

**TENDER FORM FOR APPOINTMENT AS STATION TICKET BOOKING AGENT
(STBA) AT RAILWAY STATION**

1.	Name of the applicant	:		Affix a recent passport size photograph and sign across
2.	Father's / Husband's Name	:		
3.	Date of birth and age	:		
4.	Educational qualifications	:		
5.	Present Occupation, if any	:		
6.	Present residential Address.	:		
7.	Community	:		
8.	Contact Landline and Mobile number	:		
9.	Station applied for to work as STBA	:		
10.	Distance from residence to the Station applied for (in Kms)	:		
11.	PAN Card No:(copy to be attached)	:		
12.	Percentage of Commission opted for monthly sales turn over above One Lakh (Max of 4%)		In Figures	In Words
			%	

Signature of the Applicant

DECLARATION

I,, do hereby declare that all the particulars furnished above are true to the best my knowledge, information and belief and I have fully understood the Terms and Conditions stipulated under General Conditions and will abide by the same. **Further, I hereby declare that I have not been appointed as STBA at any other station.**

Signature of the applicant

Enclosures-

Sl. No		DD/Cash Receipt No.	Date	Name of the Bank
1	Cost of Tender Form for Rs 1120/- (Including 12% GST)			
2	EMD Rs 2000/-			
3	Residence certificate attested copy of the proof to be attached			
4	Copy of proof of age and SSLC certificate attested by Gazetted Officer.			

Tenders without cost of Tender form and EMD will be summarily rejected.

GENERAL CONDITIONS:

How to apply

- (i) Applications should be submitted in the prescribed Tender form.
- (ii) Applicant has to enclose a Demand draft for Rs. 1120/-including (12% of GST) in favour of **Senior Divisional Finance Manager, Thiruvananthapuram Division, Southern Railway, Thiruvananthapuram-695014** towards cost of tender form. Cost of tender form can also be paid through cash to Senior Divisional Cashier (Pay), Divisional Cash Office, Southern Railway, **Thiruvananthapuram**. The Cash receipt / DD in original should be enclosed with the application.
- (iii) A recent passport size color photo should be pasted on the application. Applications received without the photo are liable to be rejected.
- (iv) An earnest money deposit of Rs. 2000/- should be submitted along with the application. The EMD can be paid through cash to Senior Divisional Cashier (Pay), Divisional cash office, Southern Railway, **Thiruvananthapuram** or through Demand Draft drawn from a Nationalized / Scheduled Bank drawn in favour of Sr. Divisional Finance Manager, **Thiruvananthapuram`Division, Southern Railway**. The Cash receipt / DD in original should be enclosed with the application.
- (v) Completed application in all respects and with all enclosures should be put in a cover and firmly pasted. **The cover should be superscribed as “Application for appointment as STBA at ----- Station”**. The cover should be addressed to Senior Divisional Commercial Manager, Railway Divisional Office, Commercial Branch, Southern Railway, **Thiruvananthapuram -695014**.
- (vi) The cover can also be dropped in the box kept for this purpose in the office of the Senior Divisional Commercial Manager, **Thiruvananthapuram** Division, Southern Railway in the above address between 10.00 hours to 14.00 hours on 21/04/2021. Applications received after 14.00 hours will not be entertained. The administration will not be responsible for any postal delay.
- (vii) The covers will be opened on the same day at 14.30 hours in the presence of applicants, if any.
- (viii) Tenders without cost of Tender form and EMD will be summarily rejected.

II) PRELIMINARY : STBA Scheme

- 1) STBA are appointed on commission basis at ‘E’ category stations to issue UTS (Unreserved) tickets.
- 2) STBA will function from the existing UTS (Unreserved Ticketing System) Counter available at the “E” category station.
- 3) A maximum of one STBA per station will be appointed to disburse UTS (Unreserved) tickets throughout the day (24hrs). If needed the STBA can nominate one person(Assistant) to man the counter.
- 4) STBA operator shall be allowed to issue all types of non-concessional unreserved tickets including platform tickets, season tickets on payment of cash/card only. However renewal of season tickets and issue of Senior Citizen concession tickets shall be permitted. All other concessional tickets requiring documentary proof before issue of tickets, can also be issued by the STBA only when endorsed and permitted by the Station Master concerned.
- 5) Period of contract will be for **Three** years.
- 6) Facility of Non-Issue/Cancellation of ticket will be permitted only if authorized by the Station Master concerned.
- 7) Disbursement of Unreserved tickets by STBA will be governed by the timings as prescribed by the Railways keeping in view the requirement at the station.

III) Eligibility Criteria.

- A. The applicant should be a resident of **Local Block/Tehsil/Mandal** in which “E” category station is located where STBA is proposed to be appointed (Attested copy of proof to be attached).
- B. The applicant should not be under 18 years of age and should be at least X passed (Attested copy of proof to be attached)
- C. The selected applicant will have to produce **original** certificate from Police station serving his/her locality that no criminal case is pending against him/her.
- D. The applicant is eligible to be appointed as STBA at only one location.**

IV) Security Deposit

Selected STBA will have to remit a refundable security deposit of Rs 5000/- (Rupees Five thousands only) and Bank Guarantee of Rs 20,000/- (Rupees Twenty thousands only) to the Railway before taking over as STBA. On successful completion/termination of contract, pending dues will be adjusted from the Security Deposit and balance amount will be refunded to STBA. The Security Deposit will be enhanced if considered necessary keeping in view of the sale of tickets at the station.

