

**APPLICATION FOR SELECTION AS STATION TICKET BOOKING AGENT (STBA)  
SOUTHERN RAILWAY, SALEM DIVISION.**

Senior Divisional Commercial Manager, Salem Division, Salem - 5, for and on behalf of the President of India, invites application for selection as Station Ticket Booking Agent (STBA) for issue of unreserved tickets to passengers from “NSG-6” category stations over Salem division through Single packet tender system for a period of three years.

**1. General Terms and Conditions:**

- A. Person selected as STBA shall function from the existing UTS counter available in SM office of “NSG-6” Category stations.
- B. A maximum of **ONE STBA** will be selected per station. The STBA will issue tickets at the station round the clock. STBA shall deposit the cash collected through sale of tickets, to the concerned Station Master/Assistant Station Master of the station on duty on 8 hourly shift basis as prevalent on that station viz., at 06.00 hours, 14.00 hrs and at 22.00 hrs.
- C. STBA should not sublet / assign or transfer the rights or obligations arising out of the agreement. However, STBA may nominate one person per counter for issuing tickets with prior approval of Railway authorities subject to fulfillment of prescribed conditions as per para 3 A to 3 C.
- D. Both STBA and the additional person, if any, nominated by him to sell tickets will be issued with Identity card by Sr.DCM/DCM and their names will be displayed on a notice board at the Station premises.
- E. 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 subject to fulfillment of prescribed conditions as per para 3 A to 3 C.
- F. If ticket issuing activity stops due to non-availability of STBA or his/her negligence resulting in nonfunctioning of equipments, **penalty equal to average daily turnover from sale of UTS tickets at that particular station, subject to a minimum of Rs.500/- per day will be imposed.**
- G. Disbursement of Unreserved tickets by STBA will be governed by the timings keeping in view of the local condition of the station.

Signature of applicant

- H. STBA operator shall be allowed to issue all types of non-concessional unreserved tickets issued through UTS including Platform tickets, and Season tickets, on cash basis only. Renewal of Season ticket and issue of senior citizen concessional tickets shall also be permitted. All other concessional tickets requiring documentary proof before issue of tickets can be issued by STBA only when endorsed and permitted by the SM / ASM on duty concerned which shall be done prior to the sale of such concessional tickets. STBA is authorized to issue only UTS tickets, He cannot issue PRS tickets. The STBA will under all circumstances issue the tickets under the guidance and supervision of the SM/ASM at all times without fail.
- I. The period of contract will be for **THREE YEARS** only.
- J. Facility of Non-issue/Cancellation of Ticket by STBA will be permitted only when the same is authorized/endorsed by the concerned SM / ASM on duty.
- K. STBA should maintain and update requisite registers/statements pertaining to issue of tickets through UTS, which will be elicited at the time of agreement.
- L. Selected STBA will have to remit a refundable security deposit of Rs.5,000/- and Bank Guarantee of Rs.20,000/- to the Railway. On completion/termination of agreement, pending dues will be adjusted from the SD and balance refunded to STBA. The security deposit may be enhanced if considered necessary keeping in view of the sales at the station.
- M. In case STBA expresses inability to operate the counter(s) after his/her selection, the Bank guarantee as well as Security Deposit furnished by him/her shall be forfeited.
- N. Selected STBA is required to execute an agreement with the Railways.

**2 . OPERATING PROCEDURE FOR STBA:**

- A. 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 from SM / ASM on duty.
- B. Excess 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 is the personal responsibility of the STBA operator and should be made good immediately.
- C. Missing of DTC tickets, pair of NI ticket, Pair of Special cancellation ticket will be debited to STBA and would be required to pay the II class fare for four persons for the farthest destination from the point of booking.

Signature of applicant

- D. 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.
- E. STBA should keep the environment neat and clean. The peripherals should be maintained neatly.
- F. STBA should not handle any kind of instrument provided at SM room.

**3. ELIGIBILITY CRITERIA AND DOCUMENTS TO BE SUBMITTED WITH APPLICATION:**

- A. The applicant should be a resident of Local Block/Tehsil/Mandal in which “NSG-6” category station is located where STBA is proposed to be engaged.
- B. The applicant should not be under 18 years of age and should have passed at least class-X exam.
- C. The selected applicant will also have to produce a certificate from the Police station serving his/her locality that he/she has no criminal record and no criminal case is pending against him/her. **STBA and his/her nominated agent should not be ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity.**

**4. MODE OF SELECTION AND COMMISSION PAYABLE:**

- A. Applications received through open tender will be scrutinized and eligible candidates will be shortlisted for selection. Among the eligible, the candidate who quotes the least commission in the 4% commission slab on monthly sales turnover will be selected as STBA.

Slabs	Sales Turnover in Rs.	Commission percentage payable on sales turnover
Slab 1	1 - 15,000	15% (Min Rs.500/-)
Slab 2	15,001 – 50,000	12%
Slab 3	50,001 – 1,00,000	9%
Slab 4	> 1,00,000	4% or the rate quoted whichever is lower

Note: The commission will be calculated on monthly basis as is being done for Halt agents (Boards letter No.99/TG-iv/Halts /Policy dated 08.09.2000) and as per IRCM Vol.II Para 2425 item no.28.

- B. Where more than one applicant quotes the same rate, the selection will be done through draw of lots.
- C. Commission shall be paid on the amount credited to Railway's account through sale of UTS tickets and in case of concessional tickets it shall be on actual fare collected. The commission shall be paid from the Station Earnings.

