

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)

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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 Controller
History and Development of Indian Railways,
Organisational Set up of Indian Railways– Railway Board, Zonal Railway, Divisional Level & Station/Depot Level
Various Departments of Indian Railways– Their functions – an Introduction
Organisational Set up of Traffic Department–Role of Operating, Commercial Department
Control Department– Structure, Role, Importance and Functions in Operations.
Safety Department –Role, Importance and Functions in Railway Operations, CRS: Organisation, Importance and Functions.
Various Authorities to Proceed- Single line and Double line, Block instrument Failure, Follow up action, Procedure for preparation and issue of authorities
Working of Stations
Working of Trains
Marshalling
Freight Operation
Preferential Schedule & Rationalization Order
Movement of ODC and Other Bulky Consignment
Control Organisation
Command, Control & Coordination of Emergency Rescue Operations on the open line
Marshalling Yards and Freight Terminals
Container Train Operation
Customer Interface and Role of Commercial Staff
Inspections
Interlocking
Station Working Rules and Temporary Working Order
Non-Interlocked Working of Station
Operating Statistics
ACD
Level Crossing- Types, Classification, Working and Failure
Concept of Electric Traction
Crew link, loco link & power plant
Electric Loco maintenance schedule Diesel Loco maintenance schedule Features of Electric Locomotives
Brake power certificate
Various machines used for track maintenance
Inspections- Objectives, types, levels, periodicity, Techniques, follow up
S&T: Specific duties under G&S.R Forms & Memos: • S&T(NM), S&T (T/351) • Failure Advice & Joint Restoration Memo • Route Release Memo, etc • Signal Sighting Committee • Panel/RR/SSI-Resetting of Route/BPAC, Data Logger- Use in failure restoration & Maintenance • Introduction, Kavach and its Sub Systems: Salient features of Kavach , Components of Kavach, Kavach arrangements in station at a glance, Loco Kavach at a glance, Radio Frequency Identification (RFID) Tags, Working Principle • Operational Modes of On board Kavach for Version 4.0: Driver Machine Interface (DMI) at a glance, Different

20/11/24



Types of Operational Modes of Onboard Kavach for Version 4.0, Mode Transitions in Kavach Ver 4.0,

- Features available at different Operational Modes in Kavach

Engineering:

Specific duties under G&S.R

Basics about Track, Track-Wheel Interface, Sleepers, Ballasts, etc Types of Track Defects – Slack/Rough running, Lurch, Buckling, etc

Types of Track Machines, Types of Blocks & Working of Track Machines Types of Engineering Works-CTR, DSW, TRR, TSR

Blocking of Running Lines, Precautions Integrated Block System&Block Corridor Action in case of weather warning messages

Electrical:

Specific duties under G&S.R

Basics about AC Traction, Elementary Knowledge of OHE

Types of Power Block-Precautions & Procedures, Working of Tower Wagon SCADA

OHE Sectioning Diagram, FP, SSP, SP, Sector, Sub-Sector, Elementary and Neutral sections, Reporting of abnormalities and action to be taken.

Operation of Isolator Switches, Authorized Persons

Types of Power Block, Precautions & Procedures, Power Block Registers

Mechanical:

Rolling Stock-Features & Specifications Locomotives - Kind, Features and Specifications

Examinations- kinds, Things to be observe and Specifications Brake System – Working of Air Brake System

Abnormal occasions– Flat Tyre, Brake Binding, Hot Axle, open door etc Brake Power Certificates – Various kinds of Coaching & Freight BPCs

Accidents–Definitions, Threshold Value, Classification, Reporting, Assistance Protocol.

- Accident case studies, Safety in train operation
- Consequential & other Train accidents
- Indicative Accidents– Class F, G & H
- Accident Management – Sounding of Hooter, Movement of Relief trains
- Chain of command during accident, Running of ART/SPART, ARME/SPARME, Break down Special, Target Time,
- Protection of line, Preservation of clues at the site
- Various Accident Forms,
- Duties of SM, Guard, LP, Controller and Supervisors of various department in case of Serious Accidents
- Person falling out/knocked down by Trains–Duties of Guards & SM
- Slack, Rough running reported by LPs/Guards
- Fire on Trains, Hot Axle, Train Parting/ Dividing
- Prima-facie cause of accident, Reading and measurement at accident site by Supervisors and preparation of Joint Note
- Ex-gratia payments
- Causes of accidents and remedial measures
- Accident enquiries, Levels of Enquiry
- Chronological Register (LogBook)

Disaster Management– Introduction, Various Organizations, Developments on DM at National level, Golden Hour, DM Plans – at Divisional & Zonal levels, Various Telephone Nos. of Authorities to be used in requirement of assistance.

Working of trains during disasters (Floods, Cyclones, Earth quakes etc)

Computerization in Indian Railways

Basic Knowledge of Computers(Word, Excel, PowerPoint),

COA,FOIS,RMS,TMS,COIS,ICMS,PAM,CMS,NTES,WILD,SIMRAN,SATSANG etc- an overview and integration.

- Leave-their kinds and rules, Leave encashment Rule.
- Passes-their kinds, Rule sand eligibility.
- Main provisions of Railway Service Conduct Rules.
- Duty Roster - Description and classification, statutory provisions, periodical rest, long-on, short-off, split

shift, penalty for violation of HWPR, Job analysis procedure.

