दक्षिण पूर्व रेलवे

वरिष्ठ मंडल वाणिज्य प्रबंधक का कार्यालय

खड़गपुर

No. Com/G30/STBA/Corres/Pt.1 Date: 03.09.2024

AWARDING OF CONTRACT FOR ENGAGEMENT OF STATION TICKET BOOKING AGENT (STBA) AT (i)BANKRANAYABAZ (LOCATION CODE-BKNM-1), (ii)SANKRAIL (LOCATION CODE-SEL-1), (iii)HAUR (LOCATION CODE-HAUR-1), (iv)BHOGPUR (LOCATION CODE-BOP-1), (v)NANDAIGAJAN (LOCATION CODE-NDGJ-1), (vi)RAMRAJATALA (LOCATION CODE-RMJ-1) IN SG-3 CATEGORY STATIONS AND (vii)BARIPADA (LOCATION CODE-BPO-1) IN NSG-4 CATEGORY STATION OVER KHARAGPUR DIVISION.

(It is not a job. It is a Station Ticket Booking Agent for issue of unreserved tickets through computerized unreserved ticketing system (UTS) at different stations over Kharagpur division)

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Application in prescribed format is invited from the interested/ intending applicants of the following locations in a Sealed Cover along with his/her photograph for awarding of contract for Station Ticket Booking Agent (STBA) at **(i)Bankranayabaz (Location Code-BKNM-1), (ii)Sankrail (Location Code-SEL-1), (iii)Haur (Location Code-HAUR-1), (iv)Bhogpur (Location Code-BOP-1), (v)Nandaigajan (Location Code-NDGJ-1), (vi)Ramrajatala (Location Code-RMJ-1)** in SG-3 category stations and **(vii)Baripada (Location Code-BPO-1)** in NSG-4 category station over this Division for selling of un-reserved tickets through computerized unreserved ticketing system (UTS) on lowest rate of commission basis (for the sales turn over more than Rs.1 lakh per month) on the terms and conditions as prescribed by Railway Board. The details are summarized below:

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

Srl. No.	Station	Category	No. of counters to be operated			Amount of Earnest Money (Rs)	Security Deposit (Rs)	Location Code
			Shift-1 6:00-14:00	Shift-2 14:00-22:00	Shift-3 22:00-6:00			
1.	**Bankranayabaz(BKNM)**	SG-3	1	1	1	5,000	25,000	**BKNM-1**
2.	**Sankrail(SEL)**	SG-3	2	2	1	5,000	25,000	**SEL-1**
3.	**Haur(HAUR)**	SG-3	2	1	1	5,000	25,000	**HAUR-1**
4.	**Bhogpur(BOP)**	SG-3	1	1	1	5,000	25,000	**BOP-1**
5.	**Nandaigajan(NDGJ)**	SG-3	1	1	1	5,000	25,000	**NDGJ-1**
6.	**Ramrajatala(RMJ)**	SG-3	2	2	1	5,000	25,000	**RMJ-1**
7.	**Baripada(BPO)**	NSG-4	2	1	1	10,000	50,000	**BPO-1**

2.Qualification / Eligibility 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.

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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 should have to produce a requisite amount of Demand draft issued from any nationalized bank drawn in favour of FA & CAO, S.E.Rly/GRC,Kol-43 or Money Receipt to be issued by DC/Cash/S.E.Railway/Kharagpur as Earnest Money. **The value of earnest money is Rs.5,000/- for SG-3 & Rs.10,000/- for NSG-4 category stations.**

f) While furnishing/putting application, applicant shall give a declaration that he/she has not been engaged as STBA at any other station.

3. Tenure of the Contract:

In case of **NSG-4 & SG-3 category of station**, an STBA shall be engaged upto **21.02.2025**. An agreement shall be executed by the STBA with Sr.DCM or DCM.

