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**EAST CENTRAL RAILWAY**Office of the  
General Manager (P)  
Hajipur**NOTIFICATION**

Secy. to GM- for kind information of GM  
 PS-I to AGM- for kind information of AGM,  
 General Manager (P) CORE/Allahabad  
 CAO/Con/North/MHX & CAO/Con/South/MHX,  
 PCOM/ECR/HJP, PCCM/ECR/HJP, PCSO/ECR/HJP, SDGM/ECR/HJP,  
 DRM/ECR-DNR, MGS, DHN, SEE & SPJ.  
 Dy. CPO/Con/MHX, Dy.CPO/HQ/ECR/HJP,  
 Sr. DCMs/DCMs/ECR-DNR, DDU, DHN, SEE & SPJ  
 Sr.DOMs/DOMs/ECR-DNR, DDU, DHN, SEE & SPJ,  
 Sr.DPO/ECR/ DNR, DDU, DHN, SEE & SPJ,  
 CWM/PD/ECR/DDU, WS/SPJ& CRW/HRT,  
 Dy.GM(Law)/ECR/Biscoman/Patna, Assistant Registrar, RCT/Patna  
 Principal/ZRTI/E.C.Rly/Bhuli & MFP, CAM/DHN, CPM/RE/HJP  
 All Extra Divisioanl Units. General Secretary/ECR KU

**Sub:- Limited Departmental Competitive Examination (LDCE) for the post of Assistant Commercial Manager (Group-'B') in Pay Band Rs. 9300-34800/- (PB-2) Grade Pay Rs.4800/- (6<sup>th</sup> CPC)/in level-8 as per 7<sup>th</sup> CPC against 30% quota.**

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With the approval of General Manager, It has been decided to hold a LDCE for forming a panel against 03 vacancies (**UR- 02, SC- NIL & ST- 01**) for the post of Assistant Commercial Manager (Group-'B', 30% quota) for E.C. Railway. The details are given below:-

**(1) TENTATIVE PROGRAMME OF PRE-QYALIFYING, MAIN EXAMINATION & VIVA-VOCE**

(A) Date of Pre-qualifying examination\_(100 Marks/Objective type MCQ):- **Will be notified in due course.**

(B) Date of Main examination (100 Marks/Descriptive type):- **Will be notified in due course.**

(C) Venue	:-	} <b>Will be notified in due course.</b>
(D) Duration	:-	
(E) Viva-voce	:-	

**(2) ELIGIBILITY (As on 01/01/2019):**

- (a) Permanent Group 'C' staff working in the Commercial Department, including ministerial staff who have opted for further advancement in the branch (including those who are working in other Railway/ Units/Construction or Project Organisation having lien and seniority on E.C.Railway). The Law Supdt./Law Asstts. are also eligible to apply. All the above staff working in minimum of Grade Pay Rs. 4200/- Pay Band Rs.9300-34800/- (PB-2) having **5 years of non-fortuitous regular service in the grade (including non-fortuitous service rendered in the corresponding pre-revised grades)**as on 01.01.2019 are eligible to apply for the above-mention LDCE for selection to the post of ACM (Group-'B').

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- (b) However, those Gr. 'C' employees who have been provided grade pay 4200/- in PB-2 as per 6<sup>th</sup> CPC (Rs. 9300-34800) under ACP/MACP are not eligible to volunteer for the above written examination.

The cut-off date of eligibility for candidates for 30% LDCE is **01.01.2019**, which is same as the earlier part selection of 70% quota

