SOUTH EASTERN RAILWAY

CHAKRADHARPUR DIVISION

NAME OF CONTRACT — **APPOINTMENT OF STATION TICKET BOOKING AGENT AT 11 (ELEVEN) 'NSG-6' CATEGORY STATIONS OVER CHAKRADHARPUR DIVISION FOR A PERIOD OF THREE YEARS.**

TENDER DOCUMENTS

TENDER NOTICE No.Comml.82/STBA/CKP Divn/11NSG-6/2026. **Date.05/01/2026**

Sr. Divisional Commercial Manager
South Eastern Railway/Chakradharpur

Raker 05/01/26
सहायक वाणिज्य प्रबधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

TENDER NOTICE FOR APPOINTMENT OF STATION TICKET BOOKING AGENT AT 11 (ELEVEN) NSG- 6 CATEGORY STATIONS OVER CHAKRADHARPUR DIVISION FOR A PERIOD OF THREE YEARS.

No.Comml.82/STBA/CKP Divn/11 NSG-6/2026. Date :- 05/01./2026.

For and on behalf of President of India, Senior Divisional Commercial Manager, South Eastern Railway, Chakradharpur invites sealed Open Tenders on "SINGLE PACKET SYSTEM" in prescribed tender forms from eligible candidates for the under mentioned work. Individual Tender form along with individual earnest money and cost of tender form against respective station plus supporting document is to be submitted separately for each station. One applicant can be appointed as STBA at one station only. Without Earnest money and cost of tender form the application shall not be entertained and shall be summarily rejected.

<table>
<tr><th>Description of Contract</th><th colspan="3">Departmental Value</th><th>E.M.D.</th><th>Cost of Tender Form</th><th>Date and Time of Dropping of Tender</th><th>Date and Time of Opening of Tender</th></tr>
<tr><td rowspan="6">Appointment of Station Ticket Booking Agent (STBA) At 11(ELEVEN) 'NSG-6' Category Stations Over Chakradharpur Division for a period of 03 (three) years.

The Stations are:
(DTV,DIH,KNPS,PST, SIPA,SWR,BUL,DJHR ,MMVR,BNDM & KLG.)</td><td colspan="3">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. The commission payable shall be as follows:-</td><td rowspan="6">Rs 2000/-</td><td rowspan="6">Rs.1000/- Plus GST @ 18%=Rs.180/-. Total= Rs.1,180/- Only. (Total Rupees one thousand one hundred eighty) only.</td><td rowspan="6">06/02/2026 from 10.00 Hrs. to 13.00 Hrs.</td><td rowspan="6">06/02/2026 at 15.30 Hrs.</td></tr>
<tr><td>Slabs</td><td>Monthly Sales Turnover in Rs</td><td>Monthly Commission percentage payable on sales turnover.</td></tr>
<tr><td>Slab-1</td><td>1-20,000</td><td>25% (Subject to minimum of Rs.` 2,500/-)</td></tr>
<tr><td>Slab-2</td><td>20,001-1,00,000</td><td>15%</td></tr>
<tr><td>Slab-3</td><td>>1,00,000</td><td>(4% in case of NSG-6 Category stations) or the rate quoted which ever is lower. The applicant who quotes sub-zero commission in Slab 3, his/her application shall be summarily rejected.</td></tr>
<tr><td colspan="3">The commission will be calculated on monthly basis. The rate of commission for a particular month will be calculated on the basis of cumulative sales turnover up to that month.</td></tr>
</table>

Tender Notice & Tender documents may be downloaded from Website: .www.ser.indianrailways.gov.in up to **18.00 Hrs.** of **05/02/2026**.

In case the office is closed due to unprecedented reason, the tender will be dropped and opened on the next working day between 10.00 hrs to 13.00 hrs. and will be opened at 15.30 hrs. respectively. Tender form is not transferable. Railway reserves its right to either cancel the tender or reject any or all the tenders without assigning any reason thereof. Details of eligibility criteria can be seen in the tender form / website.

Sr. Divisional Commercial Manager
South Eastern Railway, Chakradharpur

05/01/26

सहायक वाणिज्य प्रबधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

INSTRUCTIONS TO TENDERERS REGARDING TENDER FORMS DOWNLOADED FROM INTERNET

1. Tender file is to be downloaded from the Internet and print out is to be taken on an A4 size paper and details are to be entered by the Tenderer (s) at the various locations in the document. It is advisable that the downloaded tender document to be printed through high quality printers only. Submission of Xerox or photocopy of tender document is prohibited.

