

**To,
The Sr. Divisional Commercial Manager,
Central Railway,
SOLAPUR.**

“Annexure – A”

FORMAT OF APPLICATION FOR AUTHORIZATION OF YTSK

Recent
photograph with
the full signature

1	Name of Applicant (IN BLOCK LETTERS)	
2	Father's/Husband's Name	
3	Gender (Male/Female)	
4	Date of Birth	
5	Age as on 01.04.2016	
6	Present Residential Address	
7	Permanent Residential Address	
8	Contact No. (Mobile/Landline)	
9	Present status of Business	

10	PAN Number	
11	Years of Experience as authorized Railway ticketing agent	
	a. Details of Railway ticketing license	
	b. Date of issue of contract	
	c. Date of completion of contract	
	d. Whether contract is successfully completed or terminated by Railways	
	e. If terminated, reason for same	
12	Office/shop address where business will be carried out	
13	Telephone number of the office/shop	
14	Whether premises where business will be carried on, is owned or hire/lease	
15	Whether premises is easily accessible to public	
16	Details of accommodation in the business premises with dimensions. (Total area in sq. feet, layout etc.)	
17	Whether the area of premises as per the standards mentioned in "Annexure-B" (available in Office)	
18	Enclosed documents: 9	
	1) Age proof	
	2) Residence proof	
	3) PAN Card Copy	
	4) Last 03 year Income Tax Returns	
	5) Proof of 5 year experience (LOA & agreement copy)	

	6) Latest Telephone Bill	
	7) Ownership/Lease/L.L. agreement of the premise	
	8) Mandatory clearance of premises from appropriate local authorities	
	a. Shop Act license from Municipal authorities	
	b. NOC from local authorities	
	c. Any other relevant supporting documents.	
	d. Blue print of Office & facilities	
	9) In case of IRCTC Agent, satisfactory working certificate from IRCTC.	
19	Whether convicted in a criminal case involving moral turpitude	Yes/No

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.

I hereby give a declaration that I have not been appointed as YTSK license at any other Division on Indian Railways.

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

Date: _____

Place: _____

Signature of the Applicant.

I. TERMS AND CONDITIONS FOR ESTABLISHING YATRI TICKET SUVIDHA KENDRA (YTSK)

- 1) The applicant should have worked as authorized ticketing agent providing railway ticketing (reserved/unreserved) services for passengers of Indian Railways for at least five years.
- 2) The applicant should have a Permanent Account Number (PAN) issued by Income-tax authorities and should have filed Income Tax return during the last three years.
- 3) The applicant should have an office and premises outside the railway station premises equipped with adequate infrastructure. The applicant should have obtained all necessary and mandatory clearances regarding the premises from the appropriate local authorities. 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 licenses shall not reduce the facilities or shift this office to any other location without the prior written approval of the Railway administration.
- 4) The application should not have been convicted in a criminal case involving moral turpitude.
- 5) While working as an agent of Indian Railway's 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 rule(s) of Indian Railways.
- 6) Each selected licensee will be given facility of operating upto four terminals. However, the limit on numbers of counters to be given to the licensee can be increased by Indian Railways if found necessary.
- 7) The cost of establishing, operating, maintaining and periodic system upgradation of hardware/software required at such reservation centres 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 licence if the licensee refuses to undertake necessary upgradation.
- 8) The terminals , PCs, ticket printers, modems and multiplexers etc., may be provided and maintained by the railways through an authorized agency or may be purchased and maintained by the licensees. In case, if any of these items as per prescribed specifications are procured by the licensees themselves, the officers of Railways nominated will inspect the Hardware for certification. In case, any of these items are supplied and maintained by the Railways, the cost as fixed by the Railways will be borne by the licensees. In this case, the licensee will give access to their premises for the railway's authorized maintenance agency to maintain equipments as prescribed for in this agreement. The decision on maintenance charges fixed by the Railways will be final and licensee will not dispute the same. The licensee can also undertake maintenance of hardware through their own Engineers. However, equipments purchased by the licensee will be maintained by the licensee only.
- 9) The licensee will hire and maintain two numbers of data/communication channels between his location and the nearest computerized PRS centre of the Railways.
- 10) The licensee will set up an office and 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 licensee only.

