

S. E. Railway

Office of the
Sr.Divl.Comml.Manager
Ranchi.

No. C/RNC/STBA/Tender/NSG-4, 5 & 6/2026

Date: 21.05.2026

To

The Chief Public Relation Officer
S.E. Rly., Garden Reach,
Kolkata- 700043

Sub : Calling for tender vide Notification No. C/RNC/STBA/Tender/NSG-4, 5 & 6/2026 dtd. 21.05.2026 for engagement of Station Ticket Booking Agents (STBA) at 01 no. of NSG-4, 03 nos. of NSG-5 and 05 nos. of NSG-6 category stations over Ranchi Division

A copy of Notification in connection with the above subject is sent herewith for arranging publication in leading newspapers in English, Hindi and Bengali Version including local and National Newspapers sufficiently in advance. Notification may be made atleast 30 (thirty) days in advance from the last date of acceptance of application. The names of newspapers and date of publication may please be intimated to this office at the earliest on an urgent basis.

Publication charges are to be debited under head of allocation A-923-21.

Encls. As above


(Shreya Singh)
Sr.Divl.Comml.Manager
S.E. Rly., Ranchi

Copy to:-

1. EA to PCCM/SER/Kol for kind information to PCCM/SER/Kol, please.
2. Sr. DSTE/RNC for information and to upload in the Website www.ser.indianrailways.gov.in.
3. One copy of notification forwarded to concerned Station Masters for displaying on Public Notice Board at respective stations for wide publication.


(Shreya Singh)
Sr.Divl.Comml.Manager
S.E. Rly., Ranchi

S. E. RAILWAY
Ranchi Division

NOTICE INVITING TENDER

**NOTICE INVITING TENDER FOR ENGAGEMENT OF STATION
TICKET BOOKING AGENTS (STBA) AT 01 NO. OF NSG-4, 03 NOS. OF
NSG-5 AND 05 NOS. OF NSG-6 CATEGORY STATIONS OVER RANCHI DIVISION**

NOTIFICATION NO.: C/RNC/STBA/TENDER/NSG-4, 5 & 6/2025 Dtd. 21.05.2026

For and on behalf of The President of India, Sr. Divisional Commercial Manager, S.E Railway, Ranchi invites tender from interested persons for engagement of Station Ticket Booking Agents (STBA) at **01 no. of NSG-4, 03 nos. of NSG-5 and 05 nos. of NSG-6** category stations over Ranchi Division. Details are as under:

Sl. No.	Name of Station	Category of Station
1.	Muri (MURI)	NSG-4
2.	Ramgarh Cantt (RMT)	NSG-5
3.	Jhalida (JAA)	NSG-5
4.	Lohardaga (LAD)	NSG-5
5.	Kanaroan (KNRN)	NSG-6
6.	Gangaghat (GAG)	NSG-6
7.	Gautamdhara (GATD)	NSG-6
8.	Harubera (HRBR)	NSG-6
9.	Karra (KRRA)	NSG-6

Eligibility conditions

Eligibility criteria as well as other terms and conditions will be available on the website **www.ser.indianrailways.gov.in**

Place of submission of Application

Application form should be dropped in the box kept at the office of Sr. Divisional Commercial Manager/S.E. Railway, Ranchi on **23.06.2026 between 10.30 hours to 15.00 hours**. Envelope containing the application should be superscribed with **"Engagement of STBA at Station of Ranchi Division"**. The Performa along with the rules and conditions and other information can be obtained from the office of the Sr. Divisional Commercial Manager, S.E. Railway, Ranchi on all working days from **10:00 hrs. of 23.05.2026 to 12.00 hrs. of 23.06.2026**.

Date and time for opening of Application: At 15:30 hrs. of 23.06.2026.

