



South Eastern Railway

GOVERNMENT OF INDIA  
SOUTH EASTERN RAILWAY  
RANCHI DIVISION

DIVISIONAL OFFICE, COMMERCIAL DEPARTMENT  
RANCHI

ADVERTISEMENT NOTICE NO:

**C/RNC/ATVM/Facilitator/Appl./Call/2024**

Dtd.12.08.2024

Engagement of Facilitators for issuing unreserved tickets through  
Automatic Ticket Vending Machines (ATVMs) at .....  
Railway station of Ranchi Division.

Application form issued to:- Sri/Smt

ADVERTISEMENT NOTICE NO.C/RNC/ATVM/Facilitator/Appl./Call/2024 Dtd.01.08.2024  
FOR ENGAGEMENT OF FACILITATORS TO ISSUE UNRESERVED TICKETS THROUGH ATVMs at  
**RANCHI, HATIA, MURI & LOHARDAGA** STATIONS OF RANCHI DIVISION.

Senior Divisional Commercial Manager, South Eastern Railway, Ranchi Division, on behalf of the President of India, invites applications for engagement of 06 facilitators (**03 at Ranchi, 01 at Hatia, 01 at Muri & 01 at Lohardaga**) to help passengers having smart cards for getting tickets and to issue unreserved tickets through ATVMs at Ranchi, Hatia, Muri and Lohardaga Railway Stations over Ranchi Division. The permission to work as a facilitator will be up to 31.03.2025 initially, and will be extended subject to the orders received from time to time. No remuneration will be paid by the Railway for engaging as a facilitator, except the 3% bonus amount on every recharge of ATVM Smart Cards.

The list of stations required facilitators at Automatic Ticket Vending Machines (ATVMs) to issue tickets to the travelling public, over Ranchi Division are as under.

Sl. No.	Name of the Station	Category of station	No. of Facilitators to be engaged
1.	Ranchi	NSG-3	03
2.	Hatia	NSG-3	01
3.	Muri	NSG-5	01
4.	Lohardaga	NSG-5	01

**IMPORTANT DATES:**

1.	Date of availability of application form at website	<a href="http://www.ser.indianrailways.gov.in">www.ser.indianrailways.gov.in</a> from 14.08.2024 onwards
2.	Date for issue of application forms from this office	From 11:00 hrs. of 14.08.2024
3.	Last date for issue of application forms from this office	Up to 12:00 hrs. of 13.09.2024
4.	Date for receipt of application form	Up to 15:00 hrs. on 13.09.2024

Interested persons should submit their application in the prescribed form upto 15:00 hrs on 13.09.2024 at the office of the Sr. Divisional Commercial Manager, S.E. Railway, Ranchi. The prescribed application, terms and conditions, salient features of the scheme etc, are available in the office of Sr. Divisional Commercial Manager, Ranchi, as well as, at the Railway website [www.ser.indianrailways.gov.in](http://www.ser.indianrailways.gov.in) from 10:00 hrs of 14.08.2024 to 12:00 hrs of 13.09.2024. Application received by post shall not be accepted.

Sd/-  
(Nishant Kumar)  
Sr.Divl.Comml.Manager  
Ranchi

Application after completion of all required formalities will be processed for scrutiny and may be considered on fulfilment of all conditions.

**Notification :-**

**ENGAGEMENT OF FACILITATORS FOR ISSUE OF UNRESERVED TICKETS THROUGH ATVMs at RANCHI, HATIA, MURI & LOHARDAGA STATIONS OF RANCHI DIVISION.**

**Place of submission of Application:-**

Application form should be dropped in the box kept at the office of Sr. Divisional Commercial Manager/S.E. Railway, Ranchi on 13.09.2024 from 10.30 hours to 15.00 hours. Envelope containing the application should be superscribed with "**Engagement of ATVM facilitator at ..... Station of Ranchi Division**". The Performa along with the rules and conditions and other information can be obtained from the office of the Sr. Divisional Commercial Manager, S.E. Railway, Ranchi on working days from 14.08.2024 to 12.00 hrs of 13.09.2024 .

**Date and time for opening of Application:-**

At 15.30 hrs of 13.09.2024.

