



पूर्वोत्तर इंदिरा गांधी क्षेत्रीय स्वास्थ्य एवं आयुर्विज्ञान संस्थान, शिलांग  
NORTH EASTERN INDIRA GANDHI REGIONAL INSTITUTE OF HEALTH & MEDICAL SCIENCES, SHILLONG  
(भारत सरकार, स्वास्थ्य एवं परिवार कल्याण मंत्रालय, स्वायत्त संस्थान)  
(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)  
निदेशक ब्लॉक, मावडीयांगडीयांग, शिलांग - 793018 मेघालय  
Director's Block, Mawdiangdiang, Shillong - 793018 Meghalaya

E-mail - info.neigrihms@nic.in  
www.neigrihms.gov.in  
EP|ABX : (0364) 2538025  
Tel : 0364-2538013/2538010  
Fax: 0364-2538003

F. No. NEIGR-Accts-B/43/2017-18/

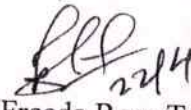
Dated: 15<sup>th</sup> April 2024

**Office Memorandum**

**Sub: Modification of instructions regarding booking of Air Tickets on Government Account.**

The undersigned is directed to refer to this Section's Circular No. NEIGR-Accts-B/56/2021-22 dated 7.9.2022 and No. NEIGR/Accts-B/43/2017-18 dated 26.10.2023 forwarding therewith copy of DOPT's OMs No. 31011/12/2022-Estt. A-IV dated 20.08.2022 and No. 31011/12/2023-Pers.Policy A-IV dated 20.10.2023 regarding instructions on booking of Air Tickets in respect of Leave Travel Concession (LTC) from the three authorized Agencies viz. M/s Balmer Lawrie & Company Limited (BLCL), M/s Ashok Travels & Tours (ATT) and Indian Railway Catering and Tourism Corporation Ltd (IRCTC).

In a few cases it has been observed that LTC ticket was not purchased as per the standing instructions. It has been decided by competent authority that all employees of the Institute should abide by the instructions contained in the OMs quoted above and non-compliance of the guidelines will be viewed seriously and **no relaxation will be granted with immediate effect.**

  
(Freeda Rose Tariang)  
Deputy Financial Adviser

**Copy to:-**

1. All the HODs / Section In charges in Hospital / Director's Block / College of Nursing / Engineering Section / Exam Cell / Library / Guest House / All Faculty Members / Notice Boards.
2. PA to Director/DDA/MS/Dean for kind information of the Director/DDA/MS/Dean

DFA ✓



पूर्वोत्तर इंदिरा गांधी क्षेत्रीय स्वास्थ्य एवं आयुर्विज्ञान संस्थान, शिलांग  
NORTH EASTERN INDIRA GANDHI REGIONAL INSTITUTE OF HEALTH & MEDICAL SCIENCES, SHILLONG  
(भारत सरकार, स्वास्थ्य एवं परिवार कल्याण मंत्रालय, स्वायत्त संस्थान)  
(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)  
निदेशक ब्लॉक, मावडीयांगडीयांग, शिलांग - 793018 मेघालय  
Director's Block, Mawdiangdiang, Shillong - 793018 Meghalaya

E-mail - info.neigrhms@nic.in  
www.neigrhms.gov.in  
EPJABX : (0364) 2538025  
Tel : 0364-2538013/2538010  
Fax : 0364-2538003


F. No.

No.NEIGR-Accts-B/56/2021-22

Dated:7<sup>th</sup> September 2022

**CIRCULAR**

The undersigned is directed to refer to Office Memorandum No.19021/03/2021-E-IV dated 16<sup>th</sup> June 2022 issued by Ministry of Finance, DoE and to enclose herewith copy of Office Memorandum F.No.31011/12/2022-Estt A-IV dated 29<sup>th</sup> August 2022 issued by Ministry of Personnel, Public Grievances & Pension, DOPT stating instructions regarding booking of Air Tickets on Government Account in respect of LTC for information and for strict compliance.

  
(Freeda Rose Tariang)  
Deputy Financial Adviser

**Enclosed: As stated above**

**Copy to:-**

1. All the HODs / Section In-charges in Hospital / Director's Block / College of Nursing / Engineering Section / Exam Cell / Guest House / all Faculty Members / Notice Boards
2. The PA to Director / DDA / Dean / MS for kind information of the Director / DDA / Dean / MS

① Director's Block →

O/C.

