

EAST COAST RAILWAY

Applications are invited in the prescribed format for selection and engagement of “YATRI TICKET SUVIDHA KENDRA” (YTSK) at all the stations over Waltair Division for issue of both reserved and unreserved tickets through Passenger Reservation System (PRS) and Unreserved Ticketing System (UTS) Terminals. Interested persons, fulfilling the following eligibility criteria may apply in the prescribed format enclosing requisite self attested documents along with details of payment towards the cost of application form duly filled in a sealed cover, mentioning the serving station (where applicant wish to establish YTSK), and drop the applications in the sealed box kept at the Sr. Divisional Commercial Manager’s office, East Coast Railway, Dondaparthi, Waltair (Commercial Branch, DRM’s Office Building, Waltair), on 30.01.2024 between 10.00 Hrs. to 15.00 Hrs.

Note:-

- 1) The application form (Not transferable) with full particulars can be obtained from the office of the Sr. Divisional Commercial Manager’s office, East Coast Railway, Dondaparthi, Waltair (Commercial Branch, DRM’s Office Building, Waltair), 11.00 Hrs. from 30.12.2023 to 15:00 Hrs. of 29.01.2024 on production of a DD from any Nationalized Bank drawn in favour of “F.A & C.A.O, EAST COAST RAILWAY, BHUBANESWAR” Payable at Visakhapatnam for Rs. 2,360/- (Rupees 2,000/- towards Cost of Application form and Rs 360/- towards GST @ 18% taxable under Forward Charge Mechanism. No money orders towards cost of application form will be accepted.
- 2) The application form can also be downloaded through website i.e. <https://eastcoastrail.indianrailways.gov.in>. Railway Administration shall not be responsible for any delay/difficulties/inaccessibility of the downloading facility for any reason whatsoever.
- 3) Interested persons fulfilling the laid down conditions may apply in the prescribed format enclosed as “Annexure-A”.

I. ELIGIBILITY CONDITIONS:

1. EXPERIENCE:

- i. Applicant should have worked as authorized ticketing agents providing railway ticketing (reserved/unreserved) services for passengers of Indian Railways for at least 02 years including JTBS, STBA, RTSA, RTA and agents appointed by IRCTC.
- ii. While working as an agent of Indian Railways ticketing system, the applicant’s license should not have been terminated in the past on account of irregularities or violation of the agreement or any of the rules(s) of Indian Railways.

- iii. The applicant should not have been convicted in a criminal case involving moral turpitude.
- iv. The applicant should have GSTIN issued by the GST authorities.
- v. Applicant should have a Permanent Account Number (PAN) issued by Income-tax authorities and should submit Income Tax returns for the last three FY of 2020-21, 2021-22 & 2022-23 (ie assessment years of 2021-22, 2022-23 & 2023-24).

2. OFFICE:

- i. Applicant should have an office and premises outside the Railway station premises equipped with adequate infrastructure.
- ii. The applicant should have obtained all necessary and mandatory clearances regarding the premises from the appropriate local authorities.
- iii. Such premises need to be properly maintained with adequate conveniences and amenities in the vicinity so as to accommodate the visit of sufficient number of customers and the licensee shall not reduce the facilities or shift his office to any other location without the prior written approval from the Railway administration.
- iv. The premises selected for issue of unreserved/reserved tickets should have easy accessibility to the passengers.
- v. The licensee will set up an office and set up counters on the pattern and standard at par with computerized PRS centres of Indian Railways. The cost and rental of premises (if any) will be borne by the applicant only.
- vi. The premises should be owned/leased.
- vii. The applicant should submit a certificate from BSNL authorities that his/her premises is having feasibility for BSNL channel connectivity (64 KBPS/2MBPS/MLLN circuit) or should submit one (01) affidavit to the extent that he/she will not apply for change of location for want of BSNL channel connectivity at his/her premises after finalization of his/her candidature in future.
- viii. All such applications received from the authorized agents of ticketing services of Indian Railways shall be screened for fulfilment of laid down criteria and selected by a committee.

II. TENURE:

- i. The initial tenure of the license shall be for a period of **03 years**. The license can be renewed for three years at a time after expiry of its existing tenure subject to the satisfaction of the competent authority and as per the extant policy prevalent during the period of renewal. For the existing YTSKs, this will be applicable at the time of next renewal.
- ii. The licensee shall pay license fee @ Rs.15,000/- and GST as applicable taxable under Forward Charge Mechanism per counter for three years to Indian Railways.