**Web Site particulars where complete details (including application format and terms and conditions) can be seen/downloaded from [www.ser.indianrailways.gov.in](http://www.ser.indianrailways.gov.in) from 10:00 hrs of 14.08.2024 and up to 12.00 hrs of 13.09.2024.**

Applications received without fulfilling all the conditions stipulated in the application form and General conditions are liable to be rejected.

The Railway administration reserves the right to select/reject/terminate the services of any applicant and also to cancel the notification without citing any reasons.

For any details/queries, please contact at the office of Senior Divisional Commercial Manager, South Eastern Railway, Ranchi.

(Nishant Kumar)  
Sr. Divisional Commercial Manager  
S.E. Railway, Ranchi

South Eastern Railway  
Ranchi Division

Engagement of ATVM facilitators at **Ranchi, Hatia, Muri & Lohardaga** stations of Ranchi Division

**SELECTION OF ATVM FACILITATOR:-**

- a) The selection of ATVM facilitator will be done by a committee of 3 Assistant Officers of the Division from Commercial, Finance and Operating Departments.
- b) Application will be called through newspaper notification and will also be available on website [www.ser.indianrailways.gov.in](http://www.ser.indianrailways.gov.in)
- c) Only one facilitator will be appointed for each ATVM as per policy.
- d) If more than one qualified applicant is found for any ATVM location, decision will be taken on fair lottery system amongst them by the tender committee.

**Salient features of the scheme:**

**1. Eligibility Criteria:**

- i) Applicant should not be under 18 years of age and should be atleast Matric pass or equivalent. However, educational qualification can be relaxed by DCM/Sr.DCM if there is no applicant otherwise available.
- ii) 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 in this condition can however be given by Sr.DCM/DCM in case no suitable candidate of local district is eligible to be engaged as ATVM facilitator.
- iii) Applicant should not have any past criminal record or any criminal case pending against him/her. A certificate in this regard from the police station serving his/her locality has to be submitted that no criminal case is pending against him/her. The certificate should not have been issued prior to date of notification i.e. 14.08.2024
- iv) 01 Candidate can apply for engagement as ATVM Facilitator for 01 location only. In case, multiple applications found during scrutiny by same applicant under same notification, his/her candidature will summarily be rejected for all locations applied by him/her.
- iv) The applicant shall submit his / her application in enclosed format.

**Tenure:**

The tenure of ATVM Facilitator will be up to 31.03.2025 subject to be extended as per Railway Board's Instructions.

**2. NATURE OF THE JOB OF FACILITATOR**

Large numbers of Rail passengers are not well-equipped with the handling and operation of ATVM. When such passengers come to ATVM to buy a ticket, the facilitator will issue them a ticket duly collecting exact fare and explain them the procedure of using an ATVM. During peak hours, the facilitators will form a queue of such passengers for orderly dispensing of tickets. Many aware passengers are already using the ATVM duly procuring the smart cards, when such passengers approach the ATVM, the facilitator will give them priority and allow them to generate their own ATVM tickets. Such passengers should not be insisted to come in the queue.

As soon as the ticket roll is finished in the ATVM, the facilitator will inform the SMR/CBS of the station to insert a new roll. The facilitator should also inform the SMR/CBS in case of malfunctioning of ATVM. He/She would ensure that the ATVM is not damaged by miscreants while he/she is manning the ATVM. The facilitator will always wear the identity card in a visible manner. He will not keep any furniture, chair, table etc., near the ATVM.

### 3. Other Terms & Conditions:-

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.

