

EAST COAST RAILWAY
STATION TICKET BOOKING AGENTS (STBA)

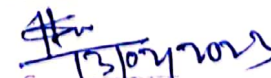
No. C/SBP/STBA/NGS-6 Catg. /Stns/23

Date:13.02.2022

Applications are invited for engagement of Station Ticket Booking Agents (STBA) on commission basis at (Twenty one) NSG-6 category stations over Sambalpur Division of East Coast Railway for issuing unreserved tickets through Unreserved Ticketing System (UTS). Interested persons fulfilling the stipulated conditions may apply in the prescribed format to the Divisional Railway Manager (Commercial), East Coast Railway, Sambalpur Division.

Address	Non-Suburban Grade - 6 Stations (NSG-6)
2 nd floor, Divisional Railway Manager (Commercial), East Coast Railway, DRM Office Complex, Sambalpur Division, Post- Modipara, Dist-Sambalpur, Pin-768002 (Odisha)	Godbhaga (GBQ), Khaliapali (KHPL), Loisingha (LSX), Deogaon Road (DFR), Sainitala (SFC), Badmal (BUDM), Kandel Road (KDLR), Rupra Road (RPRD), Lanjigarh Road (LJR), Bissamcuttack (BMCK), Rahenbhata (RNBT), Rengali (RGL), Doikallu (DKLU), Arand (ARN), Belsonda (BLSN), Brundamal (BXQ), Lapanga (LPG), Hatibari (HATB), Charmal (CHAR), Saragipali (SRGP) and Handapa (HNPA)

The details are available at the website of the East Coast Railway i.e www.eastcoastrail.indianrailways.gov.in and in the office of the Divisional Railway Manager (Commercial), Sambalpur any working days from 10.00hrs to 18.00hrs up to 09.03.2023. The last Date for submission/dropping of the application is **10.03.2023 at 11.00hrs** in the above address. Notwithstanding above, the Railway Administration has the right to reject any or every application without assigning any reasons. The decision thereof will be final.


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Divl. Commercial Manager
E. Co. Rly., Sambalpur

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GENERAL TERMS AND CONDITION: -

Selected STBA for each of the above mentioned 21 (Twenty one) stations will have to execute an agreement with the Railway administration. Before applying for STBA, interested candidate must read about the scheme and fulfil the following conditions.

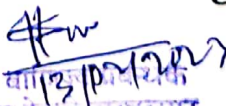
(1) One applicant will be engaged as STBA at one station only. STBA will be required to disburse unreserved tickets throughout the day in all shifts or as per the timing decided by the Railway Administration. While furnishing bid/application, the applicants shall give a declaration in writing along with the application form that he/she has not been engaged as STBA at any other station.

(2) The applicant will have to submit the application along with a recent passport photograph (to be pasted at the proper place of the prescribed application form).

(3) The applicant should be a resident of the local district in which the station is located where STBA is proposed to be engaged. (Proof to be enclosed in form of residential certificate /Domicile certificate obtaining from competent authority i.e. District Collector/ District magistrate or Tahsildar and also submit a copy of Photo identification card issued by Govt of India i.e. Voter Identity Card/ Aadhar Card/ Driving License and PAN Card).

(4) The applicant should not be under 18 years of age and should have passed at least Class- X exam. (Proof of educational qualification in form of Class- X pass certificate, Marksheet and Date of Birth certificate should be submitted).

(5) The selected applicant will also have to produce certificate from the police station serving his/her has no criminal record and no criminal case is pending against him/her. (Proof to be submitted on selection in form of character certificate during scrutiny of document).


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(6) STBA should not be ex Railway staff who has been removed or dismissed from service on the ground of doubtful integrity. While furnishing bid/application, the applicants shall give a declaration in writing along with the application form that he/she was not an ex Railway staff who has been removed or dismissed from service on the ground of doubtful integrity.

(7) The earnest money (EMD) of Rs 2,000/- (Rupees Two thousand only) in the form of DD drawn in favour of FA & CAO, East Coast Railway, Bhubaneswar payable at Sambalpur should be attached and enclosed with the application form. Application without the requisite the EMD will be rejected.

(8) A refundable security deposit of Rs 10,000/- (Rupees Ten Thousand only) shall be deposited by the selected STBA in 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 associate finance. On completion/termination of agreement, pending dues if any shall be adjusted from the security deposit and balance refunded to STBA.

(9) Selection of STBA shall be done by a committee, out of the applications fulfilling the eligibility criteria and the candidate (s) who opts for the least commission (on the 4% commission slab) on monthly sales turnover. In case more than one applicant quotes the same rate, the selection will be based on the draw of lots in a transparent manner in public.

