

SOUTHERN RAILWAY
TIRUCHCHIRAPPALLI DIVISION

No. T/C.378/ATVM/New Policy/Pilot Project/2026

Date: As signed.

CALLING OF APPLICATIONS FOR ENGAGING FACILITATORS TO ISSUE
UN-RESERVED TICKETS THROUGH AUTOMATIC TICKET VENDING MACHINES (ATVMs)

The Senior Divisional Commercial Manager, Tiruchchirappalli Division, for and on behalf of President of India **invites application from Retired Railway Employees and General Public, for engaging as ATVM facilitators** to issue Un-reserved tickets through Automatic Ticket Vending Machines (ATVMs) installed at **16 stations over Tiruchchirappalli Division**. The details of stations and the requisite number of facilitators to be engaged are furnished below.

Sl. No.	Station Name	Station Code	Station Category	No. of facilitators required
1	Ariyalur	ALU	NSG-5	1
2	Chidambaram	CDM	NSG-4	3
3	Cuddalore Port Jn.	CUPJ	NSG-5	1
4	Karaikal	KIK	NSG-5	1
5	Kumbakonam	KMU	NSG-3	1
6	Nagappattinam Jn.	NGT	NSG-3	2
7	Nidamangalam Jn.	NMJ	NSG-5	1
8	Puducherry	PDY	NSG-4	1
9	Tiruppadiripuliyur	TDPR	NSG-5	1
10	Thanjavur Jn.	TJ	NSG-3	3
11	Tiruvannamalai	TNM	NSG-4	1
12	Tiruchchirappalli Jn.	TPJ	NSG-2	7
13	Villupuram Jn.	VM	NSG-3	5
14	Vriddhachalam Jn.	VRI	NSG-4	2
15	Tiruchchirappalli Fort	TP	NSG-5	2
16	Sirkazhi	SY	NSG-5	2

The details of eligibility criteria, method of selection, security deposit, tenure, commission, general conditions, working procedure, penalty, termination of engagement, disabling clause, procedure to apply, application form, documents to be enclosed and formats etc., are enclosed herewith and the same can be downloaded from the website www.sr.indianrailways.gov.in.

SCHEDULE FOR CALLING APPLICATIONS:

Opening date of issue/downloading the application from website.	From 24.08.2026
Date and time for submission of applications	Between 10.00 hrs. and 15.00 hrs. of 25.09.2026
Date and time for opening of applications	15.30 hrs. of 25.09.2026

Eligibility Criteria for engaging as ATVM facilitator:

A. Retired Railway Employees:

1. Retired Railway employees of any department who are willing to get engaged as facilitator for issuing unreserved tickets through ATVMs installed in Railway premises can apply.
2. **Qualifications:**
 - a. The employee should have retired in the normal course of superannuation or voluntary retirement. Employee, who has been **dismissed, removed or compulsorily retired under D&AR rules are not eligible** and their applications will be rejected.
 - b. The applicant should be residing in the local district where the station is located.
 - c. Retired Railway Employees who had already worked as ATVM facilitators and presently not working, and had been terminated for the reasons listed below are not allowed to apply.
 - i. Due to unsatisfactory performance
 - ii. Subletting of the engagement
 - iii. Absence in duties or in case of complaint of excess charge
 - iv. Acts of misbehavior with passengers or with in-charges.
 - v. Not giving priority for smart card holder to use the ATVM or committing frauds in ticket sales like resale of tickets etc.
3. **Documents to be enclosed:** Pension Payment Order, address proof, Aadhaar card, Pan card, medical certificate as per format enclosed in Annexure-III and Police clearance certificate. If already worked as ATVM facilitator then, copy of LOA/Agreement/Termination are to be enclosed.
4. **Assistance:** Spouses and adult children of retired Railway employees are also allowed to work as facilitators in assisting to retired railway employees working as facilitators. However, the spouse/adult children of retired railway employee shall not have any claim for employment and a legal undertaking in this regard to be executed.
5. **Security Deposit: Nil.**

