

STBA (Station Ticket Booking Agents)

A. Eligibility Criteria: -

- I. The applicant should be a resident of the local district in which the station is located where STBA is proposed to be engaged. Relaxation in the condition can however, be given by Sr.DCM/DCM, in case no suitable candidate of local district is eligible to be engaged as STBA.
- II. The applicant should not be **under 18 years of age and should have passed at least Class X** exam.
- III. Only one applicant can be engaged as STBA at one station. While furnishing bid/application, applicant shall give a declaration that he/she has not been engaged as STBA at any other station. Any individual can be engaged as STBA at one station only. (**Annexure-I**)
- IV. The applicant will also have to produce a certificate from the police station serving his/her **locality that no criminal record and no criminal case are pending against him/her.**
- V. STBA and his/her nominated agent should not be ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity.

B) Tender Document Cost: -

The tender document cost will be Rs 100/-, which is non-refundable. Applicant has to submit tender document cost in the form of Demand Draft (issued by Nationalized or Scheduled bank) in favour of Senior Divisional Finance Manager, Bhusawal or Money receipt.

C) Earnest Money Deposit: -

Applicant should submit at the time of application, with **Earnest Money of Rs.2000/-for NSG-6 & Rs. 5000/- for NSG-5 category stations in form of demand draft** (issued by Nationalized or Scheduled bank) in favour of **Senior Divisional Finance Manager, Bhusawal**. Application form received without Earnest Money will be summarily rejected. (The Earnest Money of Rs. 2000/- for NSG-6 & Rs. 5000/- for NSG-5 to be submitted in form of demand draft issued by Nationalized or Scheduled bank should be from the account of the bidder itself)

D) Security Deposit: -

A refundable security deposit of Rs. 10,000/- for NSG-6 stations & Rs 25,000/- for NSG-5 category stations (irrespective of the number of shifts for which STBA is being engaged) shall be deposited by the selected STBA in form of Money receipt or Fixed deposit. However, the security deposit can be enhanced/reduced by the Railway keeping in view the sale of ticket at station with concurrence of associate finance. On completion/termination of agreement, pending dues if any shall be adjusted from the security deposit and balance refunded to STBA.

E) Period of engagement: -

In case of NSG-5 & NSG-6 category of stations, initially an STBA shall be engaged for a **period of 3 years**. An agreement shall be executed by the STBA with Sr. DCM or DCM. Fresh tender shall be floated well before the expiry of three years. In case of delay in finalization of tender, existing agreement may be extended for 6 months or till finalization of new agreement as per this scheme, which is earlier. However, such extension shall not exceed three years.

F) Commission Payable: -

Out of the applicants fulfilling the eligibility conditions the candidate who opts for the least commission (on the 4% commission slab) will be selected for appointment. Commission **should be written in number & words**. The commission payable shall be as follows.

Slabs	Monthly Sales Turnover (Rs.)	Monthly Rate at which commission payable
Slab 1	1-20000	25%(minimumRs.2500/-)
Slab 2	20001-100000	15%
Slab 3	>100000	(4%in case of NSG-6/NSG-5category stations) or the rate quoted whichever is lower.

The commission will be calculated on monthly basis as is being done for Halt agents (Board's letter no. 99/TG-N/Halts/Policy dated 08.09.2000) and as per IRCM Vol. 11 Para 2425 item no. 28. Commission to STBAs shall be paid from the Station Earnings, the commission shall be paid on the amount credited to Railway's account. In case of concessional tickets, the commission shall be calculated on the actual fare collected by the Railways.

G) Termination: -

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

H) Disabling Clause-

Engaging an individual as STBA shall not confer any rights and/ or claim whatsoever on the person to seek employment on railways. No benefits viz. absorption in Railway service, regularization of service, bonus, Railway pass facilities etc. shall accrue to the STBA or his/her legal heirs. No claim in this regard shall be entertained. STBA shall keep Railway free for many liabilities in present or future. Suitable clause to this effect shall be incorporated in the agreement.