2. This tender document (in full) downloaded along the various documents required to be submitted as per the tender conditions in a sealed cover duly subscribing with the name of the work, Tender Notice No. and date, submission of tender downloaded from the internet etc. and the same should be dropped in the tender box kept in the Office of the Senior Divisional Commercial Manager, South Eastern Railway, Chakradharpur not before the date and time stipulated in the tender document.

3. The cost of tender document as indicated in the tender document will have to be deposited by the tenderer(s) in the form of DD drawn in favour of **FA & CAO, South Eastern Railway, Garden Reach, Kolkata** following the instructions laid down in the tender notice and the DD of the tender document towards cost of tender document must accompany with the tender document. **The tender document not accompanied with the cost of tender form and Earnest Money Deposit will be summarily rejected.**

4. The Earnest Money Deposit (EMD) required for this as stipulated in the tender document to be submitted separately.

5. Tenderer(s) are advised to download tender documents well in advance and submit the tender before the stipulated time. It is the responsibility of the Tenderer(s) to check any correction or any modifications published subsequently in website and the same shall be taken into account while submitting the tender. Tenderer(s) shall down load corrigendum (if any), print out, sign and attach it with the main tender document. Tender document not accompanied by published corrigendum/s is liable to be rejected. The Railway will not be responsible for any delay in downloading of tender document from the Internet.

6. The Tenderer(s) may please note that the rate for items should be written in figures and in words by black or blue ballpoint pen only. Each page of tender document should be signed by the tenderer(s).

7. Tenderer/s are free to download tender document at their own risk and cost for purpose of perusal as well as for using the same as tender document for submitting the offer. Master copy of the tender document is available in the office of the Senior Divisional Commercial Manager, Chakradharpur. After award, the agreement will be prepared based on the Master Copy of the Tender document available in the above-mentioned office. In case, any discrepancy between the tender document download from the Internet and the Master copy, later shall prevail and will be binding on the Tenderer(s). No Claim on this account will be entertained.

8. If any change/addition/deletion is made by the Tenderer(s) and the same is detected at any stage even after the award of the tender, full earnest money deposit will be forfeited and the contract will be terminated. The Tenderer(s) is also liable to be banned from doing business with Railways and/or prosecuted.

05/01/26
सहायक वाणिज्य प्रबंधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway. Chakradharpur

TENDER FOR APPOINTMENT OF STATION TICKET BOOKING AGENT (STBA) AT 11 (ELEVEN) 'NSG-6' CATEGORY STATIONS OVER CHAKRADHARPUR DIVISION FOR A PERIOD OF 03 (THREE) YEARS.

OFFER LETTER CUM APPLICATION FORM

To

The President of India
Through Sr. Divisional Commercial Manager
S. E. Railway, Chakradharpur, Dist: West Singhbhum
Pin – 833102.

Sub:- Tender for appointment of station ticket booking Agent (STBA) at..... Railway station against Tender Notice No. Comml.82/STBA/CKP Divn/11 NSG-6/2025 Dt.: 05/01/2026.

