

## **CIRCULAR**

Dear Franchisees (ICW),

Greetings of the day!!!!

It has been brought to our notice by IRCTC that many Franchisees are indulging in illegal and unethical activities while dealing with customers of IRCTC. Some of the common illegal and unethical practices adopted by Franchisees that have been reported by IRCTC to us are as follows:

1. Charging fees to the customers in excess of the fees prescribed by IRCTC,
2. Changing/editing the value of the ticket to show higher fare than the actual fare,
3. Creation of dummy User profile (personal login IDs) on IRCTC Web portal [www.irctc.co.in](http://www.irctc.co.in) (B2C) as a passenger and book TATKAL Railway e-Tickets for their customers and make commercial use of the IRCTC web portal which is only meant for end customers for self use.
4. Booking TATKAL Railway e-Tickets during agent restricted time 8.00 a.m. to 9.00 a.m. by creating and using number of personal login IDs.
5. Using illegal software for automating the bookings through IRCTC web portal and Web-services.
6. Non refund/Delay of refund amount after cancellation,
7. Non filling up of the requisition/cancellation slips,
8. Filing of False TDR claims,
9. Non adherence to the DO's and Don'ts and other terms and conditions as prescribed by IRCTC from time to time

We wish to inform you all that the list of malpractices as mentioned above are clearly in violation of the law and can lead to the following penal actions against you if found guilty:

1. Permanent disabling of the sub-agent id and,
2. In case of overcharging fees double the amount overcharged will be recovered and,
3. A penalty of Rs 20000/-(Rupees twenty thousand only) in each case and
4. Filing of FIRs or suitable criminal proceedings against you in the respective police stations or competent court of law which may result in imprisonment/fine or both.

ICWs that have been found indulging in the above mentioned malpractices will attract any or all of the above mentioned penalties.

All are requested to desist from these acts and help us to avoid the embarrassment on our part of penalizing you and disabling your IDs.

Thank you

For Interactive Financial & Trading Services P. Ltd.,  
Dt.26/04/2011