I) Arbitration-

To resolve any dispute or claim of any kind or nature arising under or in connection with this agreement between the parties, the standard arbitration clause may be incorporated in the agreement.

J) Backup arrangements by Railways:

Back-up arrangements shall be available to take care of unforeseen circumstances such as non-turning up of STBA or unprecedented/ seasonal rush where tickets are required to be disbursed by Railway staff. SMs/ ASMs posted at such stations should be made conversant with the functioning of UTS by giving them suitable training/ refresher course, if required.

General terms & conditions: -

1. The cost of hard ware and software (including maintenance) electricity and hiring of channel will be borne by the Railways. The space will also be provided by the Railways free of cost.
2. STBA shall not sublet/assign or transfer the rights or obligations arising out of the agreement. In case of death of agent, his/her legal heir(s) will be allowed to act as the STBA for the unexpired period of the agreement by the competent authority, subject to conditions laid down in policy.
3. Both the STBA and the additional persons, if any, nominated by him/her to sell tickets shall be issued photo identity cards by the concerned Sr. DCM/DCM and their names(s) shall also be displayed on a notice board at the station premises.
4. If the ticketing activity stops due to non-availability of STBA or due to his/her negligence resulting in non-functioning of equipment's penalty equal to the average daily turnover from sale of UTS tickets from that location, subject to a minimum of Rs 2000/-per day shall be imposed. Penalty up to Rs 500/-may be imposed against established public complaints regarding the functioning of STBA.
5. The number of shifts and the timings for which STBA is to be engaged shall be decided by zonal Railways keeping in view the local conditions.
6. The STBA operator shall be allowed to sell all types of non-concessional unreserved tickets issued through UTS including platform tickets and season tickets, on cash basis only. Zonal Railways can also authorize payment through POS/Digital modes at such locations keeping in view the local conditions. Renewal of season tickets and issue of senior citizen concessional tickets shall also be permitted. All other concessional tickets requiring documentary proof before issue of tickets can also be issued by STBA only when endorsed and permitted by the SM/ASM/Supervisory Booking clerk or Reservation Supervisor concerned, which shall be done prior to the sale of such concessional tickets.
7. The facility of 'NI' (not issued) will be available to the STBA only when authorized/endorsed by the concerned SM/ASM/Supervisory Booking clerk or Reservation Supervisor.
8. **Cancellation of ticket-** The facility of cancellation of ticket may be extended to STBA only when authorized/endorsed by concerned SM/ASM/ Supervisory Booking clerk or Reservation Supervisor beforehand.
9. Money receipts, TTE Cash, Parcel cash etc, can be remitted at the STBA counters only when authorized/endorsed by concerned Station Master/Assistant Station Master/Supervisory Booking clerk or Reservation Supervisor beforehand. However, the revenue so received shall not be accounted for in the monthly turnover of the station, for the purpose of calculating the commission for STBA.
10. STBA shall deposit the cash collected through sale of tickets, to the concerned Station Master/Assistant Station Master/Supervisory Booking clerk or Reservation Supervisor of the station on duty on 8 hours shift basis as prevalent on that station.
11. All concession orders should be handed over to the SM/ASM/Supervisory Booking clerk or Reservation Supervisor along with cash and cancelled/NI tickets. Failure of the STBA to do so shall result in the collection difference of fare to be recovered from the STBA.
12. The Railway officer in charge of the station i.e., Station Master/Assistant Station Master/Supervisory Booking clerk or Reservation Supervisor shall be responsible for the safe custody of the ticket rolls and it shall be his duty to handover/takeover the ticket rolls daily from the STBA. Proper record of ticket rolls issued to the STBA shall be maintained at the stations.

13. Shift summary and details of daily summary of transaction handled by STBA shall be extracted through UTS and the STBA shall deposit the cash accordingly to the Station Master/Assistant Station Master/Supervisory Booking clerk or Reservation Supervisor at the end of the shift.
14. A consolidated statement of ticket rolls supplied and details of tickets sold by STBA shall be submitted by Station Master/Assistant Station Master/Supervisory Booking clerk or Reservation Supervisor or any other nominated officer to DCM/Sr. DCM every month.
15. Zonal Railways shall have powers to prescribe working guidelines within the framework of this scheme. The Railways shall also frame an agreement to be signed with STBA based on these policy guidelines and as per provisions of Chapter-X of Indian Contract ACT, 1872 and in consultation with the concerned Departments on the Railways.
16. Engaging an individual as STBA shall not confer any right and/or claim whatsoever on the person to seek employment on Railways. No benefits viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the STBA or his/her legal heirs. No claim in this regard shall be entertained. The STBA shall keep Railways free from any liabilities in present or future. Suitable clause to this effect shall be incorporated in the Agreement.
17. In case the STBA expresses inability to operate the counter (s) after his/her selection by Zonal Railways, security deposit furnished by him shall be forfeited and deposited in Railway accounts as per procedure.
18. The applicant should sign all the pages of tender document.
19. The candidate, who opts for least commission (in Slab – 3) on monthly sales turnover, shall be engaged as an STBA (Only, the revenue from STBA operated shifts shall be considered for the purpose of calculating the commission of STBA). In case more than one applicant quotes the same rate, the selection will be based on the draw of lots in a transparent manner in public.
20. STBA, however, if he so desires, may nominate additional persons for sale of tickets. Additional number of persons which can be nominated shall be decided by Sr. DCM/ DCM based upon the quantum of ticket sale at the station. Provision for the same may be made in the standard agreement, with prior approval of the Railway authorities subject to fulfillment of **prescribed conditions mentioned in point 4 of eligibility criteria.**
21. In case STBA expresses inability to operate the counter(s) after his/her election by Zonal Railways, the security deposit furnished by him shall be forfeited and deposited in Railway accounts as per procedure.
22. Details of Stations where STBAs are to be appointed at NSG-6 category stations are enclosed as Annexure-I.

Note: - Application form received without tender document cost & Earnest Money will be summarily rejected. Police Verification Certificate must also be enclosed. Applicant must submit Annexure-I.

Annexure-I

**PROFORMA FOR THE APPLICATION FOR APPOINTMENT
OF STATION TICKET BOOKING AGENT (STBA)**

Affix passport
size photo with
signature

- 1) Name of the applicant _____ [Block letters]
- 2) [Male/Female] _____
- 3) Date of Birth [with proof]: _____
- 4) Qualification: _____
- 5) Residential address & Ph. No. (With proof) _____

- 6) **Name of serving station:** _____
- 7) Enclose Character Certificate issued by District/Additional District Magistrate. _____
- 8) PAN Card No. (Copy to be attached) _____
- 9) Aadhar Card No. (Copy to be attached) _____
- 10) **Quoted commission for Slab3(>Rs.100000/-) (in Digit)** _____
- 11) **Quoted commission for Slab3(>Rs.100000/-) (in Words)** _____
- 12) **Details of tender document cost**-----
- 13) **Details of EMD** -----

I declare hereby that I have not been appointed as STBA (Station Ticket Booking Agent) at any other station. I undertake that in event of any false or inaccurate information given above in any respect, the application /license shall be liable to be rejected/cancelled. I shall abide by all the terms and conditions as notified and such conditions as may be prescribed from time to time.

Place: _____

Date: _____

Signature of the applicant

Annexure-II

Details of Stations where STBAs are to be appointed at NSG-5 & NSG-6 category stations are as under.

Sr. No.	Name of station	Category of Station	Remarks
1	Pachora	NSG-5	As the existing contract will be expired shortly
2	Bodwad	NSG-6	As the existing contract will be expired shortly
3	Ghoti	NSG-6	As the existing contract will be expired shortly
4	Nandura	NSG-5	As the existing contract will be expired shortly
5	Kasbe Sukene	NSG-6	As the existing contract will be expired shortly
6	Jalamb	NSG-6	As the existing contract will be expired shortly
7	Shirsoli	NSG-6	As the existing contract will be expired shortly