



South Eastern Railway

**GOVERNMENT OF INDIA
SOUTH EASTERN RAILWAY
RANCHI DIVISION**

DIVISIONAL OFFICE, COMMERCIAL DEPARTMENT
RANCHI

ADVERTISEMENT NOTICE NO: **C/RNC/ATVM/Facilitator-17/Appl./Call/2025**
Dtd. **04.08.2025**

Appointment of Facilitators for Issuing Unreserved Tickets via Automatic Ticket Vending Machines (ATVMs) at Railway Station under Ranchi Division.

Application Form Issued in the Name of: Sri/Smt _____

**ADVERTISEMENT NOTICE NO.C/RNC/ATVM/FACILITATOR-17/APPL./CALL/2025 DTD.
01.08.2025 FOR ENGAGEMENT OF FACILITATORS TO ISSUE UNRESERVED
TICKETS THROUGH ATVMs AT RANCHI, HATIA, MURI, JHALIDA AND
LOHARDAGA STATIONS OF RANCHI DIVISION.**

The Senior Divisional Commercial Manager, South Eastern Railway, Ranchi Division, acting on behalf of the President of India, invites applications for the engagement of 17 facilitators. These positions are open to Retired Railway Employees, their Spouse/Adult Children from South Eastern Railway, and members of the General Public above 18 years of age. The facilitators will assist passengers in using Smart Cards to obtain unreserved tickets through Automatic Ticket Vending Machines (ATVMs) at Ranchi (07), Hatia (03), Muri (02), Jhalida (02), and Lohardaga (03) stations within Ranchi Division.

The initial tenure of engagement will be for two years, extendable by one additional year based on the continuation of the scheme and approval by the Competent Authority/Railway Board. The facilitators will not receive any salary or honorarium from the Railways but will be permitted to retain applicable bonuses on ATVM Smart Card transactions, as per the prevailing norms.

For more information regarding the eligibility and bonus, refer to Para No. 04 of the Terms and Conditions.

The stations requiring facilitators for ATVM ticket issuance in Ranchi Division are listed below. 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-2	07
2.	Hatia	NSG-2	03
3.	Muri	NSG-4	02
4.	Jhalida	NSG-5	02
5.	Lohardaga	NSG-5	03

IMPORTANT DATES:

1.	Date of availability of application form at website	www.ser.indianrailways.gov.in from 05.08.2025 onwards
2.	Date for issue of application forms from this office	From 11:00 hrs. of 05.08.2025
3.	Last date for issue of application forms from this office	Up to 12:00 hrs. of 03.09.2025
4.	Date for receipt of application form	Up to 15:00 hrs. on 03.09.2025

Interested persons (Retired Railway Employees, Spouse/Adult child of Retired Railway Employees of South Eastern Railway and General Public aged above 18 years) should submit their application in the prescribed form up to 15:00 hrs on 03.09.2025 at the office of the Sr. Divisional Commercial Manager, South Eastern 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 from 10:00 hrs of 05.08.2025 to 12:00hrs of 03.09.2025. Application received by post shall not be accepted.

Sd/-
(Shuchi Singh)
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, JHALIDA & LOHARDAGA STATIONS OF RANCHI DIVISION.

Place of submission of Application: -

Duly filled application forms should be submitted by placing them in the designated drop box located at the office of the **Senior Divisional Commercial Manager, South Eastern Railway, Ranchi**, on **03.09.2025** between **10:30 AM and 3:00 PM**. The envelope must be **clearly superscribed** with:

“Application for Engagement as ATVM Facilitator at Station of Ranchi Division.”

The application form, along with detailed terms, conditions, and other relevant information, can be obtained from the office of the **Senior Divisional Commercial Manager, South Eastern Railway, Ranchi**, on any working day from **05.08.2025** up to **12:00 noon on 03.09.2025**.

Date and time for opening of Application: -

At 15.30 hrs of 03.09.2025.

Complete information, including the application format and terms and conditions, can be viewed and downloaded from the official website www.ser.indianrailways.gov.in between 10:00 hrs on 05.08.2025 and 12:00 hrs on 03.09.2025.

