



दक्षिण पश्चिम रेलवे/ South Western Railway

Office of Sr. Divisional Commercial Manager, Bengaluru-560023  
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No.B/C.565/STBA/07/2021

Dated: 29.07.2021

**APPLICATION DOCUMENT**

Notification for Appointment of Station Ticket Booking Agents (STBA) at 'E' Category station over Bengaluru Division

Senior Divisional Commercial Manager, Bengaluru Division, South Western Railway, Bengaluru - 560 023 on behalf of the President of India, invites sealed applications for appointment of Station Ticket Booking Agents (STBA) at 05 (five) stations over Bengaluru Division of South Western Railway for issuing of Unreserved/General Tickets through Unreserved Ticket System (UTS) on commission basis for a period of Three (03) years. The list of stations is as under:

Sl No.	Name of the Station	Station Code	Section
1.	Kunigal	KIGL	Bengaluru - Hassan
2.	Yediyur	YY	
3.	BG Nagar	BGNR	
4.	Hirisave	HISE	
5.	Shravanabelagola	SBGA	

**1. Eligibility Criteria:**

The following documents/certificates should be submitted by the applicant along with the application.

1. The applicant should be a resident of the local Block/Tehsil/Mandal in which the 'E' category station is located.
2. The applicant should not be under 18 years of age.
3. The applicant should have passed at least Class-X exam.
4. The selected applicant will also have to produce a certificate from the police station serving his/her locality that he/she has no criminal record and no criminal case is pending against him/her.
- 5.\* In case of no suitable candidate of local block/Tehsil/Mandal is eligible to be appointed as STBA and if no applicant is otherwise available the competent authority can relax the eligibility criteria in respect of 01 & 3.
6. STBA and his/her nominated agent should not be ex-Railway staff who has been removed or dismissed from service on the ground of doubtful integrity.

**2. General Conditions.**

1. The eligible persons shall submit their application along with earnest money of Rs.2,000/- in the form of DD drawn in favor of Senior Divisional Financial Manager, Bengaluru Division, South Western Railway. Cash should not be kept with the application towards EMD. Such applications will be summarily rejected.
2. Applicant shall submit the application along with his/her photograph.

3. Only one applicant can be engaged as STBA at one station.
4. The applicant should not be an existing STBA.

### **3.Commission:**

Out of the applicants fulfilling the eligibility conditions, the candidate (s) who opts for the least commission (on the 4% commission slab) will be selected as STBA. The commission payable shall be as follows:

Slabs	Sales Turnover in Rs.	Commission percentage payable on sales turnover
Slab 1	1-15000	15% (minimum Rs.500/-)
Slab 2	15001-50000	12%
Slab 3	50001-100000	9%
Slab 4	>100000	4% or the rate quoted whichever is lower

### **4. Basis of Selection:**

The highest percentage of commission in the slab ( more than one lakh earnings per month at a station) will be 4% and the lowest will be zero. Candidate who opts for least commission on 4% commission slab will be selected for appointment as STBA for that station, subject to his/her fulfilling the other eligibility criteria. In case more than one applicant quotes the same lowest percentage, then the STBA will be finalized by draw of lots in a transparent manner in public in Senior Divisional Commercial Manager Office, Bengaluru Division and Bengaluru.

### **5. SUBMISSION OF APPLICATION FORM:**

The Applicant should submit application form (duly filled in all aspects) in a sealed cover after duly fulfilling the eligibility criteria.

The application must be deposited in the sealed box exclusively kept in the Despatch Section of the office of Sr. Divisional Commercial Manager, South Western Railway, Divisional Railway Managers Office, Bengaluru – 560 023. The sealed Application Forms can be sent through Speed Post/Registered Post/Courier so as to reach **latest by 15:00 hours of 06.09.2021**. Postal delay or any other cause will not be accepted. **Applications received after 15:00 hours of 06.09.2021 due to Postal delay or otherwise will not be considered under any circumstances.** Sealed application will be opened at **15:05 hours of 06.09.2021** in the presence of applicants or their authorized representatives. In case of unforeseen circumstances office remain closed on **06.09.2021**; applications will be opened at the same time on the next working day. In case the last date happens to be a government holiday, next working day would be the concluding date. 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, you may contact the office of the Senior Divisional Commercial Manager, Bengaluru Division, Bengaluru – 560 023 on any working day. (080-22206562)

Please visit our website [www.swr.indianrailways.gov.in](http://www.swr.indianrailways.gov.in)

## **TERMS AND CONDITIONS:**

**1. IMPORTANT NOTE:** All the applicants are supposed to visit the Railway stations notified and understand scope of the contract, before filling up the application form. It is deemed that the person applying has understood the concept of the contract. The applicant is suppose to read and understand the terms and conditions of the contract before submission of the application and also note that he/she shall abide by the terms and conditions issued from time to time.

### **2. SYSTEM APPLICATION:**

a) The application must be submitted in the prescribed application form only and in sealed cover super scribed as "Application for Appointment of Station Ticket Booking Agent" (STBA) for \_\_\_\_\_ Railway station.

b) The application must be deposited in the sealed box exclusively kept in the Despatch Section of the office of Sr.Divisional Commercial Manager, South Western Railway, Divisional Railway Managers Office, Bengaluru – 560 023.

c) The applicants are required to submit the application in the prescribed format duly signing each page of the application conditions.

d) The application cover should super scribe the name of the applicant on the cover.

e) Sealed application shall be submitted in the prescribed form only, failing which it will not be considered.

f) The application documents are also available in the website ([www.swr.indianrailways.gov.in](http://www.swr.indianrailways.gov.in)) persons can download the application form and can apply for the contract.

g) The applicant is required to declare his/her age to the satisfaction of the Railway Administration. No contract will be allotted to minors under any circumstances.

h) Application containing erasures or alteration without proper attestations or with omission of such attestation is liable to be rejected.

### **3. MANDATORY ENCLOSURES:**

a) Application form as per prescribed format along with recent photograph and application document signed in all pages.

b) Demand Draft for Rs.2000/- from Nationalized or Scheduled banks.

c) A certificate obtained from the Tehsildar or Mandal Revenue Officer should be enclosed to the application by the applicant as residential proof along with Standard address proof like Voters ID, PAN Card, Driving License, Aadhar Card.

d) **Attested** copy of 10<sup>th</sup> (SSLC) class marks memo towards AGE proof.

e) **Attested** copy of Education qualification certificate (Minimum X class).

f) The document related to Terms and conditions of the contract are required to be signed by the applicant and enclose the same to the application form.

g) Declaration that the STBA and his/her nominated agent is not an ex-Railway staff who has been removed or dismissed from service on the ground of doubtful integrity.

h) Declaration stating that he/she has not been appointed as STBA at any other station.

i) An undertaking for having read and understood the all the terms and conditions of the contract.

j) A declaration to the effect that he/she shall also abide by the terms and conditions if put forth from time to time.

#### **4. GENERAL CONDITIONS:**

a) The cost of hardware and software (including maintenance), electricity and hiring of channel will be borne by the Railways. The space will also be provided to them by the Railways free of cost.

b) STBA shall function from the existing counter.

c) STBA will not sublet/assign or transfer the rights or obligations arising out of the contract. 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 the eligibility conditions.

d) The STBA will deposit the cash collected through sale of tickets, to the concerned station Master/Assistant Station Master on duty on 08 hourly shift basis prevalent on that Station.

e) Only one STBA will be appointed per 'E' Category station, STBA will not sublet/assign or transfer the rights or obligations arising out of the agreement. However, if he so desires, he may nominate one person per counter, for which provision will be made in the standard agreement, with prior approval of the Railway authorities subject to fulfilment of eligibility conditions.

f) The disbursement of unreserved tickets by STBA shall be governed by the timings as decided by the concerned Railway, keeping in view the local conditions.

g) STBA should be with neat & clean uniform, so that he/she is always available in uniform with name badges and name plate if prescribed and ordered.

h) No interest is payable on the Security Deposit.

i) Zonal Railways will have powers to prescribe working guidelines within the framework of the scheme.

#### **5. NUMBER OF STBAs TO BE APPOINTED AT A STATION:**

a) Only one STBA should be appointed at an 'E' Category station as identified. If the UTS work load at a particular station is high and it requires one more person to issue the tickets, then STBA may be authorized to engage another eligible person as STBA assistant. However, this should not lead to subletting of the contract. The STBA who submitted the application should work as the STBA and the second person can only assist him, say in the night/evening/early morning/peak hours or when STBA is absent for genuine reasons.

b) Both the STBA and the additional persons, if any, nominated by him to sell tickets shall be issued a Photo identity card by the concerned Division and their names will also be displayed on a notice board at the station premises.

## **6. Earnest Money Deposit , SD & Bank Guarantee:**

a)The selected candidate has to deposit Rs.5,000/- towards the security deposit through Demand Draft to be drawn in favour of Sr. Divisional Finance Manager, South Western Railway, Bangalore Division, Bangalore. In case, the EMD is adjusted as security deposit then RS.3,000/- as Demand draft is enough and Bank Guarantee for amount of Rs.20,000/-. However, the security deposit can be enhanced by the Railway keeping in view the sale of ticket at the station.

b) No interest shall be allowed on the Earnest Money Deposit or on any advance payment made by the Applicant to the Railways under any stipulation.

c) FORFIETURE OF EMD: It shall be understood that the application documents have been issued to the applicant and that the applicant is permitted to application in consideration of the stipulation on this part that after submission of his/her application. He/She will not resale the offer or modify the terms and conditions thereof in a manner not acceptable to the Railway Administration. Should the applicant fail to observe or comply with the said stipulations the aforesaid earnest money deposit amount shall be liable to be forfeited by the Railways.

## **7. Commission Payable:**

a) Out of the applicants fulfilling the eligibility conditions, the candidates who opt for the least commission (on the 4% commission slab) will be selected for appointment.

b) The commission will be paid on net sale and in the case of concessional tickets it shall be on the actual fare collected by the railways.

c) The commission to the STBA is calculated on monthly basis as is being done for Halt Agents (Board's letter No.99/TG-IV/Halts/Policy dated 08.09.2000)

Sales Turnover in Rs.(UTS Net earnings)	Rate at which Commission payable
1-15000	15%(Minimum Rs.500/-)
15001-50000	12%
50001-100000	9%
> 100000	On the percentage awarded subject to a maximum of 4%

d)The commission to the STBA will be paid by the concerned SM/ASM.

## **8. Penalty:**

If the ticket activity stops due to non availability of STBA or his negligence resulting in non-functioning of equipments, a suitable penalty equal to average daily turnover from sale of UTS tickets at that particular location, subject to a minimum of Rs.500/- per day may be imposed

## **9. Issue of UTS Tickets by STBA.**

a) The disbursement of unreserved tickets by STBA will be governed by the timings as decided by the Railway.

b) STBA will be authorized to issue cash tickets only. 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. Renewal of season ticket and the issue of senior citizen concessional tickets shall also permitted. All the other concessions tickets requiring documentary proof before issue of tickets can also be issued by STBA only when endorsed and permitted by the Assistant

Station Master concerned which shall be done prior to the sale of such concessional tickets.

- c) STBA is authorized to issue only UTS Tickets. He cannot issue PRS tickets.

**10. Cancellation & Non-issue tickets.**

- a) The facility of 'NI '(Not Issued) will be available to the STBA only when authorized/endorsed by the concerned Station Master/Assistant Station Master
- b) The facility of cancellation of ticket may be extended to STBA only when authorized/endorsed by concerned Station Master.

**11. Safe custody of ticket rolls and issue of ticket rolls.**

- a) The SM/ASM of the station is responsible for procuring stocking and safe custody of the ticket rolls. It will be his duty to hand over/take over the ticket roll daily from the STBA. The record of ticket rolls issued to STBA should be maintained by the SM/ASM.
- b) A consolidated statement of ticket rolls supplied and details of tickets sold by STBA will be submitted by Station Master/Manager to Sr.DCM every month.
- c) The STBA will under all circumstances issue the tickets under the guidance and supervision of the SM/ASM

**12. Remittance of daily cash:**

- a) Shift summary and details of daily summary of transaction details done by STBA shall be extracted through UTS and the STBA should deposit the cash accordingly to the Station Master/ASM at the end of the shift/day. The signatures of both the STBA and SM should be appended in the cash register as "Cash handover and cash received". In addition, the on-duty SM/ASM to whom the cash is handed over by the STBA will also acknowledge for the amount received in the cash handing over book maintained by the STBA.
- b) Short remittance of the daily cash by the STBA is not permitted. It will be the responsibility of the SM/ASM on-duty to ensure that the STBA remits the entire cash proceedings as per the DTC at the end of the shift/day. The excess railway cash if any, with the STBA should also be remitted and accounted as excess in booking.
- c) The billable and non billable vouchers collected at the time of issue of concession tickets by the STBA should also be handed over to the on duty SM/ASM duly acknowledging in the cash register along with the cash. The non-issue, special cancellation and cancelled tickets should be handed over by the STBA to the on-duty SM/ASM in a similar way SM will follow the existing procedure for remitting cash in the bank or through cash chest.

**13. Responsibility or issue of UTS tickets in case the STBA is absent.**

STBAs found absenting frequently or indulging in any other irregularities will be terminated by invoking the termination clause.

**14. Period of Contract:**

Initial period of contract will be for 3 year. An agreement will be executed by STBA with the Railways before commencing of work by the STBA.

### **15. Termination of Contract:**

Each side can terminate the contract 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.

### **16. Engagement of STBA:**

Engagement as STBA will 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, and railway pass facilities et 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.

### **17. Liability & Indemnity**

STB Agent is liable to pay the damage/compensation if ordered by any consumer / judiciary forums Criminal case is also lodged against the STB Agent against fraudulent activities or other illegal Practices causing loss of revenue. The STB Agent has to indemnify against any loss on account of Complaints from the general public

### **18. Arbitration:**

In the event of any dispute, controversy or claim of any kind or nature arising under or in connection with this agreement between the parties, the standard arbitration clause will be incorporated in the Agreement.

-/ sd /-  
Senior Divisional Commercial Manager,  
Bengaluru

**South Western Railway Bangalore Division**  
**APPLICATION FORM FOR APPOINTMENT OF STATION TICKET BOOKING AGENT**  
**(STBA) AT \_\_\_\_\_ RAILWAY STATION**

(Write name of the station where applying for)

FROM:

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 \_\_\_\_\_  
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To

The President of India'  
 Acting Through Senior Divisional Commercial Manager.  
 South Western Railway Bengaluru Division.

Sub: Application for appointment as STBA at ----- Station.

..... I have read the various terms and conditions of the application annexed here to and hereby agree to abide by the said conditions .I agree to keep this application open for acceptance for a period of 90 days from the date fixed for opening the same and in default thereof, I shall be liable for forfeiture of my Earnest Money Deposit.

My offer of percentage of Commission for earnings per one lakh and above is :

Offer of percentage for	In Figures(%)	In words (percentage)
For annual turnover above one lakh		

**Note: The offer of percentage on annual net turnover of Rs One lakh and above should be less than or equal to 4% (Four Percent).**

I herby enclose a Demand Draft No .....Dt.....for Rs2000/-(Two Thousand Only) drawn in favour of Senior Divisional Finance Manager S.W.Railway Bengaluru towards Earnest Money Deposit.

I accept that untill a formal agreement is executed the acceptance of this offer shall constitute a binding contract as per the terms and conditions for acceptance of application. The full value of Earnest Money Deposit shall be forfeited without prejudice to any other rights/remidies if I do not execute the contract.

Declaration: I.....here by declare that I have not been appointed as Station Ticket Booking Agent (STBA) at any other Railway Station.

Signature of the applicant:.....

Name of the applicant:.....

Mobile No:.....

DATE:

Enclosures:

1. Demand Draft of National Bank Towards EMD.....Yes/No
2. Certificate from Tasildar/Mandal Revenue office as residential proof.....Yes/No
3. Attested 10<sup>th</sup> class marks card for age proof.....Yes/No
4. Attested Educational Cetrificate Minimum 10<sup>th</sup> class.....Yes/No
5. All pages of application document must be signed.
6. Declaration that the STBA and his/her nominated agent is not an ex-Railway staff who has been removed or dismissed from service on the ground of doubtful integrity.
7. An undertaking for having read and understgood the all the terms and condtions of the contract.
8. A declaraton to the effect that he/she shall also abide by the terms and conditions if put forth from time to time.
9. Declaration stating that he/she has not been appointed as STBA at any other station.