

Rule for awarding of STD/PCO contract at Station.  
(Authority – Commercial Circular no. 24/2002)

1. Scale & number of booth of stations

(a) at "A" class station up to 2 booths will be provided at each platform. Combined platform will be called a single platform for this purpose. In case of important stations serving metropolitan towns, state capitals, etc., while there is seisable traffic the facility also be provided in the concourse and the circulating area and the number of booths to be provided at these places will be decided by DRMs.

(b) at "B" & "C" class station one booth will be provided at each platform.

(c) at "D" class stations two such booths will be provided.

(d) at "E" & "F" class stations one booth shall be provided if considered justified by the division.

At station which are heavily congested or stations where need for providing STD/PCO booths as per the norms prescribed above is not felt, lesser number of booths may be provided with specific approval of DRM.

DRM will assess the requirement of STD/PCO booths for each category of stations on the division as per the norms mentioned above.

2. ELIGIBILITY CRITERIA (for all categories of applicants/stations)

(i) The booth operator should be educated un-employed person. No educations qualification is necessary for reserve categories such as SC, ST & OBC woman, physically handicapped including blind person.

(ii) The applicants should not be less than 18 years of age on the date of opening of tender. There is no upper age limit.

(iii) The educational qualification requirement for allotment shall be at least Matric or High school and above for urban areas. 8<sup>th</sup> or middle passed and above for rural areas.

**ANTECEDENTS** : Before awarding of the license, the antecedents of the applicant should be got verified by the police.

3. The vertical and horizontal reservation percentage in allotment of the STD/ISD/Local/Fax etc at stations will be as under.

Category	Total %	% reserved for various categories			
		SC	ST	OBC	General (Unreserved)
Educated Unemployed youth	50%	15% of 50% i.e 7.5%	7.5% of 50% i.e 3.75%	27% of 50% i.e 13.5%	50.5% of 50% i.e 25.25%
Physically Handicapped (including Blind) Disability 40% and above.	25%	15% of 25% i.e 3.75%	7.5% of 25% i.e 1.875%	27% of 25% i.e 6.75%	50.5% of 25% i.e 12.625%
Women including War Widows and Railway employees widows	25%	15% of 25% i.e 3.75%	7.5% of 25% i.e 1.875%	27% of 25% i.e 6.75%	50.5% of 25% i.e 12.625%
<b>Total</b>	<b>100%</b>	<b>15%</b>	<b>7.5%</b>	<b>27%</b>	<b>50.5%</b>

The quota as mentioned above shall be maintained at Divisional level.

4. Procedure for selection:-

For allotment of booths at "A", "B" & "C" category of stations, two packet tendering system will be followed.

4.a. Procedure for A, B & C category of stations:-

Offers shall be invited by the division concerned through advertisements in the National/State level/Local news Paper etc. Two packet tender system i.e Packet-A & Packet-B should be followed.

**Packet- A** containing the technical offer will be opened first and should inter alia have following documents.

1. Authenticated documents showing educational qualifications of the applicant.

2. Income Tax Clearance Certificate along with affidavit declaring assets and liabilities.
3. Documents showing that the party has the requisite financial resources to pay the necessary MTNL/BSNL charges etc for getting the connection as well as constructing/installing a booth at the earmarked site and capacity to pay Railway License fee as also for employing staff to man the booth.
4. Earnest money as stipulated.

**Packet – B** which is the financial offer shall be opened after short listing on the basis of Packet-A and shall contain the financial bids only and no other document. The financial bid shall have two components. The first one shall comprise an undertaking for paying the land license fee as notified by the Rly. Administration from time to time. The second component shall be an offer in terms of percentage of the commission payable to him by the telephone service provider i.e BSNL, MTNL or any other authorized service provider which shall in no case be less than 10% of the commission payable to him.

4.b. After the bids have been received, a Tender Committee of 03(Three) Officers will be constituted. The said committee will scrutinize the Packet-"A" and short list those who qualify in technical offer and reject summarily all those applications which are not accompanied by any of the documents stated for Packet-"A". Thereafter, Packet-"B" of only those bidders who qualify for opening of their financial bids in Packet-"A" will be opened. The highest offer received should be considered for acceptance by the approving authority i.e DRM.

#### 5. License fee and other charges:-

The following charges will be realized from the booth operator

**Land license** fee at a uniform rate of 20% of the notified cost of the land price prevailing at the stations as notified by the Railway from time to time will be paid in respect of all category of stations and the same will be increased by 10% every year. Exact amount of land license fee will be worked out in the tender document.

**Commission:- (i)** The percentage as agreed upon shall be the commission payable in case of A, B & C type of stations (this percentage shall in no case be less than 10% of the commission payable to the operator by the service i.e BSNL/MTNL or any other authorized service provider.