V) Payment of Commission

The commission shall be paid on net sales and in case of concessional tickets it shall be on the actual fare collected by the Railways. The commission will be calculated on monthly sales turnover.

Slabs	Sales Turn over in Rs	Rate at which Commission Payable
Slab 1	1-15000	15% (min Rs 500/-)
Slab 2	15001-50000	12%
Slab 3	50,001-100000	9%
Slab 4	> 100000	4% or the rate quoted whichever is lower.

VI) Method of selection

Out of the applicants fulfilling the eligibility conditions, the candidate who opts for the least commission (on the 4% commission slab) on monthly sales turnover will be selected for appointment. If more than one applicant quoted the same rate then the selection will be done by draw of lots.

VII) Working Procedure

- 1) The cost of hardware and software (including maintenance), electricity and hiring of channel will be borne by the Railways. The space will also be provided to them by the Railways free of cost.
- 2) STBA should not sublet/assign or transfer the rights or obligations arising out of the contract. In case of death of agent, his /her legal heir(s) will be allowed to act as the STBA for the unexpired period of the agreement by the competent authority.
- 3) The STBA will have to deposit the cash collected through sale of tickets, to Station Master/Asst Station Master on duty on 8 hourly basis prevalent on Indian Railways ie at 0600hrs, 1400hrs & 2200 hrs .
- 4) STBA will not sublet/assign or transfer the rights or obligations arising out of the contract. However if he/she so desires, he/she can nominate another person as Assistant to man the counter with the prior approval of Senior Divisional Commercial Manager, Thiruvananthapuram on submission of required documents.
- 5) Both STBA and the assistant to STBA nominated by him to sell tickets shall be issued a photo identity card and their names will also be displayed on a notice board at the station premises.
- 6) The disbursement of unreserved tickets by STBA will be governed by the timings as decided by the concerned Railway, keeping in view of the local conditions.
- 7) STBA will be authorized to issue cash/card tickets only. The STBA operator shall be allowed to sell all types of non-concessional unreserved tickets issued through Unreserved Ticketing System including platform tickets and season tickets. Renewal of season ticket shall also be permitted. STBA can however issue Sr.Citizen concessional tickets. All other concessional tickets requiring documentary proof, before issue of tickets can be issued by STBA only when endorsed and permitted by the Station Master/Asst Station Master (SM/ASM) concerned.
- 8) The facility of 'NI' (Non Issued) will be available to the STBA only when authorized/endorsed by the concerned SM/ASM.
- 9) Cancellation of ticket: The facility of cancellation of ticket will be available to STBA only when authorized/endorsed by concerned SM/ASM.
- 10) The Railway officer in-charge of the station ie SM/ASM will be responsible for the safe custody of the ticket rolls and they will hand over/take over the ticket rolls daily from the STBA.
- 11) Shift summary and daily summary of transaction details done by STBA shall be extracted through UTS and the STBA should deposit the cash accordingly to the SM/ASM at the end of the shift/day.
- 12) SD and BG will be forfeited if the STBA discontinue the contract without prior notice.

VIII) OPERATING PROCEDURE FOR STBA:

1. It is the responsibility of the STBA operator to maintain proper Handing over/Taking over of Part/Full roll UTS tickets, Daily-Transaction Cash summary ticket (DTC), Non-issue ticket, Special Cancellation ticket, unused blank ticket and the Railway cash as per DTC at the close of each shift under proper acknowledgement to the on duty Station Master.
2. Excess cash in booking if any, should be handed over to the Station Master under proper accounting and acknowledgement. Likewise, shortages in Railway cash, collection of torn/mutilated currencies, fake notes if any is the personal responsibility of the STBA operator and should be made good immediately.
3. Missing of DTC tickets, pair of NI ticket, pair of Special cancellation ticket will be debited to STBA and is required to pay the II class fare for four persons for the farthest destination from the point of booking.
4. STBA should keep the counter open well in advance of the service of the train in consultation and coordination with the Station Master of the respective station. Under abnormal circumstances viz. late running of trains the STBA should be prepared to issue tickets beyond the counter normal working hours.
5. STBA should keep the environment neat and clean. The computer peripherals should be maintained safely.
6. STBA should not handle any kind of instrument provided at SM room.

IX) Period of Contract.

Initially STBA shall be engaged for a period of 3 years. An agreement will be executed by STBA with the Railways.

X) Termination of Contract

Each side can terminate the contract without assigning reasons by giving a notice of 10(ten) days. The SD and BG will be forfeited if the STBA discontinues the contract without prior intimation.

XI) Appointment of STBA

- 1) Appointment of STBA 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 STBA or his/her legal heirs. No claim in this regard shall be entertained. The STBA shall keep Railways free from any liabilities in present or future.
- 2). Applications should be complete in all respects failing, which the same will be rejected without giving any notice and no communication either orally or in writing shall be entertained in this regard.
- 3) All copies of documents / certificates submitted along with the applications should be attested by a Gazetted Officer.

XII) Penalty Clause

If the ticketing activity stops due to non availability of STBA or negligence of STBA resulting in non functioning of equipments, a suitable penalty equal to the average daily turnover from sale of UTS tickets at that particular location, subject to a minimum of Rs 500/- per day will be imposed.

**Divisional Railway Manager (Commercial),
Southern Railway, Thiruvananthapuram -695014
For and on behalf of President of India.**

