

POLICY GUIDELINES FOR ALLOTMENT OF STD/PCO BOOTH LICENSES.

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

No.2001/TG.IV/10/PCO/Policy

New Delhi, dtd 22.04.2002

**The General Manager (Comml.),
All Zonal Railways.**

(Commercial Circular No.24 of 2002)

Sub: Policy for fresh Allotment of STD/ISD/PCO/FAX/Internet Booths at railway stations.

A comprehensive review of the STD/ISD/PCO booth policy issued vide Board's letter No.2000/TG.IV/10/P/PCO/TATA dt. 28.4.2000 has been under consideration of the Board. A copy of the detailed policy guidelines framed for allotment of new STD/ISD/PCO/FAX/Internet Booths is enclosed. A copy of the agreement will be sent later on after vetting by the Conveyancing Branch of the Department of Legal Affairs, Ministry of Law & Justice. In the meantime, process for fresh allotment of STD/ISD Booths be started. This issue with the concurrence of the Finance and Legal Directorates of the Ministry of Railways.

The policy guidelines in respect of the existing STD/ISD/PCO/FAX/Internet Booths holders and PCO Booths having only Local Call facility will be issued separately.

Please acknowledge receipt.
(Hindi Version will follow)

Encl : Copy of Policy

(Dr P.K.Goel)
Executive Director Passenger Marketing
Railway Board
New Delhi, dtd 22.04.2002

No.2001/TG.IV/10/PCO/Policy

Copy forwarded for information and necessary action to :
1. The Principal Director of Audit, All Zonal Railways
2. The FA&CAO, All Zonal Railways

(TANVEER AHMED)
Director Finance Commercial
Railway Board.

No.2001/TG.IV/10/PCO/Policy

New Delhi, dtd 22.04.2002

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1. The Chief Commercial Managers/All Zonal Railways
2. The Divisions Railway Managers/All Divisions/All Zonal Railways

(Dr P.K.Goel)

**POLICY ON ALLOTMENT OF BOOTHS HAVING STD/ISD/LOCAL
CALL/FAX/INTERNET FACILITY-2002**

1. OBJECTIVE

- 1.1 To provide easy and user friendly access to passengers to communicate in emergency or otherwise.

2. SCALE AND NUMBER OF BOOTHS

- 2.1 For the purpose of providing booths having STD/ISD/Local call/FAX/Internet facility, stations will be classified into various categories as per Board's letter no.94/LM(B)/2/175 dated 28.9.99 which lays down as under :-

Category 'A' Non-suburban stations with an annual passenger earnings of rs.6 crores and above

Category 'B':I Non-suburban stations with an annual passenger earnings between Rs.3 cores to Rs.6 crores.

B : II stations of tourism importance, or an important Junction station (to be decided by General Manager).

Category 'C' : All Suburban Stations.

Category 'D': Non-suburban stations with an annual passenger earnings between 1 and 3 cores.

Category 'E': Non-suburban stations with earnings less than 1 crore.

Category 'F' : Halts.

- 1.1 At 'A' Class Stations upto 2 booths having STD/ISD/Local call/FAX/Internet facility 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. here there is sizeable traffic, this facility will 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 the Divisional Railway Managers.
- 1.2 At 'B' and 'C' Class stations one Booth will be provided at each platform.
- 1.3 At 'D' class stations 2 such booths will be provided.
- 1.4 At 'E' and 'F' class stations, one Booth shall be provided if considered justified by the Divisions.
- 1.5 If there is a ban on the allotment of additional booths at any station but there is a justification for provision of these booths, the ban may be lifted with approval of divisional Railway Manager. However, number of booths at any platform shall not exceed the prescribed number as mentioned above.
- 1.6 At stations, which are heavily congested or stations where need for providing booths having STD/ISD/Local call/FAX/Internet facility, as per the norms prescribed above, is not felt, lesser number of booths may be provided with specific approval of Divisional Railway Manager.

- 1.7 Divisional Railway Manager will assess the requirements of booths having STD/ISD/Local call/FAX/Internet facility for each category of stations on the division as per the norms mentioned above.
- 1.8 Places where this facility will be located will be identified in such a way that it does not hamper passenger movement but at the same time is accessible to the passengers.
- 1.9 The Telephones shall be provided by BSNL/MTNL or any other authorized service provider duly selected in that State and operating under regulations of TRAL.

