

दक्षिण रेलवे Southern Railway
प्रधान मुख्य कार्मिक अधिकारी कार्यालय
Office of the Principal Chief Personnel Officer
प्रधान कार्यालय, कार्मिक विभाग, चेन्नै-600003
Headquarters, Personnel Department, Chennai-600003

सं/No: P(S)563/III/Indent/RRBComml./Vol.7

दिनांक/Dated: 02.08.2024

PCCM/ DRMs/PDA/ Dy.CPOs/ Sr.DPOs/ Secy to GM,
Chairman/RRB/MAS,TVC, Addl.Registrar/RCT/MAS,
Principal MDZTI/TPJ
Sr. DPOs/DPOs/SPOs/APOs of HQ/Divisions.

विषय/Sub: Syllabus for selection to the merged category of Chief Commercial-cum-Ticket Supervisor in Level-6 against 75% PRQ Quota-reg.

Ref: (1) Railway Board's letter No. E(NG)I-2016/PM1/12(pt) dated 22.02.2018.
(RBE No. 28/2018).

(2) Railway Board's letter No. E(NG)I-2019/PM1/14 dated 28.06.2023.
(RBE No. 85/2023).

The syllabus for selection to the merged category of Chief Commercial-cum-Ticket Supervisor in Pay Matrix Level-6 against 75% Promotional Quota is enclosed for information, guidance and necessary action.

Railway Board's letters cited under reference have been circulated as PBC No.27/2018 and PBC No. 136/2023 respectively.

This has the approval of the competent authority.

संलग्नक/Encl. 4 pages

02/08/24

(VIPIN SAINI)

Dy. CPO/HQ/O/MAS

प्रमुकाधि/For Principal Chief Personnel Officer.

प्रतिलिपि/Copy to: The General Secretary/SRMU
The General Secretary/AISCTREA
The General Secretary/AIOBCREA
The General Secretary/NFIR
IT Section/PB/HQ - to upload on the SR website.

**Syllabus Suggested for Selection to the merged category of Chief
Commercial-cum-Ticket Supervisor (Level 6)**

Traffic – Commercial

Coaching

I. General

Class of accommodation, Books of reference, guidelines for charging of fare, child fare, Rounding off of fare. Station Development Fee. Private Cash Declaration.

II. Tickets.

Unreserved Ticket system UTS, UTS on Mobile, Tickets – Computer Printed Ticket, Season tickets, e-ticket, Circular Journey Ticket, Platform Ticket, Supplementary Charge Ticket, Cloak Room Ticket, Retiring Room Ticket, ATVMs.

III. Ticketing through Agents

JTBS, Halt agent, STBA, YTSK, India Post Passenger Reservation System, Non Rail HeadPRS, RTSA & IRCTC Agents.

IV. Reservation –

Reservation Rules, Reservation Quotas, Reservation charts, Foreign Tourist Quota, Upgradation, VIKALP, Tatkal Ticket, Premium Tatkal, Ladies Quota, Divyangjan Quota, OBHS Quota, VAT package quota Flexi and Dynamic fare system, Linking of PNR, Bulk booking rules, Duplicate Ticket.

Changes in reservation – Boarding point change, Name change, Class change, Postponement & Advancement of Journey.

Break Journey rules, Guard's certificate, Different types of concession, Military Warrants & concession Vouchers, Police warrants, Jail warrants, ICRP, EX MP, Rail Travel Coupons for MLA/MLC, High Official Requisition, Accredited Press Correspondent, GST in ticketing.

V. Different Types of Train –

Rajdhani, Duronto, Shatabdi Express, Garib Rath, Humsafar, Tejas, Express, VandeBharat, Uday Express, Mahamana Express, Yuva Express, Antyodaya Express, Anubhuti coaches, Vistadome & Deendayalu Coaches, AC EMU/DEMU Trains, Special trains on Special fare, Suvidha trains, Clone trains, Bharat Gaurav Trains, Aastha Special Trains, Amrit Bharat Trains, Full Tariff Rate, Luxury Tourist Trains, Yatri Seva Anubandh (YSA), Jan Shatabdi Express.