Contd...2/-

A brief description of the Tender notice is as under: -

1.	Tender Reference No. & date	C/RNC/STBA/Tender/NSG-4, 5 & 6/2026 dtd. 21.05.2026
2.	Title of the Work	Engagement of Station Ticket Booking Agent (STBA)
3.	Value of the Work	Not Applicable
4.	Earnest Money	Rs. 10,000/- (Rupees Ten Thousand only) – for NSG-4 Rs. 5,000/- (Rupees Five Thousand only) – for NSG-5 Rs. 2000/- (Rupees Two Thousand only) – for NSG-6
5.	Cost of Tender Form including GST@18%	Rs. 1180/- (Rupees One Thousand One Hundred and Eighty only)
6.	Type of Work	Tender for Engagement of STBA at 01 no. of NSG-4, 03 nos. of NSG-5 and 05 nos. of NSG-6 category stations over Ranchi Division.
7.	Location	Over the Jurisdiction of Ranchi Division
8.	Announcement Date	23.05.2026
9.	Date of Dropping of Tender	23.06.2026
10.	Date of Opening of Tender	23.06.2026
11.	Website Details	<u>www.ser.indianrailways.gov.in</u>

Web Site particulars where complete details (including application format and terms and conditions) can be seen/downloaded from **www.ser.indianrailways.gov.in** from **23.05.2026 and up to 12:00 hrs. on 23.06.2026.**

Applications received without fulfilling all the conditions stipulated in the application form and General conditions are liable to be rejected.

The Railway administration reserves the right to select/reject/terminate the services of any applicant and also to cancel the notification without citing any reasons.

For any details/queries, please contact at Office of Senior Divisional Commercial Manager, South Eastern Railway, Ranchi.


 (Shreya Singh)
 Sr. Divisional Commercial Manager
 S.E. Railway, Ranchi



SOUTH EASTERN RAILWAY
RANCHI DIVISION

TENDER DOCUMENT OF

Tender Notification No. C/RNC/STBA/Tender/NSG-4, 5 & 6/2026

DATE OF OPENING: 23.06.2026

NAME OF WORK - Engagement of Station Ticket Booking Agents (STBA) at
03 nos. of NSG-5 category stations over Ranchi Division.

COST OF TENDER DOCUMENT	₹ 1,000 /- + GST @18% ₹ 180/- Total: ₹ 1,180/-
--------------------------------	---

DIVISIONAL RAILWAY MANAGER (COMMERCIAL)
S. E. RAILWAY/RANCHI DIVISION
P.O.-HATIA, RANCHI, JHARKHAND.
PIN CODE-834003

INDEX

Sl. No.	DESCRIPTION	Page No.
1	NOTICE INVITING TENDER	2
2	OFFER LETTER	3-4
3	INSTRUCTIONS & CONDITIONS OF THE TENDER	5-10
4	FORMAT OF TENDER FORM AND LIST OF ENCLOSURES	11-12
5	TENDER SCHEDULE	13
6	ANNEXURE 'A'	14

Note: Tenderers are requested to go carefully through entire booklet with special attention on "Method of Tendering".

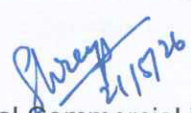
SOUTH EASTERN RAILWAY
TENDER NOTICE FOR ENGAGEMENT OF STBAs AT 03 NOS.
OF NSG-5 CATEGORY STATIONS OVER RANCHI DIVISION

Tender Notice No. C/RNC/STBA/Tender/NSG-4, 5 & 5/2026 Dated: 21.05.2026

For & on behalf of the President of India acting through Sr. Divisional Commercial Manager,
S.E.Railway, Ranchi invites sealed offers under single packet system on prescribed form

Description of contract	Commission payable			Earnest money to be deposited	Cost of tender form	Refundable Security Deposit	Period of contract
Engagement of Station Ticket Booking Agents (STBA) at 03 nos. of NSG-5 category Stations over Ranchi Division.	Out of the applicants fulfilling the eligibility conditions, the candidate(s) who opts for the least commission on the 4% Commission slab will be selected for Engagement. The commission payable shall be as follows.			Rs. 5,000/- (Rupees five thousand only) (To be deposited in the mode of Demand Draft along with tender form)	Rs.1180/- (GST inclusive @18%) (Rs. One Thousand one hundred and eighty only) (To be deposited in the mode of Demand Draft along with tender form)	Rs.25,000/- (Rupees Twenty five thousand only) (To be deposited after final selection)	03 (Three) years Extendable upto six months, if necessary.
	Slabs	Sales turnover in Rs.	Rate at which commission payable				
	Slab-1	1 – 20,000	25% (minimum Rs.2500/-)				
	Slab-2	20,001– 1,00,000	15%				
	Slab-3	> 1,00,000	4% or the rate quoted whichever is lower				
	The Commission will be calculated on monthly basis as is being done for Halt Agents (Boards letter No.99/TG-IV/ Halts /Policy Dt 08/09/2000) and as per IRCM Vol. II Para 2425 item No 28. Commission to STBAs shall be paid through 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 railway.						