4. Commission payable:

Out of the applicants fulfilling the eligibility conditions, the candidate(s) who opts for the least commission (in the slab 3) on monthly sales turnover, shall be selected as STBA. The commission payable shall be as follows:-

Slabs	Monthly Sales Turnover (in Rs.)	Monthly Commission % age payable on sales turnover
Slab-1	1 – 20,000	**25% (subject to minimum of Rs.2,500)**
Slab-2	20,001 – 1,00,000	**15%**
Slab-3	> 1,00,000	**(4% in case of** NSG-6/NSG-5/**SG-3 category stations and 2% in case of NSG-4 category station) 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 Railways account. In case of Concessional tickets, the commission shall be calculated on the actual fare collected by the railways.

Instructions to willing Tender applicants.

(a) **All tender applicants are requested to go through the instructions clearly- while fill-up the Tender /Application Form. Especially item no.12, Rate/bid of offer should be quoted clearly without rounding up the number repeatedly/tampering. Rate should be quoted both in figures & words without tampering. Writing style in figures and words should be same.**

(b) **In case an applicant quotes sub-zero commission in slab-3 (Prescribed Format under item no.12) his application would be summarily rejected.**

5. Security Deposit:

A refundable security deposit of **Rs.25,000/- for SG-3 and Rs.50,000/- for NSG-4** category stations (irrespective of the number of shifts for which STBA is being engaged) shall be deposited by the selected STBA in form of Money receipt or Fixed deposit. However, the security deposit can be enhanced/reduced by the 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 Security Deposit and balance refunded to the STBA.

6. Operating Procedure as well as term & conditions 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.

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S.E.Rly., Kharagpur

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 fulfillment of prescribed conditions mentioned above.

c) STBA will not sublet/assign or transfer the rights or obligations arising out of the agreement. In case of death of agent, the license will be transferred to his/her legal heir(s) for the unexpired period of agreement by the competent authority, subject to fulfillment the desired qualification.

d) Both the STBA and the additional persons, if any nominated by him to sell tickets shall be issued a photo identity card by the concerned Sr.DCM/DCM and their name(s) shall 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 Railway 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) 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 SM/ASM/SBC 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) STBA shall deposit the cash collected through sale of tickets, to Station Master/Assistant Station Master/Supervisory Booking clerk or Reservation Supervisor of the station on duty on 8 hourly 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 so shall result in the collection difference of fare to be recovered from the STBA.

k) If the ticket activity stop due to Non-availability of STBA or negligence 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 upto 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. SM/ASM/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.

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सहायक वाणिज्य प्रबन्धक
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द.पू. रेलवे, खड़गपुर
S.E.Rly., Kharagpur

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 guide lines within the framework of this scheme. The Railways shall also frame an agreement to be signed with STBA on the basis of this policy guide lines 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 Railways account as per procedure.

q) **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.**

r) **Only one applicant can be engaged as STBA at one station. While furnishing bid/application, applicant shall give a declaration that he/she has not been engaged as STBA at any other station. Any individual can be engaged as STBA at one station only.**

s) **The applicant must not hold contract for any Halt station/ATVM facilitator/YTSK/JTBS. However, the existing STBA contractor of the same station will be eligible to apply.**

t) **The Railway Administration reserves the right to cancel the selection proceedings at any time and under any circumstances without showing any reasons thereof.**

7. Checks on Sale of tickets by STBA:

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

u) Suitable mechanism may be put in place to guard against possibility of any fraud in issuance and accountal of UTS tickets.

v) Proper accountal of UTS ticket stationary may be ensured and periodical checks may be conducted by Commercial and Accounts staff on the working of the 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.

w) The concurrent and regular checks of TIA of this activity as per para 3311 of accounts code II may be done and the outcome may be properly analyzed especially in case of NSG-4 and SG-3 stations during the pilot project.

x) 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.

y) 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.

