

Engagement of Facilitator to issue unreserved ticket through Automatic Ticket Vending Machine(ATVM) at Various Stations over Kharagpur Division.

Sr. Divisional Commercial Manager, South Eastern Railway, Kharagpur Division for and on behalf of The President of India invites applications from **Retired Railway Employees & General Public**. This scheme is to engage facilitators to issue unreserved ticket through ATVM machine using smart card. The permission to work as a facilitator will be upto **31-03-2025** initially & will be extended subject to order received from Rly Board in future from time to time.

It is proposed to engage facilitators (1 facilitator for 1 ATVM basis) for issue of tickets through ATVMs installed at major stations over Kharagpur Division of South Eastern Railway. The list of stations and number of facilitators required are given below:

Sl. No	Name of the Station	Category of station	ATVM Machine No.	No of Facilitators required
1	BALESHWAR	NSG-3	3 & 4	2
2	BARIPADA	NSG-4	1	1
3	BELDA	NSG-5	1	1
4	GIRIMAIDAN	SG-3	2	1
5	GHATSILA	NSG-4	1	1
6	JHARGRAM	NSG-4	3	1
7	KHARAGPUR	NSG-2	6 & 7	2
8	BALICHAK	SG-3	3	1
9	PANSKURA	SG-2	4	1
10	MECHEDA	SG-1	1 & 5	2
11	SANTRAGACHI	SG-1	1,4,5 & 6	4
12	HOWRAH(S)	NSG-1	4,5 & 6	3
13	BAGNAN	SG-2	5	1
14	MIDNAPORE	NSG-4	2 & 3	2
15	ULUBERIA	SG-3	3	1
16	MOURIGRAM	SG-3	1	1
17	ANDUL	SG-3	1	1
18	SANKRAIL	SG-3	1	1
19	NALPUR	SG-3	1	1
20	BAURIA	SG-3	1 & 3	2
21	BIRSHIBPUR	SG-3	2	1
22	RADHAMOHANPUR	SG-3	1	1
23	CHANGAIL	SG-3	1	1
24	SHALIMAR	NSG-3	1 & 2	2
25	AMTA	SG-3	1	1
26	BHOGPUR	SG-3	1	1
27	BARGACHIA	SG-3	1	1
28	DASNAGAR	SG-3	1	1
29	DEULTI	SG-3	1	1
30	GHORAGHATA	SG-3	1	1
31	HOOR	SG-3	1	1
32	HALDIA	SG-3	1	1
33	KOLAGHAT	SG-3	1	1
34	RAMRAJATALA	SG-3	1	1
35	TAMLUK	SG-3	1	1
36	TIKIAPARA	SG-3	1	1
Total:			47 ATVM Facilitators	

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Eligibility Conditions:-

1. Applicant should not be under 18 years of age and should be at least Matric pass or equivalent. However, educational qualification can be relaxed by Sr.DCM/DCM if there is no applicant otherwise available.
2. The applicant should be a resident of the local district in which the station is located where ATVM facilitator is proposed to be engaged. Relaxation can, however, be given by Sr.DCM/DCM in case no suitable candidate of local district is eligible to be engaged as ATVM facilitator.
3. Before engagement as ATVM facilitator, the applicant will also have to produce a certificate from the police station serving his/her locality that no criminal case is pending against him/her.
4. The Applicants should submit PAN CARD, VOTER ID CARD & AADHAR CARD as identification proof and valid address proof. If the applicant fails to provide these documents their applications will be rejected.
5. *If the applicant is spouse/daughter/Adult child of Retired Railway employee then he/she should submit the proof certifying the relation with Retired Railway Employee. (Only one person for one retired Railway employee to be nominated by him/her)*
6. *No Railway staff who has been removed/dismissed from the service on the grounds of doubtful integrity will be engaged as facilitator.*
7. An undertaking as mentioned below should be submit on Non-Judicial Stamp Paper value of Rs.20/- declaring that
 - (i) I do here by declare that the information given above is true best of my knowledge. If at any stage the same is found as false, my candidature is liable for cancellation.
 - (ii) In case the ATVM facilitators inability to operate the ATVM, after being engage as ATVM facilitator, the security deposit made by the ATVM facilitator will be fortified.
 - (iii) I shall not be claim for employment in Railway other than the bonus value as considered by Railway administration.
8. The applicants should have sound health and should be able to issue ticket as per Railway Board letter.
9. Engagement of ATVM Facilitator will **not confer any right on the person for employment on Railways**. The appointment is purely contractual in nature and no facilities viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue the facilitator.

