



दक्षिण पश्चिम रेलवे
SOUTH WESTERN RAILWAY

मंडल कार्यालय /Divisional Office
वाणिज्य शाखा/Commercial Branch
मैसूरु /Mysuru-570001

सं वाई/सी No. Y/C. 565/ATVM/Facilitators/GP/2025

दिनांक/Dated 14.08.2025

APPLICATION DOCUMENT

Notification for Engagement of ATVM facilitators at stations over Mysuru Division.

Senior Divisional Commercial Manager, Mysuru Division, South Western Railway, Mysuru – 570 001 on behalf of the President of India, invites sealed applications from **Retired Railway Employees /General Public** of Mysuru Division for Engagement as ATVM facilitator at the following Railway Stations over Mysuru Division of South Western Railway for issuing of Unreserved/General Tickets through ATVM Machines on recharge bonus basis for the period of two years which can be extended to further one year subject to extension of the scheme and satisfaction of the Competent Authority:

Sl No	Station	Station Category	No of Vacancies for ATVM facilitators
1	ASK	NSG-3	02
2	DRU	NSG-4	02
3	DVG	NSG-3	06
4	HAS	NSG-4	02
5	HRR	NSG-5	03
6	HVR	NSG-4	03
7	MYS	NSG-2	09
8	SMET	NSG-3	04
9	RRB	NSG-4	02
10	RNR	NSG-5	01
11	BDVT	NSG-5	03
	TOTAL		37

2. General Conditions.

1. The eligible applicants should submit the application in the prescribed format.
2. The applicant should check for the eligibility criteria and submit the documents as prescribed in the mandatory enclosures.

3.Recharge Bonus:

Currently 3% Bonus is given to ATVM facilitators by Railways as commission on the recharge amount at the time of recharge of smart cards which could be utilized by facilitators for issuing Journey tickets only upto the distance of 150 kms and for the tickets beyond 150 kms, a proportionate bonus amount credited by Railway at the time of recharge of smart card will be adjusted in the balance of their Smart Cards. Further the bonus percentage will be fixed/reviewed based on the guidelines issued by Railway Board from time to time.

4. Basis of Selection:

Based on the number of vacancies at each location, the number of facilitators will be selected. While shortlisting candidate from general public for engaging as facilitator, in case retired Railway employees also express their willingness (who are eligible as per the eligibility criteria mentioned for Retired Railway Employee), preference will be given to Retired Railway Employees for engaging as ATVM Facilitator.

In case large number of applications are received, then selection will be done through draw of lots.

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 office of Sr. Divisional Commercial Manager, South Western Railway, Divisional Railway Managers Office, Mysuru – 570 001. Sealed applications should be dropped between **10:00 hrs to 15:00 hrs on 03.09.2025. Applications received after 15:00 hours of 03.09.2025 will not be considered under any circumstances. Sealed application will be opened at 15:05 hours of 03.09.2025** in the presence of applicants or their authorized representatives. In case of unforeseen circumstances office remain closed on **03.09.2025**, 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, Mysuru Division, Mysuru – 570 001 on any working day. **(0821-2865320)**

Please visit our website 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 should 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 Engagement of ATVM Facilitator**” for _____ **Railway station.**

b) The application must be deposited in the sealed box exclusively kept in the office of Sr. Divisional Commercial Manager, South Western Railway, Divisional Railway Managers Office, Mysuru – 570001.

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

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

e) The application documents are also available in the website (www.swr.indianrailways.gov.in) persons can download the application form and can apply for the contract.

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

3. ELIGIBILITY CRITERIA:

A) For Retired Railway Employee:

a. The applicant should be a Retired Railway Employee who has retired from Mysuru Division and should be residing in Mysuru Division.

b. Application from Retired Railway Employee of Bangalore and Hubli Division will be considered in case the applicant is a local resident of Mysuru Division and subject to that they are not engaged as ATVM facilitator in that Division.

c. The applicant should be a resident of Mysuru Division

d. The applicant should not have been removed/dismissed from the service on the grounds of doubtful integrity.