- (c) As per Railway Board's letter No. E(GP)2005/2/74 dated 13.03.2008 (RBE 40/2008), in case of persons transferred on own request to a new unit in the same category of posts, and assigned bottom seniority therein, the service rendered such employees in the previous unit may be reckoned for determining their eligibility wherever a minimum length of service is prescribed as a condition for promotion in the new unit, subject to the condition that the length of service which is so allowed to be counted does not exceed the length of service of their immediate senior in the new unit.
- (d) Candidate who has come on own request transfer/mutual transfer from other Railway and joined to this Railway after cut-off date i.e **01.01.2019** will not be eligible to appear in the selection.
- (3) Eligible staff who desire to volunteer for the above LDCE may submit their application through proper channel to their respective Personnel Branch Office where they hold lien.
- (4) All the volunteers who fulfill the above-mentioned conditions of eligibility will get the chance to compete in the said LDCE, without any restrictions to the number of eligible candidates to be allowed for appearing in the examination.
- (5) The above selection will be based on the candidate's performance in Written Examination, Viva-voce test and Records of Service. Only the candidates, who qualify in the written examination, and found medically fit for **SAFETY CATEGORY** of ACM (Gr.'B') as prescribed in Indian Railway Medical Manual will only be called for Viva-voce test. The placement of the candidates in the panel will be as per their merit based on their performance in Written Exam./Viva-voce Test/Record of Service as per extant instruction of Railway Board.
- (6) **Syllabus:**

In terms of RBE No. 53/2019, dt. 19.03.19, the Written Examination will be held in two stages viz. Pre-qualifying Examination and Main Examination as elaborated below:-

#### **6.1- Pre-qualifying Examination:**

- (a) There shall be a Pre-qualifying single paper examination of 100 marks which shall have 100% n Objective type Multiple Choice Question only.
- (b) **The distribution of marks will be as under:**

Technical Subject	40 marks
General Knowledge including Optional Questions on Official Language Policy	30 marks
Establishment & Financial Rules	30 marks

**Note:** There shall be negative marking for incorrect answers. One-third of the marks allotted for each question will be deducted for every wrong answer. No corrections of any type (viz. cutting, overwriting, scoring off a ticked answer & ticking another answer, erasing, modifying the answer in any way) will be permitted. Zero marks will be awarded in such cases of corrections.

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**6.2- Qualifying Marks:**

The candidates scoring **75% marks and above** in the Pre-qualifying Examination shall be eligible for appearing in the Main Examination and for this, number of candidates should be restricted to **5 times** the number of respective vacancies in order of merit.

**6.3- Main examination:**

The Pre-qualifying Examination will be followed by one descriptive type paper on professional subject comprising of **100 marks** and the qualifying marks in the written examination will be **60% and above**.

- (7) Total marks and qualifying marks under the heading “Viva-Voce and Record of service” are as under:-

<u>Head</u>	<u>Maximum Marks</u>	<u>Qualifying Marks</u>
Record of Service -	25	30, in which 15 marks for Record of service will be essential.
Viva-voce test -	25	
} Total 50 marks		

- (8) The question paper will be bi-lingual, i.e both in Hindi and English. It will be candidate’s choice to write in any one of these languages. The candidate should clearly indicate his/her choice of language in the space of the application format.
- (9) The syllabus for selection to the post of ACM (Gr-’B’) against 30% quota is attached at **Annexure-”B”**.
- (10) (a) The Controlling Officers should give the wide publicity of this notification amongst the eligible staff under their control and ensure submission of applications by the candidates in the prescribed Proforma (Specimen Copy enclosed as **Annexure-“A”**).
- (b) **The last date for submission of the application by candidates is 18.12.2020.**
- (c) The Controlling officers are also advised that applications submitted by the candidates (in prescribed proforma) must be forwarded to concerned Personnel Branch/ Unit office within stipulated time.
- (d) The applications should be scrutinized properly in Personnel Branch with the Service Record to avoid any factual errors and further complications. The applications should also be signed by the Controlling Officer with official seal and should have the counter signature of the concerned ‘Personnel’ Branch Officer.
- (e) All the scrutinized applications should be sent in a bunch through special messenger to **Dy.CPO/Gaz./ECR/HJP on or before 24.12.2020 positively. Applications forwarded after the target date will not be entertained under any circumstances.**

It may also be noted that application other than in prescribed proforma, having incomplete information or without signed by controlling officer and countersigned signed by Personnel branch officer will not be entertained.

(11) In case the service particulars furnished by the volunteers and certified to be in order by the concerned authority are found incorrect/false subsequently, the candidature of the volunteer will be liable to be cancelled at any stage and suitable departmental action will be initiated against him/her.

