

भारतसरकार / Government of India  
रेलमंत्रालय / Ministry of Railways  
दक्षिणमध्यरेलवे / South Central Railway

मं.रे.प्रकाशालय,  
वाणिज्यविभाग  
विजयवाडामंडल  
विजयवाडा - 520001



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No: B/C .576/YTSK/01/2025

Dt: 04-08-2025

**Advertisement Notification No.01/2025 (YTSK)**

**NOTIFICATION FOR SETTING UP OF YATRI TICKET SUVIDHA KENDRA (YTSK) FOR ISSUE OF RESERVED AND UN-RESERVED RAIL TICKETS OVER VIJAYAWADA DIVISION OF SOUTH CENTRAL RAILWAY.**

Senior Divisional Commercial Manager, South Central Railway, Vijayawada Division, Vijayawada, on behalf of the President of India, invites applications for establishment and operation of **Yatri Ticket Suvidha Kendra (YTSK)** through private participation at various places over Vijayawada Division of South Central Railway, for issue of Reserved and Unreserved tickets. The interested parties shall indicate the location where they intend to establish YTSK.

All authorized Railway ticketing agents, including Rail Travel Service Agents, (RTSAs), Rail Travel Agents (RTAs) and Jansadharan Ticket Booking Sewaks (JTBS) of Indian Railways and also the ticketing agents appointed by Indian Railway Catering and Tourism Corporation (IRCTC), who worked/ are currently working, for atleast two (2) years are eligible to apply under the scheme of YTSK.

The details of the scheme, along with application form, criteria, eligibility, terms and conditions are placed in the official website of South Central Railway [www.scr.indianrailways.gov.in](http://www.scr.indianrailways.gov.in).

The applications along with all the prescribed and relevant documents in a sealed cover superscribed as "Application for operation of Yatri Ticket Suvidha Kendra (YTSK)", may be sent through "Registered post with Acknowledgement due" or can be handed over in person in the office of **Sr. Divisional Commercial Manager, 1<sup>st</sup> Floor, DRM's Office Compound, Vijayawada Division, Vijayawada - 520001.**

**The last date for Submission of applications is on or before 15.00 hours of 01.09.2025.** Applications received **after 15.00 hours of 01-09-2025, will not be accepted.** Railway administration is not responsible for any delay in submission of applications.

Any clarification required regarding the YTSK scheme can be obtained from the office of **Sr. Divisional Commercial Manager, 1<sup>st</sup> Floor, DRM's Office Compound, Vijayawada Division, Vijayawada - 520001** on any working day.

Railway Administration reserves the right to accept or reject any application without assigning any reasons thereof, and no further correspondence shall be entertained in this regard.

Senior Divisional Commercial Manager,  
South Central Railway,  
Vijayawada Division,  
Vijayawada.



**Application for the establishment and operation of Yatri Ticket Suvidha Kendra (YTSK) over Vijayawada Division in South Central Railway.**

Please affix your  
latest passport  
size photo.

**(Please fill the application in BOLD letters)**

1.,	Name of the applicant with Surname.	
2.	Father's/Husband's Name	
3.	Permanent Residential Address with PIN code.	
4.	Contact No. With STD code.	Land Line:  Mobile:
5.	PERMANENT ACOUNT NUMBER(PAN) <b>Copy of Pan card to be submitted with application.</b>	
6.	Whether the applicant has filed IT returns for the last 3 years. <b>Please attach copies of the IT returns for the last 3 years financial years - FY 2021-22 and AY 2022-23 FY 2022-23 and AY 2023-24 FY 2023-24 and AY 2024-25</b>	<b>Yes/ No.</b>
7.	Details of the previous/ existing rail ticketing agency.	<b>Proof to be submitted with application</b>
	a) Name of the agency	
	b) Place /Station of operation	
	c) Period of operation	From: To:
	d) Authority by whom the contract was awarded.	
	e) Date of awarding the agency	



	f) Date of commencement of the agency	
	g) Date of termination of the Contract, if any.	
	h) Reasons for termination of the contract	
8.	Please specify the City/Town and Place with address where the YTSK is proposed to be established. <b>Please submit the sketch, road map and photos of the proposed YTSK location with the application.</b>	
9.	Whether the proposed premises for setting up of YTSK is self-owned or proposed to be taken for rent/lease. <b>Proof to be submitted with the application (Rental Agreement).</b>	
10.	Whether the applicant has been convicted in any criminal case involving moral turpitude (Original police verification certificate not less than 6 months from the date of notification).	YES/NO

