

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2011/TG-I/10/ATVMs/Facilitators New Delhi, dated 10.03.2016

**Chief Commercial Managers,
All Zonal Railways.**

(COMMERCIAL CIRCULAR NO. 10 OF 2016)

Sub: Appointment of facilitators for issuing of unreserved tickets through ATVMS.

Please refer to this office letter of even number dated 17.03.2015 (CC No. 16 of 2015) on the subject quoted above wherein instructions were issued for extension of scheme of facilitators upto 31.03.2016, subject to the following conditions:-

- (i) Concerted efforts should be made by Zonal Railways to proliferate ATVMS and to educate passengers about the features of ATVMS.
- (ii) Videos showing the demo of passengers using ATVMS should also be shown on the CCTVs installed on the platform so as to educate the passengers on this aspect.
- (iii) No serving employees should be allowed to act as facilitator and services of any such facilitator should be discontinued with immediate effect.
- (iv) CRIS will take necessary steps to examine the feasibility of making ATVMS more user- friendly so as to encourage the passengers to buy the tickets by themselves.

2. The issue regarding extension of the scheme of facilitators has been examined in consultation with Finance Directorate of Ministry of Railways and it has been decided to continue with the scheme of facilitators up to 31.03.2017 subject to following conditions in addition to those indicated above:-

- i. No further extension to facilitator scheme shall be given for those zonal Railways where it was initially introduced in 2011 as per instructions contained in Commercial Circular No.60 of 2011. For other zonal Railways, the matter will be considered at the time of examining the issue regarding its further extension beyond 2017.
- ii. Fixed ATVMS should not be allotted to facilitators. ATVMS should be allotted on rotational basis for facilitators and general public, for which periodicity and the procedure can be worked out by Zonal Railway concerned.

3. Necessary instructions may be issued to all concerned.
4. This issues with the concurrence of Finance Directorate of Ministry of Railways.

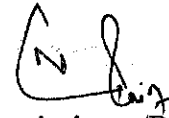


(Vikram Singh)
Director Passenger Marketing
Railway Board

No. 2011/TG-I/10/ATVMs/Facilitators New Delhi, dated 10.03.2016

Copy to:

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



For Financial Commissioner/Railways

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) ADG/PR, EDV (T), EDFC, DF(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, Udaipur.
- 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.
