

**SOUTH EASTERN RAILWAY
CHAKRADHARPUR DIVISION**

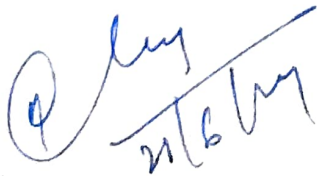
**Advertisement notification No.Comml.80/JTS PRS Cell/ATVM Facilitator/06/24
Date: - 21.06.2024**

Sub:- Engagement of facilitators to issue unreserved tickets through Automatic Ticket Vending Machine (ATVM) at TATA (4), ADTP (1), GMH (1), SINI (1), CBSA (1), CKP (2) ROU (3), GP (1) & JSG (1) up to the period ending 31.03.2025.

Sr. Divisional Commercial Manager, South Eastern Railway, Chakradharpur Division, on behalf of the President of India, invites applications from Retired Railway employees and General public for engagement of facilitators at TATA (4), ADTP (1), GMH (1), SINI (1), CBSA (1), CKP (2), ROU (3), GP (1) & JSG(1) to issue unreserved tickets through Automatic Ticket Vending Machine (ATVM) to passengers by using Smart card. Only 3% bonus will be given to the facilitator on every recharge of Smart card. The permission to work as a facilitator will be up to 31.03.2025 initially and will be extended subject to the orders received from time to time. The name of the stations with category is tabulated below.

Sl/No	Name of the Railway station	Category (NSG)	No. of Facilitators required
1	TATANAGAR (TATA)	2	04
2	ADITYAPUR (ADTP)	5	01
3	GAMHARIA (GMH))	5	01
4	SINI (SINI)	5	01
5	CHAIBASA (CBSA)	5	01
6	CHAKRADHARPUR (CKP)	4	02
7	ROURKELA (ROU)	3	03
8	RAJGANGPUR (GP)	5	01
9	JHARSUGUDA (JSG)	3	01

Notification and Application form may be downloaded from the Railway website: www.ser.indianrailways.gov.in and print out is to be taken on A4 size paper up to 18:00 hrs of Date 14.07.2024. The application form containing all enclosures should be sealed in a envelope and should be dropped in the box kept at the office of Sr. Divisional Commercial Manager, S. E. Railway, Chakradharpur, West Singhbhum Dist, Jharkhand - 833102, up to 15.07.2024 till 13:30 hrs and will be opened at 15:30 hrs on 15.07.2024. In case the office is closed due to unprecedented reason, the application will be dropped up to the next working day till 13:30 hrs. Details of eligibility criteria can be seen in the application form. Applications received by post shall not be accepted.



वरिष्ठ मंडल वाणिज्य प्रबन्धक
Sr. Divl. Comml. Manager
दो पूं रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

**Sr. Divisional Commercial Manager
Chakradharpur Division**

Qualification

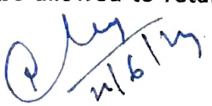
1. Applicant should not be under 18 years of age and should be at least Matric pass or equivalent.
2. The applicant should be a resident of the local district in which the station is located where ATVM facilitator is proposed to be engaged.
3. Before engagement as ATVM facilitator, the applicant will also have to produce a certificate from the police station serving his/her locality that no criminal case is pending against him/her.
4. For General public:- Applicants should be prepared to deposit Rs.50,000/- (for NSG 1 & 2 i.e. for TATA) and Rs.25,000/- (for other categories) towards refundable security deposit to the Railway. On completion/termination of contract, pending dues will be adjusted from the security deposit and balance will be refunded to ATVM facilitator.
5. 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.
6. In case the ATVM facilitator expresses inability to operate ATVM, after being engaged as ATVM facilitator, the security deposit made by the ATVM facilitator will be forfeited.

Eligibility Conditions

1. The applicants should submit PAN CARD, VOTER ID & AADHAR CARD as identification proof and 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 only.
3. There should not have any claim for employment for spouse/adult children of retired Railway employee **(An undertaking on legal paper is required)**.
4. 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.
5. One facilitator will be entitled only to one location for allotment of one ATVM only.
6. The applicants should have sound health and should be able to issue ticket as per Railway board letter.
7. In case of multiple eligible (more than one) candidates, preference to be given to (i) Retired Railway employee, (ii) Ex-serviceman, (iii) Physically handicapped person and (iv) Woman candidate in respective order. Preference also to be given otherwise for candidate having prior experience on Railway ticketing job or job of Commercial, Traffic and other department of Railways.
8. The facilitators will be engaged for a maximum period up to 31.03.2025.
9. No remuneration will be paid by Railways.

Additional guidelines of the policy

1. The facilitator shall be allowed to retain the bonus of 3% as applicable time to time on ATVM smart card.


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 Sr. Divl. Commr. Manager
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 S. E. Railway, Chakradharpur

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 station premises under the scheme so as to prevent congestion.
5. No Railway staff who has been removed/dismissed from the service on the grounds of doubtful integrity will be engaged as facilitator.
6. At stations and at the times, where there is Only One functioning ATVM, first preference for buying tickets shall be given 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.
7. Facilitators will issue tickets from only one ATVM and machine earmarked for passengers for their self-operation shall not be accrued by facilitators.
8. The facilitator needs to man/issue tickets through the ATVMs round the clock at his responsibility. He/She may nominate additional person, preferably his/her relative to operate the ATVMs in his absence on need to rest or otherwise.
9. No contract/agreement or correspondences to be done with the nominated persons. All relation with Railways to be with the original Facilitator appointed.
10. Engagement as ATVM facilitator will not confer any right on the person for any Railway facilities and employment in Railways.

