



कोंकण रेलवे कॉर्पोरेशन लिमिटेड

(भारत सरकार का उपक्रम)

Konkan Railway Corporation Limited
(A Govt of India Undertaking)

मुख्य वाणिज्य प्रबंधक का कार्यालय, बेलापुर नवी मुंबई
Office of Chief Commercial Manager, C.B.D Belapur, Navi Mumbai.

निविदा दस्तावेज

Tender Document

निविदा सूचना संख्या: CO-16034-1-2026-COMM"
Tender Notice No.: CO-16034-1-2026-COMM

"कोंकण रेलवे के विभिन्न स्टेशनों पर पायलट प्रोजेक्ट (प्रायोगिक परियोजना) के
आधार पर एम-यूटीएस (M-UTS) सहायकों की नियुक्ति"

**"ENGAGEMENT OF M-UTS SAHAYAKS ON PILOT PROJECT BASIS
OVER KONKAN RAILWAY AT VARIOUS STATIONS"**

निविदा फॉर्म शुल्क - ₹ 2950/-
Tender Form Fee: Rs. 2950/-

प्लॉट क्र - 6, सेक्टर -11, बेलापुर भवन, बीबीडी बेलापुर, नवी मुंबई - 400 614 Plot No- 6,
Sector - 11, Belapur Bhavan, CBD – Belapur, Navi Mumbai – 400 614

Index

Sr.No.	Details	Page no
1	Notice Inviting Tender	3
2	Time Schedule	4
3	Section-I- General Terms & Condition	5-9
4	Section-II - Instructions to Applicant(s)	10-11
5	Draft Agreement	12-15
6	Annexure- A – Technical Specification of Mobile Bluetooth Thermal Ticket Printer	16-17
7	Annexure B – Technical Specification of Desktop Bluetooth Thermal Printer	18-19
8	Affidavit / Declaration	20
9	Annexure C – Android Mobile Phone Specifications	21
10	Application form for General Public	22-32
11	Application form for Retired Railway Employee	24-25

कोंकण रेलवे कॉर्पोरेशन लिमिटेड
(भारत सरकार का उपक्रम)
KONKAN RAILWAY CORPORATION LIMITED
 (A Government of India Undertaking)
निविदा आमंत्रण सूचना
NOTICE INVITING TENDER

No. CO-16034-1-2026-COMM

Date : 12/08/2026

**“ENGAGEMENT OF M-UTS SAHAYAKS ON PILOT PROJECT BASIS OVER
KONKAN RAILWAY AT VARIOUS STATIONS”**

Chief Commercial Manager on behalf of Konkan Railway Corporation Limited invites sealed applications from Retired Railway Employee and interested applicants (General Public) in the prescribed form for engagement of M-UTS sahayaks on pilot project basis over Konkan Railway at following railway stations:-

Sr. No	District (State)	Station category	Station	M-UTS working hours.	Number of Sahayak	Earnest Money Deposit (Rs.)	Security Deposit (Rs.)
1	South Goa (Goa)	NSG-2	Madgaon	Round the Clock	02	10,000/-	1,00,000
2	Ratnagiri (Maharashtra)	NSG-3	Chiplun	Round the Clock	02	10,000/-	1,00,000
3	Ratnagiri (Maharashtra)	NSG-3	Ratnagiri	Round the Clock	02	10,000/-	1,00,000
4	Sindhudurg (Maharashtra)	NSG-3	Kankavali	Round the Clock	01	10,000/-	1,00,000
5	Sindhudurg (Maharashtra)	NSG-3	Kudal	Round the Clock	01	10,000/-	1,00,000
6	North Goa (Goa)	NSG-3	Thivim	Round the Clock	01	10,000/-	1,00,000
7	North Goa (Goa)	NSG-3	Karmali	Round the clock	01	10,000/-	1,00,000
8	Udupi (Karnataka)	NSG-3	Udupi	Round the Clock	01	10,000/-	1,00,000

Contract Period: Tenure of Contract period is 2 years. However, initially the contract will be awarded for the period up to 30th June 2027. Thereafter, extension for balance period may be considered subject to Railway Board guidelines from time to time.

Last date & time of submission of Application form – 15:00 hrs of 27/08/2026

Time & date of opening of Application form – 15:30 hrs of 27/08/2026

Drop box is available at Madgaon, Ratnagiri, Chiplun, Kankavali, Kudal, Thivim, Karmali and Udupi stations.

Complete details of tender are available on the website www.konkanrailway.com → Department → Commercial. Tender documents can be downloaded from the website.

Chief Commercial Manager
Konkan Railway Corporation Ltd.

Time Schedule

Sr No.	Particulars	Date & Time
1	Sale of applications forms	From 12/08/2026 to 27/08/2026
2	Last date for submission of completed Application form in sealed envelop at Madgaon, Ratnagiri, Chiplun, Kankavali, Kudal, Thivim, Karmali and Udupi.	On 27/08/2026 (upto 15:00 hrs)
3	Opening of applications forms	On 27/08/2026 (at 15:30 hrs)
4	<u>Place of opening of application forms -</u> Office of Chief Commercial Manager, Konkan Railway Corporation Limited, 4 th floor, Sector-11, Belapur Bhavan, CBD Belapur, Navi Mumbai 400 614.	

Chief Commercial Manager
Konkan Railway Corporation Limited

Section I - General Terms & Conditions

1. M-UTS Sahayaks is to engage on commission basis at the following stations-

Category	Station name	Number of M-UTS Sahayaks
NSG-2	MAO	Two (One at PF-1 and One at PF-6)
NSG-3	CHI, RN,	Two numbers
	KKW, KUDL, THVM, KRMI, UD	One number at each Station.

- a. Any individual can be engaged as M-UTS Sahayak at one station only.
- b. M-UTS Sahayak to issue UTS tickets on cash as well as QR through M-UTS device.
- c. **Issue of tickets:** M-UTS Sahayak will issue Normal unreserved journey tickets in 2nd Class in Mail/Express, Child, PF Ticket, First Class season tickets and second-class season tickets can be issued by the M-UTS Sahayaks as per the applicable rules. However, M-UTS Sahayaks are not permitted to issue Reserved tickets including SL tickets and Upper-Class tickets.
- d. Exchange of any concession for purchase of Railway travel ticket will not be allowed for any M-UTS Sahayak.
- e. The facility of Refund / Cancellation / Special Cancellation will not be given to the M-UTS Sahayak. However, the tickets issued by M-UTS Sahayaks can be cancelled at the UTS counter only in case it is operated by Railway Employees and refund will be given in cash after verification and such records should be checked and verified periodically.
- f. Facility of Non-Issue (NI) shall NOT be given to M-UTS Sahayak for tickets issued through M-UTS. However, the Sahayak may be allowed to deposit subsequently a completely Blank Ticket unaccounted in the system. In all other cases where the ticket has been accounted for in the system, the facility of NI shall NOT be permitted to the agent
- g. The cost of hardware and software used for M-UTS counter, including maintenance, shall be borne by the M-UTS Sahayak.
- h. The M-UTS Sahayak should issue tickets upto the amount of the ATD deposit by him/her. However, a minimum buffer of ₹ 2,000/- must be maintained in each M-UTS mobile service. Thereafter, recharge of the ATD should be done at the serving station.
- i. M-UTS Sahayak will maintain the ticket stock daily with opening and closing number of the ticket issued at the M-UTS counter.
- j. The Mobile phone used by the M-UTS Sahayak for M-UTS booking should always be connected to the network service provider. During the non-connection period tickets should not be issued by the device.
- k. The selected M-UTS Sahayak will have to execute an agreement with the KRCL.
- l. Commercial Supervisor / In charge of Booking Office at the Railway Station will monitor all daily activities of the sahayaks.

m. **Bonus payable on ticket sold amount to M-UTS Sahayaks:**

Distance Slab	Bonus percentage
Upto 150 kms	3%
151 km to 500 kms	2%
Beyond 500 kms	1%

- n. An Advance Ticket Deposit (ATD) account will be opened for each M-UTS sahayak. The bonus amount will be automatically credited to the ATD account.

2. Eligibility Criteria :

- The applications are invited from all interested persons in the prescribed format including Retired Railway Employees and/or private individuals, who are permanent resident of the same district.
- Education qualification :** At least Class- 10th Pass.
- Applicant should be above 18 years of age.
- Applicant who is Retired Railway Employee should not be dismissed or removed from Railway services. An undertaking in this regard should be submitted along with application. In case it is found in future the agreement will be terminated without giving any advance notice.
- There should be no criminal records or pending case in any local police station against the applicant.
- Applicant should not have been engaged as M-UTS Sahayak, STBA, JTBS or YTSK at any other location with KRCL or with any other Railway Division.

3. Basis of Selection:

- The applications received from all the interested persons shall be segregated in the following manner :
 - First stage (local District) :** At first stage, applicant(s) from retired railway employee shall be given preference over private individuals. Accordingly, applications of retired railway employees will be shortlisted for selection process. In case, number of eligible applicants of Retired Railway employee are more than required number of M-UTS to be engaged then selection will be done on the basis of draw of lot, as per Railway Board guidelines.
 - Second stage (local District) :** In case after engaging retired railway employee if vacancy persists, then it will be filled through private individuals. In case, number of eligible applicants of private individuals are more than required number of M-UTS to be engaged then selection will be done on the basis of draw of lot, as per Railway Board guidelines.
 - Third stage :** In case there is no eligible applicant(s) of local district either from retired railway employee or private individuals, then relaxation may be given to the other district applicants, subject to approval of the Chief Commercial Manager as under :
 - Application of retired railway employee of the other district shall be given preference over private individuals. Accordingly, applications of retired railway employees of other districts will be shortlisted for selection process. In case, number of eligible applicants of Retired

Railway employee are more than required number of M-UTS to be engaged then selection will be done on the basis of draw of lot, as per Railway Board guidelines.

- (2) In case there is no retired railway employee of other districts is found suitable, then applicant(s) from private individuals of the other district will be shortlisted for selection process. In case, number of eligible applicants of private individuals are more than required number of M-UTS to be engaged then selection will be done on the basis of draw of lot, as per Railway Board guidelines.

- (II) Decision of the Railway Administration in all above shall be final and bindings on all applicants.
- (III) Before applyig for M-UTS Sahayak, interested candidates must read carefully about the scheme of M-UTS Sahayak and fulfil the eligibility conditions listed therein.
- (IV) The selected M-UTS Sahayak will have to execute an agreement with the Railway Administration.

3. Earnest Money Deposit (EMD) :

Applicant shall submit their application in attached format along with a photograph and an Earnest Money Deposit(EMD) of Rs. 10,000/- (Rupees Ten thousand only) in the form of Demand Draft in favour of FA&CAO/KRCL.

3. Security Deposit:

- a. A refundable security deposit of ₹ 1,00,000 shall be deposited by the selected M-UTS Sahayak in the form of Demand Draft/ RTGS.
- b. In case a retired Railway employee, a refundable security deposit shall be ₹ 20,000 only in form of Demand Draft/ RTGS.
- c. The EMD amount will be adjusted against the Security Deposit for the selected applicants and EMD amount of unsuccessful applicant will be refunded.
- d. In case, M-UTS Sahayak expresses inability to operate after his/ her selection by Zonal Railways, EMD/ security deposit furnished by him shall be forfeited.
- e. On completion/termination of Tenure/agreement, pending dues if any shall be adjusted from the Security deposit and balance refunded to M-UTS Sahayak.

4. Contract Period:

Tenure of Contract period is 2 years. However, initially the contract will be awarded for the period up to 30th June 2027. Thereafter, extension for balance period may be considered subject to Railway Board guidelines from time to time.

5. Infrastructure & Equipment:

- a) The space for M-UTS Counter will be provided by the Railways free of cost in or nearby the ticketing area. The location shall be decided by Railway administration. A small enclosure/ standee with basic furniture such as table/chair shall be provided by Railways without any cost. Provision of charging points for M- UTS device including printer shall be provided by railways without any cost. No charges should be levied for charging of the ticketing equipment i.e. the MUTS device and the portable printer.

- b) Railways will provide the list of equipment with their specifications required for M-UTS Sahayak. The M-UTS Sahayak shall procure his/her mobile device, portable printer, SIM and the internet connection strictly as per the specifications provided by the Railways, with his/her own cost.
- c) It is recommended that the Mobile device procured may be used only for Unreserved Ticketing purpose.
- d) The printer should be procured with specifications given by Railways to have compatibility with 150 tickets roll size.
- e) The cost of all hardware including the mobile device, network connectivity charges (SIM) and the Bluetooth printer (including maintenance) shall be borne by the M-UTS Sahayak. M-UTS Sahayak will procure the Bluetooth printer with 3 years warranty.
- f) During the course of the contract, the M-UTS Sahayak may request for configuration of another mobile phone/ device for issue of tickets through M-UTS with the same advance deposit for the original device. However, the new device should be enabled only after the original device has been deregistered for ticketing by the regional console. However, the terminal code will be same for the new mobile phone / device. The same may be permitted with the permission of the Sr. DCM / DCM (In-charge) of the concern division. At any point of time, only one M-UTS terminal will be active for single M-UTS Sahayak. In case it is found that for one M-UTS Sahayak more than one mobile phone/device are activated the M-UTS Sahayak will be penalized for the same and in such KRCL reserves the right to terminate case agreement for M/UTS counter may be terminated.
- g) At one time only one thermal printer shall be enabled for single M-UTS Sahayak.

6. Supply of tickets:

- a) M-UTS Sahayak shall deposit an amount of ₹ 50,000/- per ticket roll (150 tickets) as Advance Ticket Deposit at the serving station in advance. Serving station will issue Money Receipt to the M-UTS Sahayak.
- b) A maximum 2 ticket roll can be issued to the M-UTS Sahayak at given time. However, keeping in view the local requirement may allowing issuance of more than 2 ticket rolls
- c) DCM /Sr.DCM may permit allowing issuance of more than 2 ticket rolls at a time for a particular station on case-to-case basis.
- d) In all above cases, the condition of advance deposit amount of ₹ 50,000/- per ticket roll (150 tickets) is applicable, accordingly advance deposit money have to be deposited.

7. Accounting procedures and Checks:

- a) If the ejected completely blank tickets are not accounted for in the system, then the blank tickets should be secured and the M-UTS Sahayak should use Supervisory intervention and enter fresh commencing number. Completely blank tickets unaccounted in the system should be handed over to the serving station within the next 3 hours. Subsequently, the handed over tickets will be sent to attached Traffic Accounts Office by the serving station.
- b) If the ejected completely blank ticket is accounted for in the system, no NI ticket provision will be given in the M-UTS application. M-UTS Sahayak will submit such blank tickets along with the details for which the ticket has been accounted in the system at the serving station within next 3 hours for special cancellation. If the money has been deducted from the ATD account of the M-UTS Sahayak with respect to such blank tickets, then system will refund the amount to MUTS Sahayak ATD account automatically after special cancellation of the ticket in the system.
- c) If the unused ticket stock available with the M-UTS Sahayak is lost/ mutilated; then the M-UTS Sahayak shall be liable for an amount equivalent to the Superfast

Express fare for 4 Adults from the serving station to the farthest point available in the station route database for each ticket multiplied with the total number of tickets lost.

- d) The serving station shall maintain all the registers/books, documents and returns as instructed below:
 - i. Stock Register for keeping record of all ticketing stationery/roll supplied by the Railways.
 - ii. Register of Blank tickets.
 - iii. Network Failure Register
 - iv. A separate register for having accountal of cash refunds made for cancelled tickets issued by M-UTS Sahayak shall be kept separately and it must also be reflected in MIS for checks and balances.
(These registers should be countersigned by the M-UTS Sahayak)
- e) The Region/ serving station should maintain register for Registration, Configuration and failures individually for every M-UTS Sahayak in their region.
- f) Concern Railway officials will maintain daily sale of tickets sold by M-UTS Sahayak. Its record will be available in the system for a period of at least 3 months.
- g) Outstanding pertaining to M-UTS Sahayak should be maintained at serving station.
- h) In case of lost/theft of M-UTS device/ UTS rolls, FIR to be lodged at local Police station. A joint report of Commercial Supervisor & TIA to be made in this regard and put up to competent authority.
- i) All Supervisory checks, including inspections will be conducted by the Commercial Supervisors and TIA at least once in every 15 days to prevent any fraudulent activities.

8. Termination and exit clause:

- a) If any lapse or malpractice is detected and is proven against the M-UTS Sahayak, then the Sr DCM / DCM (in-charge) may impose minimum penalty of ₹ 2000/- on first offence, ₹ 5000/- on second offence and on subsequent offences, the contract of the engagement as M-UTS sahayak shall terminate and forfeit the security deposit and ATD, on being proved guilty.
- b) In case any declaration/ undertaking furnished by the M-UTS Sahayak at the time of submitting application or during the finalization of the contract is established to be false then the contract of the M-UTS Sahayak would be terminated by Railways and the security deposit and ATD balance would be forfeited.
- c) Both Railways and the M-UTS Sahayak can terminate the agreement without assigning the reasons by giving one month notice. The security deposit of the M-UTS Sahayak should be refunded after adjusting pending dues, if any.
- d) However, in case of fraud/ criminal case is proven against the M-UTS Sahayak, Railway shall be at liberty to terminate the contract without giving any prior notice. The earnest money/ security deposit furnished by him shall be forfeited and deposited in Railways account as per procedure.

9. Disabling clause:

Engaging any individual as M-UTS Sahayak shall not confer any right and/or claim whatsoever on the person to seek employment in Railways. No benefits viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the M-UTS Sahayak or his/her legal heirs. No claim in this regard shall be entertained. M-UTS Sahayak shall keep Railways free from any liabilities in present or future. Suitable clause to this effect shall be incorporated in the Agreement.

10. Arbitration:

To resolve any dispute or claim of any kind or nature arising under or in connection with this agreement between the parties, the standard arbitration clause may be incorporated in the Agreement to be signed by the Divisional Railway and M-UTS Sahayak.

11. Railway Board Circular : This Tender is invited in accordance with Commercial Circular NO. 9 of 2025 dated 26/06/2025 and Commercial Circular No. 13 of 2026 issued by the Railway Board. In case of any conflict in interpretation. Omission, or error, the provisions of the aforementioned circular shall prevail.

-----XXXX---

Section II - Instructions to Applicant(s)

1. Interested applicants / candidates must read terms & condition carefully about the scheme of M-UTS Sahayak.
2. All the applicants are supposed to visit the Railway Stations notified and understand the scope of the contract, before filling up the application form. It is deemed that the person applying has understood the concept of the contract. The applicant should read and understand the terms and conditions of the contract before submission of the application and also note that he/she shall abide by the Terms and Conditions issued from time to time.
3. M-UTS Sahayak should make adequate arrangement of QR based UPI payment facility for payment by the passengers.
4. **List of Documents to be submitted–**
 - a. Application form duly filled along with Photograph attached in prescribed format.
 - b. The applicant should submit the application along with EMD of Rs.10,000/- in the form of Demand Draft in favour Konkan Railway Corporation Ltd, payable at CBD Belapur, Navi Mumbai /Money Receipt) in favour of Konkan Railway Corporation Limited.
 - c. Self-Attested copy of Education Qualification Certificate (Minimum X Class).
 - d. Proof of Age (Birth Certificate, School/College leaving Certificate, Aadhar Card, Passport, etc)
 - e. Residence Proof (Ration Card, Aadhar Card, latest Electricity Bill, etc)
 - f. Character Certificate issued by local Police administration.
 - g. PAN Card.
 - h. Cancelled cheque.
 - i. The applicant should submit Affidavit / declaration on stamp paper valued Rs. 500/- that he/she has not be engaged as M-UTS Sahayak/STBA/JTBS/ YTSK/ATVM Facilitator at any location.
 - j. An undertaking for having read and understood the Terms and conditions of the contract. And also, shall abide by the terms and conditions, if put forth from time to time.
5. **Submission of application form:**
 - a) Application in prescribed form duly filled along with Earnest Money Deposit & requisite documents as indicated above should be sent by Registered post or drop in a box separately provided for the purpose in **the Office of Chief Commercial Manager, Konkan Railway Corporation Limited, 4th floor, Belapur Bhavan, CBD Belapur Navi Mumbai-400 614.**
 - b) Sealed application shall be submitted in the prescribed form only, failing which it will not be considered.
 - c) Application containing erasures or alteration without proper attestations or with omission of such attestation is liable to be rejected.
 - d) Application without payment of EMD & Tender form fee shall not be considered at all and is liable to be rejected.

- e) KRCL reserves the right to seek additional information / documents for clarification / supplementary nature from the parties to the original application after its opening, if found to be necessary, during the course of evaluation of the offer. Non-submission or delayed submission of such information / documents sought by KRCL as mentioned herein shall be ground for rejecting the offer. The decision of the KRCL in this regard shall be final and binding upon all the parties.
 - f) The application must be submitted in the prescribed application form only and in sealed cover super scribed as “Application for Engagement as M-UTS Sahayak” for _____ Railway station in _____ Category (Retired Railway Employee or Private applicant).
6. M-UTS Sahayak will wear an identifiable uniform/apron as decided by Railways so that he/she can be easily distinguished from normal booking clerk.
 7. M-UTS Sahayak shall not sublet the work to any other person under any circumstances without prior permission of Railway Authority in case of emergency.

Format of Standard Agreement to be signed between KRCL and M-UTS Sahayak

This Agreement is made and executed on thisday of.....between Konkan Railway Corporation Limited (KRCL) a Company incorporated under the Companies Act 1956 having its registered office at Belapur Bhavan, Sector 11, CBD Belapur, Navi Mumbai – 400614, and represented by Chief Commercial Manager and Authorised Signatory, hereinafter together referred to as the “KRCL / Corporation / Licensor / Railway / Railway Administration”, which expression shall unless it be repugnant to the context or meaning thereof be deemed to mean and include its representatives, successors in office—and assigns) **being Party of the First Part** and(name) &(Address of M-UTS Sahayak) hereinafter referred to as the M-UTS Sahayak, shall include his successors and assignees of the Second Part.

WHEREAS the KRCL has engaged Shri/smt _____ as M-UTS Sahayak at _____ Railway station for the purpose of issuing all UTS tickets except concessional and Season Tickets, AND

WHEREAS the M-UTS Sahayak has agreed to serve the KRCL in the capacity of the M-UTS Sahayak for the above purpose and to engage honestly and faithfully to perform all duties incidental to the office of such M-UTS Sahayak on the terms and conditions herein after appearing in this agreement.

1) Operating Procedure for M-UTS Sahayak

- a. The M UTS Sahayaks shall be deemed to be a Sahayak of the KRCL and shall be subject to all the legal liabilities as laid down or defined under Indian law relating to booking of passengers & herein under.
- b. M-UTS Sahayaks can issue normal journey tickets in 2nd ordinary, Mail/Express, non-suburban, Child, PF Ticket, as per the applicable rules.
- c. Reserved tickets including SL tickets and upper-class tickets will not be enabled. Issue of season ticket will also not be permitted. Exchange of any concession will not be allowed for any M-UTS Sahayak.
- d. Thermal ticket roll will be issued to the M-UTS Sahayaks by the respective serving station. A maximum of 02 ticket rolls will be issued to the M-UTS agent at a given time. However, keeping in view the local requirements, KRCL may permit allowing issuance of more than 02 ticket rolls at a time for particular station on case-to-case basis.
- e. M-UTS Sahayak would be allowed to disburse tickets in three shifts.
- f. M-UTS Sahayak would be provided the admissible bonus on the value of each ticket which is disbursed by them.
- g. The M-UTS Sahayak should deposit at the serving station in advance, an amount not less than Rs.50,000/- per ticket roll as the Advance Ticket Deposit.
- h. The M-UTS Sahayak should issue tickets up to the amount of the advance. Ticket Deposit made by him/her. However, a minimum buffer of Rs.2000/- must be maintained in each M-UTS mobile device, below which ticket sales will not be permitted.
- i. M-UTS Sahayak will maintain the ticket stock daily with opening and closing number of the tickets issued.

- j. The Mobile phone used by the M-UTS Sahayak for M-UTS booking should always be connected to the network service provider. During the non-connection period tickets should not be issued by the device.
- k. The facility of Refund/Cancellation/Special Cancellation will not be given to the M-UTS Sahayak. However, the tickets issued by M-UTS Sahayaks can be cancelled at the UTS counters operated by Railway employees and refund will be given in cash after verification and such records should be checked and verified periodically.
- l. M-UTS Sahayak should make adequate arrangement of QR based UPI payment facility for payment by the passengers.
- m. M-UTS Sahayak should wear an identifiable uniform/apron as directed by Railways.
- n. The M-UTS Sahayak shall not sublet the work to any other person under any circumstances.
- o. The facility of Non-Issue (NI) will NOT be given to M-UTS Sahayaks for tickets issued through M-UTS. However, the Sahayak may be allowed to subsequently deposit a completely blank ticket that is unaccounted for in the system. In all other cases where the ticket has been accounted for in the system, the facility of non-issue will NOT be permitted to the agent.
- p. M-UTS Sahayak shall not interfere or disturb in the work of regular Commercial Clerk on duty at the ticketing area at the serving station.
- q. If M-UTS Sahayak expresses inability to operate after his/her selection by Railways, the earnest money /security deposit furnished by him will be forfeited and deposited in Railway accounts.

2) Infrastructure & Equipment

- a. The space will be provided by the Railways free of cost in or nearby the ticketing area. The location shall be decided by Sr. DCM or any other officer authorized by Sr. DCM concerned. A small enclosure/ standee with basic furniture such as table / chair should be provided by Railways without any cost. Provision of charging points for M-UTS device including printer should be made by railways without any cost. No charges should be levied for charging of the ticketing equipment i.e. the M-UTS device and the portable printer.
- b. The cost of all hardware including the mobile device, network connectivity charges (SIM) & the Bluetooth printer (including maintenance) will be borne by the M-UTS Sahayak (Agency recommended by Railways). M-UTS Sahayak will procure the Bluetooth printer with 3 years warranty.
- c. During the course of the contract, the M-UTS Sahayak may request for configuration of another mobile phone/device for issue of tickets through M-UTS with the same advance deposit for the original device. However, the new device should be enabled only after the original devices has been deregistered for ticketing by the divisional console. However, the terminal code will be same for the new mobile phone/device. The same may be permitted with the permission of the Sr. DCM/DCM (in-charge) of the concerned division. At any point of time, only one M-UTS terminal will be active for single M-UTS Sahayak.

