

**Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralya)
Rail Bhawan**

NO:2007/TG-I/20/JTBS

New Delhi, Dated: 24/01/2008

The Chief Commercial Managers,
All Zonal Railways.

(Commercial Circular No. 8 of 2008)

Sub: Appointment of Jan Sadharan Ticket Booking Sewak (JTBS).

With a view to improve dispensation of unreserved tickets in city areas, a scheme of Jan Sadharan Ticket Booking Sewak (JTBS) was conceptualized and introduced on Northern Railway as a pilot project. Later on instructions were issued for extension of this Scheme on South Central and Western Railways. A copy of the scheme alongwith clarifications is enclosed

The matter regarding proliferation of this scheme on other Zonal Railways has been examined in this office and it has been decided that initially this scheme may be implemented on each division of all remaining Zonal Railways as a pilot project for a period of one year as per scheme. Feed back of the scheme be given after a period of six months.

This issues with the concurrence of Finance directorate of Ministry of Railways.

DA: As above

U. Hazarika

(U. Hazarika)

Director Passenger Marketing
Railway Board.

NO:2007/TG-I/20/JTBS

New Delhi, Dated: 24/01/2008

Copy to:

FA & CAO, All Zonal Railways.
Director (Audit), All Zonal Railways.

B. B. B.

for Financial Commissioner/Railways.

- 2/-

Copy to:

1. CCM/PMS and CCM/PSs, all zonal railways.
2. MD, CRIS, Chanakayapuri, New Delhi.
3. EDV (T), EDFC, OSD/TC, V (SS), TG-V branches of Railway Board.
4. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
5. The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
6. General Secretary, national Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
7. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
8. Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
9. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
10. Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.
11. Secretary General, National Federation of Railway Pensioners' Organisation, 825, Supertech Residency, Sector - 5, Plot No.6 A, Ghaziabad - 201 010.

Government of India (Bharat Sarkar)
Ministry Of Railways (Rail Mantralya)
Rail Bhawan

No.2006/TG-I/20/JTBS

New Delhi, Dated: 28/06/2006

The Chief Commercial Manager,
Northern Railway,
Baroda House,
New Delhi.

Sub: Jan Sadharan Ticket Booking Scheme (JTBS).

To improve dispensing of unreserved tickets in city areas, a scheme of Jan Sadharan Ticket Booking Scheme (JTBS) has been conceptualized in Board's office, a copy of which alongwith the clarifications sent to CRIS on this issue is enclosed.

Software specially developed for this scheme has been successfully tested by CRIS and trials are to be conducted on Northern Railway before implementation. Ministry of Railways desire that this scheme may be implemented on Northern Railway within one month of successful completion of the trial.

This issues with concurrence of Finance Directorate of Ministry of Railways.

U. Hazarika

(U Hazarika)
Director (Passenger Marketing)
Railway Board.

No.2006/TG-I/20/JTBS

New Delhi, Dated: 28/06/2006

Copy to:

FA & CAO, All Zonal Railways
Director (Audit) All Zonal Railways

[Signature]
For Financial Commissioner

Copy to: 1. MD/CRIS, Chankya Puri, New Delhi.

'Jan Sadharan Ticket Booking Sewa' (JTBS) Scheme

The scheme is to appoint Jan Sadharan Ticket Booking Sewaks (JTBS) in various parts of important cities for issue of unreserved tickets through Computerised Unreserved Ticketing System (UTS).

1. **Selection of Jan Sadharan Ticket Booking Sewak (JTBS):**

(a) The selection of JTBS will be done by a committee of 3 Assistant Officers of the Division from Commercial, Finance and Operating Departments.

(b) Applications will be called through newspaper notification.

2. **Reservations:** Following reservations will be applicable for 49.5% of the total number of JTBSs on divisional basis: -

➤ Scheduled Castes	- 12%	} In each category 10% reservation will be for freedom fighters and women including war widows and widows of Railway employees and 2% reservation will be for physically and mentally challenged persons.
➤ Scheduled Tribes	- 08%	
➤ Other backward Classes	- 20%	
➤ Minorities*	- 9.5%	
➤ Total	49.5%	

* The term minorities will include the communities namely (i) Muslims, (ii) Christians, (iii) Sikhs, (iv) Buddhists, (v) Zoroastrians (Parsis)

3. **Qualification:**

(a) 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 DCM/Sr. DCM if there is no applicant otherwise available.