2. **OPERATION OF BOOTHS :** These booths will be operated by duly selected booth operators who should provide good quality of customer service.

3. **ELIGIBILITY CRITERIA FOR SELECTION OF BOOTH OPEARTORS
(FOR ALL CATEGORY OF APPLICANTS/STATIONS)**

- I. The booth operators should be educated unemployed person. No educational qualification is necessary for reserved categories such as SC/ST/OBC/women/physically handicapped including blind persons.
- 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. EDUCATIONAL QUALIFICATIONS

The educational qualification requirement for allotment shall be as under :-

- (i) At least matric or high school and above for urban areas.
- (ii) 8th or middle pass and above for rural areas.

IV ANTECEDENTS

Before awarding of the licence, the antecedents of the applicants should be got verified by police.

4. **VERTICAL AND HORIZONTAL RESERVATION IN ALLOTMENT**

The booths will be divided into 3 broad categories i.e., educated unemployed, youth, physically handicapped and women. There will be quotas within this broad category as under.

- 4.1 The vertical and horizontal reservation percentage in allotment of the STD/ISD/Local call/FAX/Internet booths at stations will be as under :-

| Category | Total percent aged | Percentage reserved for various categories | | | |
|--|--------------------|--|--------------------------|------------------------|----------------------------|
| | | Scheduled Cast | Scheduled Tribe | Other backward Class | 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% |
| Total | 100% | 15% | 7.5% | 27% | 50.5% |

4.2 The quota as specified above shall be maintained at Divisional basis.

4.3 For the purpose of working out number of booths to be allotted to various categories of persons at various categories of stations, the following procedure shall be adopted :-

“The number of stations located on a Division will be segregated category –wise i.e., A,B,C,D,E & F. The number of booths assessed for all ‘A’ class stations on the Division will be clubbed and thereafter distributed by adopting principle of vertical and horizontal reservation. The same procedure will be adopted for ‘B’ and ‘C’ class together for entire division for entire division and this will be treated as one block and thereafter the same principle as mentioned above, will be adopted. To illustrate, if there are 100 booths to be allotted at all ‘A’ class stations of a particular Division, 25 will be allotted to physically handicapped persons, 15% will be allotted to SC, 7.5% to ST and 27% to OBC and the remaining 50.5% to the general public. The same method will be adopted in case of women and unemployed youth.

5.4 In the event of vacancy on account of expiry of contract or termination of contract etc, the booth will be allotted to person(s) belonging to the same category for which the vacancy has arisen, after following the laid down procedure.

5. PROCEDURE FOR SELECTION

5.1 For allotment of booths at ‘A’, ‘B’ & ‘C’ category of stations, two packet tendering system will be followed. For ‘D’, ‘E’ and ‘F’ category of stations, the allotment will be done by the General Manager on the recommendations of the screening committee. The detailed procedure will be as under :-

6.1.2 Packet ‘A’ containing the technical offer will be opened first and should inter alia have following documents.

- i) Authenticated documents showing educational qualification of the applicant.
- ii) Income Tax Clearance certificate along with affidavit declaring assets and liabilities;

- iii) 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.
 - iv) Earnest money as stipulated.
- 6.1.3 **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 licence fee as notified by the Railway 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.
- 6.1.4 After the bids have been received, a Tender committee comprising three officers or appropriate level including one from commercial , civil and Finance Department respectively 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 qualify 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. Divisional Railway Manager.
- 6.1.5 The commission together with land license fee will be paid by booth operators to Railway authority. Applications for each booth will be called for and considered separately.
- 6.2 **PROCEDURE FOR SELECTION FOR 'D', 'E' & 'F' CATEGORY STATIONS**
- 6.2.1 The two packet tender system will not be followed for these categories of stations. Applications will be called for by the division by giving suitable advertisements in the National/State-level/local newspapers etc. The eligibility criteria will be decided as per Para 4 and the applicants shall also enclose documents as specified in Para 6.1.2 (i to iv) above.
- 6.2.2 After the applications have been received, a screening committee of the Division consisting of officers of appropriate level including one from commercial, civil and Finance Deptt. Shall scrutinize and shortlist the eligible offers. These shall then be forwarded with the comments of the Division Railway Manager to the commercial department of the headquarter office. This will be examined by Headquarter committee comprising three officers of senior scale level/JA Grade (as convenient) including one from Commercial, civil and Finance Department, as nominated by the General Manager. The recommendations of this committee shall be approved by the General Manager.
7. **LICENSE FEE AND OTHER CHARGES**
- The following charges will be realized from the booth operator:
- 7.1 **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 categories of stations and the same will be increased by 10% every year.
- 7.2 **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 booth operators by the service provider i.e. BSNL/MTNL/or any other authorized service provider.
- (iii) In case of D, E, F category of stations, minimum 10% of commission payable to the booth operators by the service provide i.e. BSNL/MTNL/or any other authorized service provider is payable to Railways. The percentage of commission to be charged for each station falling under D, E & F categories of stations will however be fixed by the Division in consultation with their Associate Finance subject to minimum of 10%.
8. **TERMS AND CONDITIONS FOR ALLOTMENT**

