

NORTHERN RAILWAY

No.

Dated .04.2026

"ADVERTISEMENT NOTICE FOR APPOINTMENT OF FACILITATORS, TO ISSUE UNRESERVED TICKETS THROUGH AUTOMATIC TICKET VENDING MACHINES OVER AMBALA DIVISION."

Sr. Divisional Commercial Manager, Northern Railway, Ambala for and on behalf of the President of India invites sealed applications from General Public for the appointment of facilitators for issuing unreserved tickets through Automatic Ticket Vending Machines (ATVMs) at various stations over Ambala Division. The engagement will be effective from the date of actual commencement and will remain valid for a period of one year, extendable up to a maximum of two years.

List of ATVM locations over Ambala Division is as under: -

S.No.	Name of Station	Station Code	No. of ATVMs installed	No. of facilitators to be appointed	Category of Station	Security Deposited in (Rs.)
1	Ambala Cantt	UMB	2	03	NSG-2	50,000/-
2	Chandigarh	CDG	2	04	NSG-2	
3	Saharanpur	SRE	3	06	NSG-3	
4	Yamuna Nagar Jagadhari	YJUD	1	02	NSG-3	
5	Barara	RAA	1	02	NSG-5	25,000/-
6	Ambala City	UBC	1	02	NSG-5	
7	Rajpura	RPJ	1	02	NSG-4	
8	Sirhind	SIR	1	03	NSG-4	
9	Khanna	KNN	1	02	NSG-5	
10	Kalka	KLK	1	03	NSG-3	
11	Patiala	PTA	1	02	NSG-4	
12	Nabha	NBA	1	02	NSG-5	
13	Dhuri	DUI	1	02	NSG-5	
14	Barnala	BNN	1	02	NSG-5	
15	Malerkotla	MET	1	02	NSG-5	
16	Rupnagar	RPAR	1	02	NSG-5	
17	Anandpur Sahib	ANSB	1	03	NSG-5	
18	Nangal Dam	NLDM	1	02	NSG-5	
19	Rampura Phul	PUL	1	02	NSG-5	
20	Abohar	ABS	1	03	NSG-4	
21	Gidderbaha	GDB	1	02	NSG-5	
22	Malout	MOT	1	02	NSG-5	
23	Sangrur	SAG	1	02	NSG-5	
24	Sunam U.S.Wala	SFMU	1	02	NSG-5	
25	Una Himchal	UHL	1	02	NSG-4	
26	Amb Andaura	AADR	1	02	NSG-4	
27	Shimla	SML	1	02	NSG-5	
28	Govindgarh	GVG	1	02	NSG-5	

S.No.	Description of work	Period of agreement	Cost of application form	Date of submission of Tender
1	Nature of work:- Application for engaging Facilitators to issue unreserved tickets through ATVM at 28 Station over Ambala Division	Valid for a period of one year, extendable up to a maximum of two years	Free	From 10:00 hrs to 14:00 hrs of 25.05.26

Important Dates

Commencement of issuing application	24.04.26
Date & Time for submission of application forms	From 10:00 hrs to 14:00 hrs of 25.05.26
Date & Time for closing of application Box	At 15:00 hrs. of 25.05.2026
Date & Time for Opening of application	At 15:30 hrs of 25.05.2026

Address of office & date from which application documents shall be available	The application form containing of term & conditions is available on the website of Northern Railway i.e www.nr.indianrailways.gov.in and can be downloaded from 24.04.2026 at 13:00 , hrs.
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For Sr. Division Commercial Manager
Northern Railway, Ambala

For NA Please
ADFM/I/UMB

24/4/26

उत्तर रेलवे

No. NR-UMBOCOML/1/2025(284713)

Dated .04.2026

“अंबाला मंडल में स्वचालित टिकट वेंडिंग मशीनों (ATVM) के माध्यम से अनारक्षित टिकट जारी करने हेतु फ़ैसिलिटेटर्स की नियुक्ति के लिए विज्ञापन सूचना”

वरिष्ठ मंडल वाणिज्य प्रबंधक, उत्तरी रेलवे, अम्बाला, भारत के राष्ट्रपति की ओर से, आम जनता से सीलबंद आवेदन आमंत्रित करते हैं, ताकि अम्बाला मंडल के विभिन्न स्टेशनों पर ऑटोमैटिक टिकट वेंडिंग मशीन (ATVM) के माध्यम से अनारक्षित टिकट जारी करने हेतु फ़ैसिलिटेटरों की नियुक्ति की जा सके। यह अनुबंध वास्तविक कार्यारंभ की तिथि से प्रभावी होगा तथा एक वर्ष की अवधि के लिए मान्य रहेगा, जिसे अधिकतम दो वर्ष तक बढ़ाया जा सकता है।

