

Engagement of Facilitator to issue unreserved ticket through Automatic Ticket Vending Machine(ATVM) at Various 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 & General Public**. This scheme is to engage facilitators to issue unreserved ticket through ATVM machine using smart card. The tenure to work as a facilitator from the date of actual engagement for 02(two) years initially & may be extended to further one year subject to extension of scheme and satisfaction of the Competent Authority.

It is proposed to engage facilitators (1 facilitator for 1 ATVM Kiosk(Machine) for issue of tickets through ATVMs installed at major stations over Kharagpur Division of South Eastern Railway. The list of stations and number of facilitators required are given below:

Sl. No	Name of the Station	District	Category of station	ATVM Machine No.	No of Facilitators required
1	BALESHWAR	BALASORE	NSG-3	1	4
				2	
				3	
				4	
2	BARIPADA	MAYURBHANJ	NSG-4	1	1
3	BELDA	PASCHIM MEDINIPUR	NSG-5	1	2
				2	
4	BALICHAK	PASCHIM MEDINIPUR	SG-3	1	3
				2	
				3	
5	MIDNAPORE	PASCHIM MEDINIPUR	NSG-4	1	3
				2	
				3	
6	RADHAMOHANPUR	PASCHIM MEDINIPUR	SG-3	1	1
7	GHATSILA	E. SINGHBHUM	NSG-4	1	2
				2	
8	CHAKULIA	E. SINGHBHUM	NSG-5	1	1
9	AMTA	HOWRAH	SG-3	1	1
10	HOWRAH(S)	HOWRAH	NSG-1	1	6
				2	
				3	
				4	
				5	
				6	
11	RAMRAJATALA	HOWRAH	SG-3	1	1
12	MOURIGRAM	HOWRAH	SG-3	1	1
13	ANDUL	HOWRAH	SG-3	1	1
14	SANKRAIL	HOWRAH	SG-3	1	1
15	NALPUR	HOWRAH	SG-3	1	1
16	BAURIA	HOWRAH	SG-3	1	3
				2	
				3	

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17	BIRSHIBPUR	HOWRAH	SG-3	1	2
				2	
18	SANTRAGACHI	HOWRAH	SG-1	1	6
				2	
				3	
				4	
				5	
				6	
19	TIKIAPARA	HOWRAH	SG-3	1	1
20	CHANGAIL	HOWRAH	SG-3	1	1
21	SHALIMAR	HOWRAH	NSG-2	1	2
				2	
22	BARGACHIA	HOWRAH	SG-3	1	1
23	GHORAGHATA	HOWRAH	SG-3	1	1
24	HAUR	PURBA MEDINIPUR	SG-3	1	1
25	HALDIA	PURBA MEDINIPUR	SG-3	1	1
26	KOLAGHAT	PURBA MEDINIPUR	SG-3	1	1
27	TAMLUK	PURBA MEDINIPUR	SG-3	1	1
28	MECHEDA	PURBA MEDINIPUR	SG-1	1	5
				2	
				3	
				4	
				5	
29	BHOGPUR	PURBA MEDINIPUR	SG-3	1	1
30	PANSKURA	PURBA MEDINIPUR	SG-2	1	4
				2	
				3	
				4	
31	SORO	BALASORE	NSG-5	1	2
				2	
32	JALESWAR	BALASORE	NSG-4	1	2
				2	
33	GIRIMAIDAN	PASCHIM MEDINIPUR	SG-3	1	2
				2	
34	JHARGRAM	JHARGRAM	NSG-5	1	3
				2	
				3	
35	KHARAGPUR	PASCHIM MEDINIPUR	NSG-2	1	7
				2	
				3	
				4	
				5	
				6	
				7	
36	DIGHA	PURBA MEDINIPUR	NSG-4	1	2
				2	
37	BAGNAN	HOWRAH	SG-2	1	5
				2	
				3	
				4	
				5	
38	ULUBERIA	HOWRAH	SG-3	1	3
				2	
				3	

