

SO 1219(E) AUTHORISATION OF RAIL TRAVELLERS' SERVICE AGENT RULES 2014.

GOVERNMENT OF INDIA OF RAILWAYS (RAILWAY BOARD) No. The Chief Commercial Managers, All Railways. New Delhi, dated 20.05.2014 (Commeawial Cit%uhr No. 22 of 2014) Sub: Review of Rail Travellers' Agent (RTSAs) S&me. At present Rail Traveller's Service Agents (RTSAs) are appointed under provisions of Amhorib8üon of RTSA Rule 1985 from time to time. In 2004* a decision was taken modify RTSA Rules with a view to bring RTSAs in Computerized Passenger Reservation (PRS) centres and to allow them to book reserved tickets online through internet. 1.1 Since RTSA Rules were notified in pursuance of judgement passed by Hon'ble Supreme Court, application was moved in Hon'ble Supreme Court seeking permission on this account.

2. After getting consent of Hon'ble Supreme Court, these rules have been amended in of Ministry of Law and Authorisation of Rail Travellers' Service Agents Rules, 2014 have been in Gazette vide S.O.No.1219(E) dated 07.05.2014, a copy of which is enclosed. After notification of these Rules, now RTSAs are not authorised to book through PRS centres. RCTC will take necessary action to appoint these RTSAs as independent agent (on Qiroaoh) as per provisions of Authorisation of Rail Travellers' Service Agents Rules, 2014 Rules and zonal RNIWys should issue necessary to RTSA as required in Para 4 (2) of the Rule. Those RTSAs who are not permitted to become independent agent of RCTC shall continue to remain RBA independent agents issued vide this order letter No.2004/EG.IF23/P/Raewal dated 24.04.2006, which was issued in of a judgement passed by Hon'ble High Court Delhi dated 12.01.2006 in Writ Petition No. 13761/2005 filed by Ws Kochhar Travels Pvt. Ltd