Dear Sir,

1. I/We ..... hereby tender to undertake to setup and issue of unreserved tickets through computerized unreserved Ticketing system (UTS) at ..... Railway station and agree to ensure complaint free service to the Railways and to the passengers / public and others.
2. I/We agree to provide manpower to issue of unreserved tickets through UTS and take the responsibility to ensure efficient working to the satisfaction of Railway Administration.
3. I/We have agreed to take commission as quoted in my financial commission bid. The financial commission bid as per the prescribed format given in the tender document has been submitted separately in the tender schedule for Commission offer
4. In the event of acceptance of the tender, I agree to observe and be bound by the terms and conditions enclosed to this tender form which have duly signed by me, which is subject to such modifications, as deemed necessary by the Divisional Railway Manager(Comml),Chakradharpur/Sr.Divl.Comml.Manager,S.E.Rly,Chakradharpur,for and on behalf of the President of India and agreed by me. I will be prepared to enter into the agreement with the President of India acting through Sr. Divisional Commercial Manager, Chakradharpur within a period of **30 (thirty) days** of acceptance of tender, if my bid is successful.
5. .I/We have read the various terms and conditions to tender attached here to and hereby agree to abide by the said Notification and its terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 90 days from the date fixed for opening the same and in default thereof, I/We shall be liable for forfeiture of my/our full Earnest money. I/We take to do the work, which is endorsed in the Tender Form at the rates quoted in the tender schedule for Financial Commission offer, and hereby bind myself /ourselves to carry out the work in stipulated manner from the date of issue of letter of acceptance of the tender.
6. The Earnest money deposited by me for Rs..... (Rupees.....) as specified in the tender form drawn in favour of FA & CAO, S.E. Railway, Garden Reach, Kolkata vide DD No..... dt..... The original DD has been enclosed.
7. The cost of tender form deposited by me for Rs.....(Rupees.....) as specified in the tender form drawn in favour of FA & CAO, S.E.Railway, Garden Reach, Kolkata vide DD No..... dt..... The original DD has been enclosed.
8. I do also note that the Railway Administration reserves the right to reject my application without assigning any reason whatsoever and that this decision is final and binding upon me.
9. Until a formal agreement is prepared and executed, acceptance of the tender shall constitute a binding contract between us subject to modification as may be mutually agreed to between us and indicated in the letter of acceptance of my/our offer for this work.

Thanking you,

Yours faithfully

Date:.....
Place.....

Signature of Tenderer
Name of the Tenderer:.....
Full Address with Contact No.:.....
.....
.....
(Address proof documents to be attached)

05/01/26
सहायक वाणिज्य प्रबधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

APPLICATION FOR STATION TICKET BOOKING AGENTS (STBA) AT..... STATION

(Please fill the application in BOLD letters)

Please affix your latest passport size photo.

1 Name of the applicant with Surname: .....

2 Father's / Husband Name: .....

3 Sex (Male / Female): .....

4 Date of Birth (With proof): .....

5 Qualification (With documentary proof): .....

6 Residential Address (proof of residence to be enclosed):

House No:..... Mohalla/Village:.....

Post Office:..... Police station:.....

Block/Tehsil/Mandal:..... Sub Division:.....

District:..... State:.....

Pin Code:.....

7 Permanent Residential Address with PIN code: .....

.....

.....

8 Contact No. With STD code Land Line.....

Mobile.....

9 Name of the Station applied for STBA .....

Check List:

1	Whether copy of PAN card/Voter ID/Aadhaar Card in support of ID Proof attached?	(Yes/No).
2	Whether Character Certificate issued by District Magistrate/Sub District Magistrate/Block Development officer/Tehsildar is enclosed?	(Yes/No).
3	Whether Certificate issued by Tehsildar/Block Development Officer/Sub Divisional Officer in the format given at Annexure A is enclosed?	(Yes/No).
4	Whether Mandate Form provided at Annexure ' B' is duly filled up?	(Yes/No).
5	Whether self attested recent passport size photograph has been affixed properly?	(Yes/No).
6	Whether the percentage commission offered has been mentioned in legible handwriting both in words and figure. .	(Yes/No).
7	Whether proof of age has been submitted along with the tender offer?	(Yes/No).
8	Whether EMD and Cost of tender form has been attached with the tender offer?	(Yes/No).

N.B: All supporting documents should be enclosed duly attested by a Gazetted Officer or self attested.

Declaration:

1. I/We declare that, I have not been appointed as STBA at any other station. I am not an Ex. Railway Employee who has been removed or dismissed from service on the grounds of doubtful integrity.
2. I/We, also undertake that in event of any false or inaccurate information given above in any respect, the application/ license shall be liable to be rejected/cancelled. I/We shall abide by all the terms and conditions of Station Ticket Booking Agent Scheme prescribed from time to time.

Signature of Tenderer

Name of the Tenderer:.....

In presence of,

Signature of Witness.....

Name.....

Address.....

05/01/22

सहायक वाणिज्य प्रबंधक

Asstt. Comml. Manager

द० पू० रेलवे/चक्रधरपुर

S. E. Railway, Chakradharpur

POLICE VERIFICATION

Annexure -1

PHOTO

(Of applicant signed by contractor)

Sl.No.	Particulars	
1	Full Name with Aliases	
2	Parent's Names	
3	Nationality	
4	Present Address in full with Police Station & District	
5	Period of Residence	
6	Home/ Permanent Address in full with Police Station & District	
7	Addresses with police stations and districts where the applicant has resided continuously for more than 6 months in the past 5 years.	
8	Aadhaar Number*	
9	The applicant has been involved in a criminal case as accused (Yes/No). If yes, then details	
10	The applicant has been arrested in a criminal case as accused (Yes/No). If yes, then details	
11	The applicant has been convicted for a criminal offence (Yes/No). If yes, then details.	

