**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**