अंबाला मंडल में ATVM के स्थानों की सूची निम्नानुसार है :-

क्रम सं.	स्टेशन का नाम	स्टेशन कोड	स्थापित ATVM की संख्या	नियुक्त किए जाने वाले फ़ैसिलिटेटर्स की संख्या	स्टेशन श्रेणी	सुरक्षा जमा
1	अम्बाला कैंट	UMB	2	03	NSG-2	50,000/-
2	चंडीगढ़	CDG	2	04	NSG-2	
3	सहारनपुर	SRE	3	06	NSG-3	
4	यमुनानगर जगाधरी	YJUD	1	02	NSG-3	
5	बराड़ा	RAA	1	02	NSG-5	25,000/-
6	अम्बाला सिटी	UBC	1	02	NSG-5	
7	राजपुरा	RPJ	1	02	NSG-4	
8	सरहिंद	SIR	1	03	NSG-4	
9	खन्ना	KNN	1	02	NSG-5	
10	कालका	KLK	1	03	NSG-3	
11	पटियाला	PTA	1	02	NSG-4	
12	नाभा	NBA	1	02	NSG-5	
13	धूरी	DUI	1	02	NSG-5	
14	बरनाला	BNN	1	02	NSG-5	
15	मलेरकोटला	MET	1	02	NSG-5	
16	रूपनगर	RPAR	1	02	NSG-5	
17	आनंदपुर साहिब	ANSB	1	03	NSG-5	
18	नंगल डैम	NLDM	1	02	NSG-5	
19	रामपुरा फूल	PUL	1	02	NSG-5	
20	अबोहर	ABS	1	03	NSG-4	
21	गिद्दुबाहा	GDB	1	02	NSG-5	
22	मलोट	MOT	1	02	NSG-5	
23	संगरूर	SAG	1	02	NSG-5	
24	सुनाम उधम सिंह वाला	SFMU	1	02	NSG-5	
25	ऊना हिमाचल	UHL	1	02	NSG-4	
26	अम्ब अंदौरा	AADR	1	02	NSG-4	
27	शिमला	SML	1	02	NSG-5	
28	गोविंदगढ़	GVG	1	02	NSG-5	

क्रम सं.	कार्य का विवरण	अनुबंध अवधि	निविदा प्रपत्र की लागत	निविदा जमा करने की तिथि
1	कार्य की प्रकृति: अंबाला मंडल के 28 स्टेशनों पर स्वचालित टिकट वेंडिंग मशीनों (ATVM) के माध्यम से अनारक्षित टिकट जारी करने हेतु फ्रैसिलिटेटर्स को आवंटन के आधार पर नियुक्त करने के लिए निविदा।	एक वर्ष के लिए मान्य, अधिकतम दो वर्ष तक बढ़ाई जा सकती है।	निःशुल्क	25.05.2026 को प्रातः 10:00 बजे से दोपहर 14:00 बजे तक

महत्वपूर्ण तिथियाँ

निविदा जारी होने की तिथि:	24.04.2026
निविदा प्रपत्र जमा करने की तिथि एवं समय:	25.05.2026 (10:00 बजे से 14:00 बजे तक)
निविदा बॉक्स बंद होने की तिथि एवं समय:	25.05.2026 को 15:00 बजे
निविदा खोलने की तिथि एवं समय:	25.05.2026 को 15:30 बजे

कार्यालय का पता एवं निविदा दस्तावेज़ उपलब्धता	आवेदन पत्र (नियम एवं शर्तों सहित) उत्तरी रेलवे की वेबसाइट www.nr.indianrailways.gov.in पर उपलब्ध है तथा इसे 24.04.2026 को 13:00 बजे से डाउनलोड किया जा सकता है।
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[Signature]
कृतेवरिष्ठ मंडल वाणिज्य प्रबंधक
उत्तर रेलवे, अंबाला मंडल

(Annexure-A)