(ii) In case of D, E & F category of stations, minimum 10% of commission payable to the booth operator by the service provider i.e BSNL/MTNL/ or any other authorized service provider is payable to Indian Railway. The percentage of commission to be charged for each station falling under D, E & F category of stations will however be fixed by the Division in consultation with the Finance subject to minimum of 10%.

#### 6. Terms and conditions for allotment:-

- 6.1 Only one booth would be allotted to one person. An undertaking should be obtained that applicant is not operating another STD Booth on the Railway premises.
- 6.2 The maximum size of the booth will be 5'x6'.
- 6.3 Two telephone lines will be permitted in one booth.
- 6.4 The booth holder will be permitted to install FAX facility within the space allotted and in case FAX facility is installed, an additional telephone connection may be permitted. The booth holders shall be permitted to install internet kiosk for which 10% space of the area be given extra on payment of additional land license fee. However, care should be taken not to congest the platform.
- 6.5 For operating the booth, the licensee will pay one year's annual land license fee in advance before construction permission is granted.
- 6.6 Commission shall be paid by the licensee to the railways based on commission payable to him by MTNL/BSNL to the licensee.
- 6.7 The initial land license fee decided at the time of signing of the agreement will be increased @10% every subsequent year.
- 6.8 The earnest money deposit will be retained by Railways as part of the security deposit. Security deposit of 06 month land license fee shall be deposited by the successful bidder.
- 6.9 The period of contract would be for a period of 05(Five) years. This would be extended for another 05 years by the competent authority on recommendation of DCM/Sr.DCM with finance concurrence provided the performance of the booth operator is satisfactory and full license fee is regularly deposited during the tenure. License will be for a maximum period of 10 years only including extension period and no further extension shall be permitted. Railways should take timely action to call fresh bids well in advance(preferably 06(Six) months in advance) and not renew any contracts after the expiry of contractual period of 10 years including extension.
- 6.10 MTNL/BSNL/or any other authorized service provider bills would from the basis for realizing the commission for all facilities given to the licensees.
- 6.11 No subletting of premises/booth will be allowed.
- 6.12 In case of death of the licensee during the tenure of the contract, the license may be transferred in the name of his/her spouse or legal heirs of category I of succession Act for the unexpired period only irrespective of the fact whether he /she belongs to the category under which the license was accorded but subject to the conditions that he /she will get the telephone booth transferred in his/her favour from the BSNL/MTNL or any other service provider on the request of the his/her spouse or legal heirs as stated above.
- 6.13 For easy identification of PCO Booth by the rail user, yellow colour with black border should be used. They should confirm to standardized design made by Railways.
- 6.14 In order to ensure that the facility is availed only by the person in whose favour, the license has been granted, it would be mandatory for the licensee to operate the booth personally at least in one shift of 08 hours.
- 6.15 The party who has been allotted booth will have to start the booth within one month of allotment failing which his/her allotment may be cancelled and earnest money forfeited.

#### 7. Allotment of STD/PCO booth at "D, E & F" category stations. (Authority- Comml.Circular no.8 of 2004)

- 7.1 In case of "D, E & F" class stations, the applicant should be a local resident of the area. The resident would be treated as local resident if it is located within the same district in which the station, where the booth is proposed to be allotted, is also located. For this, the applicant will be required to submit a certificate of local residence from the DM/ADM of the district in which the station is located or Voter Identity Card.
- 7.2 The category of persons to which booths to be allotted, will be determined through a draw of lots to be done

by any child separately for A, B & C class stations and on combined basis for D, E & F class stations. For one time identification of booths, a committee of 03 Officers at Assistant/Senior Scale level should be constituted by the DRM. In this manner, each booth will be allotted a specific number and category of person for allotment which is to be called its booth ID.

7.3 After the applications have been received, a screening committee of the Division consisting of offers of appropriate level including one from Commercial, Civil & Finance Deptt shall scrutinize and shortlist the eligible offers. The allotment of booth will then be made by the DRM through a draw of lots & the draw of lots should be done by any child. All the eligible candidates should be advised the date, time and venue of the draw through Courier/Regd. AD so that they may attend the draw if they so desire.

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		SC	ST	OBC	General (Unreserved)
Unreserved employed	50%	15% of 50% i.e 7.5%	7.5% of 50% i.e 3.75%	27% of 50% i.e 13.5%	50.5% of 50% i.e 25.25%
Physically disabled including disability 40% above.	25%	15% of 25% i.e 3.75%	7.5% of 25% i.e 1.875%	27% of 25% i.e 6.75%	50.5% of 25% i.e 12.625%
Men including War widows and widows employees	25%	15% of 25% i.e 3.75%	7.5% of 25% i.e 1.875%	27% of 25% i.e 6.75%	50.5% of 25% i.e 12.625%
Total	100%	15%	7.5%	27%	50.5%