



METRO RAILWAY
KOLKATA

निविदा सूचना संख्या/TENDER NOTICE NO:
Metro/Div/O&M/STBA/2026 dated 07.05.2026

निविदा आवेदन पेटी खोलने की तिथि/Date of Opening
of Tender Application Box : 22.05.2026 at 15.30 hrs.

कार्य का नाम

मेट्रो रेलवे/कोलकाता के ग्रीन लाइन कॉरिडोर के 04 (चार) एसजी-3 श्रेणी के स्टेशनों, अर्थात् सेंट्रल पार्क, सिटी सेंटर, फूलबागान और बंगाल केमिकल पर कमीशन के आधार पर स्टेशन टिकट बुकिंग एजेंट (एसटीबीए) की नियुक्ति।

NAME OF WORK

Engagement of Station Ticket Booking Agents (STBA) on commission basis at 04(four) SG-3 category stations viz. Central Park, City Centre, Phoolbagan and Bengal Chemical, of Green Line Corridor of Metro Railway/Kolkata.

प्रधान मुख्य परिचालन प्रबंधक का कार्यालय,
मेट्रो रेलवे, मेट्रो रेल भवन (सातवीं मंजिल),
33/1, जे.एल. नेहरू रोड, कोलकाता-700071, पश्चिम बंगाल, भारत ।

Office of The Principal Chief Operations Manager,
Metro Railway, Metro Rail Bhavan (7th floor),
33/1, J.L. Nehru Road, Kolkata-700071, West Bengal, India.


उप मुख्य परिचालन अधिकारी (परि एवं अ)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

TENDER FORM

To
The President of India, acting through
The Principal Chief Operations Manager,
Metro Railway, Kolkata.

Dear Sir/Madam,

Sub: - Engagement of Station Ticket Booking Agents (STBA) on commission basis at 04(four) SG-3 category stations viz. Central Park / City Centre / Phoolbagan / Bengal Chemical (tick whichever is applicable), of Green Line Corridor of Metro Railway/Kolkata **for 01(one) year.**

Ref: - Tender Notice No.: Metro/Div/O&M/STBA/2026 dated 07.05.2026.

- 1) Where the President of India, acting through the Metro Railway administration and their authorized officer, has invited sealed tenders for the above-mentioned work vide Tender Notice mentioned above.
- 2) And whereas I, ... have read the above Tender Notice, have purchased this tender document, to apply for engagement of STATION TICKET BOOKING AGENT (STBA) at Metro station, have carefully read and understood the same, have visited the site and have satisfied myself to the nature of the work and conditions.
- 3) And whereas I forward a sum of ₹..... (in figures)/Rupees (in words) towards the Earnest Money in the form of Bank Draft/Banker's Cheque/Demand Draft from bearing No. dated in favour of the **FA & CAO, Metro Railway, Kolkata** and duly endorsed 'Accounts Payee'.
- 4) And whereas I hereby sign this tender document by virtue of the legal authorities vested with me to enter into commitment on behalf of the Tenderer, documentary support whereof is enclosed herewith.
- 5) And whereas I have read and understood this tender document and agree to abide by the various terms and conditions contained therein. I also agree to keep the offer open for acceptance for a period of 120 (one hundred and twenty) days from the date fixed for opening of the same and in default thereof, I will be liable for forfeiture of my earnest money.
- 6) Now, therefore I hereby submit this tender and offer to do the work for the Metro Railway/Kolkata at the rates quoted in the attached schedule and hereby bind myself to complete the work in all respects within specified period from the date of issue of the letter of acceptance of this tender.
- 7) And I have understood and accept the stipulation that full value of the Earnest Money shall stand forfeited without prejudice to any other right or remedies if:


उप मुख्य निदेशक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

- (i) I do not execute the contract Agreement, in case my tender is accepted, within 07 (seven) days after receipt of the notice issued by the Railway that such documents are ready, or,
- (ii) I do not commence the work, in case my tender is accepted, within 15 (fifteen) days after receipt of orders to that effect.
- 8) And until a formal agreement is executed, the Letter of Acceptance of this tender shall continue to be a binding contract between us, subject to modifications as may be mutually agreed between us and indicated in the Letter of Acceptance of my offer of this work.

.....
Signature of the Tenderer

Name:

Address:

.....

Date:

Witness (1) :-

Signature:

Name:

Address:

.....

Witness (2) :-

Signature:

Name:

Address:

.....

ENCLOSURES:

- ANNEXURE - I,
- ANNEXURE - II,
- ANNEXURE - III,
- ANNEXURE - IV,
- ANNEXURE - V,
- ANNEXURE - VI
- DRAFT AGREEMENT


उप मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

ANNEXURE - I

FORMAT OF THE APPLICATION FOR ENGAGEMENT OF STATION TICKET BOOKING AGENT (STBA) FOR SERVING STATION -

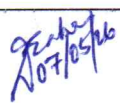
To
The President of India, acting through
The Principal Chief Operations Manager,
Metro Railway, Kolkata.

