

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
Rail Bhawan

NO: 2007/TG-I/20/JTBS

New Delhi, Dated: 28/01/2008

The Chief Commercial Managers,
All Zonal Railways.

(Commercial Circular No. 07 of 2008)

Sub: Appointment of City Booking Agents (CBAs)/Out Agents as Jan
Sadharan Ticket Booking Sewak (JTBS).

Instructions were issued to Northern Railway vide this office letter of even number dated 28/06/2006 to appoint Jan Sadharan Ticket Booking Sewak (JTBS). Later on, the matter was reviewed and instructions were issued initially to extend this scheme on Western and South Central Railway and subsequently to all zonal railways. Reference was received from Northern Railway for allowing City Booking Agents (CBAs)/Out Agents (OAs) working on their railway to become JTBS without being required to under go appointment process of JTBS.

2. The matter has been examined in consultation with Finance and Accounts Directorate and it has been decided that all CBAs/OAs may be provided with Unreserved Ticketing System (UTS) for issue of unreserved tickets on the same terms & conditions as are applicable to JTBS subject to following conditions: -

- i) Daily back up of day's transactions on data cartridge tapes and safe custody of the same.
- ii) Daily continuity statement should be checked by stock supervisor in respect of Rolls issued and used on the machine.
- iii) All the NIT, tickets should be accompanied with the original journey tickets.
- iv) Mismatch of the preprinted ticket number with slash number showed be viewed seriously.
- v) Printed tickets will have to be supplied to CBAs for use during emergencies.
- vi) CBA will require to issue tickets for as many pair of stations as he requires so guarantee money will have to be increased.
- vii) There should be provision of heavy penalty in case fraud is detected or there is loss of tickets.

- 2/-

3. They may be asked to issue unreserved tickets only through UTS and supply of card tickets to them may be stopped after provision of UTS terminals to them. Zonal Railways may specify a cut off limit in which they plan to provide UTS terminals to all CBAs/OAs. Regular feed back on this account may be sent to this office including as to how many CBAs/OAs have been provided with this facility.

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

U. Hazarika

(U. Hazarika)

Director Passenger Marketing
Railway Board.

NO:2007/TG-I/20/JTBS

New Delhi, Dated: 28/01/2008

Copy to:

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

28/01/08

for Financial Commissioner/Railways.

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) branch 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: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.

[Signature]

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, Chaunkya 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.

-
- (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
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

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(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.

Government of India (Bharat Sarkar)
Ministry Of Railways (Rail Mantralaya)
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.

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALYA)
RAIL BHAWAN

NO: 2007/TG-I/20/JTBS

New Delhi, Dated: 29/04/2008

The Chief Commercial Managers,
All Zonal Railways.

(Commercial Circular No. 29 of 2008)

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

Please refer to para 2 of Board's instructions of even number dated 24.1.2008(Commercial Circular No. 08 of 2008) on the above noted subject regarding appointment of JTBS on each division of all remaining Zonal Railways as a pilot project for a period of one year as per scheme. In this regard a reference has been received from East Central Railway requesting for operation of the scheme for 2 years.

2. The matter has been reviewed and it has been decided that the JTBS scheme may be implemented for a period of 2 years. It is also requested that feed back on the scheme be given after a period of six months
3. Necessary action may please be taken accordingly.
4. This issues with the concurrence of Finance Directorate of Ministry of Railways.

(Sanjay Manocha)

Dy. Director Traffic Commercial (G)-II
Railway Board

NO:2007/TG-I/20/JTBS

New Delhi, Dated: 29/04/2008

Copy to:

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


for Financial Commissioner/Railways.

भारत सरकार
रेल मंत्रालय
रेलवे बोर्ड

सं. 2007/टी जी-1/20/जेटीबीएस

नई दिल्ली, दि. 29.4.2008

मुख्य वाणिज्य प्रबंधक,
सभी क्षेत्रीय रेलें.

(2008 का वाणिज्यिक परिषत्र सं. 29)

विषय : जनसाधारण टिकट बुकिंग सेवक की नियुक्ति (जेटीबीएस).

उपर्युक्त विषय पर कृपया बोर्ड के 24.1.2008 के समसंख्यक अनुदेशों के पैरा 2 (2008 का वाणिज्यिक परिषत्र सं. 08) का अवलोकन करें जो शेष सभी क्षेत्रीय रेलों के प्रत्येक मंडल पर, योजना के अनुसार पायलट परियोजना के रूप में एक वर्ष की अवधि के लिए जेटीबीएस की नियुक्ति के बारे में है. इस संबंध में पूर्व मध्य रेल से एक संदर्भ प्राप्त हुआ है जिसमें योजना को 2 वर्ष तक परिचालित करने के लिए अनुरोध किया गया है.

2. मामले की समीक्षा की गई है और यह विनिश्चय किया गया है कि जेटीबीएस योजना को दो वर्ष की अवधि के लिए कार्यान्वित किया जाए. यह भी अनुरोध किया जाता है कि योजना के बारे में फीड-बैक छः महीने की अवधि के बाद दिया जाए.
3. कृपया तदनुसार आवश्यक कार्रवाई की जाए.
4. इसे रेल मंत्रालय के वित्त निदेशालय की सहमति से जारी किया जा रहा है.

(संजय मनोचा)

उप निदेशक यातायात वा. (सा.) II
रेलवे बोर्ड

नई दिल्ली, दि. 29.4.2008

सं. 2007/टी जी-1/20/जेटीबीएस

प्रतिलिपि प्रेषित :-

विस एग्रं मुलेधि, सभी क्षेत्रीय रेलें
निदेशक (लेखा परीक्षा) सभी क्षेत्रीय रेलें

कृते वित्त आयुक्त/रेलें

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

NO:2007/TG-I/20/JTBS

New Delhi, Dated: 19/06/2008

The Chief Commercial Managers,
All Zonal Railways.

(Commercial Circular No. 42 of 2008)

**Sub: Appointment of City Booking Agents(CBAs)/Out Agents as
Jan Sadharan Ticket Booking Sewak (JTBS).**

Please refer to this office letter of even no. dated 28.01.08 on the subject quoted above wherein detailed guidelines for appointing existing City Booking Agents/Out Agents as JTBS have been specified. Eastern Railway while referring to the instruction referred to above has sought certain clarifications. Clarifications sought for and remarks thereon are as under:-

Clarification sought:

1. Minimum age limit has been specified under para-3(a) of the Board's letter dated 28.06.06 but upper age limit has not been specified. Board may consider if upper age limit of 40 years may be kept in this regard.

Comments

Since, there is no upper age limit in respect of appointment of Rail Travellers' Service Agents(RTSAs), Rail Tourist Agents(RTAs) & City Booking agents, it is not desirable to keep the upper age limit for JTBS. It may, however, be ensured that the applicant is fit enough to run the agency himself/herself.

Clarification sought:

In suburban station average sale of tickets is more than 10 lakhs per month. Board is requested to convey their opinion on the following:-

- 2.(a) Whether security deposit and bank guarantee should be enhanced to Rs. 50, 000/- & Rs. 1 lakh respectively since large amount will be involved for issue of tickets through UTS.
- 2.(b) Whether JTBS can be allowed to deposit money in advance after every 10 days or every month.

Contd....2

2.(c) In terms of para-11(IV), JTBS will bear the initial and recurring cost of the equipments and channels. Board may communicate their views as to whether initial cost of the equipments and channels has to be provided in advance before undertaking the ticket selling job by JTBS.

And

Whether recurring cost of the channels and equipments has to be paid in advance on monthly basis or yearly basis.

Comments

With regard to clarification sought at Para 2(a), it is advised that Para 3(e) of JTBS scheme may be modified and modified para may be read as under:

“Applicant should be prepared to give Rs. 15000/- refundable interest free 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.

Zonal Railway may, however, fix higher security deposit & bank guarantee in consultation with the Associate Finance keeping in view the traffic being handled there. This clause is applicable for appointment of JTBS in normal mode and in the existing instructions being referred to above.”

With regard to clarification sought at para 2(b) and 2 (c) it is advised that Board's office has framed detailed policy guidelines on the basis of which Zonal Railways can finalize the working conditions/detailed guidelines in consultation with their Associate Finance. While framing guidelines care should be taken that financial and other interests of the Railway are taken care of.

Clarification sought:

2.(d) In terms of para-4(ii), JTBS will collect Rs. 1/- per ticket as commission from the passenger. Whether this is applicable for all kinds of tickets i.e. suburban, non suburban and season ticket.

Comments

The service charge of Rs. 1/- per ticket prescribed in the scheme is applicable to all types of non-concessional tickets i.e. suburban, non-suburban and season ticket. This implies Rs. 1/- per transaction. Un-reserved concessional tickets to Sr. Citizens may, however, continue to be issued by JTBS as per extant instruction.

Contd...3

Clarification sought:

2. (e) Whether commission will be collected on the basis of number of passenger or on the basis of number of tickets.

Comments

As already clarified the service charges are on the basis of per transaction and not per passenger.

Clarification sought:

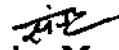
(f) In terms of para-2, reservation has to be made for all categories of stations. It has been decided that in the first phase 20 JTBS will be appointed for Kolkata area. Board may consider their views where reservation for 20 JTBS may be made as per percentage specified in the para. If reservation has to be made for all the stations nominated for appointing JTBS commissioning of the scheme may be got delayed to some extent.

Comments

The reservation guidelines mentioned in para -2 of JTBS Scheme is applicable to new JTBSs to be appointed and not to existing City Booking Agents(CBAs) being authorized to become JTBS as per instructions dated 28-01-2008.

This disposes Eastern Railway's letter No. C.192/369/Dev. Dated 05.03.08.

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

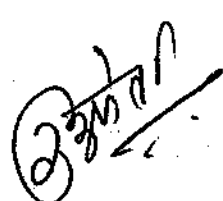

(Sanjay Manocha)

Dy. Director Traffic Commercial (G)-II
Railway Board

NO:2007/FG-I/20/JTBS

New Delhi, Dated: 19/04/2008

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


for Financial Commissioner/Railways.

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं.2007/टीजी-1/20/जेटीबीएस

नई दिल्ली, दि. 19.6.2008

मुख्य वाणिज्यिक प्रबंधक,
सभी क्षेत्रीय रेलें.

(2008 का वाणिज्यिक परिपत्र सं. 42)

**विषय :- सिटी बुकिंग एजेंटों (सीबीए)/आउट एजेंटों की जनसाधारण
टिकट बुकिंग सेवक (जेटीबीएस) के रूप में नियुक्ति**

कृपया ऊपर उद्धृत विषय पर इस कार्यालय के 28.1.08 के समसंख्यक पत्र का अवलोकन करें जिसमें मौजूदा सिटी बुकिंग एजेंटों/आउट एजेंटों को जेटीबीएस के रूप में नियुक्त करने के लिए विस्तृत मार्गनिर्देशों को विनिर्दिष्ट किया गया है. पूर्व रेलवे ने ऊपर उल्लिखित अनुदेशों का अवलोकन करते हुए, कतिपय स्पष्टीकरण मांगे हैं. मांगे गए स्पष्टीकरण और उन पर अभ्यक्तियां नीचे दिए गए अनुसार हैं :

मांगा गया स्पष्टीकरण :

1. न्यूनतम आयु सीमा बोर्ड के 28.6.06 के पत्र के पैरा 3(क) के अंतर्गत विनिर्दिष्ट की गई है लेकिन अधिकतम आयु सीमा विनिर्दिष्ट नहीं की गई है. बोर्ड विचार करे कि क्या इस संबंध में अधिकतम आयु सीमा 40 वर्ष रख दी जाए.

टिप्पणियां

चूंकि, रेल ट्रेवलर्स सर्विस एजेंट्स (आरटीएसए), रेल टूरिस्ट एजेंट्स (आरटीए) एवं सिटी बुकिंग एजेंट्स की नियुक्ति के संबंध में कोई अधिकतम आयु सीमा नहीं है, जेटीबीएस के लिए अधिकतम आयु सीमा रखना वांछनीय नहीं है. बहरहाल, यह सुनिश्चित किया जाए कि आवेदक स्वयं एजेंसी चलाने हेतु भलीभांति फिट है.

मांगा गया स्पष्टीकरण :

उपनगरीय स्टेशन में, टिकटों की औसत बिक्री 10 लाख प्रतिमाह से अधिक है. बोर्ड से अनुरोध किया जाता है कि निम्नलिखित पर अपने विचार भेजें :

2(क) क्या प्रतिभूति निक्षेप और बैंक गारंटी को क्रमशः 50,000/- एवं 1 लाख रु. तक बढ़ाया जाना चाहिए क्योंकि यूटीएस के जरिए टिकटें जारी करने में बड़ी राशि शामिल होगी.

2(ख) क्या जेटीबीएस को प्रत्येक 10 दिन अथवा प्रत्येक महीने के बाद अग्रिम में धन जमा कराने की अनुमति दी जा सकती है.

2(ग) पैरा-II(IV) के अनुसार जेटीबीएस उपकरणों और चैनलों की प्रारंभिक और आवर्ती लागत वहन करेंगे. बोर्ड अपने विचार संसूचित करे कि क्या उपकरणों और चैनलों की प्रारंभिक लागत को जेटीबीएस द्वारा टिकट बेचने का कार्य शुरू करने से पहले अग्रिम में मुहैया कराया जाना होगा.

और

क्या चैनलों और उपकरणों की आवर्ती लागत का मासिक आधार या वार्षिक आधार पर अग्रिम में भुगतान किया जाना होगा.

टिप्पणियां

पैरा 2(क) में मांगे गए स्पष्टीकरण के संबंध में यह सलाह दी जाती है कि जेटीबीएस योजना के पैरा 3 (ड.) को आशोधित किया जाए और आशोधित पैरा को नीचे दिए अनुसार पढ़ा जाए :

"आवेदक को रेलवे को 15000/-रु. का रिफंडेबल ब्याज मुक्त प्रतिभूति निक्षेप एवं 40000/-रु. की बैंक गारंटी देने हेतु तैयार होना चाहिए. ठेके के पूरा होने/समाप्ति पर, लंबित देयों को प्रतिभूति निक्षेप से समायोजित किया जाएगा और बकाया की जेटीबीएस को धन वापसी कर दी जाएगी.

बहरहाल, क्षेत्रीय रेलें वहां समहाले जा रहे यातायात को ध्यान में रखते हुए सहायक वित्त के परामर्श से उच्चतर प्रतिभूति निक्षेप एवं बैंक गारंटी निर्धारित कर सकती हैं. यह उपबंध जेटीबीएस की सामान्य तरीके से और ऊपर उल्लिखित अनुदेशों के भीतर नियुक्ति हेतु लागू हैं."

पैरा 2(ख) और 2 (ग) में मांगे गए स्पष्टीकरण के संबंध में, यह सूचित किया जाता है कि बोर्ड कार्यालय ने विस्तृत नीतिगत मार्गनिर्देश तैयार कर लिए हैं, जिनके आधार पर क्षेत्रीय रेलें अपने सहायक वित्त के परामर्श से कार्य संबंधी शर्तों/विस्तृत मार्गनिर्देशों को अंतिम रूप दे सकती हैं. मार्गनिर्देश तैयार करते समय यह सावधानी बरती जानी चाहिए कि रेलवे के वित्तीय और अन्य हितों का ध्यान रखा जाए.

