

## NORTHERN RAILWAY

No: NR-UMB0COML/1/2025(284713)  
Date: 25.07.2025

Divisional Office,  
Ambala

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

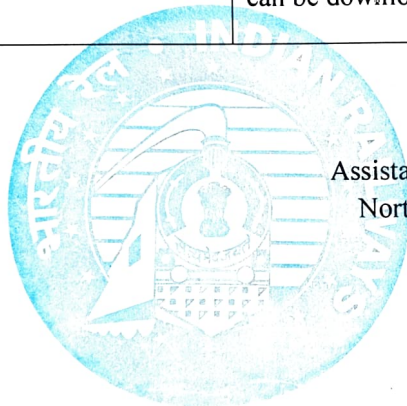
Sr. Divisional Commercial Manager, Northern Railway, Ambala for and on behalf of the President of India invites sealed applications from Retired Railway employees for the **appointment of facilitators for issuing unreserved tickets through Automatic Ticket Vending Machines (ATVMs) at various stations over Ambala Division.** The permission to work as a facilitator will be up to **31.03.2026 and further extension will be granted with subject to the HQ guidelines upto the maximum of 1 year from the date of allotment.** In addition to the 3% bonus given to ATVM smart card holders, no additional remuneration will be paid to the Facilitators.

**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
1	Saharanpur	SRE	3	6	NSG-3
2	Yamuna Nagar Jagadhari	YJUD	1	3	NSG-3
3.	Barara	RAA	1	3	NSG-5
4	Ambala Cantt	UMB	2	6	NSG-2
5	Ambala City	UBC	1	3	NSG-5
6	Chandigarh	CDG	4	11	NSG-2
7	Kalka	KLK	1	3	NSG-3
8	Rajpura	RPJ	1	2	NSG-4
9	Patiala	PTA	1	3	NSG-4
10	Nabha	NBA	1	3	NSG-5
11	Dhuri	DUI	1	3	NSG-5
12	Sirhind	SIR	1	3	NSG-4
13	Khanna	KNN	1	3	NSG-5
14	Rupnagar	RPAR	1	3	NSG-5
15	Anandpur Sahib	ANSB	1	3	NSG-5
16	Nangal Dam	NLDM	1	3	NSG-5
17	Ram Pura Phool	PUL	1	3	NSG-5
18	Barnala	BNN	1	3	NSG-5
19	Malerkotla	MET	1	3	NSG-5
20	Bathinda	BTI	2	5	NSG-3
21	Abohar	ABS	1	3	NSG-4
22	Gidderbaha	GDB	1	3	NSG-5

23	Malout	MOT	1	3	NSG-5
24	Sangrur	SAG	1	3	NSG-5
25	Sunam U.S.Wala	SFMU	1	3	NSG-5
26	Una Himchal	UHL	1	3	NSG-4
27	Amb Andaura	AADR	1	3	NSG-4
28	Shimla	SML	1	3	NSG-5
29	Govindgarh	GVG	1	3	NSG-5
			36	102	

Application Form Cost (Rs)	Nil
Date of receiving of Applications	Application shall be accepted in the office of Sr. Divisional Commercial Manager, Northern Railway, Ambala on <b>"First come First Serve"</b> basis
Address of office & date from which application documents will be available	The application form containing of term & conditions is available on the website of Northern Railway i.e. <a href="http://www.nr.indianrailways.gov.in">www.nr.indianrailways.gov.in</a> and can be downloaded from 28.07.2025, 12.00hrs.



*[Signature]*  
Assistant Commercial Manager  
Northern Railway, Ambala

## TERMS AND CONDITIONS OF ENGAGEMENT OF FACILITATOR

The engagement of retired Railway employees as facilitators for ATVMs is subject to the following terms and conditions.

