



EAST COAST RAILWAY
KHURDA ROAD DIVISION

No. SDCM/KUR/STBA/Notification/ NSG-6/2025/Phase-6

Dated: 14.08.2025

NOTIFICATION FOR APPOINTMENT OF STATION TICKET BOOKING AGENTS (STBA) AT 06(SIX) "NSG-6" CATEGORY STATIONS OVER KHURDA ROAD DIVISION FOR A PERIOD OF 03 YEARS.

Name of Work : Selection and appointment of Station Ticket Booking Agents (STBAs) for 03(Three) years on commission basis at 06(Six) "NSG-6" Category stations over Khurda Road Division of East Coast Railway for issuing of Unreserved Tickets through computerized Unreserved Ticketing System (UTS). Interested persons fulfilling the stipulated conditions may apply in the prescribed format to Senior Divisional Commercial Manager, East Coast Railways, Khurda Road Division.

Description

No. SDCM/KUR/STBA/Notification/ NSG-6/2025/Phase-6
14.08.2025

Dated:

No. of STBAs Required- Only One (01) STBA at each Station to work Round the Clock .

Name of stations:

1.BYREE(BYY), 2. JORANDA ROAD(JRZ), 3. MERAMANDALI(MRDL),
4.KENDRAPARA ROAD(KNPR), 5. HARIDASPUR(HDS).6. NUAGAON
ROAD(NXNR).

Applications for the above stations duly filled in should reach the office of the Senior Divisional Commercial Manager, East Coast Railways, Khurda Road by **11:00** hrs on or before **11.09.2025**. If the last day i.e. **11.09.2025** happens to be or is declared to be holiday, applications will be received by the same time on the next working day.

Closing Date of submission of Applications: **11:00 Hrs of 11.09.2025.**

Opening Date and time of Application Box: **11:30 Hrs of 11.09.2025.**

Contd...2

[Handwritten Signature]
14/08/25



General Terms and Conditions:

The selected STBA for each of the above Category stations will have to execute an agreement with Railway Administration. Before applying for STBA, interested candidates must read carefully about the scheme and fulfill the following conditions:-

- (1) Only One (01) applicant will be appointed as STBA at each of the 'NSG-6' Category Stations. *A single applicant will be allowed to apply only one station, multiple applications from a single bidder will be summarily rejected.*
- (2) The STBA will be required to disburse unreserved tickets throughout the day i.e. Twenty four (24) hours at the 'NSG- 6' Category stations.
- (3) The applicant will have to submit the application along with **Photograph** (to be pasted at proper place of the application).
- (4) The applicant should be a resident of the **Local District** in which the NSG-6 Category Station is located where STBA is proposed to be engaged. **(Self attested copy for proof of residence from Competent Authority is to be enclosed).**
- (5) The applicant has also to submit self attested copy of Photo Identity card issued by Govt. i.e. Voter Identity card/Aadhar card/Driving license/PAN card.
- (6) The applicant should not be under 18 years of age and should have passed at least Class- X (Tenth) exam (**Self attested copy for proof of Educational Qualification and Date of Birth should be submitted. For age proof, Matriculation Certificate or Birth Certificate to be submitted**)

(6).The Earnest money (EMD) of Rs 2,000/- (Two Thousand only) for "NSG-6" Category stations in the form of Demand Draft drawn in favour of " Principal Financial Advisor, East Coast Railway, Bhubaneswar, payable at Bhubaneswar should be attached with the Application Form. EMD should be submitted in the name of applicants only, EMD other than applicant will not be accepted and such applications will be summarily rejected. Applications without EMD will be rejected. While furnishing bid/application, applicant shall give a declaration certificate that he/she has not been engaged as STBA at any other stations and is not an ex railway employee who has been removed or dismissed from railway service on ground of doubtful integrity . Any individual can be engaged as STBA at one station only. The running STBA may be applied for that station at present he/she is working.

N.B: All the enclosed documents with the application form must be self-attested without which the application will be summarily rejected.

Ram Mohan
14/08/21

Assistant Commercial Manager(G)
for Sr. Divisional Commercial Manager
Khurda Road.

Copy to :1. Concerned SMRs/CCI for information and wide publicity through Station Notice

General Guideline of the Station Ticket Booking Agents :

Selection of STBA will be done by the Tender Committee. Out of the applicants fulfilling the eligibility condition, the candidate (s) who opts for the least commission (in the 3rd slab i.e. 4% commission slab) on monthly sales turnover basis will be selected for appointment. Where more than one applicant quotes the same commission i.e. below four (4) % then selection may be done through draw of lots. **Candidate(s) should quote the percentage of commission from 0% to 4% in the 4% commission slab. Negative percentage of commission will not be considered. Candidate(s) can also quote the percentage of commission in the 4% slab (for NSG-6 stations) in fraction up to two decimal points. Candidate(s) quoting more than two decimal points will not be consider.**

Validity of Tender: One Hundred Twenty (120) days.