मांगा गया स्पष्टीकरण :

2(घ) पैरा-4(ii) के अनुसार, जेटीबीएस यात्री से कमीशन के रूप में 1/-रुपया प्रति टिकट एकत्रित करेंगे. क्या यह सभी प्रकार की टिकटों अर्थात् उपनगरीय, गैर उपनगरीय और सीजन टिकट के लिए लागू है.

टिप्पणियां

इस योजना में निर्धारित 1/-रुपया प्रति टिकट का सेवा प्रभार सभी प्रकार की गैर रियायती टिकटों अर्थात् उपनगरीय, गैर उपनगरीय और सीजन टिकट पर ग्राह्य है. इसका अर्थ 1/-रुपया प्रति लेनदेन है. बहरहाल, वरिष्ठ नागरिकों को अनारक्षित रियायती टिकटें मौजूदा अनुदेश के अनुसार जेटीबीएस द्वारा जारी की जाती रहेंगी.

मांगा गया स्पष्टीकरण :

2(ड.) क्या कमीशन यात्री की संख्या के आधार पर एकत्रित किया जाएगा अथवा टिकटों की संख्या के आधार पर.

टिप्पणियां

जैसा कि पहले स्पष्ट किया गया है कि सेवा प्रभार प्रति संव्यवहार के आधार पर है और न कि प्रति यात्री आधार पर.

मांगा गया स्पष्टीकरण :

(च) पैरा-2 के अनुसार, सभी कोटियों के स्टेशनों के लिए आरक्षण किया जाना होता है. यह विनिश्चय किया गया है कि पहले चरण में 20 जेटीबीएस की कोलकाता क्षेत्र के लिए नियुक्ति की जाएगी. बोर्ड अपने मत पर विचार करे जहां 20 जेटीबीएस के लिए पैरा में विनिर्दिष्ट प्रतिशत

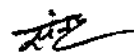
के अनुसार आरक्षण किया जाएगा. यदि आरक्षण जेटीबीएस की नियुक्ति करने के लिए नामित सभी स्टेशनों के लिए किया जाना होगा तो योजना को शुरू करने में कुछ हद तक देरी हो सकती है.

टिप्पणियां

जेटीबीएस योजना के पैरा-2 में उल्लिखित आरक्षण मार्गनिर्देश नियुक्त किए जाने वाले नए जेटीबीएस पर लागू हैं और न कि 28.1.2008 के अनुदेशों के अनुसार जेटीबीएस बनने के लिए प्राधिकृत किए गए मौजूदा सिटी बुकिंग एजेंटों पर.

इससे पूर्व रेलवे के 5.3.08 के पत्र सं. सी.192/369/डेव. का निपटारा हो जाता है.

इसे रेल मंत्रालय के वित्त निदेशालय की सहमति से जारी किया जा रहा है.


(संजय मनोचा)

उपनिदेशक, याता.वाणि.(सा)-II
रेलवे बोर्ड

सं.2007/टीजी-1/20/जेटीबीएस

नई दिल्ली, दि. 19.6.2008

प्रतिलिपि प्रेषित :

विस एवं मुलेधि, सभी क्षेत्रीय रेलें
निदेशक (लेखा परीक्षा), सभी क्षेत्रीय रेलें


कृते वित्त आयुक्त/ रेलें

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

No. 2007/TG-I/20/JTBS

New Delhi, dated 27.01.2009

Chief Commercial Managers,
All Zonal Railways.

(Commercial Circular No. 03 of 2009)

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

Ref: Board's letter of even number dated 08.10.2008.

....

Please refer to Board's above instructions forwarding therewith a copy of the Standard Agreement prepared by Northern Railway, to be signed by Zonal Railways with JTBSs on finalization of selection, for guidance.

Formal Standard Agreement to be signed with JTBSs has now been prepared, a copy of which is enclosed. It is desired that all the agreements to be signed with JTBSs should be as per this Standard Agreement. At those locations where agreements have already been signed, revised agreement may be signed at the time of next renewal.

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

DA: As above.

**(Dr. Monica Agnihotri)
Director Passenger Marketing,
Railway Board**

No. 2007/TG-I/20/JTBS

New Delhi, dated .01.2009

Copy to:

- 1. FA & CAO, All Zonal Railways.**
- 2. Director (Audit), All Zonal Railways.**

for Financial Commissioner/Railways.

....2/-

Copy to:

- i. CCM/PMs and CCM/PSs, all zonal railways.
- ii. MD, CRIS, Chanakayapuri, New Delhi.
- iii. EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branch of Railway Board.
- iv. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- v. 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.
- vi. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- vii. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- viii. Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
- ix. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- x. Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.
- xi. Secretary General, National Federation of Railway Pensioners' Organisation, 825, Supertech Residency, Sector – 5, Plot

**STANDARD AGREEMENT TO BE SIGNED BETWEEN ZONAL RAILWAYS
AND JAN SADHARAN TICKET BOOKING SEWAK(JTBS)**

This agreement is made this _____ day of _____ between the President, Union of India acting through the _____; _____, _____

Shall include successors and assignees(hereinafter called the Railway Administration) of the one part and _____(hereinafter called the JTBS) shall include successors and assignees of the other part.

Whereas the Railway Administration has appointed a JTBS at _____ served from _____ Railway station for the purpose of issuing all UTS tickets except concessional tickets and whereas the JTBS has agreed to serve the Railway Administration in the capacity of the JTBS for the above purpose and to engage honestly and faithfully to perform all duties incidental to the office of such JTBS on the terms and conditions herein after appearing in this agreement.

- i) The JTBS shall deemed to be the agent of the Railway Administration and shall be subject to all the legal liabilities of agents as are laid down or defined in the law relating to agents in India for booking of passengers.
- ii) As in the case of normal functioning of UTS, JTBS should also be working round the clock.
- iii) Should the JTBS fail and/or neglect at any time to arrange for uninterrupted service in the sale of tickets as per working hours prescribed by the Railway Administration, the later shall have the right to engage its own staff to work at the agency and all expenses incurred in connection with the above and any other expenditure incurred by he Railway shall be recoverable from the JTBS.

- iv) The Railway Administration shall give publicity to the services covered by this agreement in such manner as may be decided by them and the publicity that the JTBS desire to undertake in this behalf shall be subject to the approval of the Railway Administration.
- v) 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 to the JTBS.

1.0 BREACH OF THE AGREEMENT AND SERVICE OF NOTICE:

- 1.1 In the event of breach of any of the terms and conditions of this agreement by the contractor, his servants or any person acting for the contractor at any time failing to perform all or any of the services required of him by this agreement within a time deemed reasonable or in a manner satisfactory to the Railway Administration may without prejudice to the Railway Administration may otherwise be entitled to any other right, remedy or relief to which he or she otherwise be entitled under this agreement or any law for the time being in force, revoke and determine this agreement after the expiry of one month notice in writing to be sent by registered post or delivered to the contractor of their intention of doing so.
- 1.2 The Railway Administration may also terminate the agreement forthwith by writing under the hand of _____ of the Railway Administration if the JTBS becomes bankrupt or insolvent or has any execution levied upon him or his goods or property belonging to him. The

JTBS shall stand forfeited of all the money belonging or due to him from the Railway Administration.

- 1.3 Except as otherwise provided for in clause in 1.0 either party of this agreement may determine the same upon expiry of one months notice in writing given to the other of its intention of doing so.
- 1.4 Save as otherwise provided in the contract, all notice to be given on behalf of the President, Union of India and all other action to be taken on his behalf may be given or taken on his behalf by the Sr. DCM of the Division of _____ Railway or any officer mentioned in Para 1.0 of this agreement.
- 1.5 Any notice, letter or other communication, which shall be sent by the Railway Administration by Registered Post addressed to the JTBS at his Head Office at _____ be deemed to have delivered to the JTBS.

2.0 JTBS TO PAY PENALTY FOR BREACH OF AGREEMENT:

- 2.1 Should the JTBS's performance in respect of booking passenger to be rendered by him under the agreement is considered unsatisfactory by the Railway Administration or there is a failure on the part of the JTBS to fulfill all or any of the terms and conditions of the agreement, Sr. DCM or any other authorized officer by Railway Administration shall have the power to impose penalty up to the extent of Rs. 500/- (Rs. Five hundred) only in each case, in addition to any other liabilities to which the JTBS may be liable under the provisions of the agreement.

- 2.2 In the event of the JTBS failure to pay penalty so imposed within the time fixed by the Railway administration in each case, it shall be lawful for the Railway Administration/Sr. DCM to deduct the amount of such penalty from the Security Deposit or advance of the JTBS. JTBS shall forthwith deposit the sum equal to the amount recovered in accordance with clause 4 of this agreement, if such amount is recovered from the security deposit.

3.0 SECURITY DEPOSIT:

- 3.1 The JTBS shall forthwith deposit with the Financial Advisor & Chief Accounts Officer, _____ Railway, a sum of Rs. _____/-(in the form of FDR of any nationalized bank) refundable interest free security deposit and Rs. _____/- bank guarantee to the Railway for the due fulfillment of each and all the said terms & conditions to be observed by him.
- 3.2 On completion/termination of the contract, pending dues will be adjusted from the security deposit and balance refundable to the JTBS.
- 3.3 The Security deposit is liable to be adjusted or realized towards payment of any amount due to the Railway Administration by the JTBS including penalties and where this is done, the JTBS may, at the discretion of the Government, be allowed to commence sales only after the JTBS has provided further security deposit equal to the entire amount of security required and on giving suitable guarantee for the future. The Government shall not be liable to pay interest on the security deposit.

3.4 Tickets would be issued against the amount of advance deposited for the purpose, which should be replenished each time before issue of ticket when the advance deposit touches 10,000/- (Rs. Ten thousand only)

3.5 The JTBS will be penalized up to Rs. 500/- in case of non payment of Railway dues within the prescribed period. Any failure on the part may lead to the cancellation of the agreement.

4.0 PROCEDURE FOR KEEPING A RECORD OF TICKETS ISSUED BY JTBS:

4.1 JTBS will procure UTS terminals for which all the costs initial as well as recurring including equipments & channels hiring would have to be borne by JTBS.

4.2 JTBS will collect Re. 1/- per ticket as commission from the passengers.

4.3 JTBS will be responsible for the safe custody of the ticket rolls. In case of any loss on this account, necessary debit will be raised against him/her as per extant instructions.

4.4 Proper record of ticket rolls issued to the JTBS will be kept by the Commercial Department of the station serving the JTBS.

4.5 JTBS will submit the accounts of sale of ticket to serving station on daily basis along with value of tickets sold.

4.6 Proper accountability of UTS ticket stationery shall be ensured.

- 4.7 JTBS will be authorized to issue cash ticket only not involving concession except Senior Citizen concession.
- 4.8 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.
- 4.9 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.
- 4.10 JTBS will not issue tickets from station premises.
- 4.11 All computerized tickets wrongly printed or wrongly issued or otherwise are classified as non-issued. In case of above problem/defects, the operator can non-issue the Ticket by pressing a single key provided in the keyboard i.e.(.), Non Issued transactions should immediately follow the transaction which are being non-issued.

5.0 REFUND

Refund of tickets issued by JTBS will be done by 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 refund.

6.0 INSPECTION AND AUDIT OF THE RESULT AND ACCOUNTS OF THE AGENCY:

The books and account of the JTBS shall, at all, proper times and places be open to the inspection and internal books of the Chief Commercial Manager/Financial Adviser/Chief Accounts Officer/Chief Auditor/Divisional Railway Manager or any other officer or official deputed by them in the same manner as is customary in the case of books and accounts maintained at the Railway Station of the _____ Railway.

7.0 SUBLETTING:

- 7.1 The JTBS will not sublet, assign or transfer the rights or obligations arising out of the contract.
- 7.2 The contractor shall not sublet, assign or in any manner transfer to any other person the whole or any part of the rights or obligations conferred or imposed upon him by this agreement or any of the business connected with the agency hereby constituted.
- 7.3 The Railway administration reserve the right of deduction of the Railway dues from JTBS in case any fine payment made under an order/judgment of any court/consumer forum or law enforcing agency or any person working on their behalf.

8.0 JTBS NOT TO COMPETE WITH THE RAILWAY:

JTBS shall not compete with the Railway Administration in any way whatsoever, whether directly or indirectly, by establishing any other agency for carrying passenger at station during the continuance of the agreement.

8.0 SPECIAL STIPULATION TO BE OBSERVED BY THE JTBS IN CARRYING OUT THE BUSINESS OF THE JTBS:

- 8.1 In the events of any question dispute of difference arising under terms & conditions or any special condition of agreement or in connection with this agreement, the same shall be referred to the DRM if the dispute/difference remains unsolved/undecided the case may be referred to the sole arbitrator of a Gazetted Officer appointed to be arbitrator by the General manager.
- 8.2 The JTBS shall be responsible for all errors oversight and under charges made by the staff engaged by him at the agency or elsewhere.
- 8.3 The JTBS shall not employ any person previously in the employment of the Railway Administration without the express sanction of the Railway Administration.
- 8.4 The JTBS shall be responsible for all claims under Workman's Compensation Act as well as under the payment of Wages Act. The JTBS shall indemnify the Railway Administration with regard to any claim arising out of these Acts.

9.0 DURATION OF THE AGREEMENT:

9.1 This agreement shall be deemed to have come into force on and from _____ and shall, subject to the provision for earlier termination as herein provided, remain in force for a period of two years, which can be extended yearly on the basis of satisfactory performance.

9.2 Any modification review and extension of agreement will be made only with the mutual consent of the parties.

10.0 ARBITRATION:

10.1 DRM will be the final authority for resolving any dispute between the JTBS and Railway Administration. The appeal will lie to AGM/CCM in Hqrs.

In witness hereby the parties have hereunder subscribed their names at the places and on the dates hereinafter mentioned respectively.

(_____)

Signed for and on behalf of the

President of India by

Sh. _____

Sr. DCM of the _____ Railway

At _____ on this day of

_____.

Witness

.....

.....

(_____)

Signed by JTBS

Shri

at on

this day

Witness

.....

.....

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

No. 2009/TG-I/20/P/JTBS

New Delhi, dated 20.11.2009

Chief Commercial Manager,
All Zonal Railways.

(Commercial Circular No. 66 of 2009)

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

Please refer to Board's letters No. 2007/TG-I/20/JTBS dated 24.01.2008 (Commercial Circular No. 08 of 2008) on the subject quoted above wherein detailed guidelines for appointment of JTBS have been specified. Subsequently a copy of Standard Agreement to be signed between JTBS and Zonal Railways was circulated vide Commercial Circular No. 03 of 2009 issued on 27-01-2009. CRIS, while referring to para 3.4 of Standard Agreement has sought a clarification whether the check of lower financial limit of Rs. 10,000/-, upto which JTBS can issue tickets, as prescribed in the standard agreement and which was not in the original scheme, has to be provided in the system universally for all JTBS so that tickets by JTBS cannot be issued if the amount deposited by them is less than Rs.10, 000/-.