III. TERMINATION CLAUSE:

- i. As per the provisions of Standard Agreement.
- ii. In case of violation of any of the provisions of the agreement or the rules of Indian Railways by the licensee, it would invite deterrent punishment by way of penalties subject to a minimum Rs.500/- per violation and maximum of Rs.50,000/-. Repeated violations will render the contract liable for termination.

IV. TERMS AND CONDITIONS FOR ESTABLISHING YTSK:

- i. Each selected licensee will be given facility of operating up to four terminals. However, the limit on numbers of counters to be given to a licensee can be increased by Indian Railways if found necessary.
- ii. The cost of establishing, operating, maintaining and periodic system up-gradation of hardware/software required at such reservation centers shall be borne by the licensee. Any default/non-compliance may invite temporary suspension of access to the PRS/UTS system or even termination of the license if the licensee refuses to undertake necessary up-gradation.
- iii. The terminals, PCs, ticket printers, Modems and multiplexers etc. as per prescribed specifications are to be procured by the licensee themselves and nominated officers of Railway will inspect the Hardware for certification. The equipments purchased by the licensee will be maintained by the licensee only.
- iv. The licensee will hire and maintain two numbers of data/communication channels between his location and the nearest computerized PRS/UTS center of the Railways.
- v. The licensee shall pay Terminal Access Charge of Rs 1.60 lakhs per terminal and GST as applicable under Forward Charge Mechanism at the time of each renewal (now once in 3 years instead of every year) in the form of Demand Draft / Cash. These shall be paid by the licensee in advance. The system access charges may be revised by Indian Railways from time to time.
- vi. The licensee will engage staff at their own cost for running YTSK.
- vii. The Railway will supply free of cost PRS tickets rolls of different colour after due accountal. The UTS ticket rolls will also be provided free of cost. Detailed procedure order for issue and accountal of PRS and UTS ticket rolls will be as per model agreement issued by Railway Board. However, the licensee will bear the cost of non-ticketing stationery.
- viii. The licensee will ensure safe custody of UTS/PRS ticket rolls/tickets. Loss/misuse of UTS/PRS ticket rolls/tickets will invite penalty as fixed by the Railway administration for recovery of pecuniary loss suffered by the Railways.
- ix. Enquiry services to the passengers shall be provided by these licensees free of cost.
- x. Railway administration reserves the right to regulate the access of the licensee to the system for a particular class, train or route in public interest and/or national security reason.

V. TIMINGS OF OPERATION:

- i. The timing of operations of terminals in the premises of licensees for general reservation shall be from 08:15 hrs to 22:00 hrs on week days and from 08:15 hrs to 20:00 hrs on Sundays for booking general PRS and UTS tickets.
- ii. The booking hours for Tatkal tickets will start from 10:15 hrs for AC classes whereas that for Non-AC classes will start at 11:15 hrs at these centers or as per timings specified by Ministry of Railways from time to time.
- iii. The operating hours of the terminals may be reduced by the licensee to enable closure before the timings indicated above. However, this should be done only with prior information by the licensee to railway administration.
- iv. The licensee will display prominently the working hours of ticketing related services in the ticketing area of the YTSK.

VI. REGISTRATION FEE:

- i. Licensee shall pay a one-time non-refundable registration fee of Rs 2 Lakhs and GST as applicable taxable under Forward Charge Mechanism upon allotment of license in the form of Demand Draft/cash.

VII. ADVANCE DEPOSIT:

- i. The licensee would be required to deposit a minimum amount of Rs 5 Lakh per counter with Railways in advance and shall be allowed to issue tickets only up to Rs 4.5 Lakh per counter, i.e., the licensee can issue the tickets up to an amount which is Rs 0.50 Lakh per counter short of the deposit available with the Railways.
- ii. The issue of ticket shall automatically stop as and when the amount of the tickets issued by him reaches Rs 4.50 Lakh per counter. This feature shall be in built in the software. The licensee can deposit up to a maximum value of Rs 1 Crore for this purpose.

VIII. SECURITY DEPOSIT:

- i. The licensee would be required to keep an interest free security deposit of Rs 1 lakh per port subject to a maximum of Rs 5 lakhs with the Railways.
- ii. Such security deposit can be in the form of a Bank Guarantee by a scheduled bank or in the form of a cash deposit/demand draft with the Railways.
- iii. This security deposit shall be liable to be forfeited in the event of breach of any of the clauses of the agreement.

IX. REVENUE SHARING:

- i. The licensee shall share the revenue which is essentially the service charges levied on the customer for the booking or cancellation of tickets. The licensee shall share 25% of the service charges levied on the customer for booking/cancellation of reserved tickets.
- ii. 25% of the service charges collected by the licensee from the passengers shall be credited to Railway account at the time of booking/cancellation of reserved tickets.