***Optional**

Declaration (By Applicant) : I certify the above information is correct and complete to the best of my knowledge and belief.

Countersigned by:	Signature of Applicant Date Place
Counteracting Railway Supervisor Date Place	

Police Certificate:

The details as stated above are correct & the above person does not have any criminal case registered or pending against him in any court of law as per official records available.

Counter Signature of Authorized Signatory with Stamp

05/01/26

सहायक वाणिज्य प्रबधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

FINANCIAL OFFER FOR STATION TICKET BOOKING AGENT (STBA) AT.....STATION

To
The President of India
Through Sr.Divisional Commercial Manager
S.E.Railway, Chakradharpur, West Singhbhum
Pin – 833102.

Sub:- Tender for appointment of station ticket booking Agent (STBA) at..... Railway station against Tender Notice No.Comml.82/STBA/CKP Divn/11 NSG-6/2026 dt.05/01/2026.

Dear Sir,

1. I/We hereby tender to run the issue of computerized unreserved Ticket through the existing computerized unreserved ticketing system of the station.
2. Name of the station applied for STBA at .....
3. I/We shall take the commission, for this tender contract from the Railway administration a sum of Rupees as depicted below against the tender Notice No. **Comml.82/STBA/ CKP Divn/11 NSG-6/2026 dt. 05/01/2026.**

Description of Contract	Commission percentage payable on sales turnover of more than Rs 1,00,000/- for a month.	Commission percentage offered on sales turnover of more than Rs 1,00,000/- for a month.
Appointment of Station Ticket Booking Agent At ..... **(DTV,DIH,KNPS,PST, SIPA,SWR,BUL,DJHR ,MMVR,BNDM & KLG stations over CKP Division).**	4% (Four percent)	..... % (in Figures) .... percent (in Words). **The applicant who quotes sub-zero commission in Slab 3, his/her application shall be summarily rejected.**

N.B.

1. The tenderer has to mention the name of the station and quote the rate.
2. All the application forms should be properly filled and accompanied by requisite documents, Earnest Money and Cost of tender form. Any form received without the above said documents shall be rejected.
3. Any correction or overwriting must be self-attested by the tenderer.
4. No tender will be accepted after the expiry of the schedule date and time.
5. No correspondence will be entertained in this subject till finalization of the selection of STBA.
6. The decision of the selection committee will be treated as final for selection of STBA.
7. **The applicant who quotes sub-zero commission in Slab 3, his/her application shall be summarily rejected.**

Date:.....

Place.....

Signature of Tenderer

Name of the Tenderer:.....
Full Address with Contact No.:.....
.....
.....
.....

05/01/26
सहायक वाणिज्य प्रबधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

GENERAL CONDITIONS OF CONTRACT FOR APPOINTMENT OF STATION TICKET BOOKING AGENT (STBA) AT 11 (ELEVEN) "NSG-6" CATEGORY STATIONS

1. **Selection of Station Ticket Booking Agent (STBA)**
   a. The need as well as the number of counters in a Station for engaging STBA shall be assessed by a JAG Committee consisting of Officers from Commercial, Operating and Finance Department of the concerned Division. In case there are no JAG level Officers in the Division, Zonal Railways may appoint Senior Scale Officers on the Committee. The recommendations of Committee shall be put up to DRM for acceptance.
   b. Applications from eligible persons will be called through Newspaper notification asking them to submit their application along with **an Earnest money of Rs.2,000/-**. 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. In case any Station has two location panels, where trains halt, separate STBAs may be engaged for each location.
   c. The candidate who opts for least commission (in 4% commission slab) on monthly sales turnover shall be engaged as an STBA. In case more than one applicant quoted the same rate, the selection will be based on the draw of lots in a transparent manner in public. Quoting of Sub-zero Commission will be summarily rejected.
   d. A refundable **Security deposit of Rs 10,000/- (Rupees Ten thousand only)** shall have to be deposited by the selected STBA in the form of Money receipt or fixed deposit. However, the Security deposit can be enhanced by the Railway keeping in view the sale of ticket at the Station. On completion/termination of agreement, pending dues if any shall be adjusted from the Security deposit and balance refunded to STBA.
   e. The Selection of STBA through tender shall be done by a Committee of Three Assistant Scale Officers of the Division from Commercial, Operating and Finance Departments.
   f. Sr. Divisional Commercial Manager shall be the accepting authority. Where a JA Grade Officer (Sr. DCM) is not available, the Accepting Authority shall be at the level of Divisional Commercial Manger who is a Sr. Scale Officer.