1.1 Clarification has also been sought as to whether JTBS can issue platform tickets.

2. The issue has been examined and the following position is clarified:-

- (i) The check of lower financial limit of Rs. 10,000/-, upto which JTBS can issue tickets, has to be provided in the system universally for all JTBS so that tickets by JTBS cannot be issued if the amount deposited by them is less than Rs.10, 000/-. This provision shall be made effective w.e.f. 01-01-2010 universally for all JTBS (existing as well as those to be appointed).
- (ii) CRIS shall make necessary modification in the software under intimation to all zonal Railways and this office.
- (iii) JTBS should not be allowed to sell platform tickets.

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

DA: Nil .


(Sanjay Manocha)
Dy. Director Traffic Commercial (G)-II
Railway Board

...2/-

Copy to:

No. 2009/TG-I/20/P/JTBS

New Delhi, dated 20.11.2009

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



for Financial Commissioner/Railways.

Copy to:

- i. CCM/PMs and CCM/PSs, all Zonal Railways.
- ii. MD, CRIS, Chanakayapuri, New Delhi.
- iii. MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- iv. EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- v. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- vi. 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.
- vii. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- viii. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- ix. Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
- x. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- xi. Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.

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

No.2009/TG-I/20/P/JTBS

New Delhi, dated /5 .04.2010

**Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 15 OF 2010)

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

Please refer to Board's letters No.2007/TG-I/20/JTBS dated 24.1.2008(Commercial Circular No.8 of 2008) on the subject quoted above wherein detailed guidelines for appointment of JTBS have been specified. Subsequently a copy of Standard Agreement to be signed between JTBS and Zonal Railways was circulated vide Commercial Circular No.03 of 2009 issued on 27.01.2009.

2. A reference has been received from Northern Railway seeking clarification whether JTBS license can be transferred in favour of legal heirs of JTBS agent after his sudden demise. Since there is no provision in the existing policy for transfer of licence in favour of any legal heir, the matter has been examined and Board has decided that the provision regarding transfer of licence in favour of legal heir of JTBS after his/her demise may be made by adding para 7.1 in JTBS policy and modifying para 7.1 of Standard Agreement as under:-

"The JTBS will not sublet, assign or transfer the rights or obligations arising out of the contract. In case of death of licensee, the licence will be transferred to his/her legal heir(s) for the unexpired period of licence by the competent authority and the legal heir(s) will also be eligible to apply for extension to the licence as per the provisions of para 7 of the policy".

3. Necessary action may be taken accordingly and receipt of letter acknowledged

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

DA: As above.


(Sanjay Manocha)
**Dy. Director Traffic Commercial (G)-II
Railway Board**

Copy to:

No. 2009/TG-I/20/P/JTBS

New Delhi, dated /5 .04. 2010

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


For Financial Commissioner/Railways

Copy to:

- i. General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi
- ii. CCM/PMs and CCM/PSs, all Zonal Railways.
- iii. EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- iv. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.

- v. 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.
- vi. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- vii. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- viii. Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
- ix. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- x. Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.

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

NO: 2007/TG-I/20/JTBS

New Delhi, Dated: 24/06/2010

The Chief Commercial Managers,
All Zonal Railways.

(Commercial Circular No. 28 of 2010)

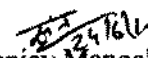
Sub: Appointment of Jan Sadharan Ticket Booking Sewak (JTBS).

Please refer to this office letters of even number of dated 24.01.2008 and 29.04.2008 regarding extension of JTBS Scheme for a period of two years.

2. The matter regarding extension of this scheme has been examined in this office and it has been decided to extend this scheme for another two years i.e. up to 28.04.2012. It has, however, been observed that serious efforts have not been made to ensure proliferation of this scheme. It is, therefore, desired as under:-

- a) Zonal Railways should take all necessary steps for appointment of JTBS not only at the identified locations but also some additional locations.
- b) Feedback of the scheme along with comments of FA & CAO may be sent to this office on a six monthly basis.
- c) The suggestions for proliferation of this scheme, if any, may be forwarded to this office with observations of FA & CAO and approval of CCM.

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


(Sanjay Manocha)

Dy. Director Traffic Commercial (G)-II
Railway Board.

NO:2007/TG-I/20/JTBS

New Delhi, Dated: 24/06/2010

Copy to:

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


24/6/2010
for Financial Commissioner/Railways.

.....2/-

Copy to:

1. CCM/PMs and CCM/PSs, all zonal railways.
2. MD, CRIS, Chanakayapuri, New Delhi.
3. MD/IRCTC, 9th floor, Bank of Baroda Building, Parliament Street, New Delhi.
4. CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.
5. EDV (T), EDFC, OSD/TC & V (SS) branch of Railway Board.
6. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
7. 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.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No.365-A, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No.549, Rail Bhawan, New Delhi.
13. Secretary General, National Federation of Railway Pensioners' Organisation, 825, Supertech Residency, Sector-5, plot No. 6 A, Ghaziabad-201010.

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

No.2009/TG-1/20/JTBS

New Delhi, dated 26.08.2010

Chief Commercial Managers,
All Zonal Railways.

(Commercial Circular No. 41 of 2010)

Sub: Appointment of JTBS – Clarifications.

Ref: 1. 2007/TG-1/20/JTBS, dated 24.01.2008 (CC No. 08 of 2008)
2. 2007/TG-1/20/JTBS, dated 28.01.2009 (CC No. 07 of 2009)
3. 2007/TG-1/20/JTBS, dated 27.01.2009 (CC No. 03 of 2009)
4. 2009/TG-1/20/JTBS, dated 20.11.2009 (CC No. 66 of 2009)
5. 2009/TG-1/20/JTBS, dated 15.04.2010 (CC No. 15 of 2010)

1. 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 vide letters referred to above. In this regard some suggestions have been received from Zonal Railways to make certain amendments in the Scheme with a view to make it more popular. These suggestions have been examined and it has been decided as under:-

- a) JTBS operators may be allowed to renew season tickets. Each season ticket is to be treated as a single ticket/single passenger for the purpose of levy of service charge.
 - b) Service charges to be realised by JTBS shall be @ Re.1/- per passenger instead of Re.1/- per ticket.
 - c) Bank guarantee has been reduced to Rs.20,000/- from Rs.40,000/- and Security Deposit has been reduced to Rs.5,000/- from Rs.15,000/-.
 - d) JTBS operators may be permitted to operate one additional counter provided the sale of tickets is more than 800 per day on each counter for at least a period of one month.
 - e) JTBS operators may be allowed to shift from the original location to a new location at his own cost with a view to increase sale of tickets.
 - f) The present tenure of contract of 2 years is enhanced to 3 years renewable by another tenure of three years subject to satisfactory performance of the JTBS operator and if he abides by all other terms and conditions prevailing at the time of renewal.
- 2.1 CRIS will make necessary modification in the software for 1(a) & 1(b) and will advise the date of effect to all Zonal Railways as well as this office.
- 2.2 All other clauses mentioned in para 1 above shall come into force with immediate effect.
- 2.3 These instructions will be applicable to all JTBSs including those who are existing JTBS licensee and also those who are appointed as out come of the ongoing selection process.
- 2.4 All other terms and conditions would remain the same.

2.5 Standard Agreement circulated vide Commercial Circular No. 03 of 2009 may be suitably amended.

3. This disposes off following pending clarifications of Zonal Railways.

- 1) Southern Railway's letter No. C378/VIII/25/UTS/JTBS, dated 12.6.2009.
- 2) South Western Railway's letter No. C 217/JTBS/09, dated 17.8.2009.
- 3) Western Railway's letter No. C 49/0/1(JTBS), dated 6.10.2009.
- 4) East Central Railway's letter No. ECR/CRM/JTBS/Halt/10, dated 09.2.2010.
- 5) South Central Railway's letter No. C.36/GI/JTBS/C/2010, dated 13.4.2010.
- 6) Central Railway's letter No. CRC/CBA/JTBS/1, dated 19.4.2010.


(Dr. Monica Agnihotri)
Director Passenger Marketing
Railway Board

No.2009/TG.I/20/JTBS

New Delhi, dated 26 .08.2010

Copy to:

FA&CAOs, All Zonal Railways.
Principal Directors (Audit), All Zonal Railways.


for Financial Commissioner, Railways

Copy to:

1. MD, CRIS, Chanakayapuri, New Delhi.
2. CCM/PMs and CCM/PSs, all Zonal Railways.
3. MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
4. EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
5. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. 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.
7. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
8. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
9. Secretary General, Federation of Railway Officers Association (FROA), Room No.256-A, Rail Bhawan, New Delhi.
10. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
11. Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
12. Secretary General, National Federation of Railway Pensioners' Organisation, 825, Supertech Residency, Sector-5, Plot No.6 A, Ghaziabad - 201 010.

सं. 2009/टीजी-1/20/जेटीबीएस

रेल भवन, नई दिल्ली, दिनांक : 26.09.2010

Rail Bhavan, New Delhi, Dated

मुख्य वाणिज्य प्रबंधक,
सभी क्षेत्रीय रेलें.

(2010 का वाणिज्य परिपत्र सं.41)

विषय : जनसाधारण टिकट बुकिंग सेवक की नियुक्ति के संबंध में स्पष्टीकरण.

संदर्भ : 1. 2007/टी जी-1/20/जे टी बी एस, दिनांक 24.01.2008

(2008 का वाणिज्य परिपत्र सं.8)

2. 2007/टी जी-1/20/जे टी बी एस, दिनांक 28.01.2009

(2009 का वाणिज्य परिपत्र सं.7)

3. 2007/टी जी-1/20/जे टी बी एस, दिनांक 27.01.2009

(2009 का वाणिज्य परिपत्र सं.3)

4. 2009/टी जी-1/20/जे टी बी एस, दिनांक 20.11.2009

(2009 का वाणिज्य परिपत्र सं.66)

5. 2009/टी जी-1/20/जे टी बी एस, दिनांक 15.04.2010

(2010 का वाणिज्य परिपत्र सं.15)

1. शहरी क्षेत्रों में अनारक्षित टिकटों के वितरण में सुधार लाने की दृष्टि से जनसाधारण टिकट बुकिंग सेवक की योजना पर विचार किया गया तथा उपर्युक्त संदर्भित पत्रों द्वारा इसे लागू किया गया है. इस संबंध में क्षेत्रीय रेलों से कुछ सुझाव प्राप्त हुए हैं कि इस योजना को अधिक लोकप्रिय बनाने के लिए इसमें कुछ संशोधन किए जाएं. इन सुझावों की जाँच की गई है तथा निम्नानुसार निर्णय लिया गया है :-

- क) जनसाधारण टिकट बुकिंग सेवक ऑपरेटरों को सीजन टिकटों का नवीकरण करने की अनुमति दी जाए. सेवा प्रभार की वसूली के प्रयोजन के लिए प्रत्येक सीजन टिकट को एक सिंगल टिकट/सिंगल यात्री के रूप में माना जाए.
- ख) जनसाधारण टिकट बुकिंग सेवक द्वारा सेवा प्रभार 1/-रुपया प्रति टिकट के बजाय 1/-रुपया प्रति यात्री की दर पर वसूल किया जाएगा.
- ग) बैंक गारंटी 40,000/-रु. से कम करके 20,000/-रु. कर दी गई है तथा प्रतिभूति जमा 15,000/-रु. से कम करके 5000/-रु. कर दी गई है.
- घ) जनसाधारण टिकट बुकिंग सेवक ऑपरेटरों को एक अतिरिक्त काउंटर ऑपरेट करने की अनुमति दी जाए बशर्ते कि कम से कम एक महीने की अवधि के दौरान प्रत्येक काउंटर पर प्रतिदिन 800 से अधिक टिकटों की बिक्री हो.
- ड.) जनसाधारण टिकट बुकिंग सेवक ऑपरेटरों को टिकटों की बिक्री बढ़ाने की दृष्टि से उनकी अपनी लागत पर मूल स्थान से नये स्थान पर शिफ्ट करने की अनुमति दी जाए.

च) ठेके का 2 वर्ष का मौजूदा कार्यकाल बढ़ाकर 3 वर्ष कर दिया गया है तथा इसका आगे 3 वर्ष के लिए नवीकरण किया जाएगा बशर्ते कि जनसाधारण टिकट बुकिंग सेवक ऑपरेटर का कार्यनिष्पादन संतोषजनक हो तथा वह नवीकरण के समय प्रचलित अन्य सभी शर्तों को पूरा करता हो.

2.1 क्रिस 1(क) एवं 1 (ख) के लिए सॉफ्टवेयर में आवश्यक आशोधन करेगा तथा सभी क्षेत्रीय रेलों और इस कार्यालय को इसके प्रभावी होने की तारीख सूचित करेगा.

2.2 उपर्युक्त पैरा 1 में उल्लिखित अन्य सभी शर्तें तत्काल प्रभाव से लागू होंगी.

2.3 ये अनुदेश सभी जनसाधारण टिकट बुकिंग सेवकों पर लागू होंगे, जिसमें मौजूदा जनसाधारण टिकट बुकिंग सेवक लाइसेंसधारी हैं तथा चालू चयन प्रक्रिया के परिणामस्वरूप नियुक्त किए गए जनसाधारण टिकट बुकिंग सेवक शामिल हैं.

2.4 अन्य सभी शर्तें अपरिवर्तित रहेंगी.

2.5 2009 के वाणिज्य परिपत्र सं.03 द्वारा परिपत्रित मानक करार में उचित रूप से संशोधन किया जाए.

3. इससे क्षेत्रीय रेलों के निम्नलिखित लंबित स्पष्टीकरणों का निपटारा हो जाता है :

- 1) दक्षिण रेलवे का दिनांक 12.06.2009 का पत्र सं.सी 378/VIII/25/यूटीएस/जेटीबीएस.
- 2) दक्षिण पश्चिम रेलवे का दिनांक 17.08.2009 का पत्र सं.सी 217/जेटीबीएस/09.
- 3) पश्चिम रेलवे का दिनांक 06.10.2009 का पत्र सं.सी 49/0/1(जेटीबीएस).
- 4) पूर्व मध्य रेलवे का दिनांक 09.02.2010 का पत्र सं. ईसीआर/सीआरएम/जेटीबीएस/हॉल्ट/10
- 5) दक्षिण मध्य रेलवे का दिनांक 13.4.2010 का पत्र सं.सी36/जी आई/जेटीबीएस/सी/2010.
- 6) मध्य रेलवे का दिनांक 19.04.2010 का पत्र सं. सीआरसी/सीबीए/जेटीबीएस/1.



(डॉ. मोनिका अग्निहोत्री)
निदेशक यात्री विपणन,
रेलवे बोर्ड

सं. 2009/टीजी-1/20/जेटीबीएस
प्रतिलिपि :

नई दिल्ली, दिनांक : 26.08.2010

वित्त सलाहकार और मुख्य लेखा अधिकारी, सभी क्षेत्रीय रेलें.
प्रमुख निदेशक (ऑडिट), सभी क्षेत्रीय रेलें.