Selection Process

1. Only one application should be submitted by an applicant for a single location & single Machine No.
2. In case of multiple eligible (more than one) candidates, preference to be given in following order:
 - (i) Retired Railway Employee
 - (ii) Spouse/Adult child of retired Railway employee(only one person for one retired Railway employee to be nominated by him/her)
 - (iii) Physically Handicapped Persons (Divyang)
 - (iv) Woman candidates
3. If more than one qualified applicant is found for any ATVM location even after considering the above preference, decision may be taken on fair lottery system amongst them by the selection committee.

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Security Deposit:

1. Applicant should be prepared to give Rs.50,000/- for NSG 1 & 2 and Rs.25,000/- for other categories of stations, towards refundable security deposit to the Railway. On completion/termination of contract, pending dues if any will be adjusted from the Security deposit and balance refunded to ATVM facilitator.
2. If the selected applicant not submitted the security deposit within 15 days from the date of receipt of LOA then said LOA will be cancelled. After the final selection/engagement of ATVM facilitator, he/she has to start working within 15 days after receipt of LOA.
3. **In case the ATVM facilitator expresses inability to operate ATVM, after being engaged as ATVM facilitator, the security made by the ATVM facilitator will be forfeited.**

Commission/Bonus Payable:

- (i) No remuneration will be paid by Railways.
- (ii) Only 3% bonus will be given to the facilitator on every recharge of smart-card. The rate of 3% is liable to change by Railway administration as per the board's direction any time and the facilitator will not hold the right for claiming any arrears/compensation.

Issue of Tickets

1. The facilitator should issue tickets only from the machine which is allotted to him.
2. The facilitators will purchase one smart card when he/she is selected.
3. He/she should use only registered smart card for issuing tickets to public through ATVM.
4. He can do any number of recharges as per his requirement.
5. If the smart card is lost, he should intimate the same to CBS at the station concerned and purchase another smart card in lieu it and register it with the division.
6. The facilitator will also accept payment through digital mode and non acceptance of payment through digital mode will be **viewed seriously**.
7. The facilitator should at all times behave politely and courteously with passengers. Any complaints of misbehavior or other may result in termination of the engagement.
8. The cost of ATVM, its maintenance, provision of lease line, up gradation, etc, will be borne by the Railways. The cost of electricity and space shall also be borne by the Railways. However, in case it is proved that ATVM has been damaged due to any act of omission on the part of facilitator, the cost of repair will be recovered from him/her.
9. **Dress Code for ATVM Facilitator:**
 - (i) Men: White Shirt and Black Trousers and official Black Shoe.
 - (ii) Women: Navy Blue Kameej/Kurti/Saree with White Salwar and Dupatta.
10. He/She should make a name badge (identity Card) of his own & his/her assistant and wear it at all times which is issued by this office.
11. The facilitator will encourage and educate passengers for handling the ATVM.
12. The facilitator should behave politely and courteously with passengers. Any complaints of misbehavior or other may result in termination of the engagement.
13. Facilitator shall help to form queue of passengers and issue tickets as per demands, duly charging the correct fare. Any complaint regarding over charge will be viewed seriously and may attract termination of engagement.

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14. Smart cards will be continued to be sold to general public and they will get priority in getting the tickets directly from ATVMs and need not come in the queue formed by the facilitator.
15. He will always give priority to smart card holders to take tickets whenever they approach ATVMs for tickets.
16. Commencement and closure of work shall be reported to CBS/SMR everyday and the same has to be recorded in the register kept for this purpose in the booking office. The commencing number and closing number of the ticket should also be recorded along with number of tickets and the amount under clear signature of facilitators.
17. Dusting and general cleaning of ATVMs will be the primary responsibility of the facilitator. Any system failure and requirement of ticket roll shall be reported promptly to the CBS, who in turn will take necessary action and get the ATVM rectified.
18. He/she shall co-operate with all inspecting officials in their work and will produce all required records and documents for inspection as and when demanded.
19. Any instructions issued by Railway Board/Head Quarters office regarding ATVM will be binding on facilitators.
20. The facilitator will not be permitted to operate the ATVM at any other station other than the one allotted to him/her.
However, Railways can with prior intimation, transfer the operation of facilitator to any other location temporarily/permanently as and when warranted.

REFUND OF TICKETS:

ATVM facilitator shall not be authorized to make any refunds. Refund of tickets issued by the facilitator will be done by the serving station or any other station in that cluster, as per refund rules in force.

