



SOUTH CENTRAL RAILWAY

Headquarters Office,
Personnel Branch,
Secunderabad.
Date: 15.10.2020.

NO.SCR/P-HQ/262/Gaz/C-1/30%-LDCE/2020

Secy to GM, PCCM, PCOM, PCSO, SDGM,
CCM/CI&Catg, CCM/PM, CCM/PS, CCM/FS, CAO/CN/SC, CPRO,
DRMs-SC, HYB, BZA, GTL, GNT & NED, DGM/G, GM/CRIS
Dy.CCM/PM, Dy.CCM/Claims, Dy.CCM/IT, Dy.CCM/FS,
Principal/ZRTI/MLY, SPO/T/HQ, S&AO/HQ,
Sr.DPOs/Sr.DCMs/Sr.DSOs-SC, HYB, BZA, GTL, GNT & NED, GM/RITES,
Station Director/TPTY, KCG, HYB, RGM/IRCTC/SC, RGM/CONCOR, SP/CBI/ACB/HYB,
CPM/RE/SC, CEN, BBS.

Sub: Formation of panel for promotion to Group 'B' post of **Assistant Commercial Manager** in Level -8 in 7th PC Pay Matrix against 30% LDCE Quota in Commercial Department.

It is proposed to hold a selection for formation of Group 'B' panel for filling up the posts of Assistant Commercial Manager in Commercial Department through 30% Limited Departmental Competitive Examination Quota in Level-8 of 7th CPC/ Pay Band-2+GP:4800/-(6th CPC) as detailed here under:

- a) Assessment period -- 01.08.2019 to 31.01.2022
b) Number of vacancies -- 2 (UR: 02, SC: Nil, ST: Nil)

2) Eligibility Criteria:

- (i) All the **Group 'C' Ministerial staff / Non-Ministerial staff** working in Commercial Department in Level-6 of 7th CPC Pay Matrix (PB-2+GP:Rs.4200/-) and above with **05 (five) years** of non-fortuitous service in the grade as on 01.08.2019 (including non-fortuitous service rendered in the corresponding pre-revised grades) will be eligible to appear for the selection (Rly Bd's Lr.No. E(GP)99/2/22 dated 29.03.10 S.C.No.54/10). In case of staff who joined in the present seniority unit through various modes of transfer in Level-6 in 7th CPC, their immediate senior in the new seniority unit should have rendered 5 years of non fortuitous service as on 01.08.2019 in corresponding grades in order to become eligible to appear for the selection.
- (ii) Chief Law Assistants fulfilling the above said conditions are eligible to apply.

3) Pattern of Selection:

3.1 Pre-qualifying Examination:

There shall be a Pre-qualifying single paper examination of 100 marks which shall have 100% Objective type Multiple Choice Questions and the time limit for examination is **02** hours only. There shall be negative marking for incorrect answers. One-third of the marks allotted for each question will be deducted for every wrong answer. All objective type questions carry equal marks".

3.2 The distribution of marks will be as under:

Professional/Technical Subject	: 40 marks
General Knowledge including optional questions on official language policy	: 30 marks
Establishment & Financial Rules	: 30 marks

3.3 Qualifying marks:

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

3.4 Main examination:

The pre-qualifying examination will be followed by one descriptive type paper on professional subject comprising of 100 marks and the qualifying marks in the written examination will be 60% and above with the time limit of **03** Hours.

31/10/20
15/10

Contd

3.5 Medical Examination:

Those who qualify in the Main written examination will have to appear for prescribed medical Examination as per Medical Manual for promotion to Group 'B' post of Assistant Commercial Manager. Those who are found fit in the prescribed medical examination will only be called for Viva-voce as per extant instructions.

3.6 Empanelment: Mere passing the Main written examination would not make a candidate eligible for promotion to the post of Asst. Commercial Manager. In order to qualify, apart from passing medical examination, a candidate must secure 30 marks out of 50 marks in "viva-voce" and "record of service" put together (including at least 15 marks out of 25 in "record of service").

There will be no grading of successful candidates as 'outstanding', 'very good' etc., After viva-voce, the Panel will be issued restricting the same to the number of assessed vacancies in the order of merit.

4). Syllabus for the examination:

1. The syllabus for the Pre-qualifying examination is enclosed as Annexure-II. Question(s) on Official Language Policy and Rules will be included to the extent of 10% of total marks answering of which is not compulsory (Para 204.3 IREM Vol. I).
2. The syllabus for the Main written examination is enclosed as Annexure-III.