- iii. The service charges so collected by the licensee on account of selling unreserved UTS tickets shall be entirely retained by the licensee.

X. SERVICE CHARGES (COMMISSION):

- i. The commission/service charge will be charged as notified by the Indian Railways from time to time. To start with, the service charge shall be Rs 30/- per passenger for 2nd Class and sleeper classes and Rs 40/- per passenger for all other classes. The commission/service charge shall be printed on the tickets.
- ii. The service charges for cancellation shall be 50% of the charges prescribed for booking.
- iii. The licensee shall display the information regarding the opening and closure timings of the YTSK and the rate of service charges for different class of passengers at prominent locations bilingually.
- iv. Licensees shall levy Rs. 2/- per passenger as service charges on booking of unreserved tickets by the customers which is at par with the charges levied by JTBS. There shall be no revenue sharing arrangement in case of tickets sold through unreserved ticketing system.

XI. OTHER CONDITIONS:

- i. The facility of block booking, modification, change of name, age, sex etc. will not be permitted. However, the facility of postponement/advancing of tickets will be available.
- ii. The licensee will be allowed to cancel all tickets issued by YTSK and from other PRS centers.
- iii. The cancellation charges will be credited to the railways but the licensee will be allowed to charge commission for cancellation from the passengers at the rate fixed by the Railways as per extant service charge rule.
- iv. YTSK licensees are not allowed to deal any type of concession vouchers etc.
- v. Adequate system security provision shall be inbuilt in the system to preclude the possibility of disruption by virus / unauthorized access etc.
- vi. The fare value, the service charges etc. realized will appear on the ticket to avoid over charging by the licensee. In case of cancellation, the cancellation charges payable to the Indian Railways and cancellation commission payable to the licensee shall be indicated on the cancellation ticket.
- vii. Licensee shall maintain all the registers/books and returns as required under the scheme. In addition, he shall also be asked to maintain such documents/registers as are considered necessary by the Railway Administration for verification purpose.
- viii. The Balance sheet and passenger classification for the privately owned terminals must be prepared in prescribed format and signed by authorized Licensee and his authorized signatory (ies) whose signatures must be available in the office of Sr DCM/WAT. These must be submitted regularly to serving station.
- ix. Railway administration shall have the right to inspect the office of the licensee at any time during the business hours and for this purpose, Railway

Administration may depute any person as deemed fit. In order to maintain vigil on any spurious elements tending to indulge in malpractices at these centers the licensee shall make provision of CCTV/IPTV at the YSTK(s). The footage of CCTV/IPTV shall be preserved for at least one month and access to such data shall be provided to inspection official (s) on demand.

- x. Performance of service being rendered by the licensee shall be reviewed from time to time by Railway administration.
- xi. The licensee shall be subjected to all the supervisory checks carried out for Railway PRS terminals or any supervision provided for internet system.
- xii. The YTSK Licensee will indicate (02) two nominees/legal heirs in whose name the license should be transferred in case of death of the YTSK Licensee. In case the nominee 1 passes away before the YTSK Licensee or is unwilling to continue as YTSK Licensee after the demise of the original allottee nominee 2 shall be asked to continue as YTSK Licensee for the remaining period of the tenure.
- xiii. YTSKs, already operating at one location, may be allowed to have an additional location simultaneously. However, each location may be considered as a new proposal with a separate agreement and all necessary charges may be paid separately.
- xiv. All the changes in the rules/instructions/policy from time to time will be applicable on the applicant.
- xv. The licensee shall be deemed to be agent of the Railway administration and shall be subject to all the legal liabilities of agents as are laid down or defined in the law relating to agents in India for booking of passengers.
- xvi. The licensee shall be responsible for all claims under Workman's Compensation Act as well as under the payment of Wages Act. The licensee shall indemnify the Railway Administration with regard to any claim arising out of these acts.
- xvii. All statutory taxes as levied by Central, State Government or any authority will be borne by the licensee.
- xviii. The applicant is required to attend the office of Sr DCM/WAT for execution of agreement on any working day after submission of Security Deposit, Bank Guarantee, Advance Deposit, Registration Fee, License Fee, System Access Charges as per terms & conditions (as given below). The expenses of preparing, stamping and executing agreement shall be borne solely by the applicant.

