

**SOUTH EASTERN RAILWAY
CHAKRADHARPUR DIVISION**

ADVERTISEMENT NOTICE NO. Comml.80/ UTS PRS Cell/ATVM facilitator/06/25/01 dt 23.06.2025

SUB:- ENGAGEMENT OF FACILITATORS FOR ISSUING OF UN-RESERVED TICKETS THROUGH ATVMs AT TATANAGAR (TATA) AND ADITYAPUR (ADTP) RAILWAY STATIONS OVER CHAKRADHARPUR DIVISION.

Senior Divisional Commercial Manager, South Eastern Railway, Chakradharpur Division, on behalf of the President of India, invites application from the Retired Railway Employees, Spouse/Adult child of Retired Railway Employees and General public aged above 18 years, for engagement of three (03) nos. of facilitator for dispensing un-reserved tickets through ATVMs at TATA & ADTP Railway stations over Chakradharpur Division. Facilitator shall initially be engaged for a period of two (02) years which can be extended to further one year subject to extension of scheme and satisfaction of the Competent Authority. No remuneration/salary/wages will be paid by the Railways. The selected facilitator will be allowed to retain the bonus as applicable from time to time on ATVM Smartcards recharge.

The list of stations required for facilitators at Automatic Ticket Vending Machines (ATVMs) to issue tickets over Chakradharpur division is tabulated below:-

S/N	Location	Code	Station category	Required ATVM facilitator
1.	TATANAGAR	TATA	NSG – 2	01
2.	ADITYAPUR	ADTP	NSG – 5	02

The notification and application form are available in the South Eastern Railway website at www.ser.indianrailways.gov.in up to 18:00 hrs of date 16.07.2025. Retired Railway employees, Spouse/Adult child of retired Railway employee and General Public who are interested to work as facilitator to issue un-reserved tickets through ATVMs shall submit their applications duly filling in all the columns in the application and signing on all the enclosed documents. The application form containing all enclosures should be sealed in an envelope and dropped in the box kept at the office of Sr. Divisional Commercial Manager, S E Railway, Chakradharpur Division, Jharkhand – 833102 from 10:30 hrs to 13.30 hrs on 17.07.2025 and shall be opened at 15.30 hrs on 17.07.2025. In case the office is closed due to unprecedented reason, the application will be dropped on next working day. Applications received by post and after 13.30 hrs of 17.07.2025 will not be accepted.

1	The filled in Application forms will be received by this office on	Date: 17.07.2025 from 10.30 hrs to 13.30 hrs
2	Place of submission of applications	Office of the Sr. Divisional Commercial Manager, Chakradharpur, DRM Office compound, South Eastern Railway, Jharkhand- 833102


Sr. Divisional Commercial Manager
S E Railway, Chakradharpur
वरिष्ठ मंडल वाणिज्य प्रबन्धक
Sr. Divil. Comml. Manager
६०५० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

1. ELIGIBILITY CRITERIA

A) FOR RETIRED RAILWAY EMPLOYEES/ SPOUSE/ADULT CHILD OF RETIRED RAILWAY EMPLOYEE :

- a) Retired Railway employees of any department are eligible to apply. A copy of PPO certificate to be enclosed with the application.
- b) The applications received from employees who have been dismissed/removed from the service on the ground of doubtful integrity will be rejected.
- c) Spouse/adult children above the age of 18 years of Retired Railway Employee can also apply and should not be a Govt./Under Govt. employee. Only one person for one Retired Railway employee to be nominated by him/her.
- d) Spouse/adult children of retired Railway employee shall not have any claim for employment. An undertaking to this effect on legal paper shall also be given.
- e) Spouse/adult children of retired Railway employee shall submit latest original Police verification certificate, not older than 6 months from the date of notification, from the local police station serving his/her locality that no criminal case is pending against him/her.

B) FOR GENERAL PUBLIC

- a) The applicant shall not be under 18 years of age and should not be a Govt./Under Govt. employee.
- b) The applicant shall be at least Matric pass or equivalent.
- c) The applicant shall be resident of the local district where the station applied is situated.
- d) The applicant shall submit latest original Police verification certificate, not older than 6 months from the date of notification, from the local police station serving his/her locality that no criminal case is pending against him/her.

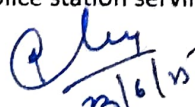
OTHER CONDITIONS FOR GENERAL PUBLIC

- e) The applicant shall be prepared to deposit a refundable Security Deposit of Rs.50,000/- in case of NSG-1 & 2 category stations and Rs.25,000/- for other category of stations in the form of Money Receipt. On completion of the contract, pending dues, if any, will be adjusted from the Security Deposit and balance will be refunded.
- f) In case he/she expresses inability to operate ATVM, after being engaged as ATVM facilitator or if facilitator involves in any fraud/mischief, the security deposit made by the ATVM facilitator will be forfeited. A declaration to this effect will be obtained from the applicant when he/she applies for working as ATVM facilitator.

