

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

No. 2018/TG-1/20/P/STBA

New Delhi, Dated: 22.01.2020

Principal Chief Commercial Managers,
All Zonal Railways.

(Commercial Circular no. 04 of 2020)

Sub: Master Circular on implementation of STBA scheme at NSG-5 and NSG-6 Category stations.

Station Ticket Booking Sewak (STBS) scheme was introduced on pilot basis vide Commercial Circular no. 66 of 2013. Subsequently, a full-fledged scheme under the name Station Ticket Booking Agent (STBA) was rolled out vide Commercial Circular no. 53 of 2015.

2. On the basis of requests received from Zonal Railways to expand the scope of STBA scheme, the matter has been examined in Board's Office.
3. Considering the safety related responsibilities of ASMs & shortage of staff in booking cadre, Competent Authority have now decided that STBA may also be engaged at those NSG-5 and NSG-6 category stations where ASMs are issuing tickets presently. Also, those erstwhile E-category stations (which now fall under NSG-5 or NSG-6 stations) where STBA were engaged, shall continue to be governed by this scheme.
4. It is advised that necessary action may be taken at the earliest for engagement of STBA on aforesaid categories of stations in accordance with the scheme enclosed.
5. Performance of the scheme may be reviewed after an initial period of one year and position be appraised to Board's office for further evaluation.
6. This issues with the concurrence of Finance Directorate of Ministry of Railways.
7. Necessary instructions may be issued to all concerned accordingly.

DA: As above.

50 Southern Railway Commercial-Passenger Marketing	
Date of Receipt	23.01.2020
CCM/PM	
Dy.CCM/PRS	23.01.20
SCM/PRS	
ACM/PRS	

(Shelly Srivastava)
Director Passenger Marketing
Railway Board

New Delhi, Dated 22.01.2020

No. 2018/TG-1/20/P/STBA

Copy forwarded to:
PFA & CAO, All Zonal Railways.
Director (Audit), All Zonal Railways.

CS
CD. OS/PN

for Financial Commissioner, Railways