South Eastern Railway

Sr. Divisional Commercial Manager/Chakradharpur

Application for selection and setting up of Yatri Ticket Suvidha Kendra (YTSK) for issue of Reserved and Unreserved Rail Tickets over Chakradharpur Division, South Eastern Railway

Notice No. Comml.82/YTSK/CKP Divn/09/2022 Date:- 01.07.2022.

The Divisional Railway Manager (Commercial)/South Eastern Railway, Chakradharpur on and behalf of President India invites applications from eligible candidates for participation in the 'Establishment and operation of Computerized Date Passenger Reservation System (PRS) cum Unreserved Ticketing System (UTS) terminals for a period of 03(three) years' on the terms and conditions enclosed in the documents. The details are as under:-

1. **Name of work:-** Establishment and operation of Computerized Passenger Reservation System (PRS) cum Unreserved Ticket System (UTS) terminals which shall be called as Yatri Ticket Suvidha Kendra(YTSK) at Tatanagar, Adityapur, Rourkela, Jharsuguda, Chakradharpur, Sini, Chaibasa, Rajgangpur & Barbil stations over Chakradharpur Division, South Eastern Railway.
2. **Place for submission of Application Document:-** Sr. Divisional Commercial Manager's Office, South Eastern Railway, Chakradharpur, Jharkhand- 833102.
3. **Date of Downloading of Application Document:-** dt: 02.08.2022 up to 16:30 hrs.
4. **Date,Time &Venue of dropping application documents:-** On 03.08.2022 from 10.00 Hrs to 13.00 hrs in the office of Sr. Divisional Commercial Manager, S.E.Railway, Chakradharpur.
5. **Date & Time of Opening of Application Box:-** At 15:00 hrs. sharp On 03.08.2022.

Notice Board location and Web site particulars where complete details of Application (including terms and conditions) can be seen:-

" Sr. Divisional Commercial Manager's Office, South Eastern Railway, Chakradharpur, Jharkhand- 833102 and Website- www.ser.indianrailways.gov.in"

01/7/22

(Saugat Mitra)
for Divisional Railway Manager (Commercial)
South Eastern Railway, Chakradharpur

मंडल वाणिज्य प्रबन्धक
Divl. Commrl. Manager (TC & PA)
द०पू० रेलवे, चक्रधरपुर
S.E.Railway, Chakradharpur

Notice Inviting Applications (Ref:-Comml.82/YTSK/CKP Divn/09/2022, Date:-.....)

Invitation of applications for authorization of Yatri Ticket Suvidha Kendra (YTSK) at Tatanagar, Adityapur, Rourkela, Jharsuguda, Chakradharpur, Sini, Chaibasa, Rajgangpur & Barbil **over South Eastern Railway, Chakradharpur Division.**

Divisional Railway Manger (Commercial), Chakradharpur Division, South Eastern Railway, for and on behalf of the President of India, invites applications from the authorized ticketing agents appointed by Railways including JTBS, STBA, RTSA, RTA and agents appointed by IRCTC for establishment & operation of Computerized Passenger Reservation System (PRS) cum Unreserved Ticket System(UTS) terminals which shall be called as Yatri Ticket Suvidha Kendra (YTSK) at Tatanagar, Adityapur, Rourkela, Jharsuguda, Chakradharpur, Sini, Chaibasa, Rajgangpur & Barbil over Chakradharpur Division, South Eastern Railway.

Interested persons fulfilling the laid down conditions may apply in the prescribed format enclosed as **Annexure-"A"**

I. **ELIGIBILTY CONDITIONS:**

1. **EXPERIENCE:**

i) Applicant should have worked as authorized ticketing agents appointed by Railway including JTBS, STBA, RTSA, RTA and agents appointed by IRCTC providing railway ticketing (reserved/unreserved) services for passengers of Indian Railways for at least Two (02) years. Applicant should submit attested copy of letter of Allotment of the license issued by the Railways/IRCTC and copy of agreement with Railways/IRCTC in this regard.

ii) While working as an agent of Indian Railways ticketing system, the applicant's license should not have been terminated in the past on account of irregularities or violation of the agreement or any of the rule(s) of Indian railways.

