

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2014/TG-I/20/P/JTBS

New Delhi, dated 21.03.2014


✓ Chief Commercial Managers,
All Zonal Railways.

(COMMERCIAL CIRCULAR NO.12 OF 2014)

Sub: Appointment of Jan Sadharan Ticket Booking
Sewaks(JTBS)

The scheme for appointment of Jan Sadharan Ticket Booking Sewaks(JTBS) was initially introduced in 2006 on Northern Railway as a pilot project and subsequently extended to all zonal Railways. A large number of provisions of this scheme have been amended till date. It has, therefore, been decided to consolidate all the instructions issued till date on this issue. Accordingly a consolidation of all the instructions issued regarding appointment of JTBS till date is enclosed for information and necessary action.

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


(Dr. Monica Agnihotri)
Director Passenger Marketing
Railway Board

No. 2014/TG-I/20/P/JTBS

New Delhi, dated 21.03.2014

Copy to:

✓ FA & CAO, All Zonal Railways.
✓ Director (Audit), All Zonal Railways.


For Financial Commissioner/Railways

ry to:

- 1) CCM/PMs and CCM/PSSs, all Zonal Railways.
- 2) ADG/PR, EDV (T), EDPC, DE(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centers, Central Railway, Bhusaval, Eastern Railway, Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, South Central Railway, Maula Ali, SE Railway, Sini, Western Railway, Uddipur.
- 7) Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Luknow-2260011.
- 8) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 9) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 10) Secretary General, Federation of Railway Officers Association (FROA), Room No.370, Rail Bhawan, New Delhi.
- 11) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
- 12) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 13) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.

'Jan Sadharan Ticket Booking Sewa' (JTBS) Scheme

The scheme is to appoint Jan Sadharan Ticket Booking Sewaks (JTBS) in various parts of important cities for issue of unreserved tickets through Computerised Unreserved Ticketing System (UTS).

1. Selection of Jan Sadharan Ticket Booking Sewak (JTBS):

(a) The selection of JTBS will be done by a committee of 3 Assistant Officers of the Division from Commercial, Finance and Operating Departments.

(b) Applications will be called through newspaper notification.

2. **Reservations:** Following reservations will be applicable for 49.5% of the total number of JTBSs on divisional basis: -

➤ Scheduled Castes	- 12%	} In each category 10% reservation will be for freedom fighters and women including war widows and widows of Railway employees and 10% reservation will be for physically and mentally challenged persons. (Modified vide Commercial Circular No. 33 of 2013)
➤ Scheduled Tribes	- 08%	
➤ Other backward Classes	- 20%	
➤ 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)		

3. **Qualification:**

(a) Applicant should not be under 18 years of age and should be at least Matric pass or equivalent. However, educational qualification can be relaxed by DCM/Sr. DCM if there is no applicant otherwise available.

(b) Applicant should produce a character certificate from District Magistrate/Addl. District Magistrate/Sub District Magistrate/Block Development Officer or Tehsildar. However, before appointment as JTBS, the applicant will also have to produce a certificate from the police station serving his/her locality that no criminal case is pending against him/her. (Modified vide Commercial Circular No. 16 of 2013)

(c) Applicant with a telephone connection in his office or residence will be preferred.

(d) Applicant should be residing in the municipal limits of the city/district in which JTBS is being appointed. (Modified vide Commercial Circular No. 17 of 2012)

(e) Applicant should be prepared to give Rs.5,000/- refundable security deposit & Rs.20,000/- Bank guarantee to the Railway. On completion/ termination of contract, pending dues will be adjusted from the Security deposit and balance refunded to JTBS. (Modified vide Commercial Circular No. 41 of 2010)

(f) In case the JTBS operator expresses inability to operate JTBS, after appointment as JTBS operator by Zonal Railway, the bank guarantee as well as the security made by the JTBS operator will be forfeited. A declaration to this effect should be obtained from the applicant when he/she applies for JTBS. (Modified vide Commercial Circular No. 51 of 2013)