Additional guidelines:

1. Only One Facilitator to be appointed for each ATVM. Hence, only one application can be given by the candidate for one station & one ATVMs/Machine No.
2. The Facilitators needs to man/issue tickets through the ATVMs round the clock at his responsibility.
3. *The ATVM Facilitators may nominate additional person after the final engagement, preferably his/her relative, to operate the ATVMs round the clock in his absence on need to rest or otherwise. The Facilitator is advise to submit the details of his/her assistant i.e. Police verification, Adhar Card & Educational qualification.*
4. No contract/agreement or correspondences to be done with the nominated persons. All relation with Railways to be with the Facilitator appointed.
5. **ATVMs are manned by the Facilitators or their nominated staff only. No unauthorized person should handle the ATVMs for issuing tickets as Facilitators or Agents.**
6. There should be no provision of furniture on the stations premises under the scheme so as to prevent congestion.
7. First preference for buying tickets shall be to passengers who buy for themselves. i.e., through self operation. "Facilitator" shall use the machine after self operating passengers are done with the usage of the machine.
8. A suitable agreement should also be execute between the applicant and Railways Incorporating all the necessary provisions like Force Majeure clause, dispute resolution/Exit clause/closure etc.

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Penalty

*If any lapse or malpractice is detected and is proven against the facilitator, than the Sr.DCM/DCM in-charge may imposed minimum penalty of Rs.1,000/- on first offence. Rs.2,000/- on second offence and on subsequent offences Sr.DCM/DCM in-charge shall terminate the engagement and forfeit the security deposit, on being proved guilty.

Termination:-

The engagement as facilitator will be terminated in case of

- Irregular absent from work. Failure to attend his work.
- **In case of overcharging the facilitator will be terminated without any prior notice.**
- In case of detection of proxy attendance or subletting
- Un satisfactory performance leading to public complaints etc.
- Any other reason in the opinion of Railways which warrants termination.
- Any other form of fraud/cheating etc.

Arbitration:-

DRM will be the final authority for resolving any dispute between the ATVM Facilitator and Railway Administration. The appeal will lie with AGM in Headquarters.

How to Apply:-

1. Interested persons who are eligible as above can download the form of same from website **www.ser.indianrailways.gov.in.**
2. Only one application should be submitted by an applicant for a single location & single Machine No.
3. All the information asked in the application should be correctly filled in.
Incomplete applications forms are liable to be rejected.
4. The following documents to be attached with the application

Enclosure:

- (i) Educational certificate (Matric pass or equivalent).
 - (ii) PAN Card
 - (iii) Aadhar Card (present address proof)
 - (iv) Voter ID Card
 - (v) Undertaking in Non-Judicial Stamp Paper value of Rs. 20/- in above said format in Eligibility Condition in Para-5.
 - (vi) Particulars of service (PPO to be attached) **in case of Retired Railway Employee.**
 - (vii) In case of Physically Disabled (**Divyang**) person certificate to be attached.
 - (viii) One recent passport size coloured photograph to be affixed.(without cap and sunglass)
5. The filled in application form with all enclosures, as prescribed, will be submitted in a sealed cover. The cover should be super scribed as mentioned in **BOLD** below;

“Application for Engagement as Facilitator to Operate ATVMs at _____ stn, ATVM/ Machine No _____.”

The sealed cover should be dropped in the box kept for the purpose in the office of the Sr.Divisional Commercial Manager/Kharagpur upto 15:00Hrs on **16.05.2024**. The box will be opened at **15:30 Hrs.** on the same day. If the tender box is not open on the said date due to unavoidable circumstances then the same will be open on next working day which will be decided by the Competent Authority.

“Sr.DCM has reserved the right to cancel the tender at any time or any stage of the tender without any notice.”

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Format of Application for engagement as ATVM Facilitator

To
The Sr. Divisional Commercial Manager
S.E. Railway/Kharagpur

Paste
Photograph

Sub:-Application for engagement as ATVM Facilitator
Over Kharagpur Division upto 31-03-2025.

1.	Name of the Station	
2.	ATVM Machine No.	
3.	Name of Applicant	
4	Gender(Male/Female)	
5.	Date of Birth(DD/MM/YYYY)	
6	Educational qualification(Copy to be attached)	
7.	AADHAAR CARD NO(Copy to be attached)	
8.	PAN CARD NO. (Copy to be attached)	
9	VOTER ID CARD NO. ((Copy to be attached)	
10.	Undertaking on Non Judicial Stamp Paper attached, as per Para-5 of eligibility condition. (Tick Mark "✓")	<input type="checkbox"/>
11.	Physically Handicapped Persons (Copy to be attached) (Tick Mark "✓")	<input type="checkbox"/>
12	In case of Retired Railway Employee (i) Designation & Date of Retirement(DD/MM/YYYY) (ii) Last Worked Place. (iii) Particulars of service(PPO to be attached)	
13.	Permanent Residential Address with Pincode.	
14.	Phone Number(Mobile)	

1. I do hereby declare that the information given above is true to best of my knowledge. If at any stage the same is found as false, my candidature is liable for cancellation, for which no claim should be entertained.
2. **In case the ATVM facilitator expresses inability of operate ATVM, after being engaged as ATVM facilitator, the security made by the ATVM facilitator will be forfeited.**

Date:
Place:

Signature of Applicant

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