### 1. SELECTION OF ATVM FACILITATOR:

#### a. Eligibility Criteria:

- a. Retired employees of all department of Railways are eligible to apply.
- b. The employees should have the knowledge to issue tickets through ATVMs
- c. Retired employees or the applicant applying for the ATVM facilitator must have a minimum qualification of 10th standard or equivalent.
- d. The employee should have retired in the normal course of superannuation or voluntary retirement. Employee, who has been dismissed, removed or compulsorily retired under D&AR rules are not eligible and their applications will be rejected. A copy of PPO to be enclosed with the application.
- e. Employees who had a history of embezzlement of Railway cash, who were involved in frauds, who had a record of indiscipline and misbehaviours are also not eligible and their applications will be rejected. The decision of the selection committee is final on the subject and no correspondence will be entertained on the matter.

### 2. NATURE OF JOB OF FACILITATOR:-

In order to facilitate the Railway passengers who are illiterate or semi-literate and who do not know how to use an ATVM. When such passengers come to ATVM to buy a ticket, the facilitator will issue them a ticket duly collecting exact fare and explain them the procedure of using ATVM. During peak hours, the facilitators will form a queue of such passengers for orderly dispensing of tickets. Many educated passengers are already using the ATVM duly procuring the smart cards, when such passengers approach the ATVM, the facilitator will give them priority and allow them to generate their own ATVM tickets. Such passengers should not be insisted to come in the queue.

As soon as the ticket roll is finished in the ATVM, the facilitator will inform the CBS or Booking clerk to insert a new roll. The facilitator should also inform the CBS/BC in case of malfunctioning of ATVM. He would ensure that the ATVM is not damaged by miscreants while he is manning the ATVM. The facilitators will always wear the identity card in a visible manner. He will not keep any furniture, chair, table etc., near the ATVM.

### 3. TERMINATION OF ENGAGEMENT

The engagement will be terminated by serving termination letter on the facilitator in case of the following omissions and commissions on the part of the facilitator.

- a. Subletting of the engagement.
- b. Not manning the ATVM regularly.
- c. In case of complaint of excess charge.
- d. Acts of misbehaviour with passengers or CBS/BS/BC
- e. Not giving priority for smart card holder to use the ATVM.
- f. Committing frauds in ticket sales like resale of tickets etc.



- g. The health condition of the facilitator does not permit him to discharge his duty effectively.
- h. Any other omission/commission on the part of facilitator which in the opinion of Railway Administration is detrimental to the interests of the passengers and Railways
- i. Violation of any these terms and conditions.

**4. ELIGIBILITY OF COMMISSION:-**

- a. The bonus on smart card recharge shall be @3% for journey upto 150 kms. The bonus for journey between 151 km and 500 km shall be admissible @2% and thereafter, bonus shall be given @1% for tickets issued for distances beyond 500kms. The said modification shall be applicable for NSG 1, NSG-2 and NSG-3 category stations or it shall be as per the guidelines issued by the Headquarters from time to time
- b. For tickets dispensed through ATVM, 3% bonus amount allowed on the smart cards. The facilitator is eligible to retain this bonus. Other than this, no other emoluments incentive will be paid to the facilitator.

**5. PERIOD OF ENGAGEMENT:-**

Initially the engagement will be from the date of actual engagement to the **31.03.2026** which will later be extended as per the guidelines received from the HQ and will be for the maximum period of one year from the date of allotment.

**6. EMD & SECURITY DEPOSIT:-**

No EMD and No Security deposit is required for this scheme.

**7. LOSS OF SMART CARD:-**

In case of loss of smart card, the rules applicable to any other passengers will also be applied to facilitator.

**8. ASSISTANCE TO FACILITATOR**

**Assistance to facilitator:** Spouse and adult children of Railway employee may also be allowed to work as facilitators in addition to retired Railway employees working as facilitators. The order of priority for engaging facilitator shall be as under: -

- a. Retired Railway employees.
- b. Spouse/adult child of railway employee. (Only one person for one retired employee to be nominated by him/her). Nomination letter to be submitted by the facilitator for the purpose
- c. It should also be made very clear that spouse/adult children of retired railway employee shall not have any claim for employment. An undertaking to this effect on legal paper should also be given.