VI. Coaching Refund Rules –

Unused Unreserved Ticket & Unused Reserved Tickets, Abnormal circumstances Refund Rules, TDR, Cancellation of PRS ticket through 139/Web/SMS, TDR, Computerised Coaching Refunds Scheme (CCRS), Coaching refunds.

@B

VII. Ticket Checking -

Causes of Ticket less travel, Various checks to combat Ticketless travel, Tickets Collected Register, Handing Over Memo, Gimlet, Guidelines for handling Irregular travel, Charging of unbooked Luggage and Partial Booked Luggage, Traveling Ticket Examiner Lobby, HandHeld Terminal (HHT) .

VIII. Advance Coaching Policies

Categorization of stations, Policy for opening and closing of Halt station, Passenger Amenities, cleanliness of stations and Trains, Various Consultative Committees, Facilities for woman passengers, Divyangjan, Sr.Citizen and Military Personnel etc., Cloak room, Retiring Room, waiting rooms, IVRS, PA system, Touch screen, Catering policy 2017 and its amendments, policy for Multipurpose stall, Water Vending Machine, ATMs & DBUs, Vehicle Parking, Pay and use Toilets & Non Fare Revenue policies (Out Of Home, Mobile Assets, Rail Display Network, New Innovative Non Fare Revenue Ideas Scheme (NINFRIS), Unsolicited Proposal), One Station One Product, Policy On Co-Branding / Station Branding / Semi-Naming Of Railway Stations Or Prefixing / Suffixing Brand Names / Logos To The Names Of Railway Stations , Pradhan Mantri Bhartiya Janaushadhi Kendras (PMBJKs) at railway stations.

IX. Luggage & Parcel

Booking & charging of luggage, articles not accepted, exemption, limitation & LFA, MA & Max ICP, Luggage in EMU trains. Carriage of Luggage with passenger as ICP and in brake van. Rules to deal with Un-Booked luggage. Forwarding Note, Packing, Marking and Labelling, Sealing, Weighment & Reweighment, Method of charging general & Bulky Articles, Preventive measures for fire, Procedure for dealing undelivered perishable and hard parcels. Generation of e-way bill. Precautions for Loading and Unloading, Delivery of parcels, Booking of various consignments – Animals & Birds, Postal, Corpse, 2,3 & 4 wheeler, Newspaper & Magazine. PCEV Charges, Modified Comprehensive Parcel Leasing Policy, Indented Parcel Van, Advance booking of Parcel Space, Parcel Cargo Express Train, Joint Parcel Product (JPP), Rapid Cargo Services (RCS), Parcel Management System. Demurrage & Wharfage of Parcels, over carriage of parcels.

Goods

X. Booking of Goods

Kinds of goods handled by Railways- General goods, Dangerous and explosive goods, offensive goods, live stock,, perishables, bulky articles, RMC, Military traffic, goods in loose, POL.

Calculation of freight for wagon loads and train load consignment, calculation of freight for various kinds of rakes/wagons/CC+6, CC+8, 26 tonne axle load, PCEV, GST, etc., Working hours of goods shed, Classification of good sheds, Basic terminal facilities Forwarding Note, E-RD, Premium Indent, WDRF, PTO, Indent Allotment & Supply, Types of Wagons, Declaration, Mis declaration, Risk Rate, Packing, Marking and Labelling, Riveting and Sealing. Weighment Procedures and Procedures To Deal with Overloading of wagon (punitive charges), In-motion way bridge, Pre-Weigh Bin Wagon Loading System, Reweighment, Guidelines for

aj

Installation and Operation of Weigh Bridge. Routing & Rating. Rationalization of Route and Charging. Clubbing of consignments, Change Of Commodity and Destination, Loading and Unloading precautions, Dynamic Pricing Policy , Preparation RR, eT-RR, e- payment, Online Payment, Reporting Discrepancies and Maintenance of DD register, Delivery of Goods, Gate Pass, Partial Delivery, Preparation & submission of Damage Report /Missing Goods Report. Delivery in absence of Original RR, Rebooking and Diversion, Open Delivery and Assessment Delivery, Demurrage and Wharfage & Stabling, Night Incentive scheme, Wavier of Demurrage & Wharfage, Advance Stacking, Disposal of Booked and Unclaimed, Unbooked and Unclaimed, Unconnected goods, Overdue consignments, Overcarried Consignments. Accrual and clearance of outstanding, Preparation of Online-Balance Sheet in FOIS.

