

EAST CENTRAL RAILWAY

Office of the
General Manager (P)
Hajipur
dt. 18.11.2024

No. ECR-HQ0PERS(COML)/0023/2024 (Comp. No. 298808)

Secy (Estt)/Railway Board, New Delhi.
Secy. to GM- for kind information of GM,
General Manager (P) CORE/Allahabad & GM(P)/N.E.Rly/GKP
CAO/Con/South/MHX & CAO/Con./North/MHX
SDGM, PCCM, PCOM & PCSO/ECR/HJP
All DRMs/Sr. DOMs/Sr. DPOs/DOMs/ECR
CAM/DHN, CWM/PD/ECR/DDU & WS/SPJ, CPO/Law& Con/Patna
Dy. CPO/Gaz/ECR/HJP & Dy. CPO/Con/MHX, PO/RCT/Patna
Principal/ZRTI/E.C.Rly/Bhuli & MFP
APO/MPP/HJP - For upload on Website.
All Extra Divisional Units & General Secretary/ECRKU

Sub :- Selection for the post of **Assistant Commercial Manager** (Group'B') in Level-8 of Pay Matrix, (Pay Band Rs. 9300-34800/- (PB-2) Grade Pay -4800/- as per 6th CPC) against 70% quota.

Ref :- (i) Railway Board's letter No. E(GP)2024/2/28 dated : 27.09.2024 & 08.10.2024.
(ii) Railway Board's letter No. E(GP)2024/2/37 dated : 06.11.2024

With approval of General Manager/ECR, it has been decided to hold a selection for formation of the panel against 08 vacancies for the post of **Assistant Commercial Manager** (Group 'B') against 70% quota over E.C. Railway, through centralized CBT by NAIR in terms of Railway Board letter No. E(GP)2024/2/28 dated : 27.09.2024, as per details given below : -

Selection	UR	SC	ST	Total	PwBD (*)
ACM (Gr."B")/70%	07	01	00	8	1(LD)

(*) Horizontal Reservation for Locomotors Disability (LD) – One Arm (OA)/One Leg (OL), Leprosy Cured, Acid Attack victims as per Railway Board's letter No. E(GP)/2022/2/20 dated 18.08.2022 & 14.11.2022.

Note # Successful PwBD candidates in the written test (CBT) will be subject to medical examination in safety category by the Railway medical authority prior to viva-voce.

- (a) Written Examination through CBT :- 09 March, 2025 (Tentative)
(b) Venue, Time & Viva-voce :- will be notified in due course.

2. Eligibility (As on 01.01.2025)

- (i) All Permanent Group 'C' employees working in **Commercial Department** including ministerial staff who have opted for further advancement in the branch (including those who are working in other Railway/Units/Construction of Project Organization having lien and seniority on any Division/Unit of EAST Central Railway). The **Chief Law Assistant** is also eligible to apply. All the above staff of Commercial Department working/holding lien in **Commercial Department** of East Central Railway, who have rendered not less than 03 years non-fortuitous service in Level-6 of Pay Matrix (Pay Band of Rs. 9300-34800/-(PB-2) Grade Pay-Rs.4200/- as per 6th CPC) of Commercial Department/E. C. Railway are eligible to apply for the above mentioned selection.

NB :- However, those Gr."C" employees who have been provided G.P. Rs. 4200/- or above in PB (9300-34800) under ACP/MACP are not eligible to volunteer for the above written examination.