- 1) 3% bonus will be given to the facilitator on every recharge of smart card. ATVM facilitators will retain the bonus value as their commission. No additional emoluments will be given apart from the bonus credited in the smart card. Bonus value may change as per policy guidelines of Railway Board. No claim on any account will be acceptable.
- 2) The Facilitator should have to man/issue tickets through the ATVM round the clock at his/her responsibility or for the time of train movements at station concerned as decided by Sr.DCM/DCM/ACM.
- 3) He/ She may nominate addition person, preferably his/her relative to operate the ATVMs in his/her absence on need to rest or otherwise.
- 4) Number of such nominations required will be decided by Sr.DCM /DCM/ACM based on demand pattern and train movement timings of the concerned station.
- 5) Identity cards will be issued to the facilitators as well as to their nominated person only and only they are authorized to operate the ATVM allotted.
- 6) For proper identification of ATVM Facilitators by passengers as authorized personnel to dispense tickets, the ATVM facilitators engaged will have to wear uniform while on duty as mentioned below:
  - a) **Men:** White Shirt and Black Trousers and official Black shoes.
  - b) **Women :** Navy Blue Saree/ Kurti /Kameej with White Salwar and Dupatta.
  - c) **Name Badge and Identity Card :** Must be worn by both while on duty.
- 7) No contract/agreement or correspondences will be done with the nominated persons. All relation with railways will be with the original facilitator appointed.
- 8) No unauthorized person should handle the ATVMs for issuing tickets as facilitator or Agents. However, passenger can take tickets for themselves from ATVM using their own smart card.
- 9) The facilitator shall be allowed to retain the bonus as applicable from time to time on ATVM smart card.
- 10) ATVM facilitators will be given ATVM as decided by the concerned SMR/CBS/CCI of the station at which the ATVM is installed. All the costs initial as well as recurring, including that of the equipment & channels would be borne by the Railways.
- 11) All existing guidelines issued by Railway Board as well as from this office earlier, have to be complied with.
- 12) Under no circumstance, the facilitator will permit any other person to issue tickets through his/her smart card. Any such act will terminate the facility with immediate effect.
- 13) Commencement and closure of work shall be reported to CBS/on duty supervisors and the same has to be recorded in the register kept for this purpose at Booking Office. The commencing and closure number of ticket should also be recorded along with no. of tickets and amount. Facilitator will promptly advise the CBS regarding timely replacement of ticket rolls and failures of ATVM.
- 14) Competent authority is ACM/DCM/Sr.DCM who reserves the right to disengage any facilitator at any time without giving any notice.
- 15) Instructions/guidelines issued by Railway Board from time to time will be binding upon the facilitator.
- 16) In all cases including engagement, procedures for operation, transfer, termination etc, decision of the Sr. Divisional Commercial Manager, Ranchi will be final and binding.
- 17) The cost of ATVM, its maintenance provision of lease 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.
- 18) In case the ATVM facilitator expresses inability to operate ATVM, after being engaged as ATVM facilitator by Zonal Railway, the security made by the ATVM facilitator will be forfeited. A declaration to this effect has to be submitted by the applicant when he/she applies for working as ATVM facilitator.

**1. CHECK ON SALE OF TICKETS BY ATVM FACILITATOR :-**

If any lapse or malpractice is detected and is proven against the facilitator, then the Sr.DCM/ DCM in-charge may impose 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 appointment and forfeit the security deposit, on being proved guilty.

**2. REFUND OF TICKETS :-**

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

**3. TERMINATION OF ENGAGEMENT:-**

The engagement will be terminated by serving a termination letter on the facilitator in case of the following omissions and commissions on the part of the facilitator : -

- A) Subletting of the engagement.
- B) Not manning the ATVM regularly.
- C) In case of complaint of excess charging.
- D) Acts of misbehaviour with passengers or SMR/CBS/CCI.
- E) Not giving priority to smart card holders to use the ATVM.
- F) Committing frauds in ticket sales like resale of tickets etc.
- G) The health condition of the facilitator does not permit him to discharge his duty effectively.
- H) Any other omission / commission on the part of facilitator which in the opinion of Railway administration is detrimental to the interests of passengers and Railways.
- I) Violation of any of these terms and conditions.
- J) Overcharging of passengers.
- K) Indulging in any activity inviting Public Complaints/maligning Railway's image.
- L) Not turning up for duty without prior intimation to the concerned supervisor.
- M) Any other reasons in the interest of the Administration.

**7. Exit clause:** The facilitator can withdraw from the engagement by giving 01(one) month prior notice to Railways. In all cases including engagement, procedures for operation, transfer and termination etc, the decision of the Sr. Divisional Commercial Manager will be final and abiding.

