



SOUTH EASTERN RAILWAY

CHAKRADHARPUR DIVISION

NAME OF
CONTRACT

APPOINTMENT OF STATION TICKET BOOKING
AGENT AT 14 (FOURTEEN) 'NSG-6' CATEGORY
STATIONS OVER CHAKRADHARPUR DIVISION FOR
A PERIOD OF THREE YEARS.

TENDER DOCUMENTS

TENDER NOTICE No. Comml.82/STBA/CKP Divn/14 NSG-6/2022.

Date:02/08/2022

Sr. Divisional Commercial Manager
South Eastern Railway/Chakradharpur

Poojalingh
02/08/22
सहायक वाणिज्य प्रबंधक
दो पू० रेलवे, चक्रधरपुर
Asst. Comml. Manager
S.E. Ry./Chakradharpur

TENDER NOTICE FOR APPOINTMENT OF STATION TICKET BOOKING AGENT AT 14 (FOURTEEN) NSG- 6 CATEGORY STATIONS OVER CHAKRADHARPUR DIVISION FOR A PERIOD OF THREE YEARS.

No. Comml.82/STBA/ CKP Divn/14 NSG-6/2022

Date : 02/08/2022.

For and on behalf of President of India, Senior Divisional Commercial Manager, South Eastern Railway, Chakradharpur invites sealed Open Tenders on "SINGLE PACKET SYSTEM" in prescribed tender forms from eligible candidates for the under mentioned work. Individual Tender form along with individual earnest money and cost of tender form against respective station plus supporting document is to be submitted separately for each station. One applicant can be appointed as STBA at one station only. Without Earnest money and cost of tender form the application shall not be entertained and shall be summarily rejected.

Description of Contract	Departmental Value			E.M.D.	Cost of Tender Form	Date and Time of Dropping of Tender	Date and Time of Opening of Tender
<p>Appointment of Station Ticket Booking Agent (STBA) At 14 (four) 'NSG-6' Category Stations Over Chakradharpur Division for a period of 03 (three) years.</p> <p>The Stations are: Panposh, Posoita, Bisra, Jaraikela, Bahalda Road, Dhutra, Bhalulata, Bangurkela, Deojhar, Murga Mahadev Road, Kendposi, Dharuadih, Sonakhan & Kalunga</p>	Out of the applicants fulfilling the eligibility conditions, the candidate(s) who opts for the least commission (on the 4% commission slab) will be selected as STBA. The commission payable shall be as follows:-			Rs 2000/-	Rs.1000/- Plus GST @ 18%=Rs.180/- Total=Rs.1180/- Only. (Total Rupees one thousand one hundred eighty) only.	30/08/2022 from 10.00 Hrs to 13.00 Hrs.	30/08/2022 at 15.30 Hrs
	Slabs	Monthly Sales Turnover in Rs	Monthly Commission percentage payable on sales turnover.				
	Slab-1	1-20,000	25% (Subject to minimum 2,500/-)				
	Slab-2	20,001-1,00,000	15%				
	Slab-3	>1,00,000	(4% in case of NSG-6 Category stations) or the rate quoted which ever is lower				
The commission will be calculated on monthly basis. The rate of commission for a particular month will be calculated on the basis of cumulative sales turnover up to that month							

Tender Notice & Tender documents may be down loaded from Website: <http://www.ser.indianrailways.gov.in> upto 18.00 Hrs of 29/08/2022.

In case the office is closed due to unprecedented reason, the tender will be dropped and opened on the next working day between 10.00 hrs to 13.00 hrs and 15.30 hrs respectively. Tender form is not transferable. Railway reserves its right to either cancel the tender or reject any or all the tenders without assigning any reason thereof. Details of eligibility criteria can be seen in the tender form / website.