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- (ii) As per Railway Board's letter No. E(GP)/2005/2/74 dated : 13.03.2008 (RBE No.40/2008), in case of person transferred at own request to new unit in the same category of posts, and assigned bottom seniority therein, the service rendered by them 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.
- (iii) In terms of Railway Board's letter No.E(GP)2024/2/28 dated : 08.10.2024, it has been decided by the Board that henceforth, in respect of 70% selections to Group "B" posts, all employees who are eligible and who volunteer for the selection, should be considered without any limitation of number. Hence, the employees who are fulfilling the eligibility criteria for the post may submit their application.
- (iv) All the volunteer who fulfill the above mentioned conditions of eligibility will get chance to compete in the above examination, without any restrictions to the number of eligible candidates to be allowed for appearing the examination.
- (v) In terms of Railway Board's letter No. E(GP)2024/2/09 dated : 14.10.2024, an employee who has been medically de-categorized should have rendered the requisite eligibility service in the relevant grade (s) after absorption in the alternate post for being eligible for promotion to Group "B" posts. These instructions pertain only to reckoning eligibility for promotion to Group "B" Posts.
- (vi) As advised in RBE No. 102/2019 dated : 25.06.2019, the time spent by railway servant under training immediately before appointment to service is to be counted as service for the purpose of appearing in Departmental Examination including LDCE for promotion to Group "B".
- (vii) The volunteers who have completed 3 years of Non-fortuitous service in the current seniority unit of the cadre as on 01.01.2025 are only eligible to apply. The same may be verified and ensured by the Personnel Officer/Establishment officer concerned while forwarding the applications.
- (viii) Eligible staff who desire to volunteer for the above 70% Selection may submit their application through proper channel to their respective Personnel Branch office.
- (ix) Eligible staff working in the Construction/Project Organization on deputation, training and any Ex-cadre Organization and having lien and seniority in ECR, who desire to volunteer for the above 70% Selection may also submit their application through proper channel i.e. their respective Personnel Branch office, where they hold lien. The concerned Divisions/Units should send copy of notice to the staff who are on deputation after being released from that Divisions/Units.
- (x) When an employee is holding an ex-cadre post, details of his/her post in regular cadre with the grade and date of entry as a regular measure should be furnished. This may also be brought to the notice of all concerned. It may be ensured that wide publicity is given to this notification amongst all the eligible staff. It is the personal responsibility of the personnel Officers/Controlling Officers of the Units to ensure that the notification reaches to all the eligible employee well in time.

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The cut-off date of eligibility for candidates for 70% selection is 01.01.2025.

- (3) Normally, there is no provision for holding absentee written examination. However, in exceptional circumstances, where sufficient and satisfactory reason/proof beyond control of candidates are available, (viz either the candidate under RMC or he was not spared by his controlling officer due to administrative reasons), only such candidates may be allowed to appear in absentee written examination with approval of the Competent Authority. It will be responsibility of the candidate to advice reasons of absence through controlling officer to Dy.CPO(Gaz)/E.C.Railway/Hajipur within 03 days from the date of CBT by NAIR.

In case of failure to comply the above instructions by the candidate, he/she will not be allowed to appear in the absentee written examination, if held.

- (4) The above selection will be based on the candidate's performance both in CBT Examination, Record of Service as well as viva-voce. The candidates, who qualify in the CBT Examination followed by medical test of specified category will only be eligible for Viva-voce test. The placement of the candidates in the panel will be based on their performance in the CBT Examination, Viva-voce & Record of service as per extant procedure of Railway Board's instruction.

The candidature of the candidates is accepted provisionally. In case, any candidate is subsequently found ineligible for the above selection at any stage, his/her candidature will be rejected without any further notice.

(5) CBT/Written Examination :-

The CBT/Written Examination will be conducted as per guidelines/instructions contained in Railway Board's letter No. E(GP)2018/2/31 dated 19.03.2019 (RBE No. 53/2019) & E(GP)2022/2/4 dated 07.10.2022, the CBT/Written Examination shall comprise of one paper which shall have 100% objective type multiple choice question only.

The paper will be of 100 marks and the distribution will be as under:-

- | | | |
|-------|---|--------------|
| (i) | One paper on Professional Subject including optional questions of 10 marks on | |
| | Official language policy & Rules | :- 70 marks |
| (ii) | Establishment and Financial rules | :- 30 marks |
| | Total | :- 100 marks |
| (iii) | Qualifying marks | :- 60 marks. |
| (iv) | Duration of examination | :- 02 Hours. |

All Objective type questions will carry equal marks. In terms of Railway Board's letter No. E(GP)/2024/2/28 dated : 08.10.2024 (RBE No. 93/2024 dated : 08.10.2024) there shall be no negative marking in written examinations held as part of Selections (70%) where the final panels are made on seniority basis.

Since the post of ACM is safety Category, hence no relaxation is admissible to SC/ST candidates in prescribed medical examination as per extant rules. However, best among failed will be applicable as per extant rules.

(6) Viva-voce & Record of service:-

	Maximum Marks	Qualifying Marks
Viva-voce	25	30 (including at least 15 marks in the Record of Service)
Record of service	25	

- (7) Syllabus :- The syllabus as prescribed by Railway Board vide letter No. E(GP)2022/2/4 dated 07.11.2022 for 70% selection for Group 'B' post of ACM in Commercial Department, copy of syllabus for above selection is attached as Annexure-'C'.