Applications that fail to fulfill the required criteria or lack necessary enclosures as specified in the application form and general conditions will be rejected without consideration.

The Railway administration reserves the full right to accept, reject, or terminate the engagement of any applicant, and may cancel this notification at any point without assigning any reason.

For any clarifications or additional details, applicants may contact the office of the Senior Divisional Commercial Manager, South Eastern Railway, Ranchi.

(Shuchi Singh)
Sr. Divl. Comml. Manager
S.E. Railway, Ranchi

**South Eastern Railway
Ranchi Division**

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

Selection of ATVM Facilitator: -

- a) The selection of ATVM facilitators will be carried out by a committee comprising three Assistant Officers from the Commercial, Finance, and Operating Departments of the Division.
- b) Applications will be invited through a newspaper advertisement and will also be accessible on the website: www.ser.indianrailways.gov.in.
- c) As per the existing policy, only one facilitator will be assigned to each ATVM.
- d) In cases where multiple eligible candidates apply for the same ATVM location, the final selection will be made through a transparent lottery system conducted by the tender committee.

Salient Features of the Scheme:

1. **Eligibility Criteria: -**

A) **For Retired Railway Employees, Spouse/Adult Child of Retired Railway Employee.**

- a) Retired employees from any department of the Railways are eligible to apply. A copy of the Pension Payment Order (PPO) must be attached with the application.
- b) Applications from individuals who were dismissed or removed from service due to issues related to integrity will be summarily rejected.
- c) The spouse or adult children (above 18 years of age) of a retired Railway employee may also apply, provided they are not employed in any government or government-affiliated organization. Only one nominee per retired employee is allowed, as nominated by the retiree.
- d) The spouse or adult children of retired Railway employees will have no right to claim regular employment based on this engagement. A declaration to this effect must be submitted on a legal affidavit.
- e) The spouse/adult children of retired Railway employees must submit a recent original Police Verification Certificate—issued no earlier than the date of this notification—from the local police station of their residence, confirming that no criminal cases are pending against them.

B) **For General Public.**

- a) Applicants must be at least 18 years old and should not be employed in any government or semi-government organization.
- b) The minimum educational qualification required is a pass in Matriculation or its equivalent.
- c) The applicant must be a resident of the district where the concerned station is located. A residence certificate, issued by the DC/SDO/CO/BDO and dated within six months from the date of this notification, must be provided to confirm permanent residency in that district.
- d) A recent original Police Verification Certificate—issued no earlier than the date of the notification—must be submitted by the applicant. It should be obtained from the local police station of the applicant's residential area, confirming that no criminal case is pending against him/her.

Signature of applicant

Other Conditions for General Public.

- e) The applicant must be willing to deposit a refundable Security Amount of ₹50,000/- for stations categorized as NSG-1 & NSG-2, and ₹25,000/- for stations falling under other categories. The deposit should be made in the form of a Money Receipt. Upon completion of the contract, any outstanding dues will be deducted from the Security Deposit, and the remaining balance will be refunded.
- f) If the engaged ATVM facilitator is unwilling or unable to operate the ATVM after appointment, or is found involved in any fraudulent or inappropriate activity, the security deposit submitted by the facilitator will be forfeited. A declaration confirming acceptance of this condition will be required from the applicant at the time of applying for the role of 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) Applicants—whether Retired Railway Employees, their Spouse/Adult Children, or individuals from the General Public—may apply for **only one station**, and must submit **PAN Card, Voter ID Card, and Aadhar Card** as identity proof.
- ii) Before being engaged as an ATVM facilitator, candidates must submit a **police verification certificate** from their local police station confirming that no criminal case is pending against them.
- iii) During the selection process, candidates will be considered in the following order of preference:
 - Retired Railway Employees
 - Spouse or Adult Child (only one nominee) of a Retired Railway Employee
 - General Public
- iv) If more than one eligible applicant is available for a particular ATVM location, **selection will be made through a fair lottery system** conducted by the selection committee.
- v) The Railway will **not provide any salary, wage, or remuneration**. However, the facilitator will be allowed to retain **applicable bonuses** from ATVM smart card recharges, as per current guidelines.
- vi) Facilitators are **required to accept digital payments**. Failure to do so will be treated as a serious issue.
- vii) Facilitators must maintain a **neat and presentable appearance**, wearing the **prescribed uniform**:
 - **Men:** White shirt, black trousers, black shoes
 - **Women:** Navy blue saree or kurti/kameez with white salwar or dupattaThey must behave **politely and courteously** with passengers.
- viii) Facilitators will not be assigned to a single ATVM permanently. **ATVMs will be rotated among facilitators**, and they must **report their working hours to the Station In-charge daily**, recording attendance in the designated register.
- ix) Facilitators are expected to **strictly follow all instructions** issued by the Railway Administration from time to time.
- x) **Priority must be given to passengers holding smart cards** for issuing their own tickets.
- xi) Selected candidates will receive a **Letter of Acceptance (LOA)** and must **submit the required Security Deposit** and begin duties **within 15 days** of receiving the LOA.