(10) All the xerox/ photo-state copies enclosed with the application must be self-attested, without which the application will be liable to be rejected.

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Commission Payable: -

The applicants fulfilling the eligibility conditions, the candidate (s) who opts for the least commission on the slab -3 (on the 4% commission slab) will be selected as STBA. The commission payable shall be as follows: -

Slabs	Monthly Sales Turnover (in Rs)	Monthly Commission % age payable on sales turnover.
Slab- 1	1 - 20,000	25% (Minimum of Rs 2,500)
Slab -2	20,001 - 1,00,000	15%
Slab-3	>1,00,000	4 % or the rate quoted whichever is lower

(a) Applicant has to quote the percentage of commission from 0% to 4% in the 3rd commission slab.

(b) No negative bids will be considered.

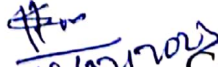
(c) Applicants can quote commission in fraction up to two decimal points only.

11. Operating procedure for STBA: -

(i) 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 by the Railways free of cost.

(ii) Station Ticket Booking Agents (STBA) will be responsible for the safe custody of ticket rolls given to him for issuance of tickets. In case of any loss on this account, necessary debit will be raised against him/her as per extant rules.

(iii) STBA shall not sublet/assign or transfer the rights or obligation arising out of the agreement. In case of death of the agent, his/her legal heir(s) will be allowed to act as the STBA for the unexpired period of the agreement, with prior approval of the Railway authorities subject to fulfilment of prescribed condition mentioned (para 3 to 6 above).


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(iv) STBA, however, if he/she so desires, may nominated additional persons for sale of ticket for which provision may be made in the standard agreement, with prior approval of the Railway authorities subject to fulfilment of the prescribed condition mentioned (para 3 to 6 above).

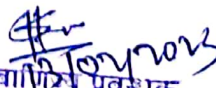
(v) The STBA shall deposit the cash collected through sale of tickets to the concerned Supervisor or Station Manager of the station on completion of his/her shift as prevalent on that station with due acknowledgment in cash deposit register.

(vi) Both the STBA and the Additional persons, if any nominated by him/her to sell tickets shall wear proper uniform, name badge and shoe while on duty. An Identity card shall be issued by the office of Sr.DCM and STBA will display their name (s) on a notice Board at the station premises.

(vii) The STBA operator shall be allowed to sell all types of non-concessional unreserved tickets issued through UTS including platform tickets and season tickets on cash basis only. Usage of POS machine or other Digital methods of payment will be authorized keeping view of the local condition by the Railway Administration. Renewal of season tickets and issue of senior citizen concessional tickets shall also be permitted. All other concessional tickets requiring documentary proof before issue of ticket, can also be issued by the STBA only when endorsed and permitted by the SM/ ASM/ Supervisory Booking Clerk, which shall be done prior to the sale of such concessional tickets.

(viii) The facility of "NI" (Non-Issued) ticket will be available to the STBA only when authorized /endorsed by the concerned Booking supervisory staff/ Reservation supervisory staff/ SM/ASM.

(ix) Cancellation of ticket: The facility of cancellation of ticket may be extended to STBA only when authorized /endorsed by the concerned Booking supervisory staff/ Reservation supervisory staff/ SM/ASM.


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(x) Money receipts, TTE cash, Parcel Cash etc. can be remitted at the STBA counter when authorized / endorsed by the concerned Booking supervisory staff/ Reservation supervisory staff/ SM/ASM beforehand. 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.

(xi) All concession orders should be handed over to the concerned Booking supervisory staff/ Reservation supervisory staff/ SM/ASM along with cash and cancelled/NI tickets. Failure of the STBA to do so result in the collection of difference of fare to be recovered from the STBA.

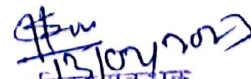
(xii) If the ticketing activity stops due to non-availability of STBA or due to his/her negligence resulting in non-functioning of equipment, penalty equal to the average daily turnover from sale of UTS tickets from that location, subject to a minimum of Rs 2000/- per day shall be imposed. Penalty up to Rs 500 may be imposed against established public complaints regarding the functioning of STBA.

(xiii) STBA will disburse unreserved tickets from UTS counter throughout the day in all shifts or as per the timing decided by the Railway Administration.

(xiv) 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 concerned Booking supervisory staff/ Reservation supervisory staff/ SM/ASM.

(xv) In case of STBA expresses inability to operate the counter after his/her selection, the security deposit furnished by him/her shall be forfeited and deposited in Railway accounts as per procedure.