Affix Self
Attested
Passport size
recent
Photograph

Ref: Tender Notice No. Metro/Div/O&M/STBA/2026 dated 07.05.2026.

Authority: Cost of the prescribed Tender document/form paid vide Money Receipt/DD No. dated, issued by

1	Name of the applicant (In Block letters)	:	
2	Father's/Husband's name	:	
3	Date of Birth (with proof)	:	
4	Gender (M/F)	:	
5	Qualification (attested copies of certificate to be submitted)	:	
6	Whether residential certificate issued by District Magistrate/Addl. District Magistrate/Sub District Magistrate/Block Development Officer or Tehsildar (Attested copy to be enclosed)	:	
7	Experience in similar type of business, if any (documents to be attached)	:	
8	Whether the applicant has been engaged as STBA at any other Station	:	
9	Certificate of clearance from Criminal cases issued by local police station (it may be submitted before engagement also)	:	
10	Aadhaar Card/Voter Card or any other photo identity card issued by Government of India or Govt. of West Bengal to be submitted	:	
11	Contact No (Email if any)	:	
12	No. of enclosures	:	


उप मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

.....
Signature of the applicant in full

DECLARATION FORM

I declare that I have not been engaged as STBA at any other station.

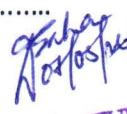
I undertake that in event of any false or inaccurate information given above in any respect the application/license shall be liable to be rejected/cancelled.

I shall abide by all the terms and conditions of STATION TICKET BOOKING AGENT Scheme prescribed from time to time. I also declare that I have not been engaged as STBA at any other station.

Place:

Dated:

.....
Signature of the applicant in full



उप मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

ANNEXURE - II

INSTRUCTIONS TO THE TENDERER

- A. Tender Form may also be obtained from the office of The Principal Chief Operations Manager, Metro Railway, Kolkata, on production of original 'Money Receipt' for cost of Tender Document. Money Receipt to be issued by this Railway on submission of the cost of tender document from **08.05.2026 to 22.05.2026** between 11.00 hrs to 15.00 hrs. The Tender document downloaded from website (<https://www.mtp.indianrailways.gov.in>) shall be considered valid, only when the bidder submits a **Demand Draft / Banker's Cheque** of any nationalized bank of India for an amount equivalent to the cost of Tender Form (non-refundable), drawn in favour of **FA & CAO, Metro Railway, Kolkata**, along with tender documents. Details of tender for each station (Tender case no, cost of Tender document etc) is at Annexure – IV.
- B. If the date of opening happens to be a holiday or sudden Bandh or any unavoidable circumstances, then the tender box will remain closed & will be opened on the following working day. The time of closing and opening of Tender Box will remain the same.
- C. The Railway Administration reserves the full right to accept or reject or cancel the Tender or any part of the Tender on any circumstances, without assigning any reason whatsoever.
- D. The tenderer has to put his signature on each and every page of the tender document. Signature at each page to indicate that terms & conditions and agreement as detailed in the tender documents are acceptable to the tenderer. Tender submitted without signature of the Tenderer(s) at each page will be summarily rejected.
- E. The Railway Administration reserves the right to accept/cancel any/all application(s) without giving any reason whatsoever.
- F. **NOTE:**
- (i) Tenderer(s) are requested to see for any corrigendum slip issued to this tender up to date of opening to use updated tender form, failing which tender is likely to be rejected.
- (ii) All supporting documents should be enclosed duly attested by a Gazetted Officer only.
- (iii) Name of the serving station should be written on the top of the proforma as well as on the envelope, otherwise the application will not be entertained.