(12) **TRAINING OF SC/ST CANDIDATES:-**

It may be noted that before conducting the written examination, mandatory Pre-Selection coaching of 3-4 weeks (15-20 working days & should not be less than 60 hours) for eligible SC/ST candidates will be arranged by the department concerned in terms of Railway Board's letter No. E(GP)2010/8/39 dated 28.08.2019. PCCM/ECR/HJP is requested to nominate a JAG or above officer of Commercial Department as an in-charge of Pre-Selection coaching for the SC/ST candidates. The in-charge of Pre-Selection coaching will intimate the date and venue of the Pre-Selection coaching to the eligible SC/ST candidates in due course.

If any SC/ST candidate refuse to undergo Pre-Selection coaching, a written undertaking should be obtained from him/her and the same may be sent to Dy.CPO(Gaz.)/ECR/HJP as well as PCCM/ECR/HJP. The Controlling Officers will ensure that the SC/ST candidates under their control should be spared well in time without fail to participate in such coaching.

The SC/ST candidates may also be advised to insist their controlling officers, in their own interest to spare them for the said coaching.

(13.1) **Duty of the in-charge of Pre-Selection Coaching (Nominated by PCCM):-**

- (i) To inform in writing through special messenger to the concerned SC/ST employee with details of date, time & venue of coaching.
- (ii) To obtain in writing unwillingness for coaching, if any, from the concerned SC/ST employees.
- (iii) To arrange sparing of the candidates and liaison with respective Controlling Officers/Supervisors.
- (iv) To chalk out coaching schedule and adhere to it.
- (v) To ensure maintenance of daily attendance of SC/ST candidates on the attendance sheet, who attend the coaching.
- (vi) After completion of such coaching, the in-charge of the Pre-Selection coaching will give a written report along with all supporting documents/papers including attendance sheet of SC/ST participants to Dy.CPO(Gaz) /ECR/HJP immediately after completion of Pre-Selection coaching for records and further action. On receipt of compliance report of Pre-Selection coaching, written examination will be conducted.

(13.2) **Duty of Controlling Officer:-**

To spare the candidates under their control well in time without fail with direction to participate in the coaching.

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**(13.3) Duty of concerned SC/ST applicant:-**

- (i) To manage their sparing from duty by insisting their Controlling Officers in their own interest.
  - (ii) If any problem occurs in sparing, the candidate should report in writing to concerned in-charge of Pre-Selection coaching on the same date. No representation will be entertained in case of failure to report to the concerned in-charge of Pre-Selection coaching and it will be deemed for refusal for such coaching.
  - (iii) Failure of concerned SC/ST employees to avail Pre-Selection coaching on any account including leave etc. will be considered on their part and will not entitle them to additional coaching classes.
  - (iv) No appeal will be entertained by GM(P)/ECR/HJP after completion of Pre-Selection coaching.
- (14) The eligible staff should also be advised that no absentee written examination would be held for the absentees under any circumstances. As per rule, there is no provision of absentee exam in LDCE.
- (15) The Controlling/Authorized Officer should ensure the issue of individual sparing letter/identity slip duly attesting specimen signature of the candidate on the sparing letter/identity slip. The candidates without proper sparing letter/identity slip will not be allowed to appear in the examination.
- (16) The concerned Personnel Branch Officer & Controlling Officers should ensure the submission of service records and ACRs/APARs last 05 years and DAR/SPE/Vigilance clearance in respect of staff declared qualified for the viva-voce in due course immediately after publication of the result of main examination through special messenger to Dy.CPO/Gaz/ECR/HJP.
- (17) The above selection will be held as per procedure laid down in Master Circular No. 68, governing promotion from Gr. 'C' to Gr. 'B' issued by Railway Board and the instructions issued time to time. The said Master Circular is available on website [www.indianrailways.gov.in](http://www.indianrailways.gov.in)....>ministry of railway...>railway board .....>Railway Board Directorates... >Establishment...>E(GP)circular Master Circular. The department/ division/unit should ensure the compliance of instructions of item 15 of Master Circular- 68.

This notification may be downloaded from this railway's website [www.ecr.indianrailways.gov.in](http://www.ecr.indianrailways.gov.in)→Hajipur HQ→ Personnel → recruitment /selection notification.

