**Decoy Check Format**

|  |  |  |  |
| --- | --- | --- | --- |
| **Retail Service Provider Details:** | |  | |
| **Name of Firm:** | |  | |
| **Address:** | |  | |
| **Decoy check conducted by:** | |  | |
| **Name of the Firm (PSP):** | | SI Online TechnomartPvt Ltd | |
| **Date:** | |  | |
| **Decoy Check Points** | | | |
| 1. | Agency address found correct/ incorrect. | |  |
| 2. | “Authorized IRCTC e-ticketing agent” Board Displayed | |  |
| 3. | IRCTC service charge, Agent service charge, Payment Gateway charges for E-Ticketing displayed: | |  |
| 4. | PNR Generated during Decoy check( PNR Number to be given)  Amount charged: Rs.  Overcharging:  Receipt Given:  ERS Printout Given : | | : Yes (scanned copy to be attached , if given)  : Yes (scanned copy to be attached, if given) |
| 5. | SMS intimation of the booked /cancelled ticket received: | |  |
| 6. | ERS Tempering | |  |
| 7. | Customers Mobile Number on ERS | |  |
| 8. | Booking Tickets in restricted hours i.e. As per Extent Railway Rules. | |  |
| 9. | Maintaining Requisition Forms/request for booking Tickets as well as cancellation in Soft/ Hard copy | |  |
| 10. | The check will be conducted by tallying booking/ Cancellation details with requisition forms /request | |  |
| 11. | Whether the sub-agent has taken action for filing TDR in case refund. | |  |
| 12. | Whether any complaint book exist in the premises of the RSP | |  |
| 13. | Whether any action has been taken on the complaint received. | |  |
| 14. | Booking Railway system counter Tickets : | |  |
| 15. | Misusing IRCTC Logo: | |  |
| 16. | Others : Irregularities: | |  |
| Others: Good practices | |  | |
| Recommendations/ Suggestions (If any) | |  | |

(Signature)

**Principal Service Provider Representative**

**Name:**

**Seal of the PSP**