

**GOVERNMENT OF INDIA**

**SOUTH CENTRAL RAILWAY**



Divisional Office, Commercial Branch, North Block, Vijayawada

**Advertisement Notice No: 01/2023 (ATVMs), dated 25-10-2023**

**Engagement of 69 facilitators  
for issuing of Un-reserved tickets  
through Automatic Ticket Vending Machines  
(ATVMs) at various Railway Stations over  
Vijayawada Division.**

Application form Sri/Smt. \_\_\_\_\_



भारत सरकार / Government of India  
रेल मंत्रालय / Ministry of Railways  
दक्षिण मध्य रेलवे / South Central Railway

मं.रे.प्र का कार्यालय,  
Office of the DRM  
विजयवाडा मंडल /  
Vijayawada Division  
वाणिज्य विभाग,  
Commercial Branch  
विजयवाडा, Vijayawada.  
आन्ध्र प्रदेश, Andhra  
Pradesh

No. B/C. 565/ATVMs/Facilitator/BZA/2023

Dt: 25-10-2023

**ADVERTISEMERNT NOTICE NO.01/2023 ATVMS DT.: 18-10-2023**  
**For ENGAGEMENT OF FACILITATORS FOR ISSUE OF UN-RESERVED TICKETS**  
**THROUGH ATVMs OVER VIJAYAWADA DIVISION**

Senior Divisional Commercial Manager, South Central Railway, Vijayawada Division, Vijayawada, on behalf of the President of India, invites application from the Retired Railway Employees of South Central Railway, for engagement of 69 facilitators to help passengers having Smart Cards for getting tickets and to issue un-reserved tickets through ATVMs at the following railway stations over Vijayawada Division. The permission to work as a facilitator will be up to 31.03.2024 initially and will be extended from time to time on policy guidelines. No remuneration will be paid by the Railway for engaging as a facilitator, except the 3% bonus amount which is due on tickets to be dispensed through ATVM smart cards.

The List of stations required for facilitators at Automatic Ticket Vending Machines (ATVMs) to issue tickets to the travelling public, over Vijayawada Division are as under:


| S.No. | Station         | Category of station | No. of facilitators required |
|-------|-----------------|---------------------|------------------------------|
| 1     | Vijayawada      | NSG-2               | 12                           |
| 2     | Anakapalle      | NSG-3               | 4                            |
| 3     | Annavaram       | NSG-4               | 1                            |
| 4     | Bapatla         | NSG-4               | 2                            |
| 5     | Bhimavaram Jn.  | NSG-4               | 2                            |
| 6     | Bhimavaram Town | NSG-3               | 3                            |
| 7     | Kakinada Town   | NSG-3               | 2                            |
| 8     | Chirala         | NSG-4               | 2                            |
| 9     | Kakinada Port   | NSG-4               | 2                            |
| 10    | Eluru           | NSG-3               | 2                            |

|    |                |       |           |
|----|----------------|-------|-----------|
| 11 | Gudur          | NSG-3 | 2         |
| 12 | Gudivada       | NSG-4 | 0         |
| 13 | Kavali         | NSG-4 | 2         |
| 14 | Machilipatnam  | NSG-4 | 2         |
| 15 | Nidadavole     | NSG-4 | 1         |
| 16 | Nidubrolu      | NSG-5 | 2         |
| 17 | Nellore        | NSG-3 | 4         |
| 18 | Narasapur      | NSG-4 | 1         |
| 19 | Ongole         | NSG-3 | 3         |
| 20 | Pithapuram     | NSG-4 | 1         |
| 21 | Palakollu      | NSG-4 | 1         |
| 22 | Rajahmundry    | NSG-2 | 4         |
| 23 | Singarayakonda | NSG-4 | 2         |
| 24 | Samalkot       | NSG-3 | 2         |
| 25 | Tadepalligudem | NSG-3 | 2         |
| 26 | Tenali         | NSG-3 | 1         |
| 27 | Tanuku         | NSG-4 | 2         |
| 28 | Tuni           | NSG-3 | 2         |
| 29 | Elamanchili    | NSG-5 | 2         |
|    |                |       | <b>69</b> |

The advertisement notice and application form are available in the South Central Railway website at [www.scr.indianrailways.gov.in](http://www.scr.indianrailways.gov.in)

|   |   |  |
|---|---|--|
| 1 | The filled in Application forms will be received by this office | From 10.00 hrs of 30-10-2023   |
| 2 | Last date for submission of applications                        | Upto 15.00 hrs of 30-11-2023   |
| 3 | Place of submission of applications                             | Senior Divisional Commercial Manager's Office, North Block, DRM's Office Compound, South Central Railway, Vijayawada-1 |