Pooja Singh
02/08/22
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Asst. Comml. Manager
S.E. Rly./Chakradharpur

Sr. Divisional Commercial Manager
South Eastern Railway, Chakradharpur

INSTRUCTIONS TO TENDERERS REGARDING TENDER FORMS DOWNLOADED FROM INTERNET

1. Tender file is to be downloaded from the Internet and print out is to be taken on an A4 size paper and details are to be entered by the Tenderer (s) at the various locations in the document. It is advisable that the downloaded tender document to be printed through high quality printers only. Submission of Xerox or photocopy of tender document is prohibited.
2. This tender document (in full) downloaded along the various documents required to be submitted as per the tender conditions in a sealed cover duly subscribing with the name of the work, Tender Notice No. and date, submission of tender downloaded from the internet etc. and the same should be dropped in the tender box kept in the Office of the Senior Divisional Commercial Manager, South Eastern Railway, Chakradharpur not before the date and time stipulated in the tender document.
3. The cost of tender document as indicated in the tender document will have to be deposited by the tenderer(s) in the form of DD drawn in favour of **FA & CAO, South Eastern Railway, Garden Reach, Kolkata** following the instructions laid down in the tender notice and the DD of the tender document towards cost of tender document must accompany with the tender document. **The tender document not accompanied with the cost of tender form and Earnest Money Deposit will be summarily rejected.**
4. The Earnest Money Deposit (EMD) required for this as stipulated in the tender document to be submitted separately.
5. Tenderer(s) are advised to download tender documents well in advance and submit the tender before the stipulated time. It is the responsibility of the Tenderer(s) to check any correction or any modifications published subsequently in website and the same shall be taken into account while submitting the tender. Tenderer(s) shall download corrigendum (if any), print out, sign and attach it with the main tender document. Tender document not accompanied by published corrigendum/s is liable to be rejected. The Railway will not be responsible for any delay in downloading of tender document from the Internet.
6. The Tenderer(s) may please note that the rate for items should be written in figures and in words by black or blue ballpoint pen only. Each page of tender document should be signed by the tenderer(s).
7. Tenderer/s are free to download tender document at their own risk and cost for purpose of perusal as well as for using the same as tender document for submitting the offer. Master copy of the tender document is available in the office of the Senior Divisional Commercial Manager, Chakradharpur. After award, the agreement will be prepared based on the Master Copy of the Tender document available in the above-mentioned office. In case, any discrepancy between the tender document download from the Internet and the Master copy, later shall prevail and will be binding on the Tenderer(s). No Claim on this account will be entertained.
8. If any change/addition/deletion is made by the Tenderer(s) and the same is detected at any stage even after the award of the tender, full earnest money deposit will be forfeited and the contract will be terminated. The Tenderer(s) is also liable to be banned from doing business with Railways and/or prosecuted.

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 द० पू० रेलवे, चक्रधरपुर
 Asst. Comm. Manager
 S.E. Rly./Chakradharpur

TENDER FOR APPOINTMENT OF STATION TICKET BOOKING AGENT (STBA) AT 14(Fourteen) 'NSG-6' CATEGORY STATIONS OVER CHAKRADHARPUR DIVISION FOR A PERIOD OF 03 (THREE) YEARS.

OFFER LETTER CUM APPLICATION FORM

To

The President of India
Through Sr. Divisional Commercial Manager
S. E. Railway, Chakradharpur, Dist: West Singhbhum
Pin – 833102.

**Sub:- Tender for appointment of station ticket booking Agent (STBA) at.....
Railway station against Tender Notice No. Comm1.82/STBA/CKP Divn/14 NSG-6/2022
Dtd: 02/08/2022**