Signature of applicant

- xii) If any **misconduct, malpractice, or violation** of terms is proven, a **penalty of ₹1,000 for the first offence and ₹2,000 for the second offence** will be imposed. For repeated violations, the **Sr. DCM/DCM** may terminate the engagement, and the **Security Deposit will be forfeited**. A formal agreement outlining these conditions must be signed by the facilitator.
- xiii) Engagement as an ATVM facilitator is **purely contractual** and does **not entitle the individual to regular Railway employment** or any associated benefits such as absorption, regularization, bonus, Railway passes, etc.
- xiv) The facilitator is responsible for **round-the-clock operation of the ATVM** and may **nominate a substitute** (preferably a family member) to operate the machine during rest periods or absence.
- xv) **Identity cards will be issued** to both the selected facilitator and their nominated representative. **Only these individuals will be authorized** to operate the assigned ATVM.
- xvi) **No contract, agreement, or official communication** will be made with the nominated person. All interactions and responsibilities will remain solely **with the appointed facilitator**.
- xvii) The **Railway administration will bear all expenses** related to the ATVM, including its purchase, maintenance, lease line connectivity, and upgrades. The Railway will also cover the cost of electricity and space usage. However, if it is found that **any damage to the ATVM is caused due to negligence or misconduct** by the facilitator, the **repair costs will be recovered** from the facilitator.

3. **Nature of the Job of Facilitator.**

When passengers approach the ATVM to purchase tickets, the facilitator will collect the exact fare, issue the ticket, and guide them on how to use the ATVM. During peak hours, the facilitator must maintain order by forming a queue for ticket issuance. However, passengers who hold smart cards and wish to issue tickets themselves should be given priority and **should not be required to stand in the queue**. The facilitator is expected to assist such passengers as needed.

The facilitator must:

- a) Purchase a smart card from the CBS (Chief Booking Supervisor) of the station to which they are assigned.
- b) Use **only the registered smart card** to issue tickets to the public via ATVM.
- c) Recharge the smart card as many times as necessary, in accordance with existing rules.
- d) In case the ATVM smart card is lost, immediately inform the CBS at the assigned station, buy a new card, and ensure it is properly registered.
- e) Cooperate fully with all inspecting officials and provide all necessary documents and records whenever requested for inspection.

4. **Eligibility of Bonus.**

- a) For tickets issued through ATVMs, the bonus on smart card recharges will be as follows: **3% for journeys up to 150 km, 2% for journeys between 151 km and 500 km, and 1% for distances beyond 500 km**. This revised bonus structure will apply only to **stations classified as NSG-1, NSG-2, and NSG-3**.
- b) For **all other station categories**, a flat **3% bonus** on the fare will be applicable, but **only for journeys up to 150 km**.
- c) The facilitator is entitled to **retain the applicable bonus earned on smart card recharges**. No additional payment or remuneration will be provided by the Railways beyond this bonus.

