

## **Notice For Inviting Applications**

### **Invitation of applications for authorization and Operation of Yatri Ticket Suvidha Kendra (YTSK) over Ranchi Division.**

Senior Divisional Commercial Manager, South Eastern Railway, Ranchi for and on behalf of the President of India invites applications from the authorized ticketing agents appointed by Railways for **establishment & operation of Computerized Passenger Reservation System (PRS) cum Unreserved Ticket System (UTS)** terminals which shall be called as ***Yatri Ticket Suvidha Kendra (YTSK) at Ranchi, Khunti, Lohardaga, Gumla & Ramgarh*** over jurisdiction of South Eastern Railway, Ranchi Division. All authorized Railway Ticketing Agents including Rail Travel Service Agents (RTSAs), Rail Travel Agents (RTAs), Jansadharan Ticket Booking Sewak (JTBS) & and Ticketing Agents appointed by IRCTC and Retail Service Providers (RSP) of IRCTC are eligible to apply under this scheme.

Interested persons fulfilling the laid down conditions may apply in the prescribed format enclosed as “Annexure-A”.

#### **I. ELIGIBILITY CONDITIONS:**

##### **1. EXPERIENCE:**

- i. Applicant should have worked as an authorized ticketing agent appointed by Railway including JTBS, STBA, RTSA, RTA and Agents appointed by IRCTC providing railway ticketing (reserved/unreserved) services for passengers of Indian Railways for atleast **02 years**. Applicant should submit attested copy of letter of Allotment of the license issued by the Railways and copy of agreement with Railways in this regard.
- ii. While working as an agent of Indian Railways ticketing system, the applicant's license should not have been terminated in the past on account of irregularities or violation of the agreement or any of the rules(s) of Indian Railways.

##### **2. INCOME TAX RETURN:**

Applicant should have a Permanent Account Number (PAN) issued by Income-tax authorities and should have filed income Tax return during the last three years. The copy of PAN Card and last three years ITR should be submitted along with application.

### 3. OFFICE:

- i. Applicant should have an office and premises outside the Railway station premises equipped with adequate infrastructure.
- ii. The applicant will set up an office and set up counters on the pattern and standard at par with computerized PRS centers of Indian Railways. The cost and rental of premises (if any) will be borne by the applicant only.
- iii. The premises should be owned/leased (relevant attested documents to be submitted).
- iv. The applicant should have obtained all necessary and mandatory clearances regarding the premises from the appropriate local authorities. (Attested copies of relevant documents shall be submitted.)
- v. Such premises need to be properly maintained with adequate conveniences and amenities in the vicinity so as to accommodate the visit of sufficient number of customers.
- vi. The premises selected for issue of unreserved / reserved tickets should have easy accessibility to the passengers.

### 4. SUBMISSION OF DOCUMENTS

(All documents should be duly attested by any Gazetted Officer)

- i. Experience proof (Copy of LOA & agreement).
- ii. Pan Card.
- iii. Last three years Income Tax Return.
- iv. Residential Address Proof.
- v. Documents of Ownership/Lease/LL agreement of the premise.
- vi. Mandatory clearance of premises from appropriate local authorities.
- vii. Blueprint of office.
- viii. A certificate issued from the Police Station serving his/her locality that “He/She has no criminal record/ no criminal case pending against him/her”. The certificate should not have been issued prior to the date of notification i.e. 02.08.2024.

### II. TENURE:

1. The initial tenure of the license shall be for a period of **03 years**. The license can be renewed for three years at a time after expiry of its existing tenure subject to the satisfaction of the competent authority and as per the extant policy prevalent during the period of renewal. For the existing YTSKs, this will be applicable at the time of next renewal.
2. The licensee shall pay license fee @ **Rs. 5000/- per counter per annum** to Indian Railways.

### III. TERMINATION CLAUSE:

1. As per the provisions of Standard Agreement.
2. In case of violation of any of the provisions of the agreement or the rules of Indian Railways by the licensee, it would invite deterrent punishment by way of penalties subject to a minimum of ₹ 500/- per violation and maximum of ₹ 50,000/-. Repeated violations will render the contract liable for termination.