Individual Tender form along with individual earnest money and cost of tender form against respective station plus supporting documents are to be submitted separately for each station. One applicant can be engaged 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. Selling of tender Form – through office of the Sr. Divisional Commercial Manager, S.E. Rly., Ranchi **from 10:00 hrs. of 23.05.2026 and upto 12:00 hrs. of 23.06.2026** except closing days of office. Tender Notice and documents are available at South Eastern Railway website www.ser.indianrailways.gov.in **from 10:00 hrs. of 23.05.2026 and upto 12:00 hrs. of 23.06.2026**. Date of dropping of tender is on **23.06.2026 between 10:30 hrs. to 15:00 hrs.** Date of opening of tender is on **23.06.2026 at 15:30 hrs.** In case, the office is closed due to unprecedented reason, the tender will be dropped and opened on the next working day between 10:30 hrs. to 15:00 hrs. and 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, Ranchi
 For and on behalf of the President of India.

**SOUTH EASTERN RAILWAY
RANCHI DIVISION**

**Tender for Engagement of Station Ticket Booking Agent (STBA) at
03 nos. of NSG-5 category Stations over Ranchi Division**

Through Single packet system

OFFER LETTER

To
The President of India
Through Sr. Divisional Commercial Manager
S.E. Railway, Ranchi
P.O.- Hatia, Dist- Ranchi-834003.

Sub: Tender for Engagement of Station Ticket Booking Agent (STBA) at 03 nos. of NSG-5 category Stations over Ranchi Division vide Tender Notice No. C/RNC/STBA/Tender/NSG-4, 5 & 6/2026 dtd. 21.05.2026.

Dear Sir/Madam,

1. I 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 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 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 in the tender schedule.
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, Ranchi / Sr. Divnl. Comml. Manager, S.E. Rly., Ranchi, for and on behalf of the President of India and agreed by me. I will enter into the agreement with the President of India acting through Sr. Divisional Commercial Manager, Ranchi within a period of 30 (thirty) days of acceptance of tender, if my bid is successful.
5. I 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 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 shall be liable for forfeiture of my full earnest money. I 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 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. Demand Draft Of stipulated amount drawn in favour of FA & CAO, S.E. Railway, Garden Reach, Kolkata, payable at Kolkata. The original Demand Draft should be enclosed with the tender form.

7. The cost of tender form deposited by me for Rs.....
(Rupees.....) as specified in the tender form.
Demand Draft of stipulated amount drawn in favour of FA & CAO, S.E. Railway. Garden Reach,
Kolkata payable at Kolkata. The original Demand Draft should be enclosed with the tender form.
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 offer for this work.

Thanking you,

Yours faithfully

Date:.....

Place:.....

Signature of Tenderer

Name of the Tenderer:.....

Full Address:.....

.....

.....

.....

Tel. No.....

Mobile No:.....

(Address proof documents to be attached)

Witnessed by:-

1. Signature.....

Name in capital letters.....

Full Address:.....

.....

.....

2. Signature.....

Name in capital letters.....

Full Address:.....

.....

.....

**ENGAGEMENT OF STATION TICKET BOOKING AGENT (STBA) AT
03 NOS. OF NSG-5 CATEGORY STATIONS OVER RANCHI DIVISION**

Notification No. C/RNC/STBA/Tender/NSG-4,5 &6/2026

Dated: 21.05.2026

Open Tenders are invited in the prescribed format for Engagement of Station Ticket Booking Agent (STBA) on commission basis at **03 nos. of NSG-5** category stations under the jurisdiction of Ranchi Division for issue of computerized unreserved Ticket through the existing Computerized Unreserved Ticketing System (UTS) of the station. Interested persons fulfilling the stipulated conditions may apply in the format in sealed cover and to submit the tender form duly filled in all respect on **23.06.2026 between 10:30 hrs. to 15:00 hrs.** in the box kept at Sr. Divisional Commercial Manager's office RNC-834003. Tender will be **opened on 23.06.2026 at 15:30 hrs.** The tender form will be available at Sr. Divisional Commercial Manager's office, RNC **from 10:30 hrs. to 16:00 hrs. on all working days from 23.05.2026 and upto 12:00 hrs. on 23.06.2026** or can be downloaded from Railway's website (www.ser.indianrailways.gov.in) upto **12:00 hrs. of 23.06.2026.**