Dear Sir,

1. I/We hereby tender to undertake to setup and issue of unreserved tickets through computerized unreserved Ticketing system (UTS) at Railway station and agree to ensure complaint free service to the Railways and to the passengers / public and others.
2. I/We agree to provide manpower to issue of unreserved tickets through UTS and take the responsibility to ensure efficient working to the satisfaction of Railway Administration.
3. I/We have agreed to take commission as quoted in my financial commission bid. The financial commission bid as per the prescribed format given in the tender document has been submitted separately in the tender schedule for Commission offer.
4. In the event of acceptance of the tender, I agree to observe and be bound by the terms and conditions enclosed to this tender form which have duly, signed by me, which is subject to such modifications, as deemed necessary by the Divisional Railway Manager (Comm1), Chakradharpur / Sr.Div1.Comml.Manager, S.E.Rly, Chakradharpur, for and on behalf of the President of India and agreed by me. I will be prepared to enter into the agreement with the President of India acting through Sr. Divisional Commercial Manager, Chakradharpur within a period of 30 (thirty) days of acceptance of tender, if my bid is successful.
5. I/We have read the various terms and conditions to tender attached here to and hereby agree to abide by the said Notification and its terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 90 days from the date fixed for opening the same and in default thereof, I/We shall be liable for forfeiture of my/our full earnest money. I/We take to do the work, which is endorsed in the Tender Form at the rates quoted in the tender schedule for Financial Commission offer, and hereby bind myself /ourselves to carry out the work in stipulated manner from the date of issue of letter of acceptance of the tender.

The earnest money deposited by me for Rs..... (Rupees.....) as specified in the tender form drawn in favour of FA & CAO, S.E. Railway, Garden Reach, Kolkata vide DD No..... dt..... The original DD has been enclosed.

6. The cost of tender form deposited by me for Rs..... as specified in the tender form drawn in favour of FA & CAO, S.E.Railway, Garden Reach, Kolkata vide DD No..... dt..... The original DD has been enclosed.
7. I do also note that the Railway Administration reserves the right to reject my application without assigning any reason whatsoever and that this decision is final and binding upon me.
8. Until a formal agreement is prepared and executed, acceptance of the tender shall constitute a binding contract between us subject to modification as may be mutually agreed to between us and indicated in the letter of acceptance of my/our offer for this work.

Thanking you,

Yours faithfully

Date:.....
Place:.....

Signature of Tenderer

Name of the Tenderer:.....
Full Address with Contact No.:.....
.....
.....

(Address proof documents to be attached)

Pooja Singh
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Asst. Comm1. Manager
S.E. Rly./Chakradharpur

APPLICATION FOR STATION TICKET BOOKING AGENTS (STBA) AT..... STATION

(Please fill the application in BOLD letters)

Please affix your latest
passport size photo.

- 1 Name of the applicant with Surname:
- 2 Father's / Husband Name:
- 3 Sex (Male / Female):
- 4 Date of Birth (With proof):
- 5 Qualification (With documentary proof):
- 6 Residential Address (proof of residence to be enclosed):
 House No: Mohalla/Village:
 Post Office: Police station:
 Block/Tehsil/Mandal: Sub Division:
 District: State:
 Pin Code:
- 7 Permanent Residential Address with PIN code:
- 8 Contact No. With STD code
 Land Line:
 Mobile:
- 9 Name of the Station applied for STBA

Check List:

- 1 Whether copy of PAN card/Voter ID/Aadhaar Card in support of ID Proof attached? (Yes/No).
- 2 Whether Character Certificate issued by District Magistrate/Sub District Magistrate/Block Development officer/Tehsildar is enclosed? (Yes/No).
- 3 Whether Certificate issued by Tehsildar/Block Development Officer/Sub Divisional Officer in the format given at Annexure A is enclosed? (Yes/No).
- 4 Whether Mandate Form provided at Annexure ' B' is duly filled up? (Yes/No).
- 5 Whether self attested recent passport size photograph has been affixed properly? (Yes/No).
- 6 Whether the percentage commission offered has been mentioned in legible handwriting both in words and figure. (Yes/No).
- 7 Whether proof of age has been submitted along with the tender offer? (Yes/No).
- 8 Whether EMD and Cost of tender form has been attached with the tender offer? (Yes/No).

N.B: All supporting documents should be enclosed duly attested by a Gazetted Officer or self attested.