.....
Signature of the Tenderer

.....
Signature of the Competent
Railway Authority


डा. मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

ANNEXURE - III

SPECIAL CONDITIONS OF CONTRACT

- 1) The Railway Administration will not be held responsible for death or injury to any operator, labour during execution of the work.
- 2) The percentage of commission shall be quoted as per schedule in both figures and words. Over writing and erased rates in both figures and words will be considered as rejected.
- 3) The Tenderer shall keep the offer valid for a minimum period of 120 (one hundred and twenty) days from the date of opening of the tender. Within this period, the Tenderer cannot withdraw his offer subject to the period being extended further, if required. Any contravention of the above condition will make the Tenderer liable for forfeiture of his Earnest Money for the due performance of the foregoing stipulation.
- 4) If any incorrect or false information are furnished or any adverse records are concealed in submitting the tender, the Railway Administration reserves the right of taking any action in addition to cancellation of the contract/rejection of the tender.
- 5) Tenderer may contact the Station Superintendent/Shift-in-Charge of the concerned station to inspect nature and place of work.
- 6) Tenderer will act accordingly to all statutory rules in Metro Railway/Kolkata in all respect.
- 7) Tenderer will execute the work under supervision of Station Superintendent/Shift-in-Charge of the concerned station as per description and Terms & Conditions in Agreement.
- 8) Tenderer will be held responsible for proper handling of Railway Properties during execution of work. In case any damage caused to Railway Property due to mishandling or loss incurred to the Railway by Tenderer or his worker, the damage or loss will be compensated by Tenderer.
- 9) Tender Form must be filled up properly by the Tenderer and witnessed as per provision in the Tender Form and failing which the Tender may be rejected.
- 10) Tenderer must abide by or comply with all provisions and Rules of Contract Labour (Regulation and Abolition) Act 1970 and Contract Labour (Regulation and Abolition) Control Rules 1971 and shall be bound by that Act and Rules under all circumstances and successful Tenderer shall execute agreement with the Railway Administration in which the said special condition shall form part thereof.
- 11) The Railway Administration shall not be liable to pay any compensation, monetary or otherwise, to the labour / representative of the Licensee in any circumstances.
- 12) Tenderer shall indemnify the Railway from any claim/compensation/cost/penalty arising out of non-compliance/non-payment of compensation/taxes etc. out of the contract.
- 13) Railway Administration is not bound to accept the lowest of any tender.

.....
Signature of the Tenderer

.....
Signature of the Competent
Railway Authority

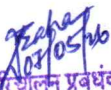

उप मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
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Metro Railway, Kolkata

ANNEXURE - IV**DETAILS OF TENDER**

Sl. No.	Name of Station	CAT / STN	Tender Notice No. & Date	Cost of Tender Form	Earnest Money	Security Deposit	Period of Engagement
1	Central Park	SG-3	No. Metro/Div/O&M/STBA/2026 dated 07.05.2026	₹1,180/- (Rupees one thousand one hundred and eighty only)	₹5,000/- (Rupees five thousand only)	₹25,000/- (Rupees twenty five thousand only)	01 (One) Year
2	City Centre	SG-3	No. Metro/Div/O&M/STBA/2026 dated 07.05.2026	₹1,180/- (Rupees one thousand one hundred and eighty only)	₹5,000/- (Rupees five thousand only)	₹25,000/- (Rupees twenty five thousand only)	01 (One) Year
3	Phool-bagan	SG-3	No. Metro/Div/O&M/STBA/2026 dated 07.05.2026	₹1,180/- (Rupees one thousand one hundred and eighty only)	₹5,000/- (Rupees five thousand only)	₹25,000/- (Rupees twenty five thousand only)	01 (One) Year
4	Bengal Chemical	SG-3	No. Metro/Div/O&M/STBA/2026 dated 07.05.2026	₹1,180/- (Rupees one thousand one hundred and eighty only)	₹5,000/- (Rupees five thousand only)	₹25,000/- (Rupees twenty five thousand only)	01 (One) Year

NOTE:-

- 1) **One Counter per shift** to be manned by the STBA. Duration of the Morning shift is from 06.30 hrs to 14.30 hrs and that of the Evening shift is from 14.30 hrs to 22.30 hrs. Any variation in shift timing, as and when required, shall be intimated well in advance.
- 2) Each tenderer may apply for **only 01(ONE) station** per tender form. To apply for multiple stations, separate forms must be submitted for each, along with **individual Earnest Money and Security Deposits**.
- 3) Tenderers may apply for multiple stations; however, they will be **selected for ONLY 01(ONE) station**. If a tenderer is successful for one location, their applications for all other stations will be automatically disqualified.


 Dy. Chief Operations Manager (O & M)
 मेट्रो रेलवे, कोलकाता
 Metro Railway, Kolkata

ANNEXURE - V

Engagement of Station Ticket Booking Agents (STBA) on commission basis at 04(four) SG-3 category stations viz. Central Park, City Centre, Phoolbagan and Bengal Chemical, of Green Line Corridor of Metro Railway/Kolkata for 01(one) year.

Attention: This role is NOT a job or employment. The selected person will act as an authorized agent permitted to sell Railway tickets within Railway premises.

1) ELIGIBLE QUALIFICATION FOR ENGAGEMENT OF STBA

- a) The applicant should be a resident of the local district in which the station is located where STBA is proposed to be engaged. Relaxation in this condition can however, be given by Dy.COM/STM, M.Rly, Kol, in case no suitable candidate of local district is eligible to be engaged as STBA.
- b) The applicant should not be under 18 years of age and should have passed any exam equivalent to matriculation from any recognized educational board.
- c) The selected applicant will also have to produce a certificate from the police station serving his/her locality that he/she has no criminal record and no criminal case is pending against him/her.
- d) STBA and his/her nominated agent should not be ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity.