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39	FULESWAR	HOWRAH	SG-3	1	1
40	KULGACHIA	HOWRAH	SG-3	1	1
41	RUPSA	BALASORE	NSG-5	1	1
42	KANTHI	PURBA MEDINIPUR	NSG-5	1	1
43	DASNAGAR	HOWRAH	SG-3	1	1
44	DEULTI	HOWRAH	SG-3	1	1
45	BANGRIPOSI	MAYURBHANJ	NSG-5	1	1
Total:				93 ATVM Facilitators	

Eligibility Conditions:-

1. Applicant should not be under 18 years of age and should be at least Metric pass or equivalent. However, educational qualification can be relaxed by Sr.DCM/DCM if there is no applicant otherwise available.
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. Relaxation can, however, be given by Sr.DCM/DCM in case no suitable candidate of local district is eligible to be engaged as ATVM facilitator.
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. The Applicants should submit PAN CARD, VOTER ID CARD & AADHAR CARD as identification proof and valid address proof.
5. If the applicant is spouse/daughter/Adult child of Retired Railway employee then he/she should submit the proof certifying the relation with Retired Railway Employee. Also submit a declaration as per Annexure-A. (Only one person for one retired Railway employee to be nominated by him/her)
6. No Railway staff who has been removed/dismissed from the service on the grounds of doubtful integrity will be engaged as facilitator.
7. An undertaking should be submitted on Non-Judicial Stamp Paper value of Rs.20/- declaring that....
 - (a) I do hereby 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.
 - (b) In case the ATVM Facilitators inability to operate the ATVM, after being engaged as ATVM facilitator, the security deposit made by the ATVM facilitator will be forfeited.
 - (c) I shall not be claim for employment in Railway other than the bonus value as considered by Railway administration.

If the applicant fails to provide these documents their applications will be rejected.
8. The applicants should have sound health and should be able to issue ticket as per Railway Board letter.
9. Engagement of ATVM Facilitator will **not confer any right on the person for employment on Railways**. The appointment is purely contractual in nature and no facilities viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue the facilitator.

All the documents must be self-attested; otherwise, the application will be rejected

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Selection Process

1. The selection of ATVM Facilitator will be done by a committee of 3 Assistant Officers of the Division from Commercial, Finance and Operating Departments.
2. In case of multiple eligible (more than one) candidates, preference to be given in following order:
 - (i) Retired Railway Employee
 - (ii) Spouse/Adult child of retired Railway employee (only one person for one retired Railway employee to be nominated by him/her) a declaration is given by retired Railway employee.
 - (iii) Physically Handicapped Persons (Divyang)
 - (iv) Woman candidates
3. If more than one qualified applicant is found for any ATVM location even after considering the above preference, decision may be taken on fair lottery system amongst them by the selection committee.

Security Deposit:

1. 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 (in favor of FA & CAO, S.E.Railway /GRC, Kol-43 in form of Fixed Deposit of nationalized Bank) to the Railway. On completion/termination of contract, pending dues if any will be adjusted from the Security deposit and balance refunded to ATVM facilitator.
2. If the selected applicant not submitted the security deposit within 15 days from the date of receipt of LOA then said LOA consider as cancelled. After the final selection/engagement of ATVM facilitator, he/she has to start working within 15 days after receipt of LOA.
3. **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.**

Commission/Bonus Payable:

- (i) No remuneration will be paid by Railways.
- (ii) The bonus on smart card recharge shall be @3% for journey upto 150 Kms. The bonus for journey between 151 Km and 500 Km shall be admissible @2% and thereafter, bonus shall be given @1% for tickets issued for distances beyond 500 Kms. The said modification shall be applicable for NSG-1, NSG-2 and NSG-3 category stations. For other categories of stations, the existing policy of distance capping of 150 Kms shall continue.