2. **INCOME TAX RETURN:**

Applicant should have a Permanent Account Number (PAN) issued by Income-tax authorities and should have filed income Tax return during the last three years. The copy of PAN card and last three year ITR should be submitted along with application.

3. **OFFICE:**

i) Applicant should have an office and premises outside the railway station premises equipped with adequate infrastructure such as adequate sitting arrangements, toilet facility etc. for the client.

ii) The license will set up an office and set up counters on the pattern and standard at par with computerized PRS centres of Indian Railways (standards of ideal booking/PRS counter). The cost and rental of premises (if any) will be borne by the applicant only. The licensee shall not reduce the facilities or shift this office to any other location without the prior written approval of the Railway Administration.

iii) The premises should be owned/leased (relevant attested documents to be submitted).

iv) The applicant should have obtained all necessary and mandatory clearance regarding the premises from the appropriate local authorities. (Attested copies of relevant documents shall be submitted.)

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v) Such premises need to be properly maintained with adequate conveniences and amenities in the vicinity so as to accommodate the visit of sufficient number of customers.

vi) The premises selected for issue of unreserved and reserved tickets should have easy accessibility to the passengers.

4. **SUBMISSION OF DOCUMENTS**

(All documents should be duly Self attested)

i. Experience proof (Copy of LOA & agreement).
ii. Pan Card
iii. Last three year Income Tax Return.
iv. Residential Address Proof
v. Documents of Ownership/Lease/LL agreement of the premise.
vi. Mandatory clearance of premises from appropriate local authorities.
vii. Blueprint of office.

II. **TENURE:**

1. The initial tenure of the license shall be for a period of 03 years.

   The licensee shall pay license fee @ Rs. 5000/- per counter per annum to Indian Railways.

III. The license can be renewed for three (03) years at a time after expiry of its existing tenure subject to the satisfaction of the competent authority and as per the extant Policy prevalent during the period of renewal. For the existing YTSKs, this will be applicable at the time of next renewal.

IV. **TERMINATION CLAUSE:**

1. As per the provision in standard Agreement.

V. In case of violation of provision of the agreement or the rules of Indian Railways by the licensee would invite deterrent punishment by way of penalties subject to a minimum Rs. 500/- per violation. Repeated violations will render the contract liable for termination.

TERMS AND CONDITIONS FOR ESTABLISHING YTSK:

1. Each selected licensee will be given facility of operating up to four terminals. However, the limit on numbers of counters to be given to a licensee can be increased by Indian Railways if found necessary.

   The cost of establishing, operating, and maintaining periodic system up gradation of hardware/software required at such reservation centres shall be borne by the licensee. Any default/non compliance may invite temporary suspension of access to the PRS/UTS system or even termination of the license if the licensee refuses to undertake necessary up gradation.

3. The terminals, PCs, ticket printers, Modems and multiplexers etc as per prescribed specifications fare to be procured by the licensee themselves and nominated officers of Railway will inspect the Hardware for certification. The equipments purchased by the licensee will be maintained by the licensee only.
4. The licensee will hire and maintain two numbers of date/communication channels between his location and the nearest computerized PRS/UTS centre of the Railways.
5. The licensee shall pay system access charge of Rs. 1.6 lakhs per terminal for three years in the form of Demand Draft/Cash 18% GST is applicable on Terminal Access Charge under Reverse Charge Mechanism and YTSK Licensee shall solely be liable for paying applicable GST directly, under reverse Charge Mechanism. This shall be paid by the

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licensee in advance. The system access charges may be revised by Indian Railways from time to time.

6. The licensee will engage their own staff at their own cost for running YTSK.
7. The Railway will supply, free of cost, PRS tickets rolls of different colours after due accountal. The UTS ticket rolls will also be provided free of cost. Detailed procedure order for issue and accountal of PRS and UTS ticket rolls will be as per model agreement to be issued by Railway Board. However, the licensee will bear the cost of non-ticketing stationery.
8. The licensee will ensure safe custody of a PRS/UTS ticket rolls/tickets. Loss/misuse of PRS/UTS ticket rolls/tickets will invite penalty as fixed by the Railway Administration for recovery of pecuniary loss suffered by the Railways.
9. Enquiry services to the passengers shall be provided by these licensees free of cost.
10. Railway administration reserves the right to regulate the access of the licensee to the system for a particular class, train or route in public interest and/or national security reason.

