

No U/C.565/ATVM/Facilitator/MDU/2025

Date:-18.08.2025

ADVERTISEMENT NOTICE NO: 14/25 ATVM DT: 18.08.2025 FOR ENGAGEMENT OF FACILITATORS FOR ISSUING UN-RESERVED TICKETS THROUGH ATVMs OVER MADURAI DIVISION

Senior Divisional Commercial Manager, Southern Railway, Madurai Division for and on behalf of The President of India invites applications from **Retired Railway Employees / General public for engagement of 31 Nos (Tentative) of facilitators to issue un-reserved tickets through ATVM's over Madurai Division**

This scheme is to engage facilitators to issue ATVM tickets using smart card. They may be allowed to work as facilitators, once selected, at the station for which they have applied and they will issue Unreserved Tickets through ATVMs. No remuneration will be paid by the Railway for their engagement as facilitator except the bonus amount **on smart card recharge shall be @ 3% for journey upto 150 kms. The bonus for journey between 151 km and 500 km shall be admissible @2% and thereafter, bonus shall be given @1% for tickets issued for distances beyond 500 kms. The said modification shall be applicable for NSG-1, NSG-2 and NSG-3 category stations. For other categories of stations, the existing policy of distance capping of 150 kms shall continue**

The list of station where the applicants will be engaged as facilitators for issuing unreserved tickets through Automatic ticket vending Machines(ATVMs) to the travelling public over Madurai Division are as under:-

Sl.no	Name of the station	Category of the station	Vacancies (Tentative)
1	ASD	NSG-5	01
2	CVP	NSG-3	01
3	DG	NSG-3	04
4	KIC	NSG-6	02
5	KKDI	NSG-4	04
6	PMK	NSG-4	01
7	PUU	NSG-5	02
8	RJPM	NSG-4	01
9	RMD	NSG-3	02
10	RMM	NSG-3	01
11	SNKL	NSG-5	02
12	SRT	NSG-4	02
13	TCN	NSG-4	02
14	VPT	NSG-3	02
15	TENI	NSG-5	1
16	SVKS	NSG-5	3
		Total	31(Tentative)

The advertisement notice and application form are available in the southern railway website at www.sr.indianrailways.gov.in

Important dates:-

1	Date of availability of application form in websites	www.sr.indianrailways.gov.in from 18.08.2025
2.	Date of issue of application forms from this office	18.08.2025
3	Last date for submission of filled in application form	Upto 15.00 hrs on 08.09.2025

TERMS AND CONDITIONS OF ENGAGEMENT OF FACILITATOR

The engagement of retired railway employees as well as general public is subject to the following terms and conditions

Retired Railway Employees as facilitator

1. Applications are invited by the Railways from amongst the retired Railway employees of any department who are willing to get engaged as facilitator for issuing unreserved tickets through ATVMs installed in Railway premises.
2. **Assistance to facilitators:** Spouses and adult children of retired railway employees may also be allowed to work as facilitators in addition to retired railway employees working as facilitators. The order of priority for engaging facilitator shall be as under:-
 - (i) Retired railway employee.
 - (ii) Spouse/Adult child of retired Railway employee (only one person for one retired Railway employee to be nominated by him/her).Nomination letter to be submitted by the facilitator for the purpose.
3. It is hereby made very clear that spouse/adult children of retired railway employee shall not have any claim for employment. An undertaking to this effect on legal paper should also given by the applicant
4. No railway staff who has been removed / dismissed from the service on the ground of doubtful integrity will be engaged as facilitator.
5. In case of no sufficient applications is received from retired railway employees, applications from general public shall be accepted for engaging as facilitator.

General public as facilitator-

1. Applicant should not be under 18 years of age and should be at least Matric pass or equivalent however educational qualification can be relaxed by Sr.DCM/DCM, if there is no applicant otherwise available.
2. The applicant should be a resident of the local district in which the station is located where ATVM facilitator is proposed to be engaged. Relaxation can, however, be given by Sr.DCM/DCM in case no suitable candidate of local district to be engaged as ATVM facilitator.