- 8.1 Only one booth would be allotted to one person. An undertaking should be obtained that applicant is not operating another STD/ISD/PCO/FAX/Internet booth on the Indian Railways premises.
- 8.2 The maximum size of the booth will be 5' x 6'.
- 8.3 Two telephone lines will be permitted in one booth.
- 8.4 The booth holders will be permitted to install FAX facility within the space allotted and in case RAX facility is installed, an additional telephone connection may be permitted. The booth holders shall also be permitted to install internet kiosk for which 10% space of the areabe given extra on payment of additional land license fee. However, care should be taken not to congest the platforms.
- 8.5 (a) For operating the booth, the license will pay one year's annual land license fee in advance before construction permission is granted.
(b) Commission shall be paid by the licensee to the railways based on commission payable to him by MTNL/BSNL to the licensee.
(c) The initial land license fee decided at the time of signing of the agreement will be increased @ 10% for every subsequent year.
- 8.6 The earnest money deposit will be retained by railways as part of the security deposit. Security deposit of 6 months land license fee shall be deposited by the successful bidder.
- 8.7 The period of contract would be for a period of five years. This would be extended for another five years, by the competent authority on recommendations of Divisional Commercial Manager/Senior Divisional Commercial Manager 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 six months in advance) and not renew any of the contracts after the expiry of contractual period of 10 years including extension.
- 8.8 MTNL/BSNL/or any other authorized service provider bills would form the basis for realizing the commission for all facilities given to the licensees.
- 8.9 No subletting of premises/booth will be allowed.
- 8.10 In case of death of the license 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 conditions that his/her 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.
- 8.11 For easy identification of PCO booth by the rail users, yellow colour with black border should be used. They should conform the standardized design made by Railways.
- 8.12 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 license to operate the booth personally at least in one shift of 8 hours.
- 8.13 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.

9. MONITORING OF PERFORMANCE/PAYMENT

- (i) Feed back about performance from the users of the facility should be gathered.
- (ii) There should be periodical check on the service being provided.
- (iii) Quarterly paid statement should be prepared by accounts department and given to commercial department. Details to include the conformation about the timely payment by the party and the position of outstanding dues, if any.
- (iv) A separate dossier to be maintained for recording performance of the party.
- (v) An officer should be nominated at Divisional/Zonal Railway Headquarter to monitor

- (I) Timely payment
- (II) Satisfactory performance of service etc.

10. The Administration (i.e., Divisional Railway Manager or General Manager) will have the right to impose fine/terminate the license if the licensee is not conforming to the conditions laid down by the Railways and if there are complaints against him/her for overcharging, etc. The contract will be terminated after issuing due notice. The termination of the license may be done on the basis of the defaults committed by the licensee and at least 3 chances may be afforded by imposing fine. The compounding of defaults may be empowered to Divisional Railway Manager with the powers of imposing fine not less than Rs.500 after due observance of the principles of Natural Justice.
11. A copy of the draft Agreement to be entered into is enclosed. This can be suitably modified depending upon the category under which the booth is allotted.
12. These conditions will apply prospectively. Fresh allotments of STD/ISD/PCO/FAX/Internet Booths will be made only as per this new policy guidelines.

-End-

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

No.2002/TG.IV/10/P/PCO/(Local Call)Review

New Delhi, dtd. 17.05.2002

**The General Manager (Commercial),
All Zonal Railways.**

(Commercial Circular No.37 of 2002)

Sub : Policy for the existing PCO Booth holders.

At present, the following two types of attended-type telephone booths are available :-

- (i) Telephone booths having facility of STD/ISD/Local Calls.
- (ii) Telephone booths having facility of only Local Calls.

