

भारतसरकार GOVERNMENT OF INDIA
रेलमंत्रालय MINISTRY OF RAILWAYS
रेलवेबोर्ड RAILWAY BOARD

No. 2018/Trans Cell/Civil/ATM Policy

New Delhi, dated: 27-11- 2018

The General Manager, All Indian Railways/PUs, NF(Con), CORE
The DG/RDSO & NAIR,
CAOs, DMW/Patiala, WPO/Patna, COFMOW/NDLS, RWP/Bela, IROAF

Sub: Policy on Automated Teller Machines (ATMs) in Indian Railway Premises

- 1.0 Provision of ATMs within Railway areas is actually a service to our employees and clients, and provision of ATMs, therefore, needs to be viewed as such. It is also necessary to emphasize that provision of this service to our employees and clients is our duty and therefore, constraints in provisioning the same that have existed so far, need to be removed.
- 2.0 In accordance with above and, in supersession of all the previous instructions on the subject, following policy is issued with the approval of Board (ME, FC and CRB) regarding provision of ATMs on IR.
- 3.0 **Policy on providing ATMs in Railway Areas (including Stations, Offices, Training Institutes, Colonies etc.).**
- This policy is applicable to a Public Sector Bank/Scheduled Commercial Indian Bank in all Railway premises.
 - Treating the ATMs as an important Passenger/Staff amenity, the existing policy of charging the rent at the rate of 6% of the market value of land and increasing it, at the rate of 7% is discontinued herewith.
 - GMs/ DRMs are empowered to select a suitable Public Sector Bank/ Scheduled Commercial Indian Bank in a transparent manner.
 - ATMs should be provided extensively, as required, even by persuading banks, if so, necessitated.
 - Tenders/Quotations may be invited without any reserve price. Bank quoting highest license fee shall be awarded the ATM location.
 - For provision of new ATM, or for extending the currency of ATMs, the administrative approval shall be obtained from Divisional Railway Manager.
 - For the new ATM, a suitable area shall be marked on a plan for installing the ATM and; the plan shall be approved by the GM/DRM. Maximum area for one ATM on a station will be 6 feet X 6 feet and for Colony/ Office/ Institute, area of one ATM shall be limited upto 7.5 Sq meters. The existing built up area/structure (if available) may also be considered by DRM/GM for this purpose, without any risk/liability on the part of Indian Railway. This would however remain the property of IR. The requirement and the maximum number of ATMs in a location shall be fixed with the approval of GM / DRM.

Ranjeet Kumar
27/11/2018

- h) Generally the ATM machine, its cabin structure, air-conditioning, electric cabling, Communication cabling, Communication and Internet devices including antenna etc i.e all physical infrastructure shall be provided by the Bank at its own cost and responsibility. Railway's responsibility pertains to providing the required land/ built up space only.
- i) The responsibility of security, maintenance, cleanliness of the ATM premises shall rest with the concerned Bank.
- j) The electricity for ATM, may be provided by the Railway, charging its actual cost from the bank. However the Bank shall be at its liberty to get the electricity from any source.
- k) Normally the ATMs shall be provided for a duration of 5 years, with provision for extension of the period based on mutual agreement.
- l) This policy is issued in supersession of all instructions conveyed on the subject so far. This shall come into effect prospectively for all tenders/quotations invited from the date of issue of this letter.

This issues with the approval of Traffic Commercial Directorate and concurrence of Associate Finance of Transformation Cell, Railway Board.

Kindly acknowledge the receipt and ensure compliance.



(T. K. Pandey)

Executive Director, Transformation

1. PFAs, All Indian Railways & Production Units
2. The ADAI (Railways), New Delhi
3. The Director of Audit, All Indian Railways



(Sanjeeb Kumar)

Executive Director (Accounts), Transformation

Copy to

1. The Director, Indian Railway Institute of Civil Engineering, Pune.
2. The Director, Indian Railway Institute of Mechanical and Electrical Engineering, Jamalpur.
3. The Director, Indian Railway Institute of Signal Engineering and Telecommunications, Secunderabad.
4. The Director, Indian Railway Institute of Electrical Engineering, Nasik.
5. The Executive Director, Indian Railways Centre for Advanced Maintenance Technology, Gwalior.
6. The Director, Indian Railway Institute of Transport Management, Lucknow.
7. The Registrar, Railway Claims Tribunal, Delhi.
8. The General Secretary, IRCA, New Delhi.
9. The Chief Commissioner of Railway Safety, Lucknow.
10. The Secretary, Railway Rates Tribunal, Chennai.
11. The Chairman, Railway Recruitment Board, Ahmedabad, Ajmer, Allahabad, Bangalore, Bhopal, Bhubaneswar, Chandigarh, Chennai, Gorakhpur, Guwahati, Jammu & Srinagar, Kolkata, Malda, Mumbai, Muzaffarpur, Patna, Ranchi, Secunderabad and Trivandrum.
12. CMD/MD of all railway PSUs

Copy to:

1. The Genl. Secy., AIRF, Room No. 248, & NFIR Room No. 256-C, Rail Bhavan
2. The Secy. Genl., IRPOF, Room No. 268, FROA, Room No. 256-D & AIRPFA, Room No. 256-D Rail Bhavan

Copy to:

1. PS to MR, MOS(S), MOS(G)
2. CRB, FC, ME, MTR, MRS, MS, MT, SECY, DG (RHS), DG (RPF), DG (Stores), DG(Pers), DG(S&T)
3. All AMs, Principal Executive Director & Executive Directors of Railway Board


27/11/18

(T. K. Pandey)
Executive Director, Transformation