### DECLARATION

I, ....., S/o....., R/o.....  
 .....do hereby solemnly affirm and declare that, the information furnished above by me, is true and correct to the best of my knowledge. If any information furnished by me, is found to be false at any later stage, I am liable for any action initiated by Indian Railways or termination of the contract in this regard.

(Signature of the Applicant)

Name:

Date:

Place:

वरिष्ठ मंडल वाणिज्य प्रबंधक  
 Senior Divisional Commercial Manager  
 द.म.रेलवे, विजयवाडा  
 S.C. Ry., VIJAYAWADA.



## GENERAL CONDITIONS

With a view to expand the facilities for issue of tickets (both reserved and unreserved) the scheme for establishment and operation of Yatri Ticket Suvidha Kendra (YTSK) has been introduced.

Applications are invited from all the authorized Rail ticketing agents, including RTSAs, RTAs and JTBS agents of Indian Railways and agents appointed by IRCTC including Retail Service Providers and who fulfill the following criteria for setting up of Rail ticketing centre called as Yatri Ticket Suvidha Kendra (YTSK) at various places over Vijayawada Division of South Central Railway. The interested parties shall indicate the location where they intend to establish YTSKs.

### ELIGIBILITY CRITERIA:

- The applicant should have worked as authorized ticketing agent providing railway ticketing (reserved/unreserved) services for passengers of Indian Railways for atleast for a period of two (2) years continuously.
- The applicant should have a Permanent Account Number (PAN) issued by Income-tax authorities and should have filed Income Tax returns during the last three (3) years.
- The applicant should have an office outside the railway station premises equipped with adequate infrastructure. The applicant should have obtained all necessary and mandatory clearances regarding the premises from the appropriate local authorities. The premises need to be properly maintained with adequate conveniences and amenities in the vicinity, so as to accommodate the visit of sufficient number of customers. The licensee shall not reduce the facilities or shift his office to any other location without the prior written approval of the Railway administration.
- The applicant should not have been convicted in a criminal case involving moral turpitude.
- While working as an agent of Indian Railway's ticketing system, the applicant's license should not have been terminated in the past on account of irregularities or violation of the agreement or any of the rule(s) of Indian Railways.

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## 1. TERMS & CONDITIONS FOR ESTABLISHING YTSK.

- The selected licensee will be given facility of operating up to four (4) Passenger Reservation System (PRS) cum Unreserved Ticketing System (UTS) terminals. The limit of the number of counters to be given to a licensee can be increased by Indian Railways if found necessary.
- The cost of establishing, operating, maintaining and periodic system upgradation of hardware/software required at such reservation centres shall be borne by the licensee. Any default/ non compliance may invite temporary suspension of access to the PRS/UTS system or even termination of license, if the licensee refuses to undertake necessary upgradation.
- The terminals, PCs, ticket printers, modems and multiplexers etc., may be provided and maintained by the Railways through an authorized agency or may be purchased and maintained by the licensees. In case, if any of the above items as per prescribed specifications are procured by the licensees themselves, the nominated Officers of Railways will inspect the Hardware for certification. In case, if any of the above items are supplied and maintained by the Railways, the cost as fixed by the Railways will be borne by the licensees. The licensee will give access to their premises for the Railway's authorized maintenance agency to maintain equipments. The decision on maintenance charges fixed by the Railways will be final and the licensee will not dispute the same. The licensee can also undertake maintenance of hardware through their own Engineers. Equipment purchased by the licensee will be maintained by the licensee only.
- The licensee will hire and maintain two (2) numbers of data/ communication channels between his location and the nearest computerized PRS centre of Railways.
- The licensee will set up an office and set up counters on the pattern and standard at par with computerized PRS centres of Indian Railways. The cost and rental of premises (if any) will be borne by the licensee only.
- **The licensee shall pay system access charges of Rs. 1.6 lakh along with 18% GST per terminal initially and at the time of each renewal (once in 3 years), if any.** These shall be paid by the licensee in advance. The system access charges may be revised by Indian Railways from time to time.
- The licensee will engage his own staff at his own cost for running such ticketing centre(s). The licensee will ensure that the staff engaged for manning the ticketing terminal(s) should not be under 18 years of age and possesses minimum qualification of class 10<sup>th</sup> with adequate computer knowledge for handling ticketing work effectively.
- Railway administration shall impart training to terminal operators of the licensee at Railways own cost and the licensee will ensure that only such trained staff is deployed at counters.
- The Railway will supply, free of cost, PRS and UTS ticket rolls of different colour after due accountal. Licensee will bear the cost of non-ticketing stationery.
- The licensee will ensure safe custody of PRS/UTS ticket rolls/ tickets. Loss/misuse of PRS/UTS ticket rolls/tickets will invite penalty as fixed by the Railway administration for recovery of pecuniary loss suffered by the Railways. Suitable penal action as deemed fit will also be initiated against the licensee.