**9. OTHER TERMS & CONDITIONS:-**

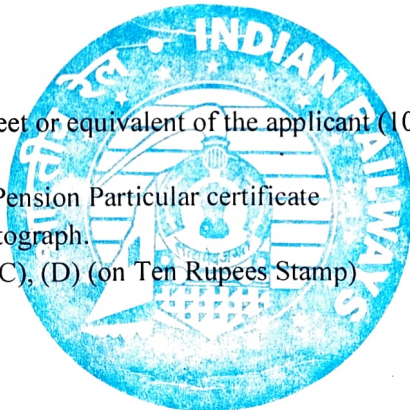
- a. The facilitator must keep sufficient small change and return correct change of to the passenger
- b. He should issue both long distance and short distance tickets.

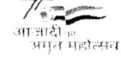
- 45
- c. When he comes for duty or on completion of duty, he will inform the on duty CBS/BS/BC
  - d. He should allow smart card holders to take tickets through ATVMs.
  - e. He should check the ticket roll position and inform the on duty CBS/BS/BC, of the existing ticket roll when it will be completed.
  - f. He should ensure the balance of his smart card before commencement of the shift to avoid detention while issuing tickets to the passengers.
  - g. He should maintain the premises clean and tidy.
  - h. He should invariably wear and display an identity card and name badge.
  - i. The facilitator should also facilitate issue of tickets by the user/passenger (holding smart card) from the ATVM. Adequate education to the user/passenger should also be provided by the facilitator.
  - j. In case of subletting or proxy attendance is detected at any time, the permission should also have cancelled immediately.
  - k. There should be no provision of furniture on the station's premises under the scheme so as to prevent congestion.
  - l. The allotment of the application will be carried out in a fair and impartial manner. In case applications are received for a station in excess of the available vacancies, the final allotment will be done through a draw of chits in the presence of eligible applicants.

#### 10. ENCLOSURES

##### A. For Railway Servant

- 1. Matriculation Mark sheet or equivalent of the applicant (10<sup>th</sup> class)
- 2. PPO certificate
- 3. Service Certificate or Pension Particular certificate
- 4. Two passport size photograph.
- 5. Affidavit in view of 1(C), (D) (on Ten Rupees Stamp)





## NORTHERN RAILWAY

No: NR-UMB0COML/1/2025(284713)

Date: 25.07.2025

Divisional Office,  
Ambala

“ए.टी.वी.एम. मशीन द्वारा अनारक्षित टिकट जारी करने हेतु।”

भारत के राष्ट्रपति की ओर से वरिष्ठ मण्डल वाणिज्य प्रबन्धक, अंबाला मण्डल द्वारा सेवानिवृत्त ग्रुप सी रेलवे कर्मचारियों से स्मार्ट कार्ड धारक यात्रियों को अंबाला मण्डल के विभिन्न स्टेशनों पर ए.टी.वी.एम. मशीन द्वारा टिकट जारी करने में सहायता करने और ए.टी.वी.एम. मशीन से अनारक्षित टिकट जारी करने हेतु सहायक नियुक्ति करने के लिए आवेदन निमंत्रित किए जाते हैं।


सहायक के रूप में कार्य करने की अवधि 01 वर्ष अर्थात् 31.03.2026 तक की होगी। ए.टी.वी.एम. स्मार्ट कार्ड धारकों को दिये जाने वाले 3% बोनस के अतिरिक्त रेलवे द्वारा सहायकों को कोई भी अतिरिक्त मानदेय देय नहीं होगा।

