South Eastern Railway, Kharagpur

Notification No-COM/G 18/3/66/ATVM/Pt-X Date: - 31-05-2023

Engagement of Facilitators of Automatic Ticket Vending Machine (ATVM)at Stations over Kharagpur Division.

Sr. Divisional Commercial Manager, South Eastern Railway, Kharagpur Division for and on behalf of The President of India invites applications from Retired Railway Employees or theirnext of kin and from the **general public**.

This scheme is to engage facilitators to issue ATVM tickets using smart card. They may be allowed to work as facilitators at which is allotted to the facilitators over Kharagpur division to facilitate issue of Unreserved Tickets through ATVM.

The application form 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, Kharagpur Division in **Shift wise, Shift-1 (06:00 Hrs to 14:00 Hrs), Shift-2 (14:00 Hrs 22:00 Hrs) & Shift-3 (22:00Hrs to 06:00 Hrs)**. The list of stations and number of facilitators required are given below:

Srl. No.	Location	Category of Station	Terminal No.	Shift -1	Shift-2	Shift -3	Total Nos. of required facilitator
1	SORO	NSG-5	TB	-	-	-	-
	BALASORE	NSG-3	T-11	1	-	1	2
			T-12	-	-	1	1
			T-13	-	-	1	1
3	**BARIPADA**	NSG-4	T-12	-	1	1	2
4	**JALESWAR**	NSG-5	T-11	1	1	-	2
			T-12	1	1	-	2
5	**BELDA**	NSG-5	TB	-	1	1	2
6	**GIRIMAIDAN**	NSG-5	TA	-	1	1	2
7	GHATSILA	NSG-4	T-11	1	1	1	3
			T-12	1	1	1	3
8	**JHARGRAM**	NSG-4	T-11	1	1	1	3
			T-12	1	1	1	3
			T-13	1	1	1	3
9	KHARAGPUR	NSG-2	T-11	-	-	1	1
			T-13	1	-	1	2
10	**BALICHAK**	SG-3	T-11	-	1	1	2
11	**PANSKURA**	SG-2	T-11	1	1	1	3
			T-12	-	-	1	1
			T-13	-	1	1	2
12	**MECHEDA**	SG-1	T-11	1	1	1	3
			T-12	-	1	1	2
			T-13	-	-	1	1
			T-14	-	-	1	1

Srl. No.	Location	Category of Station	Terminal No.	Shift -1	Shift-2	Shift -3	Total Nos. of required facilitator
13	DIGHA		TA	-	-	1	1
14	SANTRAGACHI	SG-1	T-11	1	1	1	3
			T-12	-	-	1	1
			T-13	-	1	1	2
15	HOWRAH(S)	NSG-1	T-5	1	-	1	2
			T-6	1	-	1	2
			T-7	-	-	1	1
16	BAGNAN	SG-2	T-11	-	1	1	2
			T-13	-	-	1	1
17	MIDNAPUR	NSG-4	T-11	-	1	1	2
18	ULUBERIA	SG-3	T-11	-	-	1	1
			T-15	-	1	1	2
19	MOURIGRAM	SG-3	TA	1	1	1	3
20	ANDUL	SG-3	T-13	1	1	1	3
21	SANKRAIL	SG-3	T-11	1	1	1	3
22	NALPUR	SG-3	TA	1	1	1	3
23	BAURIA	SG-3	T-13	1	1	1	3
			T-14	1	1	1	3
24	FULESWAR	SG-3	T-13	1	1	1	3
25	BIRSHIBPUR	SG-3	TA	-	1	1	2
26	KULGACHIA	SG-3	T-15	1	1	1	3
27	RADHAMOHANPUR	SG-3	T-12	-	1	1	2
28	CHAKULIA	NSG-5	T-13	1	-	1	2
29	RUPSA	NSG-6	T-11	-	-	1	1
30	KANTHI	NSG-5	TA	-	-	1	1
31	CHANGAIL	SG-3	T-13	1	1	1	3
32	SHALIMAR	NSG-3	T-13	1`	1	1	3
		Total:	=105 Nos. of facilitators required.				

