

## उत्तर पश्चिम रेलवे

### आवेदन सूचना

बीकानेर मंडल

निविदा सूचना संख्या-9 एसी/एसटीबीए/2024-2025 दिनांक 17.01.2025

वरिष्ठ मंडल वाणिज्य प्रबंधक, उत्तर पश्चिम रेलवे, बीकानेर द्वारा भारत के राष्ट्रपति की ओर से बीकानेर मंडल के NSG-6 श्रेणी के 12 स्टेशनों पर, (प्रत्येक स्टेशन पर एक ) कमप्यूटीकृत अनारक्षित टिकट प्रणाली (यूटीएस) से कमीशन आधार पर अनारक्षित रेल टिकट जारी करने के लिए स्टेशन टिकट बुकिंग एजेंट (एसटीबीए) के चयन हेतु आवेदन पत्र आमंत्रित किये जाते हैं। ठेके का कार्य काल तीन वर्ष का होगा।

1.	कार्य का नाम एवं लोकेशन	बीकानेर मंडल के निम्न वर्णित- NSG-6 श्रेणी स्टेशनों पर स्टेशन टिकट बुकिंग एजेंट का चयन हेतु आवेदन पत्र। सिद्धमुख, कनीनाखाम, नापासर, सूडसर, तलवाड़ा झील, राममिंहपुर, बवानी खेड़ा, डवली राठान, अरजनसर, महाजन, सरुपसर एवं रामपुर बेरी।
2.	निविदा प्रपत्र का मुल्य	रूपये=1000/- (एक हजार रूपये मात्र) का डी.डी./बैंकर्स चैक, वरिष्ठ मंडल वित्त प्रबंधक, उत्तर पश्चिम रेलवे, बीकानेर के नाम देय हो।
3.	जमा की जाने वाली धरोहर राशि	रूपये =2000/- (दो हजार रूपये मात्र) एन.एम.जी-6 श्रेणी स्टेशनों के लिए डी.डी./बैंकर्स चैक, वरिष्ठ मंडल वित्त प्रबंधक, उत्तर पश्चिम रेलवे, बीकानेर के नाम देय हो।
4.	कार्य अवधि	तीन (3) वर्ष की अवधि के लिए।
5.	निविदा प्रपत्र जमा कराने की तारीख व समय	17.02.2025 को 15.00 बजे तक
6.	निविदा खुलने की तारीख व समय	17.02.2025 को 15.00 बजे के बाद
7.	कार्यालय जहाँ से फार्म प्राप्त किया जा सकता है।	वरिष्ठ मंडल वाणिज्य प्रबंधक, वाणिज्य शाखा, मंडल रेल प्रबंधक कार्यालय, उत्तर पश्चिम रेलवे, बीकानेर।
8.	वेबसाइट का विवरण	<a href="http://www.nwr.indianrailways.gov.in">http://www.nwr.indianrailways.gov.in</a>

17/01/25  
वरिष्ठ मंडल वाणिज्य प्रबंधक,  
उत्तर पश्चिम रेलवे, बीकानेर

23

**APPLICATION FORM FOR ENGAGEMENT OF STATION TICKET BOOKING AGENT (STBA)**  
**AT \_\_\_\_\_ RAILWAY STATION**

(Write name of the station where applying for form the list of Annexure-A)

1. (i) Name of applicant: \_\_\_\_\_  
(ii) Father/Husband's Name \_\_\_\_\_
2. Address (Residence) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Phone No. \_\_\_\_\_ Mobile No. \_\_\_\_\_
3. Educational Qualification Certificate \_\_\_\_\_
4. Age as on 17.02.2025 (with proof) \_\_\_\_\_
5. Name of station where applicant want to serve \_\_\_\_\_
6. Police verification certificate from the police station serving his /her locality that no criminal case is pending against him/her. \_\_\_\_\_
7. Details of Earnest Money deposited Rs. 2000/- for NSG-6 category stations \_\_\_\_\_
8. Details of cost of tender form deposited (Rs. 1000/-) \_\_\_\_\_
9. I, \_\_\_\_\_ have read all the terms & condition of the tender annexed here and hereby agree to abide by the said conditions. I agree to keep this Tender open for acceptance for a period of 90 days from the date fixed for opening the same and in case default thereof, I shall be liable for forfeiture of my Earnest Money Deposit.