**8. SECURITY DEPOSIT:** Applicant should be prepared to deposit Rs 25,000/- (Twenty-five Thousand only) in the form of FDR towards refundable security deposit to the Railway. On completion/ termination of contract, pending dues will be adjusted from the security deposit and balance refunded to ATVM Facilitator.

**9. ENCLOSURES:**

- i) A Certificate from DC/SDO/CO/BDO to verify whether the applicant is a permanent resident of the local district in which the Station is located where ATVM Facilitator is proposed to be engaged.
- ii) Matriculation certificate/ Marksheet to verify educational qualification.
- ii) Copy of Voter ID Card
- iii) Copy of PAN card.
- iv) Copy of Aadhar card.
- v) An undertaking should be submitted on Non-Judicial stamp paper worth Rs. 50/- declaring that:
  - a) I do hereby declare that the information provided by me for engagement as ATVM Facilitator is true to the best of my knowledge and if at any stage, the same is found false or incorrect, my candidature is liable to be cancelled.
  - b) In case, after being engaged as ATVM Facilitator, I express my inability to operate the ATVM, the security deposit made by me will be forfeited.
  - c) I shall not claim for employment in Railways or for any other facilities except the bonus retained by every recharge of Smart Card.
- vi) A Certificate from the Police station serving his/her locality that no criminal case is pending against him/her. The certificate should not have been issued before the date of notification i.e. 05.08 2024.
- vii) Two photos. (One passport size photo and one stamp size photo)

**10. SCREENING OF APPLICATION FORMS:-**

A selection committee comprising of ACM/RNC, AOM/RNC and ADFM-III/RNC will scrutinize the application forms. Application forms with incomplete details or without the necessary enclosures will summarily be rejected. The leftover applications after screening will be considered for further process. The applicant fulfilling all prescribed eligibility criterion will be considered for selection for the post of ATVM facilitator. In case, for a particular location, more than one applicant found eligible, the selection will be done by drawing lots.

Sr.DCM/RNC will be the accepting authority for the recommendations of the selection committee.

**11. SIGNING OF AGREEMENT:**

After completion of the selection, an agreement will be executed between the facilitator and Railway administration having "terms and conditions of engagement". An identity card signed by ACM/DCM/Sr.DCM will be issued to each of the engaged facilitator. The CBS/CCI of concerned station will hold a detailed orientation session with the selected facilitators and explain the various salient features of the scheme, terms and conditions and the procedure to use the ATVM so that newly engaged facilitators may be fully apprised of the scheme. Thereafter, the facilitator can take up the work.

**12. 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.

## **FORMAT OF APPLICATION FOR ENGAGEMENT AS ATVM FACILITATOR**

APPLICATION FOR APPOINTMENT OF **FACILITATOR** FOR ISSUE OF UNRESERVED  
TICKETS THROUGH ATVMs AT \_\_\_\_\_ RAILWAY STATION.

1.	Name of Applicant (in Block letters)	
2.	Father's / Husband's Name	
3.	Gender (Male/ Female)	
4.	Date of Birth <b>(DD/MM/YYYY)</b>	
5.	Age (in years) as on 01.08.2024	
6.	Educational Qualification	
7.	Residential Address :  (Self-attested copy of proof of residential address to be attached)	
8.	AADHAAR Card No. (Self-attested copy to be attached)	
9.	PAN Card No. (Self-attested copy to be attached)	
10.	Whether Retired Railway Employee (YES/NO)	
11.	If Yes, Date of Retirement & Last Designation	
12.	PF No. (For Retired Railway Employees only)	
13.	Pension Payment Order (PPO) No :  (For Retired Railway Employees only)  (Self-attested copy to be attached)	
14.	Last station worked  (For Retired Railway Employees only)	
15.	Contact number (Mobile)	
16.	Alternate Mobile No. (If any)	

**Declaration:** I hereby declare that I have read and understood the scheme of facilitator and its terms & conditions. The above furnished information is true for the best of my knowledge, if found any guilty / incorrect / misconduct at any stage, I am liable to be disqualified / terminated as facilitator.

Name :

Signature of the applicant

Place:

Date: