



दक्षिण पश्चिम रेलवे/ **South Western Railway**
Office of Sr. Divisional Commercial Manager, Bengaluru-560023
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No.B/C.217/YTSK/SBC/7/2024

Dated: 08.02.2024

PUBLIC NOTIFICATION

**Notice Inviting Applications (B/C.217/YTSK/7/2024) dated 08.02.2024
Invitation of applications for authorization of Yatri Ticket Suvidha Kendra
(YTSK) over Bangalore Division of South Western Railway.**

Senior Divisional Commercial Manager, Bangalore Division of South Western Railway, for and on behalf of the President of India, invites applications from the authorized ticketing agents appointed by Railways including **JTBS, RTSA, RTA and agents appointed by IRCTC ,Retail Service Providers of IRCTC** 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 Bangalore Division of South Western Railway for an initial tenure of Three Years.

The sealed applications should be dropped in the box kept in the office of Senior Divisional Commercial Manager, South Western Railway, Bengaluru:

| | |
|---|---|
| Date and time of submission of Application | From 10.00 hours to 15:00 hours of 18.03.2024 |
| Date and time of opening of Application | 15:05 hours of 18.03.2024 |

In case, the last date happens to be a government holiday, next working day would be the concluding dates.

Notwithstanding above, the Railway Administration has the right to reject any or every application without assigning any reasons. The decision thereof will be final.

For further details, please contact the Office of the undersigned on any working day. [080 - 22875260}

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

I. ELIGIBILITY CONDITIONS:

1. EXPERIENCE:

- i. Applicant should have worked as authorized ticketing agents appointed by Railways/ IRCTC providing railway ticketing (reserved/unreserved) services for 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/ IRCTC and copy of agreement with Railways/ IRCTC in this regard.
- ii. While working as an agent of Indian Railways, the applicant's license should not have been terminated in the past on account of irregularities or violation of the agreement or any of the rules(s) of Indian Railways.
- iii. The applicant should not have been convicted in a criminal case involving moral turpitude.

2. INCOME TAX RETURN:

Applicant should have a Permanent Account Number (PAN) issued by Income-tax authorities and should have filed income Tax return during the last three years.

The copy of PAN Card and last three years ITR should be submitted along with application.

3. OFFICE:

Applicant should have an office and premises outside the railway station. The premises should be equipped with adequate infrastructure such as adequate seating arrangements, toilet facility etc. for the client.

The licensee will set up an office and set up counters on the pattern and standard at par with computerized PRS centres of Indian Railways. The cost and rental of premises (if any) will be borne by the applicant only. The licensee shall not reduce the facilities or shift this office to any other location without the prior written approval of the Railway Administration.

The premises should be owned/leased (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 shall be submitted).

Such premises need to be properly maintained with adequate conveniences and amenities in the vicinity so as to accommodate the visit of sufficient number of customers

The premises selected for issue of unreserved and reserved tickets should have easy accessibility to the passengers.

4. SUBMISSION OF DOCUMENTS

(All documents should be duly attested by any gazetted officer)

- i. Experience proof (Copy of LOA & agreement).
- ii. Pan Card.
- iii. Last three-year Income Tax Return.
- iv. Residential Address Proof.
- v. Documents of Ownership/Lease/LL agreement of the premise.
- vi. Mandatory clearances regarding the premises from the appropriate local authorities i.e. Company Registration Certificate, Trade License etc.
- vii. Blueprint of office.
- viii. GSTIN certificate.
- ix. Police Verification Certificate.

II. TENURE:

1. The initial tenure of the license shall be for a period of **03 years**.
2. The licensee shall pay license fee @ Rs 5000/- 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. 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. **The licensee shall pay one-time system access charge of Rs. 1.6 lakhs plus 18% GST (Taxable under forward charge mechanism) per terminal for 3-year term in the form of Demand Draft / Cash.** This shall be paid by the licensee in advance. The system access charges may be revised by Indian Railways from time to time.
2. The cost of establishing, operating, maintaining and periodic system up gradation of hardware/software required at such reservation centres shall be borne by the licensee. Any default/noncompliance 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 equipments 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 location and the nearest computerized PRS/UTS centre of the Railways.
5. The licensee will engage their own staff at their own cost for running YTSK.

6. The Railway will supply, free of cost, PRS tickets rolls of different colour 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.
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.
8. Enquiry services to the passengers shall be provided by these licensees free of cost.
9. 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.

IV. REGISTRATION FEE:

Licensee shall pay a onetime non-refundable registration fee of Rs **2.00 Lakhs+18% GST (Taxable under forward charge mechanism)** upon allotment of licence *in the form of Demand Draft / Cash.*

V. ADVANCE DEPOSIT:

1. The licensee would be required to deposit a minimum amount of Rs 5 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 him 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 crore for this purpose.

VI. SECURITY DEPOSIT:

1. The licensee would be required to keep an interest free **security deposit of Rs 1 lakh per port** subject to a maximum of Rs 5 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.

