

भारत सरकार GOVERNMENT OF INDIA  
रेल मंत्रालय MINISTRY OF RAILWAYS  
(रेलवे बोर्ड RAILWAY BOARD)

No.TC-I/2024/104/efile/2 (3472167)

New Delhi, dt.03.09.2024

Managing Director/CRIS  
Chief Admin. Officer/FOIS

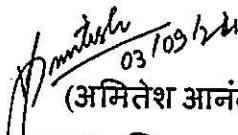
**Sub: Online Payment System for Freight Charges**

**Ref: FOIS letter No.CAO/FOIS/94/Main/Online Payment System/2022 dt.13.08.2024**

Please refer to CRIS/FOIS letter under reference, wherein it has been proposed to Integrate IRCTC Payment Gateway with the FOIS under Online Payment System for facilitating rail customers for online payment.

The matter has been examined in consultation with Accounts Directorate of Ministry of Railways who has opined that IRCTC does not come under the category of agency bank/permited category authorized to conduct Government Agency business as an accredited bank for collecting govt. receipts. Therefore, the same has not been agreed to.

However, FOIS is advised to conduct necessary deliberations with the SBI to address the customer's grievances and enhance the robustness of the current system.

  
(अमितेश आनंद)  
संयुक्त निदेशक यात्रायात वाणिज्य (दर)  
रेलवे बोर्ड