2. TERMS AND CONDITIONS FOR ENGAGEMENT OF ATVM FACILITATOR

The engagement as facilitator for ATVMs is subjected to the following terms and conditions:-

- i) The applicants (Retired Railway employee, Spouse/Adult child of Retired Railway employee and General public) can apply for one station only & should submit PAN CARD, VOTER ID CARD & AADHAR CARD as identification and address proof.
- ii) 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.


वरिष्ठ मंडल वाणिज्य प्रबंधक
Sr. Divl. Commi. Manager
२०५० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharour

- iii) While shortlisting candidates, the order of priority for engaging facilitators shall be as under:
- (1) Retired Railway Employee
 - (2) Spouse/Adult child of retired Railway employee (only one person for one retired Railway employee to be nominated by him/her).
 - (3) General public (i. Ex. Serviceman, ii. Physically Handicapped Person, iii. Woman)
- iv) If more than one qualified applicant is found for any ATVM location, decision may be taken on fair lottery system amongst them by the selection committee.
- v) No remuneration/salary/wages will be paid by Railways. The facilitator will be allowed to retain the bonus as applicable from time to time on ATVM smart cards recharge.
- vi) The facilitator shall also accept payment through Digital mode and non-acceptance of payment through digital mode will be viewed seriously.
- vii) The facilitator shall be in a presentable manner in the prescribed uniform (MEN: white shirt, black trouser and black shoes, WOMEN: Navy blue Saree/Kurti/Kameej with white Salvar or Dupatta) by the Railway administration and behave politely & courteously with the passengers.
- viii) Facilitator will not be confined to any one ATVMs. ATVMs will be allotted on rotational basis for facilitators. Commencement and closure of work shall be reported to the station in-charge every day duly recording the same in the register kept for this purpose.
- ix) All instructions issued by the Railway Administration from time to time shall be strictly followed by the facilitator.
- x) Passengers holding smart card shall be given priority to issue tickets for themselves.
- xi) The selected applicant will be issued with Letter of Acceptance (LOA) on engagement of facilitator. He/she will have to remit the applicable Security Deposit and commence work within 15 days of the receipt of the LOA.
- xii) If any lapse or malpractice is detected and is proven against the facilitator or in case of violation of any of the Terms & Conditions, then Railway Administration may impose a minimum penalty of Rs.1000 on first offence, Rs.2000/- on second offence and on subsequent offences, Sr. DCM/DCM incharge shall terminate the engagement as facilitator, and the Security Deposit will be forfeited, on being proved guilty. An agreement has to be executed with Railway Administration by the facilitator duly incorporating the terms of engagement.
- xiii) Engagement as ATVM facilitator does not confer any right on the person for employment in 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 to the facilitator.
- xiv) The facilitator needs to man/issue tickets through the ATVMs round the clock at his responsibility. He/She may nominate additional person (preferably his/her relative) to operate the ATVM in his absence on need to rest or otherwise.
- xv) ID cards will be issued to the facilitators as well as to their nominated person, only and only they are to be authorized to operate the ATVM allotted.
- xvi) No contract/agreement or correspondence to be done with the nominated persons. All the relation with Railways to be with the original facilitator appointed.

- xvii) 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 the facilitator, the cost of repair will be recovered from him/her.

3. NATURE OF THE JOB OF FACILITATOR

When passengers come to ATVM to buy a ticket, the facilitator will issue ticket duly collecting exact fare and explain them the procedure of using ATVM. During peak hours, the facilitators will form a queue of passengers for orderly dispensing of tickets. **The facilitator will give priority to smartcard holders who wish to issue tickets for themselves** and will assist them in generating their own tickets. Such passengers shall not be insisted to come in the queue.

The facilitator engaged:-

- Will purchase one smart card from CBS of the station to which he/she is selected.
- Will use only the registered smart card for issuing tickets to public through ATVM.
- Can do any number of re-charges as per requirement and extant rules.
- If ATVM smartcard is lost, facilitator should intimate the same to the CBS of the station where he/she is engaged and purchase another smart card in lieu of it and register the same.
- Shall co-operate with all inspecting officials in their work and produce all required records and documents for inspection as and when demanded.

4. ELIGIBILITY OF BONUS:

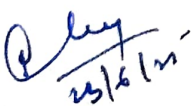
- For tickets dispensed through ATVM, the bonus on smart card recharge shall be @3% for journey up to 150 kms. The bonus for journey between 151 kms and 500 kms shall be admissible @2% and thereafter, bonus shall be given @1% for tickets issued for distances beyond 500 kms. The said modification shall be applicable for NSG-1, NSG-2 and NSG-3 category stations only.
- For other category of stations, the bonus shall be @3% of the fare only up to 150 Kms.
- The facilitator is eligible to retain the bonus on ATVM smartcard recharge. Other than this, no other emoluments will be paid by the Railways.