In case the date of the opening of applications is decided a holiday or a closed day for unforeseen reason, the applications will be opened on the next working day at the same time and venue.

The UTS sale figure for the last 06 months i.e. 01 Nov 2025 to 30 Apr 2026 are as under:-

Sl. No	Name of Station	Station Category	Ticket Sale Figure for last 06 months (Nov 2025 to Apr 2026)		Average Monthly passenger/Sale Figure	
			No. of passengers	Earnings (In Rs.)	No. of passengers	Earnings (In Rs.)
1.	Ramgarh Cantt (RMT)	NSG-5	120194	43,62,725	20032	7,27,120
2.	Jhalida (JAA)	NSG-5	121007	53,36,585	20168	8,89,431
3.	Lohardaga (LAD)	NSG-5	68632	25,79,760	11439	4,29,960

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 be at least Class 10th pass. As a proof of age, the applicant has to submit Class 10th Mark sheet/ Class 10th Board Passing Certificate which shall be considered wherein the date of birth should be clearly mentioned. As a proof of educational qualification, certificates from recognized boards 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 not have been issued prior to date of notification i.e. **21.05.2026.**
- D. STBA and his/her nominated agent should not be an ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity.
- E. **EARNEST MONEY.** Tender form should be submitted along with an **Earnest Money Deposit of ₹ 5000/- (Rupees Five Thousand only)** in the mode of **Demand Draft (DD)** drawn from any nationalized Bank in **favour of FA & CAO, S.E. Railway, Garden Reach, Kolkata, payable at Kolkata.** The Tender Form received without Earnest Money will be summarily rejected.
- F. **COST OF TENDER FORM AND GST.** The Cost of tender form is **Rs.1180/- (₹ 1000/- + ₹ 180/- GST@ 18%) (Rupees One thousand one hundred and eighty only)** should have to be deposited in the mode of **Demand Draft (DD)** drawn from any nationalized bank in **favour of FA**

& CAO, S.E. Railway, Garden Reach, Kolkata, payable at Kolkata and have to be submitted along with the Tender Form. The **Tender Form received without cost of tender form will summarily be rejected.**

G. **SECURITY DEPOSIT.** A refundable **security deposit of ₹ 25,000/- (Rupees Twenty-Five Thousand only)** shall have to be deposited by the selected STBAs at the respective station at which He/ She will have been selected to engage as STBA in cash and the Money Receipt so generated should have to be kept safely by the STBA. On completion/termination of agreement, pending dues will be adjusted from the security deposit and balance refunded to STBA. The Security deposit may however, be enhanced by the Divisional/Zonal Railway if considered necessary keeping in view the sales at the station. 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.

H. The candidate who opts for the least commission in the (4% commission slab) on monthly sales turnover shall be engaged as an STBA. Applicants should have to quote as per 4 % commission Slab. In case, more than one applicant quotes the same rate, the selection will be done by drawing lots in a transparent manner in public. Sub-zero quoting of commission (Below zero %) will summarily be rejected. The commission will be calculated on monthly basis as per Railway Board's letter no. 99/TG-IV/Halts/Policy dtd. 08.09.2000 and as per IRCM Vol. II para 2425 item no. 28.