Candidate should paste his own signature latest photograph

Slabs	Value of ticket sale by	Rate at which Commission of Payable
Slab-1	1-20,000	25% (Subject to minimum of Rs.2,500/-)
Slab-2	20,001-1,00,000	15%
Slab-3	>1,00,000	(4% in case of NSG-6 category stations) or the rate quoted whichever is lower.

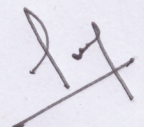
My offer of Percentage of commission for the slab of earnings more than One Lac is as under:-

S.No.	Offer in percentage	In Figures	In Words
1.	For Monthly sale above Rs. 1 Lac	.....%	.....Percentage

- Note:-**
1. The offer of percentage on Monthly sale turnover for above Rs. 1,00,000/- (One Lac) should be less than/equal to 4% (four percent). Application quoting higher percentage of more than 4% will be summarily rejected.
  2. Percentage less than 0% or in minus (-) will also not be considered as valid and summarily rejected.
  3. In case of difference in figures and words, the percentage shown in words shall be taken final.
  4. If no rate is quoted in the prescribed column then it will be summarily rejected the application.

Signature of the Applicant.

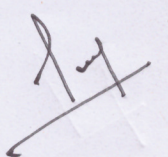
Place & date \_\_\_\_\_



**List of proposed "NSG-6" category stations for allotment of Station Ticket Booking Agent (STBA) over Bikaner Division.**

S.No.	Name of Station	Station Code	Category	Average passengers par day(No.'s)	Average Earning per day (In Rs.)
1.	Sidhmukh	SDMK	NSG-6	290	7573
2.	Kanina khas	KNNK	NSG-6	434	13429
3.	Napasar	NPS	NSG-6	640	15224
4.	Sudsar	SDF	NSG-6	547	11445
5.	Talwada Jhil	TLI	NSG-6	497	6638
6.	Ramsinghpur	RMSR	NSG-6	341	8014
7.	Bawani khera	BWK	NSG-6	1121	22688
8.	Dabli Rathan	DBI	NSG-6	383	8326
9.	Arjansar	AS	NSG-6	154	5980
10.	Mahajan	MHJ	NSG-6	259	9835
11.	Sarupsar	SRPR	NSG-6	361	6194
12.	Rampura Beri	RMB	NSG-6	482	19885

Signature of the Applicant.



**AFFIDAVIT FOR DECLERATION THAT NOT ENGAGED AS STBA AT ANY OTHER STATION OF INDIAN RAILWAY**

(To be submitted on Non Judicial Stamp paper of Rs.100)

To  
The Sr. Divisional Commercial Manager,  
Divisional Railway Manager's office,  
Bikaner-334001

Sub:- Declaration for Appointment of Station Ticket Booking Agent at \_\_\_\_\_  
Railway station.

\*\*\*\*\*

I \_\_\_\_\_ S/o, D/o W/o \_\_\_\_\_ residing at \_\_\_\_\_  
\_\_\_\_\_ declare

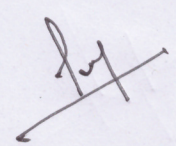
That I have not been appointed as STBA at any other station on Indian Railways and presently not engaged working as STBA at any Station. If this declaration is found wrong at any stage, the application/candidature/engagement can be rejected/cancelled at any time by Railway Administration.

(Signature of the Applicant)  
Name in Block letters of signatory

Name

Address

Mobile No.



