

No. 19024/03/2021-E.IV  
Government of India  
Ministry of Finance  
Department of Expenditure

\*\*\*

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 Balmer 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/undertaking 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.**

**Annexure-1**

**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. I/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.....

**No. 19024/03/2021-E.IV**  
**Government of India**  
**Ministry of Finance**  
**Department of Expenditure**

\*\*\*

**North Block, New Delhi.**  
**Dated the 31<sup>st</sup> December, 2021**

**OFFICE MEMORANDUM**

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

The undersigned is directed to refer to extant orders of this Department whereby in all cases of air travel where the Government of India bears the cost of air passage, the officials concerned are to travel by Air India only and air tickets are to be purchased directly from Air India or by utilizing the services of the 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).

2. In view of the decision of the Government for disinvestment of Air India, it has 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 from the three Authorized Travel Agents viz.

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

3. The travel agents are expected to provide to the Govt. employees the '**Best available fare**' on the date of booking on the basis of tour programme as per their entitlement.


4. The choice of the travel agent for booking of ticket from those in Para 2 is left open to the Ministry/Department. Tickets may be arranged by the office or may be booked by the employee himself. No agency charges will be paid to booking agency i.e. any of the three Authorized Travel Agents viz. M/s Balmer Lawrie & Company Limited, M/s Ashok Travels & Tours and Indian Railways Catering and Tourism Corporation Ltd.

5. All Mileage Points earned by Government employees on tickets purchased for official travel shall continue to be utilized by the concerned Department for other official travel by their officers. Any usage of these mileage points for purpose of private travel by an officer will attract Departmental action. This is to ensure that the benefits out of official travel which is funded by the Government should accrue to the Government. The travel agents shall inform about accrued mileage points to the Ministry/Department on quarterly basis.

6. 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.

7. To ensure timely payment of air ticket to the travel agents, to confirm the performance of journey, the employee has to submit a certificate/undertaking in prescribed proforma (enclosed as Annexure-1) within 7 days of completion of journey. TA bill may be submitted later as per the existing rules.

8. 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.
9. These orders shall be effective from **01.01.2022**.
10. This is issued with the approval of the Finance Secretary & Secretary (Expenditure).

  
(Nirjala 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 31<sup>st</sup> December, 2021)**

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. I/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.....



सत्यमेव जयते

भारतीय लेखा तथा लेखापरीक्षा विभाग  
INDIAN AUDIT & ACCOUNTS DEPARTMENT  
महानिदेशक लेखापरीक्षा का कार्यालय (केन्द्रीय), मुंबई  
O/o the DIRECTOR GENERAL OF AUDIT (CENTRAL),  
MUMBAI  
C-25, Audit Bhavan, Bandra Kurla Complex, Mumbai- 400 051  
e-mail – pdacentralmumbai@cag.gov.in



SUPREME AUDIT INSTITUTION OF INDIA  
सर्वोच्च लेखापरीक्षा विभाग  
Dedicated to Truth in Public Interest

सं.: मनि/लेप/स्था./एलटीसी/टीए/ टी. No. 117

दिनांक: 13.07.2023

**CIRCULAR**

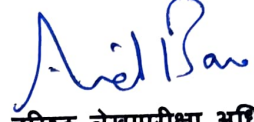
A copy of (i) Office Memorandum No. 19024/03/2021-E.IV, GOI, Ministry of finance, Department of Expenditure dated 31<sup>st</sup> Dec 2021, (ii) O.M No. 19024/03/2021-E.IV dated 16<sup>th</sup> June 2022 regarding Modifications of instructions for Booking of Air Tickets on Government Account for Tour and LTC and (iii) DOPT Office Memorandum No. 31011/12/2022-Estt.-IV dated 29<sup>th</sup> August 2022 regarding instructions on booking of Air tickets in respect of LTC was circulated for information and necessary action.

In continuation of the above Office Memorandum, this section had issued a circular dated 18/07/2022, for submitting the printouts of the concerned webpage along with their claims to verify the best available fare at the time of booking of air tickets. However, it is observed that officials are not complying with the instructions of GOI, DOPT OM No. 19024/03/2021-E.IV dated 29<sup>th</sup> August 2022, regarding submission of printouts of concerned webpage of the ATAs having flight and fare details for the purpose of settlement of LTC claims.

As per the last paragraph of DOPT OM dated 29<sup>th</sup> August 2022 regarding Instructions on booking of Air Tickets on Government Account in respect of Leave Travel Concession (LTC), Government employees not entitled for air travel and wish to travel by air are required to book their air ticket through three Authorized Travel Agents (ATAs) only, namely a) M/s Balmer Lawrie & Company Ltd. (BLCL), b) M/s Ashok Travels and Tours (ATT) and c) Indian Railways Catering and Tourism Corporation Ltd.(IRCTC) and the reimbursement will be restricted to the actual air fare or the entitled train/bus fare for the shortest route, whichever is less.

All the officials are therefore requested to follow the instructions contained in the DOPT OM No. 31011/12/2022-Estt.A-IV dated 29<sup>th</sup> August 2022 for settlement of LTC claims and all other instructions contained in the Office Memorandum No. 19024/03/2021-E.IV GOI, Ministry of Finance, Department of Expenditure instructions , 16<sup>th</sup> June 2022 for TA claims.

This issues with the approval of Director General of Audit (Central), Mumbai.