- d. During the non-connection period tickets should not be issued by the devices.
- e. At one time only one thermal printer shall be enabled for single M-UTS Sahayak

3) Security Deposit

- a. In case of retired Railway employee, the security deposit will be ₹ 20,000/- only, i.e., only the earnest money shall be adjusted towards part of Security Deposit. The balance amount of Security Deposit shall be furnished in the form of a Demand Draft, Fixed Deposit, Money Receipt or Bank Guarantee.
- b. For Private Individual a refundable security deposit of ₹1,00,000/- shall be deposited by the selected M-UTS Sahayak in the form of a Demand Draft, Fixed Deposit, Money Receipt or Bank Guarantee.
- c. Upon completion or valid surrendering of the contract, any pending dues will be adjusted from the security deposit, and the balance will be refunded to the M- UTS Sahayak

4) Accounting procedures and Checks

- a. If complete blank tickets are ejected and are not accounted for in the system, they should be securely stored. The M-UTS Sahayak must use supervisory intervention to enter a fresh commencing number. Such unaccounted blank tickets must be handed over to the serving station within the next three hours. The serving station will then forward the tickets to the attached Traffic Accounts Office.
- b. If the ejected Blank ticket is accounted for in the system, no No (Non-issued) ticket provision will be available in the M-UTS application. The M-UTS sahayak must submit these blank tickets, along with the corresponding system details, to the serving station within three hours for special cancellation.
- c. If the amount for such tickets has been deducted from the M-UTS Sahayaks ATD account, the system will automatically refund the amount to the same account after the special cancellation is processed.
- d. If the unused ticket stock available with the M-UTS Sahayak is lost/ mutilated, then the M-UTS Sahayak will be liable for an amount equivalent to the Superfast Express fare for 4 Adults from the serving station to the farthest point available in the station route database for each ticket multiplied with total number of tickets lost.
- e. Station Master/Manager or any other nominated officer will maintain daily sale of ticket sold by M-UTS Sahayak. Its record will be available in the system for a period of at least 3 months.
- f. In case of loss of a ticket roll, the M-UTS Sahayak will be charged the full value of the ticket roll. A debit will be raised as per the prevailing UTS policy.
- g. In the event of loss or theft of the M-UTS device or UTS rolls, an FIR should be lodged at the local police station.
- h. All supervisory checks, including inspections will be conducted by the Commercial Supervisor and TIA at least once every 15 days to prevent any fraudulent activities.

5) Penalty for breach of agreement-

If any lapse or malpractice is detected and is proven against the M-UTS Sahayak, then the Sr. DCM/ DCM in-charge may impose minimum penalty of ₹2000 on first offence, ₹5000/- on second offence and on subsequent offences Sr. DCM/ DCM (in-charge) shall terminate the engagement as M-UTS Sahayak and forfeit the security deposit and ATD, on being proved guilty.

6) Period of Contract:

Tenure of Contract period will be 2 years. However, initially the contract will be awarded for the period of one year i.e. up to 30th June 2027. Thereafter, extension for balance period may be considered subject to Railway Board guidelines from time to time.

7) Termination of Contract:

- a. In case any declaration/ undertaking furnished by the M-UTS Sahayak at the time of submitting application or during the finalization of the contract is established to be false then the contract of the M-UTS Sahayak would be terminated by Railways and the security deposit and ATD balance would be forfeited.
- b. Either the Railways or the M-UTS Sahayak may terminate the agreement at any time, without assigning any reason, by giving a minimum one-month notice. The security deposit of the M-UTS Sahayak shall be refunded after adjusting any pending dues, if applicable.
- c. In case the M-UTS Sahayak expresses inability to operate after his/ her selection by Zonal Railways, the earnest money/ security deposit furnished by shall be forfeited and deposited in Railways account as per procedure.
- d. In case of fraud/ criminal case is proven against the M-UTS Sahayak, Railway shall be at liberty to terminate the contract without giving any prior notice. The earnest money/ security deposit furnished by him shall be forfeited and deposited in Railways account as per procedure.

8) Disabling Clause:

- a. Engaging any individual as M-UTS Sahayak will not confer any right and/or claim whatsoever on the person to seek employment in Corporation.
- b. No benefits viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. will accrue to the M-UTS Sahayak or his/her legal heirs. No claim in this regard will be entertained.
- c. M-UTS Sahayak should keep Railways free for many liabilities in present or future

9) Disputes/Arbitration

The dispute resolution shall be governed by the Arbitration clause mentioned in GCC (General Conditions of Contract) for works and amendment therein from time to time.

Annexure - A**Technical Specification of Mobile Bluetooth Thermal Ticket Printer**

S.No	Parameter	Specification
1	Print Method	Direct Thermal
2	Fonts	Special fonts for Railways. All vowel characters should be printed in italic. Provision should be available for loading customized Railway font in the firmware as default font
3	Character Size	Font A: 12x24
4	Print Speed	80 mm/Second or above
5	Print Resolution	200 dpi or more
6	Print Width	77 mm or above
7	Fast print response	Instant print operation, no warming up
8	Paper Width	81mm± 1 mm
9	Printable width	77mm
10	Paper length	90mm
11	Printable length	86mm
12	Paper weight	100 gsm ± 2.5%
13	Paper thickness	100 um± 2.5%
14	Paper type	Thermal
15	Sensitivity side	Outside
16	Roll Capacity	Should have provision for a single roll supporting 150 tickets. Inner Dia of inner core is 10 mm ± 1mm & outer Dia of inner core is 18 mm± 1mm. Total Dia of Thermal Roll is approx. 56mm.
17	Print Head Life	50 KM of printing
18	Paper loading	Printer should have feature of auto loading of paper so that in any case, ticket should not be wasted. This should be designed in such a way that different length of ticket stock should be accommodated.
19	Emulation	ESC/POS. Printer should support ESC/POS command set as per Annexure-AI.
20	QR Code Support	Support for graphics printing capability. It should omit carriage return command in between graphics printing.
21	Printer Sensor	1. Paper End or Paper out sensor 2. Print head/door open sensor 3. Paper Black mark sensing in the back (opposite to paper print side)
22	Communication	USB and Bluetooth
23	Printer Weight with Battery	Less than 800 gm
24	Battery	Lithium Ion battery with minimum backup of 8 Hours continuous working. The charging time should be less than 4 Hours.
25	Environment Characteristics	Temperature: 5-45 Degree C Humidity:10% to 90% non-condensing
26	Sealing	IP54
27	Receive Buffer	45 bytes to 4 KB
28	Drop spec	One Meter or above
29	Driver Support	Android 5 or above
30	Accessories	Belt Clip, Battery Charger, Power Cord
31	Printer to stop printing when printer cover is open. It should clear the remaining ticket buffer when power off or printer cover open.	