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- (8) The controlling Officers should give wide publicity of this notification amongst the eligible staff/employees under their control and ensure submission of applications by the candidates in the prescribed Proforma (specimen copy enclosed as Annexure-'A') within the stipulated time mentioned below.

The last date for submission of the application by candidates duly countersigned by their controlling officer to the concerned Personnel Branch officer is 02.12.2024. *The filled-up applications should be scrutinized properly by associate Personnel Branch with the service records to avoid any factual errors and future complications. The applications should also be signed by the Controlling Officer with official seal and should have the counter signature of the concerned 'P' Branch Officer. All the applications received by the Personnel Branch Officers through controlling officers should be sent in a bunch so as to reach Dy. CPO/Gaz/ECR/Hajipur, on or before 09.12.2024 positively.* Applications forwarded after the last date will not be entertained under any circumstances. It may please be noted that application other than in prescribed Performa or without signature of controlling officer and checked & counter signature of Personnel Branch Officer will not be entertained.

- (9) In case, service particulars furnished by the volunteers/certified to be in order by the concerned authority are found incorrect/false subsequently, the candidature of the volunteers will be liable to cancelled at any stage during & even after the above selection process.

(10) TRAINING OF SC CANDIDATES:-

Since, there is reserved post of SC in the vacancy assessment, Pre-promotion training will be imparted to only SC candidates as per RB's letter no. E(GP)2010/2/39 dated 28.08.2019 (RBE No.142/2019).

In terms of Railway Board's letter No. E(GP)2022/2/4 dated 18.10.2022, before conducting CBT/Written examination, mandatory Pre-selection coaching classes of 60 hours/15 working days to all SC eligible candidates will be arranged by the department concerned. PCCM will nominate the JAG or above officer of Commercial Department as an in charge(s) of pre-selection coaching. The in-charge(s) will also intimate the date and venue of the pre-selection coaching in due course. Date & Venue will be notified later with the final list of the SC candidates.

If any SC candidate refuses 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 should ensure that the SC candidates under their control are spared without fail on time to participate in the coaching.

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

(10.1) Duty of the in-charge of Pre-selection Coaching (To be nominated by PCCM):

- (i) To inform in writing through special messenger to the eligible SC employee regarding date, time & venue of coaching.
- (ii) To obtain in writing the unwillingness to attend the coaching, if any, from the eligible SC employees.
- (iii) To co-ordinate and arrange sparing of the eligible SC candidates.
- (iv) To chalk out coaching schedule.

(10.2) Duty of Controlling Officer:-

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To spare the candidates under their control without fail in time with the direction to participate in the pre-selection coaching as well as to appear in the written examination also.

(10.3) Duty of concerned SC applicant:-

- (i) To arrange 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 to be refusal for the same.
- (iii) Failure of concerned SC employees to avail Pre-selection Coaching on any account including leave etc. will be considered on their part and no supplementary coaching will be organized in any circumstances.
- (iv) No appeal will be entertained by GM(P)/ECR/HJP office after completion of Pre-selection Coaching.

After completion of Pre-selection Coaching, the In-charge of the Pre-selection Coaching will give a written report along with all supporting papers including attendance sheet of SC participants to Dy.CPO/Gaz/HJP within three days of completion of said training.

- (11) The Controlling/Authorized officer should ensure to issue individual sparing letter/identity slip duly attesting specimen signature of the candidate on the sparing letter/identity slip with direction to attend the CBT/Written examination (date will be advised in due course). The candidates without proper sparing letter/identity slip will not be allowed to appear in the examination.

(12) ACTION TO BE TAKEN ON RECEIPT OF APPLICATION BY CONCERNED PERSONNEL OFFICERS/CADRE CONTROLLING OFFICERS :-

- (a) The Personnel Officer/Cadre Controlling Officer will check the correctness of all the particulars of the applications with the Service Records and other relevant records and certify the correctness of each column of the application. Without such certification, application received will summarily be rejected and the responsibility will be fixed for incorrect or incomplete certification against the Officer who will certify/verify. The Personnel Officer/Cadre Controlling Officer should invariably write "Checked and verified" in each and every application after checking and verifying the details duly attesting their signature and date of certification (the date of certification should invariably put in the application).

In case, the Personnel/Cadre Controlling Officers do not put the date after certification or merely forward the application without checking and verifying the details, the matter would be brought to the notice of PCPO and concerned PHOD for taking action against him.

- (b) It may please be noted that Controlling Officers/heads of the Units have no discretion to entertain any application beyond the last date.
- (c) The applications of the employees, who are eligible, should only be forwarded after verifying the other relevant particulars and ineligible application should not be forwarded.
- (d) The Personnel Officer/Cadre Controlling Officer should forward the scrutinized and checked applications in one bunch together under one covering letter furnishing the details in the following proforma addressed to Dy. CPO/Gaz./HQ by 09.12.2024 indicating therein the total number of applications forwarded. (The details should be sent in soft copy in MS/Excel format also as in the performas as Annexure "B"). The applications rejected may be intimated to the individuals giving reasons thereof by the concerned staff held.

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(13) The above selection will be held as per procedure laid down in Master Circular- 68, governing promotion from Gr. 'C' to Gr. 'B' issued by Railway Board and the instructions issued from time to time. The said master circular is available on website www.indianrailways.gov.in....>ministry of railway...>railway board> Directorate...> Establishment...>E(GP) Master Circular.

Please acknowledge receipt.

DA : (i) Proforma (Annexure-'A')

(ii) Proforma (Annexure-'B')

(iii) RB' letter No. E(GP)2022/2/4 dated : 07.11.2022 (Syllabus)/ (Annexure-'C')

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(Ajeet Kumar) 18/11/24
APO(Gaz.)

For General Manager(P)/HJP

PROFORMA OF APPLICATION AGAINST NOTIFICATION FOR THE SELECTION OF POST OF ACM/(Gr.'B') 70% QUOTA.
(It is mandatory to fill each and every column with correct information.)

(Ref. : ECR-HQOPERS(Coml)/0023/2024 dated :18.11.2024)

1. Information regarding candidate:

Sl. No.	Particular	Filled by candidates
1	Name of applicant (In Block letter)	
2	IPASS Number (11 digits)	
3	HRMS ID	
4	Designation	
5	Mobile No. (Registered with HRMS ID)	
6	Email.ID	
7	Place of posting	
8	Division/Workshop/Unit	
9	Division/Unit where lien held at	
10	Working under (Controlling Officer)	
11	Educational Qualification	
12	DOB (DD/MM/YYYY)	
13	Community (UR/SC/ST) (if SC/ST, a copy of caste/Tribe Certificate duly attested by a Gazetted officer should be enclosed with application)	
14	(i) Date of initial appointment in Railway Service (ii) Designation at the time of initial appointment (iii) G.P/level at the time of initial appointment	
15	Date of Appointment (DD/MM/YYYY) (Regular appointment date after training, where mandatory training is evolved)	
16	Belongs to PwBD (40% or more), if yes mention category and attach certificate.	
17	If a PwBD, whether entitled to Scribe (Yes/No)	
18	To be filled up by those employees only, who were transferred to present division on Own request/Mutual transfer.	
19	Whether came in present unit on own request transfer basis or Mutual transfer basis ? (mention 'Yes' or 'No')	Own request transfer :- Mutual transfer :-
20	If, came in present unit on own request basis or Mutual transfer basis, following details must be mentioned :-	
	Transferred From	Transferred To
	Division/Railway	Division/Railway
	Designation	Designation
	Pay Level	Pay Level
	Effective date of Seniority	Joining date in present Railway/ Division
	In level-6	Date :
	In level-7	Date :
21	To be filled up by those employees only, who were on deputation.	
	(a) Are you on Deputation (Yes/No)	(b) Parent Unit :-
	(c) Substantive Designation and Pay Level in your parent unit :-	(d) Officiating Designation and Pay Level :-

2. Date of appointment/promotion (on regular basis) and Length of non-fortuitous service (on regular basis) as on 01.01.2025.

Grade	Date of appointment/ promotion (on regular basis) [in DD/MM/YYYY]	Length of non-fortuitous service (on regular basis)			
		As on	Year(s)	Month(s)	Day(s)
(a) In PB-II GP-4200					
(b) In PB-II GP-4600					

3. Present pay & level (GP) & Date of promotion to present Scale/grade. :-

4. **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 improper, my candidature shall liable to be cancelled at any stage during pendency of the above selection and disciplinary action may be taken against me under the RS(D&A) rules-1968.