कृते वित्त आयुक्त, रेलें

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

No. 2010/TG-I/20/JTBS

New Delhi dated

14.09.2011

Chief Commercial Managers,
All Zonal Railways,

(Commercial Circular No. 44 of 2011)

Sub:- Appointment of JTBS- Clarifications.

- Ref: 1. 2007/TG-I/20/JTBS, dated 24.01.2008 (CC No. 08 of 2008)
2. 2007/TG-I/20/JTBS, dated 28.01.2008 (CC No. 07 of 2008)
3. 2007/TG-I/20/JTBS, dated 27.01.2009 (CC No. 03 of 2009)
4. 2009/TG-I/20/JTBS, dated 20.11.2009 (CC No. 66 of 2009)
5. 2009/TG-I/20/JTBS, dated 15.04.2010 (CC No. 15 of 2010)
6. 2009/TG-I/20/JTBS, dated 26.08.2010 (CC No. 41 of 2010)

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 vide letters referred to above. In this regard, some suggestions have been received from Zonal Railways to make certain amendments in the Scheme with a view to make it more popular. The suggestion/clarifications sought and comments thereof are as under:

	Clarifications sought	Remarks
1.	The JTBS applicants are required to produce a Character Certificate from the District Magistrate or Additional District Magistrate. The terms and conditions may be modified so that this certificate can be obtained from a lower level.	It has been decided to amend para 3(b) of the JTBS scheme circulated vide this office letter No. 2006/TG-I/20/JTBS dated 28.06.2006 as under: <i>"Applicant can produce a character certificate from District Magistrate/ Addl. District Magistrate / Sub-District Magistrate/ Block Development Officer or Tehsildar. 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."</i>
2.	Appointment of JTBS to all eligible candidates irrespective of caste and religion etc.	The Zonal Railways may appoint the JTBS operators as per the guidelines issued by Board's Office.
3.	Extending the facility of issuance of Reservation tickets through JTBS.	At present there is no proposal for allotment of Computerized Passenger Reservation System (PRS) terminals to private parties.

4.	Permitting JTBS counters to be operated at station premises.	Presently not agreed to.
5.	JTBS vendors may be allowed change of place at their own cost if these are not financially viable at present location.	Vide Commercial Circular No. 41 of 2010 dated 26.08.10 item no. 1(e) JTBS operators have been allowed to shift from the original location to a new location at his own cost with a view to increase the sale of tickets.
6.	JTBS may be allowed to the City Booking agencies, OAs.	RTSAs, RTAs, Out Agencies, City Booking Agencies can also apply to become JTBS subject to following proper procedure for appointment as JTBS. Instructions in this regard have already been issued vide office letter no. 2007/TGI/20/JTBS dated 28.01.2008 (Commercial Circular no. 07 of 2008).
7.	Commission may be given to the JTBS as a percentage of sale/earnings instead of taking of an additional rupee from the passenger.	The withdrawal of service charge and giving commission will cause an additional financial burden to Railways which is not considered desirable.
8.	JTBS agent may be permitted to operate upto a maximum 10 windows per location.	(i) In the JTBS policy there is no provision which stipulates the number of counters to be allowed to JTBS operators. (ii) Vide Commercial Circular 41 of 2010, dated 26.08.2010, JTBS operators have been permitted to operate one additional counter provided the sale of tickets is more than 800 per day on each counter for atleast a period of one month. Zonal Railway can also permit opening of additional counters based on (ii) above i.e. additional counters can be opened @ 800 transactions per counter.
9.	Opening of JTBS at NRH locations.	There is no restriction on the appointment of JTBS operators at NRH locations provided they fulfill the conditions as mentioned in the policy guidelines.
10.	Railway should consider providing the hardware free of cost to	(i) JTBS scheme was launched to ensure easy availability of unreserved tickets to the passengers without any investment by the Railways Bearing

	the JTBS agents. The other costs like hiring of communication channels, cost of the premises, staff etc can continue to be borne by the JTBS agents.	the cost of the equipment and channels by the Railways will result in permanent liability and will be against the objective of the scheme. Also, in the absence of any interest on the part of the licensee, there is no mechanism to ensure that the licensee will maintain hardware and software properly. (ii) Service Charge of Re 1/- per passenger collected by JTBS operator caters to the investments made by the operator.
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2. Standard Agreement circulated vide Commercial Circular No. 03 of 2009 may be suitably amended.

3. This disposes off following pending clarifications of Zonal Railways.

- i) Northern Railway's letter no. C-6/UTS/IRCA/JTBS/09 Pt-II dated 28.10.2010 and 23.05.2011.
- ii) Southern Railway's letter no. C-378/VII/25/UTS/JTBS dated 27.08.2010.
- iii) Central Railway's letter no. C/RC/CBA/JTBS dated 11.04.2011.
- iv) South Western Railway's letter no. C.217/JTBS/09-10 dated 29.12.2010.
- v) South Central Railway's letter no. C-36/GI/JTBS/C/2010 dated 29-06-2010.
- vi) West Central Railway's letter no. WCR/HQ/C/649/JTBS dated 01.09.2010 and 14.06.2010.
- vii) Eastern Railway's letter no. Project/UTS/23 D dated 12/07/2011.

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



(Dr. Monica Agnihotri)
Director Passenger Marketing,
Railway Board.

No. 2010/TG-I/20/P/JTBS

Dated 14.09.2011

Copy to:-

1. FA& CAO, All Zonal Railways.
2. Principal Directors (Audit), All Zonal Railways.



for Financial Commissioner/Railways

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) 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.
- 7) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 8) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 9) Secretary General, Federation of Railway Officers Association (FROA), Room No.256-A, Rail Bhawan, New Delhi.
- 10) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi
- 12) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2012/TG-I/20/P/JTBS

New Delhi, dated 12.12.2012

**Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 65 OF 2012)

Sub: Issuing of unreserved tickets by JTBS.

At present, JTBS are authorized to issue all types of non-concessional unreserved tickets (except senior citizen concession) through Unreserved Ticketing System (UTS) terminals provided to them.

2. Instances have been brought to the notice of this office about frauds committed by booking clerks in issuing of unreserved tickets through UTS. Various instructions have been issued to zonal Railways advising therein the steps to be taken to avoid the recurrence of such frauds. Since JTBS are also issuing unreserved tickets through UTS, the possibility of misuse of this system by them cannot be ruled out. In this regard, following suggestions were received from Railways to improve the system of issuing unreserved tickets:-

- (i) The facility extended for making non-issuing of ticket by JTBS should be immediately withdrawn. In case of any mistake, the said tickets should be forwarded by the JTBS operator to the station where the JTBS transactions are controlled (Depot Station) and cancelled, duly paying the cancellation charges by the JTBS operator.
- (ii) A provision may be made in the agreement (in case of committal of any fraud), bringing the JTBS operator under criminal law as they are not covered under the D & A Rules of Indian Railways.

2.2 The matter has been examined and it has been decided that the suggestion given in para 2.1 (i) above may be accepted in toto and facility of making non-issuing of ticket by JTBS counters should be withdrawn. The date of effect will be advised by CRIS to all zonal Railways after making modification in the software, if any.

(Contd..2..)

(..2..)

3. As regards modification of agreement for bringing JTBS under criminal law for committal of any fraud, zonal Railways may please examine the suggestion and offer their comments indicating the implication of the above said change, before a final decision is taken on this account.

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



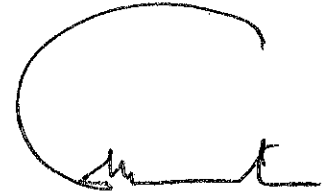
(Dr. Monica Agnihotri)
Director Passenger Marketing
Railway Board

No. 2012/TG-I/20/P/JTBS

New Delhi, dated 12.12.2012

Copy to:

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



(S.N. Mathur)
Director Finance/CCA
Railway Board

Copy to:

- 1) CCMs, CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
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- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) 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.
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- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhawan, 33/1, J L Nehru Road, Kolkata-71.

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं.2012/टीजी-1/20/पी/जेटीबीएस

नई दिल्ली, 12.12.2012

मुख्य वाणिज्यिक प्रबंधक,
सभी क्षेत्रीय रेलें.

(2012 का वाणिज्यिक परिपत्र सं.65)

विषय: जेटीबीएस द्वारा अनारक्षित टिकटें जारी करना।

वर्तमान में जेटीबीएस को मुहैया कराए गए अनारक्षित टिकटिंग प्रणाली (यूटीएस) के टर्मिनलों के जरिए सभी प्रकार के गैर-रियायती अनारक्षित टिकटों (वरिष्ठ नागरिक रियायत को छोड़कर) को जारी करने के लिए प्राधिकृत किया गया है।

2. यूटीएस के जरिए अनारक्षित टिकटों को जारी करने के संबंध में बुकिंग क्लर्कों द्वारा की गई धोखा-धड़ी के मामले इस कार्यालय के ध्यान में लाए गए हैं। इस संबंध में क्षेत्रीय रेलों को कई अनुदेश जारी किए गए हैं जिनमें धोखाधड़ी के ऐसे मामलों की पुनरावृत्ति से बचने के लिए किए जाने वाले उपायों के बारे में सूचित किया गया है। चूंकि जेटीबीएस भी यूटीएस के जरिए अनारक्षित टिकटें जारी करते हैं अतः उनके द्वारा इस प्रणाली के दुरुपयोग की संभावना को नकारा नहीं जा सकता है। इस संबंध में, अनारक्षित टिकटें जारी करने की प्रणाली में सुधार लाने के लिए रेलों से निम्नलिखित सुझाव प्राप्त हुए हैं:

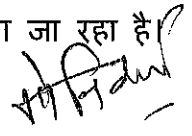
- (i) जेटीबीएस द्वारा 'टिकट जारी न होने' के संबंध में दी गई सुविधा को तत्काल बंद किया जाए। कोई गलती होने पर, जेटीबीएस ऑपरेटर द्वारा उस स्टेशन को उक्त टिकटें भेजी जाएं, जहां जेटीबीएस के लेन-देन को नियंत्रित (डिपो स्टेशन) किया जाता है और जेटीबीएस ऑपरेटर द्वारा रद्दकरण प्रभारों का विधिवत् भुगतान करने के बाद वहां इन टिकटों को रद्द किया जाए।
- (ii) चूंकि जेटीबीएस ऑपरेटर भारतीय रेलों के अनुशासन एवं अपील नियमों के अंतर्गत नहीं आते हैं, इसलिए करार में ऐसा प्रावधान किया जाए (किसी भी तरह की धोखाधड़ी होने के मामले में) जिसमें जेटीबीएस ऑपरेटर को आपराधिक कानून के तहत लाया जा सके।

2.2 इस मामले की जांच की गई है और यह विनिश्चय किया गया है कि उपर्युक्त पैरा 2.1 (i) में दिए गए सुझाव को पूरी तरह से स्वीकार कर लिया जाए और जेटीबीएस काउंटरों पर 'टिकट जारी न होने' की सुविधा बंद की जाए। सॉफ्टवेयर में आशोधन, यदि

कोई हो, करने के बाद क्रिस द्वारा सभी क्षेत्रीय रेलों को इसे लागू करने की तारीख के बारे में सूचित किया जाएगा।

3. जहां तक जेटीबीएस को कोई धोखाधड़ी करने के लिए आपराधिक कानून के तहत लाने हेतु करार में आशोधन करने का संबंध है, इस संबंध में अंतिम निर्णय लेने से पहले क्षेत्रीय रेलें कृपया इस सुझाव की जांच करें और उक्त परिवर्तन के प्रभाव का उल्लेख करते हुए अपनी टिप्पणी दें।

4. इसे रेल मंत्रालय के वित्त निदेशालय की सहमति से जारी किया जा रहा है।

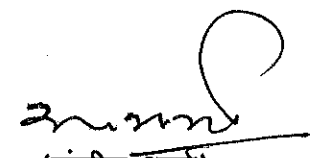

(डॉ. मोनिका अग्निहोत्री)
निदेशक यात्री विपणन
रेलवे बोर्ड

सं.2012/टीजी-1/20/पी/जेटीबीएस

नई दिल्ली, 12.12.2012

प्रतिलिपि:

वित्त सलाहकार एवं मुख्य लेखा अधिकारी, सभी क्षेत्रीय रेलें।
निदेशक (लेखा परीक्षा), सभी क्षेत्रीय रेलें।


(संजीव शर्मा)
संयुक्त निदेशक (लेखा)
रेलवे बोर्ड

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2012/TG-I/20/P/JTBS/Pt I

New Delhi, dated 04.09.2012

**Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 52 OF 2012)

**Sub: Issuing of Platform Tickets by Jan Sadharan Ticket
Booking Sewak (JTBS).**

Please refer to this office letter of even number dated 25.06.2012 (CC No. 41 of 2012) on the subject quoted above wherein it has been advised that JTBS may be authorized to issue platform tickets also. References have been received from zonal Railways seeking clarifications on the following issues:-

- (i) Whether JTBS is entitled to collect ₹1 /- per head on the sale of platform tickets as prescribed to journey tickets.
 - (ii) Whether the validity period of the platform tickets (i.e two hours) issued by the JTBS will remain same.
2. It is clarified that vide instructions referred to above, JTBS have been allowed to sell platform tickets in addition to existing tickets permissible to be sold by them and there is no change in other terms and conditions. As such:-
- a) JTBS is entitled to collect service charge @ ₹1 per passenger in case of platform tickets also.
 - b) There is no change in the validity period of platform tickets being sold by JTBS.
3. This issues with the concurrence of Finance Directorate of Ministry of Railways.


(Sanjay Manocha)
**Dy. Director Traffic Commercial (G)-II
Railway Board**

Copy to:

No. 2012/TG-I/20/P/JTBS/Pt I

New Delhi, dated 04.09.2012

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



For Financial Commissioner/Railways

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
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- 6) The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, South Central Railway, Moula Ali, SE Railway, Sini, Western Railway, Udaipur.
- 7) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 8) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
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- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2012/TG-I/20/P/JTBS/Pt I

New Delhi, dated 04.09.2012

**Chief Commercial Managers,
All Zonal Railways.**

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


(Sanjay Manocha)
**Dy. Director Traffic Commercial (G)-II
Railway Board**

Copy to:

No. 2012/TG-I/20/P/JTBS/Pt I

New Delhi, dated 04.09.2012

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



For Financial Commissioner/Railways

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- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.

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

No. 2012/TG-I/20/JTBS

New Delhi dated 02.03.2012

Chief Commercial Managers,
All Zonal Railways,

(Commercial Circular No. 17 of 2012)

Sub:- Amendment in Jan Sadharan Ticket Booking Sewak (JTBS) Scheme.

Please refer to para 3(d) of this office letter No. 2007/TG-I/20/P dated 24.01.2008 (Commercial Circular No. 8 of 2008) on the subject quoted above which is as under:-

"Applicant should be a local resident of the area served by the station".

2. A reference has been received from Central Railway wherein it has been advised that the above said clause has become constraint in selecting JTBS in Mumbai area as Mumbai is a big metro city with dense population where all stations are contiguous and it is difficult to decide whether the resident of the area is a local resident of the area served by the station.

