



दक्षिण पूर्व रेलवे
SOUTH EASTERN RAILWAY
वरिष्ठ मंडल वाणिज्य प्रबंधक का कार्यालय
Office of the Senior Divisional Commercial Manager
खडगपुर /Kharagpur,

No. Com/G30/STBA/Corres/Pt.1

Date: 27.01.2026

TENDER NOTICE FOR ENGAGEMENT OF STATION TICKET BOOKING AGENT (STBA) AT TWO STATIONS i.e., FULESWAR(FLR) & BANKRANAYABAZ (BKNM) IN SG-3 CATEGORY STATIONS OVER KHARAGPUR DIVISION (THROUGH SINGLE PACKET SYSTEM).

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

Application in the prescribed format is invited from the interested/ intending applicants residing within the local district of the following location for Engagement of Station Ticket Booking Agent (STBA) at two locations of two stations i.e., (i) **Fuleswar (Location code : FLR-1) and (ii)BANKRANAYABAZ(Location Code:BKNM-1)** in SG-3 category stations under the jurisdiction of Kharagpur Division/S.E.Rly. for selling of computerized Un-reserved tickets through the existing 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. Interested persons fulfilling the stipulated conditions may apply in the prescribed format in sealed cover and to submit the application/tender form duly filled in all respect along-with requisite documents on **18.02.2026** between **10:00hrs to 15:00hrs** in the application/tender box kept at **Sr. Divisional Commercial Manager, South Eastern Railway-Kharagpur, at-DRM building, Dist-Paschim Medinipur(W.B.), Pin Code-721301.** The application/tender box will be opened on the same date at **15:30hrs.** Detailed information and terms & conditions are available on the website: www.ser.indianrailways.gov.in. The application/tender form can be downloaded from the official website.

The details of the station/location where STBA shall be engagement are summarized below:

Sl. No.	Station	Category	No. of counters to be operated by STBA			Amount of Earnest Money (Rs)	Security Deposit (Rs) (to be deposited after final selection)	Location Code
			Shift-1 6:00-14:00	Shift-2 14:00-22:00	Shift-3 22:00-6:00			
1.	Fuleswar (FLR)	SG-3	2	1	1	5,000	25,000	FLR-1
2.	Bankranayabaz (BKNM)	SG-3	1	1	1	5,000	25,000	BKNM-1

The UTS sale figure for the last 04 months i.e., Sep'25 to Dec'25

Sl. No.	Name of the station with Location Code	Category of the station	Avg. monthly No. of tickets sold	Avg. monthly No. of Passengers	Avg. monthly Earning (In Rs.)
1	Fuleswar (FLR-1)	SG-3	32164	117461	6,76,911
2	Bankranayabaz(BKNM-1)	SG-3	3577	8548	56,837

[Signature]
27-01-2026
वरिष्ठ मंडल वाणिज्य प्रबंधक
Asst. Comm. Manag.
दक्षिण पूर्व रेलवे, खडगपुर
S.E. Railway, Kharagpur

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. *A Certificate from District Commissioner/District Magistrate/Additional District Magistrate/Sub-Divisional Officer/Circle Officer/Block Development Officer or Tehsildar to verify whether the applicant is a permanent residence of the local district in which the Station is located.*
- b) The applicant should not be under 18 years of age as on the date of notification and should have passed at least Class-X exam. *As a proof of age, the applicant has to submit Class 10th Board Passing Certificate/10th Board Admit Card/Class 10th Pass Marksheet wherein the date of birth is clearly mentioned. As a proof of Educational Qualification, Class 10th Board Passing Certificate along-with latest Educational Certificate(if applicable) from recognised board/University should be attached.*
- c) The applicant should 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. *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-I'. The said certificate should be valid.*
- 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. *The applicant should have to submit an undertaking that he/she has not been the ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity and will not nominate any such person to work as additional staff of the STBA on behalf of him/her. If the above information is found false or inaccurate in any respect, the application shall be liable to be rejected/cancelled(if applicable).*
- e) While furnishing/putting application, applicant shall give a declaration that he/she has not been engaged as STBA at any other station.
- f) **Earnest Money:** 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 Divisional Cash/S.E.Railway/Kharagpur as Earnest Money. **The value of Earnest Money is Rs.5,000/- for SG-3 category station.**

Note: The Application Form received in the absence of any of the above-mentioned documents/certificates and without Earnest Money will be summarily rejected. All the submitted documents/certificates must be self-attested on each and every page; otherwise, the application will be rejected.

3. Tenure of the Contract:

In case of NSG-6 category of station, initially an STBA shall be engaged for a period of 03(three) years. An agreement shall be executed by the 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 06 months or till finalization of new agreement as per this scheme, whichever is earlier.

In case of **SG-3 category of station**, the contract would be valid for a period of one year, which can be extended upto further one year, subject to extension of the scheme and satisfaction of the Competent Authority.


