

Central Railway



Divisional Office, Commercial Branch, Mumbai CST

No.: BB.C.373.PO.JTBS.13

11/09/2013

APPOINTMENT OF  
JANSADHARAN TICKET BOOKING SEVAKS  
(JTBS) OVER MUMBAI DIVISION ON  
CENTRAL RAILWAY

**Application  
No.**

**Cost of Form: Rs.500/-**

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**APPOINTMENT OF JANSADHARAN TICKET BOOKING SEVAKS (JTBS)**

**Senior Divisional Commercial Manager**, Central Railway, Mumbai CST, on behalf of the **President of India** invites application for the selection and appointment of 500 nos. Jansadharan Ticket Booking Sevaks (JTBS) at stations over Mumbai Division (Annexure A) to issue computerized unreserved tickets only through UTS (Unreserved Ticketing System).

**Interested persons fulfilling the stipulated conditions may apply in the prescribed format.**

The Reservation criteria will be applicable as per extant rule.

Number of Jansadharan Ticket Booking Sevaks to be appointed is given in Annexure A.

**A. Eligibility Criteria:**

1. Applicant should not be under 18 years of age as on the date of application.
2. Educational Qualification: At least Matric pass (10<sup>th</sup> pass) or equivalent. However, educational qualification can be relaxed by Sr.DCM if there is no applicant otherwise available for any particular category on any particular station.
3. Applicant should submit Character Certificate from the District Magistrate / Additional District Magistrate / Sub District Magistrate/Block Development Officer or Tehsildar. However, before appointment as JTBS, the applicant should produce a certificate from the police station serving his/her locality that no criminal case is pending against him/her.
4. If the applicant belongs to reserved category he / she should submit relevant certificate issued by State / Central Government.
5. Applicant should have a telephone connection in his office. Latest telephone bill to be submitted with application.

6. Applicant should be residing in the municipal limits of the city/district in which JTBS is being appointed.
7. The premises should be ownership / leased (attested document to be submitted).

**B. Terms and Conditions:**

1. Applicant should apply for only one location and application for more than one location will not be accepted from a single applicant.
2. Tenure of Allotment: If selected the Jansadharan Ticket Booking Sevak have to sign an agreement with the Railway. The initial period of the license shall be for 3 years renewable by another tenure of three years subject to satisfactory performance of the JTBS operator and if he abides by all terms and conditions prevailing at the time of renewal.
3. The premises where JTBS wants to open the ticket office must be easily accessible to the general public.
4. Applicant will have to give Bank Guarantee or Fixed Deposit Receipt of Rs. 20,000/- (Rupees Twenty Thousand Only) in favor of the Senior Divisional Finance Manager, Central Railway if selected for Jansadharan Ticket Booking Sevak. He will have to deposit Rs. 5000/- (Rupees Five Thousand only) (Refundable, Interest free) as Security Deposit in the form of a Money Receipt at the time of final installation of his JTBS at his serving station.
5. On completion, termination of contract, pending dues will be adjusted from the Security deposit and balance refunded to JTBS.
6. Installation expenses and the cost of equipments, i.e., Terminal Server, Router, Dumb Terminal, Ticket Printer, Report Printer, Networking panel, etc. and its transportation will have to be borne by the applicant. Terminal Server Connectivity charges will be Rs. 20,000/- (Rupees Twenty Thousand only) and the cost of other equipments will be approximately Rs.80,000/- (Rupees Eighty Thousand only). The cost will have to be borne by the applicant.
7. Applicant to submit the following attested documents along with Performa :
  - a. Proof of Educational Qualification (marksheet, passing cert. & leaving cert.)
  - b. Address proof of business premises(Electricity Bill)
  - c. Ration Card (Residence proof)
  - d. Proof of having a telephone at office (latest telephone bill of business premises)
  - e. The ownership / Lease documents of concerned premises

- f. The sketch of premises showing the approach road to office
  - g. Caste certificate
  - h. Character certificate & Police clearance certificate as in A(3).
8. Applicant if selected, should maintain deposit of minimum Rs.10,000/- (Rupees Ten Thousand Only) at all times in his / her JTBS account for issuing tickets at his serving station.
9. Cost of Application forms: Application form and detailed terms and conditions can be obtained from the office of Sr. Divisional Commercial Manager, Annex building, Opposite Taxi stand, Ground floor, Passenger section, Mumbai CST 400 001 by making payment of Rs. 500/- (Rupees Five Hundred Only) with the Chief Booking Supervisor, CST Mumbai and on production of Money Receipt to that effect.
- Sale of Application forms: Interested persons fulfilling the stipulated conditions may submit their applications forms duly filled in prescribed format given along with requisite papers/documents in an envelope, in the Office of Sr.Divisional Commercial Manager, Annex building, Opposite Taxi stand, Ground floor, Passenger section, Mumbai CST. between 10.30 hrs to 17.00 hrs on all working days. All supporting documents to be enclosed duly attested by the Gazetted officer. Central Railway reserves the right to accept/reject/all application(s) without assigning any reason whatsoever. The applications received by post shall not be accepted. The applications after completion of required formalities will be processed for scrutiny and on fulfillment of all the conditions, the allotment will be done. The Reservation criteria will be applicable as per extant rule. **Applications with incomplete information and without required documents mentioned in Para (7) will not be accepted/entertained.**
- 10.The application along with terms and condition is also published on [www.cr.indianrailways.gov.in](http://www.cr.indianrailways.gov.in). If the application and terms & condition are downloaded from website, the payment of Rs.500/- towards cost of document must be made by way of DD / Banker's Cheque issued in favor of the Chief Cashier, Central Railway. Cash receipt can be obtained by depositing the cash at Main Line Booking counter no.21 at CST Mumbai.

