



GOVERNMENT OF INDIA (भारतसरकार)
MINISTRY OF RAILWAYS (रेलमंत्रालय)
RAILWAY BOARD (रेलवेबोर्ड)



No. 2018/TG-I/20/P/STBA

New Delhi, dated 22.02.2022

Principal Chief Commercial Mangers,
All zonal Railways

(Commercial Circular No. 04 of 2022)

Sub: Master Circular on implementation of STBA scheme at NSG-5 and NSG-6 Category stations. Introduction of STBA scheme at NSG-4 & SG-3 stations on pilot basis.

Master Circular on implementation of STBA scheme at NSG-5 and NSG-6 was issued vide Commercial Circular no. 4 of 2020.

2. On the basis of suggestions received from Zonal Railways to expand the scope of STBA scheme, the matter has been examined in Board's Office and it has been decided to modify the scheme. Some of the major modifications are as under:-

- a) Considering the safety related responsibilities of ASMs & shortage of staff in booking cadre, Competent Authority has now decided that STBA may be engaged at those NSG-5 and NSG-6 category stations where ASMs/ Booking clerks/ reservation staff are issuing tickets presently.
- b) On a pilot basis, zonal railways may also engage STBA at NSG- 4 & SG – 3category stations. However, the engagement of STBA on these categories of stations shall be initially for a period of only one year.
- c) Engagement of STBA shall be strictly on need basis and due justification for engagement of STBA shall be examined by the competent authority.
- d) Zonal Railways can also engage STBA for specific shifts. The number of shifts and its timings can be decided by zonal Railways keeping in view the local conditions.
- e) At stations where the booking window is not attached to the on-duty SM/ ASM office so that the supervision of concerned booking office cannot be done by the on-duty SM/ ASM, the STBA shall be engaged in only those shifts where supervisory railway staff such as SS/SM/Booking or Reservation supervisor who are not engaged in ticket selling duties, are already available. Afresh provision of posts/railway staff at stations for such supervisory duties shall not be done for the purpose of engaging STBA.
- f) STBA may also be engaged at those stations where the provision of UTS cum PRS has been made. However, at such stations STBA shall only be engaged for unreserved ticketing. The PRS shall be operated only by on-duty Station Master or bysupervisory railway staff such as SS/SM/Booking or Reservation Supervisor, if already available on the station, who are otherwise not engaged in ticket selling duties.
- g) The staff released if any on this account may be suitably redeployed or surrendered immediately.

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2.1 Necessary action may be taken for engagement of STBA on aforesaid categories of stations in accordance with the broad terms and conditions indicated in the scheme enclosed. Performance of the scheme should be reviewed on quarterly basis and the feedback sent to this office for further evaluation. This policy is valid for a period of one year.

2.2 The revised provisions shall be applicable for the tenders which shall be floated on after the date of issue of these instructions.

3. This issue with the concurrence of Finance Directorate of Ministry of Railways.

4. Necessary instructions may be issued to all concerned accordingly.


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Copy forwarded to:

PFA & CAO, All Zonal Railways.

Director (Audit), All Zonal Railways.


for Member Finance, Railways

Copy to:

1. CCM/PMs and CCM/PSSs, all Zonal Railways.
2. ADG/PR, EDV(T),EDFC,DF(C),PPS/FC, OSD/TC, F(C) & V(SS) branches of Railway Board.
3. MD/IRCTC,B 148,11th Floor, Statesman House, Barakhamba Road, New Delhi - 110001
4. General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
5. DG, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NE Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-226001.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No. 370, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.

Station Ticket Booking Agents (STBA) Scheme for 'NSG-5' and 'NSG-6' Category Stations

- i. This scheme is for engaging Station Ticket Booking Agents (STBAs) on commission basis at 'NSG-5' and 'NSG-6' category stations for issue of unreserved tickets through Computerized Unreserved Ticketing System (UTS) of Indian Railways. As a pilot project, this scheme is also being proliferated at NSG-4 & SG – 3 category stations.
- ii. The number of shifts and the timings for which STBA is to be engaged shall be decided by zonal Railways keeping in view the local conditions.
- iii. At stations where the booking window is not attached to the on-duty SM/ ASM office so that the supervision of concerned booking office cannot be done by the on-duty SM/ ASM, the STBA shall be engaged in only those shifts where supervisory railway staff such as SS/SM/Booking or Reservation supervisor who are not engaged in ticket selling duties, are already available. Afresh provision of posts/railway staff at stations for such supervisory duties shall not be done for the purpose of engaging STBA.
- iv. Before engaging STBA, Zonal Railways shall explore the feasibility of posting surplus ECRC staff at the booking counters.
- v. In case, if it is considered necessary to engage STBA, personal approval of the DRM concerned should be obtained for engaging STBAs on the recommendation of Sr.DCM/DCM. Zonal Railway Headquarters may be advised accordingly.
- vi. **Selection of Station Ticket Booking Agents (STBA):**
 - a. The need as well as the number of counters at a station for engaging STBA shall be assessed by a JAG committee consisting of officers from Commercial, Operating and Accounts Department of the concerned Division. In case there are no JAG level officers in the Division, Zonal Railways may appoint Senior Scale Officers on the Committee. The recommendation of committee shall be put upto DRM for acceptance.
 - b. Applications from eligible persons will be called through newspaper notification asking them to submit their application along with an earnest money of Rs. 2000/, Rs. 5000, Rs. 5,000 &Rs. 10,000 for NSG 6, NSG 5, SG-3 &NSG 4 stations respectively. Applicant shall submit the application alongwith his/her photograph. Only one applicant can be engaged as STBA at one station. While furnishing bid/application, applicant shall give a declaration that he/she has not been engaged as STBA at any other station. Any individual can be engaged as STBA at one station only.
 - c. In case any station has two or more location panels/ booking offices, where trains halt, separate STBAs may be engaged for each location.