2) OPERATING PROCEDURE FOR STBA:

- a) The cost of hardware & software (including maintenance), electricity etc. will be borne by the Railways. The space will also be provided to the STBA by the Railways free of cost.
- b) STBA, however, if he so desires, may nominate additional persons for sale of tickets. Additional number of persons which can be nominated shall be decided by Dy.COM/STM, M.Rly, Kol based upon the quantum of ticket sale at the station. Provision for the same may be made in the standard agreement, with prior approval of the Railway authorities, subject to fulfillment of prescribed conditions mentioned in Para 4 above.
- c) STBA shall not sublet/assign or transfer the right obligations arising out of the agreement. In case of death of agent, his/her legal heir(s) will be allowed to act as the STBA for the unexpired period of the agreement by the competent authority, subject to para-4 above.
- d) Both the STBA and the additional persons, if any, nominated by him/her to sell tickets shall be issued photo identity cards by Dy.COM/STM, M.Rly, Kol and their name(s) shall also be displayed on a notice board at the station premises.
- e) The STBA operator shall be allowed to sell all types of tickets issued from Booking Counters on cash and other payment basis. However, usage of POS machine or other digital methods of payment will be authorized keeping view of the local condition by the Railway Administration. All other concessional tickets requiring documentary proof before issue of ticket, can also be issued by the STBA only when endorsed and permitted

by the Station Superintendent/Shift-in-Charge, which shall be done prior to the sale of such concessional tickets.

- f) The facility of "NI" (Non-Issued) or Re-print Paper ticket will be available to the STBA only when authorized/endorsed by the Station Superintendent/Shift-in-Charge.
- g) **Cancellation of ticket:** The facility of cancellation of ticket may be extended to STBA only when authorized/endorsed by the Station Superintendent/Shift-in-Charge.
- h) STBA shall deposit the cash collected through sale of tickets, to the concerned Station Superintendent/Shift-in-Charge of the station on duty on 8 hour shift basis as prevalent on that station.
- i) All concession orders should be handed over to the Station Superintendent/Shift-in-Charge along with cash and cancelled/NI tickets. Failure of the STBA to do so result in the collection of differences of fare to be recovered from the STBA.
- j) If the ticketing activity stops due to non-availability of STBA or due to his/her negligence resulting in non-functioning of equipment, penalty equal to the average daily turnover from sale of Booking Counter tickets from that location, subject to a minimum of ₹2,000/- per day shall be imposed. Penalty upto ₹500/- may be imposed against established public complaints regarding the functioning of STBA.
- k) The Railway officer in charge of the station i.e. Station Superintendent/Shift-in-Charge shall be responsible for the safe custody of the ticket rolls and it shall be his duty to handover/takeover the ticket rolls daily from the STBA. Proper record of ticket rolls issued to the STBA shall be maintained at the stations.
- l) Shift summary and details of daily summary of transaction handled by STBA shall be extracted throughputs and the STBA shall deposit the cash accordingly to the Station Superintendent/Shift-in-Charge at the end of the shift.
- m) A consolidated statement of ticket rolls supplied and details of tickets sold by STBA shall be submitted by Station Superintendent/Shift-in-Charge or any other nominated officer to Dy.COM/STM, M.Rly, Kol every month.
- n) Metro Railway, Kolkata shall have powers to prescribe working guidelines within the framework of this scheme. The Railways shall also frame an agreement to be signed with STBA based on these policy guidelines and as per provisions of Chapter-X of Indian Contract Act, 1872 and in consultation with the concerned Departments on the Railways.
- o) In case STBA expresses inability to operate the counter(s) after his/her selection by Metro Railway, the security deposit furnished by him shall be forfeited and deposited in Railway accounts as per procedure.

3) TERMINATION OF CONTRACT:

Each side can terminate the agreement without assigning any reasons by giving a notice of 30 days. However, in case of fraud/criminal case, Railway shall be at liberty to terminate the contract without giving any prior notice.


उप मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

4) **DISABLING CLAUSE:**

Engaging an individual as STBA shall not confer any right and/or claim whatsoever on the person to seek employment on Railways. No benefits viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the STBA or his/her legal heirs. No claim in this regard shall be entertained. STBA shall keep Railways free for many liabilities in present or future.