SIGNATURE OF THE CANDIDATE (In HINDI)

SIGNATURE OF THE CANDIDATE (In ENGLISH)

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

The application is in 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(ii) of the notification the service rendered by immediate senior employee as on 01.01.2025 should be indicated invariably in the following format.

Sl. No.	Name(S/Shri) of immediate senior	Designation	Pay level(GP)	Year(s)	Month(s)	Day(s)
			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 checked and 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 application is 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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Centralized CBT for Gr. 'B' selection against 70% for the vacancy cycle 2025-26

Annexure-"B"

Particulars of eligible applicants

SN	Post Name	Name of the applicant (SSNCR)	I-pass No.	HRMS ID	Design.	Mobile No.	Email ID	Place of Posting	Div./ workshop/ Unit	Controlling Officer	Date of Birth (DD/MM/YYYY)	Date of Appt.	Date of Promotion in Level-6	Date of Promotion in Level-7	Community (UR/SC/ST)	Pw BD or Not (Yes/No)	Pw BD Categ. if any	Whether a Pw BD requiring scribe
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1	ACM																	
2	ACM																	
3	ACM																	
4	ACM																	
5	ACM																	
6	ACM																	
7	ACM																	
8	ACM																	
9	ACM																	
10	ACM																	

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B. TRAFFIC (COMMERCIAL)

I. General

Organization and Functions of Commercial Department at Divisional, Zonal and Railway Board level.

II. Goods Traffic:

- Booking of Goods Traffic - Forwarding Notes, Registration of Indents, Allotment, Rating and Routing of Traffic, Mis-declaration, RR, Weighment including Punitive Charges due to overloading, Classification of Goods, Loading and Unloading including Transshipment, Free Time for Loading and Unloading, Booking of Animals, Dangerous and Offensive Goods, Military Traffic, RMC, PCC of Wagons, Special Purpose Wagons, Standard Rake Sizes, Terminal Management System (TMS) etc.
- Working of Goods sheds, Different charges like Demurrage, Wharfage, Penal Demurrage, Penal Wharfage, Stacking, Stabling, Terminal Access Charge, Terminal Charge. Through Distance Charging, Round the clock working of Goods Sheds, PPP mode development of Goods Sheds etc.
- Container Traffic, Container Rail Terminals, Booking of Container Traffic, Haulage Charge, Container Class Rates, FAK Rates, Restricted and Open Commodities, Weighment of Container and Exemptions, Double Stack Dwarf Containers, Tank Containers.
- Weighment, Rules of Levying of Punitive Charges for overloading, Electronic In-Motion Weighbridge (EIMWB), Automatic Pre Weighbin System, Integration of Weighbridges with FOIS.
- e-RD and e-TRR, e-Payment / Online Payment, Late Payment of Freight Charges, GST/e-Waybills.
- Freight Incentive Schemes, Trainload Benefit, Quick Transit Service, Loadability of Wagons, Higher Capacity Routes. Various Wagons Investment Schemes like LSFTO, AFTO and GPWIS.
- MGR and Ro-Ro Policies.
- Out Agencies, City Booking Offices and other Ancillary Services.
- Siding, Assisted and Private Siding Rules, Charges, Military Siding, Liberalized Siding Policy, Siding and Shunting Charges, GCT Policy.
- Dedicated Freight Corridor.
- Other recent Policy changes regarding Freight, Lump Sum Rates, Piece Meal Traffic, Freight Forwarder Scheme etc.

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- Sealing and Labelling of Wagons, Delay in Transit, Diversion of Wagon Load Traffic, Disposal of Seal Defective Wagons, Transport of Small Traffic.
- Delivery of Consignment, Undercharges, Overcharges, Refund of Overcharges, Delivery of Consignment Short of Destination; Disposal of Consignments Over Carried, Disposal of Unclaimed and Unconnected Consignments, Open Delivery and Assessment Delivery, Missing Goods Report, Damage and Deficiency Report.
- Dynamic Pricing, LTTC, TEFD, Station to Station Rates (STS) etc.
- Various Private Siding Policy - Green Field PFT, Brown Field PFT etc.
- Preferential Traffic Order (PTO), Rationalization Routes, Diversion and Rebooking of Goods Traffic.
- Coordination of functions of various Consultative Committees at National, Zonal and Divisional Level.
- Liability of Railways as Carriers of Goods and Animals.