Qualification:-

Applicant should not be under 18 years of age and should be at least Matric pass or equivalent however educational qualification can be relaxed by Sr.DCM/DCM if there is no applicant otherwise available.

1. The applicant should be a resident of the local district in which the station is located where ATVM facilitator is proposed to be engaged. Relaxation can, however, be given by Sr.DCM/DCM in case no suitable candidate of local district to be engaged as ATVM facilitator.
2. Before engagement as ATVM facilitator, the applicant will also have to produce a certificate from the police station serving his/her locality that no criminal case is pending against him/her.
3. Applicant should be prepared to give Rs.50,000/- for NSG 1 & 2 and Rs.25,000/- for other categories of stations, towards refundable security deposit to the Railway. On completion/termination of contract, pending dues will be adjusted from the Security deposit and balance refunded to ATVM facilitator.
4. If the selected applicant not submitted the security deposit within 15 days from the date of receipt of LOA then the said LOA will be cancelled.
5. If the applicant is selected he/she has to start working within 15 days after receipt of LOA.

6. The cost of ATVM, its maintenance, provision of lease line, up gradation, etc, will be borne by the Railways. The cost of electricity and space shall also be borne by the Railways. However, in case it is proved that ATVM has been damaged due to any act of omission on the part of facilitator, the cost of repair will be recovered from him/her.
7. In case the ATVM facilitator expresses inability to operate ATVM, after being engaged as ATVM facilitator, the security made by the ATVM facilitator will be forfeited.

Eligibility Conditions: -

1. The Applicants should submit AADHAR CARD as identification proof and valid address proof. If the applicant fails to provide these documents their applications will be rejected.
2. Only one application can be given by the candidate for one station, one Terminal Id and one shift only.
3. An undertaking should be submit on Non-Judicial Stamp Paper value of Rs.20/- declaring that
   (i) I do here by declare that the information given above is true best of my knowledge. If at any stage the same is found as false, my candidature is liable for cancellation.
   (ii) In case the ATVM facilitators inability to operate the ATVM, after being engage as ATVM facilitator, the security deposit made by the ATVM facilitator will be fortified.
   (iii) I shall not be claim for employment in Railway other than the bonus value as considered by Railway administration.
4. The following documents are submitted by the applicants otherwise the application will be treated as rejected.
   (I) Educational certificate (Matric pass or equivalent).
   (II) Aadhar Card (present address proof)
   (III) Particulars of service (PPO to be attached) if ex-service man.
   (IV) Undertaking in Non-Judicial Stamp Paper value of Rs. 20/- in above said format.
5. If more than one qualified applicant is found for any ATVM location, decision may be taken on fair lottery system amongst them by the selection committee.
6. One facilitator will be entitled only to one location, one Terminal ID and one shift for engagement at one ATVM only.
7. The applicants should have sound health and should be able to issue ticket as per Railway Board letter.
8. In case of multiple eligible (more than one) candidates, preference to be given to Ex. Serviceman, Physically Handicapped Persons and Woman candidates in respective order. Preference also to be given otherwise for candidates having prior experience on Railway ticketing job or job of Commercial, Traffic and other department of Railways.
9. The facilitators will be engaged for a maximum period up to **31.03.2024**.
10. No remuneration will be paid by Railways.

Additional guidelines of the policy.

1. **3%** bonus will be given to the facilitator on every recharge of smart-card.
2. 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.
3. In case subletting or proxy attendance is detected at any time, the permission could be cancelled immediately.
4. There should be no provision of furniture on the stations premises under the scheme so as to prevent congestion.

5. 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.
6. A suitable agreement should also be entered between the applicant and Railways incorporating all the necessary provisions like Force Majeure clause, dispute resolution, exit clause/closure etc.