5. PERIOD OF ENGAGEMENT

Facilitators shall initially be engaged for a period of two (02) year, which can be extended to further one year subject to extension of the scheme and satisfaction of the Competent Authority/Railway Board.

6. Refund of ticket

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.


वरिष्ठ मंडल कार्यालय प्रबंधक
Sr. Divl. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

7. OTHER TERMS & CONDITIONS

- a) The facilitator shall also inform the CBS in case of malfunctioning of ATVM.
- b) He shall check the ticket roll position and inform to on duty CBS/BC, if the existing ticket roll is completed.
- c) He shall maintain the premises of ATVM clean and tidy.
- d) He shall ensure the balance of his smart card before commencement of the work to avoid detention while issuing tickets to the passengers.
- e) Adequate education to the user/passenger to obtain tickets through ATVM on their own shall be provided by facilitator.
- f) There shall be no provision of furniture on the station's premises under the scheme so as to prevent congestion.
- g) **The applicant should have sound health and should be able to issue tickets through ATVM.**

8. TERMINATION OF ENGAGEMENT

The engagement as facilitator will be terminated in case of

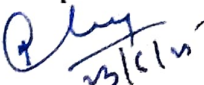
- i) Subletting or proxy attendance is detected at any time, the engagement as facilitator will be terminated immediately, duly forfeiting the Security Deposit.
- ii) In case of complaint of excess charging.
- iii) Act of misbehaviour with passengers or with the Railway staff.
- iv) Not giving priority for Smart Card holders in use of the ATVMs.
- v) Committing frauds such as resale of tickets etc.
- vi) If any lapses or malpractice is detected and is proven against the facilitator, then the Sr. DCM/DCM in-charge may impose minimum penalty of Rs. 1000 on first offence, Rs. 2000 on second offence and on subsequent offences Sr. DCM/DCM in-charge shall terminate the engagement as facilitator and forfeit the security deposit, on being proved guilty.
- vii) Violation of any of the terms and conditions.

9. ARBITRATION

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

How to apply

- 1. Interested persons who are eligible as above can download the notification and application form from website www.ser.indianrailways.gov.in.
- 2. Only one application should be submitted by an applicant for a single location.


वरिष्ठ मंडल वाणिज्य प्रबंधक
Sr. Divil. Comm. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

3. All the information asked for in the application should be correctly filled in capital letters. Incomplete application forms are liable to be rejected. Each page of the enclosed documents should be signed by the applicants.
4. The filled in application form with all enclosures, as prescribed, will be submitted in a sealed cover should be super scribe as mentioned in BOLD below:
**"APPLICATION FOR ENGAGEMENT AS FACILITATOR TO OPERATE ATVM AT
..... RAILWAY STATION".**
5. Following documents to be attached with the application:
 - i. One photocopy of matriculation pass certificate or equivalent.
 - ii. Original Police verification certificate.
 - iii. One photocopy of AADHAR card.
 - iv. One photocopy of PAN card.
 - v. One photocopy of Voter card.
 - vi. Copy of PPO (For Retired Railway employee/Spouse/Adult child of Retd Railway employee)
 - vii. Nomination letter (For Spouse/Adult child of Retd Railway employee)
 - viii. One passport size photograph to be affixed in the application form.

The sealed cover should be dropped in the box kept for the purpose in the office of the Sr. Divisional Commercial Manager, Chakradharpur on date 17.07.2025 from 10:30 hrs to 13:30 hrs.

The box will be opened at 15.30 hrs on the same day.


Sr. Divisional Commercial Manager
S E Railway, Chakradharpur
वरिष्ठ मंडल वाणिज्य प्रबंधक
Sr. Divil. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

RETIRED RAILWAY EMPLOYEE**FORMAT OF APPLICATION FOR ENGAGEMENT AS ATVM FACILITATOR
(PLEASE FILL UP THE APPLICATION IN BLOCK LETTER)**

To

The Sr. Divisional Commercial Manager
S. E. Railway/Chakradharpur
District – West Singhbhum
Jharkhand– 833102.

Paste
Passport size
Photo

01	Name of the applicant with surname		
02	Gender		
03	Date of Birth (DD/MM/YYYY)		
04	Qualification		
05	AADHAR Card No.		
06	PAN Card No.		
07	VOTER Card No.		
08	Present Residential full address:-		
	House No		Mohalla/Village
	Post office		Police station
	District		State
	PIN Code		
	Permanent Residential full Address:-		
09	Particulars of service		
	Designation		
	Date of Retirement (DD/MM/YYYY)		
	Last Station Worked		
	PPO No. (copy of PPO to be attached)		
10	Phone Number/Mobile		
11	Choice of Railway station applied for:		

Check List:

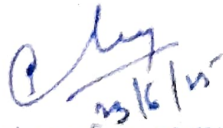
S/N	Description	YES/NO
1	Whether copy of Matriculation/equivalent pass certificate attached ?	
2	Whether copy of AADHAR card attached ?	
3	Whether copy of PAN card attached ?	
4	Whether copy of Voter card attached ?	
5	Whether original Police verification certificate attached ?	
6	Whether PPO attached ?	