The telephone booths having only local call facility were mostly set up at a time when the uses of STD/ISD facility was not very common in India. With the provision of telephone booths having the facility of STD/ISD/Local calls all over the country, it is felt that at stations on the Indian Railways, the telephone booths having local call facility should be provided with the additional facility of STD/ISD/FAX/Internet. This would be providing better facilities to the passengers. At the same time, this measure would also bring additional revenues to the railways by way of license fees, commission, etc. It is, therefore, decided that the persons operating telephone booth having only local call facility should be given an option to have STD/ISD/FAX/Internet connections subject to the following conditions :-

- (a) Agree to pay the same charges viz. land license fee, commission, electricity charges, etc. as are applicable to the telephone booths having Local/STD/ISD/FAX/Internet connections as per latest tender rate.
- (b) In case the telephone booth holder does not opt for having STD/ISD/FAX/Internet facility, he/she will be allowed to operate the telephone booth having only local call facility till the validity of the existing contract and extension will not be granted to such contract. Further there will be no allotment of PCO booths having only local call facility in future.

Please acknowledge receipt
(Hindi Version will follow)

(Dr P.K.Goel)
Executive Director Passenger Marketing
Railway Board

No.2002/TG.IV/10/P/PCO/(Local Call)Review

New Delhi, dtd 17.05.2002

Copy forwarded for information and necessary action to :

1. The Principal Director of Audit, All Zonal Railways
2. The FA&CAO, All Zonal Railways

(TANVEER AHMED)
For Financial Commissioner/Railways
Railway Board.

Copy forwarded for information and necessary action to :

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2. The Divisions Railway Mangers/All Divisions/AllZonal Railways

(Dr P.K.Goel)
Executive Director Passenger Marketing
Railway Board

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

No.2000/TG.IV/10/P/ISD/PCO/Review

New Delhi, dtd 20.05.2002

**The General Manager (Commercial),
All Zonal Railways.**

**Policy Circular No.36 of 2002-Commercial directorate
Sub : Policy for the existing STD/ISD/ PCO Booth holders.**

The policy for allotment of STD/ISD/PCO/FAX/Internet Booths issued vide Board's letter No.2000/TG.IV/10/PCO/TATA dt. 28.4.2000 was stayed vide Board's letter of even dated 12/12.6.2001. The matter regarding review of STD/ISD/PCO booth policy issued vide above quoted letter of even number dt. 28.4.2000 has been under consideration of the Board for quite some time.

Ministry of Railways has, therefore reviewed the matter and has decided that the revised policy for renewal of the existing contract of STD/ISD/PCO/FAX/Internet Booths holders will be as under :-

6. In case of existing STD/ISD/PCO/FAX/Internet Booths, the licensee may be allowed to operate the booth upto the unexpired period of existing contract. The contract can be further extended once if considered desirable w.e.f. the date of expiry of the earlier contract and upto 27.4.2005 subject to the following conditions.
 - (a) The party agrees to pay land licence fee @ 20% of the notified cost of the land price prevailing at a particular station and 10% increase every year as notified by the Railway and a minimum of 10% of the commission earned by them from MTNL, BSNL or any other authorized service provider, etc till a new contract at the same station as per New policy for fresh allotment (2002) is finalized. After a new contract is finalized, the rate of commission would be 10% or the rate accepted in the said new contract whichever is higher.
 - (b) As per the agreement with STD/ISD/PCO booth holders, the licensee shall pay in addition to license fee other charges such as electric current, water consumption, municipal taxes, etc. as fixed by the administration from time to time regularly.
7. Zonal Railway should expedite the process of inviting open bids so that the benefit of higher rate (over and above the minimum of 10%) accrues to the railways as early as possible.
 - 7.1 A clause may be introduced in their agreement that change/amendment/modification made in policy from time to time will automatically be applicable to the existing license without any further action on the part of the railway.

This issues with the concurrence of Finance and Legal directorates of the Ministry of Railways.

(Dr P.K.Goyal)
Executive Director Passenger Marketing
Railway Board

No.2000/TG.IV/10/P/ISD/PCO/Review

New Delhi, dtd 20.05.2002

Copy to :

1. FA&CAO, All Indian Railways (with 5 copies) for information.
2. ADAL/Railways (With 36 spare copies)

(TANVEER AHMED)
For Financial Commissioner/Railways
Railway Board.

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(Dr P.K.Goel)
Executive Director Passenger Marketing
Railway Board

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4. The FA&CAO, All Zonal Railways

(TANVEER AHMED)
For Financial Commissioner/Railways
Railway Board.