Esst-I → 13/9/22

Esst-II →

Store → for STO  
12/9/22

② College of Nursing → A/c/c  
12/9

③ Engineering Section → A/c/c  
12/9/22

AAO(A) → G. Bhanu  
13/9/22

(Freeda Rose Tariang)  
Deputy Financial Adviser

DFA →

④ Exam Cell → A/c/c  
12/9

⑤ DDA → A/c/c

⑥ PA to Director → A/c/c  
12/9

AAO(GAD) → A/c/c  
13/9/22

HOD



⑦ PA to Director → A/c/c

Esst-III

F. No. 31011/12/2022-Estt.A-IV  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Personnel & Training  
Establishment A-IV Desk

\*\*\*

North Block, New Delhi.  
Dated 29<sup>th</sup> August, 2022

OFFICE MEMORANDUM

**Subject: Instructions on booking of Air Tickets on Government Account in respect of Leave Travel Concession (LTC) – regarding.**

The undersigned is directed to refer to the above mentioned subject and to state that in view of the disinvestment of Air India and the consolidated instructions issued consequently by Department of Expenditure vide O.M. No. 19024/03/2021-E.IV dated 16.06.2022, which is also applicable in case of air journey in respect of LTC, it has been decided that:

- i. In all cases of air travel in respect of LTC, air tickets shall be purchased only from the three Authorized Travel Agents (ATAs), namely:
  - (a) M/s Balmer Lawrie & Company Limited (BLCL),
  - (b) M/s Ashok Travels & Tours (ATT),
  - (c) Indian Railways Catering and Tourism Corporation Ltd. (IRCTC).
- ii. The choice of the travel agent for booking of ticket from the three authorized travel agents is left open to the Ministry/Department and the official in case of self booking, based on convenience and service quality. No agency charges/convenience fees will be paid to these ATAs.
- iii. Government employees are to choose flight having the **Best Available Fare** on their entitled travel class which is the **Cheapest Fare** available, preferably for Non-stop flight in a given slot, mentioned below, at the time of booking. They are to retain the print-out of the concerned webpage of the ATAs having flight and fare details for the purpose of the settlement of the LTC claims.
  - (a) On the day of travel in the desired 3 hours' slot of following time band – 00:00 hours to 03:00 hours, 03:00 hours to 06:00 hours, 06:00 hours to 09:00 hours, 09:00 hours to 12:00 hours, 12:00 hours to 15:00 hours, 15:00 hours to 18:00 hours, 18:00 hours to 21:00 hours, 21:00 hours to 24:00 hours.
  - (b) With provision of optimizing within a 10% price band, for convenience and comfort.
- iv. Employees are encouraged to book flight tickets at least 21 days prior to the intended date of travel on LTC, to avail the most competitive fares and minimize burden on the exchequer.

Contd ...2

- v. Employees are also encouraged to avoid unnecessary cancellations. Cancellations made less than 24 hours before intended travel on LTC, will require the submission of a self-declared justification by the employee. All the three ATAs have been directed to provide zero/nil cancellation charges. Till then, cancellation charges are to be reimbursed for all cases where cancellation was due to the circumstances/reasons beyond the control of Government employee.
- vi. Employees should preferably book only one ticket for each leg of intended travel on LTC. Holding of more than one ticket is not allowed.
- vii. While tickets may be arranged by the office through the travel agent, employees are encouraged to make ticket booking digitally through the Self Booking Tool/online booking website/portal of these 3 ATAs only. Employees must register their official Government Email-Id with these three agencies to book their air tickets digitally through above modes for travel by any airlines.
- viii. In case of unavoidable circumstances, where the booking of ticket is done from unauthorized travel agent/website, the Financial Advisors of the Ministry/Department and Head of Department not below the rank of Joint Secretary in subordinate/attached offices are authorized to grant relaxation.
- ix. No Mileage Points will be generated against travel on Government account.