Please acknowledge receipt.

DA:- Annexure - 'A' & 'B'.

**Signed by Prakash Kumar  
Singh**

**Date: 24-11-2020 14:50:28**

**Reason: ( Prakash Kumar Singh )  
Approved  
APO/Gaz**

**For General Manager(P)/HJP**

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Annexure 'A'**PROFORMA OF APPLICATION AGAINST NOTIFICATION FOR THE POST OF ACM (Gr.'B') 30% QUOTA.**

1. Name in Full (Block Letters) :-
2. Designation and station :-
3. Working under :-
4. Divn/Unit where lien held :-
5. PF No./NPS No. :-
6. Educational Qualification :-
7. Date of Birth :-
8. Date of appointment to Railway service :-
9. Whether the candidate belongs to SC/ST :-  
Community (if yes, a copy of caste/Tribe Certificate duly attested by a Gazetted Officer should be enclosed with application.)

10. Date of appointment/promotion to the following grade on regular basis (6<sup>th</sup> PC):-

	Day	Month	Year
(b)In PB-II GP-4200			
(c)In PB-II GP-4600			

11. Length of non-fortuitous service (Regular Promotion) to the following grade as on 01.01.2019.

	As on	Year(s)	Month(s)	Day(s)
(b)In PB-II GP-4200	01.01.2019			
(c)In PB-II GP-4600				

12. Present pay & scale & Date of promotion to present scale. :-
13. Choice of language to answer the questions :-  
(English/Hindi). The candidate should indicate his/her choice, either any one of the above two language.

**14. DECLARATION OF THE CANDIDATE:-**

I do hereby declare that the above particulars furnished by me are true to the best of my knowledge and belief. I further undertake that in the event of any entry above is found incorrect or not in order, my candidature shall liable to be cancelled at any stage during pendency of the above selection.

**SIGNATURE OF THE CANDIDATE(HINDI)****SIGNATURE OF THE CANDIDATE (ENGLISH)**

- (A) **Forwarding of application (filled-up) furnished by the candidate to the Personnel Branch Officer by his/her controlling officer:-**

The application is prescribed proforma duly filled-up by the candidate, Shri/Smt. \_\_\_\_\_ Designation \_\_\_\_\_ received within the target date is hereby forwarded to his/her Personnel Branch Officer for verification with the service record available and for onward transmission to the General Manager (P)/ECR/HJP.

**SIGNATURE OF CONTROLLING OFFICER****(With office seal & date)**

- (B) Certificate to be furnished by the Personnel Branch Officer:-

If the volunteer comes under the circumstances mentioned in Para 2 (c) of the notification the service rendered by **immediate senior employee as on 01.01.2019** should be indicated invariably in the following format.

Sl. No.	Name(S/Shri) of immediate senior	Designation	Pay Band & GP	Year	Month	Day
			In PB-II GP 4200			
			In PB-II GP 4600			

It is certify that the Service Particulars/Bio-Data furnished by Shri/Smt. \_\_\_\_\_, Designation \_\_\_\_\_ in the prescribed proforma (Bio-data) have been verified with his/her service record and found correct.

The above mentioned candidate is eligible to appear in the said selection as per Notification and his/her applications are hereby forwarded to GM (P)/Hajipur for further necessary action.

**SIGNATURE OF THE CADRE ('P' BRANCH)  
OFFICER (With office seal & date)**

Note:- The application with any column unfilled will be summarily rejected

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**Annexure- "B"****Syllabus for 30% LDCE for promotion to Group 'B' for Assistant Commercial Manager in Commercial Department****PRE-QUALIFYING EXAMINATION****Professional/Technical Subject:**

