

N.F.RAILWAY

PRESS NOTIFICATION


Tender Notice No.C/STBA/Tender/2024

Date: 08.02.2024

Divisional Commercial Manager(I/C), N.F.Railway, Tinsukia for and on behalf of President of India, invites applications in the prescribed format as (Annexure-A) for appointment of Station Ticket Booking Agent (STBA) on contractual basis for a period of 03 (three) years against NSG-6 category stations mentioned as under:-

SN	Description	Particulars
1.	Name of work with locations	Station Ticket Booking Agents (STBA) at 09(Nine) NSG-6 category Station - Chawlkhowa(CKW), Lahoal(LHL), Dikom(DKM) , Chariali(CGF) , Namtiali(NMT), Baruabamungaon(BBGN), Safrai(SFR), Nakachari(NCH) and Cinamara (CMA) .
2.	Approximate cost of the work	Nil
3.	Application forms available at	Office of the Sr.Divisional Commercial Manager, DRM Building, N.F.Railway, Tinsukia and also can be downloaded from www.nfr.indianrailways.gov.in
4.	Date and starting time for dropping of application	From 10.00 Hrs. of 13.02.2024 on any working days in a sealed box kept in the Office of the Sr.Divisional Commercial Manager, Tinsukia
5.	Last date for dropping of application	Up to 17.00 Hrs. of 12.03.2024 on any working days in a sealed box kept in the Office of the Sr. Divisional Commercial Manager, Tinsukia
6.	Opening date of Tender Boxes	11.00 Hrs. of 13.03.2024 in the Office of Sr. Divisional Commercial Manager, Tinsukia
7.	Earnest Money to be deposited along with application	₹ 2000.00 (Rupees Two Thousand) only to be deposited in the form of Demand Draft in favour of FA&CAO, N.F.Railway, Maligaon.
8.	Security Money to be deposited on tender finalization	₹ 10000.00 (Rupees Ten Thousand) only to be deposited in the form of Demand Draft / fixed deposit in favour of FA&CAO, N.F.Railway, Maligaon.

N.B:- If the date of opening and submission happens to be a Holiday or Bandh or there is some unforeseen reason, the submission of applications/opening of the box will be done on the following working day as per the same timings and place mentioned above.


08/02/24
Assistant Commercial Manager
N.F.Railway, Tinsukia
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Assit. Commercial Manager
पु.सी. रेलवे, तिनिसुकिया
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NOTIFICATION FOR SELECTION OF STATION TICKET BOOKING AGENT (STBA) OVER TINSUKIA DIVISION

Tender Notice No.C/STBA/Tender/2024

Date:08.02.2024


Applications are invited in the prescribed format for selection and appointment of Station Ticket Booking Agents (STBAs) on contractual basis for a period of 03 (three) years on commission basis at NSG-6 category station viz. Chawlkhowa(CKW), Lahoal(LHL), Dikom(DKM) , Chariali(CGF) , Namtiali(NMT), Baruabamungaon(BBGN), Safraï(SFR), Nakachari(NCH) and Cinamara (CMA) over Tinsukia Division for issue of Unreserved Tickets through computerized Unreserved Ticketing System (UTS).

1. **Qualification:**


- a. The applicant should be a resident of the local district in which the station is located where STBA is proposed to be engaged. Relaxation in this condition can however, be given by DCM (I/C), in case no suitable candidate of local district is eligible to be engaged as STBA.
- b. The applicant should not be under 18 years of age and should have passed at least Class-X examination. Valid age proof and education qualification certificate should be submitted.
- 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.
- d. STBA and his /her nominated agent should submit declaration in legal form that he/she not be ex- Railway staff who has been removed or dismissed from service on the ground of doubtful integrity.
- e. The applicant should submit correct and valid ID proof (Adhaar card and PAN card).

2. **General Terms and Conditions:**

- a. 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
- b. STBA, however, if he so desires, may nominate additional persons for sale of tickets. Additional number of persons which can be nominated shall be decided by DCM(I/C)/DCM based upon the quantum of ticket sale at the station. Provision for the same may be made in the standard agreement, with prior approval of the competent authority subject to fulfillment of prescribed conditions mentioned Para 1above.
- c. STBA shall not sublet/assign or transfer the rights or obligations arising out of the agreement. In case of death of agent, his/her legal heir(s) will be allowed to act as STBA for the unexpired period of agreement by the competent authority, subject to Para 1 above.
- d. Both the STBA and the additional persons, if any, nominated by him to sell tickets shall be issued a photo Identity Card by the concerned DCM(I/C) and their name(s) shall also be displayed on a Notice Board at the station premises.
- e. The STBA operator shall be allowed to sell all types of non-concessional unreserved tickets issued through UTS including platform ticket and season tickets, on cash basis is only. Zonal railway can also authorize payment through POS/Digital modes at such locations keeping in view the location condition. Renewal of season tickets and issue of senior citizen ticket shall also be permitted. All other concessional tickets requiring documentary proof before issue of ticket can also be issued by STBA only when endorsed and permitted by the SM/ASM concerned, which shall be done prior to the sale of such concessional tickets.
- f. The facility of NI (not issued) will be available to the STBA only when authorized/endorsed by the concerned SM/ASM.
- g. Cancellation of ticket: The facility of cancellation of ticket may be extended to STBA only when authorized/endorsed by concerned SM/ASM beforehand.
- h. Money receipts, TTE cash, Parcel cash etc., can be remitted at the STBA counter only when authorized/endorsed by concerned Station Master/Assistant Station Master. However, the revenue so received shall not be accounted for in the monthly turnover of the station, for the purpose of calculating the commission for STBA.