Signature of applicant

5. **Duration of Engagement:**

Facilitators will be appointed for an initial period of **two (02) years**, which may be **extended by one more year** depending on the continuation of the scheme and approval by the Competent Authority/Railway Board.

6. **Ticket Refunds:**

ATVM facilitators **are not permitted to process ticket refunds**. Refunds for tickets issued by facilitators will be handled by the concerned station or any other station within the same cluster, in accordance with the prevailing refund rules.

7. **EMD and Security Deposit:**

No **Earnest Money Deposit (EMD)** is required under this scheme. However, a **Security Deposit is mandatory** for members of the general public, excluding retired railway employees, as outlined in **Para 1(B)(e)**.

8. **Other Terms & Conditions**

- a) The facilitator must **promptly notify the Chief Booking Supervisor (CBS)** in case the ATVM develops any faults or malfunctions.
- b) It is the facilitator's responsibility to **monitor the status of the ticket roll** and inform the on-duty CBS or Booking Clerk (BC) when the roll needs to be replaced.
- c) The facilitator should **keep the ATVM area clean and well-maintained** at all times.
- d) Before starting daily operations, the facilitator must **ensure there is sufficient balance on the smart card** to avoid any delays in issuing tickets to passengers.
- e) The facilitator is expected to **educate and guide passengers** on how to independently use the ATVM to generate their own tickets.
- f) **No furniture will be provided** under this scheme at the station premises in order to **avoid crowding and maintain smooth passenger movement**.
- g) Applicants must be **physically fit** and capable of efficiently operating the ATVM and issuing tickets.

9. **Check on Sale of Tickets by ATVM Facilitator**

In the event that any misconduct or malpractice by the facilitator is identified and proven, the **Sr. DCM/DCM in-charge** may impose a **penalty of ₹1,000 for the first offence and ₹2,000 for the second offence**. For any further violations, the facilitator's **engagement will be terminated**, and the **security deposit will be forfeited**, upon confirmation of the offence.

10. **TERMINATION OF ENGAGEMENT**

- i) The engagement of a facilitator shall be **terminated under the following circumstances**:
- ii) If **subletting of the role or proxy attendance** is discovered at any point, the engagement will be **immediately cancelled**, and the **security deposit will be forfeited**.
- iii) If there is any **complaint regarding overcharging** of passengers.
- iv) In cases of **misconduct or inappropriate behavior** towards passengers or Railway staff.
- v) If the facilitator **fails to give priority to smart card users** when using the ATVMs.
- vi) If the facilitator is involved in **fraudulent activities**, such as **reselling tickets**.
- vii) If any **lapse or malpractice is proven**, a penalty of **₹1,000 for the first offence and ₹2,000 for the second offence** will be imposed. For further violations, the **Sr. DCM/DCM in-charge** will terminate the engagement and **forfeit the security deposit**.
- viii) If there is a **breach of any of the terms and conditions** of the scheme.

Signature of applicant

11. **EXIT CLAUSE**

A facilitator may choose to discontinue the engagement by providing a **prior notice of one (01) month** to the Railway administration. In all matters related to **engagement, operational procedures, transfer, or termination**, the **decision of the Senior Divisional Commercial Manager** shall be **final and binding**.

12. **ENCLOSURES**

Following documents to be attached with the application: -

- i) A **self-attested copy of the Matriculation pass certificate** or an equivalent qualification.
- ii) The **original Police Verification Certificate** issued by the local police station of the applicant's residence, confirming that **no criminal case is pending**. The certificate **must be issued on or after 02.08.2025** (the date of notification).
- iii) A **self-attested copy of the Aadhar Card**.
- iv) A **self-attested copy of the PAN Card**.
- v) A **self-attested copy of the Voter ID card**.
- vi) A **Permanent Residence Certificate** issued by the **DC/SDO/CO/BDO**, confirming that the applicant is a resident of the district where the relevant station is located. This certificate must be **issued within six months** from the date of the notification.
- vii) A **self-attested copy of the Pension Payment Order (PPO)** is required in the case of **Retired Railway Employees** or their **Spouse/Adult Children**.
- viii) A **nomination letter** must be submitted in the case of applications from the **Spouse/Adult Child of a Retired Railway Employee**, duly nominated by the retiree.
- ix) **One recent passport-sized photograph** must be affixed to the application form.
- x) An **undertaking on a non-judicial stamp paper of ₹50/-** must be submitted, containing the following declarations:
 - a) *I hereby declare that all information provided in my application for engagement as an ATVM Facilitator is true and correct to the best of my knowledge. If any details are later found to be false or misleading, my candidature is liable to be cancelled.*
 - b) *I understand that if I am unable or unwilling to operate the ATVM after engagement, the security deposit submitted by me will be forfeited.*
 - c) *I fully acknowledge that I will not claim regular employment with the Railways or request any other benefits, except the bonus earned from each recharge of the Smart Card.*

