

मध्य रेल
CENTRAL RAILWAY



मुख्य वाणिज्य प्रबंधक (यात्री विपणन) का कार्यालय
पी आर एस कंप्यूटर केंद्र, नयी एनेक्स इमारत,
तीसरा माला, छ. शि. म. ट. मुंबई ४०० ००१
Office of the Chief Commercial Manager
(Passenger Marketing)
PRS Computer Centre,
New Annexe Bldg.
3rd Floor, Mumbai CSMT. - 400 001.

No. C/CRS/BB-409/UTS-ATVM Policy

Dt.04.04.2025

Sr. DCM
Mumbai, BSL, NGP, PUNE, SUR

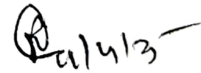
Sub: Engagement of facilitators for issuing of unreserved tickets
through ATVMs .

- Ref: 1.Board's letter no. 2011/TG-I/10/ATVMs/Facilitators/e-file
dated 28.03.2025.
2. Board's letter no.2024/TG-I/10/ATVM/Bonusonsmartcardrecharge
dated 20.03.2025.


Copies of Railway Board's letters quoted in the reference (1) & (2) above reg:
Engagement of facilitators for issuing of unreserved tickets through ATVMs are
enclosed for information and necessary action.

It is therefore, requested to issue instructions to all concerned for strict
compliance of the Boards letters mentioned above.



Encl: As stated


(R.S.Gawande)
Asst. Commercial Manager (PM)
-/ Chief Commercial Manager (PM)

Copy to: PS-I for kind information of PCCM/CR.

*OS(Rates)
PL update on website
*

21373/2025

	GOVERNMENT OF INDIA (भारत सरकार) MINISTRY OF RAILWAYS (रेल मंत्रालय) RAILWAY BOARD (रेलवे बोर्ड) *****	
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No. 2011/TG-I/10/ATVMs/Facilitators/e-file New Delhi, dated 28.03.2025

Principal Chief Commercial Managers,
All Zonal Railways.

Sub: Engagement of facilitators for issuing of unreserved tickets through ATVMS.

Ref: This office letter of even no. dated 29.02.2024.

In reference to the above cited letter, the extension of the facilitator scheme for engaging retired Railway employees as facilitator and pilot project for engaging outsiders as facilitator (both valid till 31.03.2025) has been examined in this office.

1.1 Based on feedback received from Zonal Railways, it has been decided to extend both the facilitator scheme for engaging retired Railway employees as well as the pilot for engaging outsiders as facilitators till further orders on the extant terms and conditions.

1.2 Zonal Railways shall furnish an annual feedback (Financial Year wise) of the facilitator scheme in the following format by 30th April every year:-

S. No.	Total no. of unreserved tickets issued	No. of tickets issued through ATVM	Tickets issued through facilitators (retired Rly. employees)	Tickets issued through facilitators (outsiders)	Bonus given to retired Railway employees working as facilitators	Bonus given to outsiders working as facilitators	Bonus given to the general public	Remarks, if any

2. It is informed that the extent of bonus to be given on smart card recharge shall be governed by the extant guidelines issued from time to time including the instructions issued vide No. 2024/TG-I/10/ATVM/Bonusonsmartcardrecharge, dated 20.03.2025 (copy enclosed)

Pls circulate

Ch. OS / PM

At i

21373/2025

3. Necessary instructions may be issued to all concerned accordingly.

4. This issues in consultation with Finance Directorate of Ministry of Railways.

DA: As above.

Signed by

Sanjay Manocha

Date: 28-03-2025 17:36:21

(Sanjay Manocha)

Director Passenger Marketing-II
Railway Board

Ph. No.:011-23047367

Email id: manocha.421sanjay@gov.in

4th Floor, Room No: 415-A

No. 2011/TG-I/10/ATVMs/Facilitators/e-file

New Delhi, dated 28.03.2025

Copy to:

Dy. Comptroller & Auditor General of India, Railways, Room No. 224, Rail Bhawan, New Delhi.

PFA & CAO, All Zonal Railways.

Director General of Audit, All Zonal Railways.

Signed by

Prashant Arora

Date: 28-03-2025 17:38:35
For Member Finance, Railway Board.

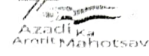
Copy forwarded for information & necessary action to:

1. CRB & CEO, M(O&BD), Member Finance Railway Board.
2. PS/MR, PS/MOSR (R), PS/MOSR(S) for information to MR, MoSR (D) and MOSR(J).
3. ADV/MR, OSD/MR, OSD/Co-ordination/MR & Addl. PS/MR for information
4. PED(Vig), PED(A), EDTC(R), EDIP of Railway Board.
5. MD, Centre for Railway Information System (CRIS), Chanakyapuri, near National Rail Museum, New Delhi for necessary Software changes.
6. MD, IRCTC, 2nd floor, Tower -D, World Trade Centre, Nauroji Nagar, New Delhi-110029. (Nearest Metro: Bhikaji Cama Place).
7. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai- 400 014.
8. PCCM/Northern Railway, New Delhi for issue of necessary correction slips to Coaching Tariff.

I/3120524/2025



GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)



No. 2024/TG-I/10/ATVM/Bonusonsmartcardrecharge

New Delhi, dated 20.03.2025

Principal Chief Commercial Managers,
All Zonal Railways.

GM/UTS, CRIS,
Chanakypuri,
New Delhi-1100021.

Sub: Bonus on smart card recharge.

Ref: i. Commercial Circular no. 18 of 2018 .
ii. This office letters no. 2006/TG-I/10/P/ATVM dated
27.02.2015 and 22.12.2014.

At present, 3% bonus is given on recharge of ATVM smart card. However, the 3% bonus in case of non-suburban tickets is admissible for actual distance of the journey or 150 km, whichever is less.

1.1 The matter has been further examined in consultation with Finance Directorate of the Ministry of Railways. It has been decided to revise the bonus admissible on smart card recharge in case of non-suburban journey tickets as follows:-

“The bonus on smart card recharge shall be @3% for journey upto 150 kms. The bonus for journey between 151 km and 500 km shall be admissible @2% and thereafter, bonus shall be given @1% for tickets issued for distances beyond 500kms. The said modification shall be applicable for NSG 1, NSG-2 and NSG-3 category stations. For other categories of stations, the existing policy of distance capping of 150 kms shall continue.”

2. The aforesaid modification shall be valid till 31.03.2026. During implementation, Zonal Railways shall closely monitor the sale of tickets from ATVM and correlate it with the reduction in the time for dispensing tickets during the peak time, increase in the percentage share of ATVM tickets and resultant reduction in the requirement of railway manpower at counters. A quarterly feedback on the same may be furnished to this office to enable final decision being taken in the matter regarding its continuation or otherwise.

3. Necessary instructions may be issued to all concerned accordingly.

I/3120524/2025

4. This issues in consultation with Finance Directorate of the Ministry of Railways.

Signed by

Sanjay Manocha

Date: 20-03-2025 12:09:45

(Sanjay Manocha)

Director Passenger Marketing-II,

Phone No. 011-23047367

E-Mail ID- manocha.421sanjay@gov.in

Room No. 415-A, 4th Floor,

Railway Board

No. 2024/TG-I/10/ATVM/Bonusonsmartcardrecharge

New Delhi, dated 20.03.2025

Copy to:

Dy. Comptroller & Auditor General of India, Railways, Room No. 224,
Rail Bhawan, New Delhi.

PFA & CAO, All Zonal Railways.

Director General of Audit, All Zonal Railways.

Signed by

Naresh Chand Jain

Date: 20-03-2025 12:29:45

For Member Finance, Railway Board.

No. 2024/TG-I/10/ATVM/Bonusonsmartcardrecharge

New Delhi, dated 20.03.2025

Copy forwarded for information & necessary action to:

1. CRB & CEO, M(O&BD), Member Finance Railway Board.
2. PS/MR, PS/MOSR (D), PS/MOSR(J) for information to MR, MoSR (D) and MOSR(J).
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4. PED(Vig), PED(A), EDTC(R), EDIP of Railway Board.
5. MD, Centre for Railway Information System (CRIS), Chanakyapuri, near National Rail Museum, New Delhi for necessary Software changes.
6. MD, IRCTC, 11th Floor, Statesmans House, B-148, Barakhambha Road, New Delhi-110 001.
7. Managing Director, Konkan Railway Corporation Ltd., Belapur Bhavan, Plot No. 6, Sector 11, CBD Belapur, Navi Mumbai- 400 014.
8. PCCM/Northern Railway, New Delhi for issue of necessary correction slips to Coaching Tariff.

Rail Bhawan, Raisina Road, New Delhi-110001