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- d. Mixed manning by railway staff and STBA for selling unreserved tickets at a given location panel/ booking office, in a specific shift shall not be permitted i.e. in a particular shift unreserved tickets shall either be sold by Railway staff or STBA but not both.
- e. The candidate who opts for least commission (in Slab - 3) on monthly sales turnover, shall be engaged as an STBA (Only, the revenue from STBA operated shifts shall be considered for the purpose of calculating the commission of STBA). In case more than one applicant quotes the same rate, the selection will be based on the draw of lots in a transparent manner in public.
- f. A refundable security deposit of Rs. 10,000/- for NSG – 6 & Rs. 25,000 for NSG – 5 & SG-3 stations and Rs. 50,000 for NSG – 4 stations (irrespective of the number of shifts for which STBA is being engaged) shall be deposited by the selected STBA in form of Money receipt or Fixed deposit. 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 refunded to STBA.
- g. The selection of STBA through tender shall be done by a committee of 3 Assistant Scale Officers of the Division from Commercial, Operating and Accounts Departments.
- h. Sr. DCM shall be the accepting authority. Where a JA Grade Officer (Sr. DCM) is not available, the accepting authority shall be at the level of Divisional Commercial Manager who is a Sr. Scale Officer.

vii. **Commission payable:**

Out of the applicants fulfilling the eligibility conditions, the candidate(s) who opts for the least commission (on the Slab3) will be selected as STBA as stated in para 2(e) above. The commission payable shall be as follows: - (Example in annexure-A)

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 /NSG-5/SG-3 category stations and 2% in case of NSG-4 category stations) or the rate quoted whichever is lower.

The commission will be calculated on monthly basis as is being done for Halt agents (Board's letter no. 99/TG-IV/Halts/Policy dated 08.09.2000) and as per IRCM Vol. II para 2425 item no. 28. Commission to STBAs shall be paid from the Station Earnings. The commission shall be paid on the amount credited to Railway's account. In case of concessional tickets, the commission shall be calculated on the actual fare collected by the railways.

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viii. Qualification:

- a. 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, incase no suitable candidate of local district is eligible to be engaged as STBA.
- b. The applicant should not be under 18 years of age and should have passed at least Class-X 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.

ix. 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 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 conditions mentioned in para 4 above.
- 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 the agreement by the competent authority, subject to para-4 above.
- d. Both the STBA and the additional persons, if any, nominated by him/her 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.
- e. 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. Zonal Railways can also authorize payment through POS/ Digital modes at such locations keeping in view 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 endorsed and permitted by the SM/ASM/Supervisory Booking clerk or

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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 concerned Station Master/Assistant Station Master/ 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 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.
- i. STBA shall deposit the cash collected through sale of tickets, to the concerned Station Master/Assistant Station Master/ Supervisory Booking clerk or Reservation Supervisor of the station on duty on 8 hour shift basis as prevalent on that station.
- j. All concession orders should be handed over to the SM/ASM/Super Supervisory Booking clerk or Reservation Supervisor alongwith 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 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. 2000/- per day shall be imposed. Penalty upto Rs. 500 may be imposed against established public complaints regarding the functioning of STBA.
- 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 rolls and it shall be his duty to handover/takeover the ticket rolls daily from the STBA. Proper record of ticket rolls 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/Assistant Station Master/ 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

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officer to DCM/Sr.DCM every month.

- o. Zonal Railways shall have powers to prescribe working guidelines within the framework of this scheme. The Railways 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 Departments 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.

x. Checks on Sale of Tickets by STBA:

Apart from all the prescribed checks for sale of tickets from UTS, the following shall be ensured:-

- a. Suitable mechanism may be put in place to guard against possibility of any fraud in issuance and accountal of UTS tickets.
- b. Proper accountal of UTS ticket stationery may be ensured and periodical checks may be conducted by Commercial and Accounts staff on the working of the STBA to avoid any irregularity. All accounting procedures including remittance of cash by the STBA on the same day should be strictly adhered to as per the extant codal provisions and instructions issued from time to time.
- c. The concurrent and regular checks of TIA of this activity as per para 3311 of accounts code II may be done and the outcome may be properly analyzed especially in case of NSG-4 and SG-3 stations during the pilot project.
- d. A close watch should be kept on the working of STBA and irregularity, if any, must be reported to DCM/Sr. DCM for taking immediate corrective action.
- e. Ticket checking staff of the division should keep a watch on the tickets issued. In case of any irregularity, immediate action shall be taken by the Sr.DCM/DCM by informing all concerned.

xi. 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. SMs/ASMs posted at such stations should be made conversant with the functioning of UTS by giving them suitable training/refresher course, if required.

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xii. Period of engagement:

In case of NSG-5 & 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 or 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 or till finalization of new agreement as per this scheme, which is earlier. However, such extension shall not exceed three years.

In case of NSG-4 and SG-3 category of stations, the STBAs shall be initially engaged for a period of one year. The extension of existing contracts or calling of fresh tenders will be based on the guidelines issued from this office after review of this scheme.

xiii. Termination:

Each side can terminate the agreement 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.

xiv. 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 benefits viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to 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.

xv. Arbitration:

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

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