- Booking of Goods Traffic, Forwarding Notes, Registration of Indents, WDRF, e-Registration of Demands (e-RD), Preferential Traffic Order (PTO), Allotment, Rating and Routing of Traffic, Route Rationalization Scheme, Mis-declaration, RR, eTRR, e-payment of Freight, Electronic in Motion Weighbridge(EIMWB), Pre-weigh bin system, Weighment Including Punitive Charges for Overloading, Empty Tare Weighment, Classification of Goods, Loading and Unloading including transshipment, Free time for loading and unloading, Debit and Credit Hours, Booking of animals, Dangerous and Offensive goods, Military Traffic, RMC etc., different charges like Demurrage, Wharfage, Stacking and their waiver and Stabling charges, etc.
- FOIS and its working-Modules RMS & TMS, Integration of EIMWB with FOIS.
- RBS (Rates Branch System).
- Policy guidelines- Transportation products.
- Freight Incentive Schemes, Goods Shed working, Trainload Benefit, Container Service, PCO, CONCOR, Loadability of Wagons, PCC of Wagons, Higher Capacity Routes, Investment Schemes like EOL MGR and Dynamic Pricing Policy – LTTC, STS, TEFD, Liberalised Special Freight Train Operators (LSFTO), Terminal Development Scheme (TDS), Freight Advance Scheme, Roll On Roll Off Scheme (RO-RO) etc.,
- Policy of Private Freight Terminals (PFT).
- Sidings-Private siding rules, Charges, etc.
- Dedicated Freight Corridor.
- Other recent policy changes regarding freight.
- Sealing and Labeling of wagons, Delay in transit, Disposal of Seal Defective Wagons.
- Delivery of consignments, Undercharges, Overcharges, Refund of overcharges –Rebooking and diversion, Delivery of consignments short of destination, Disposal of consignments over carried, Disposal of Unclaimed and Unconnected consignments.
- Online Goods Balance sheet.
- Commercial Inspections and its importance.

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- Station outstanding-Realization and its clearance.
- Marketing and Sales activities at the level of Divisions and Headquarters, Business Development Unit ( BDU)
- Claims Prevention and Claims Statistics, Claims prevention measures/activities, Claims Prevention material, NR Cell.
- Liability of Railways in case of accident to a passenger train, Liability of Railways in regard to passenger traffic-Section 124 & 124 A of Indian Railways Act and dealing with such compensation cases.
- Railway Passengers (Manner of investigation of untoward incidents) Rules, 2020, Compensation and Ex-gratia for death and injury to passengers due to accidents.
- Liability of Railways as Carriers of Goods and Animals.
- Railway Claims Tribunal Act and functioning of RCT.
- Right to information Act, 2005
- Disaster Management and related issues & Roles of Commercial Department
- Commercial Plot.
- Coordination of functions of various consultative committees at National, Zonal and Divisional levels.
- Public relations on Railways, Public complaints and their disposal.
- Catering Policy 2017 and issues- Role of IRCTC and Railways, TSVs, new initiatives viz. e-Catering, Ready to Eat (RTE) Meals, etc.
- Multipurpose Stall Policy
- Indian Railways Conference Association-its functions.
- Commercial Statistics-their usefulness.
- Indian Railways Act-chapters relating to Traffic facilities, working of Railways responsibility of Railways as Carrier and penalties and offences.
- Reservation and Refund rules.
- Earmarking of various quotas by trains-End to End, Pooled Quota, and Remote Quota.
- Types of Quotas, Sr. Citizen, Ladies, Handicapped (Divyangjan) Duty Pass, MPs etc.
- Policy for foreign tourists.
- Entitlement -MPs for travel by train.
- Role of IRCTC in Ticketing.
- Policy guidelines for opening of new PRS/UTS/Unified/Defence/IPPRs Locations.
- Policy guidelines regarding preparation of charts.



