



**दक्षिण पश्चिम रेलवे/ South Western Railway**  
Office of Sr. Divisional Commercial Manager, Bengaluru-560023  
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No.B/C.565/STBA/08-02/2025

Dated: 22.08.2025

### **APPLICATION DOCUMENT**

Notification for Engagement of Station Ticket Booking Agents (STBA) at 'NSG-5' and 'NSG-6' 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 Engagement of Station Ticket Booking Agents (STBA) at the following Railway Station over Bengaluru Division of South Western Railway for issuing of Unreserved/General Tickets through Unreserved Ticket System (UTS) on commission basis for the period as mentioned against the station:

Sl No.	Name of the Station	Station Code	Station Category	Period of contract
1.	Heelalige	HLE	NSG-6	03 years

#### **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 District in which the station is located where STBA is proposed to be engaged. Relaxation in this condition can however, be given by Sr.DCM/DCM, in case no suitable candidate of local district is eligible to be engaged as STBA.
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. 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/- for NSG-6 station category in the form of DD drawn in favor of Senior Divisional Finance 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/Halt Agent/ATVM facilitator.
5. The applicant can apply for working as STBA for one station only. Application received from the same applicant for more than one station will be summarily rejected.

### **3.Commission:**

Out of the applicants fulfilling the eligibility conditions, the candidate (s) who opts for the least commission (on the slab-3) will be selected as STBA. The commission payable shall be as follows:

Slabs	Monthly Sales Turnover (in Rs.)	Monthly Commission percentage payable on sales turnover
Slab 1	1-20,000	25% (subject to minimum of Rs.2,500)
Slab 2	20,001-1,00,000	15%
Slab 3	>100000	4% for NSG-5 & NSG-6 and 2% for NSG-4 or the rate quoted whichever is lower

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

The highest percentage of commission in the slab (Slab-3) will be 4% and the lowest will be 0% for NSG-5 & NSG-6 category stations and the highest will be 2 % and lowest will be 0% for NSG-4 category stations. The candidate who opts for least commission (in Slab-3) on monthly sales turnover, will be selected for engagement as STBA for that station (Only, the revenue from STBA operated shifts shall be considered for the purpose of calculating the commission of STBA), subject to his/her fulfilling the other eligibility criteria. In case more than one applicant quotes the same percentage, then the selection of STBA will be finalized by draw of lots in a transparent manner in public in Senior Divisional Commercial Manager Office, Bengaluru Division, 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 office of Sr.Divisional Commercial Manager, South Western Railway, Divisional Railway Managers Office, Bengaluru – 560 023. Sealed application will be opened at **15:05 hours of 12.09.2025** in the presence of applicants or their authorized representatives. In case of unforeseen circumstances office remain closed on **12.09.2025**; 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, 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 supposed 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 Engagement of Station Ticket Booking Agent" (STBA) 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, 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.
- b) Demand Draft (Rs.2,000/- for NSG-6 station category) from Nationalized or Scheduled banks towards EMD.
- c) 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.
- d) Self Attested copy of 10<sup>th</sup> (SSLC) class marks memo towards AGE proof.
- e) Self Attested copy of Education qualification certificate (Minimum X class).
- f) 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.
- g) Declaration stating that he/she has not been engaged as STBA at any other station.
- h) An undertaking for having read and understood the all the terms and conditions of the contract.

i) 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 fulfilment of eligibility conditions.

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

e) Only one STBA will be engaged per 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 the 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 ENGAGED AT A STATION:**

a) Only one STBA should be engaged at the station 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 of NSG-6 station category has to deposit Rs.10,000/- towards Security Deposit. 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) FORFEITURE OF EMD: It shall be understood that the application documents have been issued to the applicant and that the applicant is permitted to apply in consideration of the stipulation on this part and 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. If the applicant fails 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 slab-3) will be engaged as STBA.
- 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)

Slabs	Monthly Sales Turnover (in Rs.)	Monthly Commission percentage payable on sales turnover
Slab 1	1-20,000	25% (subject to minimum of Rs.2,500)
Slab 2	20,001-1,00,000	15%
Slab 3	>100000	4% for NSG-5 & NSG-6 and 2% for NSG-4 or the rate quoted whichever is lower.

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

#### **8. Penalty:**

If the ticketing activity stops due to non-availability of STBA or due to his/her negligence resulting in non-functioning of equipment, penalty equal to the average daily turnover from sale of UTS tickets from that location, subject to a minimum of Rs.2,000/- per day shall be imposed. Penalty upto Rs.500 may be imposed against established public complaints regarding the functioning of STBA.

