दक्षिण पूर्व रेलवे, आद्रा

Notification No-C206/UTS/ATVM/Facilitator/2/24
Date: - 10.07.2024

Appointment of Facilitator to man Automatic Ticket Vending Machine (ATVM) at Stations over Adra Division.

Sr. Divisional Commercial Manager, South Eastern Railway, Adra Division for and on behalf of The President of India invites applications from Retired Railway Employees or their next 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 **2 (Two)** different stations **ADRA, BURNPUR** over Adra Division to facilitate and 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, Adra Division. The stations and number of facilitators required are given below: -

Sl/No	**Name of the location**	**Category of station**	**No of Facilitators required**
1	ADRA (N)	NSG-4	2
2	BURNPUR	NSG-5	1

10.07.24

Sr. Divl. Comml. Manager (Co)/Adra

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. Applicant should be prepared to give Rs. 25,000/- 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.
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 made by the ATVM facilitator will be forfeited.

Eligibility Conditions: -

1. The Applicants should submit PAN CARD, VOTER ID CARD & AADHAAR 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 tender 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 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
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 rtetain the bonmus as applicable from time to time on ATVM Smart card.
2. The rate 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's 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 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.

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.
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 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 of 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 complaint 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 the 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 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 instructions 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 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
- Overcharging
- 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.

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. 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".

The sealed cover should be dropped in the box kept for the purpose in the office of the **Sr. Divisional Commercial Manager/Adra** between **10:30 Hrs to 13:00 Hrs** on **31.07.2024**

The box will be opened at **16:00 Hrs** on the same day.

10.07.24

Sr Divl. Comml. Manager (Co)
South Eastern Railway/ADRA

Format of Application for Appointment as ATVM Facilitator

To
The Sr. Divisional Commercial Manager (Co)
S. E. Railway/Adra

Sub: - Application for Appointment as ATVM Facilitator

1	**Name of Applicant**	
2	Date of Birth (**DD/MM/YYYY**)	
3	VOTER ID CARD NO (Copy to be attached)	
4	AADHAAR CARD NO (Copy to be attached)	
5	PAN Card No (Copy to be attached)	
6	Qualification (Copy to be attached)	
7	Designation & Date of Retirement (**DD/MM/YYYY**) (Ex Servicemen / Ex-Railway Service)	
8	Last Station Worked (Ex Servicemen / Ex-Railway Employee)	
9	Particulars of service (PPO to be attached)	
10	Present Residential Address	
11	Permanent Residential Address	
12	**Phone Number (Mobile)**	
13	**Choice of Location (Tick any one)**	**ADRA/ BURNPUR**

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