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- (b) Applicant should produce a Character Certificate from the Village Head or a Magistrate that he bears a good moral character and is free from any criminal case pending against him.
 - (c) Applicant with a telephone connection in his office or residence will be preferred.
 - (d) Applicant should be a local resident of the area served by the station.
 - (e) Applicant should be prepared to give Rs.15,000/- refundable security deposit & Rs.40,000/- Bank guarantee to the Railway. On completion/termination of contract, pending dues will be adjusted from the Security deposit and balance refunded to JTBS.

4. **Procedure for keeping a Record of Tickets Issued by JTBS:**

- (i) JTBS will be given UTS terminals for which all the costs initial as well as recurring including equipments & channels would have to be borne by JTBS.
- (ii) JTBS will collect Rs.1/- per ticket as Commission from the passengers.
- (iii) JTBS will be responsible for the safe custody of the ticket rolls. In case of any loss on this account necessary debits will be raised against him/her as per extant instructions.
- (iv) Proper record of tickets rolls issued to the JTBS will be kept by the Commercial Department of the stations serving the JTBS.

- (v) JTBS may submit the account of sale to serving station on daily basis alongwith value of tickets sold.
- (vi) Proper accountal of UTS ticket stationery may be ensured & checked through surprise checks.
- (vii) JTBS will be authorized to issue cash ticket only.
- (viii) Refund cases of tickets issued from such private booking agents may be allowed at serving station after verifying accountal of the ticket in the system.
- (ix) JTBS will submit a daily statement to the Station Master/Manager or any other nominated officer indicating the details of tickets sold along with the value. Station Master/Manager or any other nominated officer will maintain proper record of daily sale of tickets by JTBS.
- (x) A consolidated statement of ticket rolls supplied to and details of tickets sold by JTBS will be submitted by Station Master/Manager or any other nominated officer to DCM/Sr. DCM every month.
- (xi) JTBS will not issue tickets from station premises.

5. **Check on Sale of Tickets by JTBS:**

- (a) Suitable mechanism may be put in place to guard against possibility of any fraud in UTS tickets.
- (b) A close watch will be kept on the working of JTBS and irregularity, if any, will be reported to DCM/Sr. DCM for taking immediate corrective action.

(c) Ticket checking staff of the division will keep a watch on the ticket issued. In case of any irregularity, immediate action should be taken informing all concerned.

(d) Railways may also arrange for other checks by Commercial and Accounts staff on the working of the JTBS as prescribed for City Booking Agencies, halt agents and as applicable.

6. **Refund of Tickets:**

Refund of tickets issued by JTBS will be done by the serving station as per refund rules in force. The genuineness of the tickets issued by JTBS will be checked by the station staff before making refund. JTBS will not be authorized to make any refunds.

7. **Period of Contract:**

Initial period of contract will be for 2 years which can be extended yearly on the basis of satisfactory performance for the next 3 years. Thereafter, fresh applications will be called for in which the existing JTBS will also be eligible to apply. An agreement will be executed by JTBS with the Railways.

8. **Termination of Contract:**

Each side can terminate the contract without assigning reasons by giving one month notice.

9. **Appointment of JTBS**

Appointment of JTBS will not confer any right on the person for employment on Railways. The appointment is purely contractual in nature

and no facilities viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue the JTBS.

10. **Arbitration:**

DRM will be the final authority for resolving any dispute between the JTBS and railway administration. The appeal will lie to AGM in Headquarters.

11. **Special features of the Scheme**

- i) All tickets issued by UTS can be issued by JTBS agent except for concessional tickets.
- ii) No cancellation of ticket by JTBS is permitted. For cancellation of JTBS ticket, passenger will have to go to serving station or any station in that cluster.
- iii) JTBS agent will have to make advance deposit and ticket can be issued by him till amount against this deposit is available. There is no upper financial cash limit for issue of tickets by JTBS.
- iv) The scheme envisages that the JTBS agent will bear the initial and recurring cost of the equipments and channels.