4. Procedure for keeping a Record of Tickets Issued by JTBS:

- i. JTBS will be given one UTS terminal for which all the costs initial as well as recurring including equipments & channels would have to be borne by JTBS.
- ii. JTBS will collect Rs.1/- per passenger as Commission from the passengers. (Modified vide Commercial Circular No. 41 of 2010)
- iii. JTBS operators are allowed to renew season tickets. Each season ticket is to be treated as a single ticket/single passenger for the purpose of service charge. (Modified vide Commercial Circular No. 41 of 2010)
- iv. JTBS can issue unreserved concessional ticket to Senior Citizens. (Modified vide letter no. 2006/TG-I/20/JTBS dated 05.06.2007).
- v. JTBS can also issue platform tickets. Steps may however be taken by the Railways to avoid misuse of this facility by JTBS operators as well as passengers. (Modified vide Commercial Circular No. 41 of 2012)
- vi. JTBS operator can 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. (Modified vide Commercial Circular No. 41 of 2010)
- vii. JTBS will not sublet/assign or transfer the rights or obligations arising out of the contract. In case of death of licensee, the licence will be transferred to his/her legal heir(s) for the unexpired period of licence by the competent authority and the legal heir(s) will also be eligible to apply for extension of the license as per the provision of the policy. (Modified vide Commercial Circular No. 15 of 2010)
- viii. JTBS operator can shift from the original location to a new location at his/her own cost with a view to increase sale of tickets.
- ix. JTBS will be responsible for the safe custody of the ticket rolls. In case of any loss on this account necessary debits will be raised against him/her as per extant instructions.
- x. Proper record of tickets rolls issued to the JTBS will be kept by the Commercial Department of the stations serving the JTBS.
- xi. Proper accountal of UTS ticket stationery may be ensured & checked through surprise checks.
- xii. JTBS will be authorized to issue cash ticket only.
- xiii. JTBS will submit a daily statement to the Station Master/Manager or any other nominated officer indicating the details of tickets sold along with the value. Station Master/Manager or any other nominated officer will maintain proper record of daily sale of tickets by JTBS.
- xiv. A consolidated statement of ticket rolls supplied to and details of tickets sold by JTBS will be submitted by Station Master/Manager or any other nominated officer to DCM/Sr. DCM every month.
- xv. JTBS will not issue tickets from station premises.

xvi. JTBS will have to make advance deposit and tickets can be issued. There will be a check in the system that JTBS will not be able to issue tickets if at any time the amount deposit by them is less than Rs. 10,000/-. (Modified vide letter no: 2006/TG-I/20/JTBS dated 13.07.2006 & Commercial Circular no. 66 of 2009).

5. **Check on Sale of Tickets by JTBS:**

(a) Suitable mechanism may be put in place to guard against possibility of any fraud in UTS tickets.

(b) A close watch will be kept on the working of JTBS and irregularity, if any, will be reported to his DCM/Sr. DCM for taking immediate corrective action. The facility of making the ticket as 'non issued' shall not be made available to JTBS operators. In case of any mistake the said tickets should be forwarded by the JTBS operator to the station where the JTBS transactions are controlled (depot station) and cancelled, duly paying the cancellation charges by the JTBS operator. (Modified vide Commercial Circular No. 65 of 2012)

(c) Ticket checking staff of the division will keep a watch on the ticket issued. In case of any irregularity, immediate action should be taken informing all concerned, including his Sr DCM/DCM.

(d) Railways may also arrange for other checks by Commercial and Accounts staff on the working of the JTBS as prescribed for City Booking Agencies, halts agents etc.

6. **Refund of Tickets:**

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

7. **Period of Contract:**

Initial period of contract will be for 3 years which can be extended yearly on the basis of satisfactory performance for the next 3 years. Thereafter, fresh applications will be called for in which the existing JTBS will also be eligible to apply. An agreement will be executed by JTBS with the Railways. (Modified vide Commercial Circular No. 41 of 2010)

8. **Termination of Contract:**

Each side can terminate the contract without assigning reasons by giving one month notice.

9. **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 facilities etc. shall accrue the JTBS.

10. **Arbitration:**

DRM will be the final authority for resolving any dispute between the JTBS and railway administration. The appeal will lie to AGM in Headquarters.