3. The matter has been examined and it has been observed that the issue raised by Central Railway is not exclusively applicable to Mumbai area but universally applicable to all Metropolitan and other big cities. It has, therefore, been decided to revise para. 3(d) of Commercial Circular No.8 of 2008 as under:-

"Applicant should be residing in the municipal limits of the city/district in which JTBS is being appointed."

4. Necessary action may be taken to send intimation to all concerned.


**(Dr. Monica Agnihotri)
Director Passenger Marketing,
Railway Board.**

....2/-

Copy to:

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- 10) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.
- 13) MD, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai – 400614.

**GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)**

No. 2012/TG-I/20/JTBS

New Delhi, dated 05.08.2013

**Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO.51 OF 2013)

Sub: Amendment in Jan Sadharan Ticket Booking Sewak (JTBS Scheme).

Instances have come to notice of this office that some JTBS operators have expressed their inability to operate JTBS, after appointment as JTBS operator by Zonal Railways and have requested for the refund of security deposit and Bank Guarantee

2. For appointment of JTBS, Railway has to fulfil various procedural requirements viz. issue of advertisement for calling applicants, selection of candidate, issuing orders etc. However, in the existing scheme for appointment of JTBS, there is no penal clause in case the selected candidate expresses inability to operate JTBS after allotment of JTBS.

3. The matter has been examined and it has been decided to amend the scheme by adding para 3 (f) as under:-

"In case the JTBS operator expresses inability to operate JTBS, after appointment as JTBS operator by Zonal Railway, the bank guarantee as well as the security deposit made by the JTBS operator will be forfeited".

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

5. Necessary instructions may be sent to all concerned. A declaration to this effect may be obtained from the applicant when he/she applies for JTBS and the format of the agreement to be signed with JTBS at the time of their appointment may also be modified suitably.



**(Dr. Monica Agnihotri)
Director Passenger Marketing
Railway Board**

No. 2012/TG-1/20/P/JTBS

New Delhi, dated .08.2013

Copy to:-
FA & CAO, All Zonal Railways.
Director (Audit), All Zonal Railways.



for Financial Commissioner/Railways

Contd...2/-

Copy to:-

1. CCM/PMs and CCM PSs, all Zonal Railways.
2. EDV (T), EDFC, DF(C), OSD/TC, F (C), & V(SS) branches.
3. MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
4. General Manager/UTS, CRIS, Chanakyapuri, New Delhi.
5. Director General, Professor /Training & Professor/Commercial Railway Staff College, Vadodra.
6. The Principals, Zonal Training Centres, Central Railway/Bhusaval, Eastern Railway, Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, S C Railway, Moula Ali, Western Railway, Udaipur.
7. General Secretary, National Federation of Indian Railwaymen (NFIR), 3. Chelmsfor Road, New Delhi,
8. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
9. Secretary General, Federation of Railway Officers Association (FROA) Room No. 256-A, Rail Bhawan, New Delhi.
10. Secretary General, Indian Railway Promotee Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
11. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
12. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J L Nehru Road, Kolkata-71.

**GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)**

No. 2012/TG-I/20/JTBS

New Delhi, dated 30.04.2013

**Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 33 OF 2013)

Sub: Amendment in Jan Sadharan Ticket Booking Sewak (JTBS Scheme).

Please refer to para 2 of Jan Sadharan Ticket Booking Sewak (JTBS) Scheme circulated vide this office letter no. 2007/TG-I20/JTBS dated 24.01.2008 (Commercial Circular No. 8 of 2008).

1.1 The matter has been examined and it has been decided to amend the above para of JTBS Scheme as under:-

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 10% reservation will be for physically 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).

1.2 Apart from the above, 10% reservation for disabled persons (physically challenged persons) will be applicable in the general category also.


(Dr. Monica Agnihotri)
Director Passenger Marketing
Railway Board

Contd...2/-

Copy to:-

1. CCM/PMs and CCM PSs, all Zonal Railways.
2. EDV (T), EDFC, DF(C), OSD/TC, F (C), &V(SS) branches.
3. MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
4. General Manager/UTS, CRIS, Chanakyapuri, New Delhi.
5. Director General, Professor /Training & Professor/Commercial Railway Staff College, Vadodra.
6. The Principals, Zonal Training Centres, Central Railway,/Bhusaval, Eastern Railway, Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, S C Railway, Moula Ali, Western Railway, Udaipur.
7. General Secretary, National Federation of Indian Railwaymen (NFIR), 3. Chelmsfor Road, New Delhi,
8. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
9. Secretary General, Federation of Railway Officers Association (FROA) Room No. 256-A, Rail Bhawan, New Delhi.
10. Secretary General, Indian Railway Promotee Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
11. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
12. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J L Nehru Road, Kolkata-71.

**GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)**

No. 2012/TG-I/20/P/JTBS

New Delhi, dated 14.02.2013

**Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 16 OF 2013)

Sub: Ammendment in Jan Sadharan Ticket Booking Sewak (JTBS Scheme).

Please refer to para 3 (b) of JTBS Scheme circulated vide this office letter no. 2006/TG-I20/JTBS dated 28.06.2006 and amended vide letter no. 2010/TG-I/20/JTBS dated 02.03.2012 (Commercial Circular No. 44) which is reproduced below:-

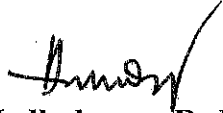
“Applicant can produce a character certificate from District Magistrate / Addl. District Magistrate /Sub District Magistrate/ Block Development Officer or Tehsildar. The applicant will also have to produce a certificate from the police station serving his/her locality that no criminal case is pending against him/her.”

2. It has been brought to notice that the above said clause has become a constraint in selecting JTBS, as while applying, the prospective JTBSs find it difficult to submit the Police Clearance Certificate (that no criminal case is pending against him/her) as no police authority is ready to give that Certificate simply based on the appeal of such prospective JTBSs. This has resulted into a situation where although there were lot of aspirants to become JTBSs but they were not becoming successful as they were not able to submit police clearance certificate while submitting their bids.

3. The matter has been examined and it has been decided to further amend the para 3 (b) of JTBS scheme as under:-

“Applicant can produce a character certificate from District Magistrate / Addl. District Magistrate /Sub District Magistrate/ Block Development Officer or Tehsildar. However, before appointment as JTBS, 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. Necessary action may be taken to send intimation to all concerned.


**(A. Madhukumar Reddy)
Executive Director Passenger Marketing
Railway Board**

.....2/-

(..2..)

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) Director/PRS and General Manager/PRS, CRIS, Chanakyapuri, New Delhi.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) AGD/PR, EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway/Bhuli/Dhanbad, Northern Railway/Chandausi, NE Railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Maula Ali, SE Railway/Sini, North Western Railway/Udaipur.
- 7) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 8) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 9) Secretary General, Federation of Railway Officers Association (FROA), Room No.256-A, Rail Bhawan, New Delhi.
- 10) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2014/TG-I/20/P/JTBS

New Delhi, dated 21.03.2014

✓ Chief Commercial Managers,
All Zonal Railways.

(COMMERCIAL CIRCULAR NO.12 OF 2014)

**Sub: Appointment of Jan Sadharan Ticket Booking
Sewaks(JTBS)**

The scheme for appointment of Jan Sadharan Ticket Booking Sewaks(JTBS) was initially introduced in 2006 on Northern Railway as a pilot project and subsequently extended to all zonal Railways. A large number of provisions of this scheme have been amended till date. It has, therefore, been decided to consolidate all the instructions issued till date on this issue. Accordingly a consolidation of all the instructions issued regarding appointment of JTBS till date is enclosed for information and necessary action.

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

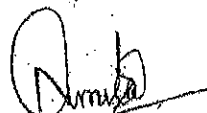

(Dr. Monica Agnihotri)
Director Passenger Marketing
Railway Board

No. 2014/TG-I/20/P/JTBS

New Delhi, dated 21.03.2014

Copy to:

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


For Financial Commissioner/Railways

ry to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) ADG/PR, EDV (T), EDTC, DE(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centers, Central Railway, Bhusaval, Eastern Railway, Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, South Central Railway, Maula Ali, SE Railway, Sini, Western Railway, Uddipur.
- 7) Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Luknow-2260011.
- 8) General Secretary, National Federation of Indian Railwaymen. (NFIR), 3, Chelmsford Road, New Delhi.
- 9) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 10) Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
- 11) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
- 12) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 13) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.

'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% ➤ Scheduled Tribes - 08% ➤ Other backward Classes - 20% ➤ Minorities* - 9.5% Total 49.5%	In each category 10% reservation will be for freedom fighters and women including war widows and widows of Railway employees and 10% reservation will be for physically and mentally challenged persons. (Modified vide Commercial Circular No. 33 of 2013)
* 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.
- (b) Applicant should produce a character certificate from District Magistrate/Addl. District Magistrate/Sub District Magistrate/Block Development Officer or Tehsildar. However, before appointment as JTBS, 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. (Modified vide Commercial Circular No. 16 of 2013)
- (c) Applicant with a telephone connection in his office or residence will be preferred.
- (d) Applicant should be residing in the municipal limits of the city/district in which JTBS is being appointed. (Modified vide Commercial Circular No. 17 of 2012)
- (e) Applicant should be prepared to give Rs.5,000/- refundable security deposit & Rs.20,000/- Bank guarantee to the Railway. On completion/ termination of contract, pending dues will be adjusted from the Security deposit and balance refunded to JTBS. (Modified vide Commercial Circular No. 41 of 2010)
- (f) In case the JTBS operator expresses inability to operate JTBS, after appointment as JTBS operator by Zonal Railway, the bank guarantee as well as the security made by the JTBS operator will be forfeited. A declaration to this effect should be obtained from the applicant when he/she applies for JTBS. (Modified vide Commercial Circular No. 51 of 2013)

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

- i. JTBS will be given one UTS terminal 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 passenger as Commission from the passengers. (Modified vide Commercial Circular No. 41 of 2010)
- iii. JTBS operators are allowed to renew season tickets. Each season ticket is to be treated as a single ticket/single passenger for the purpose of service charge. (Modified vide Commercial Circular No. 41 of 2010)
- iv. JTBS can issue unreserved concessional ticket to Senior Citizens. (Modified vide letter no. 2006/TG-I/20/JTBS dated 05.06.2007).
- v. JTBS can also issue platform tickets. Steps may however be taken by the Railways to avoid misuse of this facility by JTBS operators as well as passengers. (Modified vide Commercial Circular No. 41 of 2012)
- vi. JTBS operator can operate one additional counter provided the sale of tickets is more than 800 per day on each counter for at least a period of one month. (Modified vide Commercial Circular No. 41 of 2010)
- vii. JTBS will not sublet/assign or transfer the rights or obligations arising out of the contract. In case of death of licensee, the licence will be transferred to his/her legal heir(s) for the unexpired period of licence by the competent authority and the legal heir(s) will also be eligible to apply for extension of the license as per the provision of the policy. (Modified vide Commercial Circular No. 15 of 2010)
- viii. JTBS operator can shift from the original location to a new location at his/her own cost with a view to increase sale of tickets.
- ix. 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.
- x. Proper record of tickets rolls issued to the JTBS will be kept by the Commercial Department of the stations serving the JTBS.
- xi. Proper accountal of UTS ticket stationery may be ensured & checked through surprise checks.
- xii. JTBS will be authorized to issue cash ticket only.
- xiii. 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.
- xiv. 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.
- xv. JTBS will not issue tickets from station premises.

xvi. JTBS will have to make advance deposit and tickets can be issued. There will be a check in the system that JTBS will not be able to issue tickets if at any time the amount deposit by them is less than Rs. 10,000/-. (Modified vide letter no: 2006/TG-I/20/JTBS dated 13.07.2006 & Commercial Circular no. 66 of 2009).

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 his DCM/Sr. DCM for taking immediate corrective action. The facility of making the ticket as 'non issued' shall not be made available to JTBS operators. In case of any mistake the said tickets should be forwarded by the JTBS operator to the station where the JTBS transactions are controlled (depot station) and cancelled, duly paying the cancellation charges by the JTBS operator. (Modified vide Commercial Circular No. 65 of 2012)

(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, including his Sr DCM/DCM.

(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, halts agents etc.

6. **Refund of Tickets:**

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

7. **Period of Contract:**

Initial period of contract will be for 3 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. (Modified vide Commercial Circular No. 41 of 2010)

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.

भारत सरकार
रेल मंत्रालय
(रेलवे बोर्ड)

सं. 2014/टीजी-1/20/पी/जेटीबीएस

नई दिल्ली, दिनांक 21.03.2014

मुख्य वाणिज्यिक प्रबंधक,
सभी क्षेत्रीय रेलें ।

(2014 का वाणिज्यिक परिपत्र संख्या 12)

विषय: जनसाधारण टिकट बुकिंग सेवकों (जेटीबीएस) की नियुक्ति ।

प्रारंभ में जन साधारण टिकट बुकिंग सेवकों (जेटीबीएस) की नियुक्ति की योजना को एक पायलट परियोजना के रूप में 2006 में उत्तर रेलवे में शुरू किया गया था और बाद में इसे सभी क्षेत्रीय रेलों में शुरू किया गया। अब तक इस परियोजना के प्रावधानों में बड़ी संख्या में संशोधन किया गया है। अतः इस मामले के संबंध में अब तक जारी किए गए सभी अनुदेशों को समेकित करने का विनिश्चय किया गया है। तदनुसार, जेटीबीएस की नियुक्ति से संबंधित अब तक जारी किए सभी अनुदेशों का समेकन सूचना एवं आवश्यक कार्रवाई के लिए संलग्न है।

2. इसे रेल मंत्रालय के वित्त निदेशालय की सहमति से जारी किया जाता है।



(डा० मोनिका अग्निहोत्री)
निदेशक यात्री विपणन
रेलवे बोर्ड

सं. 2014/टीजी-1/20/पी/जेटीबीएस

नई दिल्ली, दिनांक 21.03.2014

प्रतिलिपि प्रेषित:

1. वित्त सलाहकार एवं मुख्य लेखा अधिकारी, सभी क्षेत्रीय रेलें।
2. निदेशक, लेखा परीक्षा, सभी क्षेत्रीय रेलें।