B) For General Public:

- a. The applicant should be a resident of the local District in which the station is located where ATVM facilitator is proposed to be engaged. Relaxation in this condition can however, be given by Sr. DCM/DCM, incase no suitable candidate of local district is eligible to be engaged as ATVM facilitator.
- b. The applicant should not be under 18 years of age.
- c. The applicant should have passed at least Class-X exam. However, the educational qualification can be relaxed by DCM Incharge/Sr. DCM of there is no applicant otherwise available.
- d. The applicant should 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.

3. MANDATORY ENCLOSURES:**A) For Retired Railway Employee:**

- a) Application form as per prescribed format along with recent photograph and application form duly signed.
- b) Attested copy of the Aadhaar Card or valid document for Residential proof.
- c) Attested copy of Service Certificate for proof towards place of retirement and nature of retirement.
- d) Attested copy of Pension Pay Order (PPO).
- e) Medical Certificate for his/her fitness to work as ATVM facilitator.
- f) Self Declaration that the applicant has not been removed/dismissed from the service on the grounds of doubtful integrity.

B) For General Public:

- a) Application form as per prescribed format along with recent photograph and application form duly signed.
- b) A certificate obtained from the Revenue Department Officer/Taluk Office 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 etc.
- c) **Attested** copy of 10th (SSLC) class marks Card/Aadhaar Card towards AGE proof.
- e) **Attested** copy of Education qualification certificate (Minimum X class).

f) Undertaking on legal paper is to be submitted stating that “The applicant is aware that the engagement as ATVM facilitator is purely contractual in nature and no facilities viz absorption in Railway Service, Regularization of service, bonus, railway pass facility etc., shall accrue on the facilitator”.

g) Police Verification Certificate.

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

i) An undertaking for having read and understood the all the terms and conditions of the contract. And also, shall abide by the terms and conditions if put forth from time to time.

4. EMD & SECURITY DEPOSIT:

a. No EMD is required for this scheme of ATVM facilitator.

b. The applicant who have applied as per the eligibility criteria of Retired Railway Employee need not pay Security Deposit.

c. The applicant who have applied as per the eligibility criteria of General public should be prepared to deposit Rs.50,000/- for NSG-1 & 2 and Rs.25,000/- for other categories of stations towards refundable security deposit to the Railway in the form of money receipt/fixed deposit/demand draft. On completion/termination of contract, pending dues will be adjusted from the Security Deposit and balance refunded to the ATVM facilitator. No interest is payable on the Security Deposit.

5. ASSISTANCE TO FACILITATOR:

A) Assistance to Facilitator is permitted only for Retired Railway Employees. Spouses and adult children of the retired railway employees may be allowed as assistance and work as facilitators in addition to retired railway employees working as facilitators. The order of priority for engaging facilitator shall be as under:

a) Retired Railway Employee.

b) Spouse/Adult child of retired Railway employee (only one person for one retired Railway employee to be nominated by him/her). Nomination letter to be submitted by the facilitator for the purpose.

c) Spouse/Adult children of retired railway employee shall not have any claim for employment. An undertaking to this effect on legal paper should be submitted.

B) General Public are not permitted to engaged any assistant.

6. GENERAL CONDITIONS:

- a) The applicant should read and understand the eligibility criteria prescribed for Retired Railway Employee and for General public before applying.
- b) Applications from Retired Railway Employees who have retired from other zones will be summarily rejected.
- c) The applicant can apply for working as ATVM facilitator for one station only. Application received from the same applicant for more than one station will be summarily rejected.
- d) On acceptance, engagement intimation will be sent to the applicant with 10 days notice time to the residential address given by the applicant and in case the facilitator did not join within those 10 days period, the offer would be treated as cancelled and no further correspondence will be made in this regard.
- e) On being selected as ATVM facilitator, the facilitator will be issued with a smart card by the concerned Booking Supervisor. And recharge of the card will be done by the facilitator as per the policy guidelines.
- f) Unreserved tickets will be issued using the smart card.
- g) Facilitators will be allotted ATVM machines on rotation basis and shift basis for issue of unreserved tickets.
- h) Only the person engaged as ATVM facilitator will be permitted to issue unreserved tickets through ATVM.
- i) The facilitator shall be allowed to retain the bonus credited as applicable from time to time on ATVM smart card.
- j) The ATVM facilitator should invariably wear and display an identity card and name badge provided by Railway Administration.
- k) In case subletting or proxy attendance is detected at any time and the same is proved, the permission/engagement as ATVM facilitator will be cancelled immediately duly forfeiting the Security Deposit.
- l) If any Facilitator is found over charging the passengers more than the ticket fare and the same is proved, then the contract of ATVM facilitator is liable to be terminated immediately.
- m) In case of ATVM failure, the same should be reported to the concerned supervisor immediately who will take corrective action.

n) In case of irregularities viz bad behavior with passengers, overcharging, unmanning of ATVM machine, appropriate action will be taken by Railway administration including termination of contract of ATVM facilitators.

o) The engagement of ATVM facilitators is to encourage passengers to use ATVMs on their own for taking for their journey. Hence, the Retired Railway Employees/General Public who are engaged as ATVM should educate passengers about the working of ATVMs, availability of new UPI Digital payment method in ATVMs, the availability of smart cards at Booking Office and the simple steps involved to take tickets through ATVMs using the UPI QR code digital payment method using any UPI payment app and the bonus commission for ATVM tickets taken through Smart Cards to encourage passengers for self ticketing through ATVMs.

p) General passengers who wish to book tickets through their own smart card or digital QR code payment shall be given priority and preference in any ATVMs which have been allotted to Facilitators.

q) ATVM facilitator should invariably wear the photo identity card having the Name of facilitator, Designation as ATVM facilitator, contract period issued by Sr. DCM with seal and signature.

r) The ATVM facilitators shall purchase uniform yellow jackets with name as “ATVM Facilitators” as prescribed by Railway Administration.

s) The ATVM facilitator shall be permitted to go on leave only after prior written permission/approval of the Incharge/Booking Supervisor.

t) The cost of ATVM. Its maintenance, provision of lease line, up gradation, etc., will be borne by the Railways. The cost of electricity and space shall also be borne by the Railways. However, in case it is proved that ATVM has been damaged due to any act of omission/commission on the part of facilitator, the cost of repair will be recovered from him/her.

u) In case of withdrawing of ATVM(s) or shifting of ATVM(s) from one station to another on administrative reasons including continuation/shifting of facilitator(s), the decision of Railway Administration will be final.

7. Penalty:

If any lapse or malpractice is detected and is proved against the facilitator, then the Sr. DCM/DCM in-charge shall impose minimum penalty of Rs.1,000/- on first offence, Rs.2,000/- on second offence and on subsequent offences, Sr. DCM/DCM shall terminate the engagement as facilitator on being proved guilty.

8. Issue of unreserved tickets by ATVM facilitator.

The disbursement of unreserved tickets by ATVM facilitator will be governed by the timings as decided by the Railway i.e. concerned Supervisor or incharge of the station.

9. Refund of Tickets.

ATVM facilitator shall not be authorized to make any refunds. Refund of tickets issued by the facilitator will be done by the serving station or any other station in that cluster, as per refund rules in force.

10. Safe custody of ticket rolls and issue of ticket rolls.

All the ATVMs shall be properly secured and the keys shall be kept in safe custody of the Booking Supervisor/Incharge of the station. At any point of time the ATVM keys or ATVM ticket rolls should not be handed over to ATVM facilitators. CBSR/Commercial Supervisor/On duty Commercial staff shall remove the ticket rolls from the ATVMs and keep in the safe custody whenever ATVM service engineers report at stations for attending preventive maintenance/corrective maintenance of the ATVMs.