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- Various Ticketing Schemes- Advance reservation, concept of e-Tickets, i-Tickets, and other modes of purchasing reserved tickets, Tatkal Scheme, Upgradation, Suvidha and Tatkal Special trains, Booking of Special Coaches & Trains, Alternate Train Accommodation System (ATAS) VIKALP, Scheme of Frequent Travel (SOFT), Tickets through ATMs, etc.
- Unreserved Ticketing System (UTS), UTS on mobile, Automatic Ticket Vending Machines (ATVM) , Jansadharan Ticket Booking Scheme (JTBS), CoTVM, YTSK, STBA, etc. Online Coaching Balance sheet.
- Issue of tickets to halt agents through UTS.
- Payment of fare through digital means – PoS/UPI/Card.
- ICMS & Role of Commercial Department with respect to punctuality.
- Multi Modal Transport.
- Rail Travel concessions and their rules.
- Ticket Checking- Duties, checks, sections of Indian Railway Act, etc. Computerization of TTE lobbies, HHT to TTEs- Various measures including Intensive Check Posts (ICPs) to combat ticketing frauds and ticketless travel.
- Categorization of Railway stations depending upon Passenger Revenue.
- Halt Policy.
- Passenger Amenities, Adarsh stations, Minimum Essential Amenities, Recommended and Desirable passenger amenities depending upon classification of stations, Amenities under MPLADS/Sponsorship, Works Programme, etc.
- Station Redevelopment, IRSDC, RLDA, Station Development jointly with Ministry of Tourism.
- Complaint Management- Role in Railways, Rail Madad.
- Passenger Profile Management – Its uses and further improvements
- Artificial Intelligence and Data Analysis in Railways
- Digitization in Railways. Payments through digital medium (Various modes)
- IRPSM – Working Passenger Amenities Items.
- Integrated on-board services, Bedroll distribution in AC coaches, cleanliness of coaches, On board supply of Newspapers, magazines, toiletries etc.
- Public-Private Partnership (PPP) schemes, Pay and Use toilets (Deluxe as well as Normal), Retiring Rooms, Waiting Halls, Beautification of Stations, Station Cleanliness.
- Train Enquiry System, National Train Enquiry System (NTES), Integrated Train Enquiry System (ITES), POET/Touch Screen, 139, etc.

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- Customer Care Training- A more customer friendly attitude among the frontline staff, On Job Training.
- Commercial publicity & Non-Fare Revenue- Policies and implementation on Zonal Railways.
- Classification of Revenue
- Apportionment of Revenue
- Strategies to enhance Sundry earnings, Parking Contracts, Cloak Room Contracts, ATMs & various Kiosks.
- Luggage & Parcels – Rules of acceptance, booking, overloading, carriage and delivery of luggage and parcels, advance Booking of Parcels, Kisan Parcel Special Trains, e-Commerce in Parcels, Modified Comprehensive Parcel Leasing Policy of leasing of Parcel Cargo Express Trains, Parcel Management system (PMS), Railway Mail Service.
- Arbitration Mechanism for various Revenue contracts.
- TIA Inspection
- TAMS
- Door Step Banking
- Cash in Transit.

#### **Establishment Rules.**

1. Organization of the Personnel department in the Railways- Objectives, functions and policies of the Personnel department- Role of Personnel Officer in the Headquarters and on the Division.
2. Classification of services- Recruitment to the different services, Viz., Group 'A' to Group 'C' – Reservations in Railway Services- Rule of RRBs & RRCs in Recruitment – Recruitment through other than usual channels- Promotion Policy and Methods.
3. Personnel Supervision- Leadership qualities and styles, formal and informal leadership- Democratic and participative leadership styles- Advantages of participation – Joint Councils of Management – Negotiating Machinery Schemes – Zonal and Divisional Corporate Enterprises Groups
4. a) Labour Relations and Welfare: Important recognized Trade Unions in Railways- Roles of Unrecognized Unions and methods of dealing with them –PNMs and PREM.  
b) Industrial Disputes and Legislative Framework, Causes for industrial disputes, basic remedies, the Industrial Disputes Act 1947, Strikes, Lockouts and Layoffs, Handling of Grievance at Divisions and in the Headquarters by Labour Enforcement Officers.

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- c) The Hours of Employment Regulations, - Overtime – Job Analysis and its Mechanics.
- d) The Workmen’s Compensations ACT – Ex-gratia Payment, Incentive Bonus Scheme.
- 5. Discipline and Appeal Rules, Conduct Rules and Leave Rules.
- 6. Welfare: Pass Rules, Retirement benefits under the PF and Pensions Schemes, Final Settlement – Welfare of the whole family of Railway men- Concept and practice obtaining on the Railways.