- Enquiry services to passengers shall be provided by the licensee free of cost.
- Railway administration reserves the right to regulate the access of the licensee to the system for a particular class, train or route in public interest and/or national security reasons.

## 2. TIMINGS OF OPERATION:

- The timings of operation of terminals in the premises of licensees for other than opening day reservation shall be from 08.00 hours to 22.00 hours on weekdays and 08.00 hrs to 20.00 hrs on Sundays, for booking of general / tatkal PRS tickets and UTS tickets.
- The booking hours for opening day reservation and Tatkal / Premium Tatkal tickets will start ten (10) minutes after the booking commences at the PRS centres and Internet on the opening day i.e., from 08.10 hrs for opening day reservation and 10.30 hrs & 11.30 hrs for Tatkal AC and Non-AC classes tickets respectively or as per timings specified by Railways from time to time.
- The operating hours of the terminals may be reduced by the licensee to enable closure before the timings indicated above. However, this should be done only with prior information by the licensee to Railway Administration. The licensee will display prominently the working hours of ticketing related services in the ticketing area of the YTSK.

## 3. REGISTRATION FEE, ADVANCE DEPOSIT, BANK GUARANTEE, SECURITY DEPOSIT AND LICENSE FEE:

- **Registration Fee:** Licensee shall pay a one time non-refundable registration fee of Rs. 2 lakh (Rs. Two Lakhs only) along with 18% GST upon allotment of license. The mode of payment of the registration fee may be in the form of a Demand Cash or Draft (DD) in the name of "PFA, South Central Railway, Secunderabad."
- **Advance Deposit:** The licensee would be required to deposit a minimum amount of Rs.5 lakh per counter with the Railways in advance. Out of which, 90% of the amount will be allocated for booking tickets through PRS and 10% will be used for booking tickets through UTS. As far as minimum balance is concerned, the tickets through PRS will not be issued once the minimum balance touches Rs. 40,000/- and ticket through UTS will not be issued once the minimum balance reaches Rs. 10,000/-. The mode of payment of the advance deposit may be in the form of a Cash or Demand Draft (DD) in the of "PFA, South Central Railway, Secunderabad." The licensee can deposit up to a maximum value of Rs. 1 crore for this purpose.
- In case the licensee desires to have a separate UTS counter in the same premises, the following amounts shall be deposited,  
Additional Security Deposit of Rs.25, 000/- (Rs. Twenty Five Thousand only) and License fee of Rs.5, 000/- (Rs. Five Thousand only) per annum per counter.
- The license should ensure that the facility of booking of tickets should be available at the counter and the same should not be held up on account of non-availability of advance deposit in either of the account.