S.No	Parameter	Specification
32	Printer must support printing of ticket with ticket length as per black mark (not as per fixed length) so that different length ticket stationary can be accommodated in the same printer.	
33	Printer should return NOT READY status when not able to print the ticket (i.e. paper out, cover open, head open or any other error in printer).	
34	At the time of loading of paper roll (including printer power on/off and cover open), printing should start from the second line.	
35	Printer should have adjustable paper guider to align the paper.	
36	Printer should support printing on thermal roll rolled on either side.	
37	Line spacing	Default line spacing should be 1/8 inch. It should also support 1/6 inch line spacing.
38	Regulatory Compliance	BIS Certification as per IS 13252 (Part 1):2010

Annexure – B**Technical Specification of Desktop Bluetooth Thermal Printer**

Sr.No	Parameter	Specification
1	Print Method	Direct Thermal
2	Fonts	Special fonts for Railways. All vowel characters should be printed in italic. Provision should be available for loading customized Railway font in the firmware as default font
3	Character Size	Font A: 12x24
4	Print Speed	100 mm/Second or above
5	Print Resolution	200 dpi or more
6	Print Width	77 mm or above
7	Fast print response	Instant print operation, no warming up
8	Paper Width	81mm±1 mm
9	Printable width	77mm
10	Paper length	90mm
11	Printable length	86mm
12	Paper weight	100 gsm ± 2.5%
13	Paper thickness	100um±2.5%
14	Paper type	Thermal
15	Sensitivity side	Outside
16	Roll Capacity	Should have provision for a single roll supporting 500 tickets. Inner Dia of inner core is 38 mm± 1mm & outer Dia of inner core is 45 mm± 1 mm. Total Dia of Thermal Roll is approx. 98mm ± 1 mm. 17 Print Head Life
17	Paper loading	Printer should have feature of auto loading of paper so that in any case, ticket should not be wasted. This should be designed in such a way that different length of ticket stock should be accommodated
18	Emulation	ESC/POS. Printer should support ESC/POS command set as per Annexure-A2.
19	QR Code Support	Support for graphics printing capability. It should Omit carriage return command in between graphics printing.
20	Printer Sensor	1. Paper End or Paper out sensor 2. Print head/door open sensor 3. Paper Black mark sensing in the back (opposite to paper print side)
21	Communication	USB and Bluetooth
22	Power Supply	I 10-240VAC, 50/60Hz I 10-240VAC, 50/60Hz
23	Environment Characteristics	Temperature: 5-45 Degree C Humidity:10% to 90% non-condensing
24	Environment Characteristics	Temperature: 5-45 Degree C Humidity:10% to 90% non-condensing
25	Receive Buffer	45 bytes to 4 KB
26	Reliability (MCBF)	37 million lines
27	Paper cutter	Automatic & Integrated and High speed

28	Cutter life	Minimum 0.7 million cuts with 100 gsm paper
29	Driver Support	Android 5 or above
30	Accessories	Power Cord
31	Printer to stop printing when printer cover is open. It should clear the remaining ticket buffer when power off or printer cover open.	
32	Printer must support printing of ticket with ticket length as per black mark (not as per fixed length) so that different length ticket stationary can be accommodated in the same printer	
33	Printer should return NOT READY status when not able to print the ticket (i.e. paper out, cover open, head open or any other error in printer).	
34	At the time of loading of paper roll (including printer power on/off and cover open), printing should start from the second line.	
35	Printer should have adjustable paper guider to align the paper.	
36	Printer should support printing on thermal roll rolled on either side.	
37	Line spacing	Default line spacing should be 1/8 inch. It should also support 1/6 inch line spacing.
38	Regulatory Compliance	BIS Certification as per IS 13252 (Part 1):2010

Android Mobile Phone Specifications

Sr.No.	Parameter	Specification
1	Form factor	Mobile Phone
2	Processor	2 GHz or above
3	RAM memory	3 GB or above
4	Data Memory	16 GB or Above
5	Display	5.2 inch or above Color Touch Screen with minimum 720x1280 pixel
6	Battery/Battery Bank	Lithiym Polymer/Lithium ion minimum power backup of 8- Hours Communication
7	Communications	1. GPRS (3G/4G} 2. Wffi
8	Interfaces	1. USB 2.0 or Higher 2. Bluetooth (inbuilt)
9	Operating System	Android 8 Oreo or above (Android API 26 and above}
10	Operating Temperature	0-50 degree C
11	Humidity	5% to 85% Non-condensing
12	Status indication	Charge LED/Low Battery (Bi-colour), Signal strength, Networking connectivity and Battery Status
13	Comprehensive warranty & Services	3 Year warranty at Zonal Railway Offices
14	SD Card	32 GB and above {For Disconnected mode application}