**Financial Rules.**

- 1. Parliamentary Control over Railway Finance, Public Accountability, Cannons of Financial Propriety.
- 2. Financial Planning Budgeting, Budgetary and Financial Reviews – Appreciation accounts.
- 3. Rules of Allocation – Classification of expenditure – Control of expenditure – Responsibility Accounting – Performance Budgeting - Exchequer Control – Appreciation accounts.
- 4. Works Programme –Financial justification of Works – Surveys – Preparation of Estimates – Capital Budget – Control over Capital Expenditure – Productivity Test .
- 5. Financial control over Stores Expenditure – Purchase and Stores Keeping Procedure – Inventory Control and ABC Analysis.
- 6. Rules and procedure relating to Tenders and Contracts for execution of Works and Procurement of Stores.
- 7. Procedure for Possessing and finalizing Audit Objections and Draft Paras.
- 8. Delegation of Powers.
- 9. Losses, Frauds and Embezzlements.

**General Knowledge:**

The paper contains questions on subjects of interest as well as importance. The questions shall be so based as to test the knowledge of candidates which they would acquire by general observation/reading without specific study on detailed knowledge of text books. The paper shall also contain questions on topics of national importance, achievements of Railways as also questions which will test the awareness of candidates to developments which are taking place.

**राजभाषा:** Official Language policy and Rules.

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**Syllabus for 30% LDCE for Promotion to Group 'B' for  
Assistant Commercial Manager in Commercial Department  
Main Examination.**

**Professional/Technical Subject:**

- Booking of Goods Traffic, Forwarding Notes, Registration of Indents, WDRF, e-Registration of Demands (e-RD), Preferential Traffic Order (PTO), Allotment, Rating and Routing of Traffic, Route Rationalization Scheme, Mis-declaration, RR, eTRR, e-payment of Freight, Electronic in Motion Weighbridge(EIMWB), Pre-weigh bin system, Weighment Including Punitive Charges for Overloading, Empty Tare Weighment, Classification of Goods, Loading and Unloading including transshipment, Free time for loading and unloading, Debit and Credit Hours, Booking of animals, Dangerous and Offensive goods, Military Traffic, RMC etc., different charges like Demurrage, Wharfage, Stacking and their waiver and Stabling charges, etc.
- FOIS and its working-Modules RMS & TMS, Integration of EIMWB with FOIS.
- RBS (Rates Branch System).
- Policy guidelines- Transportation products.
- Freight Incentive Schemes, Goods Shed working, Trainload Benefit, Container Service, PCO, CONCOR, Loadability of Wagons, PCC of Wagons, Higher Capacity Routes, Investment Schemes like EOL MGR and Dynamic Pricing Policy – LTTC, STS, TEFD, Liberalized Special Freight Train Operators (LSFTO), Terminal Development Scheme (TDS), Freight Advance Scheme, Roll On Roll Off Scheme (RO-RO) etc.,
- Policy of Private Freight Terminals (PFT).
- Sidings-Private siding rules, Charges, etc.
- Dedicated Freight Corridor.
- Other recent policy changes regarding freight.
- Sealing and Labeling of wagons, Delay in transit, Disposal of Seal Defective Wagons.
- Delivery of consignments, Undercharges, Overcharges, Refund of overcharges –Rebooking and diversion, Delivery of consignments short of destination, Disposal of consignments over carried, Disposal of Unclaimed and Unconnected consignments.
- Online Goods Balance sheet.
- Commercial Inspections and its importance.