Application for engagement as ATVM Facilitator from General Public

DETAILS OF THE APPLICANT

Paste recent passport
size photo here and
self-attested

1	STATION APPLIED FOR	
2	CATEGORY OF STATION	
3	NAME	
4	DATE OF BIRTH (PROOF OF D.O.B TO BE ATTACHED)	
5	EDUCATIONAL QUALIFICATIONS (Copy to be enclosed)	
6	AADHAR CARD NUMBER (Copy to be enclosed)	
7	CONTACT NUMBER	
8	PRESENT ADDRESS	
9	RESIDENTIAL ADDRESS (Copy of proof to be enclosed)	
10	Certificate from the Police Station serving his/her locality that no criminal case is pending against him/her. (Attached/Not Attached) (For General Public Only)	
11	An undertaking on Non-Judicial Stamp paper should be attached. (For General Public Only)	
12	Original DD No./ FDRNo.	

Declaration

1. I do hereby declare that the information given above is true to best of my knowledge. If at any stage the same is found as false, my candidature is liable for cancellation, for which no claim should be entertained.
2. I declare that if, after being engaged as an ATVM facilitator, I express my inability to operate the ATVM, the security deposit submitted by me should be forfeited.
3. I declare that all the information given above are true. I have not been terminated from the services of an ATVM facilitator at any station. I have read the terms and condition and agree to abide by them, if selected.

PLACE:

DATE:

SIGNATURE OF THE APPLICANT

Engagement of General Public as ATVM Facilitator – Terms & Conditions

1. Applications shall be invited through a newspaper advertisement and or by uploading a notification on the Ambala Division website.
2. The applicant should not be below 18 years of age and must have passed at least 10th class or equivalent.
3. Preference shall be given to applicants from the local district. However, if no applicant from the local district applies or is found unsuitable in terms of base qualification, the allotment would be granted to an applicant from another district.
4. Selection of ATVM facilitators shall be carried out by a committee comprising three Assistant Officers of the Division from the Commercial, Finance, and Operating Departments.
5. Before engagement, the applicant must produce a certificate from the local police station stating that no criminal case is pending against him/her.
6. The applicant should be prepared to deposit a refundable security amount of:
 - Rs. 50,000/- for NSG-1 & NSG-2 stations
 - Rs. 25,000/- for other categories of stations

The amount shall be deposited in favour of Sr. Divisional Finance Manager/Ambala Cantt in the form of a, fixed deposit, or demand draft issue from his own account. On completion or termination of the agreement, pending dues, if any, shall be adjusted from the security deposit and the balance would be refunded.

7. The cost of ATVM, maintenance, provision of lease line, and upgradation shall be borne by the Railways. The cost of electricity and space shall also be borne by the Railways. However, if the ATVM is damaged due to any act of omission or commission by the facilitator, the cost of repair shall be recovered from him/her.
8. If a facilitator expresses inability to operate the ATVM after engagement, the security deposit shall be forfeited. A declaration to this effect must be obtained at the time of application.
9. While shortlisting candidates from general public for engaging public as facilitator, in case retired Railway employees also express their willingness, preference should be given to retired Railway employees for engaging as facilitator.
10. The facilitator must keep sufficient small change and return the correct balance to passengers.
11. The facilitator should issue both short-distance and long-distance tickets.
12. The facilitator must inform the on-duty CBS/BS/BC at the time of reporting and completion of duty and sign the attendance register maintained for facilitators at the respective station.
13. Smart card holders must be allowed to obtain tickets through ATVMs without obstruction.
14. The facilitator should regularly check the ticket roll position and inform the on-duty CBS/BS/BC in advance if replacement is required.
15. The facilitator should ensure adequate balance in his/her smart card before commencing duty to avoid delays in issuing tickets.
16. The facilitator should maintain the premises in a clean and tidy condition.
17. The facilitator must invariably wear and display an identity card and name badge while on duty.
18. The facilitator shall assist passengers holding smart cards in obtaining tickets and provide necessary guidance for using ATVMs.

19. If subletting of work or proxy attendance is detected at any time, permission shall be cancelled immediately.
20. No furniture shall be provided on station premises.
21. The facilitator must accept payment through digital modes. Non-acceptance of digital payment shall be viewed seriously and may lead to termination.
22. In case of any lapse or malpractice is proven against the facilitator, the Railway authority may impose penalties as follows:
 - Rs. 1,000/- for the first offence
 - Rs. 2,000/- for the second offence
 - For subsequent offences may result in termination of engagement and forfeiture of security deposit
23. The facilitator shall be allowed to retain the bonus on the ATVM smart card, as applicable from time to time.
24. Engagement as an ATVM facilitator shall not confer any right to Railway employment. The appointment is purely contractual, and no facilities such as absorption in Railway service, regularization, bonus, or railway passes shall be admissible.
25. The engagement will be effective from the date of actual commencement and will remain valid for a period of one year, extendable up to a maximum of two years. However, the Railway authority reserves the right to terminate the agreement at any time, irrespective of whether the contractual period has been completed.
26. Surrender by the facilitator: - If it is not feasible for the engaged facilitator to continue the ATVM facilitator work due to any reason, the applicant has to give a 30 days' notice to the Railway Administration to terminate the agreement with Railway.
27. In case of extreme operational exigency, Railway may terminate the Agreement with immediate effect, without any financial repercussions on either side and without any notice.
28. Each ATVM allotted to facilitators shall normally be handled by three facilitators working in 8-hour shifts.
29. Shift-wise duty rosters of facilitators shall be decided by CBS/SS as per requirement.
30. The Railway Administration, with prior intimation, may change the nominated ATVM allotted to a facilitator permanently or temporarily, or may call the facilitator to work at another ATVM if required at the station.
31. If the number of eligible applicants for a particular station exceeds the required number of facilitators, selection among eligible applicants shall be done through a draw of lots conducted using a minor child. The date and venue of the draw shall be intimated separately.
32. After selection, facilitators must purchase one smart card at their own cost. The smart card number shall be registered with the CBS office of the concerned stations of Ambala Division. Recharge of the smart card shall be done by the facilitator at his/her own cost and as per requirement.
33. In case the facilitator's smart card is lost, a new smart card must be purchased and registered with the CBS office after submitting a written request, at the facilitator's own cost.
34. Facilitators shall ensure proper queuing of passengers and issue tickets strictly at printed rates. Regular ATVM smart card holders who wish to operate the machine themselves shall be given priority. Facilitators shall use the machine only after self-operating passengers have completed their transactions.

35. Facilitators shall promptly inform the concerned CBS/SS/CMI regarding timely replacement of ticket rolls and any ATVM failures.
36. The Railway Authority shall examine cases of irregularities such as misconduct or misbehaviour with passengers and may take appropriate action, including termination of the agreement. Legal action, including lodging of an FIR, may also be taken wherever required.
37. The Railway Authority reserves the right to disengage any facilitator at any time without assigning any reason or notice.
38. If the ATVM facilitator remains absent for more than five days in a month, the Railway Administration reserves the right to terminate the contract on account of such absence.
39. Preference for smart card recharge shall be given to digital modes, in order to promote the Digital India initiative of the Government of India.

List of Documents Required: -

1. Copy of 10th Pass Certificate or equivalent, which shall also serve as proof of date of birth and educational qualification.
2. The applicant must submit a copy of Aadhaar Card / Voter ID / Ration Card as proof of identity and valid address, issued by a Government authority. Applications received without these documents shall be liable to be rejected.
3. The applicant shall produce a certificate from the police station serving his/her locality stating that no criminal case is pending against him/her.
4. One self-attested passport-size photograph should be pasted on the application form (Annexure-A).
5. An Original cancel cheque and photocopy of PAN card to be submitted.
6. An undertaking on Non-Judicial Stamp Paper of Rs. 100/- shall be submitted declaring that:

(a) I hereby declare that the information furnished by me is true and correct to the best of my knowledge and belief. If at any stage it is found to be false or incorrect, my candidature/engagement shall be liable for cancellation.

(b) In case I express inability to operate the ATVM after being engaged as an ATVM facilitator, the security deposit made by me shall be forfeited.

(C) I shall not claim employment in the Railways in future on the basis of this engagement, except for the bonus as admissible under the scheme.

AGREEMENT

This Agreement is made on this _____ day of _____, _____ between the **President of India**, acting through the **Senior Divisional Commercial Manager, Northern Railway, Ambala Division** (hereinafter referred to as the "**Railway Administration**", which expression shall, unless repugnant to the context, include its successors and assigns) of the **first part**,

AND

Sh. _____
Address: _____

(hereinafter referred to as the "**Facilitator**") of the **second part**.

Whereas the Railway Administration has appointed the Facilitator at _____ Railway Station under Ambala Division for the purpose of issuing **ATVM tickets** under the prescribed scheme;

And whereas the Facilitator has agreed to perform the duties and responsibilities assigned under the terms and conditions mentioned herein;

Now, therefore, both parties hereby agree as follows:

1. GENERAL

1.1 The Facilitator shall act as an authorized agent of the Railway Administration for issuing unreserved tickets and shall be subject to all legal liabilities applicable to such agency.