5) **SELECTION OF STATION TICKET BOOKING AGENTS**

5.1 **EARNEST MONEY:**

- a) The earnest money of ₹5000/- (Rupees five thousand only) for SG-3 category of stations, will have to deposited in the form of Banker's Cheque/Bank Draft payable in favour of **FA & CAO, Metro Railway, Kolkata**, to be issued by any Nationalized Bank of India, and should accompany with the tender form. No interest will be paid on the earnest money deposited in this regard. Tender without or less earnest money will be summarily rejected.
- b) Applicants must submit their **Earnest Money Deposit in his own name**.
- c) The earnest money of the successful bidder will be retained with the Railway for adjustment against security deposit. The earnest money of the unsuccessful tenderers will be returned within 03 (three) months after finalization of the contract with the successful tenderer. Earnest money will be refunded on non-acceptance and/or rejection of the tender.
- d) However, in the case of withdrawal of offer before expiry of validity period, earnest money shall be forfeited.
- e) Earnest money shall also be forfeited in case the successful tenderer failing to honour the offer, if accepted by the Railway Administration, as per tender submitted.
- f) While furnishing bid/application, applicant shall give a declaration that he/she has not been engaged as STBA at any other station.

5.2 **SECURITY DEPOSIT**

The applicant is required to pay on selection ₹25,000/- (Rupees twenty five thousand only) for SG-3 category of stations as a refundable security deposit (interest free) (irrespective of the number of shifts for which STBA is being engaged), to be deposited by the selected STBA in form of Money Receipt at PCOM's Office, Metro Railway, Kolkata. However, the security deposit can be enhanced/reduced by the Railway, keeping in view the sale of ticket at the station, with concurrence of Associate Finance. On completion/termination of agreement, pending dues, if any, shall be adjusted from the Security deposit and the balance refunded to STBA. Railway Administration reserves the right for deduction of Railway dues from security deposit amount on the following grounds:-

- a) Any amount paid to Central/State Government or any local Government bodies for any taxes or fines as imposed by them.


उप मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

- b) Any amount which Railway Administration become liable to pay to the state or Central Government, Local Municipal Administration or any third party on behalf of any default of the contractor or any of his/her/servant/agent.
 - c) Any payment/fine made under the order/judgment of any court/consumer Forum or Law enforcing agency.
 - d) Once the amount under this clause is debited, the contractor shall reimburse the security deposit to the extent the amount is debited within 15 (fifteen) days, failing which it will be treated as breach of agreement and the contract will be summarily cancelled.
 - e) If the contractor intends to discontinue/terminate the contract either fully or partially in intermediate stage of the contractual period or fails to make payment any other Railway dues, to be paid in advance for any reasons whatsoever, the entire Security Deposit will be forfeited.
- 5.3 The candidate who opts for least commission (in 4% commission slab) on monthly sales turnover shall be engaged as a STBA. In case more than one applicant quotes the same rate, the selection will be based on the draw of lots in a transparent manner in public.

6.0 SUBMISSION OF TENDER APPLICATION:

- a) Duly filled in application in a sealed cover with the **name of serving station** and **full address** of the applicant addressed to Office of the Principal Chief Operations Manager, Metro Railway, Metro Rail Bhavan (7th floor), 33/1, J.L. Nehru Road, Kolkata-700071, West Bengal, will be dropped in the sealed box kept in the office of the Principal Chief Operations Manager, Metro Railway, Metro Rail Bhavan (7th floor), from **08.05.2026 to 22.05.2026 between 11.00 hrs to 15.00 hrs** on working days only. **No tender application will be accepted after 15.00 hours of 22.05.2026.** The Tender will be opened at 15.30 hrs on 22.05.2026.
- b) No tender will be entertained if the same is not dropped in the box kept for the purpose within the stipulated period as mentioned above. Separate tender document is required for each station.

7.0 PERIOD OF ENGAGEMENT:

Period of engagement is (01) one year for SG-3 category of stations. An agreement shall be executed by the STBA with Dy. Chief Operations Manager/O&M, M.Rly, Kol. Fresh tender shall be floated well before the expiry of one year. In case of delay of tender, existing agreement may be extended for 6 months or till finalization of new agreement as per this scheme, whichever is earlier.

8.0 **AGREEMENT:** An agreement shall be executed between STBA and the Railways.

9.0 **ARBITRATION:** To resolve any dispute or claim of any kind or nature arising under or in connection with this agreement between the parties, the standard arbitration clause may be incorporated in the Agreement.


डा. मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

10.0 **COMMISSION PAYABLE TO THE STBA BY RAILWAYS:**

Out of the tenderer(s) fulfilling the eligibility conditions, the candidate who opts for least commission (on the 4% commission slab) on monthly sales turnover shall be selected for engagement as STBA.

The commission will be calculated on monthly basis as is being done for STBA and the commission will be paid on monthly basis from Station earnings. The commission shall be paid on the amount credited to Metro Railway's account. In case of concessional tickets, the commission shall be calculated on the actual fare collected by the Metro Railway.