वरिष्ठ लेखापरीक्षा अधिकारी/स्थापना

सं.: मन्त्रालय/स्था./एलटीसी/टीए/ प्रति./ 112 (i) 6(xx)  
जानकारी एवं आवश्यक कार्यवाही हेतु प्रतिलिपि अग्रेसरित :

दिनांक: 13.07.2023

1. महानिदेशक, केन्द्रीय के निजी सचिव
2. निदेशक/प्रशासन
3. निदेशक /सी.शु.प्रा.ले.प.
4. निदेशक/आई.टी.आर.ए./ आर.ए-1,
5. निदेशक/आई.टी.आर.ए./ आर.ए -II
6. निदेशक/ केन्द्रीय उत्पादन शुल्क(GSTA)/
7. निदेशक/सी.एण्ड.ए.बी
8. वरिष्ठलेखा परीक्षाअधिकारी/ प्रशासन/स्थापना/अभिलेख/राजभाषा अनुभाग/ ई.डी.पी./ प्रशिक्षण/ आई.टी.ए. अनुभाग/ आई.टी.आर.ए./ सी.शु.प्रा.ले.प./सी.एण्ड.ए.बी./ केन्द्रीय उत्पादन शुल्क(GSTA)/ वेल्फेअर असिस्टंट
9. नोटीस बोर्ड.



व. लेखापरीक्षा अधिकारी/ प्रशासन



**OFFICE OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA,  
9, DEENDAYAL UPADHYAY MARG, NEW DELHI-110124**

*(For exclusive use in IA&AD and  
not be quoted or published elsewhere)*

**Circular No.10**

**सँख्या: 72 -स्टाफ हकदारी(नियम)/ए.आर/01-2022  
दिनांक:-17.03.2023**

To

1. All Heads of Department in the IA&AD  
(as per standard e-mail list)
2. Director General (Hqr)

**Sub: Modifications of instructions regarding Booking of Air Tickets on Government Account-  
reg.**

Sir/Madam,

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 Authorised Travel Agents viz.

- i. M/s Balmer 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 Head of office and to the official in case of self- booking, based on convenience and service quality. Tickets for all employees for a single tour may be done by employees at their convenience and comfort from any of the three authorized agents as mentioned in para 1 above. No agency charges/convenience fees will be paid to these three booking agencies.

3. Generally, in IA&AD, the supervisory officers and the audit teams do not travel together as the supervisory officers are generally assigned supervision of 2 to 3 teams during the same time slots. Therefore, they may choose flight of their choice available on the given day of journey as per approved tour programme and book the cheapest fare available for that particular flight. Preferably a non-stop flight should be chosen.

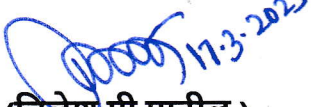
4. Employees are encouraged to book flight tickets at least 21 days prior to the intended date of travel on tour and LTC, to avail the most competitive fares and minimize burden on the exchequer. However, bookings may be made only after the approval of the tour programme by competent authority. Further, in case of leave for LTC, it should be approved by the respective competent authority.

5. Employees are encouraged to avoid bookings within less than 72 hours of intended travel on Tour. In case, the bookings are made within 72 hours, submission of self-declared justification by the employee is required. However, in cases where the bookings are made within less than 72 hours of intended travel on tour due to administrative reasons, self-declared justification by the employee shall not be required. In case of cancellation of the tour programmes for LTC, the self-declared justification by the employee is necessary.

6. Employees are also encouraged to avoid unnecessary cancellations. Cancellations made less than 24 hours before intended travel, without any administrative reasons, 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 approval of the competent authority.
8. While tickets may be arranged by the office through the authorised travel agent, employees are encouraged to make ticket booking digitally through the Self Booking Tool/online booking website/portal of authorized agencies. Employees must register their designation based official Government Email-Id with authorised agencies to book their air tickets digitally through above modes for travel by any airlines. In this case, the cancellation charges, if any, should be borne by the department of the employee.
9. The office 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 Integrated Financial Advisor in Headquarter office and Head of Department in field IA&AD offices is authorized to grant relaxation.
11. All offices 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, and to confirm the performance of journey, the employee has to submit a certificate/undertaking 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. All Head of offices must clear all previous outstanding dues to the travel agents.
14. No Mileage Points will be generated against travel on Government account.
15. All Head of offices are directed to ensure strict compliance of the order and to widely circulate this in all offices including Attached/Subordinate Offices under their control.
16. This Circular is issued in supersession of all existing instructions on the subject.

भवदीय,

  
(निलेश पी.पाटील)

सहा. नियंत्रक - महालेखापरीक्षक (अराज.-I)

**Self-declaration Certificate for Completion of Journey**

(Annexure to Circular No. 10 (issued vide letter no. 72-स्टाफ हकदारी(नियम)/ए.आर/01-2022  
दिनांक:-17.03.2023))

1. I (Name of the employee.....) hereby declare and certify that:
2. I have actually performed the onward journey from.....to  
.....(date) and return journey  
from.....to.....on  
.....for the purpose of Tour/Training.

**OR**

3. I/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 Servies (Classification, Control and Appeal) Rules, 1965, as amended from time to time.

(Signature)

Name of the Government Servant.....

Designation.....

Name of the Office.....

To

Admn./Establishment Section

**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**

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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.

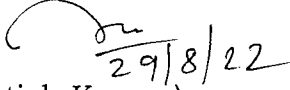
**Contd ...3**

**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.

  
(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.

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