

Notification No. Comml.80/UTS PRS Cell/ATVM/Facilitator/07/22

Date 01.07.2022

ENGAGEMENT OF RETIRED RAILWAY EMPLOYEES AS A FACILITATOR FOR ISSUING OF UTS TICKETS THROUGH ATVM AT DIFFERENT STATIONS OVER CHAKRADHARPUR DIVISION.

Senior Divisional Commercial Manager, South Eastern Railway, Chakradharpur Division P.O Chakradharpur Dist - West Singhbhum , Jharkhand , PIN 833102 , for and on behalf of President of India invites applications from retired Railway employees for engagement as facilitators at following four locations to issue unreserved tickets (UTS) through ATVM . The application should be sent in a sealed envelope on prescribed format along with documents as required within given date and last date of receiving is 25.07.2022.

Srl. No	Location	Existing ATVM Machines	Existing facilitators	Required facilitators
01	TATA	07	02	03
02	CKP	03	01	01
03	ROU	06	02	02
04	JSG	03	01	01

IMPORTANT NOTE:-

1. Retired Railway employees are only allowed to apply.
2. One facilitator is allowed for one ATVM
3. This is not transferable and if found in case of subletting or proxy attendance by someone else other than applicant and in case of any public complaint, the permission will be cancelled immediately
4. There should be no provision of furniture on the station premises under this scheme. One Smart card to be issued to the selected facilitator at his own cost and the refund of the security deposit of the said card will be governed under the Railway extant rules Facilitator should recharge the concerned card in booking office at his own cost to issue unreserved tickets through ATVM.
5. He has to provide adequate education to the passengers those who are holding cards.
6. This should not be treated as any kind of appointment whether permanent or temporary in Railway and there would not be any kind of salary of remuneration except the bonus amount (which is presently 3 % on the re - charge value) to be allowed only in applicants Smart card at every re-charge. This is purely temporary measure and may be cancelled at any point of time without indicating any reasons thereof by the competent authority.
7. Applications will be accepted with Performa (Annexure - 1) .
8. The duty filled up application by enclosing the documents to be submitted directly in the office of the undersigned. The last date and time of receiving the applications is 25.07.2022 at 17:30 hrs.
9. As per Railway board vide letter no. 2011 / TG - 1 / 10 / ATVMs / Facilitator / 15.07 2019 (F / 09) , facilitator may nominate spouse / adult children in addition to appointed facilitator to issue UTS tickets through ATVM where he / she should submit on a legal paper that , he / she will not claim for any employment in future in Railways.

Sr. Divisional Commercial Manager
S. E. Railway/Chakradharpur Div
On behalf of President of India.

Signature
01/07/22

ELIGIBILITY CONDITIONS:-

01. Only retired Railway employees of any department are eligibility to apply.
02. In case of there is more applications for a particular station than the required number of facilitators will be chosen by draw of lots.
03. The applicants should have sound health and should be able to issue ticket as per Railway Board letter with good moral turpitude will be preferred.
04. ATVM should be allotted on rotational basis.
05. The facilitators will be engaged for a maximum period up to 31 03 2023
06. No remuneration will be paid by Railway.
07. 3 % bonus will be given to the facilitator on every recharge of smart card.
08. 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.
09. The facilitator should invariably wear and display an identity card and name badge.
10. In case subletting or proxy attendance is detected at any time, the permission will be cancelled immediately.
11. There should be no provision of furniture on the stations premises under the scheme so as to prevent congestion.
- 12 " Facilitators " shall use the machine after self operating passengers are done with the usage of the machine.
13. Facilitators will issue tickets from only one ATVM and machine earmarked for passengers for their self operation shall not be accrued by facilitators.
14. As per Railway board vide letter no . 2011 / 1G - 1/10 / ATVMS / Facilitator / 15.07 2019 (F / 09) , facilitator may nominate spouse / adult children in addition to appointed facilitator to issue UTS tickets through ATVM where , he / she should submit on a legal paper that , he / she will not claim for any employment in future in Railways.