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- Station outstanding-Realization and its clearance.
- Marketing and Sales activities at the level of Divisions and Headquarters, Business Development Unit ( BDU)
- Claims Prevention and Claims Statistics, Claims prevention measures/activities, Claims Prevention material, NR Cell.
- Liability of Railways in case of accident to a passenger train, Liability of Railways in regard to passenger traffic-Section 124 & 124 A of Indian Railways Act and dealing with such compensation cases.
- Railway Passengers (Manner of investigation of untoward incidents) Rules, 2020, Compensation and Ex-gratia for death and injury to passengers due to accidents.
- Liability of Railways as Carriers of Goods and Animals.
- Railway Claims Tribunal Act and functioning of RCT.
- Right to information Act, 2005
- Disaster Management and related issues & Roles of Commercial Department
- Commercial Plot.
- Coordination of functions of various consultative committees at National, Zonal and Divisional levels.
- Public relations on Railways, Public complaints and their disposal.
- Catering Policy 2017 and issues- Role of IRCTC and Railways, TSVs, new initiatives, i.e., e-catering, Ready to Eat (RTE) Meals, etc.
- Multipurpose Stall Policy
- Indian Railways Conference Association-its functions.
- Commercial Statistics-their usefulness.
- Indian Railways Act-chapters relating to Traffic facilities, working of Railways responsibility of Railways as Carrier and penalties and offences.
- Reservation and Refund rules.
- Earmarking of various quotas by trains-End to End, Pooled Quota, and Remote Quota.
- Types of Quotas, Sr. Citizen, Ladies, Handicapped (Divyangjan) Duty Pass, MPs etc.
- Policy for foreign tourists.
- Entitlement -MPs for travel by train.
- Role of IRCTC in Ticketing.
- Policy guidelines for opening of new PRS/UTS/Unified/Defence/IPPRs Locations
- Policy guidelines regarding preparation of charts.

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- Various Ticketing Schemes- Advance reservation, concept of e-Tickets, i-Tickets, and other modes of purchasing reserved tickets, Tatkal Scheme, Upgradation, Suvidha and Tatkal Special trains, Booking of Special Coaches & Trains, Alternate Train Accommodation System (ATAS) VIKALP, Scheme of Frequent Travel (SOFT), Tickets through ATMs, etc.
- Unreserved Ticketing System (UTS), UTS on mobile, Automatic Ticket Vending Machines (ATVM) , Jansadharan Ticket Booking Scheme (JTBS), CoTVM, YTSK, STBA, etc. Online Coaching Balance sheet.
- Issue of tickets to halt agents through UTS.
- Payment of fare through digital means – PoS/UPI/Card.
- ICMS & Role of Commercial Department with respect to punctuality.
- Multi Modal Transport.
- Rail Travel concessions and their rules.
- Ticket Checking- Duties, checks, sections of Indian Railway Act, etc. Computerization of TTE lobbies, HHT to TTEs- Various measures including Intensive Check Posts (ICPs) to combat ticketing frauds and ticketless travel.
- Categorization of Railway stations depending upon Passenger Revenue.
- Halt Policy.
- Passenger Amenities, Adarsh stations, Minimum Essential Amenities, Recommended and Desirable passenger amenities depending upon classification of stations, Amenities under MPLADS/Sponsorship, Works Programme, etc.
- Station Redevelopment, IRSDC, RLDA, Station Development jointly with Ministry of Tourism.
- Complaint Management- Role in Railways, Rail Madad.
- Passenger Profile Management – Its uses and further improvements
- Artificial Intelligence and Data Analysis in Railways
- Digitization in Railways. Payments through digital medium (Various modes)
- IRPSM – Working Passenger Amenities Items.
- Integrated on-board services, Bedroll distribution in AC coaches, cleanliness of coaches, On board supply of Newspapers, magazines, toiletries etc.
- Public-Private Partnership (PPP) schemes, Pay and Use toilets (Deluxe as well as Normal), Retiring Rooms, Waiting Halls, Beautification of Stations, Station Cleanliness.
- Train Enquiry System, National Train Enquiry System (NTES), Integrated Train Enquiry System (ITES), POET/Touch Screen, 139, etc.

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- Customer Care Training- A more customer friendly attitude among the frontline staff, On Job Training.
- Commercial publicity & Non-Fare Revenue- Policies and implementation on Zonal Railways.
- Classification of Revenue
- Apportionment of Revenue
- Strategies to enhance Sundry earnings, Parking Contracts, Cloak Room Contracts, ATMs & various Kiosks.
- Luggage & Parcels – Rules of acceptance, booking, overloading, carriage and delivery of luggage and parcels, advance Booking of Parcels, Kisan Parcel Special Trains, e-Commerce in Parcels, Modified Comprehensive Parcel Leasing Policy of leasing of Parcel Cargo Express Trains, Parcel Management system (PMS), Railway Mail Service.
- Arbitration Mechanism for various Revenue contracts.
- TIA Inspection
- TAMS
- Door Step Banking
- Cash in Transit.