- **Security Deposit/ Bank Guarantee:** The licensee would be required to keep an interest free Security Deposit of **Rs.1 lakh per port subject to a maximum of Rs 5 lakh with the Railways.** Such security deposit can be in the form of a bank guarantee by a scheduled bank in the name of "PFA, South Central Railway, Secunderabad." or in the form of a cash deposit or a Demand Draft in the name of "PFA, South Central Railway, Secunderabad." This Security Deposit shall be liable to be forfeited in the event of breach of any of the clauses of the agreement.
- On expiry of the agreement, the Security Deposit shall be refunded to the licensee after realizing there from all the amounts due by the licensee to the Railways either as sales proceeds of tickets, penalties or otherwise, whatsoever, and amount adjusted. The decision of the Railways as to the amount due by the licensee on this account shall be final and binding on the licensee. Security Deposit shall stand forfeited in case of breach of contract and or termination of the licensee due to unsatisfactory service.
- **License Fee:** The licensee shall pay Rs.5,000/- (Rs. Five Thousand only) per counter per annum to the Railways towards license fee.

**4. SERVICE CHARGES (COMMISSION):**

**On Reserved (PRS) tickets:** The service charges will be charged by the licensee on reservation (PRS) tickets as notified by the Railway administration from time to time. The service charges notified for the present are as under:

Class of Ticket	Service Charge
2 S & Sleeper	Rs.30/- per Passenger
All Other Classes	Rs.40/- per passenger
Service charges for cancellation shall be 50% of the charges prescribed for booking.	

- The commission/service charge shall be printed on the ticket(s).
- **For Unreserved tickets,** the licensee shall levy Rs. 2/- per passenger as service charges on the booking of unreserved tickets by the customers.
- The licensee shall display the information regarding the rate of service charges for different class of passengers at prominent locations bilingually.

**5. REVENUE SHARING:**

- The licensee shall share the revenue which is essentially the service charges levied on the customer for booking or cancellation of tickets. The licensee shall share 25% of the service charges levied on the customer for booking/cancellation of reserved tickets and the same will be credited to Railways account at the time of booking/cancellation of reserved tickets.
- There shall be no revenue sharing arrangement in case of tickets sold through unreserved ticketing system. The service charges so collected by the licensee on account of selling unreserved UTS ticket shall be entirely retained by the licensee.

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## 6. TENURE OF THE LICENCE:

- The initial tenure shall be for a period of 3 years.
- The license can be renewed for three years at a time after expiry of its existing tenure subject to the satisfaction of the competent authority and as per the extant policy prevalent during the period of renewal.

## 7. WORKING INSTRUCTIONS:

- Adequate system security provisions shall be in-built in the system to preclude the possibility of disruption by virus/ unauthorized access etc.,
- The facility of block booking, modification, change of name, age, gender etc., will not be permitted. However, the facility of postponement/advancing of ticket will be available.
- The facility of making the ticket as 'non-issue' shall also not be made available to the YTSK.
- The licensee is permitted to issue and cancel all reserved tickets booked on cash issued by him/or other YTSKs/ or by PRS centers, up to the time of preparation of reservation chart and within the working hours of the YTSK and as restricted from time to time by the Railway administration. In case of unreserved tickets, cancellation is not permitted at YTSK. Cancellation of unreserved tickets issued by the YTSK and the refund if any is to be done by the serving station as per the refund rules in force, after verifying the genuineness of such ticket.
- The cancellation charges will be credited to the Railways but the licensee will be allowed to charge commission for cancellation from the passengers at the rate fixed by the Railways in terms of Para 5.
- Only fully paid tickets, Senior Citizen tickets Platform tickets and for such handicapped persons whose details are available in the system, will be issued from the YTSK terminals and such terminals will not issue tickets on any type of concession vouchers, HOR forms, Identity Cards issued to MPs, Rail Travel Coupons issued to MLAs, freedom fighter card, Free passes, Indrail Passes etc.
- A separate code number will be allotted to these licensees and the code number will appear on the ticket itself. There will be two passwords, one supervisory password which will be controlled by the Railways, and the other, operator password, which will be controlled by the licensee.
- The colour of the ticket roll issued to licensees will be distinct.
- The fare value, the service charge, etc., realized will appear on the ticket to avoid over-charging by the licensee. In case of cancellation, the cancellation charges payable to Indian Railways and cancellation commission payable to the licensee shall be indicated on the cancellation ticket.
- Any case of violation of provisions of the agreement or the rules of Indian Railways by the licensee would invite deterrent punishment by way of penalties which may include termination of license after due notice. The minimum amount of penalty will be Rs 500/- per violation. In case of repeated violation, the Competent Authority can examine the feasibility of terminating the license.
- YTSKs are allowed to book tickets on telephone. However, a written request (reservation requisition form) shall be obtained by the licensee from the customer before delivering the tickets to them.