- 11) The licensee shall pay system access charges of Rs. 1.6 lakhs per terminal per annum. These shall be paid by the licensee in advance. The system access charges may be revised by Indian Railways from time to time.
- 12) The licensee will engage their own staff at their own cost for running such ticketing centre(s)
- 13) The Railway will supply, free of cost, only PRS tickets rolls of different colour after due accountal. Detailed procedure order for issue and accountal of PRS ticket rolls will be as per model agreement to be issued by Railway Board. However, the licensee will bear the cost of non-ticketing stationery.
- 14) The licensee will ensure safe custody of PRS ticket rolls/tickets. Loss/misuse of PRS ticket rolls/tickets will invite penalty as fixed by the Railway administration for recovery of pecuniary loss suffered by the Railways.
- 15) As per extant Rules, for loss of PRS ticket rolls/tickets, debit equivalent to fare of the farthest distance by the highest class of train for six adult passengers per ticket lost, shall be raised. In case of loss/misuse UTS tickets, the debit will be raised at the rate equivalent to 2nd class Mail/Express fare of four adult passengers for farthest destination in the system.
- 16) Enquiry services to passenger shall be provided by these licensees free of cost.
- 17) 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.

II. TIMINGS OF OPERATION

- The timing of operations of terminals in the premises of licensees for general reservation shall be from 0900 hrs to 2200 hours on week days and from 0900 hours to 2000 hours on Sundays for booking general PRS and UTS tickets.
- The booking hours for Tatkal tickets will start from 11.00 hrs at these centers or as per timings specified by Ministry of Railways from time to time.
- 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. The licensee will display prominently the working hours of ticketing related services in the ticketing area of the YTSK.

III. ADVANCE DEPOSIT, BANK GUARANTEE, SECURITY DEPOSIT AND LICENCE FEE.

Registration Fee :- Licensee shall pay a one time non-refundable registration fee of Rs. 5 lakh upon allotment of licence.

Advance Deposit : The licensee would be required to deposit a minimum amount of Rs. 5 lakh per counter with the Railways in advance and shall be allowed to issue tickets only upto Rs. 4.5 lakh per counter, i.e. the licensee can issue the tickets upto an amount which is Rs. 0.50 lakh per counter short of the deposit available with the Railways. 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.

Security Deposit/Bank Guarantee :- The licensee would be required to keep an interest free security deposit of Rs. 2 lakh per port subject to a maximum of Rs. 5 lakh with the Railways. Such security deposit can be in the form of a bank guarantee by a scheduled bank or in the form of a cash deposit/cheque/demand draft with the railways. This security deposit shall be liable to be forfeited in the event of breach of any of the clauses of the Agreement.

IV.REVENUE SHARING

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.

- (i) 25% of the service charges collected by the licensee from the passengers shall be credited to Railways account at the time of booking/cancellation of reserved tickets.
- (ii) Licensees shall levy one rupee per passenger as service charges on booking of unreserved tickets by the customers which as at par with the charges levied by JTBS. There shall be no revenue sharing arrangement in case of tickets sold through unreserved ticketing system.
- (iii) The service charges so collected by the licensee on account of selling unreserved UTS tickets shall be entirely retained by the licensee.
- (iv) This revenue sharing model shall be applicable for one year. After the period of one year, the Indian Railways shall review the revenue sharing formula based on the response to the scheme and the volume of business generated under the scheme.
- (v) The efficacy of the system of revenue sharing should be reviewed every quarter jointly by Accounts and Commercial Departments to ensure that due revenue share accrues to Railways.

(vi) SERVICE CHARGES (COMMISSION)

The commission/Service Charge will be charged as notified by Indian Railways from time to time. To start with, the Service Charge shall be Rs.30/- per passenger for 2S and Sleeper classes and Rs. 40/- per passenger for all other classes. The commission/service charge shall be printed on the tickets (s).

The service charges for cancellation shall be 50% of the charges prescribed for booking.

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.

V. TENURE OF THE LICENCE

The initial tenure of the licence shall be for a period of 3 years. The licensee shall pay licence fee @ Rs. 5000/- per counter per annum to Indian Railways. The licence can be renewed for one year 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.

VI. GUARD AGAINST MALPRACTICES

Adequate system security provisions shall be in-built in the system to preclude the possibility of disruption by virus/unauthorized access etc.

In order to guard against malpractices, the facility of block booking, modification, change of name, age, sex etc. will not be permitted. However, the facility of postponement/advancing of ticket will be available.

The licensee will be allowed to cancel only the tickets issued by the YTSK licensee. However, the YTSK tickets can be cancelled at PRS centres also.

The cancellation charges will be credited to the Railways but the licensee will be allowed to charge commission for cancellation from the passenger the rate fixed by the Railways in terms of para no. VI.