Declaration:

1. I/We declare that, I have not been appointed as STBA at any other station.
2. I/We, also undertake that in event of any false or inaccurate information given above in any respect, the application/ license shall be liable to be rejected/cancelled. I/We shall abide by all the terms and conditions of Station Ticket Booking Agent Scheme prescribed from time to time.

Signature of Tenderer

Name of the Tenderer:

In presence of,
 Signature of Witness:
 Name:
 Address:

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 सहायक वाणिज्य प्रबंधक
 द० पू० रेलवे, चक्रधरपुर
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4. Operating procedure of 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, however, if he so desires, may nominate additional persons for sale of tickets. Additional numbers of persons which can be nominated shall be decided by Sr.DCM/DCM based upon the quantum of ticket sale at the station. Provision for the same may be made in the standard agreement, with the prior approval of railway authorities subject to fulfilment of prescribed conditions mentioned in para 4 above.
- c. 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 para 4 above.
- d. Both the STBA and the additional persons, if any, nominated by him/her to sell the tickets shall be issued photo identity cards by the concerned Sr. DCM/DCM and their name(s) shall also be displayed on a Notice Board at the Station premises.
- e. 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. Zonal Railways can also authorize payment through POS/Digital modes at such locations keeping in view the local conditions. 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 tickets can also be issued by STBA only when endorsed and permitted by the SM/ASM/Supervisory Booking Clerk or Reservation Supervisor concerned, which shall be done prior to the sale of such concessional tickets.
- f. The facility of "NI" (Non-issued) ticket will be available to the STBA only when authorized/endorsed by the concerned SM/ASM/ Supervisory Booking Clerk or Reservation Supervisor.
- g. Cancellation of ticket: The facility of cancellation of ticket may be extended to STBA only when authorized/endorsed by concerned SM/ASM/Supervisory Booking Clerk or Reservation Supervisor beforehand.
- h. Money receipts, TTE Cash, Parcel cash etc. Can be remitted at the STBA Counters only when authorized /endorsed by concerned Station Master/Assistant Station Master/Supervisory Booking Clerk or Reservation Supervisor beforehand. However, the revenue so received shall not be accounted for in the monthly turnover of the station, for the purpose of calculating the commission for STBA.
- i. The STBA shall deposit the cash collected through sale of tickets, to the concerned Station Master/Assistant Station Master/Supervisory Booking Clerk or Reservation Supervisor of the Station on duty on 08 hourly shift basis as prevalent on that Station.
- j. All concession orders should be handed over to the Station Master/Assistant Station Master/Supervisory Booking Clerk or Reservation Supervisor 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.
- k. If the ticketing activity stops due to non-availability of STBA or due to his/her negligence resulting in non-functioning of equipments, penalty equal to the average daily turnover from sale of UTS tickets from that location, subject to a minimum of Rs.2000/- per day shall be imposed. Penalty upto Rs.500/- may be imposed against established public complaints regarding the functioning of the STBA.
- l. The railway officer in charge of the station i.e Station Master/Assistant Station Master/Supervisory Booking Clerk or Reservation Supervisor 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/Supervisory Booking Clerk or Reservation Supervisor 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/Asst Station Manager/Supervisory Booking Clerk or Reservation Supervisor 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 his inability to operate the counter(s) after his/her selection by Zonal Railways, the security deposit furnished by him shall be forfeited and deposited in Railways accounts as per procedure.

Pooja Singh
 सहायक वरिष्ठ निरीक्षक

5. **Checks on Sale of Tickets by STBA**

Apart from all the prescribed checks for sale of tickets from UTS, the following shall be ensured:-

- Suitable mechanism may be put in place to guard against possibility of any fraud in issuance and accountal of UTS Tickets.
- Proper accountal of UTS ticket stationery may be ensured and periodical checks may be conducted by Commercial and Accounts staff on the working of STBA to avoid any irregularity. All accounting procedures including remittance of cash by the STBA on the same day should be strictly adhered to as per the extant codal provisions and instructions issued from time to time.
- 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.
- 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.
- Railways may also conduct periodical checks by Commercial & Accounts Staff on the working of STBA.