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द पू रेलवे, खड़गपुर
S.E.Rly., Kharagpur

8. Penalty:

If the ticket activity stop due to Non-availability of STBA or negligence 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 upto Rs:500/- may be imposed against established public complaints regarding the functioning of STBA.

9.Termination:

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.

10. Disabling clause:

Engaging an individual as STBA shall not confer any right and/or claim whatever 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 for many liabilities in present or future. Suitable clause to this effect shall be incorporated in the Agreement.

11. 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.

12. Special Instructions:

For detailed enquiry if any, please contact with office of the Senior Divisional Commercial Manager/South Eastern Railway/Kharagpur within 11.00 hrs to 17.00 hrs on any working day before last date of the submission of the application.

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 Senior Divisional Commercial Manager/ South Eastern Railway /Kharagpur. Application will be received from **10:00hrs to 15:00hrs of 25/09/2024** and after which no application will be entertained. The Application box will be opened on **15:30hrs at 25/09/2024**. After finalization of all tenders the earnest money will be refunded to the unsuccessful tender applicants.

Any application without related documents/certificates as well as earnest money of required amount will be summarily rejected.

Railway reserves the right to reject or cancel whole / part of the application without assigning any reasons whatsoever.

Detailed information and terms & conditions are available on website www.ser.indianrailways.gov.in Application Form can be downloaded from the above website.

NB: It may please be noted if leading of normal life/activities is disturbed by any order of state authority on the date of dropping/date of opening of Tender Box, then it shall be postponed. Then date of dropping/opening the Tender box shall be rescheduled on next usual working day.

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Sr. Divisional Commercial Manager
South Eastern Railway-Kharagpur

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Asstt.Comml Manager
द पू रेलवे, खड़गपुर
S.E.Rly., Kharagpur

APPLICATION FOR AWARDING OF STATION TICEKT BOOKING AGENT (STBA) AT _____ STATION IN UNDER CATEGORY SG/NSG-___ OVER KHARAGPUR DIVISION.

To
The Sr. Divisional Commercial Manager,
Kharagpur-South Eastern Railway,
Dist-Paschim Medinipur-721301

Affix Pass Port size Photo of the Applicant

Sub: Awarding of contract for Station Ticket Booking Agent (STBA) at _____station, **Location code** _____.

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01	Name (In Capital letters).	:	
02	Father's Name.	:	
03	Date of Birth (Certificate must be enclosed).	:	
04	Address (Self-attested copy of residential certificate/Permanent address proof must be enclosed)	:	
05	Whether the applicant has been awarded any STBA at other station (A self-declaration should be submitted).	:	
06	Educational Qualifications (Self-attested copy of certificate Must be enclosed).	:	
07	Certificate from the Police station regarding no Criminal record/or pending of no criminal case.	:	
08	Gender (Male/ Female)	:	
09	Nationality & Religion.	:	
10	Mobile No.	:	
11	Details of MR/DD No. with date and value for deposition of Earnest Money Deposit.	:	
12	The lowest rate of commission agreed with/offered as per **slab-3** under the heading '**Commission Payable**' of the tender notification, where monthly sale exceeds Rupees one Lakh–Rate must be quoted by the applicant in (%) percent (both in figures & words clearly), the commission payable by the Railway otherwise bid will be summarized rejected. (In case an applicant quotes sub-zero commission in slab-3 his application would be summarily rejected).	:	
13	Total No. of Enclosures.	:	

I do, hereby declared that the information stated above are true to the best of my knowledge. If it is proved that the same are false / wrong, my application / License may be cancelled at any time.

I have thoroughly gone through the terms & conditions of the tender and I am agreed to engage additional persons to open and operate the number of counters in each shift as per requirement.

I shall abide by all rules & regulations / terms & conditions as indicated in the tender notification no.Com/G30/STBA/Corres/Pt.I dated 03/09/2024 and also to be issued from time to time for STBA scheme.

Yours' faithfully,

Place:
Date:

Signature of the Applicant.

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