**Affidavit**

**(On Non Judicial Stamp paper of Rs. 100)**

To

The President of India,

Acting through the Senior Divisional Commercial Manager, Bikaner

Division, North Western Railway, Bikaner-334001

1. I \_\_\_\_\_ have read all the terms and conditions of the tender document attached here and agreed to abide by the said terms and conditions. I/We also agree to keep this tender opened for acceptance for a period of 90 days from the date fixed for opening the same and in default thereof, I/We will be liable for forfeiture of my/our Earnest Money deposit. I am also aware that EMD issued by other than applicant name/applicant Bank account will be summarily rejected.
2. A sum of Rs. \_\_\_\_\_ is herewith forwarded as Earnest Money Deposit. The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if.
  - a. I do not execute the work/rectify things as desired by Railway administration within prescribed time limit after receipt of notice issued by the Railways or
  - b. I do not commence the work within prescribed time limit after receipt of orders to that effect.
3. Until a formal agreement is prepared and executed, acceptance of this letter shall constitute a binding contract between us subject to modifications, as may be mutually agreed to between Railway Administration and undersigned and indicated in the letter of acceptance of my application for this work.

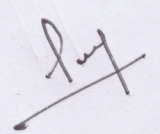
(Signature of the Applicant)

Name in Block letters of signatory

Name

Address

Mobile No.



## Terms and Conditions

### 1. Scope of work

The scheme is to engage Station Ticket Booking Agent (STBA) on commission basis at NSG-6 category station of Bikaner Division for issue of unreserved tickets through unreserved Ticket System (UTS) on following conditions and rules issued by Railway Board from time to time. Before submitting application all the applicant are supposed to visit the respective Railway station (as per Annexure-A) for which applying and understand the scope of the work. It is deemed that the person has understood concept of the work and checked the anticipated value of ticket sale at the station.

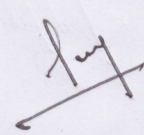
- a) The application form should be submitted in the prescribed form and in sealed cover along with recent passport size color photograph.
- b) One person will be engaged as STBA maximum at one station only over Indian Railway.
- c) While submitting the application, applicant must give a declaration that he/she has not been appointed as STBA at any other station.(as per Annexure-B)

### 2. Qualification

- a) The applicant should be 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. A certificate obtain from the District Magistrate/Addl. District Magistrate/Sub District Magistrate/Tehsildar should be enclosed to the tender by the applicant as residential proof
- b) The applicant should not be under 18 years of age and should have passed at least class-10th. Exam.
- c) 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.
- d) STBA and his/her nominated agent should not be ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity.

### 3. Selection of Station Ticket Booking Agent (STBA).

- a) Applications from eligible persons will be called through open tender system by newspaper notification. The documents are as detailed & content available as web site [www.nwr.indianrailway.gov.in](http://www.nwr.indianrailway.gov.in) an earnest money of Rs. 2000/- (Rs. Two Thousand only). For NSG-6 category stations. Payment through Demand Draft or Bankers cheque from Nationalized or scheduled Bank in favor of Sr.DFM/N.W.Rly/Bikaner.
- b) The application must be submitted in the prescribed form only in sealed cover super scribed as application for Engagement of Station Ticket Booking Agent at \_\_\_\_\_ Railway Station. The application must be deposited in the Box kept at Commercial Branch Divisional Railway Manager office, Bikaner up to 15.00 hrs. Of 17.02.2025. The Box will be sealed at 15.00 hrs. On 17.02.2025 and will be opened after 15.30 hrs. On the same day, in the presence of applicants. In case for any reason such holiday etc. if the office is closed on 17.02.2025, application will be opened at the same time on the next working day.



- c) Cost of Tender fee 1000/- (Rs. One Thousand only) (Non refundable) Payment through Demand Draft or Bankers Cheque from Nationalized or scheduled Bank in favor of Sr.DFM/N.W.Rly/Bikaner.
- d) Applicant will submit the application along with photograph. One applicant can be appointed as **STBA** at only one station. While furnishing bid/application, applicant will give a declaration that he/she has not been appointed as **STBA** at any other station.
- e) The highest percentage of commission in more than rupees one lac earning slab per month will be 4 % and the lowest will be zero. Within range, whoever quotes the lowest percentage will be selected as the STBA for that station, subject to him/her fulfilling the other eligibility criteria. In case more than one applicant quotes the same lowest percentage, then STBA will be finalized by draw of lot through lucky dip method. In the office of Senior Divisional Commercial Manager, DRM office Bikaner. The draw of lot will be conducted by Committee of 3 Assistant Scale officers of the Division from commercial, Operating and Accounts Departments. and a prior short notice will be sent to applicant about date & time of draw of lot and applicant who wish to present in draw of lot can attend it and non presence of any of applicant will not have any right to challenge it. It is here by again clarified that presence of applicant is not mandatory.
- f) Sr. DCM will be the accepting authority.
- g) A refundable security deposit of Rs. 10,000/- for NSG-6 category stations shall be deposited by the selected STBA in form of Money receipt or Fixed deposit. On completion/termination of agreement, pending dues if any will be adjusted from the Security deposit/FDR and balance refunded to **STBA**.