XI. Booking of various consignments.

Crane consignments, ODC, Military consignment, dangerous & offensive goods, Contraband items, Booking of Animals, RMC, Container Traffic.

XII. Various Terminals

Working procedures in operation of Goods shed, Sidings & its Types, Private Freight Terminal, Engine On Load Policy (EOL), Gati-Shakti Multi-modal Cargo Terminal (GCT), Dedicated Freight Corridor, Container Rail Terminal, Port terminals. PPP Mode of Development of Good Shed.

XIII. Marketing & sales

Transportation Products, Freight Incentive Scheme- ShortLead, Automatic Freight Rebate Scheme for Traffic Loaded in Traditional Empty Flow Direction, Cargo Aggregator, Incentive For Carrying Bagged Consignment in Open/Flat Wagons, Incentive scheme for Fly Ash and bed ash, Station To Station Rates . Alternative Good Shed Incentives Scheme. Business Development Unit (BDU).

XIV. Advance Goods Policies

Wagon Leasing Scheme, Liberalized Wagon Investment Scheme, General Purpose Wagon Investment Scheme, Automobile Freight Train Operator, Liberalized Special Freight Train Operator, Round Trip Tariff, Merry Go Round, Roll on Roll off.

XV. Claims

Claims Organization, Prevention of claims, Monsoon Precautions, NR cell. Procedure for Settlement of Claims, PCEV charges, Common Carrier Liability, Railway Claims Tribunal, Railway Acts to deal with Claims / settlement.

XVI. Commercial statistics

Number of passengers originating / carried, Number of passengers/tones carried, passenger Kilometers, Tone kilometer, Average rate per passenger kilometer, Average lead of traffic, claims for compensation of goods or parcels lost or damaged in transit.

XVII. Station initial accounts & station outstanding

Various registers maintained at commercial offices, Station Withdrawal, Under Charge & Over Charges, TIA Inspection, Types of Outstanding and Clearance, Cash Remittance & e-balance sheet. Bank Remittance-Rail Shakti Account, Door Step

eib

banking services .Various reports and returns submitted by Booking office, Reservation, Parcel, Goods and TC office.

XVIII. The Indian Railway Act 1989

Various Sections related to commercial department-49-59,137,138,141-147,150,157,160-168,172,173 ,179.

Sec 123 to 129 regarding Railway liability in rail accident and untoward incidents, Payment of Ex gratia and compensation.

Responsibility of Railway common carrier (Sec.93 to 104 of RA 1989).

XIX. IT Applications

FOIS, RMS ,TMS, Freight Business Development Portal, E Drishti, Traffic Accounts Management System, Terminal Peripheral Management System, Parcel Management System, Indian Railway E-Procurement System (e-Auction), Integrated Coaching Management System, National Train Enquiry System , Rail Dhandora, Rates Branch System, Government E Marketplace (GEM), Integrated Passenger Information System, PRIMES, Next Generation e Ticketing (N-GeT), Payment using QR codes. UDM, HRMS, AIMS, IPAS & IRPSM.

XX. Miscellaneous.

Customer Care, Public Complaints, CPGRAMS, RailMadad, 139 helplines, Right To Information Act (RTI) Mission 3000MT, Vision 2024, Mission 2030. National Green Tribunal, National Logistics Policy, Rail Green Point, Consumer Protection Act 1986, Railway Passes & their kinds -class eligibility , other facilities and PTO, Digital Payment, Amrit Bharat Station Scheme (ABSS).

—
eip