NOTICE

Date: 18th November 2026

Subject: Launch of Dedicated Online Air Ticket Booking Portal for NRAI Athletes

Dear Athletes,

The National Rifle Association of India (NRAI) is pleased to inform all registered athletes that a dedicated online air ticket booking facility has been introduced for the benefit of the shooting fraternity. Under this initiative, a customized **Self-Booking Tool (SSBT)** has been developed, enabling NRAI athletes to book domestic air tickets at preferential corporate fares for both official and personal travel.

1. Benefits of the Booking Portal

The dedicated portal offers the following benefits:

- Special discounted corporate airfares for domestic travel.
- Zero service charges on ticket bookings, except applicable payment gateway charges.
- Complimentary meals and preferred seat selection, wherever available under the applicable airline fare conditions.
- Facility to book tickets for both official and personal travel.
- Option to add up to six family members as dependents and book tickets for them.
- Convenient online booking, cancellation and modification facilities, subject to airline rules and applicable charges.
- Dedicated customer support for booking-related assistance.

2. How to Access the Booking Portal

The link for booking air tickets will be available on the **official NRAI PORTAL: www.thenrai.org**.

Alternatively, members may directly access the booking portal through the following link:

https://ssbt.balmerlawrietravelapp.com/

3. Login Credentials

Individual user profiles have been created for registered NRAI Athletes. The login credentials are as follows:

User ID: NRAI followed by your NRAI Shooters ID.

Example:

If your NRAI Shooter ID is **SHM0804198703**, your User ID will be:

NRAISHM0804198703

Default Password: India@7348#@

All members are strongly advised to **change their default password immediately after their first successful login** to ensure the security of their accounts.

4. Procedure for Booking Air Tickets

Members may follow the steps below:

1. Visit the NRAI website at **www.thenrai.org** and click on the Balmer Lawrie Air Ticket Booking link, or access the booking portal directly.
2. Log in using your User ID and default password as mentioned above.
3. Change your password after logging in for the first time.
4. Select your travel details, including departure city, destination, date of journey and number of passengers.
5. Search the available flights and compare the applicable fares.
6. Select the preferred flight and complete the passenger details.
7. Review the fare conditions, baggage allowance, cancellation charges and other applicable terms.
8. Proceed with the online payment to confirm the booking.
9. Upon successful booking, the ticket and booking confirmation will be generated as per the portal's process.

Members wishing to book tickets for family members may use the **Dependent Management** facility available in the portal.

5. User Guide

For detailed instructions regarding booking tickets, cancellation, modification of bookings and adding dependents, members may refer to the Balmer Lawrie User Guide available at:

https://blogs.balmerlawrietravelapp.com/siteMapSSBT.html

6. Assistance and Helpdesk

In case of any difficulty with login, profile details, ticket bookings or cancellations, members may contact the Balmer Lawrie support team:

Query	Email / Contact Details
Login / Profile-related issues	appsupport@balmerlawrie.com
Ticket Booking Assistance	sbt.helpdesk@balmerlawrie.com
Cancellation Assistance	travelhelpdesk@balmerlawrietravel.com / sbt.helpdesk@balmerlawrie.com
Booking / Cancellation Helpline	0124-4603500 / 0124-628500

Escalation Contacts:

Level 1:
Mr. Ravindra Pandey – pandey.r@balmerlawrie.com

Ms. Baljinder Kaur – kaur.b@balmerlawrie.com

Level 2:
Mr. Rajib Saikia – saikia.r@balmerlawrie.com

7. Important Information

Athletes are advised to verify their personal details, mobile number and email address after logging in.

In case a member is unable to access the portal or their profile has not been created, they may contact the Balmer Lawrie Profile Support Team at **appsupport@balmerlawrie.com**, providing their NRAI Shooters ID and relevant details.

All bookings shall be subject to seat availability, applicable airline policies and fare conditions. Members are advised to compare the available fares before confirming their tickets.

The NRAI encourages all registered athletes, members and officials to make use of this dedicated facility, which has been introduced with the objective of **reducing travel expenses, simplifying domestic travel arrangements and providing additional benefits to the shooting fraternity**.

This initiative is another step towards strengthening athlete welfare and providing better support services to our athletes.