These licensees will not deal with any type of concession vouchers etc.

A separate code number will be allowed to these licensees and the code number will appear on the ticket itself. There will be two passwords, one supervisory password which will be controlled by the Railways and the other, operator password, which will be controlled by the licensee.

The colour of ticket roll issued to licensees will be distinct.

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 Indian Railways and cancellation commission payable to the licensee shall be indicated on the cancellation ticket.

Any case of violation of provisions of the agreement or the rules of Indian Railways by the licensee would invite deterrent punishment by way of penalties which may include termination of license after due notice.

TERMS AND CONDITIONS

The applicant is required to attend this office of Senior Divisional Commercial Manager, Central Railway Solapur 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. The expenses of preparing, stamping and executing agreement shall be borne solely by the applicant. Minimum Deposits/Advances to be deposited by the successful licensees are shown below:-

Sr. no.	Deposit	Amount
1	Registration Fee (Non-refundable) in the form of Demand Draft or cash	Rs. 5,00,000.00
2	System access charges per terminal per year in the form of DD or cash	Rs. 1,60,000.00
3	Advance Deposit for PRS Ticket Roll in the form of DD or cash	Rs. 5,00,000.00
4	Security Deposit (interest free) per port in the form of bank guarantee by a scheduled bank or in the form of cash deposit/cheque/DD.	Rs. 2,00,000.00
5	Licensee fee per counter per annum in the form of DD or cash.	Rs. 5,000.00
	TOTAL	Rs. 13,65,000.00

SUBMISSION OF APPLICATIONS:-

1. The application is required to be signed by the person applying himself. Each & every page of the application should be signed.
2. The application must be filled in ENGLISH or HINDI and all entries must be made by handwritten.
3. Overwriting is not permitted. Failure to comply either of these conditions will render the applicable liable to rejection.
4. Clarification regarding terms & conditions of the scheme may be obtained from the office of Senior Divisional Commercial Manager, Solapur between 10.30 hrs to 17.00 hrs on working days.
5. Applications received through post/courier will be summarily rejected without any scrutiny.

6. The applicant must write on the top of the envelope in the bold and capital "APPLICATION FOR YTSK AT _____ STATION."
7. Application forms can be downloaded from the website www.tenders.gov.in.
8. The Railway will not accept application wherein conditional offer has been given by the applicants and the offer will out rightly be rejected.
9. 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.
10. Interested persons fulfilling the stipulated conditions may submit their applications forms duly filled in prescribed format along with requisite papers/ documents in a sealed cover addressed to Divisional Railway Manager (Commercial), Central Railway Solapur and should be deposited **in the application box kept for this purpose in the office of Senior Divisional Commercial Manager, Central Railway, Solapur on 28/03/2016 upto 15.00 hrs.**
11. Selection of YTSK shall be done by Railway, the decision of the Railways will be final and binding. 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.
12. Railway will inform about appointment of YTSK agents to selected applicants only. No separate information will be given to rejected applicants.
13. Applications with incomplete information and without required documents will not be accepted /entertained.

CHECK LIST FOR YTSK

- 1) Applicant should be all kind ticketing agents with minimum 5 years of experience including JTBS, RTSA, RTA and agent appointed by IRCTC.
- 2) All agents should submit successfully work certificate of last five years from License issuing Authority in case of RTSA, JTBS, RTA i.e. concerned division & IRCTC agent from IRCTC
- 3) PAN number issued by Income Tax authority.
- 4) Submit Income Tax Return during the last three years.
- 5) The applicant should have an office outside the Railway station premises, equipped with adequate infrastructures.
 - a) Business premises are owned or on hire lease (supporting documents to be attached)
 - b) Mandatory clearance regarding the premises from the appropriate local authorities.
 - c) Details of accommodation in the business premises with dimensions (approx area_____)
 - d) Amenities available at the business premises i.e. Telephone, Fax, Fan, sitting arrangement etc.
 - e) Blue print of office.
- 6) Licensee shall be ready to pay following fees:-

a) Registration Fee (Non-refundable) in the form of Demand Draft or cash	Rs. 5,00,000.00
b) System access charges per terminal per year	Rs. 1,60,000.00
c) Advance Deposit for PRS Ticket Roll minimum	Rs. 5,00,000.00
d) Security Deposit (interest free) per port	Rs. 2,00,000.00
e) Licensee fee per counter per annum	Rs. 5,000.00
- 7) The licensee will hire and maintain two number of Data communications channels between premises & nearest Reservation centre.
- 8) Partnership deed if any certified copy.