#### IV. TERMS AND CONDITIONS FOR ESTABLISHING YTSK:

1. Each selected licensee will be given facility of operating up to four terminals. However, the limit on numbers of counters to be given to a licensee can be increased by Indian Railways, if found necessary.
2. The cost of establishing, operating, maintaining and periodic system up-gradation of hardware/software required at such reservation centers shall be borne by the licensee. Any default/non-compliance may invite temporary suspension of access to the PRS/UTS system or even termination of the license if the licensee refuses to undertake necessary up-gradation.
3. The terminals, PCs, ticket printers, Modems and multiplexers etc. as per prescribed specifications are to be procured by the licensee themselves and nominated officers of Railway will inspect the Hardware for certification. The equipment purchased by the licensee will be maintained by the licensee only.
4. The licensee will hire and maintain two numbers of data/communication channels between his location and the nearest computerized PRS/UTS Centre of the Railways.
5. The licensee shall pay Terminal Access Charge of **Rs 1.60 lakhs per terminal at the time of each renewal (now once in 3 years instead of every year)** in the form of Demand Draft / Cash. These shall be paid by the licensee in advance. The system access charges may be revised by Indian Railways from time to time.
6. The licensee will engage staff at their own cost for running YTSK.
7. The Railway will supply, free of cost, PRS tickets rolls of different colour after due accountal. *The UTS ticket rolls will also be provided free of cost.* Detailed procedure order for issue and accountal of PRS and UTS ticket rolls will be as per model agreement to be issued by Railway Board. However, the licensee will bear the cost of non-ticketing stationery.
8. The licensee will ensure safe custody of PRS ticket rolls/tickets. Loss/misuse of PRS ticket rolls/tickets will invite penalty as fixed by the Railway administration for recovery of pecuniary loss suffered by the Railways.
9. Enquiry services to the passengers shall be provided by these licensees free of cost.
10. Railway administration reserves the right to regulate the access of the licensee to the system for a particular class, train or route in public interest and/or national security reason.

#### V. **TIMINGS OF OPERATION:**

1. The timing of operations of terminals in the premises of licensees for general reservation shall be from 08:10 hrs to 22:00 hrs on week days and from 08:10 hrs to 20:00 hrs on Sundays for booking general PRS and UTS tickets.

2. The booking hours for Tatkal tickets will start from 10:10 hrs. for AC classes whereas that for Non-AC classes will start at 11.10 hrs at these centers or as per timings specified by Ministry of Railways from time to time.
3. The operating hours of the terminals may be reduced by the licensee to enable closure before the timings indicated above. However, this should be done only with prior information by the licensee to railway administration.
4. The licensee will display prominently the working hours of ticketing related services in the ticketing area of the YTSK.

#### **VI. REGISTRATION FEE:**

Licensee shall pay a one-time non-refundable registration fee of **Rs 2 lakh** upon allotment of license.

#### **VII. ADVANCE DEPOSIT:**

1. The licensee would be required to deposit a minimum amount of Rs 5 Lakh per counter with Railways in advance and shall be allowed to issue tickets only up to Rs 4.5. Lakh per counter, i.e., the licensee can issue the tickets up to an amount which is Rs 0.50 lakh per counter short of the deposit available with the Railways.
2. The issue of ticket shall automatically stop as and when the amount of the tickets issued by him reaches Rs 4.50 lakh per counter. This feature shall be built in the software. The licensee can deposit up to a maximum value of Rs 1 crore for this purpose.

#### **VIII. SECURITY DEPOSIT:**

1. The licensee would be required to keep an interest free security deposit of Rs 1 lakh per port subject to a maximum of Rs 5 lakh with the Railways.
2. Such security deposit can be in the form of a bank guarantee by a scheduled bank or in the form of a cash deposit/demand draft with the Railways.
3. Validity of Bank Guarantee shall be 3 years and 6 months from the date of issue.
4. This security deposit shall be liable to be forfeited in the event of breach of any of the clauses of the agreement.

#### **IX. REVENUE SHARING:**

1. The licensee shall share the revenue which is essentially the service charges levied on the customer for the booking or cancellation of tickets. The licensee shall share 25% of the service charges levied on the customer for booking/cancellation of reserved tickets.
2. 25% of the service charges collected by the licensee from the passengers shall be credited to Railway account at the time of booking/cancellation of reserved tickets.
3. The service charges so collected by the licensee on account of selling unreserved UTS tickets shall be entirely retained by the licensee.