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- i. The STBA shall deposit the cash collected through sale of tickets, to the concerned on duty Station Master/Assistant Station Master of the station on 8 hourly shift basis as prevalent on that station.
 - j. All concessions orders should be handed over to the SM/ASM along with cash and cancelled /NI tickets. Failure of the STBA to do so shall result in the collection of difference of fare to be recovered from the STBA.
 - k. If the ticketing activity stops due to non-availability of STBA or due to his/her negligence resulting in non-functioning of equipment, penalty equal to the average daily turnover from sale of UTS tickets from that locations, subject to minimum of Rs.2000/- per day shall be imposed. Penalty upto Rs.500/- shall be imposed against established public complaint regarding the functioning of STBA.
 - l. The Railway Officer-in Charge of the station i.e. SM/ASM shall be responsible for the safe custody of the ticket rolls and it shall be his duty to hand over/take over the ticket roll daily from the STBA. Proper record of ticket rolls issued to the STBA shall be maintained at the stations.
 - m. Shift summary and details of daily summary of transaction handled by STBA shall be extracted through UTS and the STBA shall deposit the cash accordingly to the SM/ASM at the end of the shift.
 - n. A consolidated statement of ticket rolls supplied and details of tickets sold by STBA will be submitted by SM/ASM or any other nominated officer to DCM(I/C) every month.
 - o. Zonal Railway shall have powers to prescribe working guidelines within the frame work of this scheme. The Railways shall also frame an agreement to be signed with STBA on the basis of this policy guideline.
 - p. In case STBA express his inability to operate the counter(s) after his/her selection by zonal Railways, the Security Deposit furnished by him shall be forfeited and deposited in railway account as per procedure
 - q. The disbursement of unreserved tickets by STBA shall be governed by the timings as decided by the concerned Railway, keeping in view the local conditions.
3. **Period of Engagement:**Initially, STBA shall be engaged for a period of 03 (three). An agreement shall be executed by STBA with DCM(I/C) or DCM. Fresh tender shall be floated well before the expiry of three years. In case of delay in finalization of tender, the existing agreement may be extended for 06 (six) months or till finalization of new agreement as per this scheme, whichever is earlier. However such extension shall not exceed three years.
4. **Termination of contract:**Each side can terminate the agreement without assigning reasons by giving a notice of 30 (thirty) days. However in case of fraud /criminal case, railway shall be at liberty to terminate the contract without giving any prior notice.
5. **Disabling Clause:**Engaging an individual as STBA will not confer any right and/or claim whatsoever on the person to seek for employment on Railways. No benefits viz. absorption in Railway service, regularization of service, railway pass facility etc. shall accrue to the STBA of 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. Suitable clause in the agreement to this effect may be incorporated.
6. **Arbitration:**To resolve any dispute or claim of any kind of nature arising under or in connection with this agreement between the parties, the standard arbitration clause will be incorporated in the agreement.


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7. Agreement:

An agreement shall be executed by STBA with Sr.DCM/DCM.

8. Commission payable:

The commission payable shall be as follows:-

Slabs	Monthly Sales Turnover (in Rs)	Monthly Commission per ticket
1.	1- 20,000	25% (subject to minimum Rs. 2,500.00)
2.	20,001 – 1,00,000	15%
3.	> 1,00,000	04% or the rate quoted whichever is lower.

The commission will be calculated on monthly basis as is being done for Halt agents (Board's letter no. 99/TG-IV/halts /Policy dated 08.09.2000) and as per IRCM Vol.II para 2425 item no.28. Commission to STBAs shall be paid from the station Earnings. The commission shall be paid on the amount credited to Railway's account. In case of concessional Tickets, the commission shall be calculated on the actual fare collected by the railways.