Signature of applicant

**5. Disabling Clause:**

Engagement as STBA shall not confer any right and/or claim whatsoever on the person to seek employment in Railways. No benefits 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 by the Railways. The STBA shall keep railways free from any liabilities in present or future.

**6. Termination of contract:**

Each side can terminate contract without assigning reasons by giving a notice of 30 days. However, in case of fraud/criminal case, Railway shall be at liberty to terminate the contract without giving any prior notice.

**7. STBA Locations called for:**

1	Rasipuram	2	Omalur	3	Eriodu	4	Elamanur
5	Ingur	6	Mukasaparur	7	Mutrasanallur	8	Perugamani
9	Unjalur	10	Virarakkiam				

**8. HOW TO APPLY:**

1. Interested applicants can download the application form and tender document from the website [www.sr.indianrailways.gov.in](http://www.sr.indianrailways.gov.in). All the pages of tender document are to be signed and attached with application form. If any corrigendum is issued, the corrigendum is also to be signed and attached with the application form. Applications received without signature in all pages of tender document and corrigendum, if any, is liable to be rejected.
2. The application form can also be obtained from the office of the undersigned on any office working day on production of Money Receipt for a sum of Rs.1,120/- towards cost of application form , remitted in the Booking Office at any of the station.
3. Eligible persons should submit their application along with EMD of Rs. 2,000/- and Rs. 1,120/- towards cost of application form. The applicant should enclose all the required documents with the application form. Applications received without the required documents is liable to be rejected.
4. EMD and Cost of application form should be in the form of Demand Draft/Pay order from any of the scheduled bank drawn in favour of **Senior Divisional Finance Manager, Southern Railway, Salem - 636 005**. The money receipt/DD in original, separately for EMD and towards cost of application form should be enclosed with the application. Applications received **without EMD and cost of application** fee will be rejected.

Signature of applicant

5. Forfeiture of EMD-

The EMD will be liable for forfeiture without any prejudice to any rights or remedies

- a) If the applicant withdraws the offer before finalization of the tender
- b) If the successful applicant fails to take the contract.

6. After finalization of tender, EMD of unsuccessful applicants would be refunded. For refund of EMD, the details of Bank to which the same is to be sent is to be furnished.

7. **The applicant is eligible to be selected as STBA in only one location.** Application should be accompanied by a declaration that he / she have not been selected as STBA at any other station.

8. Application complete in all respects and with all enclosures should be put in a cover and firmly pasted. The cover containing application should be superscribed as **'Application for selection of STBA at \* station'** and should be addressed to 'Senior Divisional Commercial Manager, Divisional Office, Southern Railway, Salem - 636 005'.

**\*Specify the station applied for.**

The cover should be dropped in the box kept in the office of the Senior Divisional Commercial Manager, Divisional Office, Southern Railway, Salem 636 005 between 10.00 hrs and 15.00 hours on 27.04.2021 and the same will be opened at 15.30 Hrs on the same day. Applications received after 15.00 hrs on 27.04.2021 will not be entertained.

**9. Force majeure clause:**

If at any time , during the continuance of this contract the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of public enemy, civil commotion, sabotage, serious loss or damage by fire, explosions, epidemics/pandemics, strikes, lockouts or acts of God (hereafter, referred to events) provided, notice of the happening of any such event is given by either party to the other within 30 days from the date of occurrence thereof. Neither party shall by reason of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and works under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the manager as whether the works have been so resumed or not shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 120 days, either party may at its option terminate the contract by giving notice to the other party.

--Sd--

पी.वी मनोज/P.V.MANOJ

मंडल वाणिज्य प्रबंधक/DIVISIONAL COMMERCIAL MANAGER

कृते मंडल रेल प्रबंधक (वाणिज्य)/For DIVISIONAL RAILWAY MANAGER (COMMERCIAL)

दक्षिण रेलवे / SOUTHERN RAILWAY/सेलम/ SALEM-636 005.

Signature of applicant

**APPLICATION FOR SELECTION AS STATION TICKET BOOKING AGENT (STBA)**

1. Name of the Applicant	:	_____	Paste recent passport size photo.
2. Father/Husband's Name	:	S/D/W of _____	
3. Age & Date of Birth	:	____ Yrs ____/____/____	
4. Educational Qualification	:	_____	
5. Gender (Male/Female)	:	_____	
6. Religion	:	_____	
7. Address for communication	:	_____ _____ _____ _____ Pin _____	
Telephone/Mobile Number		:	_____
8. Distance from residence to station applied for	:	_____ Km.	
9. Station for which applied	:	_____	

Percentage of Commission opted for net earnings above 1 lakh (Maximum of 4%)	In Figures	In Words (Percentage)
	%	

**Declaration**

I hereby declare that I have not been appointed as STBA at any other station over Railways. I further declare that all the information given above is true to the best of my knowledge.

**Place:**

**Date:**

**Signature of the Applicant**

**Enclosures:**

S.No.	Details	DD / Money Receipt No	Date
1	Cost of Application form Rs. 1,120/- (Application Cost-Rs.1000/- & GST @ 12%-120/-)		
2	EMD of Rs. 2,000/-		

\* Cost of application form and Earnest Money Deposit should be in the form of Demand Draft/Pay order from any of the scheduled bank drawn in favour of  
**"Senior Divisional Finance Manager, Southern Railway, Salem - 636 005"**

1	Age Proof (Attested Copy)	
2	Address Proof (Attested Copy)	
3	Educational Qualification (Attested Copy for Class X pass)	
4	Police verification certificate (selected applicant)	