1.2 The appointment of the Facilitator is purely **contractual** and shall not confer any right to employment in Railways. No benefits such as absorption in Railway service, regularization, bonus, Railway passes, or any other service benefits shall be admissible.

2. PROCEDURE FOR WORKING AND RECORD KEEPING

2.1 The cost of hardware and software (including maintenance), electricity, communication channels, and space at the Railway station premises shall be borne by the Railway Administration. However, if any damage to the ATVM equipment occurs due to the negligence or misconduct of the Facilitator, the cost of repair shall be recovered from the Facilitator. The assessment of such damage shall be based on the report submitted by the CBS.

2.2 The Facilitator shall not sublet, assign, or transfer any rights or obligations arising from this agreement.

2.3 The Facilitator shall:

- Keep sufficient small change and return correct balance to passengers.

- Issue both short-distance and long-distance tickets.
- Sign the attendance register maintained at the respective station and also inform the on-duty CBS/BS/BC at the time of joining and completion of duty.
- Allow smart card holders to use ATVM facilities and provide necessary assistance.
- Monitor ticket roll availability and inform the on-duty staff when replacement is required.
- Maintain cleanliness and orderliness of the ATVM area.
- Ensure adequate balance in the smart card before commencing duty.
- Wear and display the identity card and name badge at all times during duty.
- Educate and assist passengers in the use of ATVM.
- No furniture shall be provided on station premises.

3. SECURITY DEPOSIT

Applicants from the general public shall deposit a **refundable security deposit** as under:

- Rs. 50,000/- for NSG-1 & NSG-2 stations
- Rs. 25,000/- for other categories of stations

The deposit shall be made in the form of Money Receipt, Fixed Deposit, or Demand Draft in favor of the Railway Administration. Upon completion or termination of the agreement, any pending dues shall be adjusted from the security deposit, and the balance, if any, shall be refunded.

4. LOSS OF SMART CARD

In case of loss of the smart card, the rules applicable to passengers regarding loss of smart cards shall also apply to the Facilitator.

5. ELIGIBILITY OF COMMISSION

Bonus on smart card recharge shall be admissible as under:

- 3% for journeys up to 150 km
- 2% for journeys between 151 km and 500 km
- 1% for journeys beyond 500 km

This provision shall be applicable for NSG-1, NSG-2, and NSG-3 category stations. For other categories of stations, the existing policy of distance capping at 150 km shall continue.

6. BREACH OF AGREEMENT

The engagement may be terminated by the Railway Administration in the proved event of:

- Subletting of duties
- Irregular attendance or Failure to attend assigned shifts.
- Complaints of overcharging
- Misbehaviour with passengers or Railway staff
- Not allowing smart card holders to use ATVM
- Fraud or malpractice in ticket sales

- Physical incapacity affecting duty performance
- Any act detrimental to the interests of passengers or Railways
- Violation of any terms and conditions of this agreement

All notices issued by the Railway Administration through Registered Post at the Facilitator's registered address will be deemed to have been delivered.

7. PENALTY & TERMINATION OF CONTRACT

Penalty provisions:

- First offence: Minimum penalty of Rs. 1,000/-
- Second offence: Minimum penalty of Rs. 2,000/-
- Subsequent offences may result in termination of engagement and forfeiture of security deposit

Penalties shall be imposed by the Railway Authority in charge after due verification.

8. DURATION OF AGREEMENT

The engagement will be effective from the date of actual commencement and will remain valid for a period of one year, extendable up to a maximum of two years. However, the Railway authority reserves the right to terminate the agreement at any time, irrespective of whether the contractual period has been completed. In case of termination on administrative grounds, the security deposit shall be refunded.

9. ARBITRATION

The **Divisional Railway Manager (DRM)** shall be the final authority for resolving disputes between the Facilitator and the Railway Administration. An appeal, if any, shall lie with the **Additional General Manager (AGM), Headquarters.**

In witness whereof, the parties hereto have signed this Agreement on the dates and places mentioned below.

Senior Divisional Commercial Manager

Facilitator

For and on behalf of the President of India
Northern Railway, Ambala Division

Name:
Address:

Signature: _____

Signature: _____

Witnesses

1. Name _____
Address: _____
Mobile No.: _____

2. Name: : _____
Address: _____
Mobile No. _____