III. Passenger Traffic:

- The Railways Act chapters relating to Passenger Traffic and Traffic Facilities, Working of Railways, Responsibility of Railways as Carriers and Penalties and Offences.
- PRS, Reservation and Refund Rules, Break Journey Rules, ARP (Advance Reservation Period), PNR, Concept of e-Tickets, Tatkal Rules, Tickets through ATMs, Premium Trains/Dynamic Pricing, Different types of Quotas and its allotment Block Booking, Passenger Profile Management (PPM).
- Unreserved Ticketing System (UTS), UTS on Mobile, Automatic Ticket Vending Machines (ATVM), Jansadharan Ticket Booking Scheme (JTBS), Rail Travel Service Agents (RTSA), Station Ticket Booking Agent (STBA), Yatri Ticket Suvidha Kendra (YTSK) etc.
- Suvidha Trains, Special Trains.
- Various measures including Intensive Check Posts (ICPs) to Combat Ticketing Frauds and Ticket less Travelling, Hand Held Terminals (HHT), TTE Lobby System,
- Categorization of Railway Stations depending upon Passenger Earnings and/or outward Passengers.
- Passenger Amenities, Model Stations-Minimum Essential Amenities Recommended and Desirable Passenger Amenities depending upon classification of Station, Works Programme etc.
- Policy Guidelines for Halt Stations.
- Integrated on-board Services, Bedroll distribution in AC Coaches, Cleanliness of

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Coaches, On Board Housekeeping Services (OBHS), Clean Train Station (CTS), National Green Tribunal (NGT), Station Cleanliness and Role of EnHM Directorate etc.

- Public-Private-Partnership (PPP) Schemes, Pay and Use Toilets (Deluxe as well as Normal), Retiring Rooms, Waiting Halls, Beautification of Stations etc.
- Train Enquiry System - National Train Enquiry System (NTES), Integrated Train Enquiry System (ITES), Call Centers, RTIS etc.
- Integrated Coach Management System(ICMS)
- Customer Care Training- a more customer friendly attitude among the Frontline Staff, On the job training etc.
- Passenger Service Committee, Passenger Amenities Committee.
- Vande Bharat Trains.

IV. Parcel Traffic

- Parcel Business Scenario.
- Rules regarding Parcel Booking, Marking, Labelling, Overloading etc.
- Delivery of Parcels, Open Delivery and Assessment Delivery.
- Leasing Policy for SLRs and VPUs, Parcel Cargo Express Trains (PCET), Kisan Rail, Rail Milk Tankers.
- Advance Booking of Parcel Space.
- Categorization of Parcel Classes, Procedure to change the Class.
- Rating of Parcel Traffic.
- Parcel Traffic in Container: Policy.
- Disposal of Unconnected/Unclaimed Parcels.
- Handling of Claims cases in case of Parcel Traffic.
- Parcel Management System (PMS).

V. Other Sources of Revenue:

- Non-Fare Revenue & its Sources, Importance of NFR, Scope of increase and Impediments in Increasing NFR.
- Sundry Earnings.
- Commercial Publicity-Policies and implementation on Zonal Railways.
- Classification of Earnings, Earning Estimates.
- Strategies to enhance Sundry Earnings, Parking Contracts, Lounges, Cyber Cafes, ATMs, various Kiosks etc.
- Catering and Vending Services, Catering Policy, Book Stalls Policy, Multi Purpose Stall (MPS) Policy, One Station One Product (OSOP) Policy. BDU.

VI. Traffic Accounts:

- Station Balance Sheet, Accountal of Earnings, Collection of Earnings and Rail

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Shakti Scheme.