#### **Provisions for Advances**

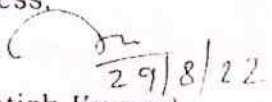
- (i) Government employees entitled for air travel, may apply for LTC advance with the print-out of the concerned webpage of authorized travel agency having suitable flight and fare details while tracking the fare of the flight under the three hour time slot, as mentioned at Para 1(iii)(a) above, at least 30 days prior to the intended date of journey.
- (ii) Government employees not entitled for air travel and wish to travel by air but not under the Special Dispensation Scheme, may apply for LTC advance with reference to Rail/Bus fare.
- (iii) Those Government employees who are not entitled for air travel but who wish to travel by air under the Special Dispensation Scheme, may apply for LTC advance with reference to Rail/Bus fare from their Headquarters/place of posting up to Kolkata/Guwahati/Chennai/Visakhapatnam/Delhi/Amritsar plus air fare (indicated in print-out of the concerned webpage of authorized travel agency having suitable flight and fare details) from the relevant railhead in Kolkata/ Guwahati/ Chennai/ Visakhapatnam/ Delhi/ Amritsar till the place of visit in North East Region/Union Territory of Jammu & Kashmir/Union Territory of Andaman & Nicobar/Union Territory of Ladakh.

Provisions for Reimbursements

- (i) In case, at the time of actual booking of the ticket after receiving the advance, there is any difference in fare owing to the time gap between request for advance and grant of advance, the difference in fare will be adjusted at the time of settlement of LTC claim.
- (ii) In all cases wherein the non-entitled Government employees travel by air under Special Dispensation Scheme directly from their Headquarters/place of posting to the place of visit in NER/J&K/A&N/Ladakh, the Government employees must take the print-out of the concerned webpage having flight and fare details of the flight for relevant railhead viz. Kolkata/ Guwahati/ Delhi/ Amritsar/ Chennai/ Vishakhapatnam to the place of visit viz. NER or UT of J&K or UT of Ladakh or UT of A&N within the same time-slot where the direct flight has been booked for the purpose of reimbursement. In case the flight tickets are not available in the same slot, the print out of the details of the flights available in the next slot may be retained.

In such cases, the reimbursement will be restricted to the actual air fare for the direct journey or the fare entitled under Special Dispensation Scheme, whichever is less.

- (iii) Government employees not entitled for air travel and wish to travel by air but not under the Special Dispensation Scheme, are also required to book their air ticket through only the three ATAs mentioned above irrespective of booking time limit. However, the reimbursement will be restricted to the actual air fare or the entitled train/bus fare for the shortest route, whichever is less.

  
29/8/22  
(Satish Kumar)

Under Secretary to the Government of India

Tel: 2304 0341

To

All Secretaries of Ministries/Departments  
(As per Standard List)

Copy to:

1. Comptroller & Auditor General of India, New Delhi.
2. Union Public Service Commission, New Delhi.
3. Central Vigilance Commission, New Delhi.
4. Central Bureau of Investigation, New Delhi.
5. Parliament Library, New Delhi.
6. All Union Territory Administrations
7. Lok Sabha/ Rajya Sabha Secretariat.
8. All Attached and Subordinate Offices of Ministry of Personnel, P.G. & Pensions.
9. Hindi Section for Hindi version.

\*\*\*\*\*

North Block, New Delhi.  
Dated the 16<sup>th</sup> June, 2022

OFFICE MEMORANDUM

**Subject: Modification of instructions regarding Booking of Air Tickets on Government account.**

In view of the decision of the Government for disinvestment of Air India, it has already been decided that in all cases of air travel where the Government of India bears the cost of air passage, air tickets shall be purchased only from the three Authorized Travel Agents viz

- (i) M/s Balmor Lawrie & Company Limited (BLCL)
- (ii) M/s Ashok Travels & Tours (ATT)
- (iii) Indian Railways Catering and Tourism Corporation Ltd (IRCTC)