4. The coming(s) of RTSAs, if any, should now be available for by public, Necessary instructions may be issued to all concerned to booking by RBAs die PRS centres.(Dr. S.K.Ahri r) Traffic Commercial (G) Railway Board of 1) CCWPMs and CCWPSs, all zonal Railways. 2) "MI)/RCTC Bank of Baroda Building, Parliament Street, New Delhi. 3) BDV (T), EDFC, DF(C), OSDrrc, F(C) & V (SS) branches of Railway Board. 4) Manager/PRS-1, CRIS, Chmawzri, New Delhi. 5) Director General, Pro&ssor/Traffic & Professor of Commercial Railway Staff College, Vadodma. 6) The Principals, Zonal Train.ülg CenÄ Cen*1 Railway/Bhugaval, Railway/BhuWDhanhad, Northern Railway/Chandaug, Railway/Muzaffarpur, NF Railway/Aliptu•duar, Southern Railway/nrichy, South• Central Railway/Maula Ali, SE Railway/Sini, North- Western Railway/Udaipur. 7) Director, Indian Railway Institute of Transport Bypass Road., Naw, Lucknow 226 011. 8) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi. 9) Secretary, All India Railwaymen Federation (AIRY), 4, State Entry Road, New Delhi. 10) Secretary General, of Railway Officers Association CROA), Room No.370, Rail Bhawan, New Delhi. (kteral, Indian Railway'. PromoOe Federation (RPOF), Room No.268, Rail Bhawan, New Delhi. General, All India RPF Association, Room No.256-D,,Rail Bhawan, New Delhi. 1.3)cnvI, Meå•o Railway, Metro Rail Bhavn, 33/1, J L Nehru Road, (tat R•aü, 20.05.2014 (2014 22) Qa•r qr tl 2004 Rar 1.1 0, üzr qær. 1219(\$ 2014 3. 2014 Q*et (üt 4(2) V, * 24.04.2006 13761/2005 12.01.2006 QTI RECD. NO. D, 1,,330049? Che Gazette of Stidia 10111 Na. 1011 EXTRAORDINARY PART S— Sub.'eeüin (Nj . iOØU8BEDBY AUTHORITY" 7, 11, NEW DELHI, WEDNESDAY, MAY 7, 2014NAISAXH.A 17, 2014 1989 (1989 24) eo tar t, 2. (4) 2014 t (V) Qq•r (0 2 GAZETTE of tPART 3(iD] (ii) (Hi) t ; •(lv). 2000 tooo h) t) s g•qmrq (1) q. vrd- (1) s Gi) ; Gil) tWf.11-aq3 11 {3 (vi) (vii) (viti) (ix) (xl) t i qqr *Faf 1B 24) qtq 10. — (1) Rw\$R I 11. — t"i. 2004tn-1/23/t/FMÄTI)] 4 : BXTAORDINARY . www.irctc.co.in •qfi üifü. www.iwto.dotin 2044* i" («agq) gpf *410001 t t). qgt 110055, ... ee•t i. 1.1 47 6 THB . GAZBITB OF 1.4 axqrq t sfi«f . 2.1 3.1 4.1 • 4.2 tm 11—3' 7 tar 4.5 qx•r 3Q•i qr•r 43 gR*, 2014 7 i 4.7 . s. 5.1 Om * art .52 «r & tér•fi S.a. t 5.4 å war t fig 6.1 *Mr. qr 8 NE GAZÉTIB OF EXTRAORDINARY [PART 3(IDI 7.1 : er8 76, 14-7Müt t. aMqä. t üqTR 7.3 mr Wq•r erå 7t. tßT I t) Eqrq 3 (51)] 7.6. : za 7.8. : (qsq•eqaf F) 7.7. : e. • : 0030 2330 9 9. 8.2. (sR- •N) i.....,.....aq t tti t 9.2 : 9.3 '907 • [PART iPSC 3(iDi OAZBTIE.--•OF INDIA : EXTRAORDINARY (190b 5) 80 9.5 9.8 9.7, 401- 10. , 1989 (1969 24) 11. u MINTÜRY OF RAILWAYS (RAILWAY2BOARD) NCrmeaf10N 2014 S.O. 121").— Io exnise of the powes by 60 of the Rillwys Act; 1989 (24 of 1989) md la sup«agglm Authriaaflon Ot Ratl Travellai'. gules, '19M-exe* teapacO ai• omtaed b'be beöre bomby niakes the nlowing rule, nmotyæ . • aid (i) may the of Rall TraveUas• Seyiæ Agmts Rules 2014, 2, D&tiDM.—; In these tūs, unless oonöxt rqufru, — (a) men a 5 act. a *Nice to benk rewreed rail tiå\$ta through em#eéot-

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liable any loss suffered or likely to be suffered by a client on account of any act or omission of the agent, Of Birth Number Nuntar Da Nira F, Da Dn No. wi 00 Be a er the itn uihot•lt a Oca Orla' Place : [F. No. 2Qb4tTGV13/PReview (Pt.)] A, MADHUKUMAR REDDY, Executive Director Passenger Market Database Formed by or through ITO Copy and Copy Person Railway Baid' and fiedt• Signature of person representing Firm Fonn • [See rule .Licensee to rail travellers' service agent (R TSA) Date of This is ...a.... at service agent OZTSA) under the Authorisation of Rail Travelers' though Internet as IRCTC terms and conditions using the general public from.. owned by hereby authorised Rail Travellers' kvlee Agents Rules,' 2014 to book reserved rail IRCTC website For Group Officer/IT 14 OAZBTIE OF n•01A EXCRAORMNARY • See ART n—sec. of RTSA of RTSA along •with name of elgnabry Aauent be by service (RISA) or or her 8Wi•y bb or stat'S or. for the stamp of Rs'. An agreement made this. by of Delhi between OB Indian Railway and Tourism Corporation Limited ORCTO, having its office at Floor, Bank of Baroda Building, 16, Parliament Street% Delhi" ita amee at Inten4 'Ilokeung C«Ltea State Road, New Delhi OSS Mana'get/ flekdäng, Man Catering and Tourism Corporation (hrdna@e first party) which "-we the context so as to be.. MrJM3JM/ and d*ation) (hniwater swond party) shall mean • their successor, and In of IRCTC, gmning for booking of EB"ed rail ticket* through • w*3ite, period of one year from.... .., this agreement is made. on the 11th of 173' service agent O't (RIM) In accordance with following and shall provide Nity with Indian Railways' mmmat.etc" d Paxe CRS) through the Internet. The Indian Railways end . booking of ticket" by all conditions imposed for the booking from time to time. *Ciel conditions and of grvlee a*ieable booking Eled agaiMit. 12 [3. IA. IRCTC of his is given) ed m laws the time being in me, nothing "tÄir»d In agreement is to do to comply with law enacted or to be enacted" rdaing ug ot.ais by RISA M' provided to RNA or by I.Rffc ylt to such use Including LRCS'C may provide details of use by RTSA to r#ulatora police to any other &ird parw, or in b&-to comply. If any Of agent and RTSA Ötertniryd to be or pursuant law In inclg, but pot tor -the win-anty llabliW Invalid. Of •unenmtuabie• pny•lan Alali de&ned ena tho Of the agreement continue effect. • agreement between RTSA and IRCTC and It all previous oral, at' Wdtt, the RTSA and nerc. • Th\$ nd of en ti±6ti through IRCTC web apply mit8tig mutR0di on the by RTSA'81*tm RTSA Shall comply the triu uslog mCRC's tiQkei&. 4 onelhe of thousand rup« to IRCTC, out of which "n thousand shall be paid if RBA voluntarily withdraws from the arrangement with IRCTC, • Annual charge of 6% of the net revenue shall be rupee

