



इंडियन रेलवे केटरिंग एवं टूरिज्म कॉरपोरेशन लिमिटेड  
(भारत सरकार का उद्यम-मिनी रत्न)  
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.  
(A Govt. of India Enterprise-Mini Ratna)

"CIN-L74899DL1999GO1101707", E-mail : info@irctc.com, Website: www.irctc.com

08.11.2021

Policy for registration of e-Ticketing B2C agents as(Food cum  
Delivery Aggregator's) FDAs

Terms and conditions for registration of existing e-ticketing B2C agents as (Food cum Delivery Aggregator's) FDAs will be as under:

1. Applicant has to be an existing registered e-ticketing B2C agent.
2. The FDA has to make easily scalable and highly integratable tech platform to meet IRCTC e-Catering tech requirement as the same has to be fully integrated with IRCTC e-Catering Website.
3. To engage reputed/branded/locally popular restaurants/hotels/kitchens to be approved by IRCTC.
4. FDAs has to follow all extent instructions of IRCTC e-Catering business including 15% commission (inclusive of GST), as revised from time to time.
5. Registered FDAs to sign agreement on non judicial stamp paper with IRCTC within 15 days from issue of letter for registration of e-Ticketing B2C agents as FDAs.
6. Collection of payment from FDA's for e-Catering orders booked on their platform:
  - a. **Rolling Deposit System (RDS):** Separate RDS account will be maintained by IRCTC in respect of each FDA for e-Catering service for making advance payment for booking meal orders. Minimum balance of Rs.10,000/- is to be maintained in RDS Account by the FDAs.
  - b. **Payment System:** FDAs will have its own payment system for collecting the order amount from the customers, by integration with banks or other payment modes at its end. FDAs will ensure that Payment Gateway Charges collected from the customers are governed by RBI guidelines issued from time to time.
7. The FDAs shall provide GPS based interface for LIVE tracking order of Delivery status to passengers.
8. FDA will ensure Co-branded Website, Mobile App., Uniform, Packaging Material and other accessories which will help in creating a product image of IRCTC e-catering amongst the Railway passengers.
9. Under cases of order rejection by passengers after reaching the station, the cost of food and reverse logistic fee (in case food is rejected/undelivered due to any reason whatsoever) will be borne by FDAs for both types of orders, prepaid & COD.
10. The Security Deposit of such FDA's may be Rs. 2,00,000/- and may be relaxed, for start-up, as per the applicable Government of India guidelines.
11. The FDAs have to provide an undertaking and ensure that these services shall be exclusively for IRCTC e-Catering services.





12. FDAs will be allowed to promote IRCTC e-catering services. No promotional Charges will be levied on FDAs by IRCTC for such promotions under Promotional Activity Charges (PAC).
- a. The contents of Creatives/Advertisements/ Publications/Promotions /Marketing Offers/Cross selling/Offer clubbing with Third Party Products/Services, clashing with the IRCTC interest, will be summarily rejected.
  - b. It is the responsibility of the FDA to take the prior approvals of the contents of Advertisements/Publications/Promotions/Marketing Offers/Cash back Offers/Offer clubbing with Third Party Products/Services/ Cross Selling. But still, if any complaint arises due to content of the advertisement then the PSP should ensure that the same to be responded and to be rectified/resolved as soon as possible.
13. FDA's may levy charges on customers for delivery of food with prior approval of IRCTC. As of now, the approved rate is Rs. 30/- (inclusive of GST i.e 18%) from customers as delivery charge. However, the same may vary from location to location and there may be locations where no delivery charges may be charged.
14. Validity of agreement will be for 06 months, as a pilot project, which may be extended on 06 monthly reviews with the approval of Competent Authority.
15. Penalty will be imposed as per extant approved guidelines dated 08.07.2020. The copy of the guidelines is enclosed as Annexure-A.





**Application for registration of existing e-Ticketing B2C agents as (Food cum Delivery Aggregator's) FDAs**

**(To be submitted on Applicant's Letter Head)**

SN	Criteria	Details	Pag e Nos.
		(to be filled by the Applicant)	
1.	Name and full address of the Applicant (B2Ce-ticketing agents ) with Telephone, e-mail, Fax Number(s) and Contact Person.		
2.	Letter of appointment as IRCTC e-ticketing B2C partner Encl: Letter of Intent/LOA issued by IRCTC IT department to work as e-ticketing B2C agent.		
3.	Details of EOI Security - Rs.2.00 lakh (Waived for start-up), through DD/Banker's Cheque only, in favour of IRCTC Ltd., payable at the city where application is being submitted.		
4.	Status of the Applicant: - Company/Partnership Firm/proprietor/HUF/section 25 company - Please Specify		
5.	In case of start-up firm - DPIIT Start- Up recognition certificate from Government of India.		
6.	Permanent Account Number (PAN)- Copy of PAN Card	PAN No._____	
7.	Copy of GST registration certificate	GST Reg. No____	

I/We \_\_\_\_\_ do hereby declare that the entries made in the above are true to the best of my/our knowledge and also that we shall be bound by the acts of my/our duly constituted attorney.