सहायक वाणिज्य प्रबन्धक
Asstt. Comm. Manager
ए. ई. रेलवे, खड़गपुर
A. E. Railway, Kharagpur

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.

- All tender applicants are requested to go through the instructions clearly- while fill-up the Tender /Application Form. Especially item no.13, 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.
- In case an applicant quotes sub-zero commission in slab-3 (Prescribed Format under item no.13) his application would be summarily rejected.

5. Security Deposit:

A refundable security deposit of **Rs.25,000/- (Rupees twenty five thousand only)** for **SG-3** category station (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.

In case STBA expresses inability to operate the counter(s) after his/her selection, the security deposit furnished by him/her shall be forfeited and deposited in Railway accounts as per procedure.

6. Operating Procedure as well as term & conditions of STBA:

- 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.
- The STBA so selected has to operate the UTS counter round the clock in all days of week. The 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. The nominated person(s) of STBA must possess/fulfill all the eligibility criteria of STBA. Copies of documents in respect of fulfillment of the said criteria must be submitted to Sr.DCM/DCM, Kharagpur.


Sr. Comm. Manager
Kharagpur
Railway, Kharagpur

- 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 of 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 or Sr.DPO and their name(s) shall be displayed on a notice Board at the Station premises.

The Dress Code mentioned below is to be arrange by the selected applicant as STBA contractor and must positively wear then on duty-

Dress Code:		
Men	:	White shirt and Black Trousers and Official Black Shoe.
Women	:	Navy Blue Kameej/Kurti/Saree with White Salwar and Dupatta
Name Board:	:	STBA to be kept at the counter window.
Name Badges	:	STBA to be wear them on duty.
Identity card:	:	STBA to be wear them on duty.

- 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.


 Station Master, Manager
 P. Q. Road, Bagmati
 Kathmandu, Nepal

- 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.
 - 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 more than one applicant quotes the same rate, the selection will be based on the draw of lots in a transparent manner in public.**
 - q) **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.**
 - r) **The Railway Administration reserves the right to cancel the selection proceedings at any time and under any circumstances without showing any reasons thereof.**
 - s) Any modification of norms/rules/procedure as issued from time to time by the Competent Authority shall automatically be applicable for the working of STBA.
- 7. Special Conditions of Tender:**
- a) The Railway Administration will not be held responsible for death or injury to any operator Labour during execution of the work as STBA.
 - b) The Railway Administration reserves the right to deduct Railway dues from the STBA's commission/Security Deposit in case any fine or payment made under an order/judgment of any Court/Consumer Forum or Law enforcing agency or any person working on their behalf.

8. Checks on Sale of tickets by STBA:

Apart from all 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) 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.
- c) 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.
- d) 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.


 Asst. Comm. Manager
 & T. Form Management

- e) 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.

9. 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.

10.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.

11. 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.

12. 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 may be incorporated in the Agreement.

13. Special Instructions:

- i) For detailed enquiry if any, please contact with office of the **Senior Divisional Commercial Manager/South Eastern Railway/Kharagpur, at-DRM building, Dist-Paschim Medinipur(W.B.), Pin Code-721301, within 11:00 hrs to 17:00 hrs on usual working day(Monday to Friday) before last date of the submission of the application.**
- ii) Interested individuals who meet the specified eligibility criteria may submit their duly filled application forms in the prescribed format along-with passport size color photograph pasted on the application form with signature thereon and all required documents, duly self-attested and requisite amount of Earnest Money(EMD) as indicated above. The completed application should be placed in a sealed envelope and dropped into the designated application box kept at the office of the **Sr. Divisional Commercial Manager, South Eastern Railway-Kharagpur, at-DRM building, Dist-Paschim Medinipur(W.B.), Pin Code-721301.** The envelope must be clearly super-scribed with: **"Application for Station Ticket Booking Agent (STBA) at _____ station (Location Code-_____) in _____ category."** Applications will be accepted from **10:00hrs to 15:00hrs on 18.02.2026**, after which no application will be entertained. **The application box will be opened at 15:30hrs on 18.02.2026.** After finalization of all application/tender the earnest money will be refunded to the unsuccessful tender applicants.
- iii) Any application without related documents/certificates as well as earnest money of required amount will be summarily rejected.


