

No.2025/IRCTC/SCZ/2/Kashmir

11.03.2025

To,

M/s The Kaisar

243/244, Jawahar Nagar,

Srinagar,

Kashmir-190008

Ph: 9868270376

Email: info@HotelKaisar.com

25758

Sub: Letter of Award for provision of backend services to IRCTC's tourists in Kashmir based packages-reg.

Ref: 1. This Office Letter no. 2025/IRCTC/SCZ/2/Kashmir dated 06.03.2025.

2. Your acceptance letter no. nil dated 07.03.2025.

Further to the correspondence under references, we are pleased to inform you that the rates offered by you for the following package has been accepted by this office as under:

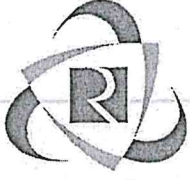
**Package : 5 Nights/6 Days,
Srinagar-Gulmarg-Pahalgam-Sonmarg-Srinagar**

Road Transportation	No. of Tourists	Single Occupancy A/C	Double Occupancy A/C	Triple Occupancy A/C	Child With Bed A/C	Child Witho ut Bed A/C
Sedan	1 to 3	22700	17050	13493	5775	3150
Innova	4 to 6	20300	14438	12968	5775	3150
Tata Winger/Tempo Traveller	7 to 10	19175	13525	12443	5775	3150
Mini Bus -Push Back	11 to 16	18550	12900	11603	5775	3150
Mini Bus -Push Back	17 to 24	18300	12412	11025	5775	3150
Coach 2X2 Push Back	25 to 35	17995	12345	10868	5775	3150

ఇండియన్ రైల్వే వాణిజ్య కార్పొరేషన్ & టూరిజం కార్పొరేషన్ లిమిటెడ్

इण्डियन रेलवे कैटरिंग एण्ड टूरिज़म कॉर्पोरेशन लिमिटेड

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD,
(A Govt. Of India Enterprise-Mini Ratna, CIN: U74899DL1999GOI101707)



समूह महा प्रबन्धक कार्यालय Office of the Group General Manager

दक्षिण मध्य क्षेत्र, सिकंदराबाद South Central Zone, Secunderabad

3rd Floor, Oxford Plaza, S.D. Road, Secunderabad - 500003

Ph: 27702401/27702407/9701360701 Fax: 27715983

Hotels to be used in the package (3 Star Category) are	
Place	Hotels
Srinagar	Hotel Kaiser or Similar
Phalgham	Hotel River Side or Similar
House boat	Monalisa Group of Houseboat or Similar

Services to be provided to the tourists:

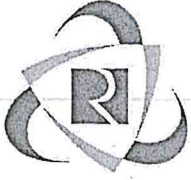
- ❖ Reception of tourists at Srinagar Airports as per the itinerary with the pla card as "WELCOME TO IRCTC's TOURISTS".
- ❖ AC Road transportation in SIC basis as per the itinerary.
- ❖ Provision of AC accommodation with basic facilities as per the itinerary.
- ❖ Food service (MAP) with 1 ltr of water bottle.
- ❖ Driver cum guide service as per the itinerary.
- ❖ Dropping at Srinagar Airport after completion of the tour.

General terms & Conditions:

- ❖ The above rates are inclusive of all charges and no other charges viz., toll, parking, driver's batta, hotel tips and any taxes payable.
- ❖ IRCTC may avail all the services awarded to you in full or in part as per the requirement.
- ❖ Vehicles should be in good condition with valid registration and insurance coverage and IRCTC will not be responsible for any lapses in this regard.
- ❖ Hotel rooms must be kept clean and ready by the time of arrival of tourists.
- ❖ Drivers should have valid driving license and should deal with the tourists with a sense of courtesy and politeness.
- ❖ The quoted rates are valid for a period **3 months applicable from 01.04.2025 onwards.**
- ❖ However, **one time extension of next 3 month may be given based upon the satisfactory service performance & subject to acceptance of rates.**
- ❖ **A security deposit of Rs. 25000/- should be paid on appointment as a service provider in IRCTC's Bank A/c as mentioned below:**

IRCTC Limited
A/c No. 00210350000387
HDFC Bank
Branch: Lakdi Ka Pul
IFSC Code: HDFC0000021
Current Account

- ❖ In case of break down/delay, alternate arrangement of matching standard should be provided without delay. In the event of failure to make alternate arrangement, IRCTC will be at liberty to make suitable arrangement at your risk & cost.



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- ❖ In the event of failure provide proper service as per the agreed terms & conditions to the clients you will be liable for all damages/claims arising out of such incidents and you will indemnify IRCTC against such damages.
- ❖ Payment of all applicable statutory dues to the government will be your responsibility.

The operating procedure will be as under:

- ❖ IRCTC will intimate the details of tourists approximately 48hrs in advance from the time of commencement of tour through mail, message or phone.
- ❖ The service required like no. of vehicles, rooms etc. will be communicated through a service order with applicable charges payable by IRCTC.
- ❖ The service for 1 IRCTC Tour Manager need to be booked on FOC basis. FOC will be applicable for GIT movement having 20 full paying pax or more.
- ❖ The service provider shall render all services as mentioned in the itinerary.
- ❖ The Vehicle number and the contact number of the driver should be provided by return mail or phone.
- ❖ The tourists must be received in the airport with a placard indicating "Welcome to IRCTC Tourists".
- ❖ The vehicle as required should be kept ready well in time with sufficient quantity of fuel duly filled in.
- ❖ The driver must be available near the vehicle and reachable on phone to the IRCTC official/tourists.
- ❖ The bills in GST format should be submitted on fortnightly/monthly basis along with the copies of the order placed & filled-up feedback forms collected from the tourists.
- ❖ The service provider shall raise Tax Invoice with GST portion separately to GGM, IRCTC, South Central Zone, Secunderabad on fortnightly/monthly basis and forward to IRCTC Zonal office, Secunderabad.
- ❖ IRCTC will arrange payment through NEFT after deducting applicable statutory dues & after submitting of feedback forms filled by the customers.
- ❖ All statutory dues as applicable from time to time will be recovered from the bill before making the payment.
- ❖ Other conditions stipulated in the RFQ will form part of this award letter.
- ❖ Last minute cancellation will be intimated immediately and no charges will be paid for cancellation.

Please acknowledge the letter as a token of acceptance.

Accepted:
(Authorized signatory)

Sengar
11/03/2025
(Pawan Sengar)
Executive/Tourism
For GGM/IRCTC/SCZ/SC
IRCTC Ltd.
Secunderabad