कृते वित्त आयुक्त/रेलें

प्रतिलिपि प्रेषितः

- 1) सीसीएम/पीएम तथा सीसीएम/पीएस सभी क्षेत्रीय रेलें।
- 2) एडीजी (पीआर), का नि सतर्कता(टी), का नि एफ (सी), निदेशक एफ (सी), वि का अधिकारी/टी सी, एफ(सी) तथा सतर्कता (एस एस) शाखाएं रेलवे बोर्ड।
- 3) एम डी/आई आर सी टी सी, बैंक ऑफ बड़ौदा बिल्डिंग, संसद मार्ग, नई दिल्ली।
- 4) महाप्रबंधक/पीआरएस-1, क्रिस, चाणक्यपुरी, नई दिल्ली ।
- 5) महानिदेशक, प्रोफेसर/ प्रशिक्षण तथा प्रोफेसर/ वाणिज्य रेलवे स्टाफ कॉलेज, वडोदरा।
- 6) प्रिंसिपल, क्षेत्रीय प्रशिक्षण केन्द्र, मध्य रेलवे/भुसावल, पूर्व रेलवे/धनबाद, उत्तर रेलवे/ चंदौसी, पूर्वोत्तर रेलवे/ मुजफ्फरपुर, पूर्वोत्तर सीमा रेलवे/ अलीपुरद्वार, दक्षिण रेलवे/ त्रिची, दक्षिण मध्य रेलवे/ मौला अली, दक्षिण पूर्व रेलवे, सिनी, पश्चिम रेलवे/ उदयपुर।
- 7) निदेशक, भारतीय रेल परिवहन प्रबंधन संस्थान, हरदोई बाईपास रोड, मानक नगर, लखनऊ-2260011
- 8) जनरल सेक्रेटरी, नेशनल फेडरेशन ऑफ इंडियन रेलवेमैन (एनएफआईआर), 3, चेम्सफोर्ड रोड, नई दिल्ली ।
- 9) जनरल सेक्रेटरी, ऑल इंडिया रेलवेमैन फेडरेशन (एआईआरएफ), 4, स्टेट एंट्री रोड, नई दिल्ली।
- 10) सेक्रेटरी जनरल, फेडरेशन ऑफ रेलवे आफिसर्स एसोसिएशन, (एफआरओए), कमरा नं 370, रेल भवन, नई दिल्ली।
- 11) सेक्रेटरी जनरल, इंडियन रेलवे प्रमोटी आफिसर्स फेडरेशन, (आईआरपीओएफ), कमरा नं 268, रेल भवन, नई दिल्ली।
- 12) सेक्रेटरी जनरल, ऑल इंडिया आरपीएफ एसोसिएशन, कमरा नं 256- डी, रेल भवन, नई दिल्ली।
- 13) सीटीएम, मेट्रो रेलवे, मेट्रो रेल भवन, 33/1, जे एल नेहरू रोड, कोलकाता-71

GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)

No. 2012/TG1/20/P/JTBS

New Delhi, dt 6.9.2014

The General Managers
All Zonal Railways

COMMERCIAL CIRCULAR No. 37 of 2014

Sub: Extension of JTBS after the period of 6 years

As per extant policy (Commercial Circular No. 41/2010) regarding appointment of JTBS, initial period of contract is for 3 years which can be extended yearly on the basis of satisfactory performance for the next 3 years. Thereafter fresh applications are to be called for in which the outgoing JTBS is also eligible to apply.

2. The matter has been reviewed in consultation with Zonal Railways. In relaxation of the above mentioned rule, it has now been decided that license of JTBS may be considered for extension beyond a period of 6 years on yearly basis subject to certification of satisfactory performance (both financially as well as operationally) by SR DCM/DCM (incharge) as the case may be. Conversely, it may be ensured that no extensions is granted without such yearly performance review and certificate.

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

4. Necessary action may be taken accordingly.



(Vikram Singh)
Director Passenger Marketing
Railway Board

No. 2012/TG1/20/P/JTBS

New Delhi, dt 6.9.2014

Copy to :

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


CM.K. Dnb

For, Financial Commissioner, Railways

Copy to:

- 1) CCMs, CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) FA & CAO/All Zonal Railways, Director (Audit)/All Zonal Railways.
- 3) ADG/PR, EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 4) General Manager/PRS, General Manager/UTS, CRIS, Chanakyapuri, New Delhi.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centres, Central Railway, Bhusaval, Eastern Railway, Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, South Central Railway, Maula Ali, SE Railway, Sini, Western Railway, Udaipur.
- 7) Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Luknow-2260011.
- 8) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 9) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 10) Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
- 11) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
- 12) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.

भारत सरकार
रेल मंत्रालय
(रेलवे बोर्ड)

सं. 2012/टीजी-1/20/पी/जेटीबीएस

नई दिल्ली, दिनांक 16.09.2014

महा प्रबंधक,
सभी क्षेत्रीय रेलें ।

(2014 का वाणिज्यिक परिपत्र सं. 38)

विषय: 6 वर्षों की अवधि के बाद जेटीबीएस का विस्तार।

जेटीबीएस की नियुक्ति से संबंधित मौजूदा नीति (वाणिज्यिक परिपत्र सं. 41/2010) के अनुसार, संविदा अनुबंध की प्रारंभिक अवधि 3 वर्षों की है जिसे संतोषजनक कार्य निष्पादन के आधार पर एक-एक वर्ष करके अगले तीन वर्षों तक बढ़ाया जा सकता है। उसके बाद नए आवेदन आमंत्रित करने होते हैं जिसमें सेवामुक्त जेटीबीएस भी आवेदन करने के लिए पात्र होते हैं।

2. क्षेत्रीय रेलों से परामर्श करके इस मामले की समीक्षा की गई है। उपर्युक्त नियम में रियायत देते हुए, अब यह विनिश्चय किया गया है कि मामले के अनुसार सीनियर डीसीएम/डीसीएम (प्रभारी) द्वारा संतोषजनक कार्य निष्पादन का प्रमाणपत्र (वित्त और परिचालन दोनों की दृष्टि से) दिए जाने के अध्यधीन 6 वर्षों की अवधि के बाद जेटीबीएस के लाइसेंस को प्रत्येक एक वर्ष के लिए बढ़ाने पर विचार किया जा सकता है। इसके विपरीत, यह सुनिश्चित किया जाए कि ऐसे किसी भी वार्षिक कार्य निष्पादन समीक्षा और प्रमाणपत्र के बिना कार्यकाल में कोई भी वृद्धि न दी जाए।

3. इसे रेल मंत्रालय के वित्त निदेशालय की सहमति से जारी किया जाता है।

4. तदनुसार आवश्यक कार्रवाई की जाए।


(विक्रम सिंह)

निदेशक यात्री विपणन

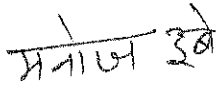
रेलवे बोर्ड

सं. 2012/टीजी-1/20/पी/जेटीबीएस

नई दिल्ली, दिनांक 16.09.2014

प्रतिलिपि प्रेषित:

वित्त सलाहकार एवं मुख्य लेखाधिकारी, सभी क्षेत्रीय रेलें
निदेशक (लेखा परीक्षा), सभी क्षेत्रीय रेलें


मनोज सिंह

कृते वित्त आयुक्त, रेलें

GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)

2015/TG1/10/P/UTS

New Delhi, dated /06.06.2015

The Chief Commercial Managers
All Zonal Railways

Commercial Circular No. 35 of 2015

Sub: Issue of unreserved tickets of higher classes through UTS, JTBS and YTSK.

In the UTS, apart from unreserved second class tickets, there is a provision for issuance of unreserved tickets for higher classes. UTS machines have also been provided to JTBS and YTSK licensees and in terms of paras 4(iii) to 4 (v) of Commercial Circular No. 12 of 2014 and S. No. 6 of Commercial Circular no. 45 of 2014, they have been authorized to issue following types of tickets:-

- (i) all tickets which can be issued through UTS except higher class and concessional tickets.
- (ii) unreserved concessional tickets to senior citizens.
- (iii) renew season tickets.
- (iv) platform tickets.

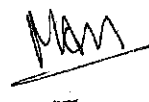
2. Tickets for higher classes are generally issued on authorisation by the concerned officer. However, there are no specific instructions in this regard.

3. With a view to maintain uniformity as also to streamline the procedure, it has been decided that for issuing of unreserved tickets through UTS by booking clerks of Indian Railways, JTBS & YTSK, following course of action should be adopted:-

- (i) Booking clerks of Indian Railways working at UTS counters are allowed to issue unreserved 2S class tickets only. However, they can issue unreserved tickets for higher classes also if specifically authorised by Chief Booking Supervisor or any other officer, as decided by Zonal Railways.
- (ii) To meet the local requirements e.g. where reserved coaches have been declared as unreserved, etc., Zonal Railways can also notify specific sections for issuance of unreserved tickets of higher class.
- (iii) JTBS and YTSK are presently allowed to issue unreserved Second class tickets, platform tickets and renew season tickets. However, if Railways so

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- 2/-

desire, JTBS and YTSK licensees can also be authorised to issue unreserved Sleeper class tickets to meet the demand of specific sections.

4. This issues with the concurrence of Finance and Accounts Directorates of Ministry of Railways.
5. Necessary instructions may be issued to all concerned

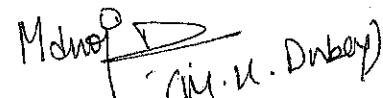

(Sanjay Manocha)
Dy. Director Traffic Commercial(G) -II
Railway Board

2015/TG1/10/P/UTS

New Delhi, dated /0.06.2015

Copy to :

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


For, Financial Commissioner, Railways

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) ADG/PR, EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centers, Central Railway, Bhusaval, Eastern Railway, Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, South Central Railway, Maula Ali, SE Railway, Sini, Western Railway, Udaipur.
- 7) Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Luknow-2260011.
- 8) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 9) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 10) Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
- 11) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
- 12) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 13) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.

भारत सरकार
रेल मंत्रालय
रेलवे बोर्ड

सं. 2015/टीजी-1/10/पी/यूटीएस

नई दिल्ली, दिनांक 10.06.2015

मुख्य वाणिज्य प्रबंधक,
सभी क्षेत्रीय रेलें.

(2015 का वाणिज्य परिपत्र सं. 35)

विषय : उच्च श्रेणियों की अनारक्षित टिकटें यूटीएस, जेटीबीएस और वाईटीएसके के माध्यम से जारी करना।

यूटीएस में अनारक्षित द्वितीय श्रेणी की टिकटों के अलावा उच्च श्रेणी की अनारक्षित टिकटें भी जारी करने का प्रावधान है। जेटीबीएस और वाईटीएसके लाइसेंसधारियों को भी यूटीएस मशीनें उपलब्ध कराई गई हैं और 2014 के वाणिज्य परिपत्र सं. 12 के पैरा 4(iii) से 4(v) और 2014 के वाणिज्य परिपत्र सं. 45 के क्र. सं. 6 के अनुसार, उन्हें निम्नलिखित किस्म की टिकटें जारी करने के लिए प्राधिकृत किया गया है:-

- (i) उच्च श्रेणी और रियायती टिकटों को छोड़कर सभी प्रकार की टिकटें जो कि यूटीएस से जारी की जा सकती हैं।
- (ii) वरिष्ठ नागरिकों के लिए अनारक्षित रियायती टिकटें।
- (iii) सीज़न टिकटों का नवीकरण।
- (iv) प्लेटफॉर्म टिकटें।

2. उच्च श्रेणी की टिकटें सामान्यतः संबंधित अधिकारी के अनुमोदन पर जारी की जाती हैं। बहरहाल, इस संबंध में कोई विशिष्ट अनुदेश नहीं है।

3. एकरूपता बनाए रखने और प्रक्रिया को सरल बनाने के लिए भी यह विनिश्चय किया गया है कि भारतीय रेलवे के बुकिंग क्लर्कों, जेटीबीएस और वाईटीएसके द्वारा यूटीएस से अनारक्षित टिकटें जारी करने के लिए निम्नलिखित क्रियाविधि अपनाई जाए:-

- (i) यूटीएस काउन्टरों पर कार्यरत भारतीय रेलवे के बुकिंग क्लर्कों को केवल अनारक्षित 2एस श्रेणी की टिकटें जारी करने की अनुमति है। बहरहाल, क्षेत्रीय रेलों द्वारा लिए गए निर्णय के अनुसार यदि उन्हें मुख्य बुकिंग

अंग्रेज 36

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पर्यवेक्षक या किसी अन्य अधिकारी द्वारा विशिष्ट रूप से अधिकृत किया जाता है तो वे उच्च श्रेणियों के लिए भी अनारक्षित टिकटें जारी कर सकते हैं।

(ii) स्थानीय आवश्यकताओं को पूरा करने के लिए यथा जहां आरक्षित कोचों को अनारक्षित घोषित किया गया हो आदि, क्षेत्रीय रेलें भी उच्च श्रेणी की अनारक्षित टिकटें जारी करने के लिए विशिष्ट खण्डों को अधिसूचित कर सकती हैं।

(iii) जेटीबीएस और वाईटीएसके को वर्तमान में अनारक्षित द्वितीय श्रेणी की टिकटें, प्लेटफॉर्म टिकटें जारी करने और सीज़न टिकटों का नवीकरण करने की अनुमति दी जाती है। बहरहाल, यदि रेलें चाहती हैं तो विशिष्ट खण्डों की मांग को पूरा करने के लिए जेटीबीएस और वाईटीएसके लाइसेंसधारियों को भी अनारक्षित शयनयान श्रेणी की टिकटें जारी करने के लिए प्राधिकृत किया जा सकता है।

4. इसे रेल मंत्रालय के वित्त एवं लेखा निदेशालयों की सहमति से जारी किया जाता है।

5. सभी संबंधितों को आवश्यक अनुदेश जारी किए जाएं।


(संजय मनोचा)

उप निदेशक यातायात वाणिज्य(सा.)-II

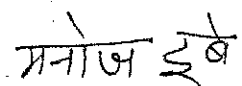
रेलवे बोर्ड

सं. 2015/टीजी-I/10/पी/यूटीएस

नई दिल्ली, दिनांक 10.06.2015

प्रतिलिपि:-

वित्त सलाहकार एवं मुख्य लेखाधिकारी, सभी क्षेत्रीय रेलें
निदेशक (लेखा परीक्षा), सभी क्षेत्रीय रेलें



कृते वित्त आयुक्त, रेलवे

प्रतिलिपि प्रेषित :

- 1) सीसीएम/पीएम एवं सीसीएम/पीएस, सभी क्षेत्रीय रेलें.
- 2) एडीजी/पीआर, ईडीवी(टी), ईडीएफसी, डीएफ(सी), ओएसडी/टीसी, एफ(सी) एवं वी(एसएस) शाखाएं, रेलवे बोर्ड.
- 3) प्रबंध निदेशक/आईआरसीटीसी, बैंक ऑफ बड़ौदा बिल्डिंग, पार्लियामेंट स्ट्रीट, नई दिल्ली.
- 4) महाप्रबंधक/पीआरएस-1, क्रिस, चाणक्यपुरी, नई दिल्ली.
- 5) महानिदेशक, प्रोफेसर/प्रशिक्षण तथा प्रोफेसर/वाणिज्य, रेलवे स्टाफ कॉलेज, वडोदरा.
- 6) प्रिंसिपल, क्षेत्रीय प्रशिक्षण केन्द्र, मध्य रेलवे/भुसावल, पूर्व रेलवे/धनबाद, उत्तर रेलवे/चंदौसी, पूर्वोत्तर रेलवे/मुजफ्फरपुर, पूर्वोत्तर सीमा रेलवे/अलीपुरद्वार, दक्षिण रेलवे/त्रिची, दक्षिण मध्य रेलवे/मौला अली, दक्षिण पूर्व रेलवे/सीनी, पश्चिम रेलवे/उदयपुर.
- 7) निदेशक, भारतीय रेल परिवहन प्रबंधन संस्थान, हरदोई बाईपास रोड, मानक नगर, लखनऊ-2260011.
- 8) जनरल सेक्रेटरी, नेशनल फेडरेशन ऑफ इंडियन रेलवेमेन (एनएफआईआर), 3, चेम्सफोर्ड रोड, नई दिल्ली.
- 9) जनरल सेक्रेटरी, ऑल इंडिया रेलवेमेन फेडरेशन (एआईआरएफ), 4, स्टेट एंट्री रोड, नई दिल्ली.
- 10) सेक्रेटरी जनरल, फेडरेशन ऑफ रेलवे ऑफिसर्स एसोसिएशन (फ्रोआ), कमरा नं 370, रेल भवन, नई दिल्ली.
- 11) सेक्रेटरी जनरल, इंडियन रेलवे प्रमोटी ऑफिसर्स फेडरेशन (इरपोफ), कमरा नं 268, रेल भवन, नई दिल्ली.
- 12) सेक्रेटरी जनरल, ऑल इंडिया आरपीएफ एसोसिएशन, कमरा नं 256- डी, रेल भवन, नई दिल्ली.
- 13) सीटीएम, मेट्रो रेलवे, मेट्रो रेल भवन, 33/1, जे. एल. नेहरू रोड, कोलकाता-71.