I. **Railway Administration reserves the right for deduction of Railway dues from Security deposit amount on the following grounds.**

- i) Any amount paid to Central/State Government or any local Government bodies for any taxes or fines as imposed by them due to the negligent act of the STBA.
- ii) Any amount which Railway Administration become liable to pay to the state or Central Government, Local Municipal Administration or any third party on behalf of any default of the contractor or any of his/her/servant/agent serving as STBA.
- iii) Any payment/fine made under the order/judgment of any court/consumer Forum or Law enforcing agency due to the negligent act of the STBA.
- iv) Once the amount under this clause is debited, the STBA will restore the amount of security deposit to the extent the amount is debited within 15 (fifteen) days, failing which, it will be treated as breach of agreement and the contract will be summarily cancelled.
- v) If the STBA intends to discontinue/terminate the contract either fully or partially in intermediate stage of the contractual period or fails to make payment any other Railway dues, to be paid in advance for any reason whatsoever, the entire Security Deposit will be forfeited and he will be debarred for participation in any of the tender in Ranchi Division for 2 years from the date of termination.
- vi) In case STBA expresses inability to operate the counter(s) after his/her selection by Railways, the bank guarantee as well as 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 Ranchi Division for 02 years from the date of termination.

Terms and Condition

1. One applicant can be appointed as STBA at only one Station.
2. The basis of selection of STBA shall be the lowest commission quoted in the slab-3 of more than Rs.1,00,000/- turnover.
3. The cost of hardware and software (including maintenance), electricity and hiring of channel will be borne by the railway. The space will also be provided to them by the Railway free of cost.
4. STBA will not sublet/assign or transfer the rights or obligation arising out of the agreement. In case of death of licensee, the license will be transferred to his/her legal heir(s) for the unexpired period of license by the competent authority subject to fulfillment of the basic eligibility criteria for engagement as STBA.
5. The STBA shall be allowed to sell all types of non-concessional unreserved tickets issued through UTS including Platform tickets and season tickets. Renewal of season tickets shall also

be permitted. However, 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/CI/CCI of the concerned station, which shall be done prior to the sale of such concessional tickets.

6. The calculation of commission may be done on monthly basis. However, the rate of commission for a particular month may be calculated on the basis of cumulative sales turnover upto that month.
7. The STBA shall deposit the cash collected through sale of tickets, to the concerned Station Master / Asstt. Station Master of the station on duty on 08 hourly shift basis prevalent on Indian Railways i.e. at 06:00 hrs., 14:00 hrs. & 22:00 hrs.
8. If the ticket activity stops due to non-availability 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/- (Rupees Two Thousand) per day shall be imposed. Penalty upto Rs. 500/- (Rupees Five Hundred) may be imposed against established public complaints regarding the functioning of STBA.
9. Only one STBA will be engaged at each station. STBA will not sublet / assign or transfer the right or obligation arising out of the contract. The STBA so selected, has to operate the UTS counter round the clock in all days of week in 3 shifts and as per availability of train at that particular station. However, the STBA if so desires, may nominate person(s) 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 UTS ticket selling activity may not be hampered. 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/RNC prior to commencement of contract.
10. Both the STBA and the additional persons nominated by him/her to sell tickets shall be issued a photo identity card by Sr. DCM/DCM/ACM, Ranchi and their names will also be displayed on a notice board at the station premises.
11. In case of death of licensee, the license will be transferred to his/her legal heir(s) for the unexpired period of the license by the competent authority and the legal heir(s) will also be eligible to apply for extension of license as per the provision of the policy.
12. The disbursement of unreserved tickets by STBA will be governed by the timings as decided by the Railway Administration, keeping in view the local conditions.
13. The facility of NI (Non-issue) of tickets will be available to the STBA only when authorized/endorsed by concerned Station Master/ Asstt. Station Master/CCI/CI.
14. Cancellation of Ticket: The facility of cancellation of tickets may be extended to STBA only when authorized/endorsed by concerned Station Master/Asstt. Station Master/CCI/CI.
15. The Railway officer in charge of the station i.e. Station Master/Asstt. Station Master will be responsible for the safe custody of the ticket rolls. It will be his duty to daily handover / take over the ticket rolls from the STBA. Proper ticket roll issued to the STBA shall be maintained at stations.
16. Shift summary and daily summary of transaction details done by STBA shall be extracted through UTS and STBA should deposit the cash accordingly to the Station Master / Assistant Station Master at the end of the shift / day.
17. 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 (on duty SM/ASM). In case of any loss on this account, necessary debit will be raised against him/her as per extant rules.
18. A consolidated statement of ticket rolls supplied and details of ticket sold by STBA will be submitted by the Station Master/Asstt. Station Master or any other nominated officer to Sr. DCM/DCM every month.
19. The STBA will be responsible for all errors oversight and under charges made by his/her representative/ person nominated by him/her during the assigned job of ticket selling.
20. The Divisional Authorities will keep back up arrangement to take care of unforeseen circumstances such as happening of any unprecedented circumstance or seasonal rush where tickets are required to be disbursed by Railway staff also. CI/SM/ASMs posted at the station will be conversant with the functioning of UTS by giving the STBA suitable training/refresher course, if required.
21. Zonal Railway will have powers to prescribe working guidelines within the frame work of the scheme.