#### **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 be permitted. All other concessions tickets requiring documentary proof before issue of tickets can also be issued by STBA only when endorsed and permitted by the SM/ASM/Supervisory Booking Clerk or Reservation Supervisor concerned, which shall be done prior to the sale of such concessional tickets.
- c) Money Receipts, TTE Cash, Parcel cash etc can be remitted at the STBA counters only when authorized/endorsed by concerned Station Master/Assistant Station Master/Supervisory Booking Clerk or Reservation Supervisor beforehand. However,

the revenue so received shall not be accounted for in the monthly turnover of the station, for the purpose of calculating the commission for STBA.

- d) In case STBA expresses inability to operate the counter(s) after his/her selection by Zonal Railways, the Security deposit furnished by him shall be forfeited and deposited in Railway accounts as per procedure.
- e) 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/Supervisory Booking Clerk or Reservation Supervisor.
- b) The facility of cancellation of ticket may be extended to STBA only when authorized/endorsed by concerned Station Master/Assistant Station Master/Supervisory Booking Clerk or Reservation Supervisor beforehand.

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

- a) The Railway Officer in charge of the station i.e. Station Master/Assistant Station Master/ Supervisory Booking Clerk or Reservation Supervisor is responsible for procuring stocking and safe custody of the ticket rolls. It will be his duty to hand over/take over the ticket rolls daily from the STBA. Proper record of ticket rolls issued to STBA shall be maintained at the stations.
- b) A consolidated statement of ticket rolls supplied and details of tickets sold by STBA shall be submitted by Station Master/ Assistant Station Master/Supervisory Booking Clerk or Reservation Supervisor or any other nominated officer to DCM/Sr.DCM every month.
- c) The STBA will under all circumstances issue the tickets under the guidance and supervision of the SM/ASM/Reservation/Booking Supervisor.

#### **12.Remittance of daily cash:**

- a) Shift summary and details of daily summary of transaction handled by STBA shall be extracted through UTS and the STBA should deposit the cash accordingly to the Station Master/ Assistant Station Master/ Supervisory Booking Clerk or Reservation Supervisor at the end of the shift. 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/Supervisory Booking Clerk or Reservation Supervisor 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) All concession orders should be handed over to the SM/ASM/Supervisory Booking Clerk or Reservation Supervisor alongwith cash and cancelled/NI tickets. Failure of the STBA to do so shall result in the collection of difference of fare to be recovered from the STBA.

**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 for NSG-6 category station. An agreement will be executed by STBA with the Sr.DCM or DCM.

**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. Disabling clause:**

Engaging an individual 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 etc 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 standard arbitration clause will be incorporated in the Agreement.

-/ sd /-  
Senior Divisional Commercial Manager,  
Bengaluru

**South Western Railway Bangalore Division**  
**APPLICATION FORM FOR ENGAGEMENT OF STATION TICKET BOOKING AGENT**  
**(STBA) AT \_\_\_\_\_ RAILWAY STATION**  
(Write name of the station where applying for)

FROM:

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Paste Recent passport  
Size Photograph

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

Sub: Application for Engagement 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 monthly sales turnover above one lakh		

**Note: The offer of percentage on monthly net turnover of Rs One lakh and above should be less than or equal to 4% (Four Percent) for NSG-6.**

I herby enclose a Demand Draft No .....Dt.....for Rs. \_\_\_\_\_ /-(\_\_\_\_\_) drawn in favour of Senior Divisional Finance Manager S.W.Railway Bangaluru 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 engaged 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 Revenue Department office/Taluk 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. 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.
6. An undertaking for having read and understgood the all the terms and condtions of the contract.
7. A declaraton to the effect that he/she shall also abide by the terms and conditions if put forth from time to time.
8. Declaration stating that he/she has not been engaged as STBA at any other station.



### **DECLARATION/UNDERTAKING**

I \_\_\_\_\_ hereby declare that:

- 1) I am not engaged as STBA/Halt Agent/ATVM facilitator at any other station.
- 2) I have read and understood the terms and conditions of the contract.
- 3) I shall abide by the terms and conditions if put forth from time to time.
- 4) I am not an ex-Railway Staff and have not been removed or dismissed from service on the grounds of doubtful integrity.

Signature:

Name :