H.V. Sharma
Executive Director
Passenger Marketing

DO No.2006/TG-I/20/JTBS

New Delhi
13.7.06

Dear Shri Gupta,

Sub: Jan Sadharan Ticket Booking Sewa (JTBS) Scheme.
Ref: Your letter No. C-6/UTS/IRCA/JTBS/06 dt. 3.7.06

The points raised in your letter are clarified as under:-

(i) All tickets issued by UTS can be issued by JTBS agent except for concessional tickets.

(ii) No cancellation of ticket by JTBS is permitted. For cancellation of JTBS ticket, passenger will have to go to serving station or any station in that cluster.

(iii) JTBS agent will have to make advance deposit and tickets can be issued by him till amount against this deposit is available. There is no upper financial cash limit for issue of tickets by JTBS.

(iv) The scheme envisages that the JTBS agent will bear the initial and recurring cost of the equipment and channels.

As regards clarification on the points required from the office of CCM/IT, these can be decided by CCM/IT in consultation with CRIS, if required.

Necessary action may please be taken for early implementation of this scheme.

With regards

Yours sincerely,

H.V. Sharma
(H.V. Sharma)

Shri Kamlesh Gupta
Chief Commercial Manager
Northern Railway
New Delhi.

✓ Copy to: Shri Vikram Chopra, GGM/PSA, CRIS, Chanakyapuri, New Delhi.

H.V. Sharma
Executive Director
Passenger Marketing

DO No. 2006/TG-I/20/JTBS

New Delhi
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H.V. Sharma
(H.V. Sharma)

Shri Kamlesh Gupta
Chief Commercial Manager
Northern Railway
New Delhi.

✓ Copy to: Shri Vikram Chopra, GGM/PSA, CRIS, Chanakyapuri, New Delhi.

Government of India (Bharat Sarkar)
Ministry Of Railways (Rail Mantralya)
Rail Bhawan

No.2006/TG-1/20/JTBS

New Delhi, Dated: 23/10/2006

The Chief Commercial Manager,
Northern Railway,
Baroda House,
New Delhi.

Sub: Jan Sadharan Ticket Booking Scheme (JTBS).

Please refer to Northern Railway's letter No.315-MC/O/19/RTSA/
Policy/Pt.IV. dated 04/08/2006 on the subject quoted above wherein it has
been proposed that Rail Tourist Agents, Rail Traveller Service Agents,
City Booking Agents and Out Agents may be appointed as JTBS.

The proposal has been examined in this office and Board is of the
view that there should be no ban in allowing the agents mentioned above
to offer a new kind of service (dispensation of unreserved tickets through
UTS), however, they should also come through the same process of
selection as the new applicant.

U. Hazarika
(U Hazarika)
Director (Passenger Marketing)
Railway Board.

GOVERNMENT OF INDIA (Bharat Sarkar)
MINISTRY OF RAILWAYS (Rail Mantralya)
(RAILWAY BOARD)

No. 2006/TG-I/20/JTBS

New Delhi, dated 5 .06.2007

Chief Commercial Manager,
Northern Railway,
New Delhi.

Sub: Jan Sadharan ticket Booking Sewa(JTBS) Scheme.

Please refer to CCM/Northern railway's D.O. letter No. C-6/UTS/IRCA/JTBS/com/1/2007 dated 4.4.2007 regarding allowing sale of unreserved concessional ticket to Senior citizens by JTBS through computerised Unreserved Ticketing System (UTS). The issue has been examined in consultation with Finance Directorate of Board's office and it has been decided that as a special case sale of unreserved concessional ticket to Senior Citizen by JTBSs through computerised UTS may be allowed. Necessary instructions may be issued to all concerned accordingly.

U. Hazarika
(U. Hazarika)


Director, Passenger Marketing
Railway Board.

No. 2006/TG-I/20/JTBS

New Delhi, dated .06.2007

Copy to:

FA & CAO, All Zonal Railways.
Director (Audit), All Zonal Railways


For Financial Commissioner/Railways

Copy to: Managing Director, Group General Manager, CRIS,
Chanakyapuri, New Delhi for making necessary changes in
the software.