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ageimut essenā•L by Manam Oowrnmgnt of PR", Maya* New t064 •nd PubMed by ofPÖlbRIiw. Delhi-1 10054. GOVERNMENT OF INDIA NūNISTRf or RAILWAYS BOARD) No. 2014/EG-1/23/RTSA/CouNCase Qief Cbmmercial Manages, All Zonal Rüays. 21.042016 (CONOÆRCIAL CIRCUIAR NO. 21 ofr2016) Sub: Amendment in RTSÅ Rides. Pled* to offcu letter af numtm ddd 26.0512014 forwarding a capy of Authörisagon RTSA .kulés, 2014. cbAUMged Hon'ble Court ana based the judgmat 07.09.2015 passed by I-hn*ble Supreme Corrt, •of RTSAs e*aminöd and -cruin have beäl made in. A&risadon ,of RGA 2014 vide S.O. 142«B) dated 13.04.2016, a eopy of_which ij mölwed. • 141 IkCTC will make nec.egBEY modificatiöng accordingly to evised movisionsofRTSARules,'20L4. • 2. • It has also been Gwided that othér agent auåöxised by IRCTC fcr issuing of *tickets .&hal.l "o realise girvi% ohargei• prescribed for •RTSAB i.e. @OOI- per for Sleqe and 2S classes e40/., ti&t all clams. •2.1 a.±rised RFts RTSA% edeketing agents and also yr«s be allowed to 'book ickets in •SuvidhB u•ains wühout Nüidons. 3

4. NeceÄ' instuctio•iis may be igu«l to au conoaned, This issueswi± the cffinakceDirøctQiüe ofMinåty. of • ways. or. S.K. Ahtmar) Director Trame Commercial (G) Ranwsy Board . NøwDelhi, No. 2014,PTG-V23/RTSA/Cout case FA & CAO, All Railways. Director (AGdb), All Zonal for Fioanül Co net; Railways 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. •11. 12