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4. The Divisions Railway Mangers/All Divisions/All Zonal Railways

(Dr P.K.Goel)
Executive Director Passenger Marketing
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.01/TGIV/10/PCO/Review

New Delhi, dtd 14.05.2004

The General manager (C),
All Zonal Railways.

(Commercial Circular No.8 of 2004)

Sub: Policy for fresh allotment of STD/PCO/ISD/Fax/Internet Booths at Railway Stations.

Ref: Board's letters No.01/TGIV/10/PCO/Policy dtd 22.4.02 and 01/TGIV/10/PCO/Review dtd 29.10.02.

A Committee was constituted in the Ministry of railways to review the existing policy for allotment of STD/PCO/ISD/Fax/Internet Booths. Based on the recommendations made by the Committee and with the approval of the competent authority the Ministry of Railways have decided to rationalise certain provisions in the existing guidelines referred to in policy letter dated 22.4.2002 above. The modifications/additions/deletions made in the existing policy are as under :-

1. Below Para 4. IV, Para V be added as under :-

V. In case of D,E & F category stations, the applicant should be a local resident of the area. The residence would be treated as local residence 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.

2. Para 5.3 has been modified and may be read as under :-

5.3 For the purpose of working out number of booths to be allotted to various categories of persons at various categories of stations, the following procedure shall be adopted :-

“The number of stations located on a Division will be segregated category-wise i.e. A,B, C, D, E & F. After this has been done, a serial number be given to each booth at the station e.g. at Nagpur station, the booths will be numbered as NGP/1, NGP/2, etc. The number of booths assessed for all ‘ A ’ class stations on the Division will be clubbed and thereafter distributed by adopting principle of vertical and horizontal reservation. The same procedure will be adopted for ‘B’ and ‘C’ class stations. The total requirement at ‘D’, ‘E’ & ‘F’ class stations will be clubbed together for entire division and this will be treated as one block and thereafter the same principle as mentioned above, will be adopted. To illustrate, if there are 100 booths to be allotted at all ‘A’ class stations of a particular division, 25 will be allotted to physically handicapped persons, 25 to ladies and 50 to unemployed youth. Amongst the 25 booths allotted to physically handicapped

persons, 15% will be allotted to SC, 7.5% to ST and 27% to OBC and the remaining 50.0% to the general public. The same method will be adopted in case of women and unemployed youth. The category of persons to which these booths will be allotted, will be determined through a draw of lots to be done by any child separately for A, B & C category of stations and on combined basis for d, E & F stations. For one-time identification of booths, a committee of 3 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 ID.

3. Para 5.4 has been modified and may be read as under:-

5.4 After the present contract is over or in case of termination of contract etc, the booths should be allotted to the person belonging to the category as per the booth 'ID'. Moreover, future tenders will be booth specific only. In case, due to construction of new platforms etc, additional booths are to be set up, the identification for these booths will be done through a draw of lots to be done by any child based on the remaining category of persons of the table, as per the procedure prescribed above.

4. Para 6.1 has been modified and may be read as under: -

6.1 For allotment of booths at 'A', 'B' & 'C' category of stations two packet tendering system will be followed. For 'D', 'E' and 'F' category of stations, the allotment will be done by the DRM on the basis of draw of lots to be done by any child. The detailed procedure will be as under :-

5. Para 6.1.2(ii) has been modified and may be read as under :-

Affidavit declaring assets and liabilities.

6. Para 6.1.3 has been modified may be read as under :-

6.1.3 **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 licence fee as notified by the Railway 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. The maximum will also not be quoted more than 100% in the tender. If any tenderer quotes more than 100% commission, the tender will be treated as invalid. This should be specifically mentioned in the tender papers.

7. Para 6.1.4 has been modified may be read as under :-

6.1.4 After the bids have been received, a Tender Committee comprising three officers of appropriate level including one from Commercial, civil and Finance Department respectively 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. Divisional Railway Manager. However, as the highest bid has been restricted to 100% of the commission, there will be a draw of lots to be done by any child if there are more than one candidate offering same highest bid;

Candidates should be advised the date, time and venue of the draw by Courier/Regd AD to enable them to attend it if they so desire.

8. Para 6.2.2 has been modified may be read as under:-

6.2.2 After the applications have been received, a screening committee of the Division consisting of officers of appropriate level including one from commercial, civil and "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.