- 2 The choice of the travel agent for booking of ticket for tour and LTC from those in Para 1 is left open to the Ministry/Department and to the official in case of self booking, based on convenience and service quality. Tickets for all employees for a single tour should be done through one selected travel agent only. No agency charges/convenience fees will be paid to these three booking agencies
- 3 Employees are to choose flight having the **Best Available Fare** on their entitled travel class which is the **Cheapest Fare** available, preferably for Non-stop flight in a given slot at the time of booking
  - (a) On the day of travel in the desired 3 hours slot of following time band - 00 00 to 03 00, 03 00 to 06 00, 06 00 to 09 00, 09 00 to 12 00, 12 00 to 15 00, 15 00 to 18 00, 18 00 to 21 00, 21 00 to 24 00
  - (b) With provision of optimizing within a 10% price band for convenience and comfort
- 4 Employees are encouraged to book flight tickets at least 21 days prior to the intended date of travel on tour and LTC, to avail the most competitive fares and minimize burden on the exchequer. Bookings may be made even if the approval of the tour programme is still under process
- 5 Any bookings made within less than 72 hours of intended travel on Tour, will require the submission of self-declared justification by the employee
- 6 Employees are also encouraged to avoid unnecessary cancellations. Cancellations made less than 24 hours before intended travel, will require the submission of a self-declared justification by the employee
- 7 Employees should preferably book only one ticket for each leg of intended travel. Holding of more than one ticket is not allowed. However, in case of special exigencies or exceptional circumstances a maximum of two tickets for the alternative flights for different time-slot may be booked for same leg of travel with the self-declared justification for the same

- 8 (a) While tickets may be arranged by the office through the travel agent, employees are encouraged to make ticket booking digitally through the Self Booking Tool/online booking website/portal of these 3 authorized agencies only.
- (b) Employees must register their official Government Email-Id with these 3 agencies to book their air tickets digitally through above modes for travel by any airlines
- 9 Ministries/Departments should ensure the availability of sanctioned Budget for Domestic and Foreign travel for their employees.
- 10 In case of unavoidable circumstances, where the booking of ticket is done from unauthorized travel agent/website, the Financial Advisors of the Ministry/Department and Head of Department not below the rank of Joint Secretary in subordinate /attached offices are authorized to grant relaxation
- 11 All Ministries/Departments are to clear their dues on account of air ticket to the concerned travel agent within a maximum of 30 days from completion of journey
- 12 To ensure timely payment of air ticket to the travel agents, to confirm the performance of journey the employee has to submit a certificate/underlaking in prescribed proforma (enclosed as Annexure-1) within 72 hours of completion of journey. TA bill may be submitted later as per the existing rules
- 13 Ministries/Departments must clear all previous outstanding dues to the travel agents by 31st August, 2022.
- 14 No Mileage Points will be generated against travel on Government account
- 15 All Ministries/Departments are directed to ensure strict compliance of the order and to widely circulate this O.M. in all offices including Attached/Subordinate,Offices/Autonomous Bodies under their control
- 16 This O.M. is issued in supersession of all existing instructions on the subject
- 17 This is issued with the approval of the Finance Secretary & Secretary (Expenditure)

(Nirmala Dev)  
Director

To,

All Ministries/Departments of the Government of India as per standard distribution list.

Copy : O/o C&AG, UPSC etc. as per standard endorsement list.

## Self-declaration Certificate for Completion of Journey

Annexure to O.M No. 19024/03/2021-E.IV dated 16.06.2022

1 I (Name of the employee ) hereby declare and certify that

2 I have actually performed the onward journey from to on (date) and return journey from to on for the purpose of Tour/Training

OR

3 We have actually performed the onward journey from to on (date) and return journey from to on for the purpose of Transfer/LTC/Retirement. The particulars of the self and family members who have performed journey either with the Government servant or separately are as under -

S.No.	Name	Age	Relationship with Govt. servant
-------	------	-----	---------------------------------

4 In case the above declaration given by me is not found true at any stage, I shall be liable to disciplinary action under Central Civil Services (Classification Control and Appeal) Rules 1965 as amended from time to time

(Signature)

Name of the Government servant

Designation

Name of the Ministry/Department.

To

Admin./Establishment Section

Ministry/Department



**F. No. 31011/11/2023 - Pers. Policy A-IV**  
**Government of India**  
**Ministry of Personnel, Public Grievances & Pensions**  
**Department of Personnel & Training**  
**Pers. Policy A-IV Desk**  
\*\*\*\*\*

North Block, New Delhi.  
Dated: 20<sup>th</sup> October, 2023

**OFFICE MEMORANDUM**

**Subject: Modifications in instructions on booking of Air Tickets on Government Account in respect of Leave Travel Concession (LTC) – reg.**

The undersigned is directed to refer to this Department's OM No. 31011/12/2022-Estt.A-IV dated 29.08.2022 regarding instructions on booking of Air Tickets in respect of Leave Travel Concession (LTC). The Department of Personnel and Training (DoPT) has been receiving a number of representations seeking clarifications on issues relating to the settlement of claims, particularly of those government employees who have not retained the screenshot of the concerned webpage of the authorised travel Agents (ATAs) during the booking of air tickets, as provided under the OM dated 29.8.2022 referred to above.

