S.E.Railway /Adra Division

Awarding of contract engagement of Station Ticket Booking Agent (STBA) at Kustaur stations in NSG-6 category stations under ADRA Division.

Notification No. C-669/STBA/ADRA/23/06 ***Dated: 11.07.2023.***

Applications are invited in the prescribed format for appointment of Station Ticket Booking Agent (STBA) on commission basis at **Kustaur** station in between ADRA- PRR section 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 respects on **01.08.2023** between **10.30 hrs to 13.00 hrs** in the Tender box kept at Sr. Divisional Commercial Manager's office Adra – 723121. Applications will be opened on **01.08.2023 at 16:00 hrs.** The application form shall be available from Sr. Divisional Commercial Manager's office/Adra in the office working hours free of cost. The same can be downloaded from Railway's website (**www.ser.indianrailways.gov.in**).

1. Details of the station where STBA to be engaged.

Sr. No	Station Name	Category	No. of UTS Counters (Round the Clock)	Amount of Earnest Money (₹)	Security Deposit (₹)	Rate of commission beyond sales turnover of Rs.**1 Lakh** which is to be quoted in the application	Location Code
1	Kustaur	NSG-6/E	01	2,000	10,000	4%	KSU

In case, the date of the opening of the applications is decided on a holiday or on a closed day for unforeseen reason, the applications will be opened on the next working day at the same time and venue.

2. Selection of Station Ticket Booking Agents (STBA):

a The Candidate who fulfils all eligibility criteria and who opts for the least commission (in slab-3) on monthly sales turnover, shall be engaged as an STBA (Only, the revenue from STBA operated shift shall be considered for the purpose of calculating the commission of STBA). in case of NSG-6/NSG-5 category stations commission slab or the rate quoted 4% whichever is lower) on monthly sales turnover shall be engaged as 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 requisite amount of Demand draft issue from any nationalized bank drawn in favour of FA & CAO, S.E. Railway, Garden Reach, Kolkata-43, payable at Kolkata. The value of Earnest Money is Rs.2000/- for NSG-6, Rs.5000/- each for NSG-5 and Rs.10,000/- for NSG-4 category station respectively. The Application Form received without Earnest Money Deposit will summarily be rejected.

c 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.

d 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.

3. Security Deposit: -

A refundable security deposit of ₹.10,000/-for NSG-6 category station (irrespective of the number of shifts for which STBA in form of money receipts of fixed deposit. However, the security deposit can be enhanced/reduced by the Divisional/Zonal Railway keeping in view the sale of ticket at the station, with concurrence of Associate Finance. On completion/ termination of agreement, pending dues if any shall be adjusted from the Security deposit and balance refunded to STBA.

4. Period of Engagement: -

In case of NSG-5 & NSG-6 category of stations, initially an STBA shall be engaged for a period of 3 (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 finalisation of tender, existing agreement may be extended for 6 months or till finalisation of new agreement as per this scheme, whichever is earlier. However, such extension shall not exceed three years.

The extension of existing contracts or calling of fresh tenders will be based on the guidelines issued from this office after review of this scheme.

5. Qualification/ Eligible Criteria: -

a	The applicant should be a resident of the local district in which the 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 district is eligible to be engaged as STBA.
b	The applicant should not be under 18 years of age and should have passed at least Class-X exam.
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.
d	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.
e	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, Any individual can be engaged as STBA at one station.

6. Commission Payable:

Out of the applicants fulfilling the eligibility conditions, the candidate(s) who opts for the least commission (on the Slab 3) will be selected as STBA as stated in para 2(a) above. The commission payable shall be as follows: -

Slabs	Sales turnover in ₹	Monthly Commission percentage Payable on sales
Slab 1	1 – 20,000	25% (subject to minimum Rs.2,500)
Slab 2	20,001 – 1,00,000	15%
	>1,00,000	(4% in case of NSG-6 category stations) 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.

7. 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 however, if he so desires, may nominate additional persons for sale of tickets. Additional number 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 prior approval of the Railway authorities subject to fulfilment of prescribed conditions mentioned.

(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 tickets, for the unexpired period of the agreement by the competent authority,

d). Both the STBA and the additional persons, if any, nominated by him/her to sell 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 ticket. 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 station Master/Assistant station Master/Supervisory Booking clerk or Reservation supervisor beforehand.

(h). Money receipt, TTE Cash, Parcel cash etc. can 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 payable to the STBA.**

(i). STBA shall deposit the cash collected through sale of tickets, to the concerned station Master/ Assistant Station Master/ Supervisory Booking clerk or Reservation supervisor to the station on duty on 8-hour shift basis as prevalent on that station.

(j). All concession orders should be handed over to the SM/ASM/ Supervisory Booking clerk or Reservation supervisor along with cash and cancelled /NI tickets. **Failure of the STBA to do shall result in the collection difference of fare to be recovered from the STBA.**

(k). If the ticket activity stops due to non-availability of STBA or due to his/her negligence resulting in non-functioning of equipment, **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 up to Rs.500 may be imposed against established public complaints regarding the functioning of 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/Assistant station Master/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/Assistant station Master/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 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 Railway accounts as per procedure.**

8. 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.

9. Disabling Clause: -

Engaging an individual 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. STBA shall keep Railways free from many liabilities in present or future. Suitable clause to this effect shall be incorporated in the agreement.

10. Arbitration: -

To resolve any dispute, or claim of any kind or nature arising under or in connection with this agreement, between the parties, the standard arbitration clause maybe incorporated in the Agreement. For detailed enquiry if any, contact with office of the Sr. DCM/S. E. Railway/Adra.

Application along with the other related documents and requisite amount of earnest Money in the form of Demand draft or Money receipt as indicated above with full Name and Address of the applicant, should be dropped in the Application Box only to be kept in the office of Sr. DCM/S. E. Railway/Adra. Application will be received up to 13: Hrs of 00.00.2023 and after which no application will be entertained. Any application without related documents/certificates as well as earnest money of required amount will be summarily rejected.
After finalization of all tenders the earnest money will be refunded to the unsuccessful tender applicants. Detailed information and terms & conditions are available on website **(www.ser.indianrailways.gov.in)** Application Form can be downloaded from the above website.

Sr. Divl. Comml. Manager/Adra

FORMAT OF THE APPLICATION FORM FOR STATION TICKET BOOKING AGENT FOR ..... 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 i.e. Certificate from District Commissioner/Sub District Officer/ Circle officer/Block Development officer)	**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:-.....
Date:-.....

... .
Signature of the Applicant