

Policy may be made available on the portal page on IR.

**Draft MPS Policy for Suggestions/Comments of all Zonal
Railways and all stakeholders**

No. 2015/TG-III/461/2

New Delhi, dated /01/2017

The General Managers,
All Indian Railways

(Commercial Circular No. _____ of 2017)

Sub: Multi Purpose Stall (MPS) Policy

Pursuant to Announcement made in Rail Budget 2016-17, in order to have a single outlet/stall at platform from where passengers can purchase non-catering items required during travelling, a new policy on Multi Purpose Stalls is necessitated. The objective is to facilitate the passengers to buy items required during the travel under one roof and simultaneously ensuring decongestion of platforms by optimum utilization of the available space on stations and platforms.

1. SCALE OF MULTI PURPOSE STALL AND ITEMS PERMITTED FOR SALE
 - 1.1 Items permitted for sale at Multi Purpose Stalls are miscellaneous items that are essential and incidental to the travelling needs of passengers including artifacts and items of local and regional importance, books/magazines/news paper, chemist stall items-OTC medicines and non-pharmacy items viz. dry/spray milk powder etc. Sale of PAD items (Proprietary Article Depot), PDW (Packaged Drinking Water) and banned items shall not be permitted through MPS. Zonal Railways shall ensure that all MPS stalls must display and sell books pertaining to Indian Tradition, Culture, Values, Morals and History. It shall be mandatory for them to sell and display prominently the Zonal Railway Time Table and 'Trains at a Glance' and any other official publications as may be mandated by the Zonal Railway or division from time to time.
 - 1.2 The Licensee shall not sell items banned for sale in Railway premises. If sale of unauthorized/banned/offensive items is detected in contravention to the approved items, Railway administration shall take appropriate and necessary penal action against the licensees of the MPS as per the Railways Act.
 - 1.3 SCALE OF MULTI PURPOSE STALLS
 - 1.3.1 A blue print of the total requirement of the MPS platform/station wise for the whole Division shall be prepared with the approval of DRM of

the concerned Division and forwarded for approval of the concerned CCMs prior to invitation of bids.

- 1.3.2 Number of Multi Purpose Stalls at platforms and other railway premises will be decided by Divisional Railway Managers (DRMs) at all category of stations with the approval of CCMs of their respective railways, duly taking into consideration the availability of space ensuring decongestion of stations. The location of such stalls on the platforms should be positioned in such a manner that they do not hamper the free flow of passengers at the station.

2. ELIGIBILITY CRITERIA

- 2.1 Retailers/Individuals/Self Help Groups (SHGs)/ registered sole proprietorship firm or a partnership firm/Company incorporated under Partnership Act 1932/Companies Act 1956 with amendments shall be eligible to participate in the allotment process. The bidders will submit certificates in this regard.
- 2.2 Government approved identity proof and residence proof such as Aadhar Card/ PAN/Voter ID to ensure genuineness of the bidder and VAT registration, if required.
- 2.3 Affidavit from the bidders stating that there is no pending dues of railways against them, no debarment of the bidder by the railways and there is no conviction of the bidder in any criminal case by the court.
- 2.4 It shall be mandatory for each MPS to have a POS/Swipe Machine for acceptance of credit/debit cards from all customers without charging any additional transaction charge, for any sale above `100/-. For amounts below `100/-, payments through e-wallet should be acceptable.

3. SYSTEM FOR AWARD OF LICENCE

- 3.1 Allotment of Multi Purpose Stalls at all category of stations will be done by e-tendering method. Till the finalization of e-tendering module and issuance of procedure order by Railway Board normal tendering process shall be followed.
- 3.2 Financial bids shall be called for from the qualified bidders who fulfill the above eligibility criteria. License shall be awarded to the highest bidder as per the extant procedure of e-tendering/tendering.
- 3.3 For allotment of reserved units of MPS, the above procedure of e-tendering/tendering shall be followed within the similar reserved category.
- 3.4 Zonal Railways shall prepare a tender document to be executed between Railways and Licensee based on the guidelines of this policy. The tender document and agreements shall be vetted by Associate Finance of the Zonal Railways.