S.N.	Deposit	Amount (₹)	GST @ 18%
1.	Registration Fee (Non-Refundable) in the form of DD or Cash in favour of FA&CAO, East Coast Railway, Bhubaneswar, payable at Visakhapatnam.	2,00,000	36,000
2.	System Access Charges per Terminal at the time of each renewal (now once in 3 years instead of every year) in the form of DD or Cash in favour of FA&CAO, East Coast Railway, Bhubaneswar, payable at Visakhapatnam.	1,60,000	28,800
3.	Advance Deposit for PRS Ticket Roll in the form of DD or Cash in favour of FA&CAO, East Coast Railway, Bhubaneswar, payable at Visakhapatnam.	4,50,000	--
4.	Advance Deposit for UTS Ticket Roll in the form of Cash at the serving station.	50,000	--
5.	Interest Free Security Deposit per port in the form of Bank Guarantee by a scheduled Bank or in the form of DD/Cash in favour of FA&CAO, East Coast Railway, Bhubaneswar, payable at Visakhapatnam.	1,00,000	--
6.	License Fee per counter per annum in the form of DD or Cash in favour of FA&CAO, East Coast Railway, Bhubaneswar, payable at Visakhapatnam.	15,000	2,700

XII. SUBMISSION OF APPLICATIONS:

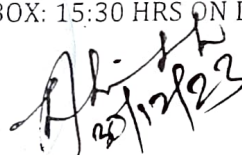
- i. The application is required to be signed by the applicant himself on each & every page of the application.
- ii. No overwriting is permitted. Failure to comply these conditions will render the application liable for rejection.
- iii. Clarification regarding terms & conditions of the scheme may be obtained from the office of Sr DCM/WAT between 10:00 hrs to 18:00 hrs on working days.
- iv. Applications received through post/courier will be summarily rejected without any scrutiny.
- v. The applicant must write on the top of the envelope in the bold and capital "APPLICATION FOR YTSK AT SERVING STATION _____." [UTS cum PRS available station].
- vi. Application forms can be downloaded from the website eastcoastrail.indianrailways.gov.in
- vii. The Railway will not accept application wherein conditional offer has been given by the applicants and the offer will out rightly be rejected.
- viii. The applicant must obtain for himself on his own responsibility and at his own expense all the information which may be necessary for the purpose of filling the application and acquaint himself/ herself with all local conditions, means of access to the work, nature of work and all matters pertaining thereto.
- ix. Duly filled in applications as per format in sealed cover with name of location, business address of applicant and serving station addressed to Sr. Divisional

Commercial Manager, East Coast Railway, Waltair should be dropped in the sealed box kept at Sr. DCM's Office between 10:00 Hrs to 15:00 Hrs. on 30.01.2024. If the last date happens to be or is declared to be holiday, application will be received up to the same time on the next working day.

- x. Applications received after due date and time shall not be entertained under any circumstances.
- xi. Selection for YTSK shall be done by Railways; the decision of the Railways will be final and binding.
- xii. If required, after scrutiny of the applications, the applicant may be informed to appear before the selection committee.
- xiii. Railways reserve its rights to reject any application without assigning any reason. No canvassing or correspondence in this regard will be entertained from unsuccessful applicants.
- xiv. Railway will inform about appointment of YTSK agents to selected applicants only. No intimation will be given to rejected applicants.
- xv. Applications with incomplete information and without required documents will not be Accepted/entertained

CLOSING DATE AND TIME FOR SUBMISSION OF APPLICATIONS: BETWEEN 10:00 HRS. TO 15:00 HRS ON DT. 30.01.2024 .

OPENING DATE AND TIME OF THE SEALED BOX: 15:30 HRS ON DT. 30.01.2024.



Sr.Divisional Commercial Manager.
East Coast Railway, Waltair

Annexure - A

**APPLICATION FOR “YATRI TICKET SUVIDHA KENDRA” (YTSK) AT ALL THE
STATION’S OVER WALTAIR DIVISION**

Recent
Photograph of
the applicant

**To,
The Sr. Divisional Commercial Manager,
East Coast Railway,
Waltair Division.**

1	Name of Applicant (IN BLOCK LETTER)	
2	Father’s /Husband ‘s Name	
3	Gender (Male/Female)	
4	Date of Birth	
5	Age as on 01.01.2024	
6	Education qualification	
7	Serving Station opted to work as YTSK	
8	Residential Address : (As in Aadhaar Card)	
9	Business Address : (Ownership/Rental Agreement to be enclosed)	
10	Business Address :(Ownership/Lease)	Ownership <input type="checkbox"/> Lease <input type="checkbox"/>
11	Supporting documents for Business Address (Electricity Bill, Municipality Tax chalan etc. Address in business address should match with bill/challan)	
12	Phone Number	
13	Email address (in BLOCK LETTERS)	