SPECIAL CONDITIONS OF TENDER

- i) The STBA shall be deemed to be the agent of the Railway Administration and shall be subject to all the legal liabilities of agents as laid down or defined in the law relating to agents in India for issuing of tickets for the booking of passengers.
- ii) The STBA will give a declaration that he/she has not been appointed as STBA at any other station in the Indian Railway.
- iii) As in the case of normal functioning of UTS, STBA shall have to work round the clock. The procedure of working of STBA and maintaining record by him will be governed by the instructions given herein below.
- iv) If the STBA fails and/or neglects at any time to arrange uninterrupted services in the sale of tickets as per working hours prescribed by the Railway Administration, the Railway Administration shall have the right to make its own arrangement for selling tickets at the station and all expenses incurred in connection with the above and any other expenditure incurred by the Railway shall be recoverable from the STBA.
- v) The engagement of STBA will not confer any right on him/her for employment in Railways. Such engagement is purely contractual in nature and no facilities viz. absorption in railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the STBA.
- vi) 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.
- vii) The Railway Administration will not be held responsible for death or injury to any operator, Labour during execution of the work as a STBA.
- viii) The STBA will execute the work under supervision of the Commercial Inspector & Station in-charge (SM/ASM) of the Station as per description and Terms & Conditions given in the Agreement.
- ix) The STBA will be held responsible for proper handling of Railway Properties during execution of work. In case any damage is caused to Railway Property due to manhandling or loss incurred to the Railway by STBA or his worker, the damage or loss will be compensated by him/her.
- x) The Railway Administration shall not be liable to pay a compensation either monetary or otherwise to the labour / representative of the STBA in any circumstances.
- xi) The STBA shall indemnify the Railway from any claim/compensation/cost/penalty arising out of non-compliance/non-payment of compensation/taxes etc. out of the contract.
- xii) 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.

Commission payable

Out of the applicant fulfilling the eligibility condition, 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: -

Slabs	Sales turnover in Rs.	Rate at which commission Payable
Slab 1	1 – 20000	25% (Subject to minimum Rs.2500/-)
Slab 2	20001 – 100000	15%
Slab 3	> 100000	4% 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 Railway's account. The rate of commission for a particular month will be calculated on the basis of cumulative sales turnover upto that month. In case of concessional tickets, the commission shall be calculated on the actual fare collected by the Railways.

Period of contract. Initial period of contract will be for 03 (Three) years. An agreement will be executed by the STBA with Sr. DCM/DCM of South Eastern Railway, Ranchi. 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 6 months or till finalization of new agreement as per this scheme, whichever is earlier.

Termination of contract. Each side can terminate the contract without assigning reasons by giving a notice of 30 days and will lend flexibility for checking fraudulent practice by the STBA. However, in case of fraud/criminal case, Railway shall be at liberty to terminate the contract without giving any prior notice.

Disabling clause. Engagement as STBA shall not confer any right and/ or claim whatsoever on the person to seek employment in Railways. The Engagement is purely contractual in nature and no facilities 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. The STBA shall keep Railways free from any liabilities in present or future.

NOTE. "In case STBA expresses inability to operate the counter(s) after his/her selection by Zonal Railways, the Security Deposit furnished by him/her in the form of Money Receipt (MR) shall be forfeited and deposited in Railway accounts as per procedure and will be debarred for participation in any of the tender in Ranchi Division for 02 years from the date of termination.