13. CCM/PMs CCWPSs., all ulways. ADÖ/PR, BDV(T), OFC, PPSIFC, OSD/TO, F(C), •rc-n & V(SS) of R.railway MD/IRCTC, B 148, 1 Iti moot, Satuman House, BataHumba Road, New Delhi 110001 Gael CRIS, Changkyqurl, New Delhi. Direcmr Geural* HOEBB0VTraining & PNf«orlCommrncial Railway suff College, •wodara. 'The Plimip&, kailwgy Training Indtutes, Caxtra.t Railwoy/Bhugawa1B EaiWrn RaiüwayßhuURDhanbad,..' Nor*1 Raiiw\$handuißi, Bast NF R.dliwy/Al.iouråtar, Soufn Railwaytlbhy, ßöuur Railway/Moula Ali, SB BAIqay/Sihi, Norå Wegtem RAilQayfUdB.iput. Diiüü:yr, India* Railway Insdiu-" of Trnsport• •Hudpi Bypus Road, Naga, Luobw-2%0011. Semotay, NdonÅ1 F&raHon of Indin (NFIR)i 3, C%elmford Road, New Delhi. GÄ'ÄI Smtny, All India •Rail%aymea Fededon (Am-F), 4* State Bntry Road, New Delhi. Sentary Federation of Railway Association (FROA), Room No. 3-70, Rail Bhawuj, New Delhi. Secretuy Gennl, R.dIY3ß hömctø Omeers BederaNm (IRPOP), Room No. 268, Bhawan, N" Delhi. Secretuy Genet*L All India RPF Agsociad0A Room No. 256-D,• Rail Blawan, Naw Deni. crü, Rail Bhawm, 33/1 , J.L Nehru Road,' Kolkata-71. • 21.04.2016 (2016 21) 20.052014 nqcr, 2014 07.092015.* 13.04.2016 2014 1.1 2014 Ng 20/- 3•TN 40/- 2.1 5th, anßqT 3. 4, .3*QT sal- Yr, 21.042016 ezr 3) 148; Iltr 110004. ÜT, fit, 226011. 9) .3få 4, -370, R7, 11) 268, Röt, 256- R7, 33/1, REGD NO. Che Gazette of *tidia 9t61 No, 916) EXTRAORDINARY PART V—Section (Li) PUBLISHED BY AUTHORITY 2916* 24, NEW DELHI, WEDNESDAY, APRIL 13, 2016/CHAfrRA24, 1938 13&, 2010 1989 (1939 24) 60 rrRr«rt 2014 1, (1) 2016 2014 t) 4 1985 fig t, 30 2016 1837 armors 4 THE GAZETtE OF iNDIA : EXTRAORDINARY (PART ' M. %TMT. MINISTRY OF RAILWAYS (RAILWAY BOARD) NOTRÉiCATION New 13th APRIL 2016 S.O.14Z6(E)- Kn of Ibe powers m.'±ced by section 60 of Rhe 1989 124 pl' t 989), the Ceneel Goveranwax hereby make: fougwihg ides to Authoüüian ot' Rail Travekt'" Sen ice Agent* • Rules, 2014, 1. (i) Thae Rules may be called the Service Agents (An*ndment) Rules, 2016. (2) come into eotce oa the daw of publication in 2. Ln Lhe Auturisaåon ot Raii Ttayelßea' Setvi* Apnge Rules, 2014 referred the "ld. rules). in Nie 4, eub*tuie (L the following sub"Nie 'hall be subetitued, namely.- A person Who was pucelsof ofa licence to ag an agent under ibe AuthQEINIIon Reil Service Agetns Rules, 1985, prior the cuing into or the" rules shall meke aMicalion under for grant of licmoe to bb.n to actu on ot before the of June. 201 (i. in tba said té±es, in rule S, in I), (u) In Hem (i), worda "one Eltz words "three years"* shalfbé substituted; (b) item {Hi). words • Vptoved by tb' eompe_ Eent aubqrity Nils purpoe" shRII be' omitted; (9) In item {1M), for the words • •t*ÆAty tupws" "ben rupees". the "Totty rupees" *lid nq«evs" *hail. nspecdvely b. sobstinted; (d) the NIIåWing "Wi) agin't be enetled to i-dGket coll<t the same through 'he {n (qrmaiiOR -Cent* ot RiflWiY Catering eod •reutbih Corpomttion; t', • • 4. In thesaid Ndei, Ehe &lkowing axle ku"ütutedr '*8, Renewal Of A Ilcence unless the eoavetenl anthocity, for reasons tu be mcordeed in wditiig, dwides, renewabte br i pedod of three years on payment of aonual fee of ten tupeeg and \$etvice nx as applicable, tu pmv18ions S apply the of alp, as. they apply to B. PRASHANTH KUMAR, Executive Puseögcr A Foot Note: Ttw principal were published in the Cautta of Ind!a, ExtNQNiucy. vue O: May, 2014. OFF•übltedEknst 1 •q#-33004B9 REOD. NO. D. L.330W99 Che Gazette of •tidia No. 2961 EXTRAORDINARY PART 3—Sub..eecon (h) PUBLISEEB BY AUTHORITY q 16, 25, 1938 ruwmrm,rRIDAY 15 RffRT,2016 4055 (30 1989 (1989 24) 60 g*ßT

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