

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
Ansari Nagar, New Delhi-110029

F.No.36-6/86 (Air Ticket)/Misc-Estt.I

Dated: 13 SEP 2023

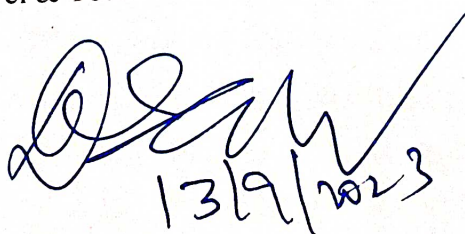
OFFICE ORDER

Subject: Operationalization of "Travel Desk" at AIIMS, New Delhi – reg.

In pursuance of instruction issued vide O.M. No. F. 40-30/2022-Estt.I (DO) dated 2nd August, 2023 Travel Desk has been set up in foyer of J.L.Auditorium. MoUs have already been signed with M/s Balmer Lawrie and M/s Ashok Travel & Tour.

The following SoP may be issue for smooth booking of Air Tickets:

- (i) This SOP applies to the booking of tickets for official purposes through the travel desk facility at AIIMS, New Delhi. Tickets can be booked for travel that is related to official duties, training, or conferences, wherein the period treated as on duty and travelling allowance is being paid by the AIIMS, New Delhi for the purpose.
- (ii) Concerned official/s, who desire to book air tickets from M/s Balmer Lawrie & Ashok Travel & Tour, should submit their requests for permission to the concerned Nodal Officer well in advance of scheduled event, at least 3 weeks prior to commencement of event.
- (iii) Concerned Nodal Officer/s will issue sanction order to person concerned and mark a copy of the same to the Finance Division and the firms to book air tickets of the official concerned who have been permitted on duty terms and travelling allowance is to be paid by the Institute for such participation, as per GOI rules.
- (iv) After sanction/approval of the competent authority, a form that must be submitted by officers/faculty to request for ticket booking. Officers/faculty is responsible for submission of accurate and complete ticket booking requests.
- (v) On receipt of a formal request from travelling official, the travel desk is responsible for accepting ticket booking requests from officers/faculty and timely processing ticket booking requests and issuing ticket confirmations. A document that confirms the booking of tickets will be issued by the Travel desk of the firms.
- (vi) Payment – Both the travel agents will provide booking services for Air Tickets for official tours to AIIMS, Delhi on 15 days payment cycle basis for official tours/training of their personnel.
- (vii) Officers/faculty is responsible for submission/completion of timely claim/reimbursement of travelling allowance to be paid to the firm.
- (viii) The travel desk is responsible for submission of bills to the Finance Division for release of payment.
- (ix) The Finance Division is responsible for timely release of bill payments to the M/s Balmer Lawrie and M/s Ashok Travel & Tour.

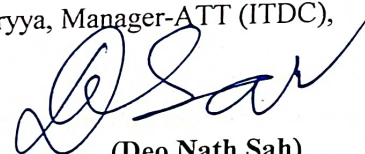

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- (x) The travel desk may refuse to book tickets for certain types of travel, such as personal travel or travel that is not authorized by the organization.
- (xi) The travel desk must maintain a record of all ticket booking requests, ticket confirmations, and payments..
- (xii) LTC tickets can also be availed/booked from Travel Desk on self payment basis.
- (xiii) The following will be the timeline for submitting ticket booking requests, receiving ticket confirmations, and submitting reimbursement claims:-

Initial request for sanction/approval of the Competent Authority	}	At least 3 weeks prior to commence out of the event
Submission of Request for ticket booking and confirmation of Ticket Booking	}	As soon as the sanction for official tour is issued
Submission of TA/DA reimbursement claim	}	Within 15 days from completion of the return journey

- (xiv) The details of the representatives of the agencies are as mentioned below for co-ordination and further necessary action:-

1. M/s Balmer Lawrie - Mr. Ashok Kumar Gupta, COO (Travel),
2. M/s Ashok Travel & Tour- Mr. Monimoy Bhattacharyya, Manager-ATT (ITDC),


(Deo Nath Sah)
Chief Administrative Officer

Distribution:

1. All Sr. Administrative Officers / Administrative Officers of Establishment Sections
2. All Accounts Officers of Centres / Hospital
3. Shri Komal Anwani, Accounts Officer (Cash-II) & Nodal Officer of Finance Division

Copy forwarded for information to:

1. PPS/PA to Director/Dy. Director (Admn.)/ Sr.FA/FA/Dy. Secy., AIIMS, New Delhi.
2. M/s Balmer Lawrie-Mr. Ashok Kumar Gupta, COO (Travel), 1st Floor, NBCC Centre, Okhla Phase-I
3. M/s Ashok Travel & Tour- Mr. Monimoy Bhattacharyya, Manager-ATT (ITDC), 423, 4th Floor Scope Complex, Core-8,7, Lodhi Road, New Delhi