5) Submission of Applications:

Applications in the prescribed proforma (Annexure-I) are invited from the volunteers who fulfill the eligibility conditions as on 01.08.2019 as detailed above. The applicants should fill all the columns/places in the application form. They should also put their signature with date (repeat- signature and date both are compulsory). The duly filled in applications should be submitted so as to reach to the concerned Branch Officers on or before 05.11.2020 who will consolidate them and send to the concerned Personnel Officer/Cadre Controlling officers (where the service registers and personal files of the employees are maintained) on or before 06.11.2020.

The Personnel Officer/Cadre Controlling Officer will check the correctness of all the particulars of the applications with the Service Register and other relevant records and certify the correctness of each item of the application. Without such certification, applications received will be summarily rejected and the responsibility will be fixed for incorrect or incomplete certification on the officer who is certifying and verifying. The Personnel Officer/Cadre Controlling Officer should invariably write "**checked and verified**" in each application after checking and verifying the details duly affixing their signature and date of certification (the date of certification should invariably be written). In case the Personnel/Cadre Controlling Officers do not write 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 action.

6). Scrutiny and forwarding of applications:

It may please be noted that Controlling Officers/Heads of the Units have no discretion to entertain any application beyond the last date. The applications of the employees who have completed five years of regular service in Level 6 in 7th CPC (Pay Band Rs.9300-34800+ Rs.4200/-) or five years regular service including service in higher grade as on 01.08.2019 duly keeping the instructions mentioned in Para 2(i) should only be forwarded after verifying all the relevant particulars and no ineligible application should be forwarded. 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 11.11.2020 indicating therein the total number of applications forwarded. And the details are to be sent in soft copy (MS Excel format) also. The applications rejected may be intimated to the individuals giving reasons thereof.

Contd.....

3/11/20
15/2

Sl No	Name of the employee	De sig	Sta tion	Comm unity	Date of submis sion of Annexu re - I	Date of Regular promotion to Grade Pay		Total Service in Level 6 (PB-2+ GP 4200/-) & above as on 01.08.2019.
						Level 6 (PB-2+ GP:Rs.4200/-)	Level 7 (PB-2+ GP:Rs.4600/-)	

Staff who are on deputation/leave/sick or serving in other Railways, Railway Board/IRCTC/CONCOR/CRIS/RDSO/ RITES/CORE/IRCON/KRCL/RVNL/TA Camp etc., should also be notified to enable them to submit their applications through proper channel in time. It would be the responsibility of the officer concerned to bring the notification to the notice of staff on deputation/leave/sick under clear acknowledgement, copy of which has to be sent to this office for record.

It is observed from the applications received from volunteers in the past, that the date of entry into Level - 6 in 7th CPC/ in Pay Band Rs.9300-34800+GP: 4200/- and above on regular basis has not been indicated in several cases as a result of which it became difficult to decide their eligibility or otherwise. This aspect may specifically be scrutinized before forwarding the application to this office.

When an employee is holding an ex-cadre post, details of his 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 should be ensured that wide publicity is given to this letter amongst all the staff concerned. It is the personal responsibility of the Personnel Officers/Controlling Officers of the Units to ensure that the notification reaches all the eligible employees in time.

The employees, who have responded to this notification, are also equally responsible to attend the written examination on the scheduled date & time. They shall get in touch with their Head Quarters or this office at frequent intervals to know the date of written examination. For enquiries, if any, they may contact on the following telephone/Mobile Numbers.

	<u>Telephone Number</u>	<u>Mobile Number</u>
SPO/Gaz/HQ	040-27786954	9701370623
Ch.OS/Gaz Section/HQ	040-27788180 &	040-27785437

Under any circumstances, NO supplementary written examinations will be conducted since the selection is 30% Limited Departmental Competitive Examination by calling volunteers. All those who have applied may be keep themselves in readiness to appear for the written examination with short notice. The date and venue for which will be advised shortly.

There will be NO Pre-Selection coaching to the eligible volunteers belonging to the reserved communities since there is no reserved community vacancy in the present assessment.

Applications received beyond the target date should not be entertained and the same should be disposed off at the Divisional/Extra-Divisional level, rejecting them on account of late receipt under advice to this office.

Please acknowledge the receipt of this letter with date without fail.

Encl: as above (Annexure – I, II & III)

31/5/19
15/17

(D.MALATHI)
SPO/Gaz.