- Pay & Allowances-Entitlements, Rules regarding TA, DA, Night Duty Allowance, Over time and Their curtailment, Contingency charges and Composite Transfer Grant.
- NPS, relevant factors and calculation, benefits, disposal of dues by Society Bank in case of employee's death.

Rajbhasha

Signature

Syllabus for Guard	
All Definitions	
System of Working —Definition, Different Systems—Introduction Salient features of Absolute Block System – Means of Communication—Authority to Proceed	
Fixed Signals All Hand Signals & their Occasions Fog/Detonating Signal, Warning Signal –Responsibilities of train crew	
Isolation & Interlocking	
Indicators — Point, Trap, Route & SPI	
Boards —Warning Boards (Passenger, Goods, Shunting & Station), Shunting Limit Board, Block Section Limit Board, STOP Board, Caution & Termination Boards, etc	
Classification of Stations, Minimum Equipment of Signals in Multiple Aspect Area, Station Section.	
Conditions for taking 'off' Signals.	
Signal Failure	
• Failure of all Signals, Passing IBSS/GS Sat 'ON' • Reception on Obstructed/Non-Running/Non-Signalled Line • Despatch from a Non-Running/Non-Signalled Line, a line out of group of lines with Common Starter. • Introduction, Kavach and its Sub Systems: Salient features of Kavach, Components of Kavach, Kavach arrangements in station at a glance, Loco Kavach at a glance, Radio Frequency Identification (RFID) Tags, Working Principle	
Working of Trains generally	
• Systems of working, • Protection rules. • Points, defective points. • Precautions on receiving various authorities • Precautions during S&T failures and non inter lock working/overhauling/cable maggering • Brake van safety fittings, SLR equipment, Guard personal store, Working of EMU/ DMU, • Goods load table and passenger load table. • Std. Time, Advertised Time, Setting Watch, Time of attendance, On & Off Registers. • WTT, Load Table, Speeds—MPS, Booked Speed, Speed over Facing Points, Speedometer. • Caution Order—Kinds, Description & Circumstances-Speed. • Engine Pushing. • Headlight, Marker light, Flasher light, Sidelights, LV Board/Tail lamp. • Equipments of Brake Van & Guard. • Manning of Engine in motion, Persons in Engine, Driving Electric Train. • Goods Home for Passenger Train, Direction of running. • Guard, BV, Goods Train without Guard/BV • Marshalling Order. ODC • Examination of Train by Engine Crew, Coupling & uncoupling. • Starting of Trains. • Duties of Guard before starting, on run and on arrival • Exchanging of allright signals, detaching engine both in block section and station section • Responsibility of Guard about caution order • Responsibility of Guard regarding punctuality, Role of Guard for Punctual running of passenger carrying train, Time tabling, Rake Link • Train held up at First Stop Signal	

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- Attracting attention of LP, Application of Hand Brakes.
- Whistle & Bell Codes.
- Berthing of Trains, Manning of Engine.
- Material Train.
- Long Haul Trains–Need-Advantages-Special precautions
- Working of goods trains- CC+6+2, CC+8+2.
- Operational Modes of On board Kavach for Version 4.0: Driver Machine Interface (DMI) at a glance, Different Types of Operational Modes of Onboard Kavach for Version 4.0, Mode Transitions in Kavach Ver 4.0, Features available at different Operational Modes in Kavach.

- Control & Working of Stations
- Station Working Rules–Contents-validity-Rule diagram-Special precautions- Appendices
- Forms–Responsibility of Guard
- Shunting–Definition, Types, Control & Supervision of Shunting, Shunting on Gradients, Shunting Authorities
- Securing of Vehicles–Stabling at Station, stabling train /loco, clearance of stable load, GDR check, Ghat rules– Slip siding and catch siding, Stalled in Mid section

- Abnormal working situations-
- Paper Line Clear ticket, Authority To Proceed without Line Clear,
- Sending Relief Engine/Train into obstructed Block Section,
- TFC on Single Line & Double Lines,
- Single line working on Double Lines,
- Track defect, Thick and foggy weather.
- Duties of Guard-,
- Cattle run over cases,
- Obstruction in block section,
- Train delayed in block section,
- Loco pilot reporting any abnormal condition in block section.,
- Train stall on gradient,
- OHE failure,
- ACP, Engine failure,
- Application of brake/hand brake.

- Automatic Block System (where required)
- Over view of Automatic Block System
- Kinds of Signals in Automatic Territory, Salient features of Automatic Block System–S/L&D/L,
- Various Authorities to Proceed–S/L&D/L.
- Sequence of change of Aspect of Signals –4 Aspect, Passing Auto/Semi Auto/Semi- Automatic Gate Stop Signals-
- Working of Modified Semi- Automatic Stop Signal and how to pass at 'On'/ Defective condition.
- Abnormal situations-
- Sending Relief Engine/Train in to Obstructed D/L Section,
- Prolonged Failure of Signals in D/L, Both Signal & Communication failed in D/L,T/A.912, Single Line working on Double line.
- Protection.

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• Shunting. • Movement against Direction of Traffic. • Competency Certificate
• Engineering Works: • Different types of Engineering works on Track • Line Block—Responsibilities of Guard • Works of Short duration & Long duration- Protection at work site • Causeway • Patrolling of Track, Duties of Patrolmen
• Level Crossings—Types, Classification, Working instructions
• Working of Trains in Electrified Section and brief idea of Emergency Train Lighting System.
• Different kinds of Tickets, • Break Journey Rules • Booking of Luggage, Booking of Animals & Birds—IRCA Coaching Tariff • General idea about Customer care and vigilance, NTES, IVRS, TSBE, securities of ladies and handicapped pass. • Booking of Parcels-IRCA Coaching Tariff, Preparation & Disposal of PWB, Leasing of SLR, AGC, VP, Rebooking of Parcels • Responsibility of Railways as carrier of Luggage, Parcels, etc— Common Carrier liability • Passenger Amenities, • Public Complaints, Claims-causes & prevention • Railways Act, 1989— Important Sections • General rules for booking of Parcel and Luggage, articles not accepted in parcel and luggage. Parcel rate list, booking of bulky articles, booking of motor cycle, free allowance, marginal allowance, percentage charge on additional price, booking of dog, booking of animals in brake van, Carriage of parcel, luggage, animals in brake van. • Working of Cash Safe • Packing, Labeling and Marking • Permission to Travel Certificate, Guard Certificate • Duties of Guard in case of the ft in running train and seal missing/damage.
• Sidings—Types, Working Instructions, Siding timings • EOL-Rules regarding Placement, • Packing & Weighment of Goods- Electronic Inmotion Weigh bridge • Booking & Carriage of Military Traffic, Dangerous Goods • Loading of Wagons, Sealing, Riveting & Locking • Unloading of Wagons, Reporting of Discrepancies, Role of NR Cell • Diversion and rebooking, • Demurrage & Wharfage • Military Warrant
• Rolling Stock— Features, types, Its Nomenclature and Specifications • LHB, Hybrid and conventional coach, • ROH, IOH, POH of Rolling Stock • Brake System: • Air Brake System—working method with Diagrams, Parts & Functions, Working of Single and Twin pipe air brake system

- Pneumatic Brake-Working principle
- Hand Brake in Rolling Stock
- Brake Power Certificate-Kinds, Validity for Coaching & Freight Trains
- Abnormal situations:
- Percentage of brake power for Goods/mixed/passenger trains, Alarm Chain Pulling – resetting and isolating,
- Continuity test, Cases of brake binding and releasing, detection and action to be taken,
- Flat tyre, Hot axle and Air spring failure –symptoms and action to be taken, open door etc.
- Guard and Loco Pilot Check- Clearance from intermediate station
- Brake Continuity Test and its importance, Isolation of Distributor Valve.
- Trouble Shooting:
- Manning of Hose Pipe, coupling and its application and LHB Coaches.
- Guard and Driver Report

- Accidents-Definitions, Threshold Value, Classification, Reporting, Assistance Protocol.
- Accident case studies, Safety in train operation
- Consequential & other Train accidents
- Indicative Accidents-Class F,G&H
- Accident Management- Sounding of Hooter, Movement of Relief trains
- Chain of command during accident, Running of ART/SPART, ARME/SPARME, Break down Special, Target Time,
- Protection of line, Preservation of clues at the site
- Various Accident Forms,
- Duties of SM, Guard, LP, Controller and Supervisors of various department in case of Serious Accidents
- Person falling out/knocked down by Trains-Duties of Guards & SM
- Slack, Rough running reported by LPs/ Guards
- Fire on Trains, Hot Axle, Train Parting/ Dividing
- Prima- facie cause of accident, Reading and measurement at accident site by Supervisors and preparation of Joint Note
- Ex-gratia payments
- Causes of accidents and remedial measures
- Accident enquiries, Levels of Enquiry

- Disaster Management- Introduction, Various Organizations, Developments on DM at National level, Golden Hour, DM Plans-at Divisional & Zonal levels, Various Telephone Nos. of Authorities to be used in requirement of assistance.
- Working of trains during disasters (Floods, Cyclones, Earthquakes etc)

- Establishment –
- Leave- their kinds and rules, Leave encashment Rule.
- Passes-their kinds, Rule and eligibility.
- Pay & Allowances- Entitlements, Rules regarding various allowances.
- Main provisions of Railway Service Conduct Rules
- HWPR, Duty hours of running staff.
- D&AR- Brief Introduction –Standard Forms, Provision and procedure under Discipline and Appeal Rule 1968.
- NPS, relevant factors and calculation, benefits, disposal of dues by Society Bank in case of employee's death, PNM, JCM, PREM, RTI, SBF, Confidential Report (APAR).
- Medical Entitlements.

- Computerization in Indian Railways
- Basic Knowledge of Computers (Word, Excel, Power Point presentation), Means of Social Media and their uses.
- FOIS, RMS, TMS, CMS, COA, COIS, ICMS, PAM, NTES, WILD, SIMRAN, SATSANG etc- an over view
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Syllabus for Shunting Master/Jamadar
General Introduction of Railway and Transportation branch.
Brief idea of Important Definitions of G & SR.
Classification of stations, Minimum signals at different classes of stations.
Brief idea of Fixed signals with special reference to Shunt signals, Hand signals, Fog signals. Points and Trap Indicators, SPI, SLB and BSLB.
Types of points and their working, locking of points at interlocked and non interlocked stations, clamping and cotter bolting of point to avoid any chances of derailment and point bursting.
Train and shunting movement during failure of signal and point, precaution during thick & foggy weather.
Brief idea of Absolute Block System and Automatic Block System, working of LC Gate.
Kinds of shunting, shunting rules, precautions during shunting, persons authorised to supervise shunting & their responsibility. Issue of shunting order and shunting certificates, shunting speeds, different shunting stages.
Stabling and Securing of vehicles/Locos on running line and non-running line.
Definition, brief idea of marshalling of different trans, necessity of marshalling. Attaching of vehicles outside rear brake van, attaching of four wheeled vehicles in passenger trains, attaching of vehicles containing live stock, explosive, Dead engine and dangerous goods. Attaching of saloons, Inspections carriage, through sectional and slip coaches, Planned formation of trains.
Design, component and working of Marshalling yards.
Brief idea of Wagon Pool. Pooled wagons, NP Wagons, Local loading stock and departmental stock, wagon census.
Nomenclature of various Coaching and Goods stocks.
Duties of Shunting Master/Jamadar regarding safety of trains and to avoid detention.
Standard Moving Dimensions, ODC and their movement, Speed of ODC.
General idea of electrified section, important component and their use, precaution during shunting on unwired lines, operation of isolator switch, Local and power block.
Brief idea of braking system. Difference between Vacuum brake and Air Brake system, Advantages of Air Brake System. Working of Single Pipe and Double Pipe Air Brake System. Continuity test and its importance, Various components of vacuum brake system and air brake system.
Brake Power Certificate, percentage of brake power required in Passenger/Mixed/Goods trains, Alarm chain pulling – resetting/isolating, Causes of Brake Binding and its releasing, Flat tyre and its movement.
Brief idea of new rolling coaching and goods stock including LHB coach, important under gear component and their use, different types of couplings, method and precaution of attaching/detaching of vehicle.
Accidents – • Definition and Classification • Sounding of Hooters, Movement of Relief trains • Running of ART, ARME, Hooters, Target Time • Protection of line, Preservation clues at the site • Fire on Trains, Hot Axle, Hanging part, Open door, Load shifting
Disaster Management – Introduction, Golden Hour
Computerization in Indian Railways and its advantages
FOIS, RMS, TMS, COIS, NTES etc- an overview
• Leave-their kinds and rules, Leave encashment Rule. • Passes-their kinds, Rule sand eligibility. • Main provisions of Railway Service Conduct Rules. • Duty Roster - Description and classification, statutory provisions, periodical rest, long-on, short-off, split shift, penalty for violation of HWPR, Job analysis procedure. • Pay & Allowances-Entitlements, Rules regarding TA, DA, Night Duty Allowance, Over

time and Their curtailment, Contingency charges and Composite Transfer Grant.

- NPS, relevant factors and calculation, benefits, disposal of dues by Society Bank in case of employee's death.

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Syllabus for Station Master

Definitions

Classification of stations

RULES APPLYING TO RAILWAY SERVANTS GENERALLY

- Supply of copies of rules
- Upkeep of the copy of rules
- Knowledge of rules
- Assistance in observance of rules
- Prevention of trespass, damage or loss
- Obedience to rule and orders
- Attendance for duty
- Absence from duty
- Taking alcoholic drink, sedative, narcotic, stimulant drug or preparation
- Conduct of railway servants
- Duty for securing safety

Signals:

- General use of signals
- Kinds of signals
- Use of night signals by day
- Placing of signals and signal arms; painting of signal arms

DESCRIPTION OF FIXED SIGNALS

- Use of fixed signals
- Description of Warner signals and their indications
- Description of Distant signals and their indications
- Description of Stop signals and their indications
- Kinds of fixed stop signals for approaching trains
- Kinds of fixed stop signals for departing trains
- Intermediate Block Stop signal
- Kinds of fixed stop signals in Automatic Block territories
- Calling-on signals
- Shunt signals
- Co-acting signals
- Repeating signals
- Distinguishing markers and signs for signals
- Signals out of use
- Placing of Stop signals at diverging junctions
- Placing of Stop signal at converging junctions
- Signals on bracket post or signal bridge or gantry
- Placing of more than one signal on the same post

EQUIPMENT OF SIGNALS

- Obligation to provide fixed signals at stations
- Commissioning of fixed signals
- Minimum equipment of fixed signals at stations
- Additional fixed signals at stations generally
- Signals at class 'D' stations

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- Provision of an advanced starter, Shunting limit Board or Block Section Limit Board
- Fixed signals at level crossings
- Protection and working of points of outlying sidings

WORKING OF SIGNALS AND POINTS

- Fixed signals generally
- Normal aspect of signals
- Points affecting movement of train
- Locking of facing points
- Conditions for taking 'OFF' Home signal
- Conditions for taking 'OFF' last stop signal or Intermediate Block Stop signal
- Conditions for taking 'OFF' Gate Stop signal
- Conditions for taking 'OFF' Calling-on signal
- Use of fixed signals for shunting
- Taking 'off' signals for more than one train at a time
- Traps, Slip sidings and Catch sidings

HAND SIGNALS

- Exhibition of hand signals
- Banner flags
- Knowledge and possession of hand signals

DETONATING SIGNALS

- Description of detonating signals
- Method of using detonators
- Placing of detonators in thick, foggy or tempestuous weather Impairing visibility
- Placing of detonators in case of obstruction
- Replacement of detonators on the line
- Knowledge and possession of detonators