The commission payable shall be as follows:

Slabs	Monthly Sales Turn over (in Rs.)	Monthly Commission % age payable on sales turnover
Slab 1	1 - 20000	25% (subject to minimum of Rs. 2500/-)
Slab 2	20001 - 100000	15%
Slab 3	>100000	(4% in case of NSG-6/NSG-5/SG-3 category stations) or the rate quoted whichever is lower.

.....
Signature of the Tenderer

.....
Signature of the Competent
Railway Authority


उप मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

ANNEXURE - VI

FINANCIAL BID

Tender for Engagement of Station Ticket Booking Agents (STBA) on commission basis at 04(four) SG-3 category stations viz. Central Park, City Centre, Phoolbagan and Bengal Chemical, of Green Line Corridor of Metro Railway/Kolkata for 01(one) year

Ref: - Tender Notice No.: Metro/Div/O&M/STBA/2026 dated 07.05.2026.

I tender my offer as commission for the work of **STATION TICKET BOOKING AGENT (STBA)** at the following station according to the terms & conditions of the tender.

Name of the Station	Commission for the 3 rd Slab, on monthly Sales turnover above ₹1,00,000/- (Rupees one lakh only).
	(In figure) _____ %
	(In word) _____ percent.

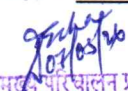
- Any over-writing, correction or insertion will be rejected.
- Negative bids shall be rejected.
- Applicants quotes sub-zero commission in slab-3 would be rejected

Date:.....

Seal & Signature of the Tenderer

Name : _____

Full Address : _____


उप मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

DRAFT AGREEMENT

STANDARD AGREEMENT TO BE SIGNED BETWEEN THE METRO RAILWAY ADMINISTRATION AND STATION TICKET BOOKING AGENT (STBA) FOR 01 (ONE) YEAR FOR THE QUOTED STATION.

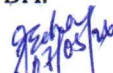
This Agreement is made this (day) of between the President of India acting in the premises through the Dy. Chief Operations Manager/O&M, Metro Railway, Kolkata having his office at Metro Rail Bhavan, 33/1, J.L. Nehru Road, Kolkata-700071 shall include successors, agents, executors and assignees (herein after referred to as "The Railway Administration") of the one part and M/S..... (herein after called the STBA, referred to as Licensee/Contractor doing the job of selling tickets from Railway Premises, which expression shall mean and include its executors, agents assigns successors in interest and beneficiaries of the other part:-

Whereas the Railway Administration has appointed the STBA at Metro station for the purpose of issuing all tickets and he/she will do such work of ticket selling job at a rate percentage of commission i.e.% on the sale turn over above ₹1,00,000/- (as quoted by him in the tender and accepted by the Railway Administration) and whereas STBA has agreed to serve the Railway Administration in the capacity of the STBA for the above purpose and to engage honestly and faithfully to perform all duties incidental to the Booking Counters of the Station on the terms and conditions herein after appearing in this agreement.

The work as STBA to be carried out for not more than 01(one) year only w.e.f. to

1. NOW THIS AGREEMENT WITNESSED AS FOLLOWS:

- i) The STBA shall deemed to be an agent of the Railway Administration and shall be subject to all the legal liabilities of agents as laid down or defined in the law related to agents in India for issuing of tickets for the booking of passengers.
- ii) The STBA will give a declaration that he/she has not been appointed as STBA at any other station in the Indian Railway.
- iii) Payment of Commission to STBA for doing the job of ticket selling from Metro Railway premises will be governed by the guidelines issued by Railway Board vide Letter No. 2018/TG-I/20/P/STBA New Delhi, dated 22.02.2022.
- iv) If the STBA fails and/or neglects at any time to arrange uninterrupted service in the sale of tickets as per working hours prescribed by the Railway Administration, the Railway Administration shall have the right to make own arrangement for selling tickets at the station and all expenses incurred in connection with the above and any other expenditure incurred by the Railway shall be recoverable from the STBA.
- v) The engagement of STBA will not confer any right on him/her for employment in Railways. Such engagement is purely contractual in nature and no facilities viz. absorption in railway service, regularization of service, bonus, Railway pass facilities etc shall accrue to the STBA.