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.

Date:

Place:

Signature & Name of Applicant:


23/6/15
वरिष्ठ मंडल यात्री प्रबंधक
Sr. Divil. Comm. Manager
२०५० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

SPOUSE/ADULT CHILD OF RETIRED RAILWAY EMPLOYEE**FORMAT OF APPLICATION FOR ENGAGEMENT AS ATVM FACILITATOR****(PLEASE FILL UP THE APPLICATION IN BLOCK LETTER)**

To

The Sr. Divisional Commercial Manager
S. E. Railway/Chakradharpur
District – West Singhbhum
Jharkhand– 833102.

Paste
Passport size
Photo

01	Name of the applicant with surname			
02	Gender			
03	Date of Birth (DD/MM/YYYY)			
04	Qualification			
05	Name of the Retired Railway employee			
	Designation			
	Date of Retirement (DD/MM/YYYY)			
	Last Station Worked			
	PPO No. (copy of PPO to be attached)			
Applicant			Retired Railway employee	
06	AADHAR Card No.		AADHAR Card No.	
07	PAN Card No.		PAN Card No.	
08	VOTER Card No.		VOTER Card No.	
Present Residential full address of the applicant				
09	House No		Mohalla/Village	
	Post office		Police station	
	District		State	
	PIN Code			
	Permanent Residential full Address:-			
10	Phone Number/Mobile			
11	Choice of Railway station applied for:			

Check List:


S/N	Description	YES/NO
1	Whether copy of Matriculation/equivalent pass certificate attached ?	
2	Whether copy of AADHAR card of both applicant and Retired Railway employee attached ?	
3	Whether copy of PAN card of both applicant and Retired Railway employee attached ?	
4	Whether copy of Voter card of both applicant and Retired Railway employee attached ?	
5	Whether original Police verification certificate of applicant attached ?	
6	Whether PPO attached ?	
7	Whether nomination letter by retired Railway (Annexure – I) is attached ?	

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. I agree to the condition that, " Engagement as ATVM facilitator does not confer any right on the person for employment in Railways".

Date:

Place:

Signature & Name of Applicant:


वरिष्ठ मंडल वाणिज्य प्रबन्धक
Sr. Divil. Comm. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

Nomination letter by Retired Railway employee

a) I, _____ S/o or D/o
_____ do hereby nominate my spouse/Adult child
Sri/Smt _____ for the application to the post of
ATVM facilitator at _____ Railway station.

Sign of Retd Rly employee :

Designation :

PPO No. :

Mobile No. :


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Sr. Divil. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

GENERAL PUBLIC

**FORMAT OF APPLICATION FOR ENGAGEMENT AS ATVM FACILITATOR
(PLEASE FILL UP THE APPLICATION IN BLOCK LETTER)**

To

The Sr. Divisional Commercial Manager
S. E. Railway/Chakradharpur
District – West Singhbhum
Jharkhand– 833102.

Paste
Passport size
Photo

01	Name of the applicant with surname			
02	Gender			
03	Date of Birth (DD/MM/YYYY)			
04	Qualification			
05	AADHAR Card No.			
06	PAN Card No.			
07	VOTER Card No.			
08	Present Residential full address:-			
	House No		Mohalla/Village	
	Post office		Police station	
	District		State	
	PIN Code			
	Permanent Residential full Address:-			
09	Whether Ex-serviceman ? (If YES, documents to be attached)			
10	If Physically challenged person:- Please furnish the nature of handicap (Copy to be attached)			
11	Phone Number/Mobile			
12	Choice of Railway station applied for:			

Check List:


S/N	Description	YES/NO
1	Whether copy of Matriculation/equivalent pass certificate attached ?	
2	Whether copy of AADHAR card attached ?	
3	Whether copy of PAN card attached ?	
4	Whether copy of Voter card attached ?	
5	Whether original Police verification certificate attached ?	

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. I hereby submit my undertake that I agree to the condition that, " In case I express inability to operate ATVM, after being engaged as ATVM facilitator, the security deposit made by me will be forfeited".
3. I agree to the condition that, " Engagement as ATVM facilitator does not confer any right on the person for employment in Railways".

Date:

Place:

Signature & Name of Applicant:


वरिष्ठ मंडल वाणिज्य प्रबन्धक
Sr. Divl. Comm. Manager
द० पू० रेलवे/चक्रधरपुर
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