3. Before engagement as ATVM facilitator, the applicant will also have to produce a certificate from the police station serving his/her locality that no criminal case is pending against him / her.
4. **General public applicant** : Applicant should be prepared to give Rs.50,000/- for NSG 1&2 and Rs.25,000/- for other categories of stations, towards refundable security deposit to the Railway. On completion/termination of contract, pending dues will be adjusted from the Security deposit and balance refunded to ATVM facilitator.
5. If the selected applicant not submitted the security deposit within 15 days from the date of receipt of LOA then the said LOA will be cancelled.
6. If the applicant is selected, he/she have to start working within 15 days after receipt of LOA.
7. The cost of ATVM, its maintenance, provision of lease line, up gradation, etc, will be borne by the Railways. The cost of electricity and space shall also be borne by the Railways. However, in case it is proved that ATVM has been damaged due to any act of omission on the part of facilitator, the cost of repair will be recovered from him/her.
8. **In case the ATM facilitator expresses inability to operate ATVM, after being engaged as ATVM facilitator, the security made by the ATVM facilitator will be forfeited.**

General Conditions: -

- The Applicants should submit AADHAR CARD as identification proof and valid address proof. If the applicant fails to provide these documents their applications will be rejected.
- **The applicant can apply for one station only. Only one application should be given by the applicant.**
- The following documents should be submitted by the applicant otherwise the application will be rejected.
 - (I) Educational certificate (Matric pass or equivalent).
 - (II) Aadhar Card (present address proof)
 - (III) Particulars of service (PPO to be attached) if retired employees
 - (IV) PAN Card.
- (V) **Police Verification Certificate (No Criminal Case Pending)** The applicant must apply for and obtain the latest Police Verification Certificate from the concerned Police Department. The certificate must be issued **after the date of this advertisement**. Failure to comply with this requirement will result in the summary rejection of the application. The applicant must submit the **original, colour copy** of the Police Verification Certificate **along with the application**
- (V) any other document considered essential.
- The facilitator should be able to converse in English, Hindi and regional language, if not at least the regional language knowledge is essential.
- One applicant is eligible to apply for only one location for engagement as ATVM facilitator.

- The applicants should have sound health and should be able to issue ticket as per instructions given by Railway administration from time to time.
- If more than the needed number of applications is received for one ATVM location, decision may be taken on fair lottery system amongst them by the selection committee.
- **.The bonus on smart card recharge shall be @ 3% for journey upto 150 kms. The bonus for journey between 151 km and 500 km shall be admissible @2% and thereafter, bonus shall be given @1% for tickets issued for distances beyond 500 kms. The said modification shall be applicable for NSG-1, NSG-2 and NSG-3 category stations. For other categories of stations, the existing policy of distance capping of 150 kms shall continue.”**
- There will be no provision of furniture on the stations premises under the scheme so as to prevent congestion.
- At stations and at the times, where there is Only One functioning ATVM, first preference for buying tickets shall be to passengers who buy for themselves i.e. through self-operation. Facilitators shall use the machine after self-operating passengers are done with the usage of the machine.

Functioning of Facilitators Smart Card: -

1. The facilitators will purchase one smart card when he/she is selected.
2. He/she should use only registered smart card for issuing tickets to public through ATVM.
3. He/She can do any number of recharges as per his/her requirement. **Smart card Recharges should be done only through digital mode.**
4. If the smart card is lost, he/she should intimate the same to CBSR/SM at the station concerned and purchase another smart card in lieu of it and register it with the division.

LOSS OF SMART CARD

In case of loss of smart card, the rules applicable to any other passenger will also apply to facilitator.

Guidelines regarding Issuing of Tickets by Facilitator : -

1. The facilitator should issue tickets only from the machine allotted to him/her.
2. He/She should be neatly dressed in formal dress and be presentable to public, and display an identity card with photographs certified from Railway officials.
3. The facilitator will encourage and educate passengers for handling the ATVM.
4. The facilitator should behave politely and courteously with passengers. Any complaints of misbehaviour or other may result in termination of the engagement.