**NOTE:- Application forms may be downloaded from the above website.**

  
Sr.DCM/BZA

## ATTENTION :- RETIRED RAILWAY EMPLOYEES

Applications are invited from retired Railway employees of South Central Railway for engagement of 69 facilitators for dispensing unreserved tickets through ATVM at various Railway stations over Vijayawada Division. Railway retired employees only are eligible to apply. No remuneration will be paid by the Railways for the facilitators engaged, except the payment of 3% of bonus amount which is due on tickets dispensed through ATVM smart cards. The job of facilitators is to help the passengers having smart cards to get their tickets from ATVMs. They will also dispense tickets to passengers who are not having smart cards and educate them on how to use the smart cards and ATVMs. The permission to work as facilitators will be up to 31-03-2024 initially, and will be extended subject to the policy guidelines of head quarters received from time to time.

Retired Railway employees who are interested to work as facilitator to issue tickets through ATVMs should submit their applications duly filling in all the columns in the application and signing on all the pages of the notification. The application should be super scribed as "Application for ATVM facilitator at \_\_\_\_\_ Railway station and submitted in a sealed cover to Sr. Divisional Commercial Officer, S.C. Railway, and Vijayawada Division Vijayawada on or before **15.00 hrs on 30-11-2023**. The prescribed application form, Terms & conditions , salient features of the scheme etc., are available in the South Central Railway website at [www.scr.indianrailways.gov.in](http://www.scr.indianrailways.gov.in) .

The scheme is purely on commission basis and it will not provide any employment accommodation and additional passes and privileges etc.



वरिष्ठ मंडल वाणिज्य प्रबंधक  
Sr. Divisional Commercial Manager  
द.म.रेलवे, विजयवाडा  
S.C Railway, VIJAYAWADA

## TERMS AND CONDITIONS OF ENGAGEMENT OF FACILITATOR

The engagement of retired Railway employees as facilitators for ATVMs is subject to the following terms and conditions.

### 1. ELIGIBILITY CRITERIA

- a) Retired employees of all departments of S.C. Railway only are eligible to apply.
- b) The employees should have knowledge to issue tickets through ATVMs.
- c) The retired employees should have passed SSC or equivalent.
- d) The existing /terminated ATVM facilitators of BZA Division are not entitled to apply.
- e) The employees should have retired in the normal course of superannuation or on voluntary retirement. A copy of PPO certificate and service certificate to be enclosed with the application. Employee, who has been dismissed, removed or compulsorily retired under DAR rules are not eligible and their applications will be rejected.
- f) Employees who had a history of embezzlement of Railway cash, who were involved in frauds, who had a record of indiscipline and misbehaviors are also not eligible and their applications will be rejected. The decision of the selection committee is final on the subject and no correspondence will be entertained on the matter.

### 2. NATURE OF THE JOB OF FACILITATOR

Large number of Rail passengers are illiterate or semi-literate. They do not know how to use an ATVM. When such passengers come to ATVM to buy a ticket, the facilitator will issue them a ticket duly collecting exact fare and explain them the procedure of using and ATVM. During peak hours, the facilitators will form a queue of such passengers for orderly dispensing of tickets. Many educated passengers are already using the ATVM duly procuring the smart cards. When such passengers approach the ATVM, the facilitator will give them priority and allow them to generate their own ATVM tickets. Such passengers should not be insisted to come in the queue.

As soon as the ticket roll is finished in the ATVM, the facilitator will inform the CBSR or Booking clerk to insert a new roll. The facilitator should also inform the CBSR/BC in case of malfunctioning of ATVM. He would ensure that the ATVM is not damaged by miscreants while he is manning the ATVM. The facilitator will always wear the identity card in a visible manner. He will not keep any furniture, chair, table etc., near the ATVM.



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S.C Railway, VIJAYAWADA

Signature of the applicant

### 3 TERMINATION OF ENGAGEMENT

The engagement will be terminated by serving a termination by serving a termination letter on the facilitator in case of the following omissions and commissions on the part of the facilitator.