अंबाला मण्डल में ए.टी.वी.एम. की सूची:-

क्र.सं	स्टेशन का नाम	स्टेशन कोड	ए.टी.वी.एम की संख्या	नियुक्त किए जाने वाले सहायकों की संख्या	स्टेशन केटेगरी
1	सहारनपुर	SRE	3	6	NSG-3
2	यमुनानगर जगाधरी	YJUD	1	3	NSG-3
3.	बराडा	RAA	1	3	NSG-5
4	अम्बाला कैंट	UMB	2	6	NSG-2
5	अम्बाला सिटी	UBC	1	3	NSG-5
6	चंडीगढ़	CDG	4	11	NSG-2
7	कालका	KLK	1	3	NSG-3
8	राजपुरा	RPJ	1	2	NSG-4
9	पटियाला	PTA	1	3	NSG-4
10	नाभा	NBA	1	3	NSG-5
11	धुरी	DUI	1	3	NSG-5
12	सरहिंद	SIR	1	3	NSG-4
13	Khanna खन्ना	KNN	1	3	NSG-5
14	रूपनगर	RPAR	1	3	NSG-5
15	आनंदपुर साहिब	ANSB	1	3	NSG-5
16	नंगल डैम	NLDM	1	3	NSG-5
17	रामपुर फूल	PUL	1	3	NSG-5
18	बरनाला	BNN	1	3	NSG-5



19	मलेरकोटला	MET	1	3	NSG-5
20	बठिंडा	BTI	2	5	NSG-3
21	अबोहर	ABS	1	3	NSG-4
22	Gidderbaha गिदड बाहा	GDB	1	3	NSG-5
23	Malout मलौट	MOT	1	3	NSG-5
24	संगरूर	SAG	1	3	NSG-5
25	Sunam U.S. Wala सुनाम उधम सिंह वाला	SFMU	1	3	NSG-5
26	ऊना हिमाचल	UHL	1	3	NSG-4
27	अम्ब अन्दौरा	AADR	1	3	NSG-4
28	शिमला	SML	1	3	NSG-5
29	गोविन्दगढ़	GVG	1	3	NSG-5
			36	102	
अग्रिम राशि (रु.)			Nil		
निविदा पत्र मूल्य (रु.)			Nil		
सुरक्षा जमा राशि (रु.)			Nil		
आवेदन पत्र जमा करवाने की तिथि			वरि मण्डल वाणिज्य प्रबन्धक, उत्तर रेलवे, अंबाला के कार्यालय में ईच्छुक सेवानिवृत्त रेल कर्मचारियों द्वारा जमा कराये गए प्रार्थना पत्र 'पहले आओ, पहले पाओ' के आधार पर स्वीकृत किए		
आवेदन पत्र प्राप्त करने का स्थान व पता			नियम और शर्तों और मसौदा समझौते के विवरण वाले आवेदन पत्र उत्तर रेलवे की वेबसाइट यानी <a href="http://www.nr.indianrailways.gov.in">www.nr.indianrailways.gov.in</a> पर उपलब्ध है और इसे दिनांक 28.07.2025, समय 12.00 बजे से डाउनलोड किया जा सकता है।		

  
 Assistant Commercial Manager  
 Northern Railway, Ambala

**Application for engagement as ATVM Facilitator for Retired Railway Employee**

**DETAILS OF RETIRED RAILWAY EMPLOYEE**

Paste recent passport  
size photo here and  
self-attested

1	STATION APPLIED FOR	
2	CATEGORY OF STATION	
3	NAME	
4	EDUCATIONAL QUALIFICATIONS (Copy to be enclosed)	
5	DESIGNATION / DEPARTMENT DURNG RETIREMENT	
6	CONTACT NUMBER	
7	DATE OF RETIREMENT	
8	PPO No (Copy to enclosed)	
9	RETIRED EMPLOYEE ID CARD No (copy to be enclosed)	
10	RESIDENTIAL ADDRESS (Copy of proof to be enclosed)	
11	Assistance to facilitator* ( either Spouse or Adult Child of retired employee shall be nominated)	

**Declaration**

I hereby declare that all the information given above are true. I have read the terms and conditions and agree to abide by them, if selected.

PLACE:

DATE:

SIGNATURE OF THE APPLICANT