**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2018/TG-I/20/JTBS Pending Issues

New Delhi dated 13.08.2018

**Principal Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 42 OF 2018)

Sub: Modification in the Jan Sadharan Ticket Booking Sewak (JTBS) policy.

With a view to facilitating issuing of unreserved tickets outside railway premises, a scheme of Jan Sadharan Ticket Booking Sewak (JTBS) was initially launched as a pilot project on Northern Railway vide this office letter dated 28.06.2006. Subsequently, the scheme was extended to all Zonal Railways.

1.1 The scheme has been reviewed from time to time and provisions of the scheme have been revised/clarified vide CC no. 03 of 2009, CC no. 15 of 2010, CC no. 41 of 2010, CC no. 12 of 2014 and CC no. 38 of 2014.

2. The JTBS scheme has been further reviewed in consultations with Finance Directorate of the Ministry of Railways to make certain modifications in the scheme. The modifications are as follows:-

S. No.	Feature of the scheme	Existing Provision	Revised Provision
1.	Telephone Connection	As per Para 3 (c) of CC no. 12/2014, the JTBS applicant with a telephone connection in his office or residence is preferred.	DELETED
2.	Single security deposit	As per Para 3 (e) of CC no. 12/2014, JTBS applicant should be prepared to give ₹ 5,000/- refundable security deposit & ₹ 20,000/- Bank Guarantee to the Railway. On completion/ termination of contract, pending dues are adjusted from the Security deposit and balance refunded to JTBS.	One-time deposit of ₹ 25,000/- in form of banker cheque/demand draft shall be deposited by the JTBS applicant against any dues that may arise during the period of contract. On completion/ termination of contract, pending dues will be adjusted from the Security deposit and balance refunded to JTBS.
3.	(a) Commission payable to JTBS	As per Para 4 (ii) of CC no. 12 of 2014, JTBS collects ₹ 1/- per passenger as Commission from the passengers.	JTBS will collect ₹ 2/- per passenger as Commission from the passengers.

	(b) Renewal of season ticket	As per Para 4 (iii) of CC no. 12/2014, JTBS operators are allowed to renew season tickets. Each season ticket is treated as a single ticket/single passenger for the purpose of service charge.	JTBS operators are allowed to renew season tickets. JTBS will realise service charges be @ ₹ 5/- per season ticket.
	As YTSKs have been allowed to realise service charges for issuing unreserved tickets at par with that being realised by JTBS, YTSKs shall also realise service charges for unreserved tickets as prescribed above.		
4.	Tenure of the Contract	As per Para 7 of CC no. 12 of 2014, initial period of contract is for 3 years which can be extended yearly on the basis of satisfactory performance for the next 3 years. Thereafter, fresh applications are called for in which the existing JTBS are also eligible to apply. However, a relaxation to this clause exists. As per CC no. 38 of 2014, the license of JTBS is considered for extension beyond a period of 6 years (3 initial years plus 3 years of extension) on yearly basis subject to certification of satisfactory performance (both financially as well as operationally) by Sr. DCM/DCM (in charge) as the case may be.	Initial period of contract shall be 3 years which can be renewed after every 3 years based on satisfactory performance. In case of existing JTBS this period shall be made effective from the date of next renewal.
5.	Nomination of heir	As per, Para 4 (vii) of CC no. 12/2014, JTBS cannot sublet/assign or transfer the rights or obligations arising out of the contract. In case of death of the licensee, the license is transferred to his/her legal heir(s) for the unexpired period of license by the competent authority and legal heir(s) are also eligible to apply for extension of the license as per the provision of the policy.	The following clause may be added in the scheme: "The JTBS will indicate two (02) nominees/legal heirs in whose name the license should be transferred in case of death of the JTBS. In case the nominee 1 passes away before the JTBS or is unwilling to continue as JTBS after the demise of the original allottee, nominee 2 shall be asked to continue as JTBS. However, necessary provisions must be made in the agreement by the contract executing division. Further, the selected JTBS shall nominate the legal heir at the time of entering into the agreement. In case the nominee pre-deceases the JTBS then a replacement can be made. If the

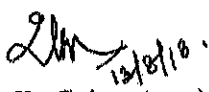
			JTBS dies without a nominee the contract shall stand terminated."
6.	Utility for on-line register for issue of tickets	As per Para 4 (x) of CC no. 12 of 2014, proper record of ticket rolls issued to the JTBS is kept by the Commercial Department of the stations serving the JTBS.	Provision of a utility for online register to be made by CRIS for issue of ticket by stations to JTBS and capturing of all transactional data. Further, Ticket issued Register to be maintained by the contractor and the station/division.
7.	Inspection utility	As per Para 5 (b) of CC no. 12/2014, a close watch is to be kept on the working of JTBS and irregularity, if any, is to be reported to the concerned DCM/Sr. DCM for taking immediate corrective action.	No change. However, an inspection utility may be created by CRIS as per requirement of division so as to have a record of frequency of checks on JTBS and irregularities detected. This can also be used to draw MIS for assessing the pattern of sale of tickets so as to avert any fraud.

3. The aforesaid modifications delineated vide items no. 1, 2 & 4 will take effect at the time of next renewal in case of existing JTBS and prospectively from the date of issue of this circular in case of fresh engagement of JTBS. Modifications indicated vide item no. 3 will take effect from 01.09.2018. For modifications delineated at items no. 6 & 7, CRIS will make necessary modifications in the software and intimate the date of effect to all Zonal Railways and this office. For modification at S.No.5, existing JTBS should be asked to give the same immediately and it should be indicated in the agreement to be signed at the time of renewal. In case of freshly appointed JTBS, it will be incorporated in the agreement.

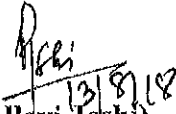
4. Necessary instructions may accordingly be issued to all concerned.

5. All the remaining provisions of the existing policy shall remain unchanged.

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


(Shelly Srivastava)

Director Passenger Marketing
Railway Board

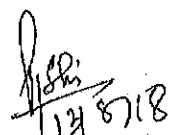

(Pallavi Joshi)
Director Finance Commercial
Railway Board

No. 2018/TG-I/20/JTBS Pending Issues

Dated: 13.08.2018

Copy forwarded to:

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


for Financial Commissioner, Railways

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Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. EDV(T), EDFC, DVT, DF(C), PPS/PC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. GGM/IT/IRCTC, B 148, 11th Floor, Statesman House, Barakhamba Road, New Delhi 110001
4. Managing Director, CRIS, Chanakyapuri, New Delhi.
5. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No. 370, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.
14. MD, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No.6, Sector 11, CBD Belapur, Navi Mumbai-400614.

भारत सरकार/GOVERNMENT OF INDIA
रेल मंत्रालय/MINISTRY OF RAILWAYS
(रेलवे बोर्ड/RAILWAY BOARD)

सं. 2018/टीजी-1/20/जेटीबीएस पेंडिंग इश्यूज

नई दिल्ली, दिनांक 13.08.2018

प्रधान मुख्य वाणिज्यिक प्रबंधक,
सभी क्षेत्रीय रेलें।

(2018 का वाणिज्यिक परिपत्र सं. 42)

विषय: जन साधारण टिकट बुकिंग सेवक (जेटीबीएस) नीति में आशोधन।

रेल परिसर के बाहर अनारक्षित टिकटें जारी करने की सुविधा प्रदान करने के उद्देश्य से, इस कार्यालय के दिनांक 28.06.2006 के पत्र के तहत आरंभ में एक प्रायोगिक परियोजना के रूप में उत्तर रेलवे में जन साधारण टिकट बुकिंग सेवक (जेटीबीएस) योजना शुरू की गई थी। इसके पश्चात, इस योजना को सभी क्षेत्रीय रेलों में लागू किया गया।

1.1 समय-समय पर इस योजना की समीक्षा की गई है और 2009 के सीसी सं. 03, 2010 के सीसी सं. 15, 2010 के सीसी सं. 41, 2014 के सीसी सं. 12 और 2014 के सीसी सं. 38 के तहत इस योजना के प्रावधानों को संशोधित/स्पष्ट किया गया है।

2. इस योजना में कुछ आशोधन करने के लिए रेल मंत्रालय के वित्त निदेशालय के परामर्श से जेटीबीएस योजना की पुनः समीक्षा की गई।

आशोधन निम्नानुसार हैं:-

क्र.सं.	योजना की विशेषताएँ	वर्तमान प्रावधान	संशोधित प्रावधान
1.	टेलीफोन कनेक्शन	सीसी सं. 12/2014 के पैरा 3(सी) के अनुसार, जेटीबीएस आवेदक, जिनके पास कार्यालय अथवा आवास में टेलीफोन कनेक्शन है, को वरीयता दी जाएगी।	हटा दिया गया है।
2.	एकल प्रतिभूति जमा	सीसी सं. 12/2014 के पैरा 3 (ई) के अनुसार, जेटीबीएस आवेदक, रेलवे को ₹ 5,000/- प्रतिदेय प्रतिभूति निक्षेप और ₹ 20,000/- बैंक गारंटी देने के लिए तैयार होने चाहिए। अनुबंध के समाप्त/रद्द होने पर, बकाया राशि का प्रतिभूति निक्षेप से समायोजन किया जाता है और शेष राशि जेटीबीएस को वापस कर दी जाती है।	अनुबंध की अवधि के दौरान संभावित बकाया राशि के निमित्त जेटीबीएस आवेदक द्वारा ₹ 25,000/- की एकमुश्त जमा राशि बैंक चेक/डिमांड ड्राफ्ट के रूप में जमा कराई जाएगी। अनुबंध के समाप्त/रद्द होने पर, लंबित बकाया राशि को प्रतिभूति जमा से समायोजित किया जाएगा और शेष राशि जेटीबीएस को वापस कर दी

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			जाएगी।
3.	(क) जेटीबीएस को देय कमीशन	2014 के सीसी सं. 12 के पैरा 4 (ii) के अनुसार, जेटीबीएस यात्रियों से कमीशन के रूप में ₹ 1/- प्रति यात्री वसूल करेगा।	जेटीबीएस यात्रियों से कमीशन के रूप में ₹ 2/- प्रति यात्री वसूल करेगा।
	(ख) सीज़न टिकट का नवीकरण	सीसी सं. 12/2014 के पैरा 4 (iii) के अनुसार, जेटीबीएस संचालकों को सीज़न टिकटों के नवीकरण की अनुमति होती है। सेवा प्रभार के उद्देश्य से प्रत्येक सीज़न टिकट को एकल टिकट/एकल यात्री समझा जाता है।	जेटीबीएस संचालकों को सीज़न टिकटों के नवीकरण की अनुमति है। जेटीबीएस ₹ 5/- प्रति सीज़न टिकट की दर से सेवा प्रभार वसूल करेंगे।
चूंकि वाईटीएसके को अनारक्षित टिकट जारी करने के लिए जेटीबीएस द्वारा वसूल किए जा रहे सेवा प्रभार के समतुल्य सेवा प्रभार वसूल करने की अनुमति दी गई है, इसलिए वाईटीएसके भी उक्त उल्लिखित अनुसार अनारक्षित टिकटों के लिए सेवा प्रभार वसूल करेंगे।			
4.	अनुबंध की अवधि	2014 के सीसी सं. 12 के पैरा 7 के अनुसार, अनुबंध की आरंभिक अवधि 3 वर्ष है, जिसे प्रति वर्ष संतोषजनक निष्पादन के आधार पर अगले 3 वर्षों के लिए आगे बढ़ाया जा सकता है। उसके पश्चात, नए आवेदन आमंत्रित किए जाते हैं, जिसमें मौजूदा जेटीबीएस भी आवेदन करने के पात्र होते हैं। हालांकि, इस खंड के तहत छूट का प्रावधान है। 2014 के सीसी सं. 38 के अनुसार, जेटीबीएस के लाइसेंस को वरिष्ठ डीसीएम/ प्रभारी डीसीएम, जैसा भी मामला हो, द्वारा संतोषजनक कार्य निष्पादन (वित्तीय और परिचालनिक दोनों) के प्रमाणीकरण के अध्यधीन वार्षिक आधार पर 6 वर्ष की अवधि (3 आरंभिक वर्ष और 3 वर्ष का विस्तार) से आगे	अनुबंध की आरंभिक अवधि 3 वर्ष होगी, जिसका प्रत्येक 3 वर्ष के बाद संतोषजनक कार्यनिष्पादन के आधार पर नवीकरण किया जाएगा। मौजूदा जेटीबीएस के मामले में, यह अवधि अगले नवीकरण की तारीख से लागू होगी।

