



# इंडियन रेलवे कैंटरिंग एवं टूरिज़्म कॉरपोरेशन लिमिटेड (भारत सरकार का उद्यम-नवरत्न)

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.**  
(A Govt. of India Enterprise-Navratna)

CIN-L74899DL1999GOI101707, E-mail : info@irctc.com, Website : www.irctc.com

E-File No.: IRCTC/CO/IT/1/2025/IT/CO  
(Computer No. 45289)

Dated 30.07.2025

M/s Karix Mobile Pvt Ltd  
Tanla Technology Centre, 1-90-2-G1, Swarna square,  
Hi-tech City road, Madhapur, Hyderabad,  
Telangana, 500081.  
Contact person- Mr. Abhishek Madan  
Contact No- 9212105920  
Email id- rfpteam@karix.com

Sub: - Letter of Award for business WhatsApp a/c for IRCTC Ltd.

Ref: - RFQ No. IRCTC/CO/IT/1/2025/IT/CO opened on 08.07.2025.

With reference to above, IRCTC is pleased to award M/s Karix Mobile Pvt. Ltd the contract for **business WhatsApp a/c for IRCTC Ltd** at IRCTC Corporate office New Delhi at the below mentioned consignee address:

AGM/IT  
IRCTC Ltd, Corporate office,  
4<sup>th</sup> Floor, Tower-D, World Trade Centre,  
Nauroji Nagar, New Delhi-110029

The accepted rates and other details are as under:

SN	Scope of work	Business Whatsapp includes	Total volume in a year	Per Unit Rate (excl. of taxes)	Per Unit Tax %	Per Unit Tax amount	Per Unit Rate (incl. Taxes)	Total amount (incl. of taxes)
1	To manage & maintain Business	Marketing	5,00,000	0.65	18%	0.12	0.77	3,83,500/-
2	WhatsApp A/c for IRCTC Ltd	Utility	45,00,000	0.10	18%	0.02	0.12	5,31,000/-
Total amount inclusive of taxes (in Rs.)								9,14,500/-

## Terms and conditions:

- Contract Duration:** One year from the date of commencement of services (i.e. first successful delivery of alert notification through IRCTC's business WhatsApp a/c).
- Validity of rates-** Rates shall be valid for 1 year.
- Billing:** Billing will be on actual basis (i.e. no. of msg. successfully delivered).
- Payment Terms:** Shall be paid on monthly basis after completion of month and submission of GSTN invoice, clearly mentioning the GSTN of the both parties i.e. IRCTC & Supplier legibly typed and duly signed for the work delivered to IRCTC should be submitted in terms of the requirement placed by IRCTC. TDS shall be recovered as per the rules in force.
- Performance Bank Guarantee** – 5% of the quoted value i.e. **Rs.45,725/-** , have to be deposited within 15 days from the date of Letter of Award. The PBG shall be valid for 15 months from date of LOA by way of DD/Bank Guarantee in favour of IRCTC Ltd.

पंजीकृत कार्यालय : चतुर्थ तल, टावर डी, वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-110029. दूरभाष : 011-26181550, 26181551  
Registered Office : 4<sup>th</sup> Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi-110029. Tel.: 011-26181550, 26181551

20/7/25



International Year  
of Cooperatives

6. **Dispute clause:** Any dispute relating to the subject contract shall be subject to the exclusive jurisdiction of Courts at Delhi only.
7. **Delay and Default by supplier** –The supply of services against the order should be made within the period stipulated in the order. IRCTC reserves the right to recover any loss sustained due to delayed delivery by way of penalty. Failure to supply the services within the stipulated period shall entitle Procuring Entity for imposition of Liquidated Damages without assigning any reasons @ 1/2% (half per cent) of the value of the delayed item, per week (or part thereof) of the delay, subject to a maximum of 5% (five per cent) of the total contract value, unless extension is obtained in writing from the office on valid ground before expiry of delivery period.
8. Payment will be made by NEFT/RTGS.
9. To execute the agreement within 15 days from the date of Letter of Award with the consignee **AGM/IT ,IRCTC Ltd, Corporate office,4<sup>th</sup> Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi-110029** on non-judicial stamp paper of Rs.100/-. Till signing of agreement, terms & conditions of RFQ and Letter of Award will form an integral part.
10. All other Terms & Conditions will remain same as per the RFQ.
11. Any failure to adhere to the abovementioned instructions shall be treated as event of default and action shall be initiated as per terms and conditions of the award.

For any further query, Corporate office, IT department, IRCTC Ltd., 4<sup>th</sup> Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi-110029 may be contacted.

Please acknowledge this LOA.

  
(Ranjit Singh Nayal)  
DGM/P&T

**Copy to: AGM/IT- For information please.**