Commission payable to the STBA will be as under:

Sales Turnover in Rs.	Rate at which Commission Payable
1-20,000	25% (Minimum Rs2,500/-)
20,001-1,00,000	15%
> 1,00,000	(4% in case of "NSG- 6" category stations) or the rate quoted whichever is lower.


Calculation of Commission will be done on monthly basis. The Commission shall be calculated on monthly sales turn over as is being done in case of halt contractor. The Commission shall be paid on net sales and in case of concessional ticket it shall be on the actual fare collected by the Railways.

- 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.
- A refundable Security deposit of Rs 10,000/-(Ten Thousand only) for NSG-"6" category stations shall be deposited by the selected STBA at the station of engagement and Money Receipt towards deposit of Security Deposit is to be submitted. However, the Security Deposit can be enhanced / reduced by the Railway keeping in view the sale of ticket at the station, with concurrence of associate finance. On completion/termination of agreement, pending dues if any shall be adjusted from the Security Deposit and balance be refunded to the STBA.
- 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.

Handwritten signature
19/08/25

- 
- d. Station Ticket Booking Agent (STBA) will 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 STBA for the unexpired period of agreement by the competent authority, subject to para- (3), (4) & (5).
- e. The STBA will deposit the cash collected through sale of tickets, to the concerned station Master/Assistant Station master on duty on eight (8) hourly shift basis prevalent on that Station.
- f. STBA will not sublet/assign or transfer the rights or obligations arising out of the contract. However, if so desires, he/she may nominate one person per counter, for which provision may be made in the standard agreement, with prior approval of the Railway authorities subject to fulfillment of prescribed conditions (Para no. 3 to 5).
- g. Both the STBA and the additional persons, if any nominated by him to sell tickets shall be issued photo identity cards by the concerned Sr.DCM/DCM and their name (s) shall also be displayed on a notice board at the station premises.
- h. The disbursement of unreserved tickets by STBA will be governed by the timings as decided by concerned Railway, keeping in view the local conditions.
- i. The STBA operator shall be allowed to sell all types non-concessional unreserved tickets issued through UTS including platform tickets and season tickets. Renewal of season tickets shall also be permitted. All other concessional tickets requiring documentary proof before issue of tickets can also be issued by STBA only when endorsed and permitted by the SM/ASM concerned, which shall be done prior to the sale of such concessional tickets.
- j. The facility of 'NI' (Non issued) ticket will be available to the STBA only when authorized/endorsed by the concerned SM/ASM.
- k. Cancellation of ticket: The facility of cancellation of ticket may be extended to the STBA only when authorized/endorsed by the concerned SM/ASM beforehand.
- l. The Railway officer in charge of the station i.e. SM/ASM will be responsible for the safe custody of the ticket Rolls and it will be his duty to daily hand over/take over the ticket roll from STBA. Proper record of the ticket rolls issued to the STBA shall be maintained at the Stations.
- m. Shift summary and daily summary of transaction detail 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.
- n. A consolidated statement of ticket rolls supplied and details of tickets sold by the STBA will be submitted by Station Master/Manager or any other nominated officer to Sr.DCM/DCM every month.
- o. Period of Engagement: Initially STBA shall be engaged for a period of **Three (03) years**. An agreement shall be executed by STBA with Sr. DCM or DCM.

[Signature]
14/08/23

- 
- p. Zonal Railways shall have powers to prescribe working guidelines within the framework of the scheme.
- q. In case STBA expresses inability to operate the counter after his/her selection by Zonal Railways, the EMD & Security Deposit furnished by him shall be forfeited and deposited in Railway accounts as per procedure.
- r. Engagement as STBA shall 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, Railway pass facilities etc. shall be accrue to the STBA or his/her legal heirs. No claims in this regard shall be entertained. The STBA shall keep Railways free from any liabilities in present or future.

Penalty :

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

TERMINATION OF CONTRACT:

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

Arbitration: To resolve any dispute or claim of any kind arising under or in connection with this agreement between the parties, the standard arbitration clause will be placed in the agreement.

How to apply:

Candidates may apply on plain paper as per given format along with his/her recent photograph separately for any of the above said 'NSG- 6' category stations to which they are eligible from place of residence point of view with the following particulars to the Senior Divisional Commercial Manager, East Coast Railway, Khurda Road. P.O: Jatni, Dist: Khurda, PIN: 752050 and application should be dropped in the box kept for this purpose in the office of the Senior Divisional Commercial Manager, East Coast Railway Khurda Road on any working day on or before the closing date which is mentioned in Tender Notice Page-01.