- a) Subletting will be terminated by serving a termination letter on the facilitator in case of the following omissions and commissions on the part of the facilitator.
- b) Not manning the ATVM regularly.
- c) In case of complaint of excess charging.
- d) Acts of misbehavior with passengers or CBSR/BSR/BC.
- e) Not giving priority for smart card holders to use the ATVM.
- f) Committing frauds in ticket sales like resale of tickets etc.
- g) The health condition of the facilitator does not permit him to discharge his duty effectively.
- h) Any other omission/commission on the post of facilitator which in the opinion of Railway Administration is detrimental to the interest of passengers and Railways.
- i) Violation of any of these terms and conditions.

### 4 ELIGIBILITY OF COMMISSION

- a) For tickets dispensed through ATVM, 3% of bonus amount is allowed on the smart cards. The facilitator is eligible to retain the bonus. Other than this, no other emoluments, incentive will be paid to the facilitator.
- b) The bonus will be allowed at 3% of the fare or 3% of the fare for 150 KM whichever is lower. The bonus will be restricted up to 3% of the fare for 150 KM and no bonus will be given on the fare for the remaining portion of the journey issued for more than 150KM.

### 5 PERIOD OF ENGAGEMENT

Initially the engagement will be from the date of actual engagement to **31.03.2024**, and will be extended subject to the orders received from time to time from Railway Board.

### 6 EMD & SECURITY DEPOSIT

No EMD amount and No security deposit is required for this scheme.

### 7 LOSS OF SMART CARD

In case of loss of smart card, the rules applicable to any other passenger will also apply to facilitator.



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S.C Railway, VIJAYAWADA

Signature of the applicant

## 8 ASSISTANCE TO FACILITATOR

Assistance to facilitator: Spouses and adult children of retired Railway employee 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:

- a) Retired Railway employee.
- b) Spouse/Adult child of retired Railway employee. (only one person for one retired Railway employee to be nominated by him/her). Nomination letter to be submitted by the facilitator for the purpose.
- c) It should also 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 given.

## 9 OTHER TERMS & CONDITIONS

- a) The facilitator must keep sufficient small change and return correct change to the passenger.
- b) He should issue both long distance and short distance tickets.
- c) When he comes for duty or on completion of duty, he will inform the on duty CBSR/BSR/BC.
- d) He should allow smart card holders to take tickets through ATVMs.
- e) He should check the ticket roll position and inform to on duty CBSR/BSR/BC, if the existing ticket roll is completed.
- f) He should maintain the premises of ATVM clean and tidy.
- g) He should ensure the balance of his smart card before commencement of the shift to avoid detention while issuing tickets to the travelling public.
- h) He should invariably wear and display an identity card and name badge.
- i) The facilitator should also facilitate issue of ticket by the user/passenger (holding smart card) from the ATVM. Adequate education to the user/passenger should be provided by facilitator.
- j) In case subletting or proxy attendance is detected at any time, the permission will be cancelled immediately.
- k) There should be no provision of furniture on the stations premises under the scheme so as to prevent congestion.

## 9 ENCLOSURES

- a) PPO certificate. (b) Service certificate (c) Copy of SSC (d) Two photos.(one passport size photo and one stamp size photo).



Signature of the applicant

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**PROCEDURE FOR ENGAGEMENT OF FACILITATORS**

**1 APPLICATION**

Application may be downloaded from the S.C. Railway website, i.e.

[www.scr.indianrailways.gov.in](http://www.scr.indianrailways.gov.in).

Application form will be accompanied by: (a) List of facilitators are required stations.

(b) Terms and conditions of engagement of facilitators.

Application will be received in Sr. DCM/BZA office until **15.00 hrs. of 30-11-2023.**

**There is no EMD and no Security Deposit.**

**2 SCREENING OF APPLICATION FORMS**

A selection committee consisting of ACM/BZA and APO/BZA will scrutinize the application forms. Application forms with incomplete details or without the necessary enclosures will summarily be rejected. Applications of retired employees which do not meet the prescribed **eligibility criteria** will also be rejected. The leftover applications after screening will be considered for further process.

3 Fixed ATVMs should not be allotted to facilitators, ATVMs should be allotted on rotational bases for facilitators and general public where available. Facilitator should issue tickets during the specified peak hours only, or as modified from time to time.

**4 PROCEDURE FOR SELECTING THE FACILITATORS**

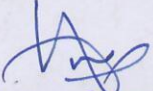
The selection committee (ACM & APO) will decide the busy and non-busy ATVMs at each station. Thereafter, all the eligible applications for each station will be listed out and will be allotted serial numbers. Then lots will be drawn by the committee in the presence of at least two applicants for ensuring openness and transparency in the process of selection. Signatures of the applicants will be obtained on the committee proceedings. Similar procedure will be followed of each station.