VI. TIMINGS OF OPERATION:

1. The timing of operations of terminals in the premises of licensees for general reservation shall be from 08:15 hrs to 22:00 hrs on week days and from 08:15 hrs to 22:00hrs. on Sundays for booking general PRS and UTS tickets.
2. YTSKs shall be able to issue general tickets on the opening day of reservation from 08:15 hours and Tatkal tickets on the opening day of reservation from 10:15 hours and 11:15 hours for AC and non-AC classes respectively or as per timings specified by Ministry of Railways from time to time.
3. The operating hours of the terminals may be reduced by the licensee to enable closure before the timings indicated above. However, this should be done only with prior information by the licensee to railway administration.
4. The licensee will display prominently the working hours of ticketing related services in the ticketing area of the YTSK.

VII. REGISTRATION FEE:

VIII. Licensee shall pay a onetime non-refundable registration fee of Rs. 2 lakh upon allotment of licensee in the form of Demand Draft/Cash. 18% GST is applicable on Registration-fee under Reverse Charge Mechanism and YTSK Licensee shall solely be liable for paying applicable GST directly, under reverse Charge Mechanism.

IX. ADVANCE DEPOSIT:

1. The licensee would be required to deposit a minimum amount of Rs. 5 Lakh per counter with Railways in advance and shall be allowed to issue tickets only up to Rs 4.5 Lakh per counter, i.e. the licensee can issue the tickets up to an amount which is Rs. 0.50 lakh per counter short of the deposit available with the Railways.
2. The issue of ticket shall automatically stop as and when the amount of the tickets issued by him reaches Rs. 4.50 lakh per counter. This feature shall be in built in the software. The licensee can deposit up to a maximum value of Rs. 1 crore for this purpose.

X. SECURITY DEPOSIT:

1. The licensee would be required to keep an interest free security deposit of Rs. 1 lakh per port subject to a maximum of Rs. 5 lakh with the Railways.

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2. Such security deposit can be in the form of a bank guarantee by a scheduled bank or in the form of a cash deposit/ demand draft with the Railways.
3. Validity of the Bank Guarantee shall be 03 years and 06 months from the date of issue.
4. This security deposit shall be liable to be forfeited in the event of breach of any the clauses of the agreement.

XI. REVENUE SHARING:

1. The licensee shall share the revenue which is essentially the service charges levied on the customer for the booking or cancellation of tickets. The licensee shall share 25% of the service charges levied on the customer for booking/ cancellation of reserved tickets.
2. 25% of the service charges collected by the licensee from the passengers shall be credited to Railway account at the time of booking/cancellation for booking of reserved tickets.
3. Licensees shall levy Rs.2/- (Rupees two) per passenger as service charges on booking of unreserved tickets by the customers which is at par with the charges levied by JTBS. There shall be no revenue sharing arrangement in case of tickets sold through unreserved ticketing system.
4. As YTSKs have been allowed to realise service charges for issuing unreserved tickets at par with that being realised by JTBS, YTSKs shall also realise service charges for unreserved tickets as prescribed above.
5. The service charges so collected by the licensee on account of selling unreserved UTS tickets shall be entirely retained by the licensee.
6. This revenue sharing model shall be applicable for one year. After the period of one year, the Indian railways shall review the revenue sharing formula based on the response to the scheme and the volume of business generated under the scheme.
7. The efficacy of the system of revenue sharing should be reviewed every quarter jointly by the Accounts and Commercial Departments to ensure that due revenue share accrues to the Railways.