Affidavit/Declaration
(to be submitted on Rs.500/- Stamp paper)

M/S.----- (hereinafter called the tenderer) for the work of ----- as per the tender no.----- of Konkan Railway Corporation Ltd, do hereby solemnly affirm and state on the behalf if tenderer including its constituents as under:

- 1 I the Applicant am/are signing this document after carefully reading the contents.
- 2 I the Applicant also accept all the conditions of the tender and have signed all the pages in confirmation thereof.
- 3 I hereby declare that I have downloaded the tender documents from Konkan Railway website www.konkanrailway.com I have verified the content of the document from the website and there is no addition, no deletion or no alteration to the content of the tender document. In case of any discrepancy noticed at any stage i.e evaluation of tenders, execution of work or final payment of the contract, the master copy available with the railway administration shall be final and binding upon me.
- 4 I declare and certify that I have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
- 5 I also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and the same shall be binding upon me.
- 6 I declare that the information and documents submitted along with the tender by me are correct and I/ we are fully responsible for the correctness of the information and documents submitted by us.
- 7 I declare that I am not an ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity.
- 8 I declare that I/We have not been engaged as an M-UTS Sahayak, STBA, JTBS or YTSK at any other location.
- 9 I undersigned that if the certificates regarding eligibility criteria submitted by me is found to be forged/ false or incorrect at any time during the process for evaluation of tenders, it shall lead to forfeiture of the tender EMD besides banning of business for two years on KRCL. Further, I (Insert name of the tenderer)

And all my constituents understand that my offer shall be summarily rejected.

I also understand that if the certificates submitted be me are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, it will lead to termination of the contract, along with the forfeiture of EMD/Sd besides any other action provided in the contract including banning as Sahyak/ ATVM Facilitator/ JTBS/STBA/YTSK for three years on entire Konkan Railway.

(Signature of Applicant)

APPLICATION FOR ENGAGEMENT AS M-UTS SAHAYAK (FOR GENERAL)

 Recent Passport
size photo

Name of Railway Station:

Description	Filled by Applicant
Name of the Applicant: (In block letter)	
Date of Birth & Age (with proof)	
Gender (Male/Female)	
Educational Qualification: (Minimum qualification – SSC Pass with copies of the certificate)	
Residential Address: (proof of residential address to be enclosed)	
Contact number	
Email Id of the applicant	
Aadhar Card number (copy attached)	
Details of EMD	
Certificate issued by local Police Station	

I hereby enclose a Demand Draft NoDt..... For Rs. 10,000/- (TEN THOUSAND ONLY) drawn in favour of Konkan Railway Corporation Limited, payable at CBD Belapur, Navi Mumbai towards Earnest Money Deposit.

Declaration:

- a. I declare that all the information given above is true. At any stage, if the information provided by me is found incorrect, I am liable to be disqualified/terminated as M-UTS Sahayak.
- b. I have read the terms and conditions and agree to abide by them. I shall also abide by the conditions put forth from time to time.
- c. I hereby submit my undertaking that I agree to the condition that “In case I express inability to operate M-UTS after being engaged as M-UTS Sahayak, the Security Deposit and Advance Ticket Deposit made by me will be forfeited.
- d. I agree to the condition that “Engagement as M-UTS Sahayak does not confer any right on the person for employment in Railways”.
- e. I state that I have not been engaged as M-UTS sahayak/STBA/JTBS/ATVM Facilitator at any other stations.

Date:

(Signature of the Applicant)

APPLICATION FOR ENGAGEMENT AS M-UTS SAHAYAK (FOR RETIRED RAILWAY EMPLOYEE)

 Recent
Passport size
photo

Name of Railway Station:

Sr.No.	Description	Filled by applicant
1	Name of the Applicant:	
2	Date of Birth:	
3	Educational Qualification:	
4	Date of Appointment:	
5	Date of Retirement:	
6	Station of Last Posting:	
7	Designation and Department -at the time of appointment in Railway	
8	Designation and Department at the time of Retirement:	
9	PPO Number	
10	Residential Address:	
11	Contact No. :	
12	Aadhar No. :	

I hereby enclose a Demand Draft NoDt..... for Rs. 10,000/- (TEN THOUSAND ONLY) drawn in favour of Konkan Railway Corporation Limited, payable at CBD Belapur, Navi Mumbai towards Earnest Money Deposit.

DECLARATION

I hereby declare that:

- a) I have not been removed/dismissed from the service on the grounds of doubtful integrity.
- b) I have not been re-engaged by Railways.
- c) I have not been engaged as M-UTS sahayak/STBA/JTBS/ATVM Facilitator at any other stations.
- d) I declare that all the information given above is true. At any stage, if the information provided by me is found incorrect, I am liable to be disqualified/terminated as MUTS Sahayak.
- e) I have read the terms and conditions and agree to abide by them. I shall also abide by the conditions put forth from time to time.

- f) I hereby submit my undertaking that I agree to the condition that "In case I express inability to operate M-UTS after being engaged as M-UTS Sahayak, the Security Deposit and Advance Ticket Deposit made by me will be forfeited.
- g) I agree to the condition that "Engagement as M-UTS Sahayak does not confer any right on the person for employment in Railways".

Date : _____

Signature of the applicant