14	PAN Number	
15	IT returns for the last three FY of 2020-21, 2021-22 & 2022-23 (ie assessment years of 2021-22, 2022-23 & 2023-24)	Submitted YES <input type="checkbox"/> NO <input type="checkbox"/>
16	GSTIN Certificate Number	
17	Details of Railway ticketing agent / licensee (JTBS,STBA,RTSA, IRCTC or existing YTSK licensee)	
18	Years of Experience as authorized Railway Ticketing Agent.	
19	Whether ever blacklisted/debarred by Railways/IRCTC	YES <input type="checkbox"/> NO <input type="checkbox"/>
20	BSNL channel connectivity Certificate/Affidavit as prescribed in notification	Submitted YES <input type="checkbox"/> NO <input type="checkbox"/>
21	Recent Police clearance certificate	Submitted YES <input type="checkbox"/> NO <input type="checkbox"/>
22	Application fee paid details (DD details for Rs 2360/-)	
23	Total number of enclosures	

Declaration:

I undertake that in event of any information given above, being found to be false or inaccurate in any respect, the license issued shall be liable to be cancelled.

I shall abide by all the terms and conditions as notified and such conditions as may be prescribed from time to time.

All terms and conditions of standard agreement, circulars / letters on this scheme as and when given by Railway Board will be binding on me.

Date:

Place:

Signature of the Applicant

CHECKLIST

DOCUMENTS SUBMITTED FOR APPLICATION OF “YATRI TICKET SUVIDHA KENDRA” (YTSK) AT ALL THE STATION’S OVER WALTAIR DIVISION

Sl No	Particulars	Submitted Yes / No	
1	Copy of Aadhar Card (For verification of Name, Father/Husband name, Gender, Date of birth, residential address)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
2	Business address proof (For business address Ownership/Rental Agreement to be enclosed)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
3	Supporting documents for Business Address (Electricity Bill, Municipality Tax challan etc. Address in business address should match with bill/challan)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
4	Copy of PAN card	YES <input type="checkbox"/>	NO <input type="checkbox"/>
5	IT returns for the last three FY of 2020-21, 2021-22 & 2022-23 (ie assessment years of 2021-22, 2022-23 & 2023-24)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
6	GSTIN Certificate Copy	YES <input type="checkbox"/>	NO <input type="checkbox"/>
7	Minimum two years experience proof as Railway ticketing agent (Copy of LOA / agreement of JTBS,STBA,RTSA, IRCTC or existing YTSK licensee)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
8	BSNL channel connectivity Certificate/Affidavit as prescribed	YES <input type="checkbox"/>	NO <input type="checkbox"/>
9	Recent Police clearance certificate	YES <input type="checkbox"/>	NO <input type="checkbox"/>
10	Education qualification certificates	YES <input type="checkbox"/>	NO <input type="checkbox"/>
11	Application fee paid with GST	YES <input type="checkbox"/>	NO <input type="checkbox"/>

CHECKLIST

DOCUMENTS SUBMITTED FOR APPLICATION OF “YATRI TICKET SUVIDHA KENDRA” (YTSK) AT ALL THE STATION’S OVER WALTAIR DIVISION

Sl No	Particulars	Submitted Yes / No	
1	Copy of Aadhar Card (For verification of Name, Father/Husband name, Gender, Date of birth, residential address)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
2	Business address proof (For business address Ownership/Rental Agreement to be enclosed)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
3	Supporting documents for Business Address (Electricity Bill, Municipality Tax challan etc. Address in business address should match with bill/challan)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
4	Copy of PAN card	YES <input type="checkbox"/>	NO <input type="checkbox"/>
5	IT returns for the last three FY of 2020-21, 2021-22 & 2022-23 (ie assessment years of 2021-22, 2022-23 & 2023-24)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
6	GSTIN Certificate Copy	YES <input type="checkbox"/>	NO <input type="checkbox"/>
7	Minimum two years experience proof as Railway ticketing agent (Copy of LOA / agreement of JTBS,STBA,RTSA, IRCTC or existing YTSK licensee)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
8	BSNL channel connectivity Certificate/Affidavit as prescribed	YES <input type="checkbox"/>	NO <input type="checkbox"/>
9	Recent Police clearance certificate	YES <input type="checkbox"/>	NO <input type="checkbox"/>
10	Education qualification certificates	YES <input type="checkbox"/>	NO <input type="checkbox"/>
11	Application fee paid with GST	YES <input type="checkbox"/>	NO <input type="checkbox"/>