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

HOW TO APPLY

1. Candidate may apply on Tender Form for the Station for which they are eligible from place of residence point of view as per the given format to the Sr. Divisional Commercial Manager, S.E. Railway, RNC, P.O. Hatia, Dist.- RNC, PIN – 834003.
2. Candidate must submit complete Tender Form containing 14 pages duly self-attested on each and every page along with requisite documents in a sealed envelope, otherwise, the form will be rejected at once.
3. Envelope containing the application should be superscribed with "**Engagement of STBA at Station of Ranchi Division**".
4. Tender should be dropped in the box kept in the office of the Sr. Divisional Commercial Manager, S.E. Railway, Ranchi, Dist.-Ranchi, Pin-834003.
5. **Date and Time of dropping of tender.** On 23.06.2026 Between 10:30 hrs. To 15:00 hrs.
6. In case the office is closed due to unprecedented reason, the tender will be dropped and opened on the next working day between 10:30 hrs. to 15:00 hrs. and 15:30 hrs. respectively. The application sent through postal service or any other means shall not be entertained.
7. Tender form is not transferable. Railway reserves its right to either cancel the tender or reject it without assigning any reason thereof. Details of eligibility criteria can be seen in the tender form / website. (www.ser.indianrailways.gov.in)

Mandatory documents to be submitted (Self-attested copies) along with the tender form without which the offer shall be summarily rejected

1. RESIDENTIAL CERTIFICATE
A Certificate from District Commissioner/Sub Divisional Officer/ Circle officer/Block Development officer to verify whether the applicant is a permanent residence of the local district in which the Station is located where STBA is proposed to be engaged.
2. EDUCATIONAL CERTIFICATE
The tenderer should not be below 18 years of age and should be at least 10 th standard pass. Applicant has to submit Class 10 th Board Passing Certificate/Class 10 th Mark Sheet for verification of Age & Educational qualification.
3. POLICE VERIFICATION CERTIFICATE
The tenderer will 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 not have been issued prior to the date of notification i.e. 21.05.2026 (to be submitted in original).
4. OTHER DOCUMENTS
The tenderer should enclose a copy of Aadhaar Card and PAN Card having same Date of birth as in Matriculation Certificate/Class 10th Marksheet.
5. Affidavit issued by Notary Public on Stamp Paper worth ₹ 100/- (to be submitted in original as per Annex 'A')

CHECK LIST

Sl. No.	Document submitted	'Put '√' in the boxes
1.	Residential Certificate (to be submitted in original)	
2.	Educational Qualification certificate (Self attested)	
3.	Police verification certificate (to be submitted in original)	
4.	Aadhaar Card (Self attested)	
5.	Pan card (Self attested)	
6.	Affidavit as per Annexure 'A' (to be submitted in original)	
7.	Demand drafts (Rs 1180/- for tender form and Rs 5000/- for EMD)	
8.	The Photograph pasted on Tender Application Form should be self-attested otherwise application will summarily be rejected.	

Note: In addition to the above, a cancelled cheque and mandate form must also be submitted for refund of the EMD amount in case of non-selection as STBA.

FORMAT OF THE TENDER FORM FOR STATION TICKET BOOKING AGENT (STBA) FOR
..... STATION

<p align="center">It is not a job. It is like an agent, license for selling the Railway Unreserved Tickets in Railway station premises.</p>		<p>Self-attested Passport size photograph to be pasted. Un-attested photograph will not be accepted.</p>
1. Name of the Applicant (in block letters)		
2. Father's/Husband's name (in block letters)		
3. Sex (Gender): (Male / Female)		
4. Date of Birth		
5. Educational Qualification		
6. Residential Address (As per Local Residence certificate issued by DC/SDO/Circle officer/BDO)	House No: Mohalla / Village: Post Office: Police station: District: State: Pin Code:	
7. Contact Number (Mobile No./Landline)		
8. Name of the Station applied for STBA		
9. Aadhaar Card No.		
10. PAN Card No.		
11. Demand Draft No., issuing Bank and date of issue	<u>For EMD: -</u> <u>For Cost of Tender Form: -</u>	

.....
Signature of tenderer in full

LIST OF ENCLOSURES
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

I, undertake that in event of any false or inaccurate information given above in any respect, the tender/ license shall be liable to be rejected / cancelled. I shall abide by all the terms and conditions of Station Ticket Booking Agent Scheme prescribed from time to time.