B. General Public:

1. **Qualifications:**
 - a. Applicant should not be less than 18 years of age.
 - b. Applicant should be Matric Pass or equivalent.
 - c. Applicant should be resident of local district in which the station is located where ATVM facilitator is to be engaged.
 - d. **However, relaxation can be provided for educational qualification and distance constraint in residential address of the applicant by Sr.DCM/DCM in charge, in case if there is no eligible candidate.**
 - e. The applicant should be able to converse in English, Hindi and Regional language, or atleast the regional language knowledge is essential.
2. **Documents to be enclosed:** Age proof (Birth certificate/TC etc.), Certificate for educational qualification, address proof, Aadhaar card, Pan card, medical certificate as per format enclosed in Annexure-III, Police verification certificate and copy of bank pass book (1st page).
3. **The application for general public will be opened/considered only when no other eligible Retired Railway Employee has applied for that location.** In case, eligible candidates are available more than the requirement, selection will be done through draw of lot.
4. **Security Deposit:** The selected applicant should remit the refundable security deposit of Rs. 50,000/- for NSG-1 & 2 category stations and Rs.25,000/- for other categories of stations, in the form of Money Receipt/Fixed deposit/Demand draft from any of the Nationalized bank drawn **in favour of Senior Divisional Finance Manager, Tiruchchirappalli Division, Southern Railway, Trichy-620 001.**
5. If the ATVM facilitator expresses inability to operate ATVM after engagement, the security deposit will be forfeited. On successful completion of the tenure, pending dues if any by the facilitator, will be adjusted from the Security deposit and balance will be refunded to the facilitator. In case if it is proved that the ATVM has been damaged due to any act of omission or commission on the part of the facilitator, the cost of repair will be borne by the facilitator.

Tenure:

The tenure of engagement as ATVM facilitator is for 2 years which shall be extended to further one year subject to extension of the scheme and satisfaction of the competent authority.

Commission:

Railway will not pay any salary to the facilitators, instead a bonus of 3% on every re-charge of smart card will be given. The incentive rate will be fixed by Railways from time to time and facilitator has no rights for claim any arrears/compensation. No discount/bonus will be given on renewal of season tickets.

Such bonus credited on smart card shall be retained at the following rates,

Distance (in km)	NSG-1, NSG-2 & NSG-3	NSG-4, NSG-5 and NSG-6
Upto 150	3%	3%
151 to 500	2%	-
Beyond 500	1%	-

General Conditions:

1. Retired Railway Employees and general public with essential qualification and credentials are allowed to apply.
2. The applicant can apply for only one location under any one of the categories. Otherwise, the application will be rejected.
3. While selecting the applicants, preference will be given to the retired railway employees and if eligible applications are received more than the requirement, selection will be done by draw of lot method.
4. The selected applicant will be issued with Letter of Award (LOA) on engagement of facilitator. He/she will have to commence the contract within 15 days of the receipt of the LOA.
5. Otherwise, the engagement will be cancelled without any further intimation.

Working Procedure:

1. The facilitator shall wear neat uniform (Male - White shirt and Black Pant / Female-White over coat) and a name badge at their own cost. Identity card will be issued by Railways.
2. The facilitator has to work in a shift as instructed by the Commercial Supervisor and shall abide by the shift for the day & machine allotted. The facilitator shall work in any shift including night shift.
3. Tickets shall be issued to the public through ATVM, only with registered smart card. Smart Card shall be procured from Booking office on payment of Rs.100/- per card (includes Rs.50/- as Deposit & Rs.50/- as minimum recharge amount).
4. The smart card can be recharged for a minimum of Rs.20/- and for a maximum of Rs.20,000/-. Recharges shall be made as many times as desired by the facilitator.
5. Facilitator shall issue unreserved tickets to all the destinations regardless the distance and shall issue atleast 400 tickets/day. While issuing tickets, the facilitator shall ensure and be aware of all the train types, timings and trains repercussions (like train full/partial cancellation, diversion, rescheduling etc.,).
6. The facilitator shall ensure that a queue of passengers is formed and as per demand, tickets shall be issued duly collecting the correct fare. Digital mode of payment shall also be accepted and public shall be canvassed to purchase Smart card.
7. Passengers using UPI or smart cards for self-ticketing shall be given priority and necessary assistance in accessing the ATVMs. They shall be permitted to proceed directly to the machines, without standing in the queue managed by the facilitator.
8. Passenger approaching for cancellation of ticket issued through ATVM shall be directed to booking office for refund.
9. Commencement/Closure of shift and the number of tickets issued during the shift shall be reported to Chief Booking supervisor every day. The same has to be recorded in the concerned register.
10. If the smart card is lost, the same shall be intimated to Commercial Supervisor and Chief Commercial Inspector. Another smart card in lieu of the lost card can be purchased.
11. Dusting and general cleaning of ATVM will be the primary responsibility of the facilitator. Any system failure and requirement of ticket rolls shall be reported promptly to Commercial Supervisor. Damage/failure of ATVM due to any act of omission by facilitator, then the cost of repair will be borne by the facilitator.
12. The facilitator shall behave politely and courteously with passengers. Any complaint of misbehavior or over charging will be viewed seriously, which may also attract termination of engagement.
13. In all the cases including engagement, procedures for operation, transfer to any stations (if required), termination etc., decision of Sr. Divisional Commercial Manager, Tiruchchirappalli will be final and binding.
14. Any modification / Updation in the policy or guidelines issued by Railway Board will be implemented from time to time.