भारत सरकार
रेल मंत्रालय
(रेलवे बोर्ड)

सं. 2014/टीजी-1/20/पी/जेटीबीएस

नई दिल्ली, दिनांक 21.03.2014

मुख्य वाणिज्यिक प्रबंधक,
सभी क्षेत्रीय रेलें ।

(2014 का वाणिज्यिक परिपत्र संख्या 12)

विषय: जनसाधारण टिकट बुकिंग सेवकों (जेटीबीएस) की नियुक्ति ।

प्रारंभ में जन साधारण टिकट बुकिंग सेवकों (जेटीबीएस) की नियुक्ति की योजना को एक पायलट परियोजना के रूप में 2006 में उत्तर रेलवे में शुरू किया गया था और बाद में इसे सभी क्षेत्रीय रेलों में शुरू किया गया। अब तक इस परियोजना के प्रावधानों में बड़ी संख्या में संशोधन किया गया है। अतः इस मामले के संबंध में अब तक जारी किए गए सभी अनुदेशों को समेकित करने का विनिश्चय किया गया है। तदनुसार, जेटीबीएस की नियुक्ति से संबंधित अब तक जारी किए सभी अनुदेशों का समेकन सूचना एवं आवश्यक कार्रवाई के लिए संलग्न है।

2. इसे रेल मंत्रालय के वित्त निदेशालय की सहमति से जारी किया जाता है।



(डा० मोनिका अग्निहोत्री)
निदेशक यात्री विपणन
रेलवे बोर्ड

सं. 2014/टीजी-1/20/पी/जेटीबीएस

नई दिल्ली, दिनांक 21.03.2014

प्रतिलिपि प्रेषित:

1. वित्त सलाहकार एवं मुख्य लेखा अधिकारी, सभी क्षेत्रीय रेलें।
2. निदेशक, लेखा परीक्षा, सभी क्षेत्रीय रेलें।



कृते वित्त आयुक्त/रेलें

प्रतिलिपि प्रेषितः

- 1) सीसीएम/पीएम तथा सीसीएम/पीएस सभी क्षेत्रीय रेलें।
- 2) एडीजी (पीआर), का नि सतर्कता(टी), का नि एफ (सी), निदेशक एफ (सी), वि का अधिकारी/टी सी, एफ(सी) तथा सतर्कता (एस एस) शाखाएं रेलवे बोर्ड।
- 3) एम डी/आई आर सी टी सी, बैंक ऑफ बड़ौदा बिल्डिंग, संसद मार्ग, नई दिल्ली।
- 4) महाप्रबंधक/पीआरएस-1, क्रिस, चाणक्यपुरी, नई दिल्ली ।
- 5) महानिदेशक, प्रोफेसर/ प्रशिक्षण तथा प्रोफेसर/ वाणिज्य रेलवे स्टाफ कॉलेज, वडोदरा।
- 6) प्रिंसिपल, क्षेत्रीय प्रशिक्षण केन्द्र, मध्य रेलवे/भुसावल, पूर्व रेलवे/धनबाद, उत्तर रेलवे/ चंदौसी, पूर्वोत्तर रेलवे/ मुजफ्फरपुर, पूर्वोत्तर सीमा रेलवे/ अलीपुरद्वार, दक्षिण रेलवे/ त्रिची, दक्षिण मध्य रेलवे/ मौला अली, दक्षिण पूर्व रेलवे, सिनी, पश्चिम रेलवे/ उदयपुर।
- 7) निदेशक, भारतीय रेल परिवहन प्रबंधन संस्थान, हरदोई बाईपास रोड, मानक नगर, लखनऊ-2260011
- 8) जनरल सेक्रेटरी, नेशनल फेडरेशन ऑफ इंडियन रेलवेमैन (एनएफआईआर), 3,चेम्सफोर्ड रोड,नई दिल्ली ।
- 9) जनरल सेक्रेटरी, ऑल इंडिया रेलवेमैन फेडरेशन (एआईआरएफ), 4, स्टेट एंटी रोड, नई दिल्ली।
- 10) सेक्रेटरी जनरल, फेडरेशन ऑफ रेलवे आफिसर्स एसोसिएशन, (एफआरओए), कमरा नं 370, रेल भवन, नई दिल्ली।
- 11) सेक्रेटरी जनरल, इंडियन रेलवे प्रमोटी आफिसर्स फेडरेशन, (आईआरपीओएफ), कमरा नं 268, रेल भवन, नई दिल्ली।
- 12) सेक्रेटरी जनरल, ऑल इंडिया आरपीएफ एसोसिएशन, कमरा नं 256- डी, रेल भवन, नई दिल्ली।
- 13) सीटीएम, मेट्रो रेलवे, मेट्रो रेल भवन, 33/1, जे एल नेहरू रोड, कोलकाता-71