उप मुख्य निरीक्षण प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

- vi) The Railway Administration reserves the right of deduction of the Railway dues from the STBA in case any fine or payment made under and order/judgment of any Court/Consumer Forum or law enforcing agency or any person working on their behalf.
- vii) The Railway Administration will not be held responsible for death or injury to any operator, Labour during execution of the work as a STBA.
- viii) The STBA will execute the work under supervision of the Station In-Charge of the Station as per description and Terms & conditions given in this Agreement.
- ix) The STBA will be held responsible for proper handling of Metro Railway Properties during execution of work. In case any damage is caused to Metro Railway property due to manhandling or loss incurred to the Metro Railway by STBA or his worker, the damage or loss will be compensated by him/her.
- x) The Railway Administration shall not be liable to pay any compensation either monetary or otherwise to the labour/representative of the STBA in any circumstances.
- xi) The STBA shall indemnify the Metro Railway from any claim/compensation/cost/penalty arising out of non-compliance/non-payment of compensation/taxes etc. out of the contract.
- xii) Any modification of norms as issued by the Railway Board/Metro Railways Competent Authority shall automatically be applicable for the working of STBA.

2. **PROCEDURE OF WORKING AND MAINTAINING RECORD:**

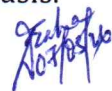
- a) The cost of Hardware & Software (including maintenance), Electricity & Hiring of Channel will be borne by the Metro Railways. The space will also be provided to them by the Metro Railways free of cost.
- b) STBA shall not sublet/assign or transfer the rights or obligations arising out of the agreement. However, if he so desires, he may nominate one person per counter, with prior approval of the Railway authorities and in case of death of the licensee, the license will be transferred to his/her legal heir(s) for the unexpired period of the agreement subject to Para- 1a,1b & 1c enumerated in the eligible qualification.
- c) If ticket activity stop due to non availability of STBA or negligence of STBA resulting in nonfunctioning of equipments, penalty equal to the average daily turnover from sale of tickets from that location, subject to a minimum of ₹2000/- per day shall be imposed. Penalty upto ₹500/- may be imposed against established public complaints regarding the functioning of STBA.
- d) The STBA shall deposit the cash collected through sale of tickets, to the concerned Shift-in- charges of the station on duty on 8 hourly shift basis as prevalent on that station.
- e) Both the STBA and the additional person nominated by him/her to sale tickets shall be issued a photo identity card by the Office of the Principal Chief Operations Manger, Metro Railway, Kolkata and their name(s), will also be displayed on a notice board of the station premises.

- f) A consolidated statement of ticket rolls supplied and details of tickets sold by STBA shall be submitted by Station Supdt./Shift-in-Charge or any other nominated officer to Dy. Chief Operations Manager(O&M), M.Rly, Kol every month.
- g) The disbursement of tickets by STBA will be governed by the timings as decided by the Metro Railway, keeping in view the local conditions.
- h) STBA will be authorized to issue Cash/UPI tickets only. The STBA operator shall be allowed to sale all types of non concessional tickets issued through Booking Counter. All other concessional tickets requiring documentary proof before issue of ticket, can also be issued by STBA only when endorsed and permitted by the Shift-in-charge concern, which shall be done prior to the sale of such concessional tickets.
- i) The facility of NI (Non issued) will be available to the STBA only when authorized by the concerned Shift-in-charge.
- j) The facility of Cancellation of tickets may be extended to the STBA only when authorized by the concerned Shift-in-charge.
- k) The Metro Railway officers in-charge of the Station i.e. Station Supdt./Shift-in-charge will be responsible for the safe custody of Smart Card/ Paper ticket rolls and it will be his duty to daily hand over and take over the ticket rolls from the STBA. Proper record of ticket issued to STBA will be maintained at the station.
- l) Shift summary & Daily summary of transaction detail done by STBA shall be extracted through TOM and the STBA should deposit the cash accordingly to the concerned Station Supdt./Shift-in-charge at the end of the shift / day.
- m) Metro Railways shall have powers to prescribe working guidelines within the framework of this scheme. The Metro Railways shall also frame an agreement to be signed with STBA on the basis of this policy guidelines and as per provisions of Chapter- X of Indian Contract Act, 1872 and in consultation with the concerned Departments on the Railways. Metro Railway authorities may check the working of STBA.
- n) In case STBA express inability to operate the counter(s) after his/her selection by Metro Railways, the bank guarantee as well as security deposit furnished by him/her shall be forfeited and deposited in Railway accounts as per procedure.

3. **CHECKS ON SALE OF TICKETS BY STBA:**

Apart from all the prescribed checks for sale of tickets from Booking Counter, the following shall be ensured:-

- a) Suitable mechanism may be put in place to guard against possibility of any fraud in issuance and accountal of tickets.
- b) Proper accountal of ticket stationery may be ensured & surprise checks may be conducted on regular basis.


उप मुख्य परिचालन प्रबंधक (परि एवं अनु)
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मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata

- c) A close watch should be kept on the working of STBA and irregularity, if any, has to be reported to Dy. Chief Operations Manager (O&M), M.Rly, Kol for taking immediate corrective action.
- d) Ticket checking staff of the division should keep a watch on the tickets issued. In case of any irregularity, immediate action shall be taken by the Dy. Chief Operations Manager(O&M), M.Rly, Kol by informing all concerned.
- e) Metro Railways may also conduct periodical checks by Commercial and Accounts staff on the working of the STBA.

