

दिल्ली DELHI

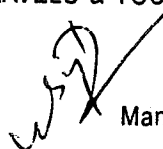
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AGREEMENT

This Agreement (hereinafter called "the Agreement") is made between Employees' State Insurance Corporation, Panchdeep Bhawan, C.I.G. Marg, New Delhi - 110 002, India (hereinafter referred to as ESIC represented by J.D. (Genl.) or Authorised Representative, which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office, representative and assignee) and M/s ABM Travels & Tours Private Ltd., B-82, 1<sup>st</sup> Floor, Defence Colony, New Delhi - 110 024 (hereinafter referred to as "Travel Agent" represented by Managing Director which expression shall, unless excluded by or repugnant to the context, be deemed to include their / his / her successors in interest) for appointment as official Travel Agent for ESIC for a period of one year for booking of Air tickets - International / Domestic / Rail tickets and other travel related services.

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For ABM TRAVELS & TOURS PVT. LTD.

  
Managing Director



1852 date 1/5/09

Sh \_\_\_\_\_

S/o, W/o, D/o DG O/SIC

In F/o \_\_\_\_\_

M/o \_\_\_\_\_

Purpose \_\_\_\_\_ Through \_\_\_\_\_

KRISHNA KRISHNA (STAMP VENDOR)

in No. 100, 101, Vikas Nagar Area, N. Delhi

T.O

*[Handwritten signature]*

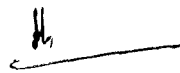
**I. Period of Contract:-**

This contract shall be valid for a period of one year (i.e. 01.04.2009 to 31.03.2010).

**II. Obligation of Travel Agent:-**

**A. International / Domestic Travel**

- i. Shall suggest itineraries by shortest and economical routs and shall also depute representative to our office, as and when required along with necessary information to facilitate drawing up itinerary.
- ii. Shall ensure that the bookings are made only on the basis of bookings passed on by the authorized person.
- iii. Shall provide 6.51% discount on basic fare throughout the agreement period for all international sectors irrespective of IATA Commission. Service Tax @ 1.236% on basic fare of international tickets as per Govt. of India policy (Excise, Custom Duty Department rules)
- iv. Shall provide 6.15 % discount on basic fare throughout the agreement period for all domestic sectors irrespective of IATA Commission. Service Tax @ 0.618% on basic fare of domestic tickets as per Govt. of India policy (Excise, Custom Duty Department rules)
- v. The Travel Agency shall charge Rs.400/- towards service charges for passport / visa. It shall also assist in obtaining Visa, Foreign Exchange, RBI clearance, etc.
- vi. Shall provide passport services such as New Passports, Renewal, Extension, Extra pages and immigration clearance in accordance with the guidelines of passport office without any extra service charges. But the payment made by Travel Agent to Passport Officer shall be reimbursed against original bills.
- vii. Shall inform the officer(s) traveling about the time difference of various countries, health requirements, weather information, etc.
- viii. Shall provide assistance in completion of Tele check-in / City check-in formalities for traveling passengers.
- ix. Shall arrange lay over wherever the parameters of the airlines permit and provide S.T.P.C. voucher before the departure of the executive ex-India.
- x. Shall arrange health insurance for the official visiting abroad, wherever indicated, without any extra service charges.
- xi. Shall provide airport departure/pickup transfer at a nominal cost (depending on distance).
- xii. Shall arrange delivery of tickets in our office and/or at the residence of the official wherever schedule of journey so required without any extra charges.
- xiii. Shall ensure that the time schedule of the carriers booked and indicated on the ticket / computer printout is the actual schedule.
- xiv. Shall inform/provide status of the bookings within 12 hours with computer printout or the carrier(s) for which ticketing has been done.



- xv. Shall keep information of the various incentive schemes offered by the airlines for the sectors suggested to be booked or otherwise which ESIC could make use to save cost on travel, etc.
- xvi. Shall provide assistance in negotiating special corporate deals with airlines whose benefits will be independent of the discount and services being offered.
- xvii. Shall provide the full details (i.e. basic airfare, discount & taxes, etc.) of the amount of tickets booked for domestic/international along with the tickets.
- xviii. The Agency shall book tickets on the lowest refundable fare unless a specific approval is given for higher fare.
- xix. The agency shall arrange delivery of tickets as desired by ESIC.

B) Other charges:-

- i. The agency will charge Rs.400/- for passport / visa as service charges.
- ii. Service charges on rail booking/cancellation shall be Rs.50/- per passenger/sector.

C) Train Booking:-

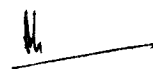
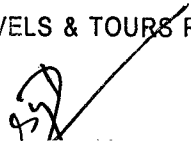
- i. Shall provide services of booking (subject to availability of accommodations)/cancellation of train tickets at the service charges of Rs.50/- per passenger per sector plus reimbursement of cancellation charges levied by Railways.
- ii. Shall arrange prompt delivery of ticket(s) as desired by ESIC.
- iii. Shall submit photocopies of the train tickets booked / cancelled along with the bill to verify the class of travel and early settlement. In absence of photo copy of the ticket with the bill, ESIC will be within its right to release only 90% of the payment against the bill submitted and balance adjustment will be made only on verification for the travel undertaken by the officials.