Asst. Comm. Manager
S. E. Railway, Kharagpur

- iv) All the submitted documents must be self-attested on each and every page; otherwise, the application will be rejected.
- v) Overwriting is not permitted. Failure to comply any of the conditions mentioned in this notification will render the application liable to rejection.
- vi) Applications received through post/courier will be summarily rejected without any scrutiny.
- vii) The applicant must obtain for herself/himself on her/his own responsibility and at her/his own expense all the information which may be necessary for the purpose of filling the application and acquaint him/her with all local conditions, means of access to the work, nature of work and all matters pertaining thereto.
- viii) Selection for STBA shall be done by Railway; the decision of the Railways will be final and binding. Railway reserves the right to reject or cancel whole / part of the application without assigning any reasons whatsoever.
- ix) Railway will inform about the engagement of STBA to selected applicant only. No intimation will be given to rejected applicants.
- x) Applications with incomplete information and without required documents will not be accepted/entertained.
- xi) The applicant has to submit an affidavit in case of any discrepancies in the Name of the applicant itself or in the father's name or Date of Birth of the applicant or other any required document(if applicable).

List Of Documents To Be Submitted Along-With The Application Form:

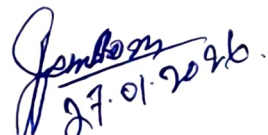
- i. Residential Address proof. (Should be issued by specified govt. officials as mentioned in the **item no.2(a) Qualification/Eligibility Criteria of NIT dated 27.01.2026**)
- ii. Age proof (Copy of 10th Board Passing Certificate/10th Board Admit Card/10th Board Marksheet where date of birth is mentioned).
- iii. Certificate of Educational qualification. (Should be at par with the **item no.2(b) Qualification/Eligibility Criteria of NIT dated 27.01.2026**)
- iv. Police Verification Certificate. (Should be at par with the **item no.2(c) Qualification/Eligibility Criteria of NIT dated 27.01.2026**)
- v. An Undertaking should be submitted stating that he/she has not been the ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity and will not nominate any such person to work as Additional staff of the STBA on behalf of him/her. If the above information is found false or inaccurate in any respect, the application shall be liable to be rejected/cancelled(if applicable).
- vi. A Self-declaration should be submitted stating that he/she has not been engaged as STBA at any other station.
- vii. The **original Demand Draft/Money Receipt** as Earnest Money (EMD) should be attached along-with the Application Form.

The Application Form received in the absence of any of the above-mentioned documents/certificates and without Earnest Money will be summarily rejected.

All the submitted documents/certificates must be self-attested on each and every page; otherwise, the application will be rejected.

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 Application/Tender box shall be rescheduled on next usual working day at the same time and venue.


सहायक वाणिज्य प्रबन्धक
Asst. Comml. Manager
द. पू. रेलवे, खड़गपुर
S. E. Railway, Kharagpur


27.01.2026
A **Sr. Divisional Commercial Manager**
South Eastern Railway-Kharagpur

सहायक वाणिज्य प्रबन्धक
Asst. Comml. Manager Page 7 of 9
द. पू. रेलवे, खड़गपुर
S. E. Railway, Kharagpur

**FORMAT OF THE APPLICATION FORM FOR STATION TICKET BOOKING AGENT (STBA) AT
STATION IN UNDER CATEGORY SG-3 OVER KHARAGPUR DIVISION.**

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

Self-attested
Passport size color
photograph to be
pasted. Un-attested
photograph will
not be accepted.

Sub: Engagement of Station Ticket Booking Agent (STBA) at
station, Location code

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 must be enclosed)	:	At/Vill- PO- PS- Dist.- State- PIN Code-
05	Whether the applicant/STBA has been the ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity {An undertaking should be submitted}.(if applicable)	:	
06	Whether the applicant has been awarded any STBA at other station (A self-declaration should be submitted).	:	
07	Educational Qualifications (Self-attested copy of certificate Must be enclosed).	:	
08	Certificate from the Police station regarding no Criminal record/or pending of no criminal case. (Self-attested copy of the Police Verification Certificate must be enclosed)	:	
09	Gender (Male/ Female)	:	
10	Nationality & Religion.	:	
11	Mobile No.	:	
12	Details of MR/DD No. with date and value for deposition of Earnest Money Deposit.	:	
13	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/rate will be summarily rejected. (In case an applicant quotes sub-zero (below zero %) commission in slab-3 his application would be summarily rejected).	:	% in Figures: Percent in Words:
14	Total No. of Enclosures.	:	

I do, hereby declare that the information stated above are true to the best of my knowledge. In event of any false or inaccurate information given above in any respect, the application/tender shall be liable to be rejected/cancelled. I shall abide by all terms & conditions of Station Ticket Booking Agent(STBA) scheme prescribed from time to time by the Railway Board.

Yours' faithfully,

Place:

Date:

Signature of the Applicant.


Agent Comm. Manager
S. L. Railway, Kharagpur

POLICE VERIFICATION

Annexure-I

Recent Passport
size colour
Photograph of the
applicant with
full signature
thereon

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	Aadhar 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 connection with a criminal case (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
Contracting Railway Supervisor	Date: Place:
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**


असहक वलिक्य प्रबन्धक
Asstt. Comm. Manager
S. E. Railway, Kharagpur