XII. SERVICE CHARGES (COMMISSION):

1. The commission/service charge will be charged as notified by the Indian Railways from time to time. To start with, the service charge shall be Rs. 30/- per passenger for 2S and sleeper classes and Rs. 40/- per passenger for all other classes. The commission/service charge shall be printed on the ticket(s).
2. The service charges for cancellation shall be 50% of the charges prescribed for booking.
3. The licensee shall display the information regarding the opening and closure timings of the YTSK and the rate of service charges for different class of passengers at prominent locations bilingually.
4. As per section 31(2) of the Central Goods and Service Tax Act,2017(' The CGST Act") read with rule 54(4) of the CGST Rules,2017,tax invoice includes a ticket issued by a supplier of passenger transportation service containing all the details(except the address of the recipient) as required under rule 46. This implies that " Ticket" issued by Indian Railways through the YTSK Licensee, bearing the GST Identification Number(GSTIN) of IR along with other required details, can be constructed as tax invoice of IR.
5. The service charges collected for booking a ticket through the YTSK licensee form an integral part of the value of the transportation service provided by IR to the passengers.

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The service charges will be subjected to the same tax treatment as applicable to the underlying transportation service for which the ticket is issued.

6. In case of tickets for Non-AC Classes, no GST is imposed, however, YTSKs are authorized to collect prescribed service charges on non-AC Class tickets also. Hence in this case since service charges will become part of the fare, GST shall not be imposed on the service charge component of Non-AC Class tickets also.
7. IR shall share 25% of the service charges collected from both issuance and cancellation of reserved tickets with the YTSK Licensee.100% share of the service charges collected from issuance of unreserved tickets is retained by the licensee. The said share is the consideration for the services provided by the YTSK Licensee to IR.
8. Those YTSK licensees who are registered with GST, have to issue a GST tax complaint invoice on IR for the service charges due to him/her(75% or 100% as the case may be) out of the service charges collected from the passengers alongwith applicable GST, which at present is @ 18% .
9. The said GST will be collected and paid to the credit of the Government by the YTSK Licensee himself. In case YTSK agent is not registered with GST then no GST shall be charged by him.
10. At present, service charges due to YTSKs collected by the railways are adjusted in the payments to be made by them. Similarly in case of GST also adjustment can be made. However, a statement on this account shall be issued to YTSK so as to make him aware of the amount of GST to be deposited by him.
11. IR would be eligible to take and utilize the input tax credit (ITC) of such GST paid to the YTSK licensee.

12.<u>Accounting of GST process flow in respect of YTSK transaction</u>

Commercial Circular No. 05/2018 clearly brings out the Service charges collected for booking of a ticket through YTSK licensee form an integral part of the value of the transportation of service provided by IR. Therefore, the service charges will be subjected to the same tax treatment as applicable to the underlined transportation services for which tickets are issued.

Type of transactions	Transaction	GST implication	Accounting Entry	Remarks
Passenger earnings	PRS issued rough YTSK- Taxable transaction(i.e AC Class)	GST @5% shall be levied on the entire ticket cost including service charges	a) GST received will be accounted in deposit Miscellaneous –GST; b) Passenger earning will be credited to Earning head; c) Service charges (YTSK) portion will be credit to Deposit Miscellaneou	CRIS-PRS team to provide necessary MIS reports to concerned Zonal Railways on the basis of which accounting Entries will be passed in the Zonal Railways book

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-Do-	PRS issued through YTSK – Exempted transaction (i.e Non-AC Class)	There will be no incidence of GST levy	a) Passenger Earning will be credited to Earning Head b) B) Service charges(YTSK) portion will be credit to Deposit Miscellaneous	-Do-
Service charges payable to YTSK	YTSK to raise invoice on Zonal railways for receiving their share of Service charges on both taxable ticket and Non-taxable tickets	. In case YTSK is registered under GST, then Tax invoice for their share of service charges plus GST @18@ shall be levied; .If YTSK is not registered under GST, then no GST levied by them in the invoice;	a)Deposit Misc,Dr Misc. Advance (GST)-Dr To cheques and bills....Cr.(For Registered YTSK Tax Invoice payments) b)Deposit Misc. – Dr To cheques and bills ...Cr.(For unregistered YTSK Invoice payments) Note:-Input tax credit will be availed by Railways on the basis of Accounting entry made at (a) above.	-Do-

(Authority-Rly. Bd's letter No. 2018/TG-I/23/YTSK-GST Dt. 29/01/2019.