(xvi) Engagement as STBA will not confer any right and /or claim whatsoever on the person to seek employment on Railways. No benefits viz. absorption in Railway service, regularization of service, bonus, Railway pass facilities etc. shall be 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.


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(xvii) Zonal Railways will have powers to prescribed working guidelines within the framework of this scheme. The Railways shall also frame an agreement to be signed with STBA on the basis of this policy guidelines.

12. PERIOD OF ENGAGEMENT

STBA will be engaged for a period of 3 (Three) year. An agreement will be executed by STBA with the Sr.DCM/DCM

13. TERMINATION OF CONTRACT: -

Each side can terminate the agreement without any assigning reasons by giving a notice of 30 days prior to such termination

14. Disabling clause.

Engagement an individual as STBA shall not confer any right and /or claim whatsoever on the person to seek employment on Railways. No benefits viz. absorption in Railway service, regularization of service, bonus, Railway pass facilities etc. shall be 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.

HOW TO APPLY

Candidates may apply to address given above as per the prescribed format separately for any of the above said 15(fifteen) NSG-6 category stations (i.e. Godbhaga (GBQ), Khaliapali (KHPL), Loisingha (LSX), Deogaon Road (DFR), Saintala (SFC), Badmal (BUDM), Kandel Road (KDLR), Rupra Road (RPRD), Lanjigarh Road (LJR), Bissamcuttack (BMCK), Rahenbhata (RNBT), Rengali (RGL), Doikallu (DKLU), Arand (ARN), Belsonda (BLSN), Brundamal (BXQ), Lapanga (LPG), Hatibari (HATB), Charmal (CHAR), Saragipali (SRGP) and Handapa (HNPA) to which they are eligible. The applicant may either drop their application in the Box kept for this purpose in the office of Divisional Railway Manager (Commercial), East Coast Railway, Sambalpur on any working day or may send through Postal service (by Regd. Post only) on the above address on or before the closing date i.e 10.03.2023 up to 11.00hrs.

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Application form will be available in website up to 18.00hrs of 09.03.2023 and in the office of the Divisional Railway Manager (Commercial), East Coast Railway, Sambalpur in any working day up to 18.00hrs of 09.03.2023.

Application duly filed should be dropped in the box by 11.00hrs on or before dated 10.03.2023. The date and time of opening of application box of 10.03.2023 at 11.30hrs. If the last day i.e. date 10.03.2023 happens to be a holiday, applications will be received by the same time on the next working day. Applications received after due date and time shall not be entertained under any circumstances.

After scrutiny of the applications, the candidate will be informed regarding the date of selection for appearing before the selection committee, if so required. The Railway administration reserves the right to accept or reject any application without assigning any reason whatsoever.

Details regarding the selection and appointment of STBA are also available on the website of East Coast Railway i.e. www.eastcoastrail.indianrailways.gov.in.

Closing day of submission of Application: - Date 10.03.2023 at 11.00hrs

NB: Any application received after the above period or incomplete in any manner will not be entertained/ considered and no correspondence in this regard will be entertained.

Divisional Railway Manager (Commercial)
East Coast Railway, Sambalpur


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**FORMAT OF THE APPLICATION FOR APPOINTMENT
OF STATION TICKET BOOKING AGENTS (STBA)
AT..... STATION**

Affix your photo
here

	NAME OF THE APPLICANT (In block letters)	:	
2	Father/Husband Name (in block letters)	:	
3	Sex (Male/Female)	:	
4	Date of Birth (with proof)	:	
5	Educational Qualification (with attested copies of the certificate)	:	
6	Residential Address with Father's name (proof of residential certificate to be enclosed)	:	
7	Mobile number	:	
8	Mail ID if any	:	
9	Aadhar Card no	:	
10	Name of the station where STBA is to be appointed	:	
11	Name of the district applicant belongs to as Resident	:	
12	Police verification original certificate submitted	:	YES / NO
13	Declaration form to be attached as mentioned in General Condition (para 1 & 6).	:	YES / NO
14	Rate of % (percentage) opts for the least commission (on the 4% commission slab in both figure and then in words		Figure In words
15	EMD Details (Rs 2,000/-)		DD no Dated

I hereby also declare that I have not been appointed as STBA at any other stations over Indian railway. I also undertake that in the event of any false or inaccurate information given above in any respect, the application/license shall be liable to be rejected /cancelled.

I shall abide by all the terms and condition of Station Ticket Booking Agents (STBA) scheme prescribed from time to time by the Railways

**Place
Date**

(Signature of applicant in full)