Appointment of Station Ticket Booking Agent (STBA) at Ramkanali Station under ADRA Division.

Notification No. C-669/STBA/ADRA/21 ***Dated: 19.8.2021***

Applications are invited in the prescribed format for appointment of Station Ticket Booking Agent (STBA) on commission basis at **Ramkanali** Station under ADRA Division for issue of computerized unreserved Ticket through the existing Computerized Unreserved Ticketing System of the station. Interested persons fulfilling the stipulated conditions may apply in the format in sealed cover and to submit the application form duly filled in all respect on **14.09.2021** between 10.30 hrs to 13.00 hrs in the box kept at Sr. Divisional Commercial Manager's office Adra – 723121. Applications will be opened on **14.09.2021 at 15:30** hrs. The application form will be available at Sr. Divisional Commercial Manager's office, Adra from **10.30 hrs. to 16.00** hrs. on working days from **19.8.2021 to 13.09.2021** or can be downloaded from Railway's website **(www.ser.indianrailways.gov.in).** In case the date of the opening of applications is decided a holiday or a closed day for unforeseen reason, the applications will be opened on the next working day at the same time and venue.

Selection of Station Ticket Booking Agents (STBA):

a The Candidate who fulfils all eligibility criteria and who opts for the least commission in the (4% commission slab) on monthly sales turnover shall be engaged as an STBA. In case more than one applicant quotes the same rate, the selection will be based on the draw of lots in a transparent manner in public.

b Application form should be submitted along with an Earnest Money of Rs.2000/-(Rupees Two Thousand only) in form of DD drawn in favour of FA & CAO, S.E.Railway, Garden Reach, Kolkata, payable at Kolkata. The Application Form received without Earnest Money will be summarily rejected.
Applicant shall submit the application along with his/her photograph. Only one applicant can be engaged as STBA at only one station. While furnishing bid/application, applicant shall give a declaration that he/she has not been engaged as STBA at any other station.

c A refundable security deposit of Rs.5000/- (Rupees Five thousand only) and Fixed Deposit Receipt (FDR) or Bank Guarantee of Rs. 20,000/- (Rupees Twenty thousand only) drawn from any Nationalized Banks should be deposited by the selected STBAs. FDRs of any Nationalized Bank having validity till the tenure of agreement and lien endorsed thereon by issuing bank in favor of Railway from the selected STBA. On completion/termination of agreement, pending dues will be adjusted from the security deposit and balance refunded to STBA. The Security deposit may however, be enhanced by the Divisional/Zonal Railway if considered necessary keeping in view the sales at the station.

Qualification:

a The applicant should be a resident of the local Block/Tehsil/Mandal in which the E category station is located where STBA is proposed to be engaged. Relaxation in this condition can however, be given by Sr.DCM/DCM, in case no suitable candidate of local Block/Tehsil/Mandal is eligible to be appointed as STBA.

b The applicant should not be under 18 years of age and should have passed at least Class-X exam. However, educational qualification can be relaxed by Sr. DCM/DCM if no qualified applicant is otherwise available. A certificate of relaxation in this regard may be recorded.

c The selected applicant will also have to produce a certificate from the police station serving his/her locality that he/she has no criminal record and no criminal case is pending against him/her.

Commission payable:

Out of the applicant fulfilling the eligibility condition, the candidate(s) who opts for the least commission (On the 4% commission slab) will be selected for appointment.
The commission shall be as follows: -

Slabs	Sales turnover in ₹	Commission percentage Payable on sales turnover
Slab 1	1 – 15000	15% (minimum Rs.500/-)
Slab 2	15001 – 50000	12%
Slab 3	50001 – 100000	9%
Slab 4	>100000	4% or the rate quoted whichever is lower

The commission will be calculated on monthly basis as is being done for Halt Agents (Board's letter no.99/TG-IV/Halts/Policy dated.08.09.2000) and as per IRCM VOL-II PARA 2425 item no.28.Commission to STBAs shall be paid from the Station Earnings. The commission shall be paid on the amount credited to Railway's account. In case of concessional tickets, the commission shall be calculated on the actual fare collected by the Railways.

Operating procedure for STBA:

(a)The cost of hardware and software (including maintenance) electricity and hiring of channel will be borne by the Railways. The space will also be provided by the Railways free of cost.

(b) STBA shall not sublet/assign or transfer the rights or obligations arising out of the agreement. In case of death of agent, his/her legal heir(s) will be allowed to act as the STBA for the unexpired period of the agreement by the competent authority, subject to Qualification Criteria.

(c) STBA shall not sublet/assign or transfer the rights or obligations arising out of the agreement. However, if he so desires, he may nominate one person per counter for sale of tickets, for which provision may be made in the standard agreement, with prior approval of the Railway authority subject to fulfilment of prescribed conditions in the Qualification criteria.

(d) Both the STBA and the additional persons, if any, nominated by them to sell tickets shall be issued photo identity cards by the concerned Sr.DCM/DCM and their names) shall also be displayed on a notice Board at the station premises.

(e)The STBA shall deposit the cash collected through sale of tickets, to the concerned Station Master/Assistant Station Master of the station on duty on 8 hourly shift basis as prevalent on that station.

(f) All concession orders should be handed over to the SM/ASM along with cash and cancelled/ NI tickets. Failure of the STBA to do so shall result in the collection difference of fare to be recovered from the STBA.