2. In view of the above, the matter has been examined and with the approval of competent authority, the following changes/modifications in the prescribed procedure are made for the convenience of Government employees: -

(i) All three authorized travel agents, viz. M/s Balmer Lawrie & Company Limited (BLCL), M/s Ashok Travels & Tours (ATT), and Indian Railways Catering and Tourism Corporation Ltd. (IRCTC) are to display the details of the flight having the cheapest fare and the flight(s) having the fare 10% more than the cheapest fare only, in the desired time slot, at the time of booking the air tickets by the Government employees for the purpose of LTC journey. Therefore, the booking of air ticket for the purpose of LTC on the website of these three authorized travel agents shall itself be a proof that the ticket booked by the individual government employee was of the cheapest fare as provided under the guidelines.

(ii) All three authorized agents shall indicate the word 'LTC' on tickets issued for the LTC journey; and

(iii) In all cases wherein the non-entitled Government employees are to travel by air under Special Dispensation Scheme directly from their Headquarters/place of posting to the place of visit in NER/J&K/A&N/Ladakh, the Government employees shall continue to take the print-out of the concerned webpage having flight and fare details of the flight for relevant railhead viz. Kolkata/ Guwahati/ Delhi/Amritsar/ Chennai/ Vishakhapatnam to the place of visit viz. NER or UT of J&K or UT of Ladakh or UT of A&N within the same time-slot where the direct flight has been booked for the purpose of reimbursement. In case the flight tickets are not available in the same slot, the print out of the details of the flights available in the next slot may be retained for the purpose of settlement of claims, as provided under Point (ii) of the title

"Provisions for Reimbursement" in OM dated 29.8.2022, referred to above.

3. Further, all the three ATAs have also been directed to allow the registration of those employees who do not have official email accounts provided their administrative office sends their details depicting their names, employee code no., private email IDs and mobile numbers, etc. to the travel agents for the purpose of booking the air tickets in respect of LTC journey.

4. For the sake of convenience, the links of the three authorized travel agents are as below:

(i) 'M/s Balmer Lawrie & Company Limited', BLCL (<https://govemp.balmerlawrietravelapp.com>), (ii) 'M/s Ashok Travels & Tours', 'ATT' (<https://www.atttdc.in>) and (iii) Indian Railways Catering and Tourism Corporation Ltd., 'IRCTC' (<https://www.air.irctc.co.in>).

5. All the Ministries/Departments are once again advised to bring it to the notice of all their employees that any misuse of LTC shall be viewed seriously and appropriate action as deemed fit under the relevant rules will be taken against the defaulting employees. In order to keep a check on any kind of misuse of LTC, Ministries/Departments are advised to randomly get some of the air tickets submitted by the officials verified by the airlines concerned with regard to the actual cost of air travel vis-a-vis the cost indicated on the air tickets submitted by the officials.

6. Hindi version will follow.

  
20/10/23  
(Satish Kumar)  
Under Secretary to the Government of India  
Tel: 2304 0341

To

1. M/s Balmer Lawrie & Company Limited (BLCL), Core-8, Ground Floor, Scope Complex, 7, Lodhi Road, New Delhi-110003
2. M/s Ashok Travels & Tours (AT&T), Room No. 506, 5th Floor, Core-8, Scope Complex, 7, Lodhi Road, New Delhi-110003
3. Indian Railways Catering and Tourism Corporation Ltd. (IRCTC), 9th floor, Bank of Baroda Building, 16, Parliament Street, New Delhi-110001

Copy to:

1. All Secretaries of Ministries/ Departments of the Government of India  
(As per the standard list)
2. Comptroller & Auditor General of India, New Delhi.
3. Union Public Service Commission, New Delhi.
4. Central Vigilance Commission, New Delhi.
5. Central Bureau of Investigation, New Delhi.

6. Parliament Library, New Delhi.
7. All Union Territory Administrations.
8. Lok Sabha/ Rajya Sabha Secretariat.
9. All Attached and Subordinate Offices of Ministry of Personnel, P.G. & Pensions.
10. Hindi Section for Hindi version.

\*\*\*\*\*