

पूर्व मध्य रेल

कार्यालय
मंडल रेल प्रबंधक (कार्मिक)
समस्तीपुर

सं०— ECR-SPJ0PERS(COMM)/7/2024 (Computer No. 287054)

दिनांक — 06.12.2025

शुद्धिपत्र:

मंडल रेल प्रबंधक (वाणिज्य)
समस्तीपुर

विषय:— 33 $\frac{1}{3}$ % कोटा के अंतर्गत वाणिज्य विभाग के वाणिज्य-सह-टिकट लिपिक (Commercial cum Ticket Clerk), वेतन लेवल-3 (ग्रेड पे - 2000) के रिवितियों को CBT Mode चयन द्वारा भरे जाने हेतु जारी अधिसूचना के पाठ्यक्रम के संबंध में।

संदर्भ— 1. मंडल रेल प्रबंधक (कार्मिक)/समस्तीपुर द्वारा जारी अधिसूचना सं० ECR-SPJ0PERS(COMM)/7/2024 (Computer No. 287054), दिनांक -18.11.2025।

2. महाप्रबंधक (कार्मिक)/हाजीपुर का पत्र सं० ECR-HQ0PERS (RULE)/0013/2025 (Computer No. 353304), दिनांक -05.12.2025।

33 $\frac{1}{3}$ % कोटा के अंतर्गत वाणिज्य विभाग के वाणिज्य-सह-टिकट लिपिक (Commercial cum Ticket Clerk), वेतन लेवल-3 (ग्रेड पे - 2000) के 46 रिवितियों (सामान्य-40, अजा-04 एवं अजजा-02) को CBT Mode चयन द्वारा भरे जाने हेतु मंडल रेल प्रबंधक (कार्मिक) द्वारा संदर्भित पत्र 01 के माध्यम से अधिसूचना जारी किया गया था।

उक्त जारी अधिसूचना के मद सं० 04 पाठ्यक्रम के मद के आलोक में संदर्भित अधिसूचना में निम्न संशोधन किया जाता है।

मद सं०	संदर्भित अधिसूचना में अंकित तथ्य	संशोधित अभ्युक्ति
4	पाठ्यक्रम:— सभी प्रश्न वस्तुनिष्ठ एवं बहुविकल्पीय प्रकार के होंगे, जिसमें अंग्रेजी, हिन्दी भाषा का ज्ञान, सामान्य ज्ञान, गणित का ज्ञान एवं रेलवे मामलों से संबंधित किये जानेवाले कार्यों के ज्ञान की जाँच से संबंधित होगी।	महाप्रबंधक (कार्मिक)/हाजीपुर का पत्र सं० ECR-HQ0PERS (RULE)/0013/2025 (Computer No. 353304), दिनांक -05.12.2025 के तहत जारी पाठ्यक्रम की प्रति।

अतः उक्त के आलोक में संबंधित शाखाधिकारी से अनुरोध है, कि उल्लेखित संशोधन के परिप्रेक्ष्य में अपने अपने कार्यालय के सूचनापट्ट पर इसे प्रदर्शित करते हुए इसका व्यापक प्रचार-प्रसार करेंगे। उक्त वर्णित अधिसूचना के नियम एवं अन्य शर्तें यथावत रहेंगी।

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TRILOK NATH VERMA
Date: 06-12-2025

(16:59:21)