4. **Backup arrangements by Railways:**

The Metro Railway, Kolkata Authorities will keep back up arrangement to take care of unforeseen circumstances such as happening of any unprecedented circumstance or seasonal rush where tickets are required to be disbursed by Metro Railway staff also. Station Supdt./Shift -in- Charge posted at the station will be conversant with the functioning of ticketing system by giving the STBA suitable training, if required.

5. **SECURITY DEPOSIT :**

The STBA shall forthwith deposit ₹25,000/- (Rupees twenty five thousand only) for SG-3 category of stations as a refundable security deposit (interest free) in favour of FA & CAO, Metro Railway, Kolkata payable at Kolkata. On completion or termination of agreement, pending dues if any shall adjusted from the Security deposit and balance refunded to STBA. No interest will be paid on the Security Deposit.

Metro Railway Administration reserves the right for deduction of Railway dues from Security deposit amount on the following grounds:-

- (i) Any amount paid to Central/State Government or any local Government bodies for any taxes or fines as imposed by them due to the negligent act of the STBA.
- (ii) Any amount which Metro Railway Administration become liable to pay to the state or Central Government, Local Municipal Administration or any third party on behalf of any default of the contractor or any of his/her/servant/agent serving as STBA.
- (iii) Any payment/fine made under the order/judgment of any court/consumer Forum or Law enforcing agency due to the negligent act of the STBA.
- (iv) Once the amount under this clause is debited, the STBA shall reimburse the amount of security deposit to the extent the amount is debited within 15 (fifteen) days, failing which, it will be treated as breach of agreement and the contract will be summarily cancelled.
- (v) If the STBA intends to discontinue/terminate the contract either fully or partially in intermediate stage of the contractual period or fails to make payment any other Railway dues, to be paid in advance for any reasons whatsoever, the entire Security Deposit will be forfeited.
- (vi) In case STBA expresses inability to operate the counter(s) after his/her selection by Metro Railways, security deposit furnished by him shall be forfeited and deposited in Metro Railway account as per procedure.

6. **PERIOD OF ENGAGEMENT:-**

Tenure of agreement will be of 01 (ONE) year in case of SG-3 category of stations.

7. **TERMINATION OF CONTRACT:**

Each side can terminate the contract without assigning reasons by giving a notice of 30 days. However, in case of fraud/criminal case, Metro Railway shall be at liberty to terminate the contract without giving any prior notice.

8. **DISABLING CLAUSE:**

Engagement as STBA shall not confer any right and/or claim whatsoever on the person to seek employment on Metro Railways. No benefits viz. absorption in Metro Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the STBA or his/her legal heirs. No claim in this regard shall be entertained. The STBA shall keep Metro Railway free from any liabilities in present or future.

9. **MODE OF PAYMENT:**

Out of the tenderer(s) fulfilling the eligibility conditions, the candidate(s) who opts for least commission (on the 4% commission slab) on monthly sales turnover shall be selected for engagement as STBA. The commission will be calculated on monthly basis as is being done for STBA and commission will be paid on monthly basis from Station earnings. The commission shall be paid on the amount credited to Metro Railway's Account. In case of concessional tickets, the commission shall be calculated on the actual fare collected by Metro Railway. The commission payable shall be as follows:

Slabs	Monthly Sales Turn over (in)	Rate at which commission payable.
Slab 1	1 - 20000	25% (minimum Rs. 2500/-)
Slab 2	20001 - 100000	15%
Slab 3	>100000	4% or the rate quoted whichever is lower

10. **ARBITRATION:**

In the event of any dispute, controversy or claim of any kind or nature arising under or in connection with this agreement, the same shall be referred to the General Manager/Metro Rly. As disputes and differences arising at contract shall be referred to G.M/Metro Rly. For arbitration which proceeding shall be guided by the provision of Arbitration & Conciliation Act, 1996.

In Witness whereof, the parties hereunto set and subscribe their respective hands and Seal on the day, month and year respectively against their respective signature.

.....
Signature of the STBA with name & seal
at on this day
of in presence of the
following witnesses:-

.....
Signature for and on behalf of the
President of India by
Dy. Chief Operations Manager/O&M
Metro Railway/Kolkata

(1)

(2)

Signature:

Signature:

Name:

Name:

Address:

Address:


उप मुख्य परिचालन प्रबंधक (परि एवं अनु)
Dy. Chief Operations Manager (O & M)
मेट्रो रेलवे, कोलकाता
Metro Railway, Kolkata