I / We further understand that in case of any information submitted by me / us being found to be incorrect either before or even after the registration, IRCTC will have the right to summarily reject the application, cancel the registration or revoke the same with forfeiture of Security Deposit including debarment for a period of 1 (one) year at any time without assigning any reason whatsoever.

Dated: \_\_\_\_\_

(Signature of the Applicant)

SEAL

Name \_\_\_\_\_

Address: \_\_\_\_\_







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No.2015/IRCTC/Catg./E-Catering/Stn.Based Policy-02

08.07.2020

All Aggregators/Vendors  
E-Catering

Sub:- Revised guidelines on Fine Imposition on Vendor/Aggregator (E-Catering Business) by IRCTC.

Ref: This office letter no. 2015/IRCTC/Catg./E-Catering/Stn.Based Policy dated 10.03.2017 & 13.04.2018.

Referred above, guideline on fine imposition to be levied on vendor/aggregator against various defaults substantiated was circulated.

The fine amount to be imposed on vendor/aggregator against each default was specified in the above referred guidelines. Further, after implementing above guidelines, it was observed that there are several aspects which were not covered earlier and some requires modification in guidelines. The modifications/addition of complaints are in bold.

The fine amount to be imposed against each kind of default is as follows:

S.No	Type of complaint	Amount of fine (In Rs.)
1	Non-Delivery	(Rs 100/- or 10% of the order value whichever is higher) + complete refund to E-catering customer in case of prepaid order.
2	<b>Partial Delivery</b>	<b>For COD Order:</b> Amount of food items not delivered + Rs 100/- per order. <b>For Pre-paid Order:</b> Amount of food items not delivered (to be refunded back to customer) + Rs 100/- per order.
3	Staff Behaviour/Unhygienicity of staff	50% of order value
4	Over charging	50% of order value + refund of amount overcharged
5	Double charging ( Recharging as already paid order)	50% of order value + amount overcharged + refund of amount overcharged to e-catering customer
6	Invoice/Bill not provided to customer by Vendor/Aggregator at the time of delivery	100% of order value



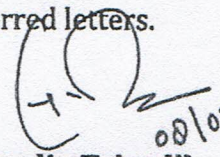
7	Less Quantity provided	50% of order value
8	Packaging Issues	50% of order value
9	Quality Issues	50% of order value
10	Deviation in supply of meals	50% of order value
11	Making vendors live by aggregator/addition of station or outlet by vendor without approval of IRCTC	Rs 20,000/-
12 (a)	Application by aggregator for addition of vendor with forged document	Rs 20,000/-
12 (b)	Application for adding vendors by aggregator without consent of vendor	Rs 20,000/-
13 (a)	Orders not pushed by aggregator at all or not pushed on real time basis.	Rs 20,000/- per incidence basis+recovery of IRCTC Commission on all such orders.
13 (b)	Order generated and shared with customer without IRCTC order id.	Rs 20,000/- per incidence basis+recovery of IRCTC Commission on all such orders.
14	Application for adding vendor not having physical unit.	Rs 20,000/-
15	Manipulation of FSSAI GST/Agreement date in system for keeping your vendors active.	Rs 20,000/-
16 (a)	Distribution of pamphlet of any other concern other than registered directly with IRCTC or IRCTC aggregator.	Rs 5,000/-
16 (b)	Association of vendor/delivery boy with any other aggregator other than associated with IRCTC e-catering.	Rs 5,000/-
17	Carrying or selling food by delivery boy or any other item other than order placed through e-catering	Rs 5,000/-
18	Delivery of food without valid station permit	Rs 2,000/-
19	Sale of Rail Neer above MRP.	Rs 500/-
20	Non marking of order	Rs 100/- (To be deducted automatically after 24 Hrs of scheduled delivery) to be implemented when module goes LIVE.
21	Bulk Order	To be imposed by Corporate office on recommendation of Zones + refund of certain amount to customer on case to case



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	basis.(Refund amount should not be greater than fine realised)
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- Order values in point 1 to 20 are inclusive of taxes and will be rounded off to nearest 10.
- GST will be applicable over and above the amount of fine imposed.
- Fine amounts as referred above may be increased or decreased by Zonal GGM's on case to case basis and as per the requirement.
- Rest of the guidelines remain same as mentioned in above referred letters.



(Sandip Trivedi)

00/07/2020  
Group General Manager/OCS

**Copy To: (i) Nodal Officer/E-Catering/All Zones:- for kind information and action please**  
**(ii) Regional Offices:- for kind information and necessary action please**  
**(iii) JGM/IT & JGM/Fin/CO: For kind information please**  
**(iv) Ipsator Team: for developing the module as per above changes.**