सहायक कार्मिक अधिकारी-III
कृते मंडल रेल प्रबंधक (कार्मिक)
समस्तीपुर

प्रतिलिपि : सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित —

01. महाप्रबंधक(कार्मिक)/हाजीपुर के पत्र सं० ECR-HQ0PERS(RULE)/0013/2025 (Computer No. 353304), दिनांक-05.12.2025 के संदर्भ में सादर सूचनार्थ।
02. वमंपचाप्र/समस्तीपुर। 03. मुख्य कार्याधी/सामान्य, वमवाप्र/सम० एवं वमपचाप्र/समस्तीपुर।
04. सभी स्टेशन अधीक्षक, यातायात निरीक्षक, वाणिज्य निरीक्षक, सीटीटीआई एवं सीआईटी, समस्तीपुर मंडल। 05. मुख्य गाडी नियंत्रक/वाणिज्य नियंत्रक/समस्तीपुर मंडल — कृपया उक्त सूचना संबंधित पर्यवेक्षको को दें। 06. मंडल मंत्री/ईसीआरईयू एवं अजा/अजजा/ओबीसी एशो० समस्तीपुर मंडल। 07. मु० कार्याधी — एमपीपी सेल (कार्मिक कार्यालय में) — कृपया इसे रेलवे के वेबसाइट पर अपलोड करें। 08. नोटिस बोर्ड।

पूर्व मध्य रेल
East Central Railway



कार्यालय
महाप्रबंधक (कार्मिक)
हाजीपुर

ई.फाईल सं. ECR-HQOPERS(RULE)/0013/2025 (353304)

दिनांक -As Signed

मंडल रेल प्रबंधक (कार्मिक)

पूर्व मध्य रेल,

डीडीयू, सोनपुर, दानापुर, धनबाद एवं समस्तीपुर।

वकाधि/पीडी/पूमरे/डीडीयू, सकाधि/वर्कशॉप/पूमरे/हरनौत एवं

सकाधि/यांत्रिक कारखाना/पूमरे/समस्तीपुर।

सभी कार्मिक अधिकारी/पूमरे/हाजीपुर।

विषय : विभिन्न पदों पर होने वाले पदोन्नति परीक्षा के लिए Syllabus के संबंध में।

संदर्भ : 1. महाप्रबंधक/वाणिज्य/हाजीपुर का पत्र सं. ECR/CRM/GEN/Esstt.2025 दिनांक-21.07.2025

2. महाप्रबंधक/परिचालन/हाजीपुर का e.Office File No.: ECR-HQOOPTG(Plg)/0013/2025-(344837)

Note # 06 दिनांक-17.11.2025

संदर्भित पत्र के आलोक में निम्नलिखित पदों के चयन हेतु Syllabus सूचनार्थ एवं आवश्यक कारवाई हेतु संलग्न कर प्रेषित किया जा रहा है।

ECR/Department/Division/Unit/HQ	Name of Post
Commercial	CI-75% DPQ (L-6), & CCTC 100% (L-6), & CCTC 16.66 (L-3), CCTC-33.33 (L-3).
OPTG	Controller
	Guard
	Shunting Master / Jamadar
	Station Master
	TNC

सूचनार्थ।

यह सक्षम अधिकारी द्वारा अनुमोदित है।

संलग्नक : यथोपरि।

सकाधि/आई.आर.एण्ड.डब्ल्यू.
कृते महाप्रबंधक/कार्मिक/पूमरे/हाजीपुर

**Syllabus for Commercial cum Ticket Clerk 16-2/3 % (LDCE-GP 2000, Level-3) and
Commercial cum Ticket Clerk 33-1/3 % (DPQ-GP 2000, Level-3)**