4. EARNEST MONEY DEPOSIT (EMD) AND SECURITY DEPOSIT (SD)

- 4.1. EMD shall be fixed as 10% of the Minimum Reserve Price to be submitted for participation in the process of e-tender. EMD of the successful bidders shall be adjusted against Security Deposit and will be refunded in case of unsuccessful bidders. In case of withdrawal of application by the successful bidder, the EMD shall be forfeited. Security Deposit shall be fixed as 10% of the quoted license fee.

5. TENURE

Allotment of all MPS shall be made for a period of only 5 years at all categories of stations subject to fulfillment of mutually agreed terms & conditions. There shall be no extension and renewal of the MPS units. However, the licensee can participate in the fresh bid, if otherwise eligible.

6. FIXATION AND PAYMENT OF LICENCE FEE

- 6.1 Station-wise minimum license fees for 5 years for all MPS shall be fixed realistically based on the SAG formula taking into account following factors; (i) category of station, (ii) number of originating passengers, (iii) number of trains stopping (iv) approximate license fees of other existing stalls at a similar category of station (v) purchasing power, (vi) prevailing market rate or rent, and (vi) circle rates of the State Government as fixed and notified from time to time. The zonal railways shall evolve a formula based on the above parameters for fixing the minimum license fees for the units falling within their jurisdiction. Apart from the above CCMs of zonal railways may include and consider any other factor/s unique to the unit/units/location of the unit. The Minimum License Fee so fixed shall not be less than 12% of the estimated sales turnover for the corresponding period.
 - 6.2 Annual license fee shall be paid 15 days in advance for each year. The license fee shall be the same for the first 3 years of the contract and shall be enhanced by 10% for remaining 2 years. *[Illustration: Annual License Fee Rs. X for year 1 to 3. For 4th & 5th year, it shall be Rs. X + 10X/100].* In case of unsatisfactory performance or non-payment of dues or arrears, if any, contract may be cancelled.
 - 6.3 In addition to the license fee, the licensee shall pay the electricity charges on actual consumption basis. Any taxes, if required to be paid, shall be paid by the licensee.
- ## 7. TENDER COMMITTEE
- 7.1 Standing Tender Committee for dealing with MPS tenders shall comprise of three members, one of whom will be from Commercial and other from Accounts department. The third member of the committing shall be nominated by the accepting authority with the approval of DRM. The Accepting Authority shall be of minimum JA Grade level/Sr Scale in-charge.

- 7.2 For allotment of MPS at A1, A, B & C category of stations the Tender Committee should be minimum of Senior Scale level and for allotment of MPS at D, E & F category of stations the Tender Committee should be minimum be of Junior Scale level.
- 7.3 Reserve price, brief note and comparative statement should be vetted by Finance to facilitate the Tender committee.
- 7.4 Any amendment in the SoP of the Zonal Railway shall be carried out with the approval of the Competent Authority (General Manager).

8. DESIGN AND SPECIFICATION

- 8.1 In order to ensure uniformity, decongestion of the circulating area & optimum utilization of the platform space, each zonal railway, with the approval of CCM, shall fix the area/space along with standardized design for MPS prior to notification for allotment, taking into consideration the number of trains and passengers, width of platform, location of the unit on platform and availability of space to avoid inconvenience to passengers.
- 8.2 Fixed area/space, size & dimensions, detailed specification, location of the unit to be notified with the bid notification.

9. RESERVATION IN ALLOTMENT:

9.1 RESERVATION AT A1, A, B & C CATEGORY OF STATIONS

- 9.1.1 There shall be 25% reservation for MPS at A1, A, B & C categories of stations with the following break up.

