

**GOVERNMENT OF INDIA (भारत सरकार)**  
**MINISTRY OF RAILWAYS (रेल मंत्रालय)**  
**RAILWAY BOARD (रेलवे बोर्ड)**

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No. 2011/TG-I/10/ATVMs/Facilitators

New Delhi, dated 15 .07.2019

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

**(COMMERCIAL CIRCULAR NO. 33 OF 2019)**

**Sub: Review of the facilitator scheme.**

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Vide Commercial Circular no. 19 of 2019, instructions extending the facilitator scheme for another one year w.e.f. 01.04.2019 were circulated to Zonal Railways.

2. In view of various issues/requests received from Zonal Railways, the facilitator scheme has been further reviewed. In continuation of Commercial Circular no. 19 of 2019 dated 28.03.2019, the competent authority has now decided as under:-

**2.1 Assistance to facilitator:-** Spouses and adult children of retired railway employees 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 employee.
- (b) Spouse/Adult child of retired Railway employee.  
(Only one person for one retired Railway employee to be nominated by him/her).

2.1.1 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 taken.

2.1.2 In case of large number of applications for engagement as facilitator, Zonal Railways shall ensure that selection is done in a fair and transparent manner.

**2.2 Modification in the number of ATVMs that can be made facilitator based:-** As per. 2 (ii) of Commercial Circular 27 of 2013, 50% of the machines are earmarked for facilitators. It has now been decided that PCCMs of Zonal Railways may be delegated powers to decide on number of ATVMs to be made facilitator based.

2.3 It may be ensured that adequate measures are taken to encourage the general public to source tickets through passenger smart cards. Preference should be given to such passengers and to achieve this end, display boards screening a message should invariably be displayed on all ATVMs. Any complaint about disallowing smart card holders to purchase tickets from ATVMs shall also be viewed seriously.

2.4 Initiatives like integration of POS machines with ATVMs for payment through debit/credit cards have already been taken. Zonal Railways should take adequate steps to

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proliferate this modality so as to encourage general public to book unreserved tickets through ATVMs.

3. Necessary instructions may be issued to all concerned accordingly.

4. This issues with the concurrence of Finance Directorate of Ministry of Railways.



(Shelly Srivastava)  
Director Passenger Marketing  
Railway Board

No. 2011/TG-I/10/ATVMs/Facilitators

New Delhi, dated 15 .07.2019

Copy to:

PFA & CAO, All Zonal Railways.

Director (Audit), All Zonal Railways.

  
for Financial Commissioner/Railways

Copy to:

- 1) CCMs/PM and CCMs/PS, all Zonal Railways.
- 2) 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 Bhawan, 33/1, J L Nehru Road, Kolkata-71.

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