9. Commencement of the contract:

The contract period will commence from 15 (fifteen) days after the date of receipt of the Letter of Acceptance issued by the competent authority subject to Security Deposit (Fixed Deposit or money Receipt) to be deposited by the selected STBA stated vide Para 11 and execution of the Agreement between the STBA and Railway Authorities

10. STBA locations called for:

The names of 05 (five) NSG-6 category stations for appointment as Station Ticket Booking Agent as under:-


SN	Name of E category stations	SN	Name of E category stations	SN	Name of E category stations
1.	Chawlkhowa(CKW)	2.	Lahoal(LHL)	3.	Dikom(DKM)
3.	Chariali(CGF)	4.	Namtiali(NMT)	6.	Baruabamungaon(BBGN)
7.	Safrai(SFR)	8.	Nakachari(NCH)	9.	Cinamara (CMA)

11. Security Deposit:


A refundable security deposit of Rs.10,000/- for NSG-6 shall be deposited by the selected STBA in the form of money receipt or fixed deposit.However, the security deposit can be enhanced/reduced by the Railway keeping in view the sale of ticket at the station, with concurrence of finance. On completion/termination of agreement, pending dues if any shall be adjusted from the Security Deposit and balance refunded to STBA.

12. How to Apply:

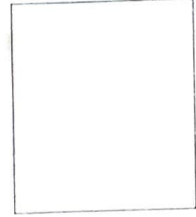
- Interested applicants can download the Application Form from the website i.e. www.nfr.indianrailways.gov.in or collect from the Office of the Sr. Divisional Commercial Manager. DRM Building, N.F.Railway, Tinsukia on any working days between the stipulated periods. All the pages of documents are to be signed and attached with application form. If any corrigendum is issued, the corrigendum is also to be signed and attached with application form. Application received without signature in all pages of documents and corrigendum, if any, is liable to be rejected.
- Eligible persons should submit their applications along with Earnest Money Deposit (EMD) of Rs. 2000.00 (Rupees two thousand) only to be deposited in favour of FA&CAO, N.F.Railway, Maligaon in the form Demand Draft. The applicant should also enclose all the required documents with the application form. An application received without the required documents is liable to be rejected.
- A recent passport size color photo should be pasted in the application. Applications received without the photo are liable to be rejected.


08/02/24
Assistant Commercial Manager
सहायक वाणिज्य प्रबंधक
Asst. Commercial Manager
पू.सी. रेलवे, तिनिसुकिया

- d. Earnest Money Deposit (EMD) of Rs. 2000.00 (Rupees two thousand) only should be deposited in the form of Demand Draft issued from Nationalize Bank drawn in favour of FA&CAO, N.F.Railway, Maligaon. EMD should be enclosed along with the application. An application received without EMD will be rejected.
- e. **Forfeiture of EMD**:-EMD will be liable for forfeiture without any prejudice to any rights or remedies:
- If the applicant withdraws the offer before finalization of the tender.
 - If the successful applicant fails to take the contract.
- f. After finalization of tender, EMD of unsuccessful tenderer would be refunded. For refund of EMD, the details of Bank to which the same is to be sent and to be furnished.
- g. The applicant is liable to be appointed as STBA in only one location. Application should be accompanied by a declaration that He/She has not been appointed as STBAs at any other station. Applications for more than one station will be summarily rejected.
- h. Application completes in all respect and with all enclosures should be put in a cover and firmly pasted. The cover containing application should be super-scribed as "Application for Appointment of STBA for _____ station" and should be addressed to Assistant Commercial Manager, N.F.Railway, Tinsukia. Applications complete in all respect and with all enclosures should be put in a cover and firmly pasted. The said cover/ envelop should be dropped in a sealed box kept in the Office of the Sr.Divisional Commercial Manager, N.F.Railway, Tinsukia between **13.02.2024 at 10.00 Hrs to 12.03.2024 at 17.00 Hrs**. Applications received after **17.00 Hrs. on 12.03.2024** will not be entertained.


08/02-24
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Asstt. Commercial Manager
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APPLICATION FOR APPOINTMENT AS STATION TICKET BOOKING AGENTS (STBA)
AT _____ STATION.



1. Name of the applicant: Mr/Mrs/Ms _____
2. Sex (Male/ Female) _____
3. Date of birth (with proof) _____
4. Educational Qualification _____
(Attested copies of certificate to be enclosed)
5. Residential Address _____
6. Residence Telephone No/Mobile No. _____
7. Name of the station opted for appointment as STBA _____
8. PAN Card No. _____
9. Details of Earnest Money Deposited (EMD) _____
10. Commission to be quoted in the 4% (four percent) slab _____
a. _____ (in words) and _____ (in figure)*
* In case of discrepancy, percentage quoted in words shall be taken into account.
11. Name of Police Station _____ from where criminal case pending certificate
obtained (Original copy to be enclosed along with the application and should be from police station
serving his/her locality)

Declaration: I the undersigned undertake that in the event of any false or inaccurate information given by me herein above in any respect, my application/license shall be liable to be rejected/cancelled at any stage. I shall abide by all the Terms and Conditions of Station Ticket Booking Agent scheme prescribed by the Railway administration from time to time. I have not been appointed as STBA at any other station.

Documents to be attached, Signed tender documents and attested relevant/required enclosures.

Place & Date _____

Signature of the applicant (in full)
Address & Contact No.