S.No.	Category	%age reservation
1.	Scheduled Caste	6%
2.	Scheduled Tribes	4%
3.	Other Backward Classes	3%
4.	Minorities *	3%
5.	Divyang	2%
6.	Freedom Fighters/women including war widows and widows of railway employees, persons who have been dislocated/ displaced due to their land having been taken over by the railways for its own use	4%
7.	People below Poverty Line	3%
	Total	25%
* the term minorities will include the communities namely (i) Muslims, (ii) Christians, (iii) Sikhs, (iv) Buddhists, (v) Zoroastrians (Parsis) (vi) Jain		

9.2 RESERVATION IN D, E & F CATEGORY:

There shall be 49.5% reservation for allotment at D, E & F categories of stations with following break up.

S.No.	Category	%age reservation
1.	Scheduled Caste	12%
2.	Scheduled Tribes	8%

3.	Other Backward Classes	20%
4.	Minorities *	9.5%
	Total	49.5%**
*the term minorities will include the communities namely (i) Muslims, (ii) Christians, (iii) Sikhs, (iv) Buddhists, (v) Zoroastrians (Parsis) (vi) Jain		
** Out of this 49.5%, there will be sub quota of 10% for freedom fighters & women including war widows & widows of Railway employees and another sub quota of 2 % will be for physically challenged people. Within 49.5% of total reservation 2% sub quota will be provided to the persons who have been dislocated/ displaced due to their land having been taken over by the railways for its own use.		
The sub quota of 10% for freedom fighters & women including war widows & widows of Railway employees; sub quota of 2% for physically & mentally challenged people will also apply in the general category of 50.5%.		

9.3 For the purpose of reservation, one division will be considered as one unit for which a onetime station-wise exercise will be done for the whole division and reservation percentage will be progressively achieved.

10. CEILING LIMIT

No firm/Company/Individual/Retailer will be allowed to hold more than two MPS at one station. However, a firm/Company/Individual can hold a maximum of 10 Multi Purpose Stalls over each Zonal Railway.

11. Applicability of this policy on the existing stalls.

11.1 No new allotment, renewal, extension of the Bookstall/table, Misc. Stalls/trolley, Chemist Stalls/corner etc. shall be done by the railways as of now. All such existing stalls shall be allowed for conversion into MPS. However, in case they do not opt for conversion into MPS, the same may be allowed to continue till expiry of the existing agreement.

11.2. After expiry of the current agreement period, space shall be standardized, identified and allotted by Zonal Railways for new MPS as per the extant procedure.

11.3 The existing Bookstall/table, Misc. Stalls/trolley, Chemist Stalls/corner etc shall be given an option to convert to MPS subject to payment of Licence Fee as quoted by the prospective bidder for similarly placed MPS unit at the station/platform.

12. ISSUE OF IDENTITY CARDS

The staff/vendor/salesman must hold and carry Identity Card/authority issued by Divisions for entry into railways premises. The staff of the licensee will carry valid authority and medical fitness certificate to be issued by the Railway on the request of the Licensee.

13. TERMINATION OF LICENSE

In the events of default/material breach/ any failure at any time on the part of the licensee to run the MPS as per the provisions of this policy and laid down terms and conditions of the license, Division shall take appropriate necessary action including termination of contract.

14. WASTE MANAGEMENT

Zonal Railways shall ensure compliance of instructions on waste management already issued vide Commercial Circular No. 45/2011 dated 13/09/2011 and instructions issued in this regard from time to time. The licensee shall also follow instructions and directions of Court orders as required from time to time.

15. ARBITRATION

Contract agreement should have arbitration clause for the case of any dispute, difference, or question arising between Railways and the licensee as to the respective rights, duties, obligations of the parties hereto or as to the construction or interpretation of any of the terms and conditions of the agreement or as to its application, in which GMs of the Zonal Railways will be nominating authority as per GCC of the railways. The disputes referred for arbitration shall be dealt as per the procedure laid down in the Arbitration and Conciliation Act as amended from time to time.

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

Kindly acknowledge receipt of this letter.

(Shelly Srivastava)
Director (Tourism & Catering)
Railway Board