(g) If the ticket activity stops due to non-availability of STBA or his negligence resulting in non-functioning of equipment's, penalty equal to the average daily turnover from sale of UTS tickets at that particular location, subject to a minimum of Rs.500/- per day may be imposed.

(h) The disbursement of unreserved tickets by STBA shall be governed by the timings as decided by the concerned Railway, keeping in view the local conditions.

(i) The STBA operator shall be allowed to sell all types of non-concessional unreserved tickets issued through UTS including platform ticket and season tickets, on cash basis only. Renewal of season tickets and issue of senior citizen concessional tickets shall also be permitted. All other concessional tickets requiring documentary proof before issue of ticket can also be issued by STBA only when endorsed and permitted by the ASM concerned, which shall be done prior to the sale of such concessional tickets.

(j) The facility of 'NI' (Non-issued) ticket will be available to the STBA only when authorised/endorsed by the concerned SM/ASM.

(k) Cancellation of ticket: The facility of cancellation of ticket may be extended to STBA only when authorised/endorsed by concerned SM/ASM beforehand.

(l) The Railway officer incharge of the station i.e. SM/ASM shall be responsible for the safe custody of the ticket rolls and it shall be his duty to handover/takeover the ticket rolls daily from the STBA. Proper record of ticket rolls issued to the STBA shall be maintained at the stations.

(m) Shift summary and details of daily summary of transaction handled by STBA shall be extracted through UTS and the STBA shall deposit the cash accordingly to the Station Master/ASM at the end of the shift.

(n) A consolidated statement of ticket rolls supplied and details of tickets sold by STBA shall be submitted by Station Master/Manager or any other nominated officer to DCM/Sr. DCM every month.

(o) Zonal Railways shall have powers to prescribe working guidelines within the framework of this scheme. The Railways shall also frame an agreement to be signed with STBA on the basis of these policy guidelines and as per provisions of Chapter-X of Indian Contract Act, 1872 and in consultation with the concerned Departments on the Railways.

(p) In case STBA expresses inability to operate the counter(s) after his/her selection by Zonal Railways, the Bank Guarantee as well as security deposit furnished by him shall be forfeited and deposited in Railway accounts as per procedure.

Period of engagement:

Initially STBA shall be engaged for a period of 3 years. An agreement shall be executed by STBA with Sr. DCM or DCM. Fresh tender shall be floated well before the expiry of three years. In case of delay in finalisation of tender, the existing agreement may be extended for 6 months or till finalisation of new agreement as per this scheme, whichever is earlier.

Termination: Each side can terminate the agreement without assigning reasons by giving a notice of 30 days. However, in case of fraud / criminal case, Railway shall be at liberty to terminate the contract without giving any prior notice.

Disabling clause:

Engagement as STBA shall not confer any right and/or claim whatsoever on the person to seek employment on Railways. No benefits viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the STBA or his/her legal heirs. No claim in this regard shall be entertained. The STBA shall keep Railways free from any liability in present or future. Suitable clause to this effect shall be incorporated in the agreement.

Arbitration:

In the event of any dispute, controversy or claim of any kind or nature arising under or in connection with the agreement, the same shall be referred to the General Manager/South Eastern Rly. As disputes and differences arising at contract shall be referred to G.M/South Eastern Rly. for arbitration the proceeding of which shall be guided by the provision of Arbitration & Conciliation Act, 1996 and amendment made thereafter if any.

ELIGIBILITY/QUALIFICATION

NOTE: - The following documents (photo- copies duly attested must be enclosed with the Application Form).

1.RESIDENTIAL CERTIFICATE
A Certificate from District Commissioner/Sub District Officer/ Circle officer/Block Development officer to verify whether the applicant is a permanent residence of the local Block/Tehsil/Mandal in which the proposed Station is located.
2.EDUCATIONAL CERTIFICATE
The applicant should not be below 18 years of age and should be at least 10th standard pass. Applicant has to submit class 10th board passing certificate/Mark sheet/School leaving Certificate.
3.AGE, DATE OF BIRTH CERTIFICATE
A certificate issued by Educational Board or Admit Card of class 10th exam is to be submitted, wherein the date of birth is available.

Digitally signed by OM PRAKASH CHARAN
Date: 2021.08.19 16:53:14 +05'30'

Sr. Divl. Comml. Manager/Adra

FORMAT OF THE APPLICATION FORM FOR STATION TICKET BOOKING AGENT FOR RAMKANALI STATION.

1. Name of the Applicant : (in BLOCK letters)	
2. Father's name : (in BLOCK letters)	
3. Sex(Gender) : (Male / Female)	
4. Date of Birth : (with proof)	
5. Qualification: Attested copies of the certificates):	
6. Residential Address: **(Proof of residence to be enclosed)**	**House No:** **Mohalla / Village:** **Post Office:** **Police station:** **District:** **State:** **Pin Code: -** **Police station name with Phone No:**
7. Rate to be quoted by the applicant in %, the commission payable by the Railway (both in figure and words)	
8. Particulars of earnest money (Original DD to be enclosed), DD number and date	
9.Whether the applicant has been engaged as STBA at any other station.	
10. Contact Number: - (Mobile No/Landline)	
11. Name of the Station applied for STBA	
12. PAN Card No. if any :	

I hereby declare that all statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that in the event of any information being found false at any stage or not satisfying the eligibility criteria according to the requirements for engagement of STBA, my engagement is liable to be cancelled/terminated.

Place:-……..

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Date:-…… **Signature of the Applicant**