- YTSKs should install Point of Sale (POS) machines and accept payments through all bank's debit/credit cards, etc., for issuing both reserved and unreserved tickets. They have to accept payments through other modes also like UPI, USSD, e-wallet, Aadhaar enabled payment system.

#### **8. GOODS AND SERVICE TAX (GST):**

- The YTSK licensee shall himself/herself remit the Service Tax portion from the service charges to the tax authorities subject to the threshold limit provided under the notification from time to time issued by the Government of India.
- The service tax being an indirect tax shall be collected from the user of the service (passenger) in addition to the prescribed service charges, wherever applicable, provided the service provider (YTSK) is registered with the service tax department.
- The service charges collected for booking a ticket through the YTSK form an integral part of the value of transportation service provided by the Railways to the passengers. The service charges will be subjected to the same tax treatment as applicable to the underlying transportation service for which the ticket is issued.
- In case of tickets for Non-AC tickets, no GST is imposed, however, YTSKs are authorized to collect prescribed service charges on Non- AC class tickets also. Hence in this case since service charges will become part of the fare. GST shall not be imposed on the service charges component of non-AC class tickets.
- Those YTSK licensee who are registered with GST, have to issue a GST tax complaint invoice on Indian Railways for the service charges due to him/her (75%% or 100% as the case may be) out of the service charges collected from the passengers along with applicable GST, which at present is @ 18%. The said GST will be collected and paid to the credit of the Government by the YTSK licensee himself. In case YTSK agent is not registered with GST then no GST shall be charged by him.
- At present, service charges due to YTSKs collected by the Railways are adjusted in the payments to be made by them. Similarly in case of GST also adjustments can be made. However, a statement on this account will be issued to YTSK so as to make him aware of the amount of GST to be deposited by him.
- IR would be eligible to take and utilize the input tax credit (ITC) of such GST paid to the YTSK licensee.
- The YTSK shall display the rate of service charges and service tax conspicuously at the booking counter so that the customers using the service are aware of the charges to be paid for availing YTSK service.
- The YTSK licensee shall give a separate receipt of collection of service tax with his service tax registered number printed on the receipt.

#### **9. OTHER CONDITIONS:**

- Railway administration will prescribe the statements/returns to be submitted by the licensees to the Railways. The details of these returns, periodicity of these reports/returns are specified in the model agreement issued by Railway Board. Licensee shall maintain all the registers/books and returns as required under the scheme. In addition, he shall also be asked to maintain such documents/registers as are considered necessary by the Railway Administration for verification purpose.
- Statements of Refund (Cancelled) tickets for above terminals must reach the Traffic Accounts Office (Dy CAO/(T)), office next working day without fail through serving station.



- Railway Administration shall have the right to inspect the office of the licensee at any time during the business hours and for this purpose, Railway Administration may depute any person as deemed fit. In order to maintain vigil on any spurious elements tending to indulge in malpractices at these centres the Licensee shall make provision of CCTV/IPTV at the YTSK. The footage of the CCTV/IPTV shall be preserved for at least one month and access to such data shall be provided to inspection officials on demand.
- The licensee shall be subjected to all the supervisory checks carried out from Railway PRS terminals or any supervision provided for internet system.
- In case the YTSK scheme is withdrawn, the licensee shall be free to apply for license under any prevailing scheme of ticketing of Indian Railways subject to eligibility.
- Transfer of Licence: The YTSK will indicate two (02) nominees/legal heirs in whose name the license should be transferred in case of death of the YTSK. In case the nominee-1 passes away before the YTSK or unwilling to continue as YTSK licensee after the demise of the original allottee, nominee-2 shall be asked to continue as YTSK licensee.
- For implementation of the scheme, an agreement will be signed between the Competent Authority and the selected ticketing agent.



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