13. **Screening of Application Forms**

A **Selection Committee** consisting of **ACM/RNC, AOM/RNC, and ADFM/RNC** will be responsible for scrutinizing the application forms. Any applications that are **incomplete or missing required documents** will be **rejected without further consideration**. The remaining valid applications will proceed to the next stage of the selection process.

Applicants who meet **all the prescribed eligibility criteria** will be taken into consideration for the role of **ATVM Facilitator**. If **multiple eligible candidates** apply for the same location, the final selection will be made through a **lottery system**.

The final recommendations of the Selection Committee will be **approved by Sr. DCM/RNC**, who will serve as the **accepting authority**.

Signature of applicant

14. **Signing of Agreement**

Upon completion of the selection process, a **formal agreement** outlining the **terms and conditions of engagement** will be signed between the selected facilitator and the Railway administration. An **identity card**, duly signed by the **ACM/DCM/Sr.DCM**, will be issued to each appointed facilitator. Following this, the **CBS/CCI of the respective station** will conduct a **comprehensive orientation session** with the selected facilitators. During this session, the key features of the scheme, its terms and conditions, and the procedure for operating the ATVM will be thoroughly explained, ensuring the facilitators are **well-informed and prepared**. Only after this orientation, the facilitator will be **permitted to commence duties**.

15. **Arbitration**

The **Divisional Railway Manager (DRM)** will be the **final authority** for resolving any disputes that may arise between the **ATVM facilitator and the Railway administration**. In case of dissatisfaction with the decision, an **appeal may be made to the Additional General Manager (AGM)** at the headquarters.

Signature of applicant

**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/Ranchi
District – Ranchi, Jharkhand**

**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	
	Permanent Residential full Address	
09	Particulars of service	
	Designation	
	Date of Retirement (DD/MM/YYYY)	
	Last Station Worked	
	PPO No. (self-attested 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 self-attested copy of Matriculation/equivalent pass certificate attached?	
2	Whether self-attested copy of AADHAR card attached?	
3	Whether self-attested copy of PAN card attached?	
4	Whether self-attested copy of Voter card attached?	
5	Whether original Police verification certificate attached?	
6	Whether self-attested copy of 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:

**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/Ranchi
District – Ranchi, Jharkhand

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.	
09	Present Residential full address of the applicant			
	Permanent Residential full Address			
10	Phone Number/Mobile			
11	Choice of Railway station applied for			

Check List:

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

- 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.
- 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:

Nomination letter by Retired Railway employee

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. : _____

**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/Ranchi
District – Ranchi, Jharkhand

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	
	Permanent Residential full Address	
09	Whether Ex-serviceman? (If yes, documents to be attached)	
10	If physically challenged person (Copy to be attached)	
11	Phone Number/Mobile	
12	Choice of Railway station applied for:	

Check List:

S/N	Description	YES/NO
1	Whether self-attested copy of Matriculation/equivalent pass certificate attached?	
2	Whether self-attested copy of AADHAR card attached?	
3	Whether self-attested copy of PAN card attached?	
4	Whether self-attested copy of Voter card attached?	
5	Whether original Police verification certificate attached?	
6	Whether Permanent Resident Certificate attached? (A Certificate issued by DC/SDO/CO/BDO not older than 6 months from the date of notification 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).	

- 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.
- 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”.
- 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