



CENTRAL RAILWAY
NOTIFICATION

Notice No.PA/Comml/Cog/JTBS/XI/2025/01

Dt: 14.08.2025

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

SN.	Brief Details	
1	Name of work	Selection of JTBS for sale of Railway Unreserved Tickets on commission basis over Pune Division
2	Period	03 years
3	Office address (place of sale submission and opening of forms)	Office of Sr. Divisional Commercial Manager, 1 st 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. 5,000/- (Five Thousand Only).
10	Application Form: Mode of Payment.	i) Deposit in Cash with Station Manager, C. Rly. Pune. 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	<u>"www.cr.indianrailways.gov.in"</u> . 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 application without assigning any reason.	
14	For more information please visit office of the Office of Sr. Divisional Commercial Manager, 1 st floor, New DRM Office, RBM Road, Next to Grand Sheraton Hotel, Pune-411001 Or website www.cr.indianrailways.gov.in	
15	Note:-Applicant or their authorized representative may be present at the time of opening of application. Application received without valid Earnest Money Deposit will be summarily rejected.	

Sr. Divisional Commercial Manager
Pune

Name & Signature of applicant



CENTRAL RAILWAY

INVITATION OF APPLICATIONS FOR AUTHORISATION OF JANSADHARAN TICKET BOOKING SEVAKS (JTBS) AT VARIOUS LOCATIONS OVER PUNE DIVISION OF CENTRAL RAILWAY

No. PA/Comml./JTBS/Phase-XI/2025/01

The Senior Divisional Commercial Manager, Central Railway, Pune for and on behalf of the PRESIDENT OF INDIA, invites applications from willing candidates for short listing their names for appointment of JANSADHARAN TICKET BOOKING SEVAK (JTBS), who shall issue computerized unreserved tickets through UTS (Unreserved Ticketing System), which are to be licensed at **669** locations at various stations in the jurisdiction of Pune Division of Central Railway, under various categories at **61** stations as per enclosed **Annexure "A"**.

(I) Eligibility:

1. Applicant should not be less than **18 years** of age as on the date of application and should be **10th or equivalent passed**. However, educational qualification can be relaxed by Divisional Commercial Manager, Pune/Senior Divisional Commercial Manager, Pune, if there is no applicant otherwise available for any particular category.
2. The applicant should be of good moral character and produce a **character certificate** from District Magistrate/ Addl. District Magistrate/Sub-District Magistrate /Block Development Officer or Tehsildar. However, before appointment as JTBS, the applicant will also have to produce a **certificate from the police station** serving his/her locality certifying that no criminal record and/or no criminal case is pending against her/him.
3. Applicant should be residing in the municipal limits of the city/district, in which JTBS is being Appointed (Ration card, Voters' identity card or domicile certificate issued by District Magistrate/Collector/Additional District Magistrate/Collector) should be attached with the application.
4. **Application fee:** The applications are available on payment of Rs. 1,000/- (Rupees One thousand only) towards the cost of the application form, which is non-refundable. The applications are available in the office of the **Sr. Divisional Commercial Manager, 1st floor, New DRM Office, RBM Road, Next to Grand Shereton Hotel, Pune-411001**. Applications are also available on website www.cr.indianrailways.gov.in. Applications downloaded from the website should be accompanied with the cost of application in the form of Money receipt, paid at the booking office of the concerned station, OR a Demand draft of nationalized bank drawn in favor of Sr. Divisional Finance Manager, Central Railway, Pune.
6. **Earnest Money Deposit:**
 - a. The application should be accompanied with Earnest Money Deposit (EMD) of **Rs. 5000/-** (Rupees Five thousand only) **(Refundable)**.
 - i. The EMD of the unsuccessful/successful applicants shall be refunded to the applicant, within a reasonable time, but railway shall not be liable to pay any interest on the EMD while in it's possession.
 - ii. The Earnest Money Deposit (EMD) of the successful applicant can be adjusted against the security deposit, if so desired by the applicant.
 - iii. The EMD should be furnished either in cash or Demand Draft only, drawn in favors of Sr. Divisional Finance Manager, Central Railway, Pune and endorsed as "Account Payee" issued by State bank of India or any nationalized /scheduled bank only.
 - iv. In case the EMD is to be deposited in the form of cash, by the applicant, the payment should be made at the **Chief Booking Supervisor**, of the concerned station. An original cash receipt issued by Chief Booking Supervisor should be enclosed along with the application.
 - b. EMD in the form of Bank Guarantee shall not be accepted and shall be considered invalid.
 - c. No reference to the previous deposit of EMD or Security Deposits for adjustment against present application will be considered and any request for recovery from any previous security deposits against the present application will not be entertained.
 - d. No interest will be payable by the Railways on the Earnest Money Deposit (EMD).
 - e. The Earnest Money deposit (EMD) is liable to be forfeited, if the applicant withdraws or amends, impairs or derogates from the JTBS' Terms and conditions in any respect within the period of validity of offer.
 - f. If the successful applicant fails to honor the contract and submit the Security deposit the fee within 7 days from the date of acceptance of the offer then the Earnest Money Deposit (EMD) shall be liable to be forfeited by the Railways.
 - g. Applications not accompanied with the prescribed Earnest Money Deposit (EMD) in the approved forms will be summarily rejected and no correspondence in this regard shall be entertained.

Other conditions:

1. The applicant should have at least one room of sufficient size, all the required furniture and a counter to issue unreserved tickets along with space for queuing area for the public/Passengers. The room should also have electric power point connections. The premise proposed to be used for issuing tickets through "Unreserved Ticketing System (UTS)" should be easily accessible to general public.
2. a. **Security Deposit:**
On selection, the applicant should be prepared to submit **one time deposit of Rs. 25,000/- in the form of Banker's cheque/Demand Draft as security deposit shall be deposited by the JTBS applicant against any dues that may arise during the period of contract. On completion/termination of the contract, pending dues will be adjusted from security deposit and balance will be refunded to JTBS.**
b. **Forfeiture of Security Deposits-**
i. In case the JTBS operator expresses **inability to operate JTBS after appointment** as JTBS Operator by Railway administration, **the Banker's cheque /Demand Draft as well as the EMD or security Deposit** submitted by the JTBS operator will be **forfeited.**
ii. Also if the JTBS **fails to commission the JTBS counter after entering into agreement then EMD of Rs. 5,000/- & security deposit of Rs. 25,000/- will be forfeited.**

(II) PROCEDURE FOR KEEPING A RECORD OF TICKETS ISSUED BY JTBS:

- i. The JTBS will be given one UTS terminal for which all the cost, initial as well as recurring including equipment & channels would have to be borne by JTBS Sewak.
 - a. Selected applicants shall bear all the expenditure to be incurred on the Terminal equipment such as C.P.U., Keyboard, and Printer etc. as per Railway's standards and cost of network channel.
 - b. The list of essential equipment for Jansadharan Ticket Booking Sevak (JTBS) is as under:

S.No.	Equipment	Quantity
1	Dial up modem along with accessories	02
2	Dumb terminal	01
3	Ticket printer	01
4	Report printer	01

- * Two data channels of 64 kbps to be hired from BSNL by JTBS from the location of JTBS premise to PRS/Pune or nearest Booking Office of concerned/nearest station.
- * 2 nos. of V-35 modem, 2 nos. of 516 MUX and 2 nos. of G-703 modem to be arranged by JTBS Sevak on his/her own cost for commissioning of system at each of the location.
Note: The specifications of the equipments and channel should confirm strictly to the Railway's prescribed standards.
- c. On allotment, the JTBS shall deposit with the Railways the pro rata cost of Terminal server, main server and installation/commissioning charges of the equipment at his/her premises. The approximate cost of equipment will be approximately **Rs. 20,000/-** per JTBS. This amount will be deposited in the form of **Demand draft** in favour of "Sr Divisional Finance Manager, Central Railway, Pune", which is **non-refundable.**
- d. Actual expenditure on Telephone link on both sides of BSNL or any other service provider is to be borne by the applicant.
- e. The JTBS will procure UTS terminals and equipment for which all the initial cost and other recurring expenditure on U.T.S. terminal and other equipment's are to be borne by the Jansadharan Ticket Booking Sevak (JTBS). The approximate cost of equipment's such as ticket printer and report printer etc. is **Rs. 50,000/-**. These costs may differ and concerned JTBS to confirm the same from market and service provider.
- f. On completion, termination of contract, pending dues will be adjusted from the security deposit and balance will be refunded to JTBS.
- g. Not more than one application shall be entertained from each applicant.
- h. As in the case of normal functioning of UTS counters, Jansadharan Ticket Booking Sevak (JTBS) should also be functioning round the clock.
- ii. Jansadharan Ticket Booking Sevak is permitted, commission of **Rs. 02/-** (Rupees TWO only) per passenger which is included in the printed fare on the tickets.
- iii. Jansadharan Ticket Booking Sevak operators may be allowed to renew season tickets. Each season ticket is to be treated as single ticket/single passenger for the purpose of levy of service charge (Service charges to be realized by JTBS shall be **@ Rs. 05/-** (Rupees Five only) per season ticket).
- iv. Jansadharan Ticket Booking Sevak can issue unreserved concessional ticket to Sr. Citizens (At present concession for Sr Citizens is not permitted) and also permitted to issue Platform tickets.
- v. Jansadharan Ticket Booking Sevak can operate **one additional counter** provided the **sale of tickets is more than 800 per day** on each counter for at least a **period of one month.**
- vi. Jansadharan Ticket Booking Sevak will not sublet/assign or transfer the rights or obligations arising out of the contract.

- vii The JTBS will indicate two (02) nominees/ legal heirs in whose name the license should be transferred in case of death of the JTBS. In case the nominee (1) passes away before the JTBS or is unwilling to continue as JTBS after the demise of the original JTB Sewak, nominee (2) shall be asked to continue as JTBS. However, necessary provision will be made in the agreement by the contract executing division. The selected JTBS shall nominate the legal heir at the time of entering into the agreement. In case the nominee pre-deceases the JTBS, then a replacement can be made. **If the JTBS dies without a nominee the contract shall stand terminated.**
- viii Jansadharan Ticket Booking Sevak is permitted to **shift** from the **original location to a new location at his/her own cost** with a view to increase sale of tickets.
- ix Jansadharan Ticket Booking Sevak will be responsible for the safe custody of the ticket rolls. In case of any loss on this account necessary debits will be raised against him/her as per extant instructions.
- x Jansadharan Ticket Booking Sevak shall be permitted to issue only cash tickets (including advance tickets). Jansadharan Ticket Booking Sevak shall not be permitted to issue any Blank Paper ticket, Concessional Ticket or Money receipt. Refund of tickets will not be permitted at the JTBS.
- xi. Jansadharan Ticket Booking Sevak will submit a daily statement to the SM/Chief Booking Supervisor of serving station indicating the details of tickets sold along with the value. The summary of all the transactions done by Jansadharan Ticket Booking Sevak shall have to be submitted by the Jansadharan Ticket Booking Sevak to serving station on **daily, periodically and monthly** basis.
- xii. Jansadharan Ticket Booking Sevak will not issue tickets from Railway station premises.
- xiii The JTBS will have to deposit minimum an **advance of 10,000/- (Rupees Ten Thousand only)**, with the Chief Booking supervisor of concerned station. Tickets would be issued against the amount of **advance deposited** for the purpose, which should be replenished each time before issue of ticket when the advance deposit touches 10,000/- (Rupees Ten Thousand only). There will be a check in the system that the JTBS will not be able to issue tickets if at any time the amount deposited by them is less than **Rs.10,000/-**
- xiv Jansadharan Ticket Booking Sevak is not authorized to make any refunds. Refund of tickets issued by JTBS will be done by the serving station or any station in that cluster as per refund rules in force.
- (III) **PERIOD OF CONTRACT:**
The JTBS shall have to sign an agreement with the Railway. The **initial period of contract will be 3 years** which can be renewed after every 03 years based on basis of **satisfactory performance**.
- (IV) **TERMINATION OF CONTRACT:**
Each side can terminate the contract without assigning reasons by giving **one month notice**. The Janasadharan Ticket Booking Sevak can seek termination of his/her allotment by giving a written notice of one month. Railway administration reserves the right to terminate the allotment by giving a notice of one month in advance without assigning any reason thereof.
- (V) **OTHER TERMS AND CONDITIONS:**
 - i. Jansadharan Ticket Booking Sevak shall be responsible to ensure compliance of all the instructions issued by the Railway administration from time to time. In case of unsatisfactory performance or failure on the part of the JTBS to fulfill all or any of the terms and conditions of agreement, Railway Administration reserves the right to impose a prescribed penalty on JTBS including termination of contract.
 - ii. Senior Divisional Commercial Manager/Divisional Commercial Manager or any authorized Railway servant shall have right to enter into the premises of Jansadharan Ticket Booking Sevak and to inspect records and Jansadharan Ticket Booking Sevak shall be liable to cooperate in such inspections.
 - iii. **Selection of Jansadharan Ticket Booking Sevak:** Standing Selection committee of assistant grade comprising of ACM (Cog), ADFM and AOM (Cog) nominated for the selection of Jansadharan Ticket Booking Sevak by competent authority, shall scrutinize the selection of JTB Sevak.
 - iv The Railway Administration's decision to authorize anyone of the applicant as Jansadharan Ticket Booking Sevak to issue tickets through 'Unreserved Ticketing system' shall be final and Railway Administration reserves the right to cancel any or all the applications without assigning any reason. No correspondence shall be entertained in this regard from any or the unsuccessful applicants.
 - v. Appointment of Jansadharan Ticket Booking Sevak will not confer any right on the person for employment on Railways. The appointment is purely contractual in nature and no facilities viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the Jansadharan Ticket Booking Sevak.
 - vi. **The selection in case of more than one eligible application in the same category or the same location shall be made on the basis of draw amongst all the eligible applicants.** In this regard, the decision of Railway Administration shall be final and binding on all the applicants. No correspondence shall be entertained in this regard.
 - vii. Provision of a utility for online register will be made by CRIS for issue of ticket by stations to JTBS and capturing of all transactional data. Further, Ticket issued Register is to be maintained by the contractor and Supervisor of the serving station.

Note- 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 Sr DCM office, Pune, up to last date and time of submission of application forms.

Sr Divisional Comm'l Manager, Pune

APPLICATION FOR AUTHORIZATION OF JAN – SADHARAN TICKET BOOKING SEWAK

AT LOCATION/SERVING STATION

Affix passport size
photo with
signature

1.	i. Name of the Applicant (in block letters)	
	ii. Father/ Mother/ Husband's Name	
2	Gender (Male / Female)	
3	Date of Birth	
4	Qualification	
5	Technical qualification, if any	
6	Residential address & Phone / Mob No.	
7	Address & Phone no. of the proposed JTBS premises	
8	Name of the serving station	
9	Distance of JTBS premises from main entrance of the serving station.	
10	Whether the JTBS premises are owned or hired/leased and its area with dimensions:	
11	Whether the premise is easily accessible to public [Enclose a location sketch with land mark]	
12	Category under which applied [enclose relevant documents duly attested in case of reserved category]	
13	Whether : a) Character certificate from District Magistrate/ Addl. District Magistrate/Sub-District Magistrate /Block Development Officer or Tehsildar enclosed.	
	b) Certificate from the police station serving his/her locality enclosed that no criminal record/no criminal case is pending against him/her.	
14	PAN Card No.	
15	Experience in the similar field, if any	
16	EMD Rs.5000/- details	
17	Application Form fee details	
18	No. of Enclosures	

I undertake that in case, I, as JTBS operator express inability to operate as JTBS, after appointment as JTBS Operator by Divisional Railway, the EMD as **Banker's cheque/demand draft** as well as the **Security Deposit** submitted by me after appointment will be **forfeited**. Also that in event of any false or inaccurate information given above in any respect, the application /license shall 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 in full)**

List of attested documents by Central/state Govt Gazatted officers/Notarized copies to be enclosed:

1. Certificate of Educational qualification
2. Age proof (Aadhar card/School Leaving certificate)
3. Pan card.
4. Address Proof (Voter's identity card or ration card or domicile certificate issue by District Magistrate/Collector/Additional District Magistrate)
5. Proof of ownership of the premises (Receipt of property tax & Index-2) or lease deed (Notarized copy of leave & license agreement of JTBS premises along with proof of ownership (Receipt of property tax & Index).
6. Sketch of premises and approach to it with landmarks.
7. Valid Caste certificate in case of reserved categories where applied for a particular caste.
8. Certificate in case of other reserved categories.
9. Character certificate issued by District Magistrate/ Addl. District Magistrate/Sub-District Magistrate /Block Development Officer or Tehsildar.
10. Certificate from the police station serving his/her locality that no criminal record/no criminal case is pending against him/her
11. EMD Rs.5000/- (Refundable)
12. Application fee Rs.1000/- non-refundable.
13. Envelope should be super scribed "**Application for Jansadharan Ticket Booking Sevak**" at Location_____ (**Name of Railway Station**).

Details of Locations of Identified for JTBS over Pune Division

Phase-11 Annexure-A

SN	Serving Station	Total Locations	Categories wise Reserved Locations					JTBS Awarded	JTBS Balance
			General (50.5%)	SC (12%)	ST (8%)	OBC (20%)	Minorities (9.5%)		
1	Malavali	4	2	1	0	1	0	0	4
2	Kamshet	4	2	1	0	1	0	0	4
3	Vadgaon	4	2	1	0	1	0	0	4
4	Talegaon	19	10	2	1	4	2	0	19
5	Ghorawadi	4	2	1	0	1	0	0	4
6	Begdewadi	2	1	0	0	1	0	0	2
7	Dehuroad	12	6	2	1	2	1	0	12
8	Akurdi	15	8	2	1	3	1	0	15
9	Chinchwad	18	9	2	1	4	2	0	18
10	Pimpri	18	9	2	1	4	2	0	18
11	Kasarwadi	6	3	1	0	1	1	0	6
12	Dapodi	8	4	1	0	2	1	0	8
13	Khadki	7	4	1	0	1	1	0	7
14	Shivajinagar	30	15	4	2	6	3	0	30
15	Pune	114	56	13	10	24	11	6	108
16	Hadapsar	6	3	1	0	1	1	0	6
17	Loni	4	2	1	0	1	0	0	4
18	Uruli	6	3	1	0	1	1	0	6
19	Yewat	2	1	0	0	1	0	0	2
20	Kedgaon	6	3	1	0	1	1	0	6
21	Patas	2	1	0	0	1	0	0	2
22	Baramati	11	6	1	1	2	1	0	11
23	Ghorpuri	4	2	1	0	1	0	DROPPED	0
24	Sasvad	2	1	0	0	1	0	DROPPED	0
25	Jejuri	4	2	1	0	1	0	0	4
26	Walha	1	1	0	0	0	0	0	1
27	Nira	2	1	0	0	1	0	0	2
28	Lonand	4	2	1	0	1	0	0	4
29	Wathar	2	1	0	0	1	0	0	2
30	Fursubgi	12	6	2	1	2	1	0	12
31	Alandi	12	6	2	1	2	1	0	12
32	Shindwane	12	6	2	1	2	1	0	12
33	Amle	12	6	2	1	2	1	0	12
34	Rajewadi	12	6	2	1	2	1	0	12
35	Daundaj	12	6	2	1	2	1	0	12
36	Salpha	12	6	2	1	2	1	0	12
37	Adarki	12	6	2	1	2	1	0	12
38	Satara	11	6	1	1	2	1	0	11
39	Koregaon	2	1	0	0	1	0	0	2
40	Rahimatpur	2	1	0	0	1	0	0	2
41	Targaon	2	1	0	0	1	0	0	2
42	Masur	2	1	0	0	1	0	0	2
43	Karad	6	3	1	0	1	1	0	6
44	Takari	2	1	0	0	1	0	0	2
45	Kirloskarwadi	4	2	1	0	1	0	0	4
46	Shenoli	12	6	2	1	2	1	0	12
47	Bhavaninagar	12	6	2	1	2	1	0	12
48	Jarandeshwar	12	6	2	1	2	1	0	12
49	Palsi	12	6	2	1	2	1	0	12
50	Shirwade	12	6	2	1	2	1	0	12
51	Bhilavadi	4	2	1	0	1	0	0	4
52	Sangli	12	6	2	1	2	1	0	12
53	Miraj	32	17	4	3	5	3	0	32
54	Jaisinghpur	2	1	0	0	1	0	0	2
55	Hatkanangale	2	1	0	0	1	0	0	2
56	Rukadi	2	1	0	0	1	0	0	2
57	Valivade	2	1	0	0	1	0	0	2
58	Kolhapur	33	17	4	2	7	3	0	33
59	Nandre	12	6	2	1	2	1	0	12
60	Daund	32	17	4	3	5	3	0	32
61	Ahmednagar	18	9	2	1	4	2	0	18
62	Sainagar Shirdi	18	9	2	1	4	2	0	18
63	Belapur	4	2	1	0	1	0	0	4
	Total	681	345	82	54	136	64	6	669
	10 % for *FF,WW,W, WRE	68	34	9	5	14	6		
	10 % for *Physically & Mentally challenged persons	68	34	9	5	14	6	06 Dropped	

AGREEMENT TO BE SIGNED BETWEEN DIVISIONAL RAILWAYS AND JANSADHARAN TICKET BOOKING SEWAK

This agreement is made thisDay of 2024 between the President Union of India acting through the **Sr. Divisional Commercial Manager, C. Rly, Pune** shall include successors and assignees (hereinafter called the Railway Administration of the one part and

..... (hereinafter called the JTBS) shall include successors and assignees of the other part. Whereas the Railway Administration has appointed a JTBS at served from Railway station for the purpose of issuing all UTS tickets except concessional ticket and whereas the JTBS has agreed to serve the Railway Administration in the capacity of the JTBS for the above purpose and to engage honestly and faithfully to perform all duties incidental to the office of such JTBS on the terms and conditions herein after appearing in this agreement.

- i). The JTBS shall deemed to be the agent of the Railway Administration and shall be subject to all the legal liabilities of agent as are laid down or defined in the law relating to agents in India for booking of passengers
- ii) As in the case of normal functioning of Unreserved Ticketing System (UTS), JTB Sevak should also be working round the clock.
- iii) Should the JTBS fails and/or neglect at any time to arrange for uninterrupted service in the sale of tickets as per working hours prescribed by the Railway Administration the later shall have the right to engage its own staff to work at the agency and all expenses incurred in collections with the above and any other expenditure incurred by the railway shall be recoverable from the JTBS.
- iv) The Railway Administration shall give publicity to the services covered by this agreement in such manner as may be decided by them and the publicity that the JTBS desire to undertake in this behalf shall be subject to the approval of the Railway Administration.
- v) Appointment of JTBS will not confer any right on the person for employment on Railways. The appointment is purely contractual in nature and no facilities viz absorption in Railway Service, regularization of service, bonus, railway pass facilities etc. shall accrue to the JTBS.

BREACH OF THE AGREEMENT AND SERVICE OF NOTICE.

In the event of breach of any of the terms and conditions of this agreement by the contractor, his servants or any person acting for the contractor at any time failing to perform all or any of the services required of him by this agreement within time deemed reasonable or in a manner satisfactory to the Railway Administration may without prejudice to the Railway Administration may otherwise be entitled to any other right remedy or relief to which he or she otherwise be entitled under this agreement or any law for the time being in force, revoke and determine this agreement after the expiry of one month notice in writing to be sent by registered post or delivered to the contractor of their intention of doing so.

TERMINATION OF CONTRACT: Each side can terminate the contract without assigning reasons by giving **one month's notice**. The Janasadharan Ticket Booking Sevak can seek termination of his/her allotment by giving a written notice of one month. Railway administration reserves the right to terminate the allotment or even by giving a notice of one month in advance without assigning any reason thereof. The Railway Administration may also terminate the agreement forthwith by writing under the hand of **Sr. Divisional Commercial Manager** of the railway Administration, if the JTBS becomes bankrupt or insolvent or has any execution levied upon him or his goods or property belonging to him, the JTBS shall stand forfeited of all the money belonging or due to him from the Railway Administration.

Except as otherwise provided for in clause in 1.0 either party of this agreement may determine the same upon expiry of one month's notice in writing given to the other of its intention of doing so.

Save as otherwise provided in the contract all notice to be given on behalf of President, Union of India and all other action to be taken on his/her behalf may be given or taken on his/her behalf by the Sr DCM of the Division of Pune Railway or any officer mentioned in Para 1.0 of this agreement.

Any notice, letter or other communication, which shall be sent by the Railway Administration by registered post addressed to the JTBS at his Head office at..... Be deemed to have delivered to the JTBS.

JTBS TO PAY PENALTY FOR BREACH OF AGREEMENT.

Should the JTBS's performance in respect of booking passenger to be rendered by him under the agreement is considered unsatisfactory by the Railway Administration or there is a failure on the part of the JTBS to fulfill all or any of the terms and conditions of the agreement, Sr. DCM or any other authorized officer by Railway Administration shall have the power to impose penalty up to the extent of **Rs. 500/- (Rs, Five Hundred Only)** in each case, in addition to any other liabilities to which the JTBS may be liable under the provisions of the agreement.

In the event of the JTBS failure to pay penalty so imposed within the time fixed by the Railway administration in each case, it shall be lawful for the Railway Administration/Sr DCM to deduct the amount of such penalty from the security Deposit or advance of the JTBS. JTBS shall forthwith deposit the sum equal to the amount recovered in accordance with clause 3.4 of this agreement if such amount is recovered from the security deposit.

SECURITY DEPOSIT

One-time Security deposit of Rs. 25,000/- in the form of Banker's cheque/demand draft shall be deposited by the JTBS applicant against any dues that may arise during the period of contract, pending dues will be adjusted from security deposit and balance refunded to JTBS. Vide Banker's Cheque/DD No. _____ Dated: _____ drawn from _____ bank, in favor of Sr. Divisional Finance Manager, Pune Division of Central Railway valid upto _____ towards refundable interest free . Security Deposit to the Railway for the due fulfillment of each and all the said terms & conditions to be observed by him. In case of performance failure or non-payment of Railway's due for whatsoever reason, the Railway Administration shall adjust the pending dues from the security deposit.

JTBS operator has paid **Rs. 20,000/- (Twenty Thousand only) (Non-Refundable)** vide DD No. _____ dated: _____ drawn from _____ bank in favor of Sr. Divisional Finance Manager, Pune Division of Central Railway valid upto _____ towards **connectivity charges**, terminal server, main server etc.

In case the JTBS operator expresses inability to operate JTBS, after appointment as JTBS Operator by Divisional Railway, EMD and / or security Deposit submitted by the JTBS operator will be **forfeited**.

On completion / termination of the contract, pending dues will be adjusted from the security deposit and balance refundable to the JTBS.

The security deposit is liable to be adjusted or realized towards payment of any amount due to the Railway Administration by the JTBS including penalties and where this is done, the JTBS may, at the discretion of the Government, be allowed to commence sales only after the JTBS has provided further security deposit equal to the entire amount of security required and on giving suitable guarantee for the future. The Government shall not be liable to pay interest on the security deposit.

The JTBS will have to deposit an **advance of 10,000/- (Rs. Ten Thousand only)**, with the Chief Booking supervisor of _____ station. Tickets would be issued against the amount of **advance deposited** for the purpose, which should be replenished each time before issue of ticket when the advance deposit touches 10,000/- (Rs. Ten Thousand only). There will be a check in the system that the JTBS will not be able to issue tickets if at any time the amount deposited by them is less than **Rs.10,000/-**

The JTBS will be penalized upto **Rs. 500/-** in case of non payment of Railway dues within the prescribed period. Any failure on the part may lead to the cancellation of the agreement.

PROCEDURE FOR KEEPING A RECORD OF TICKETS ISSUED BY JTBS:

JTBS will procure UTS terminals for which all the costs initial as well as recurring including equipment & channels hiring would have to be borne by JTBS.

Jansadharan Ticket Booking Sevak is permitted commission of **Rs. 02/- (Rupees two Only) per passenger** which is included in the printed fare on the tickets.

JTBS will be responsible for the safe custody of the ticket rolls. In case of any loss on this account, necessary debit will be raised against him/her as per extant instructions/rules.

Proper record of ticket rolls issued to the JTBS will be kept by the Commercial Department of the station serving the JTBS.

The JTBS shall maintain a register of the daily transaction in the proforma so prescribed and Proper accountability of UTS ticket stationery shall be ensured.

JTBS will submit the accounts of sale of ticket to serving station on daily basis along with value of tickets sold.

JTBS will be authorized to issue cash ticket only (including advance tickets). Jansadharan Ticket Booking Sevak shall not be permitted to issue any Blank Paper ticket, Concessional Ticket or Money receipt except issuing unreserved concessional ticket to Sr. Citizens, if applicable.

Jansadharan Ticket Booking Sevak operators may be allowed to renew season tickets. Each season ticket is to be treated as single ticket/single passenger for the purpose of levy of service charge (Service charges to be realized by JTBS shall be @ **Rs. 05/- (Rupees Five only per season ticket)**).

JTBS will submit a daily statement to the station Master/Chief Booking Supervisor of serving _____ station indicating the details of tickets sold along with the value. The summary of all the transactions done by Jansadharan Ticket Booking Sevak shall have to be submitted by the Jansadharan Ticket Booking Sevak to serving station on **daily, periodically and monthly** basis.

A consolidated statement of ticket rolls supplied to and details of tickets sold by JTBS will be submitted by Station Master / Chief Booking Supervisor or any other nominated officer to DCM/Sr. DCM every month.

JTBS will not issue tickets from Railway station premises.

All computerized tickets wrongly printed or wrongly issued or otherwise are classified as **non-issued**. The facility of **non- Issuing** of tickets **is not** permitted to JTBS operator. In case of any mistake, the said tickets should be forwarded by the JTBS operator to the station where the JTBS transactions are controlled (Serving/Depot station) and cancelled, duly paying the cancellation charges by the JTBS Operator.

5.0 REFUND

JTBS will not be authorized to make any refunds. Refunds of tickets issued by JTBS will be done by serving station or any station in that cluster as per refund rules in force. The genuineness of the tickets issued by JTBS will be checked by the Station staff before making refund.

6.0 INSPECTION AND AUDIT OF THE RESULT AND ACCOUNTS OF THE AGENCY:

The books and account of the JTBS shall, at all proper times and places be open to the inspection and internal books of the Chief commercial Manager/ Financial Adviser/Chief Accounts Officer/Chief Auditor/Divisional Railway manager or any other officer or official deputed by them in the same manner as is customary in the case of books and accounts maintained at the Railway Station of the **Central Railway**.

SUBLETTING:

The JTBS Sevak will not sublet, assign or transfer the rights or obligations arising out of the contract. In case of death of licensee, the license will be transferred to his/her legal heir(s) for the unexpired period of licence by the competent authority and the legal heir(s) will also be eligible to apply for extension of the license as per the provision of the policy. " The JTBS will indicate two (02) nominees/ legal heirs in whose name the license should be transferred in case of death of the JTBS. In case the nominee I passes away before the JTBS or is unwilling to continue as JTBS after the demise of the original allottee, nominee No. (2) shall be asked to continue as JTBS. Further, the selected JTBS shall nominate the legal heir at the time of entering into the agreement. In case the nominee pre-deceases the JTBS then a replacement can be made. If the JTBS dies without a nominee the contract shall stand terminated.

The contractor shall not sublet, assign or in any manner transfer to any other person the whole or any part of the rights or obligations conferred or imposed upon him by this agreement or any of the business connected with the agency hereby constituted.

The Railway administration reserve the right of deduction of the Railway dues from JTBS in case any fine payment made under an order/ judgment of any court/ consumer forum or law enforcing agency or any person working on their behalf.

JTBS NOT TO COMPETE WITH THE RAILWAY

JTBS shall not compete with the Railway Administration in any way whatsoever, whether directly or indirectly, by establishing any other agency for carrying passenger at station during the continuance of the agreement.

SPECIAL STIPULATION TO BE OBSERVED BY THE JTBS IN CARRYING OUT THE BUSINESS OF THE JTBS:

In the events of any question, dispute of difference arising under terms & conditions or any special condition of agreement or in connection with this agreement, the same shall be referred to the DRM of the concerned Division, if the dispute/ difference remains unsolved/undecided the case may be referred to the sole arbitrator of a Gazetted Officer appointed to be arbitrator by the General manager of the concerned Railways.

The JTBS shall be responsible for all errors, oversight and under charges made by the staff engaged by him at the agency or elsewhere.

Appointment of JTBS Operators by JTBS

- i) JTBS is instructed to provide list of operators to CBS of the concerned serving station and divisional office.
- ii) JTBS should provide identity card to all Operators giving copy of the same to concern CBS.
- iii) All JTBSs are hereby instructed not to appoint Railway staff as operators who have been removed, dismissed or compulsorily retired from Railway service.
- iv) The JTBS shall not employ any person previously in the employment of the Railway Administration without the express sanction of the Railway Administration.

The JTBS shall be responsible for all claims under Workman's Compensation Act as well as under the payment of Wages Act. The JTBS shall indemnify the Railway Administration with regard to any claim arising out of these acts.

JTBS operators can apply for permission to operate **one additional counter** and the same may be permitted by the Sr. Divisional Commercial Manager, Pune, provided the sale of tickets is more than **800 per day on each counter for at least a period of one month**, and upon compliance of the desired criteria. The JTBS shall in such cases be liable to enter into a supplementary agreement with the Railway administration, after duly remitting all charges as prescribed

JTBS is permitted to **shift** from the **original location to a new location at his/her own cost** with a view to increase sale of tickets

DURATION OF THE AGREEMENT

The initial period of contract will be 3 years. This agreement shall be deemed to have come into force from remain in force for a period upto of **three years** which will be **extended for 3 years** subject to satisfactory performance of the JTBS operator and if he abides by all other terms and conditions prevailing at the time of renewal.

Any modification review and extension of agreement will be made only with the mutual consent of the parties.

ARBITRATION:

DRM will be final authority for resolving any dispute between the JTBS and Railway Administration. The appeal will lie to AGM/ CCM in HQRS

In witness hereby the parties have hereunder subscribed their names at the places and on the dates hereinafter mentioned respectively.

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Signed for and on behalf

of the President of India by

Shri.....

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DCM of the Central Railway

at Pune on this day of

Witness

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Signed by JTBS

Shri/ Smt/ Kum.....

at Pune on this day of

Witness

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