

दक्षिण पूर्व रेलवे

Notification No-C206/UTS/ATVM/Facilitator/6/19
Date: - 15.11.19

Appointment of Facilitator to man Automatic Ticket Vending Machine (ATVM) at Stations over Adra Division.

Sr. Divisional Commercial Manager, South Eastern Railway, Adra Division for and on behalf of President of India invites applications from the Spouses and adult children of Retired Railway Employees may also be allowed to work as facilitators in addition to retired railway employees working as facilitators at **4 (Four)** different stations over Adra Division to facilitate issue of Unreserved Tickets through ATVM. The application forms with all enclosures should be dropped in a sealed envelope on prescribed format as required.

It is proposed to engage facilitators for issue of tickets through ATVMs installed at major stations over South Eastern Railway, Adra Division. The stations, number of ATVMs and no of facilitators required are given below: -

Sl/No	Name of the location	No of ATVMs to be given to facilitator	No of Facilitators required
1	ADRA	1	1
2	BURNPUR	2	2
3	BANKURA	1	1
4	BOKARO STEEL CITY	1	1

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Sr. Divl. Comml. Manager/Adra

Eligibility Conditions: -

1. Spouses and adult children of Retired Railway Employees may also be allowed to work as facilitators in addition to retired railway employees working as facilitators. The order priority for engaging facilitator shall be as under: -
 - a. **Retired Railway Employee**
 - b. **Spouse/Adult child of retired Railway Employee** (Only One person for one Retired Railway Employee to be nominated by him/her).
2. There should not have any claim for employment for spouse/adult children of Retired Railway Employee (**An undertaking on legal paper is required**).
3. In case of there is more than one applications for a particular station are received, facilitator will be selected by a method as decided by the **Committee/Lottery**.
4. One facilitator will be entitled only to one location for allotment of one ATVM only.
5. The applicants should have sound health and should be able to issue ticket as per Railway Board letter.
6. The facilitators will be engaged for a maximum period up to **31.03.2020**.
7. No remuneration will be paid by Railways.
8. **3%** bonus will be given to the facilitator on every recharge of smart-card.
9. 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.
10. The facilitator should invariably wear and display an identity card and name badge.
11. In case subletting or proxy attendance is detected at any time, the permission could be cancelled immediately.
12. There should be no provision of furniture on the stations premises under the scheme so as to prevent congestion.
13. At stations and at the times, where there is **Only One functioning ATVM**, first preference for buying tickets shall be to passengers who buy for themselves i.e through self-operation. "Facilitators" shall use the machine after self-operating passengers are done with the usage of the machine.
14. Facilitators will issue tickets from only one ATVM and machine earmarked for passengers for their self-operation shall not be accrued by facilitators.

Functioning of Facilitators Smart Card: -

1. The facilitators will purchase one smart card when he/she is selected.
2. He/she should use only registered smart card for issuing tickets to public through ATVM.
3. He can do any number of recharge as per his requirement.
4. 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.

Issuing of Tickets

1. The facilitator should issue tickets only from the machine allotted to him.
2. He should be neatly dressed in formal dress and be presentable to public.
3. The facilitator should at all times behave politely and courteously with passengers.
3. Any complaints of misbehavior or other may result in termination of the engagement.

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4. 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.
5. 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.
6. He will always give priority to smart card holders to take tickets whenever they approach ATVMs for tickets.
7. He should make a name badge of his own and wear it at all times and also the identity card issued by Railways.
8. 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.
9. Dusting and general cleaning of 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.
10. 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 from his smart card.
11. 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.
12. Any instructions issued by Railway Board/Head Quarters office regarding ATVM will be binding on facilitators.
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 warranted.

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.
- Any other form of fraud/cheating etc.

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. After termination Smart Card should be handed over to Railways.

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How to Apply: -

1. Interested persons who are eligible as above can download the form of same from website **www.ser.indianrailways.gov.in**.
2. Only one application should be submitted by an applicant for a single location.
3. All the information asked for in the application should be correctly filled in. incomplete applications forms are liable to be rejected.
4. 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 Facilitator 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/Adra** between **10:30 Hrs to 13:00 Hrs** on **26.11.19**.

The box will be opened at **16:00 Hrs** on the same day.

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Sr Divl. Comml. Manager
South Eastern Railway/ADRA

Format of Application for Appointment as ATVM Facilitator

To
The Sr. Divisional Commercial Manager
S. E. Railway/Adra

Sub: - Application for Appointment as ATVM Facilitator

1	Name of the Retired Employee (If Spouses and adult children of Retired Railway Employee will work as facilitator, name of spouse and Retired employee both required)	
2	Designation at the time of Retirement	
3	Last Station/Office worked at	
4	Pay Band + Grade Pay while Retirement	
5	PPO Number (Copy must be enclosed)	
6	Date of Birth (DD/MM/YYYY)	
7	Date of Retirement (DD/MM/YYYY)	
8	Permanent Residential Address	
9	Present Residential Address	
10	Phone Number (Residence)	
11	Phone Number (Mobile)	
12	Choice of Location (Tick any one)	ADRA/ BURN/ BQA/ BKSC

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 of Applicant

Encl: -

1. PPO BOOK
2. XEROX COPY OF ADHAAR CARD
3. Undertaking on legal paper regarding non claimant of employment*

* if Retied Railway Employee nominate any member