VII. TIMINGS OF OPERATION:

1. The timing of operations of terminals in the premises of licensees for general reservation shall be from 08:15 hrs to 22:00 hrs on weekdays and from 08:15 hrs to 20:00 hrs on Sundays for booking general PRS and UTS tickets.
2. The booking hours for Tatkal tickets for AC classes will start from 10:15 hrs and for Non-AC classes from 11:15 hrs at these centres 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.

VIII. 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 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 shall levy two rupee 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.
4. The service charges so collected by the licensee on account of selling 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.

IX. 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/- per passenger for 2S and sleeper classes and Rs 40/- per passenger for all other classes. The commission/service charge shall be printed on the ticket(s).

2. The service charges for cancellation shall be 50% of the charges prescribed for booking.
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.
4. GST will be applicable on the service charge collected by YTSK. The licensee shall be responsible for collection and deposition of GST on service charge on reverse charge mechanism.

X. SUBMISSION OF APPLICATIONS:

1. The application is required to be signed by the applicant in all pages of the application.
2. The application must be filled in ENGLISH and all entries must be 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 Divisional Railway Manager (Commercial), Bangalore between 10:00 hrs to 18:00 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**". *Application forms can be downloaded from the websites www.swr.indianrailways.gov.in.*
7. The Railway will not accept application wherein conditional offer has been given by the applicants and the offer will out rightly be rejected.
8. 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.
9. Interested persons fulfilling the stipulated conditions may **submit their applications forms** duly filled in prescribed format along with requisite papers/documents in a sealed cover addressed to Senior Divisional Commercial Manager, Bangalore Division, of South Western Railway on 18.03.2024 between 10:00 hrs to 15:00 hrs.
10. 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.

11. Railway will inform about engagement as YTSK agents to selected applicants only. No intimation will be given to rejected applicants.
12. Applications with incomplete information and without required documents will not be accepted /entertained.

XI. OTHER CONDITIONS:

1. The facility of block booking, modification, change of name, age etc. will not be permitted. However, the facility of postponement/advancing of tickets will be available.
2. The licensee will be allowed to cancel only the tickets issued by the YTSK licensee. However, the YTSK tickets can be cancelled at PRS centres also.
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 with 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 / unauthorised 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 and non-issued tickets must reach to Traffic Accounts Office, 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 authorized signatory (i.e.) whose signatures must be available in the office. These must be submitted regularly to serving station.
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 centres the licensee shall make provision of CCTV/IPTV at the YTSK (s). The footages 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 subjected 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, licence will be transferred to the legal heir only for the remaining period of the tenure of the licence.
16. Licensee should apply for only one location and application for more than one location will not be accepted from a single applicant.
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. The applicant is required to attend this office for execution of agreement on any working day after submission of security deposit and bank guarantee. The expenses of preparing, stamping and executing agreement shall be borne solely by the applicant.

XII. TERMINATION CLAUSE:

1. As per the provision in Standard Agreement.
2. In case of violation of provision of the agreement or the rules of Indian Railways by the licensees would invite deterrent punishment by way of penalties subject to a minimum Rs. 500/- per violation. Repeated violations will render the contract liable for termination.

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Senior Divisional Commercial Manager
Bengaluru

Annexure –“A”

FORMAT OF APPLICATION FOR AUTHORIZATION OF YTSK

Recent Photograph
with
the full signature

| Sl | Description | Details |
|----|--|---------|
| 01 | Name of Applicant (IN BLOCK LETTER) | |
| 02 | Father's /Husband 's Name | |
| 03 | Gender (Male/Female) | |
| 04 | Date of Birth | |
| 05 | Age | |
| 06 | Present Residential Address | |
| 07 | Contact No. (Mobile/Landline) | |
| 08 | Present Business | |
| 09 | PAN Number | |
| 10 | GSTIN Number | |
| 11 | Years of Experience as Authorized Railway ticketing Agent. | |
| 12 | Details of Railway Ticketing license | |
| 13 | 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 by Railways. | |
| | e) If terminated, reason for same. | |
| 14 | Office /shop address where business will be carried out. | |

| | | |
|----|---|--|
| 15 | Whether premises where business will be carried on, is owned or hire/lease. | |
| 16 | Whether premises is easily accessible to public. | |
| 17 | Details of accommodation in the business premises with dimensions. (Total area in Sq feet, layout etc.) | |
| 18 | Enclosed Documents | |
| | 1. Age Proof | |
| | 2. Residence Proof | |
| | 3. Pan Card Copy | |
| | 4. GSTIN copy | |
| | 5. Last Three years IT Returns. | |
| | 6. Proof of Two Years Experience [Agreement Copy, Authorisation letter] | |
| | 7. Latest Telephone Bill | |
| | 8. Ownership/Lease/LL Agreement of the premises | |
| | 9. Mandatory clearances regarding the premises from the appropriate local authorities i.e. Company Registration Certificate, Trade License etc. | |
| | 10. Blue Print of Office | |
| | 11. Police Verification Certificate | |

Declaration:

I undertake that in 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.

I shall abide by all the terms and conditions as notified and such conditions as may be prescribed from time to time.

I, hereby give a declaration that I have not been appointed as YTSK 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 me.

Date:

Place:

Signature of the Applicant