4. This revenue sharing model shall be applicable for one year. After the period of one year, the Indian Railways shall review the revenue sharing formula based on the response to the scheme and the volume of business generated under the scheme.

5. The efficacy of the system of revenue sharing should be reviewed every quarter jointly by the Accounts and Commercial Departments to ensure that due revenue share accrues to the Railways.

#### **X. SERVICE CHARGES (COMMISSION):**

1. The commission/service charge will be charged as notified by the Indian Railways from time to time. To start with, the service charge shall be Rs 30/- per passenger for 2<sup>nd</sup> Class and sleeper classes and Rs 40/- per passenger for all other classes. The commission/service charge shall be printed on the tickets.
2. The service charges for cancellation shall be **50%** of the charges prescribed for booking.
3. The licensee shall display the information regarding the opening and closure timings of the YTSK and the rate of service charges for different class of passengers at prominent locations bilingually.
4. Licensees shall levy 2 rupees per passenger as service charges on booking of unreserved tickets by the customers which is at par with the charges levied by JTBS. There shall be no revenue sharing arrangement in case of tickets sold through unreserved ticketing system.

#### **XI. OTHER CONDITIONS:**

1. The facility of modification, change of name, age, sex etc. will not be permitted. However, the facility of postponement/advancing of tickets will be available.
2. YTSKs may be allowed to issue tickets to a party of more than 06 (Six) passengers. However, YTSKs may be allowed to book tickets on not more than 5 reservation slips from a single Party.
3. The licensee will be allowed to cancel only the tickets issued by the YTSK licensee. However, the YTSK tickets can be cancelled at PRS centers also.
4. The cancellation charges will be credited to the railways but the licensee will be allowed to charge commission for cancellation from the passengers at the rate fixed by the Railways as per extant service charge rule.
5. YTSK licensees are not allowed to deal any type of concession vouchers etc.
6. Adequate system security provision shall be inbuilt in the system to preclude the possibility of disruption by virus / unauthorized access etc.
7. The fare value, the service charges etc. realized will appear on the ticket to avoid over charging by the licensee. In case of cancellation, the cancellation charges payable to the Indian Railways and cancellation commission payable to the licensee shall be indicated on the cancellation ticket.
8. Railway administration will prescribe the statement/returns to be submitted by the licensee to the Railways. The details of these returns, periodicity of these reports/returns will be as specified in the model agreement to be issued by Railway Board.

9. Licensee shall maintain all the registers/books and returns as required under the scheme. In addition, he shall also be asked to maintain such documents/registers as are considered necessary by the Railway Administration for verification purpose.
10. Statement of refund (cancelled) tickets and non-issued tickets must reach to Dy. CAO (T), Garden Reach, S.E. Railway next working day without fail.
11. The Balance sheet and passenger classification for the privately owned terminals must be prepared in prescribed format and signed by authorized Licensee and his authorized signatory (ies) whose signatures must be available in the office of Dy. CAO(T), Garden Reach, S.E. Railway. These must be submitted regularly to Dy. CAO(T), Garden Reach, S.E. Railway.
12. Railway administration shall have the right to inspect the office of the licensee at any time during the business hours and for this purpose, Railway Administration may depute any person as deemed fit. In order to maintain vigil on any spurious elements tending to indulge in malpractices at these centers the licensee shall make provision of CCTV/IPTV at the YTSK(s). The footage of CCTV/IPTV shall be preserved for at least one month and access to such data shall be provided to inspection official (s) on demand.
13. Performance of service being rendered by the licensee shall be reviewed from time to time by Railway administration.
14. The licensee shall be subjected to all the supervisory checks carried out for Railway PRS terminals or any supervision provided for internet system.
15. In case the YTSK scheme is withdrawn, the licensee shall be free to apply for license under any prevailing scheme of ticketing of Indian Railways subject to eligibility.
16. The YTSK Licensee will indicate (02) two nominees/legal heirs in whose name the license should be transferred in case of death of the YTSK Licensee. In case the nominee 1 passes away before the YTSK Licensee or is unwilling to continue as YTSK Licensee after the demise of the original allottee, nominee 2 shall be asked to continue as YTSK Licensee for the remaining period of the tenure.
17. Licensee should apply for only one location and application for more than one location will not be accepted from a single applicant.
18. All the changes in the rules/instructions/policy from time to time will be applicable on the applicant.
19. The licensee shall be deemed to be agent of the Railway administration and shall be subject to all the legal liabilities of agents as are laid down or defined in the law relating to agents in India for booking of passengers.
20. The licensee shall comply with the provisions of all claims under the payment of Wages Act-1936, Employees Provident Fund Scheme-1952 & Employees' Pension Scheme-1995, Workman's Compensation Act and the rules made there-under in respect of all Employees. The licensee shall indemnify the Railway Administration with regard to any claim arising out of these acts.