2. **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 vi (e) above. The commission payable shall be as follows:-

Slabs	Monthly Sales Turnover(in Rs.)	Monthly Commission percentage 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 Category stations or the rate quoted whichever is lower). **The applicant who quotes sub-zero commission in Slab 3, his/her application shall be summarily rejected.**

   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 concessional tickets, the commission shall be calculated on the actual fare collected by the Railways.

3. **Qualification:-**
   a. The applicant should be resident of the local District in which the "NSG-6" Category 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 l locality that he/she has no criminal record and no criminal case is pending against him/her. ***The certificate should be submitted in digital format. The States where the process is not online, Police verification should be submitted in the Performa Enclosed herewith as"Annexure-1".***
   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.

05/01/26

सहायक वाणिज्य प्रबधक
Asstt. Comml. Manager
द0 पू0 रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

4. **Operating procedure 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.

b. Only one STBA will be engaged at each station. The STBA so selected, has to operate the UTS counter round the clock in all days of week in 3 (three) shifts and as per availability of train at that particular station., however ,the STBA if so desires, may nominate additional person(s) for sale of tickets with the approval of Sr DCM/DCM to operate UTS Counter at other shifts(which are not operated by STBA himself/herself) so that the ticket selling activity may not be hampered. The nominated person(s) of STBA must possess/fulfil all the eligibility criteria of STBA. Additional numbers 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 the prior approval of Railway authorities subject to fulfilment of prescribed conditions mentioned in para 4 above.

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 the unexpired period of the agreement by the competent authority, subject to Para 4 above.

d. Both the STBA and the additional persons, if any, nominated by him/her to sell the 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 tickets 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 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 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 for STBA.

i. The STBA shall deposit the cash collected through sale of tickets, to the concerned Station Master/Assistant Station Master/Supervisory Booking Clerk or Reservation Supervisor of the Station on duty on 08 hourly shift basis as prevalent on that Station.

j. All concession orders should be handed over to the Station Master/Assistant Station Master/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 ticketing activity stops due to non-availability of STBA or due to his/her negligence resulting is non-functioning of equipments, 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 the 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/ASM/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/Asst. Station Manager/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.

05/01/26

सहायक वाणिज्य प्रबंधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S E. Railway, Chakradharpur

p. In case STBA expresses his 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 and will be debarred for participation in any of the Tender in Chakradharpur Division for 02 years from the date of termination.

q. During the shift wise working hours of ticket sale, STBA will be responsible for safe custody of ticket rolls handed over to him by the Station authorities i.e. on duty SM/ASM/Supervisory Booking Clerk or Reservation Supervisor. In case of any loss on this account, necessary debit will be raised against him/her as per extant rules.

r. The STBA will be responsible for all errors oversight and under charges made by his/her representative/person nominated by him during the assigned job of ticket selling.

5. **Checks on Sale of Tickets by STBA**

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

a. Suitable mechanism may be put in place to guard against possibility of any fraud in issuance and accountal of UTS Tickets.

b. Adequate safety mechanism like Proper accountal of ticket stationery, periodical checks by Commercial and Accounts staff etc. shall also be enforced in letter and spirit. This apart all accounting procedures including remittance of cash by the STBAs on the same day shall also be strictly adhered to as per the extant codal provisions and instructions.(Authority: Rly Bd's letter No. 2023/TG-I/20/STBA Commission dt. 18/08/2023.(Commercial Circular No. 16 of 2023)(Corrigendum to CC No.04 of 2022).

c. 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.

d. 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.

6. **Backup arrangements of Railways:-**

Back-up arrangements shall be available to take care of unforeseen circumstances such as non-turning up of STBA or unprecedented/seasonal rush where tickets are required to be disbursed by Railway Staff. SMs/ASMs posted at such stations should be made conversant with the functioning of UTS by giving them suitable training/refresher course, if required.