DEFECTIVE FIXED SIGNALS AND POINTS

- Duties of Station Master generally when a signal is defective
- Passing of a Gate Stop signal at 'on'
- Absence of a fixed signal or a signal without a light
- Passing of Intermediate Block Stop signal at 'on'
- Defective or damaged points etc.
- Reporting of defects in signals

WORKING OF TRAINS GENERALLY

TIMING AND RUNNING OF TRAINS

- Standard time
- Adherence to advertised time
- Setting watch
- Time of attendance for train crew
- Proper running line
- Direction of running line
- Supply of Working Time Table and Schedule of Standard Dimensions

SPEED OF TRAINS

- Limits of speed generally
- Caution Order
- Limits of speed over facing points
- Limits of speed while running through stations

EQUIPMENT OF TRAINS AND TRAIN CREW

- Head Lights and Marker lights
- Tail and side lights
- Tail Board or Tail Lamp
- Responsibility of Station Master regarding Tail Board or Tail Lamp of Passing trains
- Means of communication
- Guard's and Loco Pilot's equipment
- Manning of engine in motion
- Driving an electric train
- Brake-vans, Trains without BV
- Position of brake-van on train
- Guards, Trains without Guard
- Coupling

Vehicle and cranes

- ODC movement, Marshalling

DUTIES OF STAFF WORKING TRAINS DURING JOURNEY

- Exchange of signals between Loco pilot, Guard and station staff
- Trains held up at first Stop signal
- Sounding of engine whistle

WORKING OF MATERIAL TRAINS

- Working of a material train in a block section
- Protection of material train when stabled
- Working of track maintenance machines

CONTROL AND WORKING OF STATIONS

- Responsibility of the Station Master for working
- Supply of copies of the rules and distribution or exhibition of other documents
- Obedience to orders and keeping of books and returns
- Report of neglect of duty
- Station Working Rules
- Forms
- Reception of a train on an obstructed line
- Reception of a train on a non-signaled line
- Departure of a train from non-signaled line
- Departure of a train provided with a common departure signal
- Control of shunting
- Responsibility for shunting
- Shunting at stations under Centralized Traffic Control
- Shunting during reception of trains
- Shunting near level crossing
- Drawing of a train to an advanced position at night or in thick, foggy or tempestuous weather impairing visibility

- Obstruction of running line
- Shunting on gradients
- Loose shunting
- Leaving vehicles in sidings outside station limits
- Securing of vehicles at stations

ACCIDENTS AND UNUSUAL OCCURRENCES

- Accident or obstruction
- Working in case of accident or failure of communications
- Protection of trains stopped between stations
- Trains unusually delayed
- Sending advice of accident or break down
- Train in a block section without authority to proceed
- Train parting
- Portion of train left in a block section
- Fire
- Vehicles escaping from station

SYSTEM OF WORKING

THE ABSOLUTE BLOCK SYSTEM

ESSENTIALS

- Essentials of the Absolute Block System

CONDITIONS FOR GRANTING LINE CLEAR

- Obstruction on double line at a block station when a train is approaching
- Obstruction on double line in the block section

OBSTRUCTION – SINGLE LINE

CLASS 'A' STATIONS

- Obstruction on single line at a class 'A' station when a train is approaching
- Obstructing the block section at a class 'A' station on single line

CLASS 'B' STATIONS

- Obstruction in the face of an approaching train at a class 'B' station on single line
- Obstruction within station section at a class 'B' station on single line
- Obstruction outside station section at a class 'B' station single line station
- Equipped with two-aspect signals
- Obstruction outside station section at a class 'B' single line station Equipped with manually operated multiple –aspect signals
- Obstruction outside the first Stop signal at a class 'B' station on single line

GENERAL PROVISIONS

- Block back or Block forward
- Authority for shunting or obstruction in block section

THE AUTOMATIC BLOCK SYSTEM

RULES APPLICABLE TO DOUBLE LINE

- Essentials of the Automatic Block System on double line

RULES APPLICABLE TO SINGLE LINE

- Essentials of the Automatic Block System on single line
- Minimum equipment of fixed signals in Automatic Block territory on single line
- Additional fixed signals in Automatic Block territory on single line
- Conditions for taking 'off' Manual Stop signals in Automatic Block Territory on single line
- Person in charge of working trains on Automatic Block System on single line

RULES APPLICABLE TO BOTH DOUBLE AND SINGLE LINES

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- Protection of train stopped in an Automatic block signaling section
- Loco pilot to report failures
- Procedure during failure of Automatic signaling.
- Movement of trains against the direction of traffic on the Automatic Block System
- Procedure when Semi-Automatic Stop signal is 'on'
- Passing a gate Stop signal at 'on' in Automatic signaling territory
- Competency Certificate

THE FOLLOWING TRAINS SYSTEM

THE PILOT GUARD SYSTEM

THE TRAIN STAFF AND TICKET SYSTEM

THE ONE TRAIN ONLY SYSTEM

BLOCK WORKING

- Means of granting or obtaining Line Clear
- Provision of instruments
- Consent required before interfering with Block working equipment

BLOCK STATIONS AT WHICH ELECTRICAL BLOCK INSTRUMENTS, TRACK CIRCUITS OR AXLE COUNTERS ARE PROVIDED

- Certificate of competency
- Bell code
- Acknowledgment of signals
- Train Signal Register
- Authority to proceed
- Conditions for closing the block section
- Responsibility of Station Master as to authority to proceed
- Special responsibility as to electrical token instruments and to the token
- Failure of electrical block instruments or track circuits or axle counter
- Closing of Intermediate Block Post

BLOCK STATIONS AT WHICH ELECTRICAL BLOCK INSTRUMENTS ARE NOT PROVIDED

- Transmission of signals
- Train Signal Register
- Forms for messages and written authority to proceed
- Distinction of messages
- Writing and signing of messages and written authorities to proceed
- Completion of messages
- Preservation of messages and written authorities to proceed
- Cancellation of Line Clear
- Loco pilot to have authority to proceed: when to be given to Loco Pilot
- Important papers, P.No. Sheet, TSR and precautions while using them.

LINE CLEAR TICKETS

- Line Clear Tickets

RAILWAY SERVANTS EMPLOYED ON THE PERMANENT WAY OR WORKS

- Maintenance of line
- Keeping of material
- Patrolling of lines

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- Works involving danger to trains or traffic
- Blocks – Types, Integrated Block & Corridor Block, Short and Long duration works,
- Action in case of weather warning messages
- Work in thick, foggy or tempestuous weather impairing visibility
- Precautions before commencing operations which would obstruct the line
- Showing of signals
- Assistance in protection of trains
- Elementary Knowledge of All Types of Track Machines, Types of Blocks & Working of Track Machines,
- Blocking of Running Lines, Precautions,
-

THE WORKING OF LORRIES, TROLLEYS AND MOTOR TROLLEYS

- Distinction between trolley, lorry and motor trolley
- Red flag or light to be shown
- Qualified person to be in charge of lorry or trolley when on the line
- Attachment to train prohibited
- Time of running
- Motor Trolley
- Protection of trolley on the line
- Protection of lorry on the line
- Lorries and trolleys out of use

Duties of SM in case of -

- person run over cases, Cattle run over cases
- Obstruction in block section
- Patrolman delayed in block section, Train delayed in block section, Rail fracture, Loco pilot reporting any abnormal condition in block section, OHE failure, Traffic, Engineering, Power Block
- Track machine, Passing of train without tail lamp / tail board
- In case of serious accident, Signal passing at danger by Loco Pilot
- Bursting of points, Fire on train
- Breach of block rule, Sabotage and train wrecking
- Threat perception, Working of Tower wagon, Trolley, Motor trolley, lorry.
- Staff / passengers creating nuisance in station premises.
- Safety equipments, boards, passenger amenities available at station
- Registers maintained at station.
- Safety counselling and monitoring, Safety categorization, safety meetings
- Exchanging of hand signals with train crew
- Responsibility of Station Master regarding punctuality
- use of crank handle, Overhauling, cable maggering, NI work and precautions, Cross over testing, crank handle testing, use of cross over.

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- siding working.

Working of Level Crossings– Types of LC, Classification– Working at Manned Non-Interlocked LC-Failure of LC, Abnormal working at LC.

Working of Trains in Electrified Sections - Parts of OHE-Power Supply arrangements, Traction Power Control Organisation - Power Blocks – Kinds – Registers, SCADA, Tower wagon

Panel - Panel buttons and their use, Lever frame – different levers and their use. RRI, EI & VDU – Parts & Functions –

Use of Lever Collar, Slide Pin, Button Cap and Key of SM's slide, Block Instrument Key, caution plate, no voltage plate/button collar

- Station Master Operation Cum Indication Panel (SM-OCIP): Introduction to SM-OCIP, Provisions in Station Master Operation Cum Indication Panel, Manual SOS generation/ Cancellation, SOS acknowledgement by SM, Reporting of Kavach Failures, Variations in SMOCIP in different makes,
- Operational Modes of Onboard Kavach for Version 4.0: Driver Machine Interface (DMI) at a glance, Different Types of Operational Modes of Onboard Kavach for Version 4.0, Mode Transitions in KavachVer 4.0, Features available at different Operational Modes in Kavach.
- Various Authorities to Proceed – S/L & D/L

- Registers in Yards
- Train Papers – RJB, CTR, VG, LTM
- Various Registers, Forms & Memos Various types of Rolling Stock –Coaches & Wagons, Locos–Nomenclature, Features & Numbering Pooling of Wagons, Interchanging of Rolling Stock Coaching &Wagon Census Marshalling Yard Preferential Traffic Schedule, Operating Restrictions Goods Train Operation – Train Ordering, Various Types of Goods Trains, etc Booking Crew for Trains, Crew Management in IR Operating Indices – Passenger, Freight & Engine usage

- Speed and Running Time, Section capacity, Throughput, Goods/Passenger train operation, Wagon Turn Round, Operating Statistics, Loco utilization,
- Planning - Significance and types of planning, planning procedure, planning for increasing the line capacity, planning for yard remodelling, ESP, SIP, DPR. IRPSM
- Inspection – Types, objective, follow-up actions

S & T:

- Registers, Forms & Memos:
- Relay Room Double Key Lock Register
- Block Instrument Double Key Lock Register
- Signal, Block, Failure & Inspection Register
- S&T (NM), S&T (T/351)
- Failure Advice & Joint Restoration Memo
- Route Release Memo, etc
- Signal Sighting Committee – Sighting Distance of various Signals- Focussing, Shifting of signals.
- Panel/RRI/SSI - Resetting of Route/BPAC,
- Data Logger - Use in failure restoration & Maintenance ESP, SIP

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Mechanical :

- Rolling Stock – Features & Specifications how it rolls on Track – Track Bound, LHB and Hybrid coach.
- Locomotives - Kind, Features and Specifications
- Examinations - kinds, Things to be observed and Specifications, ROH, IOH, POH of Rolling Stock
- Brake System – Working of Air Brake System – Hand Brake in Wagons, GDR. Check, Resetting of alarm chain apparatus,
- Abnormal occasions – Flat Tyre, Brake Binding, Hot Axle, open door etc
- Brake Power Certificates – Various kinds of Coaching & Freight BPCs, Guard and Loco Pilot Check-Clearance from IMS station Trouble Shooting of LHB coach,
- Crew Management- CMS,

Establishment

- Leave-their kinds and rules, Leave encashment Rule.
- Passes-their kinds, Rule sand eligibility.
- Main provisions of Railway Service Conduct Rules.
- Duty Roster - Description and classification, statutory provisions, periodical rest, long-on, short-off, split shift, penalty for violation of HWPR, Job analysis procedure.
- Pay & Allowances-Entitlements, Rules regarding TA, DA, Night Duty Allowance, Over time and Their curtailment, Contingency charges and Composite Transfer Grant.
- NPS, relevant factors and calculation, benefits, disposal of dues by Society Bank in case of employee's death.
- Workmen Compensation Act 1923, Payment and Wages Act 1936, Industrial Dispute Act 1947, PNM, JCM, PREM, RTI, SBF, Disability act 2012 and 1995, Confidential Report (APAR).
- Medical Entitlements.
- D&AR–Brief Introduction – Standard Forms; Provision under Discipline and Appeal Rule 1968, Definition various authorities, suspension, Defence Counsellor, Principle of natural justice, speaking orders, procedure for imposition of minor and major penalty, appeal, revision and review, special attention on provision under section 14(4), NIP, facilities during suspension period. How to Conduct an Enquiry.

Accidents –

- Definitions, Threshold Value, Classification, Reporting, Assistance Protocol.
- Consequential & other Train accidents
- Indicative Accidents – Class F, G & H
- Accident Management- Sounding of Hooter, Movement of Relief trains
- Chain of command during accident, Running of ART/SPART, ARME/SPARME, Break down Special, Target Time,
- Protection of line, Preservation of clues at the site ☐ Various Accident Forms,
- Duties of SM, Guard, LP, Controller and Supervisors of various department in case of Serious Accidents
- Person falling out / knocked down by Trains – Duties of Guards & SM ☐ Slack, Rough running reported by LPs / Guards

- Fire on Trains, Hot Axle, Train Parting / Dividing
- Prima-facie cause of accident,
- Ex-gratia payments
- Causes of accidents and remedial measures
- Accident enquiries, Levels of Enquiry

Disaster Management –

- Introduction, Various Organizations, Developments on DM at National level, Golden Hour, DM Plans – at Divisional & Zonal levels, Various Telephone Nos. of Authorities to be used in requirement of assistance.
- Working of trains during disasters (Floods, Cyclones, Earthquakes etc)

Rajbhasha



Syllabus for TNC	
Introduction, General idea about G&SR, BWM, AM, operating manual, SWR etc.	
Important Definitions	
Rules applying to Railway servants generally	
General idea about Signals	
Basic knowledge of Systems of working	
Working time table. Load Table, PSR, Speeds -MPS, Booked Speed	
Authorities related with TNC	
Securing of vehicles, stabling train/loco, precautions while clearing stable load.	
Marshalling Order, ODC/ISMD	
Shunting-Definition, Types, Precautions during shunting.	
Long haul train operation, Heavy Haul Train	
Hot Axle/Flat tyre/brake binding/open door/hanging part	
Duties of TNC- • Repeating yard position • Out report • Keeping yard balance, Stock Report- for Coaching and Goods • Calculating load tonnage • Preparation of Vehicle Guidance—manually, through FOIS or ICMS • Offering of rake/load for examination/precaution after examination	
Registers maintained by TNC at station/yard/control office	
Indent, allotment and supply of wagons	
Commercial placement and release, Labeling, Riveting and sealing,	
Weighment and Re-weighment of goods	
Demurrage and wharfage rules, Stacking	
Sidings—types, siding charges, freight and shunting charges	
Unconnected wagons and NR cell	
Permissible Carrying capacity of Wagons (PCC), uneven and overloading,	
Role of TNC in train operation.	
Important rules regarding working of trains.	
Function of control organization.	
Activities in station/yard/control office	
Various types of coaching and goods stock, Rake Links	
Census, stock report.	
Goods train operation, Train ordering, pre-departure detention causes and remedial measures, Block Rake operation	
Divisional wagon balance	
Interchange	
Marshalling yard, shunting memo preparation after shunting (cut card), Yard congestion	
Wagon pool	
Wagon turn round, Throughput	
Operating statistics, Operating Ratio	
Morning position, Factors Affecting Train Operation (FATO)	
Marshaling of goods and coaching trains, Ghat Marshalling, rake link.	
Wagon placement and removal	

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Axle load, requirement of banker engine.
Close circuit rakes, Premium, end to end rake and Container rakes.
Punctuality of trains
Engine usage, outage
Brake system and Advantage of Air Brake Brief idea of braking system. Various Parts and their function. Advantages of Air Brake System. Amount of Air Pressure in Loco and brake van. Continuity test.
Examination of trains– Various types of examinations of coaching stocks, Primary and secondary maintenance, Other end attention, Rake link, Various types of examination of Goods stocks, Intensive Examination, CC, Premium rake, Brake power certificate, Safe to run certificate, GDR, working of stabled load,
Nomenclature of Coaching and Goods Stocks., Knowledge of latest coaching and goods stock.
Accident– • Definition, Classification, • Sounding of Hooter, Movement of Relief trains • Running of ART/SPART, ARME/SPARME, Break down Special, Target Time, • Various Accident Forms, • Fire on Trains, HotAxle, • Causes of accidents • Chronological Register (LogBook)
Disaster Management– Introduction, Various Organizations, Developments on DM at National level, Golden Hour ,DM Plans– at Divisional & Zonal levels,
Computerization in Indian Railways- • Basic Knowledge of Computers (Word, Excel, PowerPoint), Means of Social Media and their uses FOIS, RMS, TMS, COIS, ICMS, PAM, CMS, NTES, COA, WILD, SIMRAN, SATSANG etc. • Preparation of Late Train Movement (LTM) in PAM.
• Leave-their kinds and rules, Leave encashment Rule. • Passes-their kinds, Rule sand eligibility. • Main provisions of Railway Service Conduct Rules. • Duty Roster - Description and classification, statutory provisions, periodical rest, long-on, short-off, split shift, penalty for violation of HWPR, Job analysis procedure. • Pay & Allowances-Entitlements, Rules regarding TA, DA, Night Duty Allowance, Over time and Their curtailment, Contingency charges and Composite Transfer Grant. • NPS, relevant factors and calculation, benefits, disposal of dues by Society Bank in case of employee's death.
Rajbhasha

2

East Central Railway

Office of the
Principal Chief Commercial Manager
Hajipur

No. ECR/CRM/GEN/Estt./2025

Date: 21.07.2025

Principal Chief Personnel Officer
East Central Railway
Hajipur.

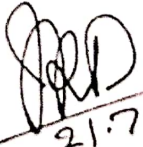
Sub : Administrative reforms in Departmental Promotions.

Ref: GM/P/ECR/HJP's letter no. ECR-HQOPERS(EC)/1/2024 (273261) dated
01.07.2025.

Reference above, the Syllabus of following category of Commercial department
for departmental examination is sent herewith for further necessary action please.

1. Commercial Inspector 75% (DPQ-GP 4200, Level-6) and Chief Commercial cum Ticket Supervisor 100 % (DPQ-GP 4200, Level-6).
2. 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).

Encls. As above


21.7.2025
(Indu Dubey)

Principal Chief Commercial Manager

Syllabus for Commercial Inspector 75% (DPQ-GP 4200, Level-6) and Chief Commercial cum Ticket Supervisor 100 % (DPQ-GP 4200, Level-6)

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	Weighment, re-weighment procedure and its upkeep, 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 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.
4.14	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	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.
7	ACCOUNTS:
7.1	Traffic Accounts Office and TIA.
7.2	Definitions, sources of railway earnings.
7.3	Various types of forms and registers used in the booking, reservation, parcel, goods and TC office.
7.4	Indent of Money Value Book, Indent & estimate of computer tickets, Emergent Indent.
7.5	DTC book, Remittance of cash through CR Note, TR Note, Bank remittance, Rail Shakti.
7.6	Various reports and Returns submitted by booking, reservation parcel, goods and TC office.
7.7	Accountal of EFT, BPT, RTC, NIT and various vouchers.
7.8	Disposal of collected tickets.
7.9	DTCR (Daily Train Collection Report), Abnormal Tickets and their DTCR.
7.10	Non issued ticket, obsolete tickets and their disposal.
7.11	Station outstanding and their clearance, Debit register, Error schedule.



7.12	Withdrawal from Station Earning.
8	INFORMATION TECHNOLOGY:
8.1	Computerization in Indian Railways.
8.2	FOIS, RMS, TMS, PMS, TAMS, e-TRR, e-TR, ICMS, UTS, UTS on mobile App, PRS, NTES, RBS, HHT, POS etc.
8.3	Different means of UTS/PRS, Feeding of station in UTS, searing of station code, latest circulars etc.
9	ESTABLISHMENT:
9.1	Leave - their kinds and rules, Leave encashment Rule.
9.2	Passes - their kinds, Rules and eligibility, All India Leave Travel Concession (AILTC).
9.3	Pay & Allowances - Entitlements, Rules regarding TA, DA, Night Duty Allowance, Overtime and their curtailment, Contingency charges and Composite Transfer Grant.
9.4	Railway Service Conduct Rules, 1966.
9.5	Railway Servants (Discipline and Appeal) Rules, 1968.
9.6	Railway Servants (Hours of Work and Period of Rest) Rules, 2005. Duty Roster - Description and classification, statutory provisions, periodical rest, long-on, short-off, split shift etc.
9.7	PNM, JCM, PREM, RTI, SBF, NPS, Confidential Report (APAR).
9.8	RTI Act, 2005

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**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.
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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.
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4.3	Weightment, re-weightment procedure and its upkeep, 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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