#### 4. Mandatory Enclosures

- a) Application form as per prescribed format.
- b) Original Demand Draft or Bankers Cheque from Nationalized or scheduled Bank in favor Sr.DFM/NWR/Bikaner.
- c) A certificate/document regarding local residence should be enclosed.
- d) A certificate/document regarding age proof (Not less than 18 years).
- e) Copy of Education qualification certificate (Minimum 10<sup>th</sup> class passed.)
- f) Affidavit stating that he/she has not been appointed as STBA at any other station of IR.
- g) Affidavit on Rs. 100/- Stamp paper as per Annexure-B & C.

#### 5. Procedure for calculation & payment Commission :

The commission is payable to the STBA on the net sales turnover is as under:-

Slabs	Monthly Sales Turnover (in Rs.)	Monthly Commission %age 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	>1,00,000	(4% in case of NSG-6 category stations) or the rate quoted whichever is lower.

- a) The commission will be paid on a monthly basis as is being done for Halt agents (Board's letter no. 99/TG-IV/halts/policy date 08.09.2000) and per IRCMVol.II Para 2425, item no.28.
- b) The commission shall be paid from the station earnings.
- c) The commission shall be paid on the fare collected actually by STBA only and amount credited to Railway's account. In case of concessional tickets, the commission shall be calculated on the actual fare collected by Railways.

*[Handwritten signature]*

## 6. Operating Procedure for STBA

- 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**, however, if he so desires, may nominate additional persons for sale of tickets. Additional number of persons which can be nominated shall be decided by Sr.DCM/DCM based upon the quantum of ticket sale at the station. Provision for the same may be made in the standard agreement, with prior approval of the Railway authorities subject to fulfillment of prescribed condition for selection of STBA.
- c) **STBA** shall not sublet/assign or transfer the rights or obligations arising out of the agreement. In case of death of agent, his/her legal heir(s) will be allowed to act as the STBA for the unexpired period of agreement by the competent authority subject to fulfillment of the condition/provision prescribed for selection of STBA.
- d) Both the **STBA** and the additional person nominated by him to sell tickets shall be issued a photo identity card by the concerned Sr.DCM/DCM and their name(s) shall also be displayed on a notice board at the station premises.
- e) The STBA operator shall be allowed to sell all type of non concessional unreserved tickets issued through UTS tickets and season tickets, on cash basis only. Zonal Railway can also authorize payment through POS/Digital modes at such location keeping in view of the local conditions. Renewal of season tickets and issue of senior citizen concessional tickets shall also be permitted all other concessional tickets requiring documentary proof before issue of ticket can also be issued by STBA only when indorsed 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.
- f) The facility of 'NI' (non-issued) Ticket will be available to the **STBA** only when authorized/endorsed by the concerned SM/ASM/Supervisory booking clerk or Reservation Supervisor.
- g) Cancellation of ticket: the facility of cancellation of ticket may be extended to STBA only when authorized/endorsed by the concerned SM/ASM/Supervisory booking clerk or Reservation Supervisor beforehand.
- h) Money receipts, TTE cash parcel cash etc. can be remitted at the STBA counters only when authorized/endorsed by the concerned SM/ASM/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.
- i) STBA shall deposit the cash collected through sale of tickets, to Station Master/Assistant Station Master/Supervisory booking clerk or Reservation Supervisor of the station on duty on 8 hour shift basis as on that station.
- j) All concession orders should be hand over to the Station Master/Assistant Station Master/Supervisory booking clerk or Reservation Supervisor along with cash and cancelled/NI tickets. Failure of the STBA to do so shall result in the collection difference of fare to be recovered from the STBA.
- k) If the ticket activity stop due to non availability of **STBA** or negligence resulting in non-functioning of equipments, **penalty** equal to the average daily turnover from sale of UTS tickets from that location, subject to a minimum of Rs. 2000/- per day shall be imposed. **Penalty** up to Rs.500/- may be imposed against established public complaints regarding the functioning of STBA.