5. Facilitator shall help to form queue of passengers and issue tickets as per demands, duly charging the correct fare. Any complaint regarding over charge will be viewed seriously and may attract termination of engagement as facilitator.
6. Smart cards will be continued to be sold to general public and they will get priority in getting the tickets directly from ATVMs and need not come in the queue formed by the facilitator.
7. He will always give priority to smart card holders to take tickets whenever they approach ATVMs for tickets.
8. Administration shall allow him/her to operate at a time only one ATVM or on rotation basis where more than one ATVM is provided. Facilitator will not work at the ATVM other than the ATVM for which he/she is permitted to function unless permitted by competent Authority
9. Working hours of facilitators (Shift wise) shall be decided by CBSR/SM. Only one facilitator shall be nominated to work in a shift and the CBSR/SM of the concerned station shall decide the duty hours of facilitators in accordance with the needs, so as to ensure that only one facilitator is available at any given point of time at a particular ATVM as allotted by the supervisor.
10. Any act of overcharging or misbehaviour with the passengers shall attract withdrawal of permission to work as facilitator. Penalty may be imposed by the competent Authority in case of any serious irregularity.
11. Commencement and closure of work shall be reported to CBSR/SM every day and the same has to be recorded in the register kept for this purpose in the booking office. The commencing number and closing number of the ticket should also be recorded along with number of tickets and the amount under clear signature of facilitators.
12. Dusting and general cleaning of ATMs will be the primary responsibility of the facilitator. Any system failure and requirement of ticket roll shall be reported promptly to the CBSR/SM, who in turn will take necessary action and get the ATVM rectified.
13. Only the facilitator engaged should operate the ATVM and issue tickets to the Passengers. At no time he/she shall allow any other person to issue tickets from his smart card.
14. He/she shall co-operate with all inspecting officials in their work and will produce all required records and documents for inspection as and when demanded.
15. Any instructions issued by Railway Board/Head Quarters office regarding ATVM will be binding on facilitators.
16. The facilitator will not be permitted to operate the ATM at any other station other than the one allotted to him/her.
- 17. The facilitator will also accept payment through digital mode and non acceptance of payment through digital mode will be viewed seriously.**
18. However, Railways can with prior intimation, transfer the operation of facilitator to any other location temporarily/ permanently as and when warranted.

OTHER TERMS & CONDITIONS

1. The facilitator must keep sufficient small change and return correct change to the passenger.
2. **He/She should issue both long distance and short distance tickets.**
3. When he/she comes for duty or on completion of duty, he/she will inform the on duty CBSR/SM without fail.

Additional guidelines of the policy.

1. **The bonus on smart card recharge shall be @ 3% for journey upto 150 kms. The bonus for journey between 151 km and 500 km shall be admissible @2% and thereafter, bonus shall be given @1% for tickets issued for distances beyond 500 kms. The said modification shall be applicable for NSG-1, NSG-2 and NSG-3 category stations. For other categories of stations, the existing policy of distance capping of 150 kms shall continue.**
2. The rate of is liable to change by Railway administration as per the board's direction any time and the facilitator will not hold the right for claiming any arrears/compensation.
3. In case subletting or proxy attendance is detected at any time, the permission could be cancelled immediately.
4. A suitable agreement will be entered between the applicant selected as facilitator and Railways incorporating all the necessary provisions like Force majeure clause, dispute resolution, etc.,. **Execution of agreement is applicable only in case of general public engaged as facilitator.**

REFUND OF TICKETS:

ATVM facilitator shall not be authorized to make any refunds. Refund of tickets issued by the facilitator will be done by the serving station or any other station in that cluster, as per refund rules in force.