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		बढ़ाने पर विचार किया जाता है।	
5.	उत्तराधिकारी नामांकन का	सीसी सं. 12/2014 के पैरा 4 (vii) के अनुसार, जेटीबीएस अनुबंध से उत्पन्न हो रहे अधिकार अथवा बाध्यता को सबलेट/सौंप अथवा हस्तांतरित नहीं कर सकते हैं। लाइसेंसधारक की मृत्यु के मामले में, सक्षम प्राधिकारी द्वारा लाइसेंस की शेष अवधि के लिए लाइसेंस के वैध उत्तराधिकारी को हस्तांतरित किया जाएगा और वैध उत्तराधिकारी लाइसेंस की अवधि बढ़ाने के लिए नीति के प्रावधानों के अनुसार आवेदन करने के भी पात्र होते हैं।	इस योजना में निम्नलिखित खंड शामिल किया जाए: "जेटीबीएस दो (02) नामितियों/वैध उत्तराधिकारियों के नाम का उल्लेख करेगा, जिसके नाम पर जेटीबीएस की मृत्यु के बाद लाइसेंस का हस्तांतरण किया जाए। यदि नामिती 1 की जेटीबीएस से पहले मृत्यु हो जाती है अथवा वास्तविक आवंटिती की मृत्यु के बाद जेटीबीएस के रूप में काम करने का इच्छुक नहीं है, तो नामिती 2 को जेटीबीएस को काम करने के लिए कहा जाएगा। बहरहाल, अनुबंध कार्यपालन मण्डल द्वारा करार में आवश्यक प्रावधान किए जाने चाहिए। इसके अलावा, चयनित जेटीबीएस करार करते समय वैध उत्तराधिकारी नामित करे। यदि नामिती की मृत्यु जेटीबीएस से पहले हो जाती है, तो बदलाव किया जा सकता है। यदि जेटीबीएस की मृत्यु नामिती का नाम बताए बिना हो जाती है, तो अनुबंध रद्द समझा जाएगा।
6.	टिकटें जारी करने के लिए ऑन-लाइन रजिस्टर की उपयोगिता	2014 के सीसी सं. 12 के पैरा 4 (x) के अनुसार, जेटीबीएस को जारी किए गए टिकट रोलों का सही रिकॉर्ड जेटीबीएस सुविधा दे रहे स्टेशनों के वाणिज्यिक विभाग द्वारा रखा जाता है।	स्टेशनों द्वारा जेटीबीएस को जारी किए गए टिकटों और सभी लेन-देन डाटा का रिकॉर्ड रखने के लिए क्रिस द्वारा ऑनलाइन रजिस्टर के उपयोग करने का प्रावधान किया जाए। इसके अलावा, अनुबंधदार और स्टेशन/मण्डल द्वारा जारी किए गए टिकटों का रजिस्टर रखा जाए।
7.	निरीक्षण उपयोगिता	सीसी सं. 12/2014 के पैरा 5 (बी) के अनुसार, जेटीबीएस की कार्य पद्धति पर बारीकी से नज़र रखी जाती है और अनियमितता पाए	कोई बदलाव नहीं है। बहरहाल, मण्डल की आवश्यकता के अनुसार क्रिस द्वारा जांच उपयोगिता तैयार की जाए, ताकि जेटीबीएस पर बार-

2/11/18

4/11/18

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		जाने पर तत्काल सुधारात्मक कार्रवाई करने के लिए संबंधित डीसीएम/वरिष्ठ डीसीएम को रिपोर्ट किया जाता है।	बार की गई जांचों और पता लगाई गई अनियमितताओं का रिकॉर्ड रखा जा सके। टिकटों की बिक्री के पैटर्न का मूल्यांकन करने के लिए एमआईएस बनाने में भी इसका उपयोग किया जा सकता है, ताकि किसी भी प्रकार की धांधली से बचा जा सके।
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3. मद सं. 1, 2 और 4 के तहत अंकित उक्त आशोधन, मौजूदा जेटीबीएस के मामले में अगले नवीकरण के समय पर और भविष्य में नए जेटीबीएस के चयन के मामले में, इस परिपत्र के जारी होने की तारीख से लागू होंगे। मद सं. 3 के तहत उल्लिखित आशोधन 01.09.2018 से लागू होंगे। मद सं.6 और 7 में अंकित आशोधनों के लिए, क्रिस द्वारा सॉफ्टवेयर में आवश्यक आशोधन किए जाएंगे और सभी क्षेत्रीय रेलों और इस कार्यालय को लागू करने की तारीख के बारे में क्रिस द्वारा सूचित किया जाएगा। क्र.सं.5 के आशोधन के लिए, मौजूदा जेटीबीएस को इसे तत्काल प्रदान करने को कहा जाना चाहिए और नवीकरण के समय हस्ताक्षरित करार में इसका उल्लेख जाना चाहिए। नवनियुक्त जेटीबीएस के मामले में, इसे करार में समाहित किया जाएगा।

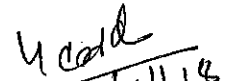
4. सभी संबंधितों को तदनुसार आवश्यक अनुदेश जारी किए जाएं।

5. मौजूदा नीति के शेष सभी प्रावधान अपरिवर्तित रहेंगे।

6. इसे रेल मंत्रालय के वित्त निदेशालय की सहमति से जारी किया जा रहा है।



(शैली श्रीवास्तव)
निदेशक यात्री विपणन
रेलवे बोर्ड


6.11.18
(पल्लवी जोशी)

निदेशक वित्त वाणिज्य
रेलवे बोर्ड

सं. 2018/टीजी-1/20/जेटीबीएस पेंडिंग इश्यूज

दिनांक: 13.08.2018

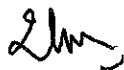
प्रतिलिपि प्रेषित:

प्रधान वित्त सलाहकार एवं मुख्य प्रशासनिक अधिकारी, सभी क्षेत्रीय रेलें।
निदेशक (लेखापरीक्षा), सभी क्षेत्रीय रेलें


6.11.18
कृते वित्त आयुक्त, रेलें

प्रतिलिपि प्रेषितः

1. सीसीएम/पीएम व सीसीएम/पीएस, सभी क्षेत्रीय रेलें।
2. का नि सतर्कता(टी), का नि एफ (सी), निदेशक सतर्कता (टी), पीपीएस/एफ (सी), वि. का. अधिकारी/टी सी, रेलवे बोर्ड की वित्त (सी) व सतर्कता (एस एस) शाखाएं ।
3. जीजीएम/आईटी/आईआरसीटीसी, बी-148, 11वीं मंजिल, स्टैट्समैन हाउस, बाराखम्बा रोड, नई दिल्ली - 110001.
4. प्रबंधनिदेशक, क्रिस, चाणक्यपुरी, नई दिल्ली।
5. महानिदेशक, प्रोफेसर/ प्रशिक्षण तथा प्रोफेसर/ वाणिज्य रेलवे स्टाफ कॉलेज, वड़ोदरा।
6. प्रिंसिपल, क्षेत्रीय रेलवे प्रशिक्षण केन्द्र, मध्य रेलवे/ भुसावल, पूर्व रेलवे/ भूली-धनबाद, उत्तर रेलवे/ चंदौसी, पूर्व मध्य रेलवे/ मुजफ्फरपुर, पूर्वोत्तर सीमा रेलवे/ अलीपुरद्वार, दक्षिण रेलवे/ त्रिची, दक्षिण मध्य रेलवे/ मौला अली, दक्षिण पूर्व रेलवे/ सिनी, उत्तर पश्चिम रेलवे/ उदयपुर।
7. निदेशक, भारतीय रेल परिवहन प्रबंधन संस्थान, हरदोई बाईपास रोड, मानक नगर, लखनऊ-226011.
8. जनरल सेक्रेटरी, नेशनल फेडरेशन ऑफ इंडियन रेलवेमैन (एनएफआईआर), 3, चेम्सफोर्ड रोड, नई दिल्ली ।
9. जनरल सेक्रेटरी, ऑल इंडिया रेलवेमैन फेडरेशन (एआईआरएफ), 4, स्टेट एंट्री रोड, नई दिल्ली।
10. सेक्रेटरी जनरल, फेडरेशन ऑफ रेलवे आफिसर्स एसोसिएशन (एफआरओए), कमरा नं 370, रेल भवन, नई दिल्ली।
11. सेक्रेटरी जनरल, इंडियन रेलवे प्रमोटी ऑफिसर्स फेडरेशन (आईआरपीओएफ), कमरा नं 268, रेल भवन, नई दिल्ली।
12. सेक्रेटरी जनरल, ऑल इंडिया आरपीएफ एसोसिएशन, कमरा नं 256- डी, रेल भवन, नई दिल्ली।
13. सीटीएम, मेट्रो रेलवे, मेट्रो रेल भवन, 33/1, जे एल नेहरू रोड, कोलकाता-71.
14. प्रबंध निदेशक, कोंकण रेलवे कॉर्पोरेशन लिमिटेड, बेलापुर भवन, प्लॉट सं.6, सेक्टर 11, सीबीडी बेलापुर, नवी मुंबई-400614.



GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
(RAILWAY BOARD) (रेलवे बोर्ड)

No. 2019/TG-I/20/P/JTBS

New Delhi dated 07.08.2019

**Principal Chief Commercial Managers,
All Zonal Railways.**

(Commercial Circular no. 36 of 2019)

Sub: Jansadharan Ticket booking Sewaks (JTBS)

Ref: Letter no. 2014/TG-I/20/P/JTBS dated 21.03.2014 (CC No. 12 of 2014).

As per extant instructions JTBS has to make advance deposit for issuing of unreserved tickets and JTBS cannot issue the ticket if at any point of time the amount deposited by JTBS is less than Rs. 10,000/-. No upper limit has, however, been stipulated up to which a JTBS can make the deposit.

2. The matter has been examined in this office. It has now been decided that JTBS shall be allowed to deposit the maximum amount equivalent to 15 days-daily average transactions of the JTBS during the previous financial-year subject to the condition that the said amount does not fall below the prescribed lower limit of Rs. 10,000/-. In case of newly appointed JTBS, this limit can be decided by zonal Railways concerned with the approval of their Associate Finance.

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



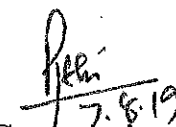
(Shelly Srivastava)
Director Passenger Marketing
Railway Board

No. 2019/TG-I/20/P/JTBS

New Delhi dated 07.08.2019

Copy forwarded to:

**PFA & CAO, All Zonal Railways.
Director (Audit), All Zonal Railways.**


for Financial Commissioner, Railways

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. EDV(T), EDFC, DVT, DF(C), PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. GGM/IT/IRCTC, B 148, 11th Floor, Statesman House, Barakhamba Road, New Delhi - 110001
4. Managing Director, CRIS, Chanakyapuri, New Delhi.
5. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No. 370, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.
14. MD, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No.6, Sector 11, CBD Belapur, Navi Mumbai-400614.

भारत सरकार / GOVERNMENT OF INDIA
रेल मंत्रालय / MINISTRY OF RAILWAYS
(रेलवे बोर्ड / RAILWAY BOARD)

सं.2019/टीजी-1/20/पी/जेटीबीएस

नई दिल्ली, दिनांक: 07.08.2019

प्रधान मुख्य वाणिज्य प्रबंधक,
सभी क्षेत्रीय रेलें

(2019 का वाणिज्यिक परिपत्र सं.36)

विषय: जनसाधारण टिकट बुकिंग सेवक (जेटीबीएस)।

संदर्भ: दिनांक 21.03.2014 का पत्र सं.2014/टीजी-1/20/पी/जेटीबीएस
(2014 का वाणिज्यिक परिपत्र सं.12/2014)

मौजूदा अनुदेशों के अनुसार, जेटीबीएस को अनारक्षित टिकटें जारी करने के लिए अग्रिम राशि जमा करानी होती है और किसी भी समय यदि जेटीबीएस द्वारा जमा कराई गई राशि 10,000/- रु. से कम होती है तो जेटीबीएस टिकट जारी नहीं कर सकते हैं। बहरहाल, किसी जेटीबीएस द्वारा अधिकतम राशि जमा कराने की कोई उच्चतर सीमा निर्धारित नहीं की गई है।

2. इस कार्यालय में मामले की जांच की गई है। अब यह विनिश्चय किया गया है कि जेटीबीएस को पिछले वित्त वर्ष के दौरान उसके 15 दिन के प्रतिदिन के औसत लेन-देन के समतुल्य अधिकतम राशि जमा कराने की अनुमति होगी, जो इस शर्त के अन्वये है कि यह राशि 10,000/- रु. की निर्धारित निम्नतर सीमा से कम नहीं होगी। नव नियुक्त जेटीबीएस के मामले में यह सीमा संबंधित ज़ोनल रेलों के सह वित्त के अनुमोदन से निर्धारित की जा सकती है।

3. इसे रेल मंत्रालय के वित्त निदेशालय की सहमति से जारी किया जा रहा है।



(शैली श्रीवास्तव)
निदेशक यात्री विपणन
रेलवे बोर्ड

सं.2010/टीजी-1/20/पी/जेटीबीएस

नई दिल्ली, दिनांक: 07.08.2019

प्रतिलिपि अग्रेषित:

प्रधान वित्त सलाहकार एवं सीएओ, सभी क्षेत्रीय रेलें।
निदेशक (लेखा), सभी क्षेत्रीय रेलें।


कृते वित्त आयुक्त/रेलें

प्रतिलिपि प्रेषित:

- 1) सीसीएम/पीएम व सीसीएम/पीएस, सभी क्षेत्रीय रेलें।
- 2) ईडीवी (टी), ईडीएफ (सी), डीएफ (सी), ओएसडी/टी.सी., एफ (सी) एवं सतर्कता (एस.एस.) शाखाएं रेलवे बोर्ड।
- 3) जीजीएम/आईटी/आई.आर.सी.टी.सी., बी-148, 11वां तल, स्टेट्समैन हाऊस, बाराखंभा रोड, नई दिल्ली।
- 4) प्रबंधक निदेशक, क्रिस, चाणक्यपुरी, नई दिल्ली।
- 5) महानिदेशक, प्रोफेसर/ प्रशिक्षण तथा प्रोफेसर/ वाणिज्य रेलवे स्टाफ कॉलेज, वडोदरा।
- 6) प्रिंसिपल, क्षेत्रीय प्रशिक्षण केन्द्र, मध्य रेलवे/भुसावल, पूर्व रेलवे/भूली/धनबाद, उत्तर रेलवे/चंदौसी, पूर्वोत्तर रेलवे/मुजफ्फरपुर, पूर्वोत्तर सीमा रेलवे/अलीपुरद्वार, दक्षिण रेलवे/त्रिची, दक्षिण मध्य रेलवे/मौला अली, दक्षिण पूर्व रेलवे/सिनी, पश्चिम रेलवे/ उदयपुर।
- 7) निदेशक, भारतीय रेल यातायात प्रबंधन संस्थान, हरदोई बाइपास रोड, मानक नगर, लखनऊ- 226011
- 8) जनरल सेक्रेटरी, नेशनल फेडरेशन ऑफ इंडियन रेलवेमेन (एनएफआईआर), 3, चेम्सफोर्ड रोड, नई दिल्ली।
- 9) जनरल सेक्रेटरी, ऑल इंडिया रेलवेमेन फेडरेशन (एआईआरएफ), 4, स्टेट एंटी रोड, नई दिल्ली।
- 10) सेक्रेटरी जनरल, फेडरेशन ऑफ रेलवे ऑफिसर्स एसोसिएशन, (फ्रोआ), कमरा नं 370, रेल भवन, नई दिल्ली।
- 11) सेक्रेटरी जनरल, इंडियन रेलवे प्रमोटी ऑफिसर्स फेडरेशन, (आईआरपीओएफ), कमरा नं.268, रेल भवन, नई दिल्ली।
- 12) सेक्रेटरी जनरल, ऑल इंडिया आरपीएफ एसोसिएशन, कमरा नं 256- डी, रेल भवन, नई दिल्ली।
- 13) सीटीएम, मेट्रो रेलवे, मेट्रो रेल भवन, 33/1, जे एल नेहरू रोड, कोलकाता-71
- 14) प्रबंध निदेशक, कोंकण रेलवे कॉरपोरेशन लि., बेलापुर भवन, प्लॉट नं.6, सेक्टर-11, सीबीडी बेलापुर, नवी मुंबई-400614.