XIII. **OTHER CONDITIONS:**

1. The facility of block booking, modification, change of name age sex etc. will not be permitted. However, the facility of postponement/ advancing of tickets will be available.
2. The licensee will be allowed to cancel all reserved tickets (booked on cash), issued by him/other YTSK or by PRS Centres, upto the time of preparation of reservation chart and within the working hours as restricted from time to time. However, the YTSK tickets can be cancelled at PRS centres also. In case of unreserved tickets, cancellation is not permitted at YTSK.
3. The cancellation charges will be credited to the railways but the licensee will be allowed to charge commission for cancellation from the passengers at the rate fixed by the Railways as per extant service charge rule.
4. YTSK licensee is not allowed to deal with any type of concession vouchers etc. except for handicapped persons whose details are available in the system. They shall, however not be allowed to book tickets on those physically handicapped concession certificates whose details are not available in the system.
5. Adequate system security provision shall be inbuilt in the system to preclude the possibility of disruption by virus/unauthorized access etc.
6. The fare value, the service charges etc. realized will appear on the ticket to avoid over charging by the licensee. In case of cancellation, the cancellation charges payable to the

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Indian railways and cancellation commission payable to the licensee shall be indicated on the cancellation ticket.

7. Railway administration will prescribe the statement/returns to be submitted by the licensee to the Railways. The details of these returns, periodicity of these reports/returns will be as specified in the model agreement issued by Railway Board.
8. Licensee shall maintain all the registers/books and returns as required under the scheme. In addition, he shall also be asked to maintain such documents/registers as are considered necessary by the Railway Administration for verification purpose.
9. Statement of refund (cancelled) tickets and non-issued tickets must reach to Traffic Accounts Office, next working day without fail.
10. The balance sheet and passenger classification for the privately owned terminals must be prepared in prescribed format and signed by authorized licensee and his authorized signatory(ies) whose signatures must be available in the office. These must be submitted regularly to serving station.
11. Railway administration shall have the right to inspect the office of the licensee at any time during the business hours and for this purpose, railway administration may depute any person as deemed fit. In order to maintain vigil on any spurious elements tending to indulge in malpractices at these centres the licensee shall make provision of CCTV/IPTV at the YTSK (s). The footages of CCTV/IPTV shall be preserved for at least one month and access to such data shall be provided to inspection official (s) on demand.
12. Performance of service being rendered by the licensee shall be reviewed from time to time by Railway administration.
13. The licensee shall be subjected to all the supervisory checks carried out for railway PRS terminals or any supervision provide for internet system.
14. In case the YTSK scheme is withdrawn, the licensee shall be free to apply for licensee under any prevailing scheme of ticketing of Indian Railways subject to eligibility.
15. In case of death of licensee during the validity of the tenure, licensee will be transferred to the legal heir only for the remaining period of the tenure of the licensee. "The YTSK Licensee will indicate two (02) nominees/legal heirs in whose name the licensee should be transferred in case of death of the YTSK licensee. In case the nominee 1 passes away before the YTSK licensee or is unwilling to continue as YTSK licensee after the demises of the original allottee, nominee 2 shall be asked to continue as YTSK licensee.
16. License should apply for more than one location and application for more than one location will be accepted from a single applicant.
17. All the changes in the rules/instructions/policy from time to time will be applicable on the applicant.
18. The licensee shall be deemed to be agent of the Railway administration and shall be subject to all the legal liabilities of agents as are laid down or defined in the law relating to agents in India for booking of passengers.
19. The licensee shall be responsible for all claims under workman's compensation Act as well as under the payment of wages Act. The licensee shall indemnify the Railway Administration with regard to any claim arising out of these acts.
20. All statutory taxes as levied by Central, State Government or any authority will be borne by the licensee.