9. Para 7.1 has been modified may be read as under :-

The following charges will be realized from the booth operator :

7.1 **Land licence fee** at a uniform rate of 20% of the notified cost of the land price prevailing at the stations and the same will be increased by 10% every year. Exact amount of land licence fee will be worked out and mentioned in the tender document.

The above changes will be applicable to the STD/PCO/ISD/Fax/Internet booths to be allotted in future. In respect of booths which have been allotted or are in the process of being finalized as per Board's policy guidelines dated 22.4.02, these will be governed bhy existing guidelines i.e. of 22.4.02 & 29.10.02.

This issues with the concurrence of Finance and Legal directorates of the Ministry of Railways.

(Hindi version will follow)

DA : As above.

(A.K.Goyal)
Executive Director Passenger Marketing
Railway Board

No.01/TGIV/10/PCO/Review

New Delhi, dtd 02.2004

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(Dhruv Singh)
Director Finance Commercial
Railway Board

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2. Divisional Railway Managers/all divisions of ZRs
- 3.

(A.K.Goyal)
Executive Director Passenger Marketing
Railway Board

Copy forwarded for information to :

1. General Secretary, AIRF & NFIR
2. General Secretary, All Indian SC/ST Railway Employees Association,
171-B/3, Basant Lane, Railway Colony, New Delhi-1.

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
(Railway Board)

No.2005/TG-IV/10/STD/24/Pt.I

New Delhi, dtd 07.06.05

The General manager (Comml.),
All Indian Railways.

(Commercial Circular No.23 of 2005)

Sub : STD/ISD/PCO Booth Policy.

Ref : Board's letter no.2005/TGIV/10/STD/24/Pt.II dated 25.5.05.

Representations have been received regarding extension of the contract of STD/PCO booth holders whose contracts expired on 27.4.2005 as per Board's letter no.2000/TGIV/10/P/STD/PCO/Review dated 20.5.2002 for extending their contracts as has been extended for the physically handicapped persons.

2. The matter has been considered in the Ministry of Railways and it has been decided that the contracts of STD/ISD/PCO booth holders other than physically handicapped persons whose total period of contract as on 27.4.2005 is less than 10 years may be extended till such period when their total period of contract comes to 10 years or till 27.4.2007, whichever is earlier subject to the following conditions.

At A, B & C category stations

- i) Highest commission being paid at the station will be charged while extending contract subject to a minimum of 10%.
- ii) In case no booth contract has been finalized on the basis of tender at A,B & c category stations, the commission chargeable will be the highest commission being paid at the station subject to a minimum of 10 % which will get enhanced equal to the commission which gets fixed at the station as and when any booth is subsequently allotted on tender basis at that station.

At other stations

Highest commission being paid by any booth operator at that station subject to minimum of 10% will be paid while extending the contract.

Policy for charging of commission for all future extensions

3. It has been decided that the commission as mentioned in Para 2 above would be charged in all cases of extension of booth contracts.
4. All other charges as stipulated in the current policy will continue to be realized.

Receipt of this letter may please be acknowledged.

(A.K.Goyal)
Adviser Passenger Marketing
Railway Board

No.2005/TG-IV/10/STD/24/Pt.I

New Delhi, dtd 07.06.05

Copy forwarded for information and necessary action to :

1. The Principal Director of audit, all Zonal Railways
2. The FA&CAO, All Zonal Railways
3. Chief Commercial Managers, all Zonal Railways
4. Divisional Railway Managers/all divisions of ZRs

(A.K.Goyal)
Adviser Passenger Marketing
Railway Board.

Copy forwarded for information to :

1. General Secretary, AIFR & NFIR
2. General Secretary, All Indian SC/ST Railway Employees Association,
171-B/3, Basant Lane, Railway colony, New Delhi-1.

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.2005/TGIV/10/STD/24/Pt.I

New Delhi, dtd 06.07.2005

The General manager (Comml)
All Indian Railways.

Sub : Corrigendum to circular No.23 of 2005 issued vide Board's letter of even number dtd 7.6.05 regarding STD/ISD/PCO Booth Policy.

Please refer to Commercial Circular No.23 of 2005 issued on 7.6.2005 regarding STD/ISD/PCO booth policy. **Circular No.23 may please be read as circular No.23A.**

Kindly acknowledge receipt.

(A.K.MUKHERJEE)
For Director Traffic Commercial(G)
Railway Board.