For tokh
14/08/25

Application sent through Postal service or by any other means shall not be entertained. The application should be as per given format (attached in Annexure-I).



Sl.No.	Essential information and Documents (to be filled/attached by the Applicant)
1*	Application for appointment of Station Ticket Booking Agents (STBA)
2*	Name of the station for appointment of STBA to be written in Application form
3*	Name of applicant in Block letters, photograph (to be pasted), Father's name and full postal address of the candidate.
4*	Educational qualification(Minimum 10th Pass) , Age Proof(Minimum 18 th years)/ Matriculation Certificate dully self attested copy to be submitted.
5*	Residential certificate from the local Block/Tehsil/Mandal in which the Station is located where STBA is proposed to be appointed.
6*	Details of Earnest money to be made on application form
7*	Submission of Declaration Certificate.
8*	One recent pass port size photograph to be pasted on the space provided in the application form.
9	Mandate form duly certified by any Nationalized Bank.
10*	Signature of the applicant and date.

The mandatory documents required to be submitted with (*)mark.

Applications received after due date and time shall not be entertained under any circumstances. After scrutiny of the applications, the candidates will be informed regarding the date of selection for appearing before the selection committee, if so required.

The Railway Administration reserves the right to accept or reject any application without assigning any reason whatsoever.

Details also available on
www.eastcoastrail.indianrailways.gov.in&http://tenders.gov.in

NB: Any application received after the above mentioned Closing period/time or incomplete in any manner will not be entertained/considered and no correspondence in this regard will be entertained.

[Signature]
14/08/22



ANNEXURE-I

**FORMAT OF THE APPLICATION FOR APPOINTMENT OF STATION TICKET
BOOKING AGENT (STBA) AT STATION**

Name of the Applicant (in Block letters):

Sex: (M/F): _____

Date of Birth (with proof) : _____

Educational qualification (with attested copies of the certificate):

Residential Address with Father's name (Proof of Residential certificate to be enclosed):

Phone No _____

Name of the station where STBA is to be appointed: - _____

Declaration form to be attached (Refer Para No. 7 of the Essential Information):

Details of Earnest money (Refer para no. 7 of the general terms and conditions):

DD No _____ Date _____ Name of the issuing Bank & Branch
_____ Amount _____

IFSC Code of the issuing Branch _____

Commission to be Quoted :

Percentage of commission opted for monthly sales turnover above 1Lakh (Maximum 4% in case of "NSG-6" Category stations.	In figures	In Words(percentage)
%	

I undertake that in the event of any false or inaccurate information given above in any respect, the application/license shall be liable to be rejected/cancelled.
I shall abide by all the terms and conditions of STATION TICKET BOOKING AGENT (STBA) scheme prescribed from time to time by Zonal Railways.

Ram kish
14/08/22

Full Signature of the Applicant

Place:

Date:



DECLARATION CERTIFICATE

I, Mr/Mrs. _____

Father's Name _____

Village: _____

P.O: _____

P.S: _____

Dist: _____

PIN: _____

I, hereby declare that I have not been appointed as STBA at any other station of East Coast Railway, Khurda Road Divison.

Further I declare that I am not an ex-Railway employee who has been removed or dismissed from railway service on ground of doubtful integrity

Signature
14/08/20

Signature of the Applicant

Place:

Date:



FORM No. E-5

Appendix- VIII

National electronic fund transfer/Electronic Clearing service (Credit Clearing)

Model Mandate Form

(Investor/Customer's option to receive payments through Credit Clearing Mechanism)
Name of the Scheme and the periodicity of payment

1. Investor/Customer's Name :
2. Particulars of Bank account

A. Name of the Bank :
B. Name of the Branch :

Address :

Telephone No. :

- C. 9 Digit code number of the bank and branch
Appearing on the MICR cheque issued by the bank :

IFSC/RTGS/NEFT code of the Branch :

- D. Type of the account (S.B, Current or Cash Credit)
With code (10/11/13) :

- E. Ledger and folio number:

Account number (as appearing on the cheque book):

(In lieu of the bank certificate to be obtained as under, please attach a blank Cancelled cheque or photocopy of a cheque or front page of your savings bank Passbook issued by your bank for verification of the above particulars)

3. Date of effect:

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the user institution responsible. I have read the option Invitation letter and agree to discharge the responsibility expected of me as a participant under the scheme.

(.....)

Signature of the Investor/Customer

Date:

Certificate that the particulars furnished above are correct as per our records Bank's Stamp.

Date:

(.....)

Signature of the authorized official of the Bank

Pantale
14/08/15