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21. The applicant is required to attend this office for execution of agreement on any working day after submission of security deposit and bank guarantee. The expenses of preparing, stamping and executing agreement shall be borne solely by the applicant.
22. YTSKs are required to install POS machines and accept payments through all banks debit/credit card for issuing both reserved and unreserved tickets. Also YTSKs should accept payment through other modes like UPI, USSD, e-wallet, Aaadhar enabled payment systems but not through private e-wallets (e.g. PayTM, Freer charge etc,)

XIV. SUBMISSION OF APPLICATIONS:

1. The application is required to be signed by the applying person himself. Each & every page of the application should be signed.
2. The application must be filled in ENGLISH or HINDI and all entries must made by handwritten.
3. Overwriting is not permitted. Failure to comply either of these conditions will render the application liable to rejection.
4. Clarification regarding terms & conditions of the scheme may be obtained from the office of Divisional Railway Manager (Commercial), Chakradharpur Division, South Eastern Railway between 10:30 hrs to 17:00 hrs on working days.
5. Applications received through post/courier will be summarily rejected without any scrutiny.
6. The applicant must write on the top of the envelope in the bold and capital "APPLICATION FOR YTSK AT .....STATION.
7. Application forms can be downloaded from the websites www.ser.indianrailways.gov.in.
8. The railway will not accept application wherein conditional offer has been given by the applicants and the offer will out rightly be rejected.
9. The applicant must obtain for herself/himself on his own responsibility and at his own expense all the information which may be necessary for the purpose of filling the application and acquaint him/her with all local conditions, means of access to the work, nature of work and all matters pertaining thereto.
10. Interested persons fulfilling the stipulated conditions may submit their applications forms duly filled in prescribed format along with requisite papers/documents in a sealed cover addressed to Divisional Railway manager(Commercial), Chakradharpur Division, South Eastern Railway by Dt: ..... up to 13.00 Hrs.
11. Selection for YTSK shall be done by Railway; the decision of the Railways will be final and binding. Railways reserve its rights to reject any application without assigning any reason. No canvassing or correspondence in this regard will be entertained from unsuccessful applicants.
12. Railway will inform about appointment of YTSK agents to selected applicants only. No intimation will be given to rejected applicants.
13. Applications with incomplete information and without required documents will not be accepted/entertained.

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For Divisional Railway Manager (Commercial)
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S.E.Railway, Chakradharpur

Annexure-"A"

FORMAT OF APPLICATION FOR AUTHORIZATION OF YTSK

Recent Photograph with the full signature

1	Name of Applicant (IN BLOCK LETTER)	
2	Father's / Husband Name	
3	Gender (Male/Female)	
4	Date of Birth	
5	Age as on 01.07.2022	
6	Present Residential Address	
7	Permanent Residential Address	
8	Contact No. (Mobile/Landline)	
9	Present Status of Business	
10	PAN Number	
11	Years of Experience as authorized Railway ticketing Agent	
	a. Details of Railway ticketing license.	
	b. Date of issue of Contract	
	c. Date of completion of contract	
	d. Whether contract is successfully completed or terminated by Railways.	
	e. If terminated, reason for same.	
12	Office/shop address where business will be carried out	
13	Telephone number of the office/shop.	
14	Whether premises where business will be carried on, is owned or hire/lease.	
15	Whether premises is easily accessible to public	
16	Details of accommodation in the business premises with dimension. (Total area in sq feet, layout etc.)	
17	Whether the area of premises as per the standards	
18	Enclosed documents:	
	1) Age proof.	
	2) Residence proof	
	3) Pan Card Copy	
	4) Last 03 years Income Tax returns	
	5) Proof of 2 year experience (LOA & agreement copy	
	6) Latest Telephone Bill	
	7) Ownership /Lease/L.L. agreement of the premise.	
	8) Mandatory clearance of premises from appropriate local authorities	
	a. Shop Act license from Municipal authorities.	
	b. NOC from Local authorities	
	c. Any other relevant supporting documents.	
	9) Blueprint of Office	

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DECLARATION

I undertake that in event of any information given above, being found to be false or inaccurate in any respect, the licensee issued shall be liable to be cancelled.

I shall abide by all the terms and conditions as notified and such conditions as may be prescribe from time to time.

All terms and conditions of standard agreement, on this scheme as and when given by Railway Board will be blinding on me.

Place:

Date:

(Signature of the Applicant)
Name:

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