Penalty clause:

If any lapse or malpractice found and if proved against the facilitator, then Railway may impose a minimum penalty of Rs.1,000/- on first offence, Rs.2,000/- on second offence and on subsequent offences if proven guilty, the engagement as facilitator is liable for termination by forfeiting the security deposit.

Termination of Engagement:

The engagement as ATVM facilitator is liable for termination on the following conditions in part of the facilitator:

1. Subletting the engagement.
2. In case of complaint of excess charging.
3. Acts of misbehaviour with passengers.
4. Not giving priority to smart card holders/general public to use the ATVM.
5. Committing frauds in ticket sales like resale of tickets etc.
6. If the health condition of the facilitators does not permit them to discharge the duty effectively.
7. Any other omission / commission on part of the facilitator which, in the opinion of Railway administration is detrimental to the interests of passengers and Railways.
8. Indulging in any activity inviting Public Complaints/defaming Railway's image.
9. Not turning up for duty without prior intimation to the concerned supervisor.
10. Any other reasons in the interest of the Administration.

Disabling Clause:

1. The engagement as an ATVM facilitator does not grant any employment rights within the Railways.
2. The appointment is solely on contractual basis and does not entitle the facilitator to benefits such as absorption into Railway service, regularization of employment, bonuses, or Railway pass privileges etc.,
3. No claim in this regard shall be entertained. ATVM facilitator shall keep Railways free from any liabilities in present or future.

How to apply:

1. Applicants can download the application form and document from www.sr.indianrailways.gov.in.
2. If any corrigendum issued, the corrigendum is also to be signed and attached with the application form.
3. Only one application should be submitted by an applicant. Multiple applications will summarily be rejected.
4. All the information sought for in the application should be correctly filled and incomplete applications will be rejected.
5. **Annexure-I is application for Retired Railway employees, Annexure-II is application for general public, Annexure-III is format in which medical certificate is to be submitted and Annexure-IV is format for police verification certificate which is to be submitted by the applicants residing in Union Territories (KIK and PDY).**
6. The filled in application along with the enclosures as prescribed should be put in a sealed cover. The cover should be super scribed as **"Application for engagement as ATVM Facilitator (Retired Railway Employee or General public) at _____ Junction/Station"**. The sealed cover should be dropped in the box kept for the purpose in the Office of the Senior Divisional Commercial Manager, Tiruchchirappalli Division, DRM Complex, Trichy-620001 between **10:00 hours and 15:00 hours on 25.09.2026**
7. **Applications received after 15.00 hrs of 25.09.2026 will not be entertained.**
8. **The application received through post will be summarily rejected.**

NOTE: If the date of receipt of applications is declared to be a holiday, then the date of receipt of applications shall be the next working day.

The decision of the Railway Administration in all matters relating to eligibility, acceptance of application etc., will be final and no enquiry or correspondence will be entertained on this account. The Railway Administration does not accept any responsibility for sending reply to the applicants who are not selected.

Digitally Signed by P
Sr. Divisional Commercial Manager,
Tiruchchirappalli Division,
Southern Railway
Reason: Approved

Annexure – I**Application for appointment as ATVM Facilitator for Retired Railway Employees**

Paste a
recent
passport
size photo.

