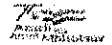


	GOVERNMENT OF INDIA (भारत सरकार) MINISTRY OF RAILWAYS (रेल मंत्रालय) RAILWAY BOARD (रेलवे बोर्ड) *****	
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No. 2011/TG-I/10/ATVMs/Facilitators/e-file New Delhi, dated 29.02.2024

**Principal Chief Commercial Managers,
All Zonal Railways.**

Sub: Engagement of facilitators for issuing of unreserved tickets through ATVMS.

Ref: This office letters of even no. dated 16.09.2022, 21.03.2023 and 06.04.2023

In reference to the above cited letters, the extension of the facilitator scheme and pilot project (launched on South Eastern Railway vide this office letter dated 16.09.2022 and valid up to 31.03.2023 which was later extended up to 31.03.2024) has been examined in this office.

1.1 It has been decided to extend the facilitator scheme for engaging retired Railway employees as facilitator for another one (01) years i.e. up to 31.03.2025 on the extant terms and conditions.

1.2 Further, based on feedback of the pilot project on South Eastern Railway and requests for provision of this facility received from other Zonal Railways (viz. East Central, East Coast, Southern, South Central and Southeast Central Railways), it has been decided to extend the pilot project to all Zonal Railways up to 31.03.2025. South Eastern Railway shall be the nodal Railway to provide necessary inputs to other Zonal Railways to facilitate implementation of this project.

1.3 Moreover, it has been decided that Sr. DCMs incharge may be empowered to look into cases of irregularities viz. bad behavior with passengers etc. and take appropriate action like termination of contract of facilitators, if required. Also, actions like lodging of FIR, wherever required, may be taken by the competent authority i.e. Sr. DCM incharge or any other officer nominated by Sr. DCM incharge.

1.4 Besides, facilitators - both retired railway employees and those under the aegis of the pilot project- shall accept payments preferably through digital modes.

1.5 A Joint Procedure Order (JPO) for both the ATVM facilitator schemes is enclosed herewith.

Handwritten signature and date:
29/2/24
DPR-2

Handwritten signature and date:
29.02.2024

2. Necessary instructions may be issued to all concerned accordingly.
3. This issues with the concurrence of Finance Directorate of Ministry of Railways.


(Sanjay Manocha)
Director Passenger Marketing-II
Railway Board
Ph. No.:011-23047367
Email id: manocha.421sanjay@gov.in
4th Floor, Room No: 415-A

No. 2011/TG-I/10/ATVMs/Facilitators/e-file

New Delhi, dated 29.02.2024

Copy to:

**Dy. Comptroller & Auditor General of India, Railways, Room No. 224,
Rail Bhawan, New Delhi.
PFA & CAO, All Zonal Railways.
Director General of Audit, All Zonal Railways.**


For Member Finance, Railway Board.

Rail Bhawan, Raisina Road, New Delhi-110001

PROCEDURE ORDER FOR ENGAGING FACILITATORS TO ISSUE UNRESERVED TICKETS THROUGH AUTOMATIC TICKET VENDING MACHINES

1. INTRODUCTION:

The Scheme is to engage facilitators for issuing of unreserved tickets through Automatic Ticket Vending Machine (ATVM) from station premises.

2. SELECTION OF ATVM FACILITATOR:

2.1 Retired Railway Employees

- a. Applications shall be invited by the Railways from amongst the retired Railway employees of any department who are willing to get engaged as facilitator for issuing unreserved tickets through ATVMs installed in Railway premises.
- b. The number of facilitators to be engaged and the number of ATVMs to be allocated to them shall be decided by a committee of 03 Assistant Officers of the Division from Commercial, Finance and Operating Departments.
- c. In case of large number of applications for engagement as facilitator, Zonal Railways shall ensure that selection is done in a fair and transparent manner.
- d. Spouses and adult children of retired railway employees may also be allowed to work as facilitators in addition to retired railway employees working as facilitators. The order of priority for engaging facilitator shall be as under:-
 - i. Retired railway employee.
 - ii. Spouse/Adult child of retired Railway employee (only one person for one retired Railway employee to be nominated by him/her).

It should be made very clear that spouse/adult children of retired railway employee shall not have any claim for employment. An undertaking to this effect on legal paper should also be taken.