PERIOD & TERMINATION OF CONTRACT:

Tenure of Contract:

- **The initial contract period for the selected ATVM facilitators shall be two (2) years from the date of commencement of engagement.**

• Extension of Contract:

- Upon completion of the initial two-year period, the contract **may be extended for one (1) additional year** by the competent Authority, **subject to the satisfactory performance** of the facilitator during the initial contract period.

1. The engagement as facilitator **will be terminated** in case of,

➤ Failure/absence to attend the shift

- In case of overcharging the facilitator will be terminated without notice.
- In case of detection of proxy attendance or subletting
- Unsatisfactory performance leading to public complaints etc.
- Any other reason in the opinion of Railways which warrants termination.
- Any other form of fraud/cheating etc.
- If any lapse or malpractice is detected and is proven against the facilitator, than the Sr.DCM/DCM in-charge may impose minimum penalty of Rs.1,000/- on first offence, Rs.2,000/- on second offence and on subsequent offences Sr.DCM/DCM in-charge shall terminate the engagement and forfeit the security deposit, on being proved guilty.

- **In case the ATVM facilitator expressed inability to operate ATVM, after being engaged as ATVM Facilitator , the security deposit made by the ATVM facilitator will be forfeited**

ENGAGEMENT OF ATVM FACILITATOR :

Engagement of ATVM facilitator will not confer any right on the person for employment in Railways. The appointment is purely contractual in nature and no facilities viz. Absorption in railway service, regularization of service, bonus, railway pass facilities etc, shall accrue to the facilitator.

Arbitration:

DRM will be the final authority for resolving any dispute between the ATVM Facilitator and Railway Administration. The appeal will lie with AGM in Headquarters.

How to Apply:-

1. Interested persons who are eligible as above can download the form of same from **website www.sr.indianrailways.gov.in**.
2. The applicant can apply for one station only. Only one application should be submitted by an applicant.
3. All the information asked for in the application should be correctly filled in. Incomplete application forms are liable to be rejected.
4. The filled in application form with all enclosures, as prescribed, will be submitted in a sealed cover. The cover should be super scribed as mentioned in **BOLD** below:-
"Application for Engagement as Facilitator to Operate ATVMs at. _____ Station"

The sealed cover should be dropped in the box kept for the purpose in the office of the Sr.Divisional Commercial Manager, Commercial Branch, Divisional Railway Manager's office, Madurai Division, Southern Railway, Madurai - 625016 **upto 15:00 hrs on 08.09.2025. The box will be opened at 15:30 hrs on the same day.** If the tender box is not open on the said date due to unavoidable circumstances then the same will be open on next working day.

" Sr.DCM has reserved the right to cancel the tender at any time without notice"

(P.Manivannan)
Assistant Commercial Manager-
/Sr.Divisional Commercial Manager/Madurai

Format of application for engagement as ATVM facilitator

To,
The Senior Divisional Commercial manager
Southern railway/Madurai Division

Paste
Photograph

Sub:- Application for engagement as ATVM facilitator over Madurai Division

1	Name of the Station	
2	Name of Applicant(in block letters)	
3	Date of Birth (DD/MM/YWY)	
4	AADHAAR CARD NO (Copy to be attached)	
5	Qualification (Copy to be attached)	
6	Residential Address	
7	Phone Number (Mobile)	
S.No 8,9,& 10 to be filled by Retired Railway Employee only		
8	Designation & Date of Retirement (DD/MM/YYYY)	
9	Last Station Worked	
10	Particulars of service (PPO to be attached)	

I do hereby declare that the information given above is true to best of my knowledge.
If at any stage the same is found as false, my candidature is liable for cancellation, for which no claim will be entertained by me.

In case the ATVM facilitator expresses inability of operate ATVM, after being engaged as ATVM facilitator, the security deposit made by the ATVM facilitator will be forfeited.

I am aware that my engagement as facilitator is purely contractual in nature. I shall not claim any employment in Railways in future and shall abide by all terms and conditions of Railway Administration.

Date:

Place:

Signature of Applicant