

GOVERNMENT OF INDIA (भारत सरकार) MINISTRY OF RAILWAYS (रेल मंत्रालय) RAILWAY BOARD (रेलवे बोर्ड)

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

New Delhi, dated 18.08.2023

**Principal Chief Commercial Mangers,
All zonal Railways.**

(Commercial Circular No. 15 of 2023)

Sub:Review of STBA (Station Ticket Booking Agent) scheme.

Ref: Commercial Circulars no. 04 of 2022 and 03 of 2023.

Presently, STBAs can be engaged at NSG-4 and SG-3 category stations on pilot basis till 21.08.2023.

2. Extension of the said pilot scheme is under consideration in Board's office. After careful examination, Competent Authority have now decided to extend the currency of the scheme for another period of one year i.e. till 21.08.2024.

2.1 Zonal Railways shall make concerted efforts to bring down dependency on STBA and to encourage proliferation of ATVMs and UTSONMOBILE app to bring unreserved ticketing more into the digital ambit.

2.2 Further, feasibility for appointment of JTBS shall also be explored to minimize commission outgo to STBAs.

2.3 Zonal Railways may ensure to furnish quarterly feedback on performance of the pilot scheme during this extended currency.

2.4 All other terms and conditions of CC no. 04 of 2022 shall be followed scrupulously.

3. Necessary instructions may be issued to all concerned accordingly for strict compliance.

4. This issues with the concurrence of Finance Directorate of the Ministry of Railways.

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No. 2018/TG-I/20/P/STBA New Delhi, dated .08.2023

Copy to:

- I. Dy. Comptroller & Auditor General (Railways), New Delhi.**
- II. PFA, All Zonal Railways.**
- III. Director General of Audit, All Zonal Railways.**

For Member Finance, Railway Board.
Rail Bhawan, Raisina Road, NewDelhi-110001