**Sr. Divisional Commercial Manager  
Mumbai CST**

### **General Terms and Conditions.**

- JTBS will be supplied UTS ticket rolls at serving station. He/she will be responsible for their safe custody. In case of any loss on this account, necessary debits will be raised against his/her as per extant instructions.
- JTBS operators may be allowed to renew season tickets. Each season ticket is to be treated as single ticket/single passenger for the purpose of levy of service charge.
- JTBS operators may be permitted to operate one additional counter provided the sale of tickets is more than 800 per day on each counter for at least a period of one month.
- JTBS operators may be allowed to shift from the original location to a new location at his own cost with a view to increase sale of tickets provided that the serving station remains the same.
- The service charges to be realized by JTBS shall be @ Re.1/- per passenger.
- The JTBS will not sublet, assign or transfer the rights or obligation arising out of the contract. In case of death of licensee the license will be transferred to his/her legal heir(s) for the unexpired period of license by the competent authority and the legal heir(s) will also be eligible to apply for extension to the license as per policy.
- JTBS shall be permitted to issue only cash tickets (including advance tickets).
- JTBS shall not be permitted to issue any Blank Paper tickets, Concessional Ticket or Money receipt. JTBS is not authorized to cancel or non issue tickets and grant refund on any type of tickets.
- JTBS will make advance deposit and ticket can be issued to him/her till the amount against his deposit is available. There is no upper financial limit for issue of tickets.
- JTBS will submit account of sale to the serving station on daily basis with value of tickets.
- JTBS shall be allowed to sell platform tickets
- JTBS shall not issue tickets from Railway premises.

The applications after completion of required formalities will be processed for scrutiny and on fulfillment of all the conditions, the allotment will be done. The Reservation criteria will be applicable as per extant rule. Applications with incomplete information and without required documents mentioned in para (6) will not be accepted/entertained.

The decision of Railway Administration shall be final and binding on all the applicants. No correspondence shall be entertained in this regard.

**Refund of tickets**

Refund of ticket issued by JTBS will be done as per refund rules in force. The genuineness of the ticket issued by JTBS will be checked by station staff before making refund. JTBS will not be authorized to make any refund.

**Appointment of JTBS**

Appointment of JTBS will not confer any right on the person for employment on Railways.

The appointment is purely contractual in nature and no facilities viz. absorption in Railway Service, Regularization of service, bonus, Railway pass facility etc shall accrue the JTBS.

**Termination of contract**

Each side can terminate the contract assigning reasons by giving one month notice binding genuine reasons from the JTBS.

**Arbitration**

DRM will be the final authority for resolving any disputes between the JTBS and Railway Administration. The appeal will lie to AGM in Head quarters.

**Sr. Divisional Commercial Manager  
Mumbai CST**

**APPLICATION FOR JANSADHARAN TICKET BOOKING SEWAK 2013 AT \_\_\_\_\_  
STATION OVER MUMBAI DIVISION.**

Affix self  
attested passport  
size photo of the  
applicant here.

1. Name of the Applicant : \_\_\_\_\_  
(In block letters) Surname Middle name Father/Mother/Husband's Name
2. Gender (Male / Female) : \_\_\_\_\_
3. Date of Birth (with proof) : \_\_\_\_\_
4. Educational Qualification : \_\_\_\_\_  
(With attested copy of the Certificates)
5. Whether belongs to SC/ST/OBC/Minority  
PH / Mentally Challenged) : \_\_\_\_\_
6. Applied for category : \_\_\_\_\_  
(Enclose copy of relevant document)
7. Residential Address : \_\_\_\_\_  
(Proof of residence to be enclosed)  
\_\_\_\_\_
8. Business Address : \_\_\_\_\_  
(JTBS premises proof to be enclosed)  
\_\_\_\_\_
9. Name of the Serving Station : \_\_\_\_\_  
Phone No : \_\_\_\_\_
10. Distance of JTBS premises from main entrance of Serving Station: \_\_\_\_\_
11. Whether the JTBS premises is owned or : \_\_\_\_\_  
on hire /Lease  
(Supporting documents to be attached)
12. Dimension of premises : \_\_\_\_\_
13. Whether the premises is easily accessible to: \_\_\_\_\_  
Public (Sketch of location with land mark to be enclosed)
14. Experience in similar type of business: \_\_\_\_\_  
(Relevant documents to be attached)
15. Character certificate issued by : \_\_\_\_\_  
DM/ADM/Tehsildar/SubDistrict/Magistrate/Block  
Development Officer or Tehsildar.
- 16: Certificate issued by local police station: \_\_\_\_\_  
that he / she bears a good moral character  
and is free from any criminal case pending against him/her
17. Copy of PAN Card / Voter ID Card
18. Application fees details : \_\_\_\_\_
19. No. of enclosures : \_\_\_\_\_

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 Jan Sadharan Ticket Booking Sewak Scheme prescribed by the Railway administration from time to time.

**Pl. Note** : (Attested copies of relevant documents to be attached)

\_\_\_\_\_  
**Signature of Applicant**

**Place** : \_\_\_\_\_  
**Date** : \_\_\_\_\_