**DCM/BZA will be the accepting authority for the recommendations of the selection committee.**

**5 PROCEDURE FOR STATIONS WHERE THERE ARE NO APPLICANTS OR WHERE NO. OF APPLICATIONS IS LESS THAN THE ATVMs**

At the end of the first round of selection process, if there are any stations/ATVMs for which no facilitator is engaged then the following procedure will be adopted. The eligible applicants, who got leftover at a station because there are more applicants than ATVMs, will be asked to give their choice of second station from among the leftover stations. After receiving such choices for the leftover stations, the committee will follow similar procedure as enumerated in para 5 above. Choices can be called for subsequent rounds also if needed.

Signature of the applicant

  
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**6. SIGNING OF AGREEMENT:**

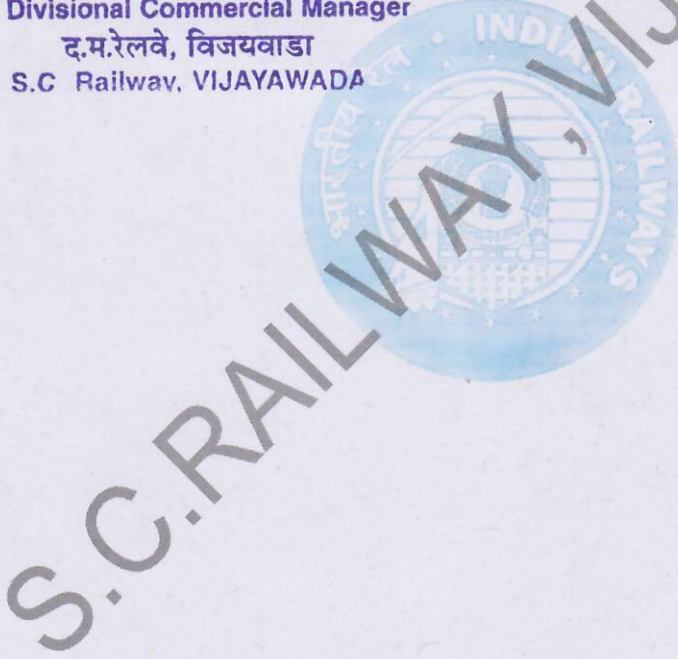
After completing the selection, the facilitator should execute agreement having " Terms and conditions of engagement ". An identity card signed by a commercial officer will be issued to each of the engaged facilitator. The ACM/DCM will hold a detailed orientation session with the selected facilitators and explain the various salient features of the scheme, terms and conditions and the procedure to use the ATVM. The orientation will preferably in local language so that even employees not know English can be fully apprised of the scheme. There after can take up the work.

**7. SHIFTING OF LOCATION OF ATVM OR INSTALLATION OF NEW ATVMs:**

On consideration of passengers convenience or other administrative reasons, an ATVM may be shifted from one location to another or from one station to another.

Signature of the applicant

  
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**APPLICATION FOR ENGAGEMENT OF FACILITATOR FOR ISSUE OF UNRESERVED TICKETS THROUGH ATVMs AT \_\_\_\_\_ RAILWAY STATION.**

1. Name in full (in block letters) :
2. Date of Retirement : Affix latest Passport size photograph
3. Department at the time of Retirement :
4. Designation at the time of Retirement :
5. Date of Birth :
6. SSC or equivalent certificate (indicate Yes/No) :
7. Service Certificate (indicate Yes/No) :
8. Pension Payment Order No :
9. Permanent Address :  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
10. Contact phone Number :
11. Whether the employee retired on normal superannuation (indicate Yes/No) :
12. If no, give details of mode of Retirement :
13. Whether engaged / terminated as ATVM facilitator (indicate Yes/No) :
14. If yes, mention the station name :

**Declaration:** I hereby declare that I have read and under stood the scheme of facilitator and its terms and conditions. I have knowledge to operate ATVMs. I have not engaged / terminated as an ATVM facilitator at any other railway station. The above furnished information is true for the best of my knowledge, if found any guilty/ incorrect/ misconduct any stage, I am liable to be disqualified/ terminated as facilitator.

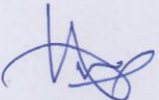
Signature:

Place:

Name:

Date:

Mobile No:

  
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