- 16
- l) The Railway officer in charge of the station i.e. Station Master/Assistant Station Master/Supervisory booking clerk or Reservation Supervisor shall be responsible for the safe custody of the ticket roll and it shall be his duty to handover/takeover the ticket roll daily from the STBA. Proper record of tickets issued to the STBA shall be maintained at the stations.
  - m) Shift summary and details of daily summary of transaction handled by STBA shall be extracted through UTS and the STBA shall deposit the cash accordingly to the Station Master/ASM/Supervisory booking clerk or Reservation Supervisor at the end of the shift.
  - n) 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.
  - o) Zonal Railways shall have power to prescribe working guideline within the framework of this scheme. The Railway shall also frame an agreement to be signed with STBA based on these policy guidelines and as per provisions of Chapter-X of Indian Contract act, 1872 and in consultation with the concerned Department on the Railways.
  - p) 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.

**7. Details of cost of application from. Earnest Money Deposit:**

- a) An amount of Rs. 1000/-as cost of Application document in form of Money Receipt/Demand Draft/Banker's Cheque in favor of Sr.DFM/NWR/Bikaner to be submitted along with the application.
- b) An amount of Rs. 2000/as EMD for NSG-6 stations to be submitted along with the application in form of Demand Draft/Bankers Cheque in favor of Sr.DFM/NWR/Bikaner.
- d) Application will not be considered unless the Earnest Money deposit has been deposited and the Draft/receipt is enclosed.
- e) No interest will be paid on the EMD, SD or any advance payment made by the applicant to the Railways under any stipulation.

**8. Checks of Sale of Tickets by STBA:**

Apart from all the prescribed checks for sale of tickets from UTS the Railway may also arrange for checks by Commercial and Accounts staff on the working of the STBA.

**9. Backup arrangements by Railways:**

Back-up arrangements shall be available to take care of unforeseen circumstances such as non-turning up of STBA or unprecedented/seasonal rush where tickets are required to be disbursed by Railway staff.

17

10. **Period of engagement:**

In cash of NSG-6 category of stations initially an STBA shall be engaged for a period of 3 years. An agreement shall be executed by the STBA with Sr.DCM/DCM. Fresh tender shall be floated well before the expiry of three years. In case of delay in finalization of tender, existing agreement may be extended for 6 months of till finalization of new agreement as per this scheme, which is earlier. However, such extension shall not exceed three years.

11. **Termination of Contract:**

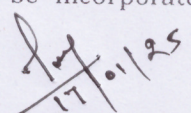
Each side can terminate the agreement without assigning reasons by giving a notice of 30 days. However in cash of fraud/criminal case, Railway shall be at liberty to terminate the contract without giving any prior notice.

12. **Disabling Clause:**

Engaging an individual as STBA shall not confer any right and/or claim whatsoever on the person to seek employment on Railways. No facilities viz. absorption in Railway service, regularization of service, bonus, and railway pass facilities etc. shall accrue the STBA or his/her legal heirs. No claim in this regard shall be entertained. STBA shall keep Railways free for many liabilities in present or future. Suitable clause to this effect shall be incorporated in the agreement.

13. **Arbitration:**

To resolve any dispute or claim of any kind or nature arising under or in connection with this agreement between the parties standard arbitration clause may be incorporated in the agreement.

  
17/01/25  
Sr.Divl.Comml.Manager,  
N.W. Rly, Bikaner.