7. **Period of engagement:-**

In the case of NSG-6 Category of station Initially STBA shall be engaged for a period of (03)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 finalization of tender, the existing agreement may be extended for six months or till finalization of new agreement as per this Scheme which is earlier. However, such extension shall not exceed three years.

8. **Termination of engagement:-**

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.

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 Railways 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. The STBA shall keep Railways free from any liabilities in present or future.

posted at such stations should be made conversant with the functioning of UTS by giving them suitable

Note:- **In case STBA expresses his 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 and will be debarred for participation in any of the Tender in Chakradharpur Division for 02 years from the date of termination.**

Arbitration:-

To resolve any dispute or claim of any kind of nature arising under or in connection with this agreement between the parties, the standard arbitration clause shall be applicable.

05/01/26

सहायक वाणिज्य प्रबधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

ANNEXURE A

This is to certify that Shri/Miss/Smt _____ son/daughter of Shri/Smt Late _____ having permanent address as _____. His/her house is situated in _____ block, _____ tehsil and _____ Mandal. This is in the same Block / Tehsil / Mandal / Sub Division where the _____railway station is situated.

Signature of the Tehsildar / Block Development Officer / Sub Divisional Officer.

Seal/Stamp

05/01/26

सहायक वाणिज्य प्रबधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S.E. Railway, Chakradharpur

ANNEXURE B

MANDATE FORM

By

Vendor/Contractor/Employee for

EFT / ECS /RTGS/ NEFT PAYMENT

1. NAME OF THE FIRM/PERSON/PARTY:.....
2. ADDRESS:.....
   .....
   TELEPHONE NO. & FAX.....
   CELL PHONE:.....
   E-MAIL.....
3. P. A. N. NO. .....
4. PARTICULARS OF BANK ACCOUNT;.....
5. (I) BANK NAME:.....
6. (II) BRANCH NAME & ADDRESS: .....
   .....
   (III) BANK BRANCH TELEPHONE NO.....
   (iv) ACCOUNT TYPE (WHETHER SB OR CURRENT) .....
   (v) ACCOUNT NO. .....
   (vi) BANKS' MICR CODE: .....
   (vii) BANKER'S IFS CODE: .....

5. DECLARATION OF THE PARTY

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not affected at all for reasons of incomplete and incorrect information, the User Institution, i.e. S. E. Railway will not be responsible. I have understood the scheme and agree to discharge the responsibility for which I am liable as a participant under the Scheme.

Date:

Signature of the Supplier/Party/Employee

N.B. One cancelled Cheque/Photocopy of the cheque is to be enclosed (Where the cheque does not carry IFS Code, an attestation from Bank attesting the IFS Cods should be given).

(vi) BANKS' MICR CODE: .....

SIGNATURE OF BANK OFFICIAL
(Where required)

05/01/26
सहायक वाणिज्य प्रबंधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

ANNEXURE-C

DECLARATION

I do hereby declare that I have not been engaged as 'Station Ticket Booking Agent' at any station over Chakradharpur Division/Indian Railway.

I am not an Ex. Railway Employee who has been removed or dismissed from service on the grounds of doubtful integrity.

The declaration given above is true to the best of my knowledge, faith and belief.

Signature of applicant.

05/01/26

सहायक वाणिज्य प्रबधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S. E. Railway, Chakradharpur

ANNEXURE 'D'

Details of the 10 (TEN) 'NSG-6' Category Stations for engagement of STBA over CKP Division.

Sl. No	Location	Name of the Stations	New categorization of stations
1	DTV	DHUTRA	NSG-6
2	DIH	DHARUADIHI	NSG-6
3	KNPS	KENDPOSI	NSG-6
4	PST	POSOITA	NSG-6
5	SIPA	SINGHPOKHARIA	NSG-6
6	SWR	SONUA	NSG-6
7	BUL	BHALULATA	NSG-6
8	DJHR	DEOJHAR	NSG-6
9	MMVR	MURGA MAHADEV ROAD	NSG-6
10	BNDM	BONDAMUNDA	NSG-6
11	KLG	KALUNGA	NSG-6

X X X

05/01/26

सहायक वाणिज्य प्रबधक
Asstt. Comml. Manager
द० पू० रेलवे/चक्रधरपुर
S E. Railway, Chakradharpur