D) Termination:-

ESIC may terminate this agreement due to poor quality of services and any breach in contract by serving 30 days notice in writing.

E) General:-

- i. Earnest Money / Security Deposit of Rs.10,000/- deposited by the Agency shall lie with ESIC and will be refundable after the contract is over.
- ii. Shall provide complimentary Time-table, Schedule for various Airlines/Railways and copies of latest Incentive schemes offered by various Airlines from time to time like Super Saver Schemes, additional coupons on discounted rates, etc. within 5 working days.

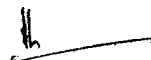


- iii. Shall inform about various schemes providing packages, concessional ticketing, promotional fare & allied benefits, announced by the different airlines from time to time and pass-on the same to ESIC entirely.
- iv. Any extra incentive / privilege like extra tickets etc. (i.e over and above normal incentive/discount to Travel Agents) given by the different airlines, will be passed on to the account of ESIC and not to the person for whom ticket is arranged by ESIC.
- v. Shall submit statement of bills attaching therewith all bills for the services and travel arrangements made from 1<sup>st</sup> to 15<sup>th</sup> and 16<sup>th</sup> to the last day of the Calendar month on or after 16<sup>th</sup> day of the same month and 1<sup>st</sup> day of the following month respectively, duly completed, for settlement of bills.
- vi. Shall provide supporting documents issued by Airlines and Railway Authorities to verify the cancellation charges claimed by the agency.
- vii. Shall issue credit note(s) against the cancelled bookings within 7 working days from the date of such information being received.
- viii. Shall submit the statement of cancellation requests received and credit passed on to ESIC.
- ix. Shall assist in confirmation, re-conformation, arranging alternate bookings for foreign delegates of ESIC without any extra service charges.
- x. Shall discharge their services with due diligence and efficiency.
- xi. Shall ensure that under no circumstances a ticket for air journey is issued without OK/confirmed status unless confirmation being given by the carrier. Any default on this account will be treated as a major default and would be viewed seriously.
- xii. Shall provide foreign exchange against any type of currency as per RBI guidelines, without any service charges.
- xiii. Shall arrange Insurance Coverage from Bajaj Alliance, ICICI Lombard & National Insurance Ltd. without any service charges.
- xiv. Shall provide quarterly statement of points earned by each frequent flyer, without any service charges.
- xv. Shall provide all types of transportation including cars & coaches all over India as may be required from time to time for which only actual expenses will be reimbursed.
- xvi. In case of Customized Tour Arrangements, only actual expenses will be reimbursed and no service charges will be paid.
- xvii. Shall accept bookings for Travel only from the employee authorized in writing by ESIC for the purpose from time to time.
- xviii. Shall keep ESIC informed of the names and designation of its personnel dealing with ESIC account for various types of services.
- xix. Shall set up a travel counter at ESIC, if desired.

For ABM TRAVELS & TOURS PVT. LTD.



Managing Director




**OBLIGATION OF ESIC**



- i. Shall make payments of the bills submitted through statement of account within the credit limit period of 30 days. If 30<sup>th</sup> day happens to be a holiday the payment will be made on next working day. The bills submitted later than the schedule for the agency, the payment schedule will automatically get extended by the number of days the delay is caused in submission of the bills by the travel agent.
- ii. Shall keep the travel agent informed about the names and designations of the officers authorized to pass on the booking to the travel agent.
- iii. Shall make efforts to provide information on the arrangements giving sufficient time, barring a few instances where the same is beyond the control of ESIC and the travel is inescapable at short notice.

For ABM TRAVELS & TOURS PVT. LTD.


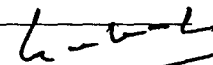
  
For and on behalf of  
ABM Travels & Tours Private Ltd., New Delhi  
Managing Director

  
For and on behalf of  
ESI Corporation.

Witness:

- 1.   
Ashraf Hussain  
(9821591877)
- 2.   
Nagesh Rawat  
(9311442231)

Witness:

- 1.   
(VISHAY BOKULIYA)  
(SOCIETY)
- 2.   
DOL (4)

# ABM TRAVELS & TOURS (P) LIMITED

CONTACT NUMBERS

Updated 1<sup>st</sup> April 2009

## BOARD LINES:-

Phone No- +91-11-474 00 000 (**Hunting Lines**)

Facsimile No-+ 91-11-474 00 000

E-Mail-[info@abmtravels.net](mailto:info@abmtravels.net)

## FOR INTERNATIONAL QUERIES

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2. Mr. Saurabh Chopra +91-98715-91675  
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2. Mr. Rakesh Sharma +91-98715-91672  
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2. Mr. Manish Sharma +91-9311442230  
E-mail- [manish.sharma@abmtravels.net](mailto:manish.sharma@abmtravels.net)

## FOR ANY GRIEVENCES OR SUGGESTIONS

1. Mr.A.S.Chugh (Managing Director)  
E-Mail- [as.chugh@abmtravels.net](mailto:as.chugh@abmtravels.net)