



Air ticket booking agency.

Scope of work:

1. Booking and issuing of domestic/international air ticket
2. Assistance for issue/obtaining new passport/ renewal and miscellaneous passport related services.
3. Obtaining travel related insurance including overseas medical insurance.
4. Assisting PIFF in securing deal codes with other airlines.
5. The agency should provide confirmed tickets only. Agencies should be able to provide air tickets at a very short notice (One to Three Hours) either during office hours or beyond office hours including Sundays and holidays.
6. The agency will inform the traveller about the cancellation, rescheduling of flights by the airlines through phone/SMS/email.
7. The agency shall make the tickets on the least cost basis. Any change in requirement must be addressed on priority.
8. In case of any promotional fare/ discounts/ benefits offered by the Airlines, the same will be informed and will be extended to PIFF.
9. Validity period of all Air tickets shall be duly mentioned on the ticket.
10. The agency is expected to deliver the tickets/services expeditiously. Email copy of the tickets, will be sent within two hours of booking. Physical delivery of the tickets shall require, within 8 working hours of booking.

Eligibility:

- Agencies should have valid registration certificate
- Should have valid PAN & GST Number
- Must have experience of executing booking of International and domestic air tickets during the last 3 years

Note:

- No other charges excluding the service charge will be paid to the agency.
- The requisition for Air tickets/Visa/ Passport must be taken by the agency from the authorized person of PIFF over email only.
- No advance payment will be made