so will be prosecuted).**
- **Blocking of accommodation by giving fictitious names in any train should not be done. As per the Indian Railways Act-1989 blocking of accommodation is a criminal offence and is punishable.**
- **The Electronic Reservation Slip (ERS) should not be modified. If brought to the notice, IRCTC will take necessary punitive steps.**
- **Do not cancel the tickets without the knowledge and request of the customer.**
- **Do not change the profile by entering new details even if update profile link is available(Rare cases) in the left panel in our website after logging in. if you update you will be reverted as individual user losing the functionality of agent booking.**

- **Do not lose the Digital Certificate as you will not be able to login without the certificate.**
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