6. **Backup arrangements of 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.

7. **Period of engagement:-**

In the case of NSG-6 Category of station Initially STBA shall be engaged for a period of (03)Three 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 finalization of tender, the existing agreement may be extended for six months or till finalization of new agreement as per this Scheme whichever is earlier. However, such extension shall not exceed three years.

8. **Termination of engagement:-**

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

9. **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 Railways 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 liabilities in present or future. Suitable clause in the agreement to this effect shall be incorporated in the agreement.

10. **Arbitration:-**

To resolve any dispute or claim of any kind of nature arising under or in connection with this agreement between the parties, the standard arbitration clause may be incorporated in the agreement.

Poojalingh
02/08/22

सहायक बाणिज्य प्रबंधक

द. ०० रेलवे, चक्रधरपुर

Asst. Comml. Manager

S.E. Rly./Chakradharpur

ANNEXURE A

This is to certify that Shri/Miss/Smt _____ son/daughter of
 Shri/Smt Late _____ having permanent address as

 _____. His/her house is situated in _____ block, _____
 tehsil and _____ Mandal. This is in the same Block / Tehsil / Mandal / Sub Division where the
 _____ railway station is situated.

Signature of the Tehsildar / Block Development Officer / Sub Divisional Officer.

Seal/Stamp

Poojasingh
 02/08/22

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 S.E. Rly./Chakradharpur

MANDATE FORM

By

Vendor/Contractor/Employee for
EFT / ECS /RTGS/ NEFT PAYMENT

1. NAME OF THE FIRM/PERSON/PARTY:.....
2. ADDRESS:.....
.....
TELEPHONE NO. & FAX.....
CELL PHONE:.....
E-MAIL.....
3. P. A. N. NO.
4. PARTICULARS OF BANK ACCOUNT;.....
5. (I) BANK NAME:.....
6. (II) BRANCH NAME & ADDRESS:
.....
(III) BANK BRANCH TELEPHONE NO.....
(iv) ACCOUNT TYPE (WHETHER SB OR CURRENT)
(v) ACCOUNT NO.
(vi) BANKS' MICR CODE:
(vii) BANKER'S IFS CODE:

5. DECLARATION OF THE PARTY

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not affected at all for reasons of incomplete and incorrect information, the User Institution, i.e. S. E. Railway will not be responsible. I have understood the scheme and agree to discharge the responsibility for which I am liable as a participant under the Scheme.

Date:

Signature of the Supplier/Party/Employee

N.B. One cancelled Cheque/Photocopy of the cheque is to be enclosed (Where the cheque does not carry IFS Code, an attestation from Bank attesting the IFS Cods should be given).

SIGNATURE OF BANK OFFICIAL
(Where required)

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DECLARATION

I do hereby declare that I have not been engaged as 'Station Ticket Booking Agent' at any station over Chakradharpur Division/Indian Railway.

The declaration given above is true to the best of my knowledge, faith and belief

Signature of applicant.

Poojasingh
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ANNEXURE 'D'

Details of the 14(Fourteen) 'NSG-6' Category Stations for engagement of STBA over CKP Division.

Sl. No	Location	Name of the Stations	New categorization of stations
1	PPO	PANPOSH	NSG-6
2	PST	POSOITA	NSG-6
3	BZR	BISRA	NSG-6
4	JRA	JARAIKELA	NSG-6
5	BDO	BAHALDA ROAD	NSG-6
6	DTV	DHUTRA	NSG-6
7	BUL	BHALULATA	NSG-6
8	BGKA	BANGURKELA	NSG-6
9	DJHR	DEOJHAR	NSG-6
10	MMVR	MURGA MAHADEV ROAD	NSG-6
11	KNPS	KENDPOSI	NSG-6
12	DIH	DHARUADIH	NSG-6
13	SXN	SONAKHAN	NSG-6
14	KLG	KALUNGA	NSG-6

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