I declare that I have not been engaged as STBA at any other station.

.....
Signature of tenderer in full

Place:.....

Name:.....

Date:.....

Address:.....

.....

.....

.....

Contact No:.....

SOUTH EASTERN RAILWAY
TENDER SCHEDULE FOR FINANCIAL OFFER

To
The President of India,
Acting through
Sr. Divisional Commercial Manager
South Eastern Railway
Hatia, Ranchi.

Sub: Tender for Engagement of Station Ticket Booking Agent (STBA)
at Station.

Dear Sir/Madam,

1. I hereby tender my offer to issue computerized Unreserved Tickets through the existing computerized Unreserved Ticketing System of the station.

2. Name of the station applied for STBA at

3. I shall take the commission, for this tender contract from the Railway administration as offered below against the tender Notice No. C/RNC/STBA/Tender/NSG-4, 5 & 6/2026 dated 21.05.2026.

Description of Work	Commission payable by the Railway for More than Rs.1,00,000/-	Name of the Station	Rate to be quoted by the tenderer in %, the commission payable by the Railway (both in figures and words)
Engagement of Station Ticket Booking Agents (STBA) at 03 nos. of NSG-5 category Stations over Ranchi Division.	4 %		Sub-Zero quoting of commission (below zero %) will be rejected at once. % In Figures..... % In Words.....

- (i) The tenderer has to mention the name of the station and quote the rate.
(ii) The Tender Form without containing the required documents, Earnest Money and Cost of tender form or without filled up properly will be rejected.
(iii) Any correction or overwriting must be self-attested by the tenderer.
(iv) No tender will be accepted after the expiry of the schedule date and time.
(v) No correspondence will be entertained in this subject till finalization of the selection of STBA.
(vi) The decision of the selection committee will be treated as final for selection of STBA.

Place:.....

Date:.....

.....
Signature of tenderer in full

Name:.....

Address:.....

.....

.....

.....

Contact No:.....

(Annexure 'A')

Affidavit to be executed by Notary Public in non-judicial stamp paper of Rs. 100/-

FORMAT FOR AFFIDAVIT TO BE EXECUTED AND SUBMITTED BY TENDERER ALONG WITH THE
TENDER DOCUMENTS

I.....(Name) for the purpose of the tender documents for the contract of Engagement of STBA at 03 nos. of NSG-5 category stations over Ranchi Division as per Tender Notice no. C/RNC/STBA/Tender/NSG-4, 5 & 6/2026 dtd. 21.05.2026 of S. E. Railway, do hereby solemnly affirm and state as under:-

1. I, the tenderer is signing this document after carefully reading the contents.
2. I, the tenderer also accepts all the conditions of the tender and have signed all the pages in confirmation thereof.
3. I hereby declare that I have downloaded the tender documents from Indian Railway website www.ser.indianrailways.gov.in /procured from the office of Sr. DCM/Ranchi. I have verified the content of the document from the website and there is no addition, no deletion or no alteration to the content of the tender document. In case of any discrepancy noticed at any stage i.e. evaluation of tenders, execution of work or final payment of the contract, the master copy available with the railway Administration shall be final and binding upon me.
4. I declare and certify that I have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I also understand that my offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me.
6. I declare that the information and documents submitted along with the tender by me are correct and I am fully responsible for the correctness of the information and documents, submitted by me.
7. I certify that I, the tenderer is not blacklisted or debarred by Railways or any other Ministry / Department of Govt. of India from participation in tender on the date of submission of bids, either in individual capacity or as a HUF/ member of the partnership firm/LLP/JV/Society/Trust.
8. I understand that if the contents of the certificate submitted by me are found to be forged/false or incorrect at any time during process for evaluation of tenders, it shall lead to forfeiture of the EMD besides banning of business for a period of upto two years. Further, I (**insert name of the tenderer**) _____ understand that my offer shall be summarily rejected.
9. I also understand that if the contents of the certificate/documents submitted by me are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of Security Deposit and besides any other action provided in the contract including banning of business for a period of upto two years.
10. I am not an ex-Railway staff who has been removed or dismissed from Railway service on the grounds of doubtful integrity and will not nominate any such person as assistant to work as STBA on my behalf.

Signature of the Tenderer

Place:
Date: