



**CENTRAL RAILWAY**  
**NOTIFICATION**

Notice No.PA/Comml/Cog/YTSK/2025/2

Date – 14.8.2025

The Sr. Divisional Commercial Manager, Central Railway, Pune on behalf of President of India invites applications from individual interested parties fulfilling conditions as prescribed for following work.

SN	Brief Details	
1	Name of work	Selection of YTSK Licensee for sale of Railway Reserved and Unreserved Tickets on commission basis over Pune Division.
2	Period	03 years
3	Office address (place of sale & submission of forms and opening of Tender)	Office of Sr. Divisional Commercial Manager, 1st floor, New DRM Office, RBM Road, Next to Grand Sheraton Hotel, Pune-411001.
4	Validity	90 days
5	Cost of application form	Rs. 1,000/- (One Thousand Only) non refundable.
6	Availability of Application Form	18.08.2025 from 11.00 hrs to 17.00 hrs on all working days
7	Last date of Submission	18.09.2025 up to 15.30 hours.
8	Date & Time of opening of application.	18.09.2025 at 15.45 hours.
9	Earnest Money Deposit	Rs. 10,000/- (Rupees Ten Thousand Only)
10	Cost of Application Form: Mode of Payment.	i) Deposit in Cash with CBS/SM of respective station ii) Demand Draft drawn in favor of "Sr. Divisional Finance Manager, Central Railway, Pune", valid for at least three months issued by Nationalized Bank/Private bank or by a Scheduled Bank.
11	Earnest Money Deposit (EMD) Mode of Payment.	Demand Draft drawn in favor of "Sr. Divisional Finance Manager, Central Railway, Pune", valid for at least three months issued by Nationalized Bank/Private bank or by a Scheduled Bank.
12	Website Address	" <a href="http://www.cr.indianrailways.gov.in">www.cr.indianrailways.gov.in</a> ". If the application Forms are down loaded from web site, the payment towards cost of Application Forms must be made in the form of "Demand draft" drawn in favor of Sr. DFM, Central Railway, Pune.
13	Railway Administration reserves the right of rejecting or terminating any or all applications without assigning any reason.	
14	For more information please visit office of the Sr. Divisional Commercial Manager, 1st floor, New DRM Office, RBM Road, Next to Grand Sheraton Hotel, Pune-411001. or website <a href="http://www.cr.indianrailways.gov.in">www.cr.indianrailways.gov.in</a>	
15	Note:-Applicants or their authorized representative may be present at the time of opening of applications. Applications received without valid Earnest Money Deposit and cost of tender form will be summarily rejected.	

**Sr. Divisional Commercial Manager**  
**Pune**

**Name & Signature of applicant**



## CENTRAL RAILWAY

### INVITATION OF APPLICATIONS FOR AUTHORISATION OF YATRI TICKET SUVIDHA KENDRA (YTSK) OVER PUNE DIVISION

Senior Divisional Commercial Manager, Central Railway, Pune for and on behalf of the President of India invites applications from the authorized ticketing agents, appointed by Railways or IRCTC (e-ticketing Licensee) for establishment & operation of Computerized Passenger Reservation System (PRS) cum Unreserved Ticket System (UTS) terminals, which shall be called as "Yatri Ticket Suvidha Kendra (YTSK)" over jurisdiction of Pune Division of Central Railway.

Cost of the Application form will be Rs. 1000/- (Rupees One Thousand only) (Non-Refundable).

Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten Thousand only) (Refundable) should be attached with the application form.

The Earnest Money Deposit (EMD) of the unsuccessful applicants/successful applicants shall be refunded to the applicants, within a reasonable time, but railway shall not be liable to pay any interest on the Earnest Money Deposit (EMD) while in its possession.

Interested persons fulfilling the laid down conditions may apply in the prescribed format enclosed as "Annexure-A".

#### I **ELIGIBILITY CONDITIONS:**

##### 1 **EXPERIENCE:**

Applicant should have worked as authorized ticketing agents appointed by Railways providing railway ticketing (reserved/unreserved) services or appointed by IRCTC for issuing e-ticketing to passengers of Indian Railways for at least **Two years**. Applicant should submit attested copy of letter of Allotment of the license issued by the Railways and copy of agreement with Railways in this regard. The applicants those are licensee of IRCTC of e-ticketing need to submit copy of license issued by IRCTC and same will be verified from the IRCTC office, Mumbai.

While working as an agent of Indian Railways/IRCTC e-ticketing system, the applicant's license should not have been terminated/black-listed in the past on account of irregularities or violation of the agreement or any of the rules(s) of Indian Railways/IRCTC.

##### 2 **INCOME TAX RETURN:**

Applicant should have a Permanent Account Number (PAN) issued by Income-tax authorities and should have filed income Tax returns during the previous three years. The copy of PAN Card and previous three years ITR should be submitted by the applicant along with application form.

##### 3 **APPLICANT'S OFFICE:**

Applicant should have an office and premises, outside the Railway station premises equipped with adequate infrastructure.

The applicant will set up an office and set up counters on the pattern and standard at par with computerized PRS centers of Indian Railways (standards of ideal booking / PRS counter is enclosed as "Annexure-B"). The cost and rental of premises (if any), will be borne by the applicant only.

The premises should be owned/leased by the applicant (relevant attested documents to be submitted).

The applicant should have obtained all necessary and mandatory clearances regarding the premises from the appropriate local authorities. (Attested copies of relevant documents such as Shop Act License etc. shall be submitted.)

The premises need to be properly maintained with adequate conveniences and amenities in the vicinity including toilets (Wash Rooms), so as to accommodate the visit of sufficient number of customers. Such premises for issue of unreserved / reserved tickets should have easy accessibility to the passengers.

4 **SUBMISSION OF DOCUMENTS** (All documents should be duly self-attested.)

- i. Experience proof  
(Copy of LOA & agreement issued by Railway or copy of IRCTC License of e-ticketing).
- ii. Pan Card.
- iii. Last three years Income Tax Returns (ITR) of applicant.
- iv. Residential Address Proof of applicant.
- v. Documents of Ownership/Lease/Leave and License agreement of the premise where YTSK will be installed.
- vi. Mandatory clearance of premises from appropriate local authorities such as Shop act license etc.
- vii. Blueprint of office and premise
- viii. Latest telephone bill.
- ix. The applicant will also have to produce a certificate from the police station serving his/her locality certifying that he /she has no criminal record and no criminal case is pending against her/him.

II **TENURE:**

1. The initial tenure of the license shall be for a period of Three **(03) years**.
2. The licensee shall pay license fee @ **Rs. 5,000/- ( Five Thousand) per counter per annum** to Indian Railways.
3. The license can be **renewed for Three years at a time after expiry of its existing tenure**, subject to the satisfaction of the competent authority and as per the extant policy prevalent during the period of renewal.

III. **TERMINATION CLAUSE:**

1. As per the provision in Standard Agreement.
2. In case of violation of any of the provisions of the agreement or the rules of Indian Railways by the licensee, it would invite deterrent punishment by way of penalties subject to a minimum **Rs. 500/- ( Five Hundred) per violation**. Repeated violations will render the contract liable for termination

IV **TERMS AND CONDITIONS FOR ESTABLISHING YTSK**

1. Each selected licensee will be given facility of operating up to **four terminals**. However, the limit on numbers of counters to be given to a licensee can be increased by Indian Railways, if found necessary.
2. The cost of establishing, operating, and maintaining and periodic system up-gradation of hardware/software required at such reservation centers shall be borne by the licensee. Any default/non-compliance may invite temporary suspension of access to the PRS/UTS system or even termination of the license, if the licensee refuses to undertake necessary up-gradation.
3. The terminals, PCs, ticket printers, Modems and multiplexers etc. as per prescribed specifications are to be procured by the licensee themselves and nominated officers of Railway will inspect the Hardware for certification. The equipment purchased by the licensee will be maintained by the licensee only.

4. The licensee will hire and maintain two numbers of data/communication channels between his/her location and the nearest computerized PRS/UTS Centre of the Railways.
5. The licensee shall pay *System Access Charge* of **Rs 1,60,000/- (Rupees One Lakh Sixty Thousand only) per terminal + (GST 18% will be taken extra, taxable under Reverse Charge Mechanism.)** at the time of each renewal (Once in Three (03) years). The system access charges may be revised by Indian Railways from time to time.
6. The licensee will engage their own staff at their own cost for running YTSK.
7. The Railway will supply, free of cost, PRS tickets rolls of different color after due accountal. *The UTS ticket rolls will also be provided free of cost.* Detailed procedure order for issue and accountal of PRS and UTS ticket rolls will be as per model agreement to be issued by Railway Board. **However, the licensee will bear the cost of non-ticketing stationery.**
8. The licensee will ensure safe custody of PRS & UTS ticket rolls. Loss/misuse of PRS ticket rolls/UTS tickets rolls will invite penalty as fixed by the Railway administration for recovery of pecuniary loss suffered by the Railways from time to time.
9. Enquiry services to the passengers shall be provided by these licensees free of cost.
10. Railway administration reserves the right to regulate the access of the licensee to the system for a particular class, train or route in public interest and/or national security reason.

**V. TIMINGS OF OPERATION:**

1. The timing of operations of terminals in the premises of licensees for general reservation shall be from 08:10 hrs. to 22:00 hrs. on week days and from 08:10 hrs. to 20:00 hrs. on Sundays for booking general PRS and UTS tickets.
2. The booking hours for Tatkal tickets will start from 10:30 hrs for AC classes whereas that for non-AC classes will start at 11.30 at these centers or as per timings specified by Ministry of Railways from time to time.
3. The operating hours of the terminals may be reduced by the licensee to enable closure before the timings indicated above. However, this should be done only with prior information by the licensee to railway administration.
4. The licensee will display prominently the working hours of ticketing related services in the ticketing area of the YTSK.

**VI. REGISTRATION FEE:**

Licensee shall pay one-time non-refundable registration fee of **Rs. 2,00,000/- (Rupees Two Lakh only) + ( GST 18% will be taken extra, taxable under Reverse Charge Mechanism.)** upon allotment of license.

**VII. ADVANCE DEPOSIT:**

1. The licensee would be required to deposit a minimum amount of **Rs. 5,00,000/-(Rupees Five Lakh)** per counter with Railways in advance and shall be allowed to issue tickets only up to Rs 4.5 Lakh per counter, i.e. the licensee can issue the tickets up to an amount which is Rs 0.50 lakh per counter short of the deposit available with the Railways.
2. The issue of ticket shall automatically stop as and when the amount of the tickets issued by YTSKL reaches Rs 4.50 lakh per counter. This feature shall be in-built in the software. The licensee can deposit up to a maximum value of Rs. 1,00,000 cr. (Rupees one crore) for this purpose.



#### **SECURITY DEPOSIT:**

#### **VIII.**

1. The licensee would be required to keep an interest free security deposit of Rs. **1,00,000/- (Rupees One lakh only)** per port subject to a maximum of Rs 5,00,000/- ( Five lakh) with the Railways.
2. Such security deposit can be in the form of a bank guarantee by a scheduled bank or in the form of a cash deposit/demand draft with the Railways.
3. This security deposit shall be liable to be forfeited in the event of breach of any of the clauses of the agreement.

#### **IX. REVENUE SHARING:**

1. The licensee shall share the revenue which is essentially the service charges levied on the customer for the booking or cancellation of reserved tickets. The licensee shall share 25% of the service charges levied on the customer for booking/cancellation of reserved tickets.
2. 25% of the service charges collected by the licensee from the passengers shall be credited to Railway account at the time of booking/cancellation of reserved tickets.
3. Licensees will collect **Rs. 02/- (Rupees Two only)** per passenger as commission from the passengers, on booking of unreserved tickets. Licensee are allowed to renew season tickets and will realized service charge @ **Rs. 05/- (Rupees Five only)** per season ticket, which is at par with the charges levied by JTBS. There shall be no revenue sharing arrangement in case of tickets sold through unreserved ticketing system (UTS).
4. The service charges so collected by the licensee on account of sale of unreserved UTS tickets shall be entirely retained by the licensee.
5. This revenue sharing model shall be applicable for one year. After the period of one year, the Indian Railways shall review the revenue sharing formula based on the response to the scheme and the volume of business generated under the scheme.
6. The efficacy of the system of revenue sharing should be reviewed every quarter jointly by the Accounts and Commercial Departments to ensure that due revenue share accrues to the Railways.

#### **X. SERVICE CHARGES (COMMISSION):**

1. The commission/service charge will be charged as notified by the Indian Railways from time to time. To start with, the service charge shall be **Rs. 30/- (Rupees Thirty only)** per passenger for 2<sup>nd</sup> Class and sleeper class and **Rs 40/- (Rupees Forty only)** per passenger for all other classes. The commission/service charge shall be printed on the tickets.
2. The service charges for cancellation shall be @ **50%** of the charges prescribed for booking of reservation tickets.
3. The licensee shall display the information regarding the opening and closure timings of the YTSK and the rate of service charges for different class of passengers at prominent locations bilingually.

#### **XI. OTHER CONDITIONS:**

1. The facility of block booking, modification, change of name, age, sex etc. will not be permitted. However, the facility of postponement/advancing of tickets will be available.
2. The licensee is permitted to issue and cancel all reserved tickets (booked on cash), issued by him or other YTSK or by PRS Centers, up to the time of preparation of reservation chart and within the working hours indicated in this agreement and as restricted from time to time. The Railway, however, can cancel and grant refund on any ticket issued by YTSK. In case of unreserved tickets, cancellation is not permitted at YTSK. Cancellation of unreserved tickets issued by YTSK and the refund (if any) is to be done by the serving station as per refund rules in force after verifying the genuineness of such ticket.

3. The cancellation charges will be credited to the railways but the licensee will be allowed to charge commission for cancellation from the passengers at the rate fixed by the Railways as per extant service charge rule.
4. YTSK licensees are not allowed to deal any type of concession vouchers etc.
5. Adequate system security provision shall be inbuilt in the system to preclude the possibility of disruption by virus / unauthorized access etc.
6. The fare-value, the service charges etc. realized will appear on the ticket to avoid over charging by the licensee. In case of cancellation, the cancellation charges payable to the Indian Railways and cancellation commission payable to the licensee shall be indicated on the cancellation ticket.
7. Railway administration will prescribe the statement/returns to be submitted by the licensee to the Railways. The details of these returns, periodicity of these reports/returns will be as specified in the model agreement to be issued by Railway Board.
8. Licensee shall maintain all the registers/books and returns as required under the scheme. In addition, he shall also be asked to maintain such documents/registers as are considered necessary by the Railway Administration for verification purpose.
9. Statement of refund (cancelled) tickets must reach to Dy FA&CAO (T) CSTM next working day without fail.
10. The Balance sheet and passenger classification for the privately owned terminals must be prepared in prescribed format and signed by authorized Licensee and his/her authorized signatory (i.e.), whose signatures must be available in the office of Deputy FA&CAO(T) Mumbai CST. These must be submitted regularly to Deputy FA&CAO (T) CSMT/Mumbai
11. Railway administration shall have the right to inspect the office of the licensee at any time during the business hours and for this purpose, Railway Administration may depute any person as deemed fit. In order to maintain vigil on any spurious elements tending to indulge in malpractices at these centers the licensee shall make provision of CCTV/IPTV at the YSTK(s). The footage of CCTV/IPTV shall be preserved for at least one month and access to such data shall be provided to inspection official (s) on demand.
12. Performance of service being rendered by the licensee shall be reviewed from time to time by Railway administration.
13. The licensee shall be subject to all the supervisory checks carried out for Railway PRS Terminals or any supervision provided for internet system.
14. In case the YTSK scheme is withdrawn, the licensee shall be free to apply for license under any prevailing scheme of ticketing of Indian Railways subject to eligibility.
15. In case of death of licensee during the validity of the tenure, license will be transferred to the legal heir, only for the remaining period of the tenure of the license.

16. Licensee should apply for only one location and application for more than one location will not Be accepted from a single applicant. YTSKs may be allowed to have additional locations. However, each location may be considered as a new proposal with a separate agreement and all necessary charges may be paid separately.
17. All the changes in the rules/instructions/policy from time to time will be applicable on the applicant.
18. The licensee shall be deemed to be agent of the Railway administration and shall be subject to all the legal liabilities of agents as are laid down or defined in the law relating to agents in India for booking of passengers.
19. The licensee shall be responsible for all claims under Workman's Compensation Act as well as under the payment of Wages Act. The licensee shall indemnify the Railway Administration with regard to any claim arising out of these acts.
20. All statutory taxes as levied by Central, State Government or any authority will be borne by the licensee.
21. On allotment of YTSK License, the applicant is required to attend the office of Sr. Divisional Commercial Manager, Central Railway, Pune - 411004, for execution of agreement on any working day after submission of Security Deposit, Bank Guarantee, Advance Deposit, Registration Fee, License Fee, System Access Charges as per terms & conditions (AS GIVEN BELOW). The expenses of preparing, stamping and executing agreement shall be borne solely by the applicant.

The details of different charges:

<i>Sr. No.</i>	<i>Deposit</i>	<i>Amount</i>	<i>GST- 18%</i>
1.	<i>Registration Fee (Non-Refundable) in the form of DD or Cash</i>	<i>Rs.2,00,000.00</i>	<i>RS. 36,000.00</i>
2	<i>System Access Charges per Terminal for every Three Years at the time of each renewal in the form of DD or Cash</i>	<i>Rs.1,60,000.00</i>	<i>Rs. 28,800.00</i>
3.	<i>Advance Deposit for PRS Ticket Roll in the form of DD or Cash</i>	<i>Rs.5,00,000.00</i>	-
4.	<i>Advance Deposit for UTS Ticket Roll in the form of DD or Cash</i>	<i>Rs.10,000.00</i>	-
5.	<i>Security Deposit (Interest Free) per port in the form of Bank Guarantee by a scheduled Bank or in the form of Cash Deposit/DD.</i>	<i>Rs.1,00,000.00</i>	-
6.	<i>License Fee per counter per annum in the form of DD or Cash</i>	<i>Rs.5,000.00</i>	-
	<b><i>TOTAL</i></b>	<b><i>Rs.9,75,000.00</i></b>	<b><i>Rs.64,800.00</i></b>

**XII SUBMISSION OF APPLICATIONS:**

1. The application is required to be signed by the applying person (Applicant) himself. Each & every page of the application should be signed.
2. The application must be filled in ENGLISH or HINDI and all entries must be made by handwritten.
3. Overwriting is not permitted. Failure to comply either of these conditions will render the application liable to rejection.
4. Clarification regarding terms & conditions of the scheme may be obtained from the office of Senior Divisional Commercial Manager, Pune between 10:30 hrs to 17:00 hrs on working days.
5. Applications received through post/courier will be summarily rejected without any scrutiny.
6. The applicant must write on the top of the envelope in the bold and capital “**APPLICATION FOR YTSK AT \_\_(Name of Station)\_\_ STATION.**”
7. Application forms can be downloaded from the website [www.cr.indianrailways.gov.in](http://www.cr.indianrailways.gov.in).
8. The Railway will not accept application wherein conditional offer has been given by the applicants and the offer will out rightly be rejected.
9. The applicant must obtain for himself on his own responsibility and at his own expense all the information which may be necessary for the purpose of filling the application and acquaint himself/herself with all local conditions, means of access to the work, nature of work and all matters pertaining thereto.
10. Interested persons fulfilling the stipulated conditions may submit their application forms duly filled in prescribed format along with requisite papers/documents in the box kept in the office of Sr DCM, Pune, up to last date and time of submission of application forms.
11. Selection for YTSK shall be done by Railway; the decision of the Railways will be final and binding. Railways reserve its rights to reject any application without assigning any reason. No canvassing or correspondence in this regard will be entertained from unsuccessful applicants
12. Railway will inform about appointment of YTSK agents to selected applicants only. No intimation will be given to rejected applicants.
13. Applications with incomplete information and without required documents will not be accepted.

**XIII. Good & Service Tax ( GST ) :**

YTSKs are authorized private tickets booking agents on Indian Railways. The tickets issued through YTSK are essentially window tickets & GST on fare will be charged as in case of window tickets. GST will also be applicable on service charge collected by YTSK. As in the case of GST at present, YTSK shall be responsible for collection & deposition of GST on service charge. The location of supplier will be the place of sale of ticket by YTSK & place of supply will be the place of origin (embarkation) of customer. The logic of GST will be applicable accordingly. In case of unregistered customers, the ticket will be the tax invoice for fare & YTSK will be required to issue separate invoice for the GST collected on the service charges. In case of unregistered customers (G2C), the protocol followed in issuance of ticket would be the same as in case of a normal PRS/UTS ticket. Tickets would not be issued by YTSK licensee to G2B (Registered User) customers. YTSKL shall submit a report of daily remittance deposited through RTGS/NEFT along with receipt/e-receipt of RTGS/NEFT in line with para 13.5(iii) of draft agreement enclosed.

**FORMAT OF APPLICATION FOR AUTHORIZATION OF YTSK**

**To,  
The Sr. Divisional Commercial Manager,  
Central Railway,  
Pune**

Recent  
Photograph with  
the full signature

1	Name of Applicant (IN BLOCK LETTER)	
2	Father's /Husband 's Name	
3	Gender (Male/Female)	
4	Date of Birth	
5	Age as on date of submission of application	
6	Present Residential Address	
7	Permanent Residential Address	
8	Contact No. (Mobile/Landline)	
9	Present status of Business	
10	PAN Number	
11	Years of Experience as authorized Railway Ticketing Agent/IRCTC e-ticketing agent.	
	a. Details of Railway ticketing license.	
	b. Date of issue of Contract.	
	c. Date of completion of contract	
	d. Whether contract is successfully completed or Terminated Railways	
	e. If terminated, reason for same.	
12	Office /shop address where business will be carried out.	
13	Telephone number of the office/shop.	

14	Whether premises is easily accessible to public.	
15	Details of accommodation in the business premises with Dimensions. (Total area in Sq feet, layout etc.)	
16	Whether the area of premises as per the standards mentioned in "Annexure-B".	
17	Enclosed documents:	
	A) Age proof.	
	B) Residence proof.	
	C) PAN Card Copy.	
	D) Last 03 Years Income Tax return(I	
	Proof of TWO (02) year experience	
	E) (LOA & agreement copy)	
	F) Latest Telephone Bill	
	Ownership/Lease/Leave & License	
	G) agreement of the premise	
	H) Mandatory clearance of premises from appropriate local authorities	
	i. Shop Act license from Municipal authorities.	
	ii. NOC from Local authorities.	
	iii. Any other relevant supporting documents.	
	iv. Blueprint of Office	
	I) In case of IRCTC Agent, Satisfactory working Certificate from IRCTC.	
	J) Details of Cost of the Application (Tender) form	
	K) Details of Earnest Money Deposit(EMD)	
18	Whether convicted in a criminal case involving moral turpitude.	Yes/No.

**Declaration:**

1. I undertake that in the event of any information given above, being found to be false or inaccurate in any respect, the license issued shall be liable to be cancelled.
2. I shall abide by all the terms and conditions as notified and such conditions as may be prescribed from time to time.
3. I, hereby give a declaration that I have not been appointed as YSTK licensee at any other Division on Indian Railways.

All terms and conditions of standard agreement, on this scheme as and when given by Railway Board will be binding on licensee.

**Date:**

**Place:**

**Signature of the Applicant**

## DRAFT AGREEMENT

This agreement made at Pune on this day -----between President of India acting through the Sr. Divisional Commercial Manager, Pune, herein called the Railways of the One Part.

### AND

M/s -----having registered office at ----- (Which expression shall include their successors and assigns in office), herein called the Licensee of the Second part.

### INTRODUCTION:

Whereas the licensee has been permitted to establish and operate Yatri Ticket Suvidha Kendra on Public Private Partnership (PPP) basis ( here onwards known as YTSK) for the sale of Railway tickets through computerized Passenger Reservation System (PRS) cum Unreserved Ticketing System (UTS) terminals. Such of the licensees who have been authorized to operate YTSK on PPP basis shall be known as Yatri Ticket Suvidha Kendra Licensee (here onwards known as YTSKL). It is now hereby agreed by and between the YTSKL and the Government as follows:

1. The Government hereby authorizes the YTSKL to establish and operate YTSK for sale of railway tickets through computerized PRS cum UTS terminals as per the terms and conditions contained herein and the schedules hereto which shall part of this agreement. The licensee undertakes to issue the tickets in accordance with the conditions and rules specified therein and further subject to the rules relating to them from time to time in the Indian Railway Conference Association Coaching Tariff and the Publications or instructions of the Railway.

### 2. TERMS & CONDITIONS OF OPERATION

The licensee shall be given facility of operating up to **four terminals**. However, the limit on number of counters to be given to a licensee can be increased by Indian Railways if found necessary.

- i. The cost of establishing, operating, and maintaining and periodic system upgradation of hardware/software required at such reservation centers shall be borne by the licensee. Any default/non-compliance may invite temporary suspension of access to the PRS/UTS system or even termination of the license if the licensee refuses to undertake necessary upgradation.
- ii. The terminals, Computers, ticket printers, modems and multiplexers etc., may be provided and maintained by the railways through an authorized agency or may be purchased and maintained by the licensees.
- iii. In case if any of these items as per prescribed specifications are procured by the licensees themselves, the officers of Railways will inspect the Hardware for certification.
- iv. In case, any of these items are supplied and maintained by the railways, the cost as fixed by the Railways will be borne by the licensees. In case the licensee will give access to their premises for the railway's authorized maintenance agency to maintain equipment as prescribed for in this agreements.
- v. The decision on maintenance charges fixed by the Railways will be final and licensee will not dispute the same.

- vi The licensee can also undertake maintenance of hardware through their own Engineers. Equipment's purchased by the licensee will be maintained by the licensee only.
- 3. The licensee will hire and maintain two numbers of data/ communication channels between his location and the nearest computerized PRS center of the Railways.
- 4. The licensee will set up an office and set up counters on the pattern and standard at par with computerized PRS centers of Indian Railways. The cost and rental of premises will not be borne by Indian Railways. The cost and rental of premises (if any) will be borne by the licensee only.
- 5. The licensee shall pay system access charges of **Rs. 1.6 lakhs + 18 % GST** per terminal every three years at the time of renewal. These shall be paid by the licensee in advance. GST @18% on system access charge will be taxable under Reverse Charge Mechanism. The system access charges will be revised by Indian Railways from time to time. The licensee will engage his/her own staff at his/her own cost for running YTSK
- 6. The Railway will supply, free of cost, only PRS/UTS ticket rolls of different color after due accountal. However, the licensee will bear the cost of non-ticketing stationery.
- 7. The licensee will ensure safe custody of PRS/UTS ticket rolls/tickets, Loss/misuse of PRS/UTS ticket rolls/ tickets will invite penalty as fixed by the Railway administration for recovery of pecuniary loss suffered by the Railways.
  - i. As per extant Rules, for loss of PRS ticket rolls/ tickets, debit equivalent to fare of the farthest distance by highest class of train for six adult passengers per ticket lost shall be raised. In case of loss/misuse of UTS tickets, the debit will be raised at the rate equivalent to 2<sup>nd</sup> class Mail/Express fare of four adult passengers for farthest destination in the system.
- 8. **SERVICE CHARGES (COMMISSION):**  
The Licensee shall have the right to levy service charges at the rate of Rs.30/- per passenger for 2S and Sleeper classes and Rs.40/- per passenger for other classes or at a rate notified by Railways from time to time.
  - i. The commission/service charges shall be printed on the ticket (S).
  - ii. The rate of service charges for cancellation shall be equivalent to 50% of the charges prescribed for booking of tickets of that particular class.
  - iii. The licensee shall display the information regarding the rate of service charges for different class of passengers at prominent locations in regional , Hindi and English Languages.
- 9. **WORKING INSTRUCTIONS:**
  - i. Detailed procedure order for issue and accountal of PRS/UTS ticket rolls or any other money value documents will be prepared by the Zonal Railway and will be binding on the licensee as per guidelines provided in the scheme as well as this agreement.
  - ii. Indenting of such tickets will be done by the licensee according to the procedure prescribed by the Zonal Railway from time to time. In this procedure, the nominated commercial officer of Zonal Railway preferably CCM (PM) will make an assessment of average sale of tickets by the travel agents and ticket rolls equivalent of monthly sell will be supplied under clear signatures but the ticket roll number and any other identification will be recorded in a register with CCM(PM)/CCM(PS) and the signatures of the licensee will be obtained.
  - iii. Any manipulation in ticket rolls will be considered to be a serious default for which license is liable to be terminated.



- iv. Licensee will ensure that the staff engaged for manning the ticketing terminal (S) possess such qualification as prescribed by the Railways for Enquiry Cum Reservation clerk (ECRC). Railway Administration shall impart training to Terminal Operators of the Licensee at Railways own cost and the licensee will ensure that counters will be manned by only such trained staff.
- v. Licensee will ensure that the reservations are done strictly in accordance with the instructions issued by the Railway Administration from time to time.
- vi. The licensee is permitted to issue and cancel all reserved tickets (booked on cash), issued by him or other YTSK or by PRS Centers, up to the time of preparation of reservation chart and within the working hours indicated in this agreement and as restricted from time to time. The Railway, however, can cancel and grant refund on any ticket issued by YTSK. In case of unreserved tickets, cancellation is not permitted at YTSK. Cancellation of unreserved tickets issued by YTSK and the refund (if any) is to be done by the serving station as per refund rules in force after verifying the genuineness of such ticket.
- vii. Licensee will not be permitted to book tickets against defence Department quota and Foreign Tourist quota.
- viii. The facility of block booking, modification, change of name, age, sex, special cancellation etc., will not be permitted. However, pre-ponement and post-ponement of date, train, class will be permitted.
- ix. Tickets cancelled prior to preparation of reservation charts must be handed over along with summary of transaction in PRS office, by next working day as per the procedure order to be finalized by Zonal railway concerned, based on the scheme as well as draft agreement. Failure to deposit these tickets by YTSKL will result in stoppage of facility of issue of tickets by YTSKL and further action as provided in para 22 below.
- x. **Requisition slips-** Date and Terminal wise shall be handed over at the nominated PRS center along with summary by the next working day as per the procedure order to be finalized by Zonal railway concerned, based on the scheme as well as draft agreement.
- xi. No group booking will be permitted on YTSKL terminals. ( YTSKL will not accept request for more than six passengers from one party).
- xii. Refund on tickets issued from YTSKL terminal after the preparation of chart will be admissible only from railway terminals as per extant rules.
- xiii. The facility of making the ticket as 'Non-issued' shall not be made available to YTSKL. In case of any mistake, the said tickets should be forwarded by the YTSKL to the concerned serving station where its transactions are controlled and cancelled, duly paying the cancellation charges by the YTSKL.
- xiv. Tickets issued from YTSKL terminals will have identification mark on the reservation chart.
- xv. Only fully paid tickets in Indian currency will be issued from YTSK terminals. Such terminals will not issue tickets on any type of concession vouchers, High Official Requisition (HOR) forms, Identity Cards issued to Member of Parliaments, Rail travel coupons issued to Members of Legislative Assemblies of various states, freedom fighter card, free passes, indrail pass, etc.
- xvi. No reservation will be permissible on pre-bought tickets.( pre-bought Tickets means Zero value Tickets which are issued without realizing any fare & on the authority of tickets already issued). This however, does not restrict the booking of onward journey of the same party by YTSK.

- xvii Enquiry services to passengers shall be provided by these licensees free of cost.
  - xviii. The licensee(s) shall maintain for himself/themselves or his /their duly approved manager and his /their staff an attendance register wherein, the daily attendance of each individual member of the staff, by name ( including himself/ themselves or the duly approved Manager) shall be marked. The register shall be available for inspection by the Nominated Officer and any other officer of the Railway Administration.
  - xix. The licensee (s) shall not in any capacity employ any persons of bad character or any persons whose antecedents have not been investigated by the Police Authorities and shall issue an appointment certificate which shall contain photograph of the employee specifying the employee's name, address and the place at which employed, with his/her right hand thumb impression affixed thereon in printer's ink which he/she will carry with him/her while on duty. The expenses for such verification to be done by the licensee (s).
  - xx YTSKs are allowed to book tickets on telephone. However, Zonal Railways are requested to ensure that in case the YTSK licensee acts on a telephone call, a written request shall be obtained by the Licensee from the client before delivering the railway ticket to him.
10. Railway Administration reserves the right to regulate the access of the licensee to the PRS system for a particular class, train or route in public interest.

#### **11. TIMINGS OF OPERATION:**

- i. **As such YTSKs shall be able to issue general tickets on the opening day of reservation from 08.10 hours and Tatkal tickets on the opening day of tatkal reservation from 10.30 hours and 11.30 hours for AC and non-AC classes respectively.**
- ii. The timing of operations of terminals in the premises of licensee for general reservation shall be from 08.10 hours to 22.00 hours on week days and from 08.10 hours to 20.00 hours on Sundays for booking general PRS and UTS tickets.
- iii. The operating hours of the terminals may be reduced by the licensee to enable closure before the timings indicated above. However, this should be done only with prior information by the licensee to railway Administration.
- iv. The licensee will display prominently the working hours of ticketing related services in the ticketing area of the YTSK.
- v. In case of shut down for maintenance or otherwise, the Railway Administration shall give intimation in advance as far as possible. No liability of any kind will accrue to Railway on this account.

#### **12 SHIFTING OF PREMISES:**

The licensee shall not reduce the Facilities or shift this office to any other location without the prior written approval of the Divisional Railway Manager (DRM) of concerned Division of Railway.

#### **13 FINANCIALS – ADVANCE DEPOSIT, BANK GUARANTEE, SECURITY DEPOSIT AND LICENSE FEE.**

**Registration Fee :** Licensee shall pay a onetime non-refundable registration fee of **Rs. 02 (Two) Lakh + 18% GST upon allotment of license.** The licensee (s) shall not be entitled to any refund of license (Registration) fee in case of termination of license for unsatisfactory service.

#### **SECURITY DEPOSIT/BANK GUARANTEE:**

- i. The licensee would keep an interest free security deposit of Rs. 01(one) lakh per port subject to a maximum of Rs. 05 (Five) lakhs with the Railways. Such security deposit can be in the form of Bank Guarantee by a scheduled bank or in the form of cash deposit/ demand draft with the railways. This security deposit shall be forfeited in the event of breach of any of the clauses of the Agreement.
- ii. The security deposit is liable to be realized towards payment of any amount due to Government by the licensee including penalties and where this is done, the licensee may, at the discretion of the Government, be allowed to commence sales only after the licensee has provided further security deposit as equal to the entire amount of security deposit as prescribed. The Government shall not be liable to pay interest on the security deposit.
- iii In case the License is renewed after the expiry of this Agreement, the security deposit shall continue (unless revised). However in case the license is not renewed after the expiry of the agreement, the security deposit shall be refunded after realizing there from all amounts due by the licensee to the Government either as sale proceeds of tickets, penalties, or otherwise whatsoever & accounts adjusted. The decision of the Government as to the amount due to the Government by the licensee on this account shall be final and binding on the licensee. Security Deposit shall stand forfeited in case of breach of contract and or termination of the license due to unsatisfactory service.

#### **ADVANCE DEPOSIT:**

The licensee would deposit a minimum amount of Rs.5 (Five) lakh per counter with the Railways in advance and shall be allowed to issue tickets only up to Rs.4.5 lakh (Four Lakh Fifty Thousand ) per counter, i.e. the licensee can issue the tickets up to an amount which is Rs.0.50lakh ( Fifty Thousand) per counter short of the deposit available with the Railways. The issue of ticket shall automatically stop as and when the amount of the tickets issued by him reaches **Rs.4.50** lakh ( Four Lakh Fifty Thousand ) per counter. This feature shall be in-built in the software. The licensee shall replenish the deposit by next working day from the day on which the advance is reduced to the minimum limit. The licensee can replenish the consumed amount up to a maximum value of Rs. 01(one) Cr.

#### **PROCEDURE FOR COLLECTION/UPDATION OF DEPOSITS MADE BY YTSKL.**

- i. The Railway administration will nominate a Chief Booking Supervisor (CBS) to collect cash/demand draft from YTSKL and a Chief Reservation Supervisor (CRS) for updating the account of YTSKL on PRS system.
- ii. YTSKL will deposit Rs. 05 (Five) lakhs per terminal with cash office/ station of the concerned Zonal Railway for commencing sale of tickets.
- iii YTSKL will produce money receipt issued by cash office/station to CRS nominated for the purpose, who after verification of the same, will authorize commencement of issue of tickets in the system.
- iv A separate captive menu account to login the system will be given to nominated CRS who will update the deposit account for YTSKL after collecting and verifying correctness and genuineness of amount and Money Receipt. The station foil and other records will be maintained by the CRS. A separate Money Receipt register will be maintained by CRS to that effect for each YTSKL.
- v Assistant Commercial Manager (Reservation) will monitor on daily basis the amount accounted for in the system with the money receipt of YTSKL for its correctness and should certify that the amount has been reconciled and found correct. TIAs Cell will also carry out a regular check on this aspect.

#### **DEPOSIT OF DAY-TO DAY EARNINGS BY YTSKL.**

- i. At the end of each shift every day, the YTSKL will print out a summary of the transactions for each terminal showing details of tickets issued, cancelled, amount earned, refunded and net amount. The total amount ( Less share of YTSKL in the service charge ) will be added together while depositing the cash/demand draft to CBS by each YTSKL of each day's earnings in cash by the nominated time.
- ii. The summary so generated by YTSKL shall give details of booking done, booking amount, cancellation, refund YTSKL service charge and net amount payable to Railways (excluding YTSKL's portion of service charge).
- iii. The YTSKLs will deposit the earnings in cash/demand draft along with transaction summary with Chief Booking Supervisor (CBS), the YTSKL may also deposit the amount through RTGS/NEFT on daily basis as per timings prescribed by the Railway administration, irrespective of holidays/Sundays etc.
- iv. CBS in turn will issue a Money Receipt (MR) for the amount realized by denoting YTSKL name and code. The MR book for YTSKL will be in four foils viz.
  - 1.Accounts foil (original)
  - 2.Customer (YTSKL) foil,
  - 3.CRS foil, and
  - 4.Record foil.
- v. The CRS foil will be handed over to CRS by CBS directly and YTSKL foil will be handed over to the YTSKL.
- vi. At those locations where cash deposited is being accounted for through Unreserved Ticketing System (UTS) terminals, two copies of money receipts will be taken out from UTS by CBS, one of which will be given to CRS and the second copy will be given by YTSKL.
- vii. YTSKL will deposit with CRS, the Money Receipt (MR) ( manual or that taken out through UTS), the summary of the transactions as mentioned in para (ii) above along with refunded tickets and requisition slips of that shift. CRS will verify the summary by putting in stamp and signature with distinct name. In case there is any discrepancy, the same will be sorted out by CRS and the account of YTSKL will be updated by CRS with the amount deposited by CBS as indicated in the receipt.

#### **DAILY CASH AND ITS ACCOUNTAL( SHIFT-WISE)**

- i. The CBS will maintain a manuscript register, in which he will enter the Money Receipt (MR) books number received from the office of the concerned DRM
- ii. The CBS will maintain a separate Money Receipt book only for YTSKLs so that Accounts can cross-verify the same periodically. The amount deposited by each YTSKL will be deposited to Railway's account along with other station cash on daily basis by CBS. CBS will daily submit date wise & YTSK terminal -wise details of money deposited by each YTSKL with Money Receipt details to Traffic Accounts along with Accounts foil. The code number given to the individual YTSKLs will be mentioned on the Money Receipt.
- iii. The CBS will issue the money receipt to the YTSKL for the amount remitted by the YTSKL as per DTC summary. CBS will sign& stamp the summary which will be produced by YTSKL to CRS and will preserve it for 05 (Five) years. The preservation period of DTC summaries so retained will be subject to review by the competent authority.
- iv. If the cash/demand draft is not deposited in time, the operation of all the terminals of that YTSKL will be suspended temporarily, till the amount is deposited along with cancelled/non-issue tickets and requisition slips by CCM(PM) without further notice. A log book will be maintained and this aspect should be noted by TIA during their regular and periodical checks.

V All the amounts collected from YTSKL will be accounted for by CBS under the head YTSKL deposits on day to day basis and all the collections from each YTSKL are to be maintained separately day wise.

#### **14. COMMISSION & REVENUE SHARING:**

The licensee shall share the revenue which is essentially the service charges levied on the customer for the booking or cancellation of tickets. The licensee shall share 25% of the service charges levied on the customer for booking/cancellation of reserved tickets with concerned Zonal Railways.

- i. 25% of the service charges collected by the licensee from the passengers shall be credited to Railways account at the time of booking at the time of booking/cancellation of reserved tickets.
- ii. Licensees shall levy **two rupees** per passenger as service charges on booking of unreserved tickets by the customers which is at par with the charges levied by JTBS. There shall be no revenue sharing arrangement in case of tickets sold through unreserved ticketing system.
- iii The service charges so collected by the licensee on account of selling unreserved UTS tickets shall be entirely retained by the licensee.
- iv This revenue sharing model shall be applicable for **one year**. After the period of one year, the Indian Railways shall review the revenue sharing formula based on the response to the scheme and the volume of business generated under the scheme.
- v The efficacy of the system of revenue sharing should be reviewed every quarter jointly by accounts and Commercial Departments to ensure that due revenue share accrues to Railways.
- vi. The licensee shall display the information regarding the opening times of the counters and the rate of service charges for different class of passengers at prominent locations bilingually.

#### **15 TENURE OF THE LICENSE:**

The tenure of the license shall be for a period of 03 (Three) years. The licensee shall pay license fee @ **Rs.5,000/-** per counter per annum to Indian Railways. The license can be renewed after expiry of its existing tenure subject to the satisfaction of the competent authority and as per the extant policy prevalent during the period of renewal.

#### **16 GUARD AGAINST MALPRACTICES**

- i. Adequate system security provisions shall be in-built in the system to preclude the possibility of disruption by virus/ unauthorized access.
- ii. In order to guard against malpractices, the facility of bulk booking, modification, change of name, age, sex etc. will not be permitted. However, the facility of postponement Preponement of ticket will be available.

- iii. The licensee is permitted to issue and cancel all reserved tickets (booked on cash), issued by him or other YTSK or by PRS Centers, up to the time of preparation of reservation chart and within the working hours indicated in this agreement and as restricted from time to time.
- iv. The cancellation charges will be credited to the Railways but the licensee will be allowed to charge commission for cancellation from the passengers at the rate fixed by the licensee in terms of para 8.
- v. These licensee will not deal with any type of concession vouchers, etc. viz. Student concession, Pass, PTO etc.
- vi. A separate code number will be allotted to these licensees and the code number will appear on the ticket itself. There will be two passwords, one supervisory password which will be controlled by the Railways and the other, operator password, which will be controlled by the licensee.
- vii. The color of ticket roll issued to YTSK licensees will be distinct.
- viii. The fare-value, the service charges, etc. realized will appear on the ticket to avoid over-charging by the licensee. In case of cancellation, the cancellation charges payable to Indian Railways and cancellation commission payable to the licensee shall be indicated on the cancellation ticket.

**17. MAINTENANCE OF REGISTERS, SUBMISSION OF RETURNS AND CHECKS BY ACCOUNTS & COMMERCIAL OFFICERS ETC.**

- i. For the purpose of the adjustment of accounts, the licensee shall submit to the Traffic Accounts Office of the Zonal Railways within five working days after the close of each 10 days period, account showing particulars of tickets issued during the period and also similar statement will be produced by PRS CUM UTS system with code of the licensee and sent to FA&CAO(T). Discrepancies and items in dispute shall be adjusted after the two statements have been cross checked. If there is no traffic during any 10 days period, a nil statement showing the closing number of tickets on hand will be sent to the FA&CAO(T) of the Zonal Railway. A detailed Joint Accounts & Commercial Departments Procedure order for accountal and issue of tickets will be issued separately and modified from time to time by the Railway Administration (Zonal Railway ) for compliance by Railway staff and the YTSKL, as per guidelines provided in the scheme as well as this agreement. The licensee shall have to abide by the modified terms.
- ii. Offices of the licensee are liable to be inspected by the representatives of the Account/Commercial Department and the statutory audit or such other representative of the Government (Any Government Agency ) at such intervals as the government may decide. The licensee shall permit full access to all relevant records and render all necessary assistance for their checks and inspection as may be required by such representatives.
- iii. Railway Administration will prescribe the formats for statements/returns to be submitted by the licensees to the Railways. The details of these returns, periodicity of these reports/returns will also be finalized by the Railways in consultation with FA&CAO/Zonal Railways.

- iv. If the licensee fails to submit the accounts and statement as envisaged in para above showing particulars of tickets issued and the stock on the due date and deposit the cancelled tickets etc., to Railways or commits a breach of any of the terms and conditions of the agreement or of the schedules hereto annexed, the Government shall without prejudice to any other rights but in addition thereto, be entitled to stop the sale of any ticket etc. there under and to seize after making an inventory, the stock of tickets etc. lying with the licensee. The Government shall be entitled to terminate the agreement forthwith. On termination the entire amount that may be payable by the licensee to the Government shall become payable forthwith and the licensee shall forthwith pay such amount. The decision of the Government or its authorized officer of Railways as to whether the licensee has committed any breach or not shall be final and binding on the licensee.
- v. Licensee shall maintain all the register/books and returns as required under the scheme. In addition, he shall also be asked to maintain such documents/registers as are considered necessary by the Railway Administration for verification purpose.
- vi. Statements of Refund (cancelled) tickets and non-issued ticket for above terminals must reach the Traffic Accounts office next working day without fail.
- vii. The balance sheet (Station balance sheet as prescribed under the codes) and passenger classification for the privately owned terminals must be signed by the authorized licensee and his authorized signatory (i.e.) whose signatures must be available in the Traffic accounts office. These must be submitted regularly in Traffic Accounts Office as per time schedule stipulated by CCM in consultation with FA & CAO.
- viii. Railway administration shall have the right to inspect the office of the licensee at any time during the business hours and for this purpose, Railway Administration may depute any person as deemed fit. In order to maintain vigil on any spurious elements tending to indulge in malpractices at these centres the Licensee shall make provision of CCTV/IPTV at the YTSK (s). The footage of CCTV/IPTV shall be preserved for at least on month and access to such data shall be provided to inspection official (s) on demand.
- ix. Performance on service being rendered by the licensee shall be reviewed from time to time by conducting surveys and by visits and inspection of Commercial and Accounts officers, etc.
- x. The licensee shall be subjected to all the supervisory checks carries out for Railway PRS terminals or any other supervision required for internet system.
- xi. Fortnightly statements of tickets issued by the licensees would be analysed by the Railways with a view to ascertain if any unusual pattern of issue of ticket by the particular licensee is indicated.

#### **18. TRANSFER OF LICENCE :**

The license shall be non-transferable, provided that in case of death of an agent, the license may be transferred to his/her legal heir on a request made in writing for the unexpired period only of the license by the competent authority and the legal heir shall be eligible to apply for renewal of the said license in accordance with the provisions of rules, as applicable at the time of renewal.

The YTSK Licensee will indicate two (02) nominees/legal heirs, in whose name the license should be transferred in case of death of the YTSKL. In case the nominee (1) passes away before the YTSKL or is unwilling to continue as YTSK Licensee after the demise of the original licensee, nominee (2) shall be asked to continue as YTSK Licensee.

**19. INDEMNITY CLAUSE**

The licensee shall be entirely and wholly responsible for all losses or damages that may be suffered by the Government by any act of omission or commission of the licensee or his servants or agents and shall indemnify and keep indemnified and harmless the Government against or in respect of all such losses or damages or costs, if any, incurred by the Government in regard thereto. The licensees shall give an Indemnity Bond to this effect.

**20. PRESERVATION OF RECORDS:**

The licensee shall preserve all records ( including office copies of returns/statements sent to Railways ) connected for the railway booking for a period not less than 05 (Five) years. When, however, the records are required in connection with court case or for any reason whatsoever, the licensee shall preserve them for such period as is required by the Government to be kept for a long period by the Government.

**21. PENALTIES**

Without prejudice to any other rights and remedies of the Government under this agreement of law, the government shall have the right to impose as its sole discretion liquidated damages to the licensee in following irregularities/ defaults-

- a) Pecuniary losses to the Government due to licensee's fault(s)
- b) Delays and /or irregularities leading to loss of the Government revenue.
- c) Malpractices causing loss to the railways or to the customers/passengers.
- d) Levy of service charges beyond the ceiling limit stipulated by the Railway administration and service charges decided and displayed at the YTSK by the YTSKL.
- e) Any other substantiated cause of irregularity/malpractice.
- f) Non compliances of any of the terms of the agreement.

**22. TERMINATION**

- i. (a) Any case of violation of provisions of the agreement or the rules of Indian Railways by the licensee would invite deterrent punishment by way of penalties equivalent to maximum of Rs.50,000/- (Rupees Fifty Thousand Only), which may include termination of license. Minimum penalty will be Rs. 500/- Rupees Five Hundred) per violation. In case of repeated violations the competent authority can examine the feasibility of terminating the license.  
  
(b) The penalty up to Rs.25000/- (Rupees Twenty Five Thousand only) can be decided by Sr.DCM/DCM & penalty above Rs.25,000/- up to Rs.50,000/- can be imposed on recommendation of Sr.DCM/DCM & with the approval of DRM.  
  
(c) Termination can be mooted by Sr.DCM with detailed reasons which should be approved by DRM with prior concurrence of associated finance. The license can be terminated after giving one month's notice in case the Railway decides to terminate the scheme even if there is no irregularities on the part of YTSKL.
- ii. The agreement shall, subject to the provision herein contained remain in force for 03 (Three) Years w.e.f \_\_\_\_\_ and expire on \_\_\_\_\_ provided that either /other party shall be at liberty to terminate the same earlier by giving one month's notice in writing to the other without assigning any reason where from the accounts shall be adjusted.
- iii. In the event of unsatisfactory service or any failure at any time on the part of the licensee (s) to carry out the terms and provisions of this Agreement to the satisfaction of the Railway Administration (who shall be the sole judge and whose decision shall be final ) Seven (07) days show-cause notice may be given to the licensee (s) to explain his/her position. In the event of unsatisfactory explanation, 48 hours notice may be given before terminating the contract. In case of such termination the security deposit mentioned in



**Clause 13.2** shall be forfeited to the Railway Administration and the licensee(s) shall have no claim whatsoever against the Railway Administration or any of its officials in consequence of such termination of this agreement.

- iv** The Railway Administration shall be entitled at any time forthwith to terminate this agreement after giving seven days show-cause notice in any of the following events, that is to say (a) in the event of Licensee (s) being an individual or if a firm any partner in the Licensee(s) firm shall at any time be adjudged insolvent or shall have a receiving order or order for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency Act for the time being in force or make any conveyance or assignment of his effect or enter into any arrangement or composition with his creditors or suspend payment, or if the firm be dissolved under the Partnership Act, or in the event of Licensees being a company if the company shall pass any resolution or be wound up, either compulsorily or voluntarily.
- v** This agreement may also be terminated by either party giving other not less than one month's notice in writing without assigning any reasons.
- vi** The expenses of preparing, stamping under stamp duty act and executing this Agreement shall be borne solely by the Licensees(s) and be payable to the Railway Administration, immediately on demand being made therefore.
- vii** Except hereby otherwise provided, any verbal or written arrangement abandoning, varying or supplementing this Agreement or any of the terms hereof shall not be binding on the Railway Administration unless and until the same is endorsed on this agreement or incorporated in a formal instrument and signed by the licensee(s) and duly executed on behalf of the President of India in accordance with the provisions of Article 299 (1) of the Constitution.
- viii** Any notice to be served on the licensee(s) shall be deemed to be sufficiently served if delivered at or sent by registered post addressed to the licensees(s) at his/their registered office or last known place of business at ----- . Any notice to be served by the licensee(s) on the Railway Administration shall be deemed to be sufficiently served if left at the office of or sent by registered post addressed to the Sr.DCM, New DRM Office, R B Mill Road, Pune 411001 of Central Railway.
- ix** All questions, disputes and / or differences arising under or in connection with this agreement or in any way touching or relating to or concerning the construction, meaning or effect of these presents ( except as to matters the decision whereof is otherwise herein before expressly provided for) shall be governed by Arbitration & Conciliation Act 1996 and shall be referred to a sole arbitrator to be appointed by General Manager for the time being of the Central Railway. There will be no objection to any such appointment of the arbitrator so appointed is a Government servant and that he has to deal with the matters to which this agreement relates and that in the course of his duties as such Government servant he has expressed view on all or any of the matters in dispute or difference. The award of the arbitrator so appointed shall be final and binding on the parties hereto.
- x** Subject as otherwise provided in this contract all notices to be given on behalf of Railway Administration and all other action to be taken on behalf of the Railway Administration may be given or taken by Central Railway or any officer for the time being entrusted with the functions, duties and powers of the said Central Railway. The sole liability of complying with all statutory norms prescribed guidelines and regulations by the competent authorities of the licensee concerned. No claims whatsoever on any account shall be raised against the Railways for non-compliance of any statutory provisions including labour laws.
- xi** There shall be a clause in the appointment letter of the employees of Licensee that they shall not claim to be employees of Railway. The employees shall be of the licensee, and the said licensee shall be only responsible to the employees for all his acts.

**23. LIABILITY OF RAILWAYS:**

In any contingency, if the Railway Administration is required to pay such amounts, the same will be adjusted from the security deposit of the agents.

**24. FORCE MAJEURE**

Neither Railway nor the licensee shall be liable to each other for any failure to comply, or in any delay in complying with any obligation under or pursuant to this Agreement to the extent that such failure or delay has been caused directly by any event of Force Majeure.

In witness whereof ----- of Central Railway for and on behalf of the President and -----  
-----of the said M/s----- have hereunto set their hands the day and year above  
written.

( )

Signed for and behalf  
President of India by  
Sr.DCM of the Central Railway  
Pune-411001  
At Pune on this

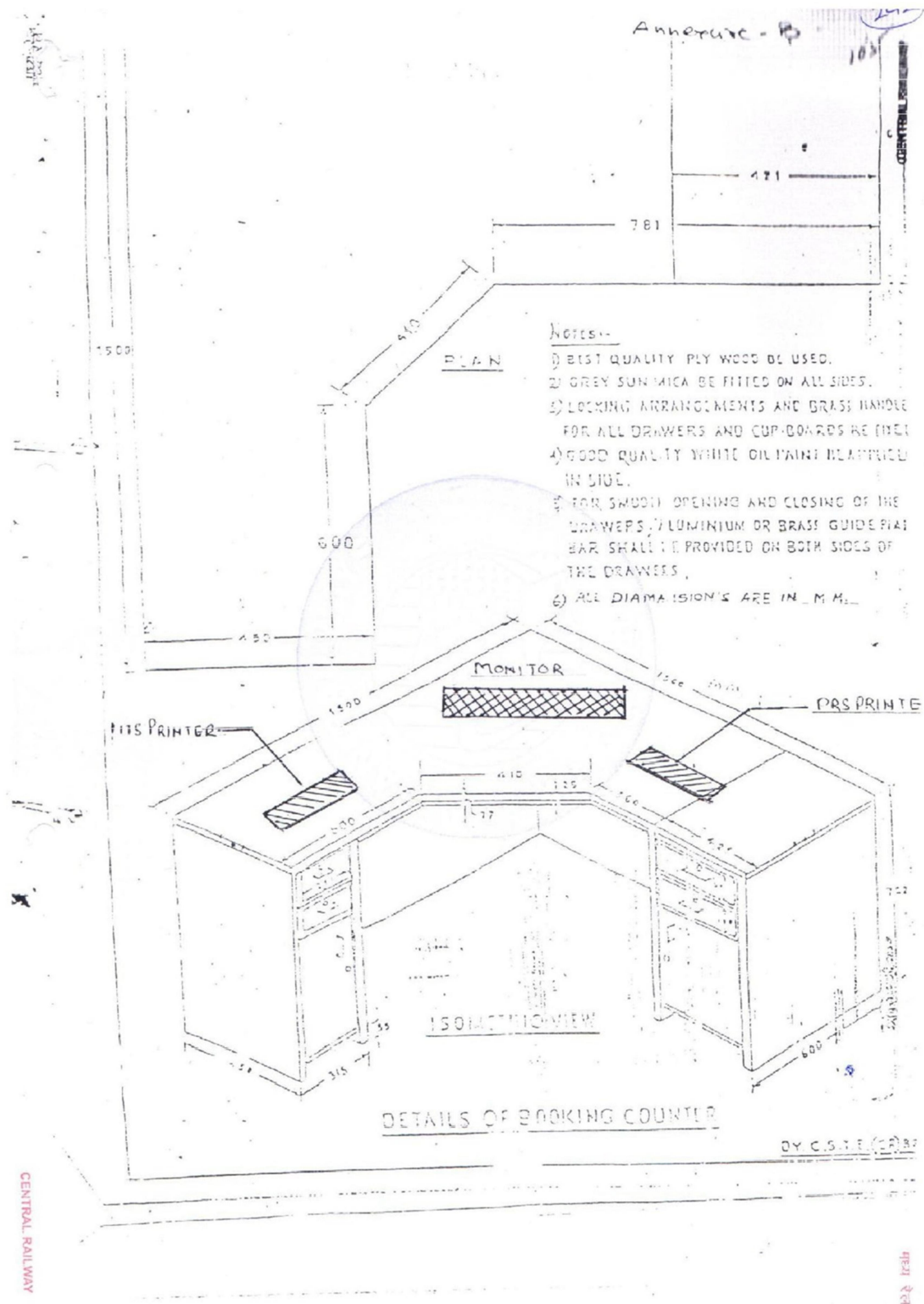
( )

Signed by YTSK agent  
At Pune on this

Witness

Witness

## Booking Counter Specification





## Technical specification for UTS cum PRS Thin Client for YTSK

ANNEXURE-A1

**UTS cum PRS Thin Client Specification (April 2014)**

S.No	Item	Description
1	Processor	1.8 GHz or above dual core (Fanless model)
2	Memory	2GB or above DDR3
3	Flash Memory	4 GB SATA/mSATA in primary slot or onboard primary
4	VRAM	VRAM minimum 64 MB or above (should be configurable from BIOS and shared with Memory)
5	Redundant Flash (in slot other than primary)	4 GB SATA/mSATA
6	Power supply	Internal SMPS/External with 110-240 V or 90-264V 50 Hz, automatic power-down Power Supply
7	Keyboard & mouse	PS2/USB based 107 Keys Mechanical keyboard and scroll mouse.
8	Monitor	15.6" or higher TFT color monitor (resolution 800 x 600)
9	Emulation Support	For PRS, VT100/VT220/VT320 emulation support over RS232/LAN through telnet with PRS forms downloading feature, answerback support (in <b>disable mode</b> ) over telnet. ISCII 83 for printing PRS tickets. Programmable function key should not be supported in emulation. Support for barcode printing (both for 1D and 2D) through escape sequence in terminal emulation. Support for RFID Smartcard reading as per CRIS requirement through escape sequence in terminal emulation.
10	Slots	At least one free PCI slot.
11	Ports	One or more centronics parallel printer port. Two serial port, one for DB 9 pin (for printer) & other for MUX or host connectivity.
12	Connectivity	10/100/1000 Mbps auto sensing LAN interface
13	Accessories	Four USB ports with option of storage class enabling/disabling using admin password. (by default it should be disabled for storage class)
14	Networking	Local user support Support for telnet, ftp, rsh, rexec, scp, ssh, cron, rlogin PPP support TCP/IP with DHCP, DNS support
15	Should have following O/S and S/W embedded	1. Embedded linux with Kernel 2.6.x or above. OS Size should be less than 20% of onboard/primary flash memory. (OS size includes Kernel, libraries required to run CRIS UTS Application, terminal emulation with Devanagari support and JRE version 1.6 or above)  2. SAP Sybase ASA version 10 or above which shall be provided by CRIS  3. CRIS/UTS application (both front end and back end which shall be provided by CRIS). Master copy of the pre-installed image should be provided to CRIS on CD/DVD.

S.No	Item	Description
		4. All the drivers for peripherals like display, printer and networking components. Local terminal configuration utility. Note: - 1. CRIS however, reserves the right to issue PO for supply of Thin Client only with trimmed version of OS. 2. The costing of Sybase ASA license is not to be borne by the vendor. 3. Should be able to run both UTS and PRS application with switching through Hot Keys.
16	Remote Management Software Support	Administrator be able to do a remote installation from a central location, management of operating system, updates, patches and application software of all thin clients. Administration suite with industry standard protocols Administrator should be able to Remotely control Network setting, Display settings, Internet options, Power options, Restart options.
17	Other supports	Multi session/Multi host support. Support for printing to both Dot Matrix and Thermal Printer SNMP V1/V2 along with MIB-I/MIB-II. should return attributes:Host name,Mac-Address, OS, its version
18	Compatibility	Compatibility with Sybase Anywhere (ASA version 10 and Above) CRIS application in C, C++. Indian Language printing support for Hindi VT100/VT220/VT320 emulation support for UTS local application display.
19	Printing	Bi-directional printing support. ISCI support (for printing in Hindi)
20	Construction	Vertical/Book End
21	Regulatory Compliance	For Thinclient: Self certified RoHS (Restriction of Hazardous Substances) compliance.
22	Security	Password protected local terminal configuration
23	Hardware Indicators	Disk and Network indicator
24	Other OS features	Automatic Application Startup feature
25	Warranty	3 years on site on call support
26	Power consumption of total solution	Total power consumption of the system (Thinclient & Monitor) should not exceeds 90 watts

Note: - During warranty period, as per CRIS NMS application requirement the software updates for SNMP should be provided free of cost.

## Annexure- "A2"

Technical Specification of Dumb Terminal version of Thin Client		
SNo	Item	Description
1	Emulation Support	DEC VT 320 emulation with VT 200/220 compatible. Railways UTS and PRS form downloadable capability with ansback support (in disabled mode). ISCH (83,88 & 91) printing for tickets with EPSON/TVSE/Printronic/MT-Lipi emulation standards. Bi-directional data communication with Dot Matrix Printer (UTS and PRS Ticket Printer)
2	Display	80 and 132 columns display in minimum 24 lines. Blink bold underline and reverse video character attributes in any combination. Double width and double height line attributes.
3	Monitor	15.6" or above wide LCD monitor support, True Color Support with 800x600 resolution.
4	Cursor Display	Cursor style - Blink block.
5	Keyboard	PS2 107 Keys Mechanical Keyboard
6	Scrolling Support	Smooth, Jump, Slow and Fast Scrolling.
7	Connector	Host communication connector type: RS 232 with 25 pin D -type male connectivity and LAN connectivity.
8	Baud Rate	Baud rate: max. 115000 bps
9	Energy Consumption	Low energy consumption, 60 - 90 watts
10	Regulatory Compliance	Thin Client: ROHS complied.
11	Compatibility	Compatible with CRIS application & Indian Language printing support for Hindi and support for other regional languages in future.
12	Should have following O/S and S/W embedded	Provision to configure serial port or parallel port for printer. Switchable printing on serial or parallel port. Provision to store local terminal settings with password
13	Remote Accessibility	The remote accessibility should be disabled.
14	Other Support	Should do full key mapping of VT-220 terminal and also standard tools available in VT-220 like calculator etc. The image should be write protected.  There should not be any provision to store and paste values in the programmable functional keys and any combination of shift/control key with functional key The additional ports like USB/LAN should be disabled/enabled with Admin password

Balulal B  
(PE/UTS)

Ashtor B  
(SSE/PRS)

**Dot Matrix Ticket Printer Specification for UTS**

Annexure-A3

S.No.	Item	Description
<b>Quoted Model</b>		
<b>1</b>	<b>General features</b>	
	9 pin DMP	
	Printing method	Impact Dot Matrix
	Printing System	Bi-directional Logic seeking Should support Draft / High speed Draft
	Print Speed (Draft)	270 cps or more at 12 cpi
	Life	200 million or more dots per wire
	Input Buffer Memory	64 Kb or more
	Interfaces	Built in Centronics Parallel & RS-232C (serial) with automatic selection i.e. Auto-switching. It should work with terminal irrespective of the fact whether it is connected to serial or parallel port.
	Emulation	Epson EX 1000 or equivalent
	Ribbon	Cassette type black fabric ribbon
	Power requirement	Voltage 150V to 270V AC Frequency 47Hz to 63 Hz
	Power consumption	15 watts (stand by) 42 watts (self test), Energy star compliant
	Reliability (MTBF)	6000 POH (power on Hours) @ 25% duty cycle
	Environmental conditions	Temperature -- operation 5 degree Centigrade to 45 degree Centigrade, Storage - 30 degree centigrade to 65 degree centigrade Humidity - 10% to 80% RH (without condensation)
	Auto Test Option	Shock resistance- 1G max.. within 1 ms Should be able to perform printer testing without connecting it to a PC i.e. with self test-printing mode built in the printer. Testing printer for control commands can be done with help of hex-decimal printing mode
	Printer Cover	Transparent printer cover to see ribbon
	Cutting-edge	Cutting-edge for tearing tickets
	Retention of printing particulars	The printer should use a stationary on which the printing particulars should be retained for



		at least one year from the date of printing
	Rugged printer	The printer should be rugged and tropicalised to withstand the rough environment use in booking offices
	Printing	The system should be able to print at least 5000 tickets in the three eight-hour shifts throughout the day
	Paper weight	60 to 160 gsm
<b>2</b>	<b>Security features</b>	
	Printer cabinet and ticket roll support	It may be provided with two electromechanical/mechanical locks for fixing dual responsibility between the operator and the supervisor. The printer should support ticket roll with following dimensions ---(a) 103 mm X 64mm & (b) 120mm X 64mm . The dimension given is for a single stock and includes sprockets holes on both the sides.
	Paper sensor	Paper sensor should be positioned at an inaccessible position out of reach of the operator
	Platen knobs	Platen knobs have been removed. There should be no platen knobs on any other device to manipulate the feeding of ticket paper rolls
	Printer panel	Printers panel should have only buttons.
	80-Col paper roller	The first time paper & Micro paper feed. There should be no On-line & offline button. The 80-Col printer has been so programmed that nothing can be printed beyond the 40th column. The shaft supporting the tractor will not permit lateral movement of tractor. Only 40 column printer should but with sprocketed stationary.
	Friction mode and tractor driven mode for paper feed	The printer should only have tractor mode and friction mode should be disabled
	Pulleys-papers feed and head movement	The system should get jammed if attempt is made to move the pulleys manually. For activating the printer should on switching to off and on but this result in its buffer getting released
	Built-in special railway font	It should be a special font available on this railway printer only. Tickets printed outside railways on any other printer can be easily identified
	Special Railway character printing	On receiving a special character the printer should be capable of printing logo.
	End of ticket indication	Printer should be able to send End of ticket indication.
	Printing	Printer should stop printing when cover is opened.