21. All statutory taxes as levied by Central, State Government or any authority will be borne by the licensee.
22. The Selected Candidate is required to attend the office of **Sr. Divisional Commercial Manager, South Eastern Railway, Ranchi-834003** for execution of agreement on any working day after submission of Security Deposit, Bank Guarantee, Advance Deposit, Registration Fee, License Fee, System Access Charges as per terms & conditions (as given below). The expenses of preparing, stamping and executing agreement shall be borne solely by the applicant.

<i>Sr. No.</i>	<i>Deposit</i>	<i>Amount</i>
1.	<i>Registration Fee (Non-Refundable) in the form of DD in favour of FA &amp; CAO, South Eastern Railway, Garden Reach, Kolkata.</i>	<i>Rs.2,00,000.00</i>
2.	<i>System Access Charges per Terminal at the time of each renewal (now once in 3 years instead of every year) in the form of DD in favour of FA &amp; CAO, South Eastern Railway, Garden Reach, Kolkata.</i>	<i>Rs.1,60,000.00</i>
3.	<i>Advance Deposit for PRS Ticket Roll in the form of DD in favour of FA &amp; CAO, South Eastern Railway, Garden Reach, Kolkata.</i>	<i>Rs.5,00,000.00</i>
4.	<i>Advance Deposit for UTS Ticket Roll in the form of DD in favour of FA &amp; CAO, South Eastern Railway, Garden Reach, Kolkata.</i>	<i>Rs.10,000.00</i>
5.	<i>Security Deposit (Interest Free) per port in the form of Bank Guarantee by a scheduled Bank or in the form of Cheque/DD in favour FA &amp; CAO, South Eastern Railway, Garden Reach, Kolkata.</i>	<i>Rs.1,00,000.00</i>
6.	<i>License Fee per counter per annum in the form of DD in favour of FA &amp; CAO, South Eastern Railway, Garden Reach, Kolkata.</i>	<i>Rs.5000.00</i>
	<b>TOTAL</b>	<b>Rs.9,75,000.00</b>

## **XII. SUBMISSION OF APPLICATIONS:**

1. The application is required to be signed by the applying person himself. **Each & every page of the application should be signed by the applicant itself.**
2. The application must be filled in ENGLISH or HINDI and all entries must be made by handwritten.
3. Overwriting is not permitted. Failure to comply either of these conditions will render the application liable to rejection.

4. Clarification regarding terms & conditions of the scheme may be obtained from the office of Senior Divisional Commercial Manager, Ranchi between 10:30 hrs to 17:00 hrs on working days.
5. Applications received through post/courier will be summarily rejected without any scrutiny.
6. The applicant must write on the top of the envelope in the bold and capital “**APPLICATION FOR YTSK AT \_\_\_\_\_ LOCATION.**” (Station/Place/Area of the City)
7. Application forms can be downloaded from the website [www.ser.indianrailways.gov.in](http://www.ser.indianrailways.gov.in).
8. The Railway will not accept application wherein conditional offer has been given by the applicants and the offer will out rightly be rejected.
9. The applicant must obtain for himself on his own responsibility and at his own expense all the information which may be necessary for the purpose of filling the application and acquaint himself/herself with all local conditions, means of access to the work, nature of work and all matters pertaining thereto.
10. Interested persons fulfilling the stipulated conditions may submit their applications forms duly filled in prescribed format along with relevant documents between 10.30 hrs.to 17.00 hrs. on 04.09.2024 in the box kept at Sr. DCM’s Office/Ranchi, DRM Building, Hatia-834003.
11. Selection for YTSK shall be done by Railway, the decision of the Railways will be final and binding. Railways reserve its rights to reject any application without assigning any reason. No canvassing or correspondence in this regard will be entertained from unsuccessful applicants.
12. Railway will inform about appointment of YTSK agents to selected applicants only. No intimation will be given to rejected applicants.
13. Applications with incomplete information and without required documents will not be accepted/entertained.