Functioning of Facilitator's 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.
2. The ATVM Facilitators engaged will have to wear uniform and apron while on duty as mentioned below.
 - i) MEN:- White shirt and black trousers and black shoes.
 - ii) WOMEN:- Navy blue Saree/Kurti/Kameej with white Salvar or Dupatta.
 - iii) Name badge and identity card:- Must be worn by while on duty.
3. The facilitator will encourage and educate passengers for handling the ATVM.
4. The facilitator will also accept payment through digital mode and non-acceptance of payment through digital mode will be viewed seriously.
5. The facilitator should at all times behave politely and courteously with passengers. Any complaints or misbehavior or other may result in termination of the engagement.

6. Facilitator shall help to form queue of passengers and issue tickets as per demands, duly charging the correct fare. Any complaints regarding over charge will be viewed seriously and may attract termination of engagement.
7. 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.
8. He will always give priority to smart card holders to take tickets whenever they approach ATVMs for tickets.
9. He should make a name badge of his own and wear it at all times and also wear identity card issued by Railways.
10. Commencement and closure of work shall be reported to CBS 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.
11. 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.
12. Only the facilitator engaged and their nominated person (preferably his/her relatives) 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.
13. He/She shall co-operate with all inspecting officials in their work and will produce all required records and documents for inspection as and when demanded.
14. Any instruction issued by Railway board/Head Quarters Office regarding ATVM will be binding on facilitators.
15. The facilitator will not be permitted to operate the ATVM at any other station/platform/shift other than the one allotted to him.
16. However, Railways can with prior intimation, transfer the operation of facilitator to any other location temporarily/permanently as and when wanted.

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 of Facilitator

The engagement as facilitator will be terminated in case of

- Subletting of the engagement:
- Failure to attend the duty.
- In case of complaints of overcharging.
- Act of misbehavior with the passengers or SMR/CBS/CCI.
- Unsatisfactory performance leading to public complaints.
- If any lapses or malpractice is detected and is proven against the facilitator, then the Sr.DCM/DCM in-charge may impose minimum penalty of Rs.1000 on first offence, Rs.2000 on second offence and on subsequent offences Sr.DCM/DCM in-charge shall terminate the engagement as facilitator and forfeit the security deposit, on being proved guilty.

- Any other reason in the opinion of Railways which warrants termination.
- Any other form of fraud/cheating etc.

Arbitration

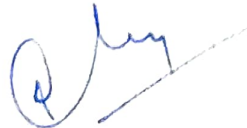
DRM will be the final authority for resolving any dispute between the ATVM facilitator and Railway Administration.

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.
3. All the information asked for in the application should be correctly filled in capital letters. Incomplete application forms are liable to be rejected. Each page of the documents should be signed by the applicants.
4. The filled in application form with all enclosures, as prescribed, will be submitted in a sealed cover should be super scribe as mentioned in BOLD below:
"APPLICATION FOR ENGAGEMENT AS FACILITATOR TO OPERATE ATVM AT RAILWAY STATION".
5. Following documents to be attached with the application.
 - i) One photo copy of matriculation pass or equivalent.
 - ii) Police verification certification.
 - iii) One photo copy of AADHAR card.
 - iv) One photo copy of PAN card.
 - v) One photo copy of Voter card.
 - vi) One passport size photograph to be affixed in the application form.

The sealed cover should be dropped in the box kept for the purpose in the office of the Sr. Divisional Commercial Manager, Chakradharpur up to 15.07.2024 till 13:30 Hrs.

The box will be opened at 15:30 Hrs on the same day.



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Sr. Divl. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

Sr. Divisional Commercial Manager
Chakradharpur Division

FORMAT OF APPLICATION FOR ENGAGEMENT AS ATVM FACILITATOR
(PLEASE FILL UP THE APPLICATION IN BLOCK LETTER)

To

The Sr. Divisional Commercial Manager
S. E. Railway/Chakradharpur
District – West Singhbhum
Jharkhand– 833102.

Paste passport
size photo

01	Name of the applicant with surname		
02	Gender		
03	Date of Birth (DD/MM/YYYY)		
04	Qualification		
05	AADHAR CARD NO.		
06	PAN CARD NO.		
07	VOTER CARD NO.		
08	Residential full address:		
	House No		Mohalla/Village
	Post office		Police station
	District		State
	PIN Code		
	Permanent Residential full Address:		
09	If Ex Serviceman/Ex-Railway employee please furnish (a) Designation & Date of Retirement (DD/MM/YYYY) (b) Last Station Worked Particulars of service (copy of PPO to be attached)		
10	If Physically Challenged please furnish the nature of handicap (Copy to be attached)		
11	Phone Number (Mobile)		
12	Choice of Location applied for:		

Check List:

S/N	Description	YES/NO
01	Whether copy of Matriculation/equivalent pass certificate attached?	
02	Whether copy of Aadhar Card attached ?	
03	Whether copy of PAN card attached?	
04	Whether copy of Voter Card attached?	
05	Whether self attested recent passport size photograph has been affixed properly?	
06	Whether Police Verification Certificate (Original) attached?	

1. 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 to operate ATVM, after being engaged as ATVM facilitator, the security made by the ATVM facilitator will be forfeited.

Date:

Place:



Signature of the applicant

वरिष्ठ मंडल वाणिज्य प्रबंधक
Sr. Divl. Comml. Manager
२० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur