



**ADVANCE RATES NOTIFICATION No. 22 OF 2023**

**Sub: Review of STBA (Station Ticket Booking Agent) scheme.**

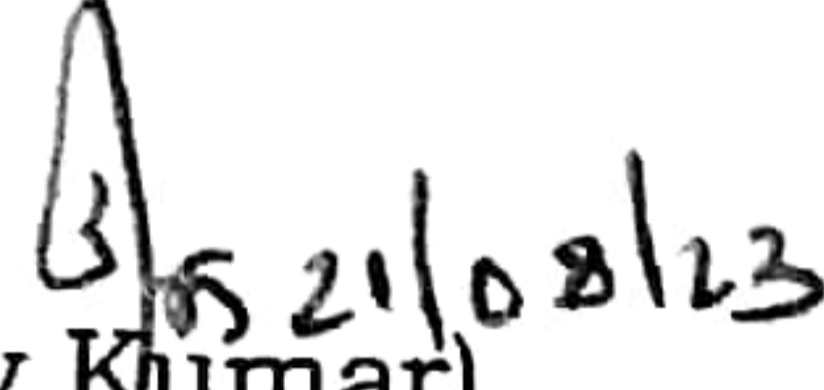
**Ref: i) This office letter of even No. dated 23.02.2022 (ARN NO. 08 OF 2022).  
ii) This office letter of even No. dated 09.03.2023 (ARN NO. 19 OF 2023).  
iii) Railway Board's letter No. 2018/TG-I/20/P/STBA dated 18.08.2023.  
(Commercial Circular No. 15 of 2023)**

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Enclosed please find herewith a copies of Board's letter No. 2018/TG-I/20/P/STBA dated 18.08.2023 regarding review of STBA (Station Ticket Booking Agent) scheme revised vide CC No. 04 of 2022 and CC No. 03 of 2023 for information and necessary action.

All concerned to please note and act accordingly.

Encl: As stated

  
(Ajay Kumar)  
Senior Commercial Manager (G)  
-/Chief Comml. Manager (PM)

**No.C/RC/STBA/II**

dt. 21/08/2023.

**Copy forwarded to:-**

*Sr. DCM/- CSMT/BSL/NGP /SUR/PUNE. They will please note and notify staff under their control and acknowledge receipt.*

*PCCM/PCOM/PFA/PCE/PCEE/CCM (PS)/CPTM/FA & CAO (T)/CPRO*

*Dy.COM (Cog)/Dy. CCM (FS)/DGM (G)/Dy. CVO (T)/Dy. CS & AO/Dy. FA&CAO (T)/*

*ZRTI Bhusaval / Sr. AFA (T)/AFA (T) Cog/GM-CRIS/GGM-IRCTC/*

*ACM (Ref/Cog.)/ACM (T/C)/ ACM (HQ)/ACM (G)/ COS-(Trains)/ CCOR (HQ)*

*DBS-CSMT/ CCI-PM/FM/*

*Copy to: - C/708/RQ/ARN-2020/2021 file.*

<b>GOVERNMENT OF INDIA ( भारत सरकार )</b> <b>MINISTRY OF RAILWAYS ( रेल मंत्रालय )</b> <b>RAILWAY BOARD ( रेलवे बोर्ड )</b>
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No. 2018/TG-I/20/P/STBA

New Delhi, dated 18.08.2023

**Principal Chief Commercial Mangers,  
All zonal Railways.**

**(Commercial Circular No. 15 of 2023)**

**Sub:Review of STBA (Station Ticket Booking Agent) scheme.**

**Ref: Commercial Circulars no. 04 of 2022 and 03 of 2023.**

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Presently, STBAs can be engaged at NSG-4 and SG-3 category stations on pilot basis till 21.08.2023.

2. Extension of the said pilot scheme is under consideration in Board's office. After careful examination, Competent Authority have now decided to extend the currency of the scheme for another period of one year i.e. till 21.08.2024.

2.1 Zonal Railways shall make concerted efforts to bring down dependency on STBA and to encourage proliferation of ATVMs and UTSONMOBILE app to bring unreserved ticketing more into the digital ambit.

2.2 Further, feasibility for appointment of JTBS shall also be explored to minimize commission outgo to STBAs.

2.3 Zonal Railways may ensure to furnish quarterly feedback on performance of the pilot scheme during this extended currency.

2.4 All other terms and conditions of CC no. 04 of 2022 shall be followed scrupulously.

3. Necessary instructions may be issued to all concerned accordingly for strict compliance.

4. This issues with the concurrence of Finance Directorate of the Ministry of Railways.

Signed by

Sanjay Manocha

Date: 18-08-2023 14:27:38

**(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, Rail Bhawan,**

**Raisina Road, NewDelhi-110001**

**No. 2018/TG-I/20/P/STBA**

**New Delhi, dated .08.2023**

**Copy to:**

- I. Dy. Comptroller & Auditor General (Railways), New Delhi.**
- II. PFA, All Zonal Railways.**
- III. Director General of Audit, All Zonal Railways.**

Signed by Naresh Chand

Jain

Date: 18-08-2023 14:36:13

Reason: Approved

**For Member Finance, Railway Board.**

**Rail Bhawan, Raisina Road, NewDelhi-110001**



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



No. 2023/TG-I/20/STBA Commission

New Delhi, dated 18.08.2023

Principal Chief Commercial Mangers,  
All Zonal Railways.

GM/UTS, CRIS,  
Chanakyapuri, New Delhi

(Commercial Circular No. 16 of 2023)

(Corrigendum to CC no. 04 of 2022)

**Sub: Quoting of commission by Station Ticket Booking Agent (STBA).**

**Ref: Commercial Circulars no. 04 of 2022**

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STBA scheme was last revised vide CC no. 04 of 2022. In terms of Para (vii) of the said instructions, candidate(s) who opts for the least commission in Slab 3 are to be appointed as STBA.

1.1 Based on a reference received from one of the Zonal Railways, the matter has been examined in Board's office. After careful consideration, Competent Authority has now decided that while inviting applications for engaging STBA, a clause shall invariably be inserted in the bid document clearly stating that in case an applicant quotes sub-zero commission in Slab-3, his application would be summarily rejected.

1.2 Adequate safety mechanism like proper accountal of ticket stationery, periodical checks by Commercial and Accounts staff etc. shall also be enforced in letter and spirit. This apart, all accounting procedures including remittance of cash by STBAs on the same day shall also be strictly adhered to as per extant codal provisions and instructions.

1.3 Necessary instructions may be issued to all concerned accordingly.

1.4 CRIS shall make requisite changes in the software.

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

(This disposes off S.E. Railway's letter No. GM/6/STBAs/operation dated 21.04.2023)

Signed by

(Sanjay Manocha)

Sanjay Manocha  
Director Passenger Marketing-II

Date: 18-08-2023 15:53:01

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Railway Board

Copy to: i. Dy. Comptroller & Auditor General (Railways), New Delhi.

ii. PFA, All Zonal Railways.

iii. Director General of Audit, All Zonal Railways.

Signed by Naresh Chand

Jain

Date: 18-08-2023 15:57:04

For Member Finance, Railway Board.

Reason: Approved

Rail Bhawan, Raisina Road, New Delhi-110001