11. Period of Contract:

The facilitators shall be initially engaged for the period of two years which can be extended to further one year subject to extension of the scheme and satisfaction of the Competent Authority.

12. Termination:

The engagement of ATVM facilitator is liable to be terminated in the following circumstances:

- a) Subletting of the engagement / Proxy attendance is reported
- b) In case of excess charging is reported.
- c) Not manning the ATVM regularly.
- d) Act of misbehavior with passengers or supervisor/incharge.
- e) Committing frauds in ticket sales.
- f) Not giving priority to passengers/smart card holders to use the ATVM.
- g) Not turning up for duty without prior permission
- h) Indulging in any activity inviting public complaint

13. Exit clause:

The ATVM facilitator can withdraw from the engagement by giving prior notice to Railways. In all cases, the decision of the Senior Divisional Commercial Manager will be final and binding.

14. Disabling clause:

The engagement as ATVM facilitator will not confer any right on the person for employment on Railways. The engagement of facilitator is purely contractual in nature and no facilities viz absorption in Railway service, regularization of service, bonus, railway pass facilities etc., shall accrue the facilitator.

15. Liability & Indemnity:

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

16. Arbitration:

DRM will be the final authority for resolving any dispute between the ATVM facilitator and Railway Administration. The appeal will lie with AGM in Headquarters.

- / sd / -
**Senior Divisional Commercial Manager,
Mysuru**

APPLICATION FOR ENGAGEMENT AS ATVM FACILITATOR AT _____
RAILWAY STATION OVER MYSURU DIVISION.
(FOR RETIRED RAILWAY EMPLOYEE)

1. Name of the Applicant :

2. Father's Name :

3. Date of Birth :

4. Date of Appointment :

5. Date of Retirement :

6. Station of Last Posting :

7. Designation and Department during retirement:

8. PPO Number :

9. Residential Address :

10. Contact Number :

11. PAN No :

12. Aadhar No :

Declaration: I hereby declare that I have read and understood the scheme of ATVM facilitator and its terms and conditions. The above furnished information is true to the best of my knowledge. At any stage, if the information provided by me is found incorrect, I am liable to be disqualified/ terminated as facilitator.

Date:

(Signature of the Applicant)

DECLARATION
(For Retired Railway Employee)

I hereby declare that:

1. I have not been removed/dismissed from the service on the grounds of doubtful integrity.
2. I have not been re-engaged by Railways
3. I have not been engaged as ATVM facilitator for issuing unreserved tickets through ATVMs in any other Division/Station.

Signature of the applicant

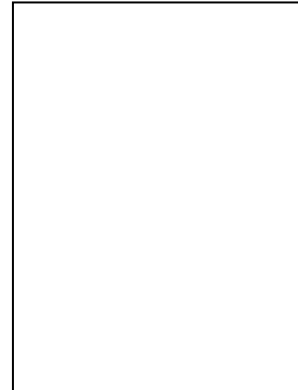
APPLICATION FOR ENGAGEMENT AS ATVM FACILITATOR AT _____
RAILWAY STATION OVER MYSURU DIVISION.
(FOR GENERAL PUBLIC)

1. Name of the Applicant :

2. Date of Birth and Age :

3. Education Qualification :

4. Residential Address :



5. Contact Number :

6. Aadhar Card Number :

7. Police Verification Certificate Number and Date:

Declaration:

- a. I declare that all the information given above is true. At any stage, if the information provided by me is found incorrect, I am liable to be disqualified/terminated as facilitator.
- b. I have read the terms and conditions and agree to abide by them. I shall also abide by the conditions put forth from time to time.
- c. I hereby submit my undertaking that I agree to the condition that "In case, I express inability to operate ATVM after being engaged as ATVM facilitator, the Security Deposit made by me will be forfeited.
- d. I agree to the condition that "Engagement as ATVM facilitator does not confer any right on the person for employment in Railways".
- e. I state that I have not been engaged as STBA/JTBS at any other stations.

Date:

(Signature of the Applicant)