- Online Balance Sheet.
- Commercial Inspections, Schedule of Inspections, Important factors to be observed during Commercial Inspection.
- TIA Inspections
- Station Outstandings, Realization and their Clearance, Certified Over Charged Sheet.
- Audit and its replies.
- Disposal of old Records including Tickets.
- Frauds and Embezzlements and their Prevention

VII. Misc:

- IRCTC and its functions, FTR Trains booking.
- Commercial Statistics-their usefulness.
- Postal Traffic.
- Traffic Survey.
- Land Management Policy of IR. Claims Organization:
- Claims and Claims Preventions, Claims Statistics.
- Railway Claims Tribunal Act, RCT Organization and its functions.
- **Compensation in case of** Untoward Incidents and Accidents, Ex-gratia payments.
- Railway Tourism, Circular Tickets, Bharat Gaurav Trains.
- Marketing and Sales activities at the level of Divisions and Headquarters.
- Liability of Railways in case of Accident of a Passenger Carrying Train.
- Customer Care, Courtesy and Public relations.
- Public Grievance Redressal, Rail Madad, CPGRAM etc.
- IT Applications – Freight Business Development Portal (FBDP)/ Rail Sugam Mobile App, Parcel Business Development Portal, ICMS, e-Auction, NTES, IRPSM, IREPS, PRIMES, UDM (User Depot Module), GeM, RBS (Rates Branch System), e-ACT & TPMS (Terminal Pipeline Management System) in FOIS.
- National Rail Plan, Mission 3000MT.
- National Logistics Policy.

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Syllabus for promotion to Group- B posts - 70% selection and 30% LDCE.**Syllabus for Establishment Rules:**

1. Organization of the Personnel Department in Railways objectives functions and policies of Personnel Department.
2. Recruitment and Training, Classification of Services, Recruitment in Different services, Railway Recruitment Boards & Railway Recruitment Cells Compassionate Ground Appointments, Initial & In Service Training, Refresher Courses, Central Training Institutes, Training Centers in Zones, Divisions & Workshops, Training Modules for different posts, Training under Apprentices Act, Online Training, APARs.
3. General conditions of service in Railways, Seniority, Lien, Inter Railway & Inter Division transfers, Deputation, Promotion Policy & methods. Selection, Suitability, Trade Tests, Leave Rules, Pass Rules, Joining Time Reservation policy, HOER, Overtime, Payment of wages, current CPC Pay Rules, Advances in Railways.
4. Manpower planning, Rightsizing & Benchmarking, creation, extension and surrender of posts, creation of posts against new assets, different types of posts including workcharged posts.
5. The Railway Servants (Discipline & Appeal) Rules, 1968 and related instructions.
6. The Railway Services (Conduct) Rules, 1966 and related instructions.
7. Retirement benefits, qualifying service, pension, family pension, commutation gratuity, new pension scheme.
8. Staff welfare, SBF, Railway institutes, Railway schools, Ex-gratia payment, Incentive Bouns Scheme, Staff Grievances Redressal Mechanisms.
9. Industrial relations in Railways, recognized trade unions, industrial disputes. The Industrial Disputes Act, 1947. The Industrial Relations Code, 2020. The Trade Unions Act, 1926, PNM, PREM, JCM, Various Associations & Informal Meetings.
10. The Factories Act, 1948. The workmen's Compensation Act, 1923. Functions of Labour Enforcement Officers, Right to Information Act.
11. The scope of Information Technology in Railway e – office. HRMS, IPAS , LIMBS, ARPAN, CPGRAMS, ANUBHAV etc.

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Syllabus for Financial Rules:

1. Parliamentary Control over Railway Finance, Public Accountability, Canons of Financial Propriety.
2. Railway Budget - Budgetary terms, Types of Budgets, Budget cycle, Demand of Grants, Budgetary and Financial Reviews.
3. Rules of Allocation - Classification of expenditure - Control of expenditure - Responsibility Accounting - Performance Budgeting - Exchequer Control - Financial Results of Working lines.
4. Works Programme - Financial justification of Works - Surveys - Preparation of Estimates - Capital Budget - Control over Capital Expenditure - Reappropriation of Funds.
5. Financial control over Stores Expenditure - Purchase and Stores Keeping Procedure - Inventory Control and ABC Analysis.
6. Financial & Cost Control in Railway Workshops/Sheds/Units.
7. Rules and procedure relating to Tenders and contracts for execution of works and Procurement of Stores, M&P Programme and RSP.
8. Procedure for Possessing and finalizing Audit Objections and Draft Paras.
9. Delegation of Powers.
10. Losses, Frauds and Embezzlements.
11. General Financial Rules
12. Government e-Market (GeM)
13. Classification of Railway Revenue (Earnings)
14. Information Technology in general with specific reference to Railway's IT Applications
15. Taxation matters with special focus on GST & Income Tax
16. Organization of CGA and C&AG
17. Any other topic felt necessary from time to time

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