- e. In case no response is received from retired railway employees, applications may be invited from general public for engaging as facilitator as mentioned in subsequent paras.

2.2 General Public as facilitator

- a. Applications will be called through newspaper notification.
- b. The essential/desired qualifications as decided by the Zonal Railway may be considered while engaging ATVM facilitator. The conditions may include relevant or any railway contractual experience as may be decided by the PCCM of the zonal Railway concerned.
- c. Divisions while inviting applications for engagement of general public as facilitators shall include the essential/desired qualifications in the application bid.
- d. The selection of ATVM facilitator will be done by a committee of 3 Assistant Officers of the Division from Commercial, Finance and Operating Departments.
- e. Applicant should not be under 18 years of age and should be at least Matric pass or equivalent. However, educational qualification can be relaxed by DCM incharge/Sr. DCM if there is no applicant otherwise available.
- f. 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 in charge, in case no suitable candidate of local district is eligible to be engaged as ATVM facilitator.
- g. Before engagement as ATVM facilitator, the applicant will also have to produce a certificate from the police station serving his/her locality that no criminal case is pending against him/her.
- h. **General Public applicant** Applicant 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 ATVM facilitator.
- i. 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. Zonal Railways should explore the possibility that CCTVs are available around ATVMs so that the functioning of ATVMs can be monitored.
- j. In case the ATVM facilitator expresses inability to operate ATVM, after being engaged as ATVM facilitator by Zonal Railway, the security made by the ATVM facilitator will be forfeited. A declaration to this effect should be

obtained from the applicant when he/she applies for working as ATVM facilitator.

- k. **While shortlisting candidates from general public for engaging as facilitator, in case retired Railway employees also express their willingness, preference should be given to retired Railway employees for engaging as facilitator**
- l. In case of large number of applications for engagement as facilitator, Zonal Railways shall ensure that selection is done in a fair and transparent manner.

3. FUNCTIONING OF FACILITATOR:

- a. The facilitator shall be allowed to retain the bonus as applicable from time to time on ATVM smart card.
- b. The facilitator should invariably wear and display an identity card and name badge to be designed by zonal Railways with the approval of PCCM or any other officer authorized by him/her.
- c. The facilitator will also accept payment through digital mode and non acceptance of payment through digital mode will be viewed seriously.
- d. Frequent inspections should be conducted by the Commercial Inspectors/Chief Booking Supervisors of the station and record of such inspections should be maintained.
- e. In case subletting is detected at any time, the permission should be cancelled immediately.
- f. At stations where there is one ATVM, preference shall be given to passengers for issue of tickets for themselves through ATVM.
- g. PCCMs of Zonal Railways or any other officer authorized by him/her shall decide the working conditions for implementing this scheme including the number of ATVMs that are to be made facilitator based.

4. CHECK ON SALE OF TICKETS BY ATVM FACILITATOR:

- a. No Railway staff who has been removed /dismissed from the service on the grounds of doubtful integrity will be engaged as facilitator.
- b. Suitable mechanism may be put in place to guard against possibility of any fraud in unreserved tickets.
- c. If any lapse or malpractice is detected and is proven against the facilitator, then the Sr.DCM/ DCM in-charge may impose minimum penalty of Rs 1000 on first offence, Rs 2000 on second offence and on subsequent offences Sr.

DCM/ DCM in-charge shall terminate the engagement as facilitator and forfeit the security deposit, on being proved guilty.

5. 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.

6. PERIOD & TERMINATION OF CONTRACT:

Facilitators shall be initially engaged for a period of one year. The extension of the existing agreement or calling of fresh applications will be based on the guidelines issued from this office after review of this scheme.

Sr. DCMs/DCM incharge shall look into cases of irregularities viz. bad behavior with passengers etc. and take appropriate action including termination of contract of facilitators, if required. Action like lodging of FIR, wherever required may be taken by the competent authority i.e. Sr. DCM/DCM incharge or any other officer nominated by Sr. DCM/DCM incharge.

7. ENGAGEMENT OF ATVM FACILITATOR:

Engagement as ATVM facilitator will not confer any right on the person for employment on Railways. The appointment 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.

8. 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.