1	History and Development of Indian Railways, organisation of Indian Railways, Organisation of Commercial Department, its functions, Reference Books and their use.
2	Rajbhasha - Official Language Implementation – Importance – Various Incentives for qualifying in Hindi proficiency, etc.
3	COACHING:
3.1	Various classes of accommodation on railway, Minimum chargeable distance and Minimum Fare, superfast surcharge, reservation fee. Rounding off fare rules, combined ticket fare.
3.2	Categorisation of stations, cleanliness of stations, Passenger amenities at stations and in trains, facilities for lady passengers, Divyangjan, Sr. Citizen and Military personnel etc., cloak room, locker, retiring room, Waiting rooms, IVRS, NTES, Touch screen, PA system, rail travel service agents. Railway Tourist Agents. CBO/ CBA/OA.
3.3	HOR, Identity card cum railway pass for MPs and Ex-MPs, Rail Travel Coupons for MLA/MLC & Accredited Press Correspondents and News Cameramen.
3.4	Kinds of Rly. Passes – Class Eligibility, Luggage Free Allowance and other facilities and P.T.O.
3.5	Various Railway Act sections related to commercial deptt.,
3.6	Booking Office - Functions, PRS, General office duties of commercial staff in booking, reservation, Kinds of journey and non-journey tickets and details thereof, e-ticket, UTS, I-ticket. Break Journey Rule, Break Journey on various kinds of tickets and passes, Circular Journey, Foreign Tourist Ticket Through on Line. Various Military Warrants, Military Concession Forms/Vouchers, Police Warrant, Jail Requisition. Various kinds of concessions, Cash Safe. Flow chart of process of cash remittance and its record keeping – MOU, Scratch Card, Provisional/temporary acknowledgment, Banks SMS, Generation of e-TR, e-CR, and acknowledgment from divisional cashier.
3.7	Reservation Office - Reservation of seats/berths, compartment, coach/tourist car, Special trains, various reservation quotas, RAC, Tatkal Seva, group reservation, change in name of reservation, preponement & postponement of reservation, preparation of reservation charts. Permission to board at enroute station, reservation from intermediate stations & out stations, Credit card, reservation on internet and mobile phone. Up gradation scheme, Bed roll charge. Refund of fare rules, issue of duplicate ticket in case of original is lost/ torn/ mutilated, issue of TDR & EDR/Computerized Coaching Refunds Scheme and Caching refunds.
3.8	JTBS & STBA, YTSK, Mobile ticketing, VIKALP, Group reservation and Charting, kinds of time table and their use, Telephone no. 138, 139 & 182.
3.9	Luggage – Definition, articles not accepted as luggage, articles allowed free and not weighed, Free Allowance, Grace Limit, Compartment Limit, cases in which free allowance not given. Carriage of luggage with passenger in passenger compartment and in Brake Van.
3.10	Parcel - Rules for acceptance, booking and carriage of parcels as per Coaching Tariff, categorisation (R,P,S) of trains for the purpose of booking of parcel, PLM, Forwarding Note and its execution. PMS, HHT and POS etc.
3.11	Booking of corpses, human ashes, human skeletons and parts of human body. Rules for booking and carriage of 2, 3 and 4 wheeled carriages such as bicycle, scooter, motorcycle etc. in Luggage and Parcel and minimum weight condition, percentage charge. Booking and charging of animals and birds. Booking of Newspaper, Magazine and perishable items. Different types of delivery of parcels and luggage on RR/LT, without RR/LT, Delivery of perishable articles on deposit of cost of goods, Demurrage & Wharfage Charge, Damage & Deficiency Message, DDM Register.



3.12	Disposal of Booked and unclaimed, unbooked and unclaimed and unconnected goods, NR Cell, transit time, overdue consignment, over carried consignment, Re-booking & Diversion.
3.13	Ticket Checking - Duties of Ticket checking staff, Object of checking and collection of tickets, Submission of Ticket Collector's Report. Special points to be kept in view during checking, Medical assistance to the passengers, HHT, Various cases of irregular travelling and charging of excess fare and excess charge, Left behind tickets, ticket checking stations, kinds of Nippers and their use. Action to be taken when passengers are not able to pay the charges, Handing over memo, preparation of charge sheet, Charging of unbooked luggage and partially booked luggage. Different types of ticket checks to combat ticketless travel.
3.14	Guard Certificate – persons authorised to issue, conditions and circumstances under which issued and procedure of issue.
3.15	Duties of commercial staff in abnormal conditions i.e. ACP, RTT etc.
3.16	Rules for booking of various types of special trains and coaches.
3.17	Information about tourist trains such as Palace On Wheel, Royal Orient Express, Fairy Queen etc.
3.18	Public Grievance Redressal organisation, public complaints and their disposal, Computerisation of complaints.
3.19	Categorization of stations for the purpose of amenities, Passenger Amenities – Minimum, Essential, Recommended and Desirable Amenities, model stations.
3.20	Consumer protection act, Introduction to consultative committees-SCC, DRUCC, ZRUCC, NRUCC.
4	GOODS:
4.1	Kinds of goods handled by the Railway – General goods, Dangerous and explosives goods, offensive goods, livestock, perishables, contrabands, bulky articles, railway material, military traffic, goods in loose, POL, ODC.
4.2	Particulars exhibited on a wagon, various kinds of wagons. Places where the goods traffic is dealt with – station, sidings, out agencies etc. Various types of wagons in use and matter displayed on a wagon.
4.3	Weightment, re-weightment procedure and its upkeeping, routing of traffic, rationalization scheme, In motion way Bridge and Pre Weigh Bin wagon loading system.
4.4	Forwarding Note, its execution and importance, various types of Forwarding Notes and their use.
4.5	Preferential traffic schedule and wagon demand register. Registration of indent, e-indent, e-indent procedure, re-generation of custom e-way bill, allotment and supply of wagons, change in the name of commodity, change in the name of destination station. Selection of wagons, sealing riveting of wagons & locking of wagons. Check lines on bagged consignments loaded in open wagons, use of tarpaulins, PLM.
4.6	Wagon Demand Register, placement of wagons at goods shed, Wagon Transfer Register, loading of out ward goods, Out ward tally book.
4.7	Kinds of rates, classification of commodities, block rake composition.
4.8	Rules for acceptance, booking and carriage of contraband goods, intoxicating drugs, dangerous and offensive goods.
4.9	Rules for acceptance, booking carriage and delivery of livestock and Bulky articles.
4.10	Rules for acceptance, booking carriage and delivery of Railway Material and Military Goods.
4.11	Rules for booking block rake and TMS, e-payment, e-TRR.
4.12	Various charges leviable as per goods tariff in addition to the freight.
4.13	Rules for booking of Issue of RP and disposal of various copies of invoice. Out ward index register and wagon exchange book, traffic to and from CBO/CBA/OA and sidings.

4.14	Unloading of wagons, reporting discrepancies and maintenance of DD register. Punitive charges for overloading of goods, Inward tally book, Inward invoice index register, Under charge, Over charge, Over charge sheet, Inventory of goods.
4.15	Delivery of Goods. Various types of delivery. Delivery in the absence of RR. Indemnity bond- Their types and execution. Gate pass system. Preparation & Submission of DR/MGR, Misdeclaration of goods, Goods refunds.
4.16	Rebooking and Diversion.
4.17	Goods cash book and other registers maintained at goods office, preparation of goods returns including balance sheet and their submission.
4.18	Various charges leviable as per goods tariff in addition to the freight.
4.19	Rules for booking of Issue of RR and disposal of various copies of invoice. Out ward index register and wagon exchange book, traffic to and from CBO/CBA/OA and sidings.
4.20	Unloading of wagons, reporting discrepancies and maintenance of DD register. Punitive charges for overloading of goods, Inward tally book, Inward invoice index register, Under charge, Over charge, Over charge sheet, Inventory of goods.
4.21	Delivery of Goods. Various types of delivery. Delivery in the absence of RR. Indemnity bond- Their types and execution. Gate pass system. Preparation & Submission of DR/MGR, Misdeclaration of goods, Goods refunds.
4.22	Rebooking and Diversion.
4.23	Goods cash book and other registers maintained at goods office, preparation of goods returns including balance sheet and their submission.
4.24	Various charges leviable as per goods tariff in addition to the freight.
4.25	FOIS, RMS, TMS, PMS, TAMS, e-TRR, e-TR, ICMS, UTS, UTS on mobile App, PRS, NTES, RBS, HHT, POS etc.
4.26	Commercial Inspections – Objects, frequency, responsibility, documentation etc.
5	Claims:
5.1	Organisation, settlement of claims and its power, decentralisation of claims, RCT.
5.2	Responsibility of railway as common carrier.
5.3	The Railways Act, 1989 - Section, 123 – Definitions : Accident, Dependent and untoward incident etc.
5.4	Duties of Sr. Commercial Supervisor/ Commercial staff at different locations at the time of accident, Ex-gratia payment, Compensation - Section 124, 124-A.
6	Catering:
6.1	Catering services over Indian Railways – Mobile, Static (Major & Minor Units), Menu and Tariff etc.

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