#### **Good & Service Tax (GST):**

1. YTSKs are authorized private tickets booking agents on Indian Railways. The tickets issued through YTSK are essentially window tickets & GST on fare will be charged as in case of window tickets. GST will also be applicable on service charge collected by YTSK. As in the case of service tax at present, YTSK shall be responsible for collection & deposition of GST on service charge. The location of supplier will be the place of sale ticket by YTSK & place of supply will be the place of origin (embarkation) of customer. The logic of GST will be applicable accordingly. In case of unregistered customers, the ticket will be the tax invoice for fare & YTSK will be required to issue separate invoice for the GST collected on the service charges. In case of unregistered customers (G2C), the protocol followed in issuance of ticket would be the same as in case of a normal PRS/UTS ticket. Tickets would not be issued by YTSK licensee to G2B (register user) customers. YTSK shall submit a report of daily remittance deposited through RTGS/NEFT along with receipt/e-receipt of RTGS/NEFT in line with para 13.5(iii) of draft agreement enclosed.
2. As per government policy, the conditions will apply for GST in case of changes.



**FORMAT OF APPLICATION FOR AUTHORIZATION OF YTSK**

To,  
The Sr. Divisional Commercial Manager,  
South Eastern Railway,  
Ranchi

Recent Passport  
size Photograph  
(Colour) with  
full signature

1	Name of Applicant (IN BLOCK LETTERS)	
2	Father's /Husband's Name	
3	Gender (Male/Female)	
4	Date of Birth	
5	Age as on 01.07.2024	
6	Present Residential Address	
7	Permanent Residential Address	
8	Contact No. (Mobile/Landline) & email address	
9	Present status of Business	
10	PAN Number	
11	Years of Experience as authorized Railway Ticketing Agent.	
	a. Details of Railway ticketing license.	
	b. Date of issue of Contract.	
	c. Date of completion of contract	
	d. Whether contract is successfully completed or terminated by Railways.	
	e. If terminated, reason for same.	
12	Office /shop address where business will be carried out.	
13	Telephone number of the office/shop.	
14	Whether premises where business will be carried on, is owned or on hire/lease.	
15	Whether premises is easily accessible to public.	

16	Details of accommodation in the business premises with dimensions. (Total area in Sq. feet, layout etc.)	
17	Whether the area of premises as per the standards mentioned in “Annexure-B”.	
18	Enclosed documents: 10 (Ten) Documents	
	1) Age proof.	
	2) Residence proof.	
	3) PAN Card Copy.	
	4) Last 03 Year Income Tax returns.	
	5) Proof of 2 years experience (LOA & agreement copy)	
	6) Latest Telephone Bill	
	7) Ownership/Lease/L.L. agreement of the premise.	
	8) Mandatory clearance of premises from appropriate local authorities	
	a. Shop Act license from Municipal authorities.	
	b. NOC from Local authorities.	
	c. Any other relevant supporting documents.	
	d. Blueprint of Office	
	9) In case of IRCTC Agent, Satisfactory working Certificate from IRCTC.	
19	Whether convicted in a criminal case involving moral turpitude.	Yes / No.
20	A certificate issued from the Police Station serving his/her locality that <b>“He/She has no criminal record/ no criminal case pending against him/her”</b> has to be submitted. The certificate should not have been issued before the date of notification i.e. 02.08 2024.	

**Declaration:**

I undertake that in event of any information given above, being found to be false or inaccurate in any respect, the license issued shall be liable to be cancelled.

I shall abide by all the terms and conditions as notified and such conditions as may be prescribed from time to time.

All terms and conditions of standard agreement, on this scheme as and when given by Railway Board will be binding on licensee.

**Date:**

**Place:**

**Signature of the Applicant**