1.	Name of the Retired Railway Employee	
2.	Age & Date of Birth	_____ Yrs ____/____/____
3.	Date Of Retirement (DD/MM/YYYY)	
4.	Designation / Department	
5.	Retirement Status	Superannuation/Voluntary Retirement
6.	Pension A/C Number	
7.	Permanent Residential Address	
8.	Present residential Address	
9.	Aadhar Card Number	
10.	PAN card Number	
11.	Phone Number (Mobile)	
12.	Name of the location preferred to Work as Facilitator	
13.	Distance from residence to station applied for	_____ Km.
14.	Whether previously worked as ATVM facilitator. If so, the details of station worked as ATVM facilitator	
15.	Status of contract	Live / Foreclosed / Terminated

Enclosures:

Sl. No.	Documents to be enclosed	Proof enclosed Yes/No
1.	Copy of PPO	
2.	Copy of Residential proof	
3.	Copy of Aadhar card	
4.	Copy of Pan card	
5.	Copy of Medical certificate (as per format enclosed in Annexure-III)	
6.	Copy of Police clearance certificate (Applicants residing at Union territories have to get as per the format enclosed in Annexure-IV)	
7.	Copy of document regarding the status of ATVM engagement (if applicable)	

☐ I declare that all the information given above are true to the best of my knowledge. I have read all the terms and conditions and agree to abide by them. I understand that if any of the conditions is not followed, Railways can take appropriate action against me.

Place:

Date:

Signature of the applicant

Annexure-II**Application for appointment as ATVM Facilitator for General Public**

Paste a
recent
passport
size photo.

1.	Name of the Applicant	
2.	Father/Husband's Name	
3.	Age & Date of Birth	_____ Yrs ____/____/____
4.	Educational Qualification	
5.	Gender (Male/Female)	
6.	Permanent Residential Address	
7.	Present residential Address.	
8.	Telephone/Mobile Number	
9.	Station/Junction for which applied	
10.	Distance from residence to station applied for	_____ Km.

Enclosures:

Sl. No.	Documents to be enclosed	Proof enclosed (Yes/No)
1	Age proof (other than Aadhaar card)	
2	Educational Qualification	
3	Address Proof	
4	Copy of Aadhaar Card	
5	Copy of Pan Card	
6	Medical certificate issued by registered Doctor as per format enclosed in Annexure-III	
7	Police Clearance Certificate (Applicants residing at Union territories have to get as per the format enclosed in Annexure-IV)	
8	Copy of bank pass book 1 st page (from an active account)	

☐ I declare that all the information given above are true to the best of my knowledge. I have read all the terms and conditions and agree to abide by them. I understand that if any of the conditions is not followed, Railways can take appropriate action against me.

Place:

Date:

Signature of the applicant

Annexure-III

MEDICAL FITNESS CERTIFICATE

This is to certify that I have carefully examined Mr./Ms. son/daughter of
..... aged of village district
..... state Pin code

He/she is in good mental and physical health and is free from any physical defects such as deafness, colour blindness, and any chronic or contagious diseases.

This certificate is being issued to him/her for the purpose of

Signature of the Candidate:

Medical Officer's Name:

Registration Number:

Signature with Seal:

Annexure-IV**Police Verification Certificate – for applicants residing in Union Territories**

Sl. No	Particulars	
1	Full Name with Aliases	
2	Parents Names	
3	Nationality	
4	Present Address in full with Police Station & District	
5	Period of Residence	
6	Home/Permanent Address in full with Police Station & District	
7	Addresses with Police Stations and Districts where the applicant has resided continuously for more than 6 months in the past 5 years	
8	Aadhar Number	
9	The applicant has been involved in a criminal case as accused (Yes/No). If yes, then details	
10	The applicant has been arrested in connection with a criminal case (Yes/No). If yes, then details	
11	The applicant has been convicted for a criminal offence (Yes/No). If yes, then details	

Declaration: I certify that, the above information is correct and complete to the best of my knowledge and belief.

Signature of the applicant with Date and Place	
Countersigned by Contracting Railway Supervisor with Date and Place	

Police Certificate:

The details as stated above are correct & the above person does not have any criminal case registered or pending against him in any court of law as per official records available.

Remarks (if any):

Place:

Date:

Counter Signature of Authorized
Signatory with Stamp