For Principal Chief Personnel Officer

C/- Dy.CPO/Co-ord/HQrs/SC: for arrange to upload in the SCR website *please*.

C/-Secy. to PCCM: for information and requested to ensure that the applications from the units are received in time, to process the selection further.

Enclosure to notification No.SCR/P-HQ/262/Gaz/C-1/30%LDCE/2020 dated: 15.10.2020.

Annexure – I

Application for Group 'B' post of Assistant Commercial Manager in Level-8 of 7th CPC Pay Matrix/ Pay Band-2 Rs.9300-34800+4800/- against 30% LDCE Quota in Commercial Department

**-oOo-
P R O F O R M A**

1	Name (in Block Capitals):	
2	Designation/Station at which working and Division:	
3	Date of Birth:	
4	Date of Appointment to Railway service:	
5	Educational Qualifications:	
6	Present Grade (as on 01.08.2019) Date from officiating in that grade:	
7	Details of service:	
8	Grade	Date of Regular promotion/Appointment to the grade
9	i) Level-6 in 7 th CPC Pay Matrix/ Pay Band-2+GP:4200/-	
10	ii) Level-7 in 7 th CPC Pay Matrix/ Pay Band-2+GP:4600/-	
11	Service rendered in Level-6 in 7 th CPC Pay Matrix/ Pay Band-2+GP:4200/- and above as on 01.08.2019:	____ Years ____ Months ____ Days
12	Whether belongs to SC/ST/UR	

I wish to appear for the above LDCE in reference to PCPO/SC's letter No. SCR/P-HQ/262/Gaz/C-1/30%LDCE/2020 dated 15.10.2020. I am also aware that, if the application is submitted after 05.11.2020 the same will not be considered.

Station :

Date :

Signature of the employee: _____

P.F /NPS. No _____

Mobile No _____

NO.

Division
Date

The particulars furnished above are verified and found to be correct. The employee is eligible to appear for the examination. The application is hereby forwarded to PCPO/SC for further necessary action

Signature of the Controlling Officer

Signature of the Personnel Officer

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

31/10/20
15/10

Syllabus for 30% LDCE for Promotion to Group 'B' for
Assistant Commercial Manager in Commercial Department –
PRE-QUALIFYING EXAMINATION

Professional / Technical Subject :

- Booking of Goods Traffic, Forwarding Notes, Registration of Indents, WDRF, e-Registration of Demands (e-RD), Preferential Traffic Order (PTO), Allotment, Rating and Routing of Traffic, Route Rationalization Scheme, Mis-declaration, RR, ETRR, e-Payment of Freight, Electronic in Motion Weighbridge (EIMWB), Pre-weigh bin system, Weighment Including Punitive Charges for Overloading, Empty Tare Weighment, Classification of Goods, Loading and Unloading including ranshipment, Free time for loading and unloading, Debit and Credit Hours, Booking of animals, Dangerous and Offensive goods, Military Traffic, RMC etc., different charges like Demurrage, Wharfage, Stacking and their waival and Stabling charges, etc.
- FOIS and its working - Modules RMS & TMS, Integration of EIMWB with FOIS.
- RBS (Rates Branch System).
- Policy guidelines - Transportation products.
- Freight Incentive Schemes, Goods Shed working, Trainload Benefit, Container Service, PCO, CONCOR, Loadability of Wagons, PCC of Wagons, Higher Capacity Routes, Investment Schemes like EOL, MGR and Dynamic Pricing Policy - LTTC, STS, TEFD, Liberalised Special Freight Train Operators (LSFTO), Terminal Development Scheme (TDS), Freight Advance Scheme, Roll on Roll Off Scheme (RO-RO) etc.,
- Policy of Private Freight Terminals (PFT).
- Sidings- Private siding rules, Charges, etc.
- Dedicated Freight Corridor.
- Other recent Policy changes regarding Freight.
- Sealing and Labelling of wagons, Delay in transit, Disposal of Seal Defective Wagons.
- Delivery of consignments, Undercharges, Overcharges, Refund of overcharges - Rebooking and diversion, Delivery of consignments short of destination, Disposal of consignments over carried, Disposal of Unclaimed and Unconnected consignments.
- Online Goods Balance Sheet
- Commercial Inspections and its importance.
- Station outstanding- Realisation and its clearance.
- Marketing and Sales activities at the level of Divisions and Headquarters, Business Development Unit (BDU).
- Claims Prevention and Claims Statistics, Claims prevention measures / activities, Claims Prevention material, NR Cell.
- Liability of Railways in case of accident to a passenger train, Liability of Railways in regard to passenger traffic – Section 124 & 124A of Indian Railways Act and dealing with such compensation cases.
- Railway Passengers (Manner of investigation of untoward incidents) Rules, 2020, Compensation and Ex-gratia for death and injury to passengers due to accidents.
- Liability of Railways as Carriers of Goods and Animals.
- Railway Claims Tribunal Act and functioning of RCT.

3/5/21
15/10

- Right to information Act 2005
- Disaster Management and related issues & Role of Commercial Department
- Commercial Plots.
- Coordination of functions of various consultative committees at national, zonal and Divisional levels.
- Public relations on Railways, Public complaints and their disposal.
- Catering Policy 2017 and issues –Role of IRCTC and Railways, TSVs, new initiatives, i.e., e-catering, Ready to Eat (RTE) meals, etc.
- Multipurpose Stall Policy
- Indian Railways Conference Association-its functions.
- Commercial Statistics- their usefulness.
- Indian Railways Act-chapters relating to Traffic facilities, working of Railways, responsibility of Railways as Carriers and penalties and offences.
- Reservation and Refund rules.
- Earmarking of various quotas by trains – End to End, Pooled Quota, Remote Quota.
- Types of Quotas, Sr. Citizen, Ladies, Handicapped (Divyangjan), Duty Pass, MPs etc.
- Policy for foreign tourists.
- Entitlement MPs for travel by train.
- Role of IRCTC in Ticketing.
- Policy guidelines for opening of new PRS/UTS/Unified/Defence/IPPRs Locations
- Policy guidelines regarding preparation of charts.
- Various Ticketing Schemes- Advance reservation, concept of e-tickets, i-tickets, and other modes of purchasing reserved tickets, Tatkal Scheme, Upgradation, Suvidha and Tatkal Special trains, booking of special coaches & trains, Alternate Train Accommodation System (ATAS) VIKALP, Scheme of Frequent Travel (SOFT), Tickets through ATMs, etc.
- Unreserved Ticketing System (UTS), UTS on mobile, Automatic Ticket Vending Machines (ATVM), Jansadharan Ticket Booking Scheme (JTBS), Co-TVM, YTSK, STBA, etc. Online Coaching Balance sheet.
- Issue of tickets to halt agents through UTS.
- Payment of fare through digital means - PoS/UPI/Card.
- ICMS & Role of Commercial Department with respect to punctuality.
- Multi Modal Transport.
- Rail Travel concessions and their rules.
- Ticket Checking – Duties, checks, sections of Indian Railway Act, etc. Computerization of TTE lobbies, HHT to TTEs - Various measures including Intensive Check Posts (ICPs) to combat ticketing frauds and ticketless travel.
- Categorization of Railway stations depending upon Passenger Revenue.
- Halt Policy.
- Passenger Amenities, Adarsh stations, Minimum Essential Amenities, Recommended and Desirable passenger amenities depending upon classification of stations, Amenities under MPLADS/Sponsorship, Works Programme, etc.
- Station Redevelopment, IRSDC, RLDA, Station Development jointly with Ministry of Tourism.

- Integrated on-board services, Bedroll distribution in AC coaches, cleanliness of coaches, On board supply of Newspapers, magazines, toiletries etc.
- Public-private partnership (PPP) schemes, Pay and Use toilets (Deluxe as well as normal), Retiring rooms, Waiting halls, beautification of stations, Station Cleanliness.
- Train Enquiry System, National Train Enquiry System (NTES), Integrated Train Enquiry System (ITES), POET/Touch Screen, 139, etc.
- Customer Care Training - A more customer friendly attitude among the frontline staff, on job training.
- Commercial publicity & Non-fare revenue - Policies and implementation on Zonal Railways.
- Classification of Revenue.
- Apportionment of Revenue.
- Strategies to enhance Sundry earnings, Parking contracts, Cloak Room Contracts, ATMS & various kiosks.
- Luggage & Parcels – Rules of acceptance, booking, overloading, carriage and delivery of luggage and parcels, Advance Booking of Parcels, Kisan Parcel Special Trains, e-commerce in Parcels, Modified Comprehensive Parcel Leasing Policy, policy of leasing of Parcel Cargo Express Trains, Parcel Management system (PMS), Railway Mail Service.
- Arbitration Mechanism for various Revenue contracts.
- TIA Inspection
- TAMS
- Door Step Banking
- Cash in Transit

Establishment Rules

1. Organisation of the Personnel department in the Railways - Objectives, functions and policies of the Personnel department - Role of Personnel Officer in the Headquarters and on the Division.
2. Classification of services - Recruitment to the different services, viz., Group 'A' to Group 'C' - Reservations in Railway Services - Role of RRBs & RRCs in Recruitment - Recruitment through other than usual channels - Promotion Policy and Methods.
3. Personnel Supervision- Leadership qualities and styles, formal and informal leadership - Democratic and participative leadership styles - Advantages of participation - Joint Councils of Management - Negotiating Machinery Schemes - Zonal and Divisional Corporate Enterprise Groups.
4. a) Labour Relations and Welfare: Important recognised Trade Unions in Railways -Role of Unrecognized Unions and methods of dealing with them—PNMs and PREM
 b) Industrial Disputes and Legislative framework, Causes for industrial disputes, basic remedies, the Industrial Disputes Act 1947, Strikes, Lockouts and Layoffs, Handling of Grievance at Divisions and in the Headquarters by Labour Enforcement Officers.
 c) The Hours of Employment Regulations, - Overtime - Job Analysis and its Mechanics.
 d) The Workmen's Compensations Act – Ex-gratia Payment, Incentive Bonus Scheme.
5. Discipline and Appeal Rules, Conduct Rules and Leave Rules.

31/5/15
15/1x

6. Welfare: Pass Rules, Retirement benefits under the PF and Pensions Schemes, Final Settlement - Welfare of the whole family of Railwaymen - Concept and Practice obtaining on the Railways.

Financial Rules

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

General Knowledge :

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

Rajbasha – Official Language policy and Rules.

...

31/5/17

Enclosure to notification issued under

Letter No. SCR/P-HQ/262/S&S/C-1/301.LDCE/2020

dt: 15-10-2020

ANNEXURE - II

**Syllabus for 30% LDCE for Promotion to Group 'B' for
Assistant Commercial Manager in Commercial Department -
MAIN EXAMINATION**

Professional / Technical Subject :

- Booking of Goods Traffic, Forwarding Notes, Registration of Indents, WDRF, e-Registration of Demands (e-RD), Preferential Traffic Order (PTO), Allotment, Rating and Routing of Traffic, Route Rationalization Scheme, Mis-declaration, RR, ETRR, e-Payment of Freight, Electronic in Motion Weighbridge (EIMWB), Pre-weigh bin system, Weighment Including Punitive Charges for Overloading, Empty Tare Weighment, Classification of Goods, Loading and Unloading including Transshipment, Free time for loading and unloading, Debit and Credit Hours, Booking of animals, Dangerous and Offensive goods, Military Traffic, RMC etc., different charges like Demurrage, Wharfage, Stacking and their waiver and Stabling charges, etc.
- FOIS and its working - Modules RMS & TMS, Integration of EIMWB with FOIS.
- RBS (Rates Branch System).
- Policy guidelines - Transportation products.
- Freight Incentive Schemes, Goods Shed working, Trainload Benefit, Container Service, PCO, CONCOR, Loadability of Wagons, PCC of Wagons, Higher Capacity Routes, Investment Schemes like EOL, MGR and Dynamic Pricing Policy - LTTC, STS, TEFD, Liberalised Special Freight Train Operators (LSFTO), Terminal Development Scheme (TDS), Freight Advance Scheme, Roll on Roll Off Scheme (RO-RO) etc.,
- Policy of Private Freight Terminals (PFT).
- Sidings- Private siding rules, Charges, etc.
- Dedicated Freight Corridor.
- Other recent Policy changes regarding Freight.
- Sealing and Labelling of wagons, Delay in transit, Disposal of Seal Defective Wagons.
- Delivery of consignments, Undercharges, Overcharges, Refund of overcharges - Rebooking and diversion, Delivery of consignments short of destination, Disposal of consignments over carried, Disposal of Unclaimed and Unconnected consignments.
- Online Goods Balance Sheet
- Commercial Inspections and its importance.
- Station outstanding- Realisation and its clearance.
- Marketing and Sales activities at the level of Divisions and Headquarters, Business Development Unit (BDU).
- Claims Prevention and Claims Statistics, Claims prevention measures / activities, Claims Prevention material, NR Cell.
- Liability of Railways in case of accident to a passenger train, Liability of Railways in regard to passenger traffic – Section 124 & 124A of Indian Railways Act and dealing with such compensation cases.
- Railway Passengers (Manner of investigation of untoward incidents) Rules, 2020, Compensation and Ex-gratia for death and injury to passengers due to accidents.
- Liability of Railways as Carriers of Goods and Animals.
- Railway Claims Tribunal Act and functioning of RCT.

