



दक्षिण पूर्व रेलवे
SOUTH EASTERN RAILWAY
Office of the DRM (Comml.)
Kharagpur (खड़गपुर).

Notification No. Com/G30/STBA/Corres/Pt.I

Date. 25.11.2021

AWARDING OF STATION TICKET BOOKING AGENT (STBA) at two stations viz Nekurseni (in KGP-BHC section) & Khemasuli station (in KGP-TATA section) over Kharagpur Division.

It is not a job. It is like an agent, permissible at KHARAGPUR DIVISION for selling the Railway unreserved tickets at Railway premises.

Applications in prescribed format are invited from the interested/ intending candidates of the locations in a Sealed Cover for awarding Station Ticket Booking Agent (STBA) at two stations viz Nekurseni and Khemasuli station over Kharagpur Division for selling of un-reserved tickets only (UTS) on lowest rate of commission basis (on the 4% commission slab where sales turnover is more than Rs.100000.00) on the terms and conditions as prescribed by Railway Board for a period of three years.

1. Qualification / Eligible Criteria: -

- 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 DCM/Sr. DCM if there is no qualified applicant is otherwise available. A certificate of relaxation in this regard may be recorded.
- Applicant should be a resident of local Block/Tehsil/Mandal in which above NSG-6/NSG-5 category stations are located and STBAs are 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.
- 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. The character certificate duly issued by civil authority should also be produced by the applicant.
- Applicant should have to produce a Demand draft of Rs.2000/- issued from any nationalized bank drawn in favour of FA & CAO, S.E.Rly/GRC,Kol-43 or Money Receipt for deposition of the same in cash to DC/Cash-Kharagpur as earnest money.
- While furnishing/putting application, applicant shall give a declaration that he/she has not been engaged as STBA at any other station. In case any station has two locations panels, where trains halt separate STBAs may be engaged for each location. STBA and his/her nominated agent should not be ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity.

2. Tenure of the Contract: The tenure of the contract will be for a **period of 3 (Three)** years. An agreement shall be executed by STBA with Sr.DCM/DCM. Each side can terminate the agreement without assigning reasons by giving a notice of 10 days.

3. Brief Terms and Conditions:

- Selected STBA will work at existing counter without cost of hardware and software (including maintenance), electricity and hiring of channel will be borne by the Railways. The space will also be provided to them by the Railways free of cost.

- b) Applicant should have to agree with/offer the lowest rate of commission fixed by Railway Board as tabled below –

Sales Turnover in Rs.	Commission percentage payable on sales turnover.
1-15000	15% (minimum Rs.500/-)
15001 - 50000	12%
50001- 100000	09%
More than 100000	04% or the rate quoted whichever is lower

Selected applicant will get lowest bid/rate from 4% commission slab of monthly sales turnover where the monthly sale exceeds the amount of Rs.100000.00 which will be paid at the end on month. The rate should be quoted clearly without tampering.

- c) Selected applicant/STBA has to deposit Rs.5000/- refundable interest free security deposit with the Railway. Selected STBA has also to deposit Bank guarantee bond or FDR of Rs.20000/- to the Railway. On completion/termination of contract, pending dues will be adjusted from the security deposit and balance refunded to STBA.
- d) If the ticket activity stop due to Non-availability of STBA or negligence of STBA resulting in non-functioning of equipment, a suitable penalty equal to the average daily turnover from sale of UTS tickets at that particulars location, subject to a minimum of Rs.500/- per day may be imposed.
- e) Selection of STBA will not confer any right of employment on Railways. The appointment is purely contractual. Facilities viz absorption in Railways service, regularization of bonus, pass facilities shall not accrue to the STBA. The STBA shall keep Railways free from any liabilities in present or future.
- f) STBA will not sublet/assign or transfer the rights or obligations arising out of the agreement. In case of death of licensee, the license will be transferred to his/her legal heir (s) for the unexpired period of agreement by the competent authority, subject to fulfillment the desired qualification.
- g) The STBA will deposit the cash collected through sale of tickets, to Station Master/Assistant Station Master on duty on 8 hourly shift basis prevalent on Indian Railways i.e. at 06.00 hours, 14.00 & 22.00 hours.
- h) Only one applicant can be engaged as STBA at only one station. STBA will not sublet/assign or transfer the rights or obligations arising out of the agreement. However, if he/she so desires, he/she may nominate one person per counter, for which provision may be made in the Standard Agreement, with prior approval of the Railway authorities subject to fulfillment of prescribed conditions.
- i) Both the STBA and the additional persons, if any nominated by him to sell tickets shall be issued a photo identity card by the concerned Sr.DCM/DCM and their name (s) shall be displayed on a notice Board at the Station premises.
- j) 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.
- k) The STBA operator shall be allowed to sell all types of non-concessional unreserved tickets issued through UTS including platform tickets and season tickets on cash basis only. Renewal of season tickets and senior citizen concessional tickets shall also be permitted. All other concessional tickets requiring documentary proof before issue of tickets 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.