Functioning of facilitator's Smart card:-

01. The facilitators will purchase one smart card when he / she is selected and register the same at divisional HQ.
02. He / she should use only registered smart card for issuing tickets to public through ATVM.
03. He can do any number of recharge as per his requirement.
- 04 If the smart card is lost , he should intimate the same to CBS / SMR at the station concerned and purchase another smart card in lieu it and register it with the division.

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01/7/22

Issuing of Tickets:

01. The facilitator should issue tickets only from the machine allotted to him.
02. In case of more than one facilitator appointed, he will work in shifts in the ATVM as per the roster made out by the CBS / SMR.
03. While no uniform is prescribed, he should be neatly dressed in formal dress and be presentable to public.
04. 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.
05. 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.
06. 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.
07. He will always give priority to smart card holders to take tickets whenever they approach ATVMs for tickets.
08. He should make a name badge of his own and wear at the time of issuing tickets.
09. Commencement and closure of work shall be reported to CBS every day 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.
10. Dusting and general cleaning ATVMs will be the primary responsibility of the facilitator Any system failure and requirement of ticket roll shall be reported promptly to the CBS / SMR who in turn will take necessary action and get the ATVM rectified.
11. Only the facilitator engaged should operate the ATVM and issue tickets to the passengers. At no time he / she shall allow any other person to issue tickets.
12. 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.
13. The facilitator will not be permitted to operate the ATVM at any other station / platform / shift other than the one allotted to him.
14. However, Railways can with prior intimation, transfer the operation of facilitator to any other location temporarily / permanently as and when wanted.

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Termination:-

The engagement as facilitator will be terminated in case of:-

Failure to attend the shift

Overcharging

In case of detection of proxy attendance or subletting

Unsatisfactory performance leading to public complaints etc

Any other reason in the opinion of Railways which warrants termination.

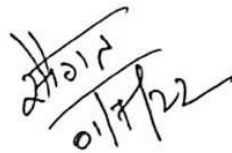
The facilitator can withdraw from the engagement by giving 15 days notice to Railways in all cases including engagement, procedures for operation, transfer, and termination etc , the decision of the Sr. Divisional Commercial Manager will be final and abiding.

How to Apply:-

01. Interested persons who are eligible as above can download the form of same from website : www.ser.indianrailways.gov.in
02. Only one application should be submitted by an applicant.
03. All the information asked for in the application should be correctly filled in incomplete application forms are liable to be rejected
04. The filled in application form with all enclosures, as prescribed, will be submitted in a sealed cover. The cover should be super scribed as "APPLICATION FOR ENGAGEMENT AS FACHITATOR TO OPERATE ATVMs".

The sealed cover should be dropped in the box kept for the purpose in the office of the Sr. Divisional Commercial Manager / S. E. Railway/Chakradharpur between 10:30 hrs to 15:30 hrs on 25.07.2022. Application received beyond 15:30 hrs of Date 25.07.2022 will not be entertained.

Sr. Divisional Commercial Manager
South Eastern Railway
Chakradharpur


27/07/22
01/7/22

REQUEST FORM FOR APPEAL & APPOINTMENT OF ATVM FACILITATOR.
(This format should be filled in A4 size paper only)

Photo self
attested

To

The Sr. Divisional Commercial Manager
South Eastern Railway
Chakradharpur
Dist : West Singhbhum.
Jharkhand – 833102.

Sub:-	Application for engagement of ATVM facilitator at _____ Railway station.
Ref:-	Notification No. Comml.80/UTS PRS Cell/ATVM/Facilitator/06/22 Date

Respected Sir,

With due respect , I the undersigned would like to inform you that, I have retired from Railway service and want to work as ATVM facilitator for issuing unreserved tickets to the passengers though ATVM.

The desired particulars are furnished below in the format for your information please.

Srl. No	Description	REMARK
01	Full name (In capital)	
02	Superannuation Date, Designation & Station/Div/Railway. (Enclose Xerox copy)	
03	Present address in full with contact no.	
04	Pension pay order no. (Enclose Xerox copy)	
05	Aadhar card no. (Enclose Xerox copy)	

I do hereby declare that the above information is true and if any stage the same is found as false, my candidature is liable for cancellation for which no claim should be entertained.

Thanking you,

Yours faithfully.

Handwritten signature and date: 01/07/22