Annexure - A4

Technical Specification of Ticket Printers for PRS ##		
S.No.	General Features	Description
1	9 Pin DMP	9-pin point head
2	Column Size	80 column
3	Printing Method	Impact Dot Matrix
4	Paper Feeding	Push/Pull Tractor (without Ticket roll tearing during loading )
5	Printing System	Bi-directional Logic seeking should support Draft/High Speed Draft Mode.
6	Print Speed (Draft)	270 cps or more at 12 cpi
7	Print Head Life	Minimal print head life of 100 million characters in draft mode
8	Paper Handling	Continuous paper width 4-10 inch
9	Input Buffer Memory	64 KByte or more
10	Interfaces	Serial interface option & centronics parallels interface support
11	Emulation	Epson EX 1000 or equivalent
12	Ribbon	Cassette type black fabric ribbon life of 3 million characters
13	Power requirement	AC 120 volts ,AC 220 ~ 240 Volts
14	Power consumption	30 watts or less
15	Reliability (MTBF)	Minimal 4000 hours MTBF reliability
16	Environmental conditions	5-35 degree centigrade, humidity 10-80% RH
17	Auto Test Option	Should be able to perform printer testing without connecting it to PC i.e. with self test-printing mode build in the printer.
18	Printer Cover	Transparent printer cover to see ribbon
19	Cutting Edge	Cutting Edge for tearing ticket (sufficiently hard edge to tear ticket with ease )
20	Rugged Printer	Should be rugged and capable of continuous use for up to 16 hours without affecting performance.
21	Printing	It should have Bilingual printing capability and no adjustment in printer shall be required before printing of ticket. It should have ISCII printing support
22	Paper Tear OFF	Zero -inch tear off paper handling

## The Printer to be tested at Ticketing location for all features before offering it in RC

**G.SHDSL 64 Kbps 2 wire Leased Line Modems (V.35 & G.703)**

The modems should conform to TEC Specifications no. IR/DCA – 18/04, Oct 2005 or IR/DCA – 18/05, March 2013 with the following qualifications/addendum. The specifications pertaining to IEEE 802.3 Ethernet 10/100 Base Tx Interface viz. Clauses no. 1.1.1 (vi), 1.5(v) respectively, mentioned in the Interface requirements of the above TEC specification nos. are not applicable.

**1) Clause no. 1.1: Digital Interface :**

- i) Item 1.1.1 (ii), 1.1.1 (iii) and 1.1.1 (v) are not applicable.
- ii) Item 1.1.2 : Speed Support  
The speed/s supported at Digital Interface/s shall be with any combination of 64 Kbps between 64 Kbps to 128 Kbps.

**2) Clause no.1.5: Items to be specified in the Interface Approval Certification:**

- i) Item 1.5(i): Digital Interface/s supported in the equipment  
V.35 via 34-pin Female Connector with one modem G.703 interface Co-directional with other modem in modem pair
- ii) Item 1.5(ii): Whether single pair, 2 pair or multi pair working  
2W unloaded twisted pair working
- iii) Item 1.5(iii): Highest bit rates of the digital interfaces supported  
  
The highest bit rate of digital interface supported shall be up to 128 kbps.
- iv) Item 1.5(iv): Maximum distance coverage  
On 0.5 mm diameter underground cable (unloaded), the modem should work upto a minimum of 8.0 kms of distance for 64 Kbps data rate.

**3) References :**

ITU – T recommendations K.20, K.21, G.703 and V.35 are applicable in this case.

**4) The modem shall support following management / diagnostic features:**

- i) Front Panel indications for PWR (Power), DATA (Transmit/Receive Data), TEST (To indicate test mode), SYNC (status of DSL line), ALARM / Error.

- ii) ITU-T V.54 complaint loopback diagnostics :
    - i) Local Analog Loop Test (for self test of modem)
    - ii) Local Digital Loop Test (to provide Loop test to the remote modem on local loop)
    - iii) Remote Digital Loop Test (to take Loop test from the remote modem on local loop) without requiring the manual assistance of any personnel at remote end.
  - iii) Built in BERT for test pattern generation & detection.
  - iv) Embedded Operation Channel (EOC) for controlling and monitoring the remote unit, without interfering with the data transmission in compliance with ITU-T G.991.2 requirements.
- 5) Environmental / Climatic Test
- The equipment shall meet the following climatic and environmental requirements as per Category -B2 of QM333:
- i) Cold test
  - ii) Dry heat test
  - iii) Damp heat test (Cyclic)
  - iv) Rapid temperature cycling test
  - v) Damp heat test (Steady state storage)
  - vi) Vibration test
  - vii) Drop and topple test
- 6) In a modem pair, the modem with V.35 interface shall be operable on normal AC supply whereas the G.703 modem unit shall be operable with both AC and DC power supply, with AC or DC supply being used at any given point of time.
- 7) Certification:
- Valid and duly attested copy of following certificate (and reports) shall be submitted:
- i) TEC approval certificate issued to the offered modem product for both V.35 & G.703 interface units.
  - ii) The certificate for compliance to climate & environmental requirements as per QM 333 shall be submitted from accredited Lab.

**G.SHDSL 2 Mbps (nx64 Kbps) 2 wire Leased Line Modems (V.35 & G.703)**

The modems should conform to TEC Specifications no. IR/DCA – 18/04, Oct 2005 or IR/DCA – 18/05, March 2013 with the following qualifications/addendum. The specifications pertaining to IEEE 802.3 Ethernet 10/100 Base Tx Interface viz. Clauses no. 1.1.1(vi), 1.5(v) respectively, mentioned in the Interface requirements of the above TEC specification nos. are not applicable.

**1) Clause no. 1.1: Digital Interface :**

- i) Item 1.1.1 (v) and 1.1.1 (i) is not applicable.
- ii) Item 1.1.2 : Speed Support  
The speed/s supported at Digital Interface/s shall be with any combination of 64 Kbps between 64 Kbps to 2048 Kbps.

**2) Clause no.1.5: Items to be specified in the Interface Approval Certification:**

- i) Item 1.5(i): Digital Interface/s supported in the equipment  
V.35 via 34-pin Female Connector with one modem G.703 interface with other modem in modem pair
- ii) Item 1.5(ii): Whether single pair, 2 pair or multi pair working  
2W unloaded twisted pair working
- iii) Item 1.5(iii): Highest bit rates of the digital interfaces supported

The highest bit rate of digital interface supported shall be up to 2048 kbps.

- iv) Item 1.5(iv): Maximum distance coverage  
On 0.5 mm diameter underground cable (unloaded), the modem should work upto a minimum of 5.0 kms of distance for 2048 Kbps data rate.

**3) References :**

ITU – T recommendations K.20, K.21, G.703 and V.35 are applicable in this case.

**4) The modem shall support following management / diagnostic features:**

- i) Front Panel indications for PWR (Power), DATA (Transmit/Receive Data), TEST (To indicate test mode), SYNC (Status of DSL line / E1), AIS, ALARM / Error.
- ii) System status, configuration, diagnostics using LCD Display & push buttons.
- iii) ITU-T V.54 complaint loopback diagnostics :
  - i) Local Analog Loop Test (for self test of modem)

- ii) Local Digital Loop Test (to provide Loop test to the remote modem on local loop)
- iii) Remote Digital Loop Test (to take Loop test from the remote modem on local loop) without requiring the manual assistance of any personnel at remote end.
- iv) Built in BERT for test pattern generation & detection.
- v) Embedded Operation Channel (EOC) for controlling and monitoring the remote unit, without interfering with the data transmission in compliance with ITU-T G.991.2 requirements.
- vi) E1 and SHDSL Line performance monitoring and statistics.

5) Environmental / Climatic Test :

The equipment shall meet the following climatic and environmental requirements as per Category -B2 of QM333:

- i) Cold test
  - ii) Dry heat test
  - iii) Damp heat test (Cyclic)
  - iv) Rapid temperature cycling test
  - v) Damp heat test (Steady state storage)
  - vi) Vibration test
  - vii) Drop and topple test
- 6) In a modem pair, the modem with V.35 interface shall be operable on normal AC supply whereas the G.703 modem unit shall be operable with both AC and DC power supply, with AC or DC supply being used at any given point of time.

7) Certification:

Valid and duly attested copy of following certificate (and reports) shall be submitted:-

- i) TEC approval certificate issued to the offered modem product for both V.35 & G.703 interface units.
- ii) The certificate for compliance to climate & environmental requirements as per QM 333 shall be submitted from accredited Lab.



**Technical specification for RS-232C to V.35 convertor :**

1. The device pair shall enable extension of RS-232C terminal ports of a terminal server located at a PRS reservation center to another remote location over leased line, while ensuring that any errors that occur during transmission on the leased line are automatically detected and corrected.
2. The device installed at remote location shall have at least two asynchronous RS-232C terminal ports for connecting dumb terminals and other devices with configurable speed between 50-19200 bps on each port. Similarly, the device installed at the PRS reservation center shall also have atleast two asynchronous RS-232C ports for connecting two terminal server ports.
3. The device should have isolation protection on RS-232C ports.
4. The device shall have V.35 interface which shall work with 64 Kbps or 2Mbps leased line modem.
5. The device shall have console port for configuration, monitoring and diagnostics.
6. The device should convert between asynchronous RS-232C and synchronous V.35 interfaces.
7. The device shall have status indicators for example: Power, Link status, Link activity, Terminal RS-232C port activity, Link Error etc.
8. The device shall support temperature range 0 - 45 °C.
9. The device shall support power supply of - 230 V AC (+/- 10%).