- l) The facility of 'NI' (Non issued) will be available to the STBA only when authorized/endorsed by the concerned SM/ASM.
- m) Cancellation of ticket: The facility of cancellation of ticket may be extended to STBA only when authorized/endorsed by concerned SM/ASM.
- n) 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/Assistant Station Master at the end of the shift/day. STBA should maintain a Register for proper accountal and transaction details of total number of UTS tickets issued during each shift/day.
- o) 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.
- p) Zonal Railways shall have powers to prescribe working guide lines within the framework of this scheme. The Railways shall also frame an agreement to be signed with STBA on the basis of this policy guide lines and as per provisions of Chapter-X of Indian Contract Act, 1872 and in consultation with the concerned departments on the Railways.
- q) 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 Railways account as per procedure.
- r) Calculation of commission per month should be on the basis of monthly sales turnover. The Applicant should quote the lower percentage on his/her own that is lower than the Railways lowest rate of 4 % slab. In case of concessional tickets, the commission shall be calculated on the actual fare collected by the Railway.
- s) The candidate who opts for least commission (in 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.

Checks on Sale of tickets by STBA: Apart from all prescribed checks for sale of tickets from UTS, the following shall be ensured –

- a) Suitable mechanism may be put in place to guard against possibility of any fraud in issuance and accountal of UTS tickets.
- b) Proper accountal of UTS ticket stationary may be ensured & surprise checks may be conducted on regular basis.
- c) A Close watch should be kept on the working of STBA and irregularity, if any, has to be reported to DCM/Sr.DCM for taking immediate corrective action.
- d) Ticket checking staff of the division should keep a watch on the tickets issued. In case of any irregularity, immediate action shall be taken by the Sr.DCM/DCM by informing all concerned.
- e) Railways may also conduct periodical checks by Commercial and Accounts staff on the working of the STBA.

Backup arrangements by Railways:

Back-up arrangements shall be available to take care of unforeseen circumstances such as non-turning up of STBA or unprecedented/seasonal rush where tickets are required to be disbursed by Railway staff. SMS/ASMs posted at such stations should be made conversant with the functioning of UTS by giving them suitable training/refresher course, if required.

For detailed enquiry if any, please contact Divisional Commercial Manager/South Eastern Railway/Kharagpur within 11.00 hrs to 17.00 hrs on any working day.

Application along with the other related documents and Demand draft of Rs.2000/- as earnest money drawn in favour of FA & CAO, South Eastern Railway, Garden Reach, Kolkata-700043 in sealed cover super scribe 'APPLICATION FOR STBA AT _____ STATION, STATION LOCATION CODE _____' with full Name and Address of the applicant, should be dropped in the Application Box only to be kept in the office of Senior Divisional Commercial Manager/ South Eastern Railway /Kharagpur. Application will be received upto **15.00 hrs.** of **27.12.2021** and after which no application will be entertained. It is considered that the Application box will be opened on **27.12.2021 at 15.30 Hrs.** After finalization of all tenders the earnest money will be refunded to the unsuccessful tender applicants.

Any application without related documents/certificates as well as earnest money of required amount will be summarily rejected.

Railway reserves the right to reject or cancel whole / part of the application without assigning any reasons whatsoever.

Detailed information and terms & conditions are available on website www.ser.indianrailways.gov.in Application Form can be downloaded from the above website.
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NB: It may please be noted if leading of normal life/activities is disturbed by any order of state authority on the date of dropping/date of opening of Tender Box, then it shall be suspended. Then date of dropping/opening the Tender box shall be rescheduled on next usual working day.


Divl. Railway Manager(Comml.)
South Eastern Railway/Kharagpur



**APPLICATION FOR AWARDING OF STATION TICKET BOOKING AGENT (STBA) AT
_____ STATION IN (KGP-BHC) & (KGP-TATA) SECTION OVER KHARAGPUR
DIVISION .**

To

**The Divl. Railway Manager (Commercial),
South Eastern Railway,
Kharagpur**

Affix Pass Port size
Photo of the
Applicant with
Signature thereon.

Sub: Award of Station Ticket Booking Agent at _____ station,
Location code _____.

1. Name (In Capital letters). :
2. Father's Name. :
3. Date of Birth (Certificate must be enclosed). :
4. Permanent Address with Phone No. & distance from :
station (Address proof certificate must be enclosed).
5. Whether the applicant has been awarded as STBA at :
any other station (A self declaration should be
submitted).
6. Details of Character Certificate issued from :
DM/ADM/SDM/BDO or Tehsildar (Attested copy of
certificates must be enclosed).
7. Educational Qualifications (Attested copy of certificate :
must be enclosed).
8. Other Qualification (if any). :
9. Sex (Male/ Female) :
10. Nationality. :
11. Religion. :
12. Number of DD of Rs.2000/- as earnest money drawn :
In favour of FA&CAO/SERly/GRC,Kol-43.
13. Financial Status (supporting documents to be :
enclosed)
14. The lowest rate of commission agreed with/offered (on :
Lower than 4% commission slab where monthly sale
exceeds Rs.100000.00- **Rate must be quoted here
clearly**).
15. Total No. of Enclosures. :

I do, hereby declared that the information stated above are true to the best of my knowledge. If it is proved that the same are false / wrong, my application / License may be cancelled at any time.

I shall abide by all rules & regulations / terms & conditions issued from time to time for STBA scheme.

Yours' faithfully,

Place:

Date:

Signature of the Applicant.

Instructions to willing Tender applicants.

All tender applicants are requested to go through the instructions clearly – while fillup the Tender Form/Application Form. Especially item No.14- Rate of offer should be quoted clearly without rounding up the number repeatedly/Tampering. Rate should be quoted both in words in figures without tampering. Writing style in figures and words should be same.