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 recharges as per his requirement.
4. If the smart card is lost, he should intimate the same to CBS 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 in his/her Shift.
2. He should be neatly dressed in formal dress and be presentable to public.
3. The facilitator will encourage and educate passengers for handling the ATVM.
4. The facilitator should behave politely and courteously with passengers. Any complaints of misbehavior or other may result in termination of the engagement.
5. 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.
6. 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.
7. He will always give priority to smart card holders to take tickets whenever they approach ATVMs for tickets.
8. He should make a name badge(identity Card) of his own and wear it at all times which is issued by concern SMR/CS.
9. Commencement and closure of work shall be reported to CBS/SMR 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.
10. 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, who in turn will take necessary action and get the ATVM rectified.
11. **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.**
12. He/she shall co-operate with all inspecting officials in their work and will produce allrequired records and documents for inspection as and when demanded.
13. Any instructions issued by Railway Board/Head Quarters office regarding ATVM willbe binding on facilitators.
14. The facilitator will not be permitted to operate the ATVM at any other station/platform/shift other than the one allotted to him/her shift.
15. However, Railways can with prior intimation, transfer the operation of facilitator toany other location temporarily/permanently as and when warranted.

REFUND OF TICKETS:

ATVM facilitator shall not be authorized to make any refunds. Refund of tickets issued by the facilitator will be done by the serving station or any other station in that cluster, as per refund rules in force.

Termination: -

The engagement as facilitator will be terminated in case of

- Failure to attend the shift
- **In case of overcharging the facilitator will be terminated without notice.**
- 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.
- If any lapse or malpractice is detected and is proven against the facilitator, than the Sr.DCM/DCM in-charge may imposed minimum penalty of Rs.1,000/- on first offence. Rs.2,000/- on second offence and on subsequent offences Sr.DCM/DCM in-charge shall terminate the engagement and forfeit the security deposit, on being proved guilty.

Exit Clause: The facilitator can withdraw from the engagement by giving 30 days notice to Railways. In all cased including engagement, procedures for operation, transfer and termination etc, the decision of the Sr.Divisional Commercial manager will be final and abiding.

Arbitration: -

DRM will be the final authority for resolving any dispute between the ATVM Facilitator and Railway Administration. The appeal will lie with AGM in Headquarters.

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, single Terminal Id & one Shift only.
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 mentioned in **BOLD** below;

"Application for Engagement as Facilitator to Operate ATVMs at_____stn,Shift-__ATVM Terminal Id___No."

The sealed cover should be dropped in the box kept for the purpose in the office of the **Sr. Divisional Commercial Manager/Kharagpur** upto **15:00 Hrs** on 17.**04.2023.** The box will be opened at **15:30 Hrs.** on the same day. If the tender box is not open on the said date Due to unavoidable circumstances then the same will be open on next working day.

" Sr.DCM has reserved the right to cancel the tender at any time or at any stage of the tender without any notice."

Format of Application for engagement as ATVM Facilitator

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

Paste Photograph

Sub: - Application for engagement as ATVM Facilitator over Kharagpur Division upto 31-03-2024.

1	**Name of the Station**	
2	**Terminal No. (Expl. T-11/T-12)**	
3	**Shift-1- (06:00 to 14:00 Hrs), Shift-2(14:00 to 22:00 Hrs) & Shift-3(22:00 to 06:00 Hrs)**	
	Name of Applicant	
2	Date of Birth **(DD/MM/YYYY)**	
3	AADHAAR CARD NO (Copy to be attached)	
4	Qualification (Copy to be attached)	
5	Designation & Date of Retirement **(DD/MM/YYYY)** (Ex Servicemen / Ex-Railway Service)	
6	Last Station Worked (Ex Servicemen / Ex-Railway Employee)	
7	Particulars of service (PPO to be attached)	
8	Present Residential Address	
9	Permanent Residential Address	
10	**Phone Number (Mobile)**	

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.

2. In case the ATVM facilitator expresses inability of operate ATVM, after being engaged as ATVM facilitator, the security made by the ATVM facilitator will be forfeited.

Date:

Place:

Signature of Applicant