*3/15/20
15/10*

- Right to information Act 2005
- Disaster Management and related issues & Role of Commercial Department
- Commercial Plots.
- Coordination of functions of various consultative committees at national, zonal and Divisional levels.
- Public relations on Railways, Public complaints and their disposal.
- Catering Policy 2017 and issues –Role of IRCTC and Railways, TSVs, new initiatives, i.e., e-catering, Ready to Eat (RTE) meals, etc.
- Multipurpose Stall Policy
- Indian Railways Conference Association-its functions.
- Commercial Statistics- their usefulness.
- Indian Railways Act-chapters relating to Traffic facilities, working of Railways, responsibility of Railways as Carriers and penalties and offences.
- Reservation and Refund rules.
- Earmarking of various quotas by trains – End to End, Pooled Quota, Remote Quota.
- Types of Quotas, Sr. Citizen, Ladies, Handicapped (Divyangjan), Duty Pass, MPs etc.
- Policy for foreign tourists.
- Entitlement MPs for travel by train.
- Role of IRCTC in Ticketing.
- Policy guidelines for opening of new PRS/UTS/Unified/Defence/IPPRs Locations
- Policy guidelines regarding preparation of charts.
- Various Ticketing Schemes- Advance reservation, concept of e-tickets, i-tickets, and other modes of purchasing reserved tickets, Tatkal Scheme, Upgradation, Suvidha and Tatkal Special trains, booking of special coaches & trains, Alternate Train Accommodation System (ATAS) VIKALP, Scheme of Frequent Travel (SOFT), Tickets through ATMs, etc.
- Unreserved Ticketing System (UTS), UTS on mobile, Automatic Ticket Vending Machines (ATVM), Jansadharan Ticket Booking Scheme (JTBS), Co-TVM, YTSK, STBA, etc. Online Coaching Balance sheet.
- Issue of tickets to halt agents through UTS.
- Payment of fare through digital means - PoS/UPI/Card.
- ICMS & Role of Commercial Department with respect to punctuality.
- Multi Modal Transport.
- Rail Travel concessions and their rules.
- Ticket Checking – Duties, checks, sections of Indian Railway Act, etc. Computerization of TTE lobbies, HHT to TTEs - Various measures including Intensive Check Posts (ICPs) to combat ticketing frauds and ticketless travel.
- Categorization of Railway stations depending upon Passenger Revenue.
- Halt Policy.
- Passenger Amenities, Adarsh stations, Minimum Essential Amenities, Recommended and Desirable passenger amenities depending upon classification of stations, Amenities under MPLADS/Sponsorship, Works Programme, etc.
- Station Redevelopment, IRSDC, RLDA, Station Development jointly with Ministry of Tourism.

3/14/17

- Integrated on-board services, Bedroll distribution in AC coaches, cleanliness of coaches, On board supply of Newspapers, magazines, toiletries etc.
- Public-private partnership (PPP) schemes, Pay and Use toilets (Deluxe as well as normal), Retiring rooms, Waiting halls, beautification of stations, Station Cleanliness.
- Train Enquiry System, National Train Enquiry System (NTES), Integrated Train Enquiry System (ITES), POET/Touch Screen, 139, etc.
- Customer Care Training - A more customer friendly attitude among the frontline staff, on job training.
- Commercial publicity & Non-fare revenue - Policies and implementation on Zonal Railways.
- Classification of Revenue.
- Apportionment of Revenue.
- Strategies to enhance Sundry earnings, Parking contracts, Cloak Room Contracts, ATMS & various kiosks.
- Luggage & Parcels – Rules of acceptance, booking, overloading, carriage and delivery of luggage and parcels, Advance Booking of Parcels, Kisan Parcel Special Trains, e-commerce in Parcels, Modified Comprehensive Parcel Leasing Policy, policy of leasing of Parcel Cargo Express Trains, Parcel Management system (PMS), Railway Mail Service.
- Arbitration Mechanism for various Revenue contracts.
- TIA Inspection
- TAMS
- Door Step Banking
- Cash in Transit

* * * * *

31/5/15