Issue of Tickets

1. The facilitator should issue tickets only from the machine which is allotted to him.
2. The facilitators will purchase one smart card when he/she is selected.
3. He/she should use only registered smart card for issuing tickets to public through ATVM.
4. He can do any number of recharges as per his requirement.
5. 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.
6. The facilitator will also accept payment through digital mode and non acceptance of payment through digital mode will be viewed seriously.
7. The facilitator should at all times behave politely and courteously with passengers.

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8. 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.

9. **Dress Code for ATVM Facilitator:**

- (i) Men: White Shirt and Black Trousers and official Black Shoe.
- (ii) Women: Navy Blue Kameej/Kurti/Saree with White Salwar and Dupatta.

10. He/She should make a name badge & identity Card of his own and wear it at all times which is issued by Sr.DCM or Sr.DPO.

11. The facilitator will encourage and educate passengers for handling the ATVM.

12. 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.

13. 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.

14. He will always give priority to smart card holders to take tickets whenever they approach ATVMs for tickets.

15. Commencement and closure of work shall be reported to CBS/SMR everyday 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.

16. 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.

17. 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.

18. Any instructions issued by Railway Board/Head Quarters office regarding ATVM will be binding on facilitators.

19. The facilitator will not be permitted to operate the ATVM at any other station other than the one allotted to him/her.

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.

Additional guidelines:

- 1. The Facilitators needs to man/issue tickets through the ATVMs round the clock at his responsibility.
- 2. The ATVM Facilitators may nominate an additional person, preferably a relative, to operate the ATVMs round the clock in their absence—whether due to rest or other reasons—after the final

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engagement. A notarized affidavit must be submitted as proof of the relationship. The Facilitator should also submit the assistant's details, including police verification, Aadhar card, and educational qualifications.

3. ATVMs are manned by the Facilitators or their nominated staff only. No unauthorized person should handle the ATVMs for issuing tickets as Facilitators or Agents. Nominated staff works only when original facilitator need rest or otherwise.
4. Number of such nominations required will be decided by Sr.DCM/DCM/ACM based on demand pattern and train movement timings of the concerned stations.
5. Competent authority is ACM/DCM/Sr.DCM who reserves the right to disengage any facilitator at any time without giving any notice.
6. Instructions/guideline issued by Railway Board from time to time will be binding upon the facilitator.
7. No contract/agreement or correspondences to be done with the nominated persons. All relation with Railways to be with the Facilitator appointed.
8. There should be no provision of furniture on the stations premises under the scheme so as to prevent congestion.
9. First preference for buying tickets shall be to passengers who buy for themselves. i.e., through self operation. "Facilitator" shall use the machine after self operating passengers are done with the usage of the machine.
10. A suitable agreement should also be execute between the applicant and Railways Incorporating all the necessary provisions like Force Majeure clause, dispute resolution Exit clause/closure etc.

Penalty

*If any lapse or malpractice is detected and is proven against the facilitator, then 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(Thirty) days prior notice to Sr.DCM office. In all cases including engagement, procedures for operation, transfer and termination etc, the decision of the Sr. Divisional Commercial Manager will be final and abiding.

Termination:-

The engagement as facilitator will be terminated in case of

- > Irregular attendance at work. Failure to report for duty without prior intimation to the CS/SMR for 15 consecutive days..
- > In case of detection of proxy attendance or subletting
- > Un satisfactory 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. 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.scr.indianrailways.gov.in.
2. All the information asked in the application should be correctly filled. **Incomplete applications forms are liable to be rejected.**
3. The following documents to be attached with the application

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1st Div. Secy. Bazar
- Railway, Kharasapur

Enclosure:

- (i) Educational certificate (Metric pass or equivalent).
- (ii) PAN Card
- (iii) Aadhar Card (present address proof)
- (iv) Voter ID Card
- (v) An undertaking should be submitted on Non-Judicial Stamp Paper value of Rs.20/- declaring that....
 - (a) 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.
 - (b) 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 forfeited.
 - (c) I shall not be claim for employment in Railway other than the bonus value as considered by Railway administration.
- (vi) Undertaking in Non- Judicial Stamp Paper value of Rs. 20/- for Spouse/Adult child of retired Railway employee (only one person for one retired Railway employee to be nominated by him/her) a declaration is duly signed by retired Railway employee. **As per Annexure-A**
- (vii) Particulars of service (PPO must be attached as proof) in the case of a retired Railway employee/spouse, or adult child.
- (viii) In case of Physically Disabled (**Diving**) person certificate to be attached.
- (ix) One recent passport size color photograph to be affixed *with self attested*.(without cap and sunglass)

All the documents must be self-attested; otherwise, the application will 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, ATVM/ Machine No _____.”

