

No.RIG/ADMN/665/01/2025
EMBASSY OF INDIA
RIGA

NOTICE: EMPANELMENT OF TOUR/TRAVEL AGENCIES AS AUTHORISED TRAVEL AGENTS FOR BOOKING OF AIR TICKETS

Embassy of India, Riga invites offers from reputed travel agencies for empanelment as its authorized travel agents/agencies for booking of domestic/international air tickets.

2. Travel agencies are requested to submit all documents ensuring their eligibility for empanelment e.g. IATA certificate, company registration certificate, tax certificate, documents in support of having experience of having done similar work etc.

3. Terms and conditions for offering services to the Embassy of India, Riga will be as follows:

- I. The company should provide a dedicated English speaking contact person who will deal with the requests of the Embassy. The language of correspondence between the agency and the Embassy would normally be in English.
- II. Agency should be capable of making itinerary of travel which is the most cost effective as well as the best suitable to the traveller. The Agency should be able to provide service on holidays /beyond working hours in cases of urgency.
- III. Upon receipt of the request for ticket booking from the Embassy, the agency would ensure booking of tickets, forwarding of tickets through email to the concerned office in the Embassy of India, Riga at the earliest.
- IV. Non-receipt of quote/response from the agency would be seen as unwillingness of agency to remain in panel of the Mission and the agency may be excluded from the panel by the Mission at its discretion if 03 or more such instances are noticed by the Mission.
- V. Issuance of tickets where at least one time cancellation/multiple change is allowed without charge as far as possible.
- VI. Cancellation charges shall be paid by Embassy, as per actual as charged by the airlines.
- VII. Bookings will be done on credit basis and invoices should be sent regularly to ensure timely settlement of dues.

4. For further clarification/information, Embassy of India may be contacted at hoc.riga@mea.gov.in and admnr.riga@mea.gov.in.

5. Request for empanelment may be submitted by email to hoc.riga@mea.gov.in and admnr.riga@mea.gov.in or by post to Embassy of India, Riga, Ganibu Dambis 10A, LV-1045, Riga, Latvia in sealed envelope superscribed "Application for empanelment of travel agents for booking of air tickets for the Embassy of India".

15th July 2025