



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

"CIN-L74899DL1999GOI101707"

E-mail : info@irctc.com

Website : www.irctc.com

Through Email only

e:41836/IRCTC/ITC/IT(TP)/20/2024/IT/ITC

Dated: 17.09.2024

M/s Route Mobile Ltd.,
4th Dimension, 3rd Floor,
Mind Space, Malad(West),
Mumbai - 400 064

(Kind Attn: Mr. Kamal Thakur)

Sub: Letter of Acceptance for PoC of WhatsApp Business Messaging Services for Tourism Products & Air ticketing of IRCTC

Ref: Your proposal dated 25.07.2024

With reference to the above, we are pleased to inform you that the Competent Authority of IRCTC has accorded approval for conducting PoC of WhatsApp Business Messaging Services Ltd. with M/s Route Mobile Ltd., authorised channel partner of WhatsApp for a period of 06 months from the commencement of services at the following rates, terms & conditions:

SN	Service	Category	Unit	Rate per Unit (excl. Taxes) (in Rs.)
1	WhatsApp Business Solution	Utility (India)	Per conversation (in 24 hours)	0.115*
2	Setup Charges (One Time)	-	-	Nil
3	Additional Number Setup Charges (One Time)	-	-	Nil

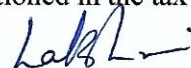
* The rates are based on the WhatsApp notified "applicable transaction charges" and are subject to changes as notified by WhatsApp from time to time with prior intimation to IRCTC.

Terms & Conditions:

1. The dedicated mobile number for the service will be provided by IRCTC.
2. The billing shall be done in INR.
3. The billing shall be Delivery based and on monthly basis. The billing shall be done on per conversation basis of 24 hours.
4. Online Payment will be made by IRCTC within 30 days from the date of receipt of the Invoice from M/s Route Mobile Pvt Ltd.
5. Both parties will comply with all the applicable tax laws including the India GST Law.
6. M/s Route Mobile Ltd. will comply with all applicable laws of India pertaining to storage of data issued by Concerned Authorities from time to time.
7. M/s Route Mobile Ltd. shall provide dashboard with analytics and reports as per mutually agreed formats.
8. A Non-Disclosure Agreement (NDA) in the attached format is required to be submitted within 7 days from the issuance of this letter.
9. Consignee Address: -
GGM (IT-1), IRCTC
Internet Ticketing Center,
Indian Railway Catering and Tourism Corporation Limited (IRCTC)
IRCA Building, State Entry Road, New Delhi-110055
10. IRCTC GSTN Details: - 07AAACI7074F1ZM

Please ensure that the GSTN details of both Supplier & Consignee are mentioned in the Invoice. Bank details of M/s Route Mobile Ltd and HSN/SAC code of the product/services should be mentioned in the tax invoice.

Kindly send your acceptance.


(LAKSHMI DEEPAK)
JGM/IT

Encl: Format of Non-Disclosure Agreement.