The application 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 16.07.2025**. The box will be opened on 16-07-2025 at **15:30 Hrs**. If the tender box is not open on the said datedue to unavoidable circumstances then the same will be open on next working day which will be decided by the Competent Authority. **Application received by post shall not be accepted.**

5. Important Dates:

1	Date of availability of application form at website	www.scr.indianrailways.gov.in From 24 -06-2025 onwards
2	Date for issue of application form this office	From 24-06-2025
3	Last date for issue of application forms from this office	Upto 12:00 Hrs of 16-07-2025
4	Last date for dropping of application in Tender Box	Upto 15:00 Hrs of 16 -07-2025

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

[Signature]
22/07/25
Asstt. Comm. Manager
S. E. Railway, Kharagpur

Format of Application for engagement as ATVM Facilitator

To The Sr. Divisional Commercial Manager S.E. Railway/Kharagpur		Self Attested Photograph
Sub:- Application for engagement as ATVM Facilitator Over Kharagpur for 02(two) years.		
1.	Name of the Station.	
2.	ATVM Machine No.	
3.	Name of Applicant.	
4.	Gender(Male/Female).	
5.	Date of Birth(DD/MM/YYYY) with self attested copy to be attached.	
6.	Educational qualification(with self attested copy to be attached.)	
7.	AADHAAR CARD NO(with self attested copy to be attached.)	
8.	PAN CARD NO. (with self attested copy to be attached.)	
9.	VOTER ID CARD NO. (with self attested copy to be attached.)	
10.	Undertaking on Non Judicial Stamp Paper Rs.20/- as per eligibility condition of para- 7 (Tick Mark "✓")	
12.	In case of Retired Railway Employee (i) Designation & Date of Retirement(DD/MM/YYYY) (ii) Last Worked Place. (iii) Particulars of service(PPO to be attached with self attested)	
	(iv) Undertaking on Non Judicial Stamp Paper Rs. 20/- attached, as per Annexure- A, in case of Spouse/Adult child of Retired Railway employee (Tick Mark "✓")	
13.	Permanent Residential Address with Pincode.	
14.	Phone Number(Mobile)	

Note: 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.

Date:
Place:

Signature of Applicant

[Signature]
Asst. Comm. Manager
S.E. Railway, Kharagpur.

UNDERTAKING

Sub: Declaration by Spouse/Adult Child of Retired Railway Employee

I, Sri/Smt.,
 S/D/W/H of:
 residing at

do hereby declare that I have applied for engagement as an ATVM Facilitator at
 station under South Eastern Railway, Kharagpur Division.

In this regard, I declare that:

1. I fully understand and accept that engagement as an ATVM Facilitator does not confer any right for future employment in Railways for myself or my family members.
2. The engagement is purely contractual in nature, and I shall not claim employment, absorption, or any other benefits such as regularization of service, bonus, Railway Pass/PTO facilities, etc.
3. I understand that in the event I am unable to operate the ATVM after engagement, the Security Deposit submitted by me is liable to be forfeited.

I, ...
 S/D/W/H of
 residing at

further declare that the information provided above is true to the best of my knowledge, and that my father/mother/husband is a retired Railway employee who has nominated me to work as an ATVM Facilitator.

(Signature of Spouse/Adult Child of Retired Railway Employee)

(Signature of Retired Railway Employee)

Place:

Date:

[Signature]
 Asstt. Comm. Manager
 S. E. Railway, Kharagpur