

NORTHERN RAILWAY

Office of the Divisional Railway Manager (P), N.Rly. Lucknow 226001

316963/6-5/CCTS-75% PQ/Prom/25

Date: 01.09.2025

NOTIFICATION NO 01 /2025/CCTS-75%-PQ/LKO

Sub:- Selection for promotion to the post of Chief Commercial Cum Ticket Supervisor in pay matrix level-06 against 75% Promote quota in Commercial department of Lucknow Division.

- 1- In supersession of previous notification even no. Dated 28.08.25, the competent authority has decided to fill up 183 vacancies for the post of Chief Commercial Cum Ticket Supervisor in pay matrix level-06 against 75% Promote quota in Commercial department of Lucknow division of Northern Railway Bifurcation of vacancies is as under :-

Category	UR	SC	ST	Total	PwBD
CCTS	77	41	60	183	08

2- Eligibility and Service condition:-

- (i) All Commercial staff working in pay level -5 (GP-2800) in Lucknow Division (except catering and ministerial staff of Commercial Department) with two years of regular service as on the date of notification in level-5 shall be eligible to appear in written CBT exam per HQ letter no. 752E-/549/IV/Deputation/EIC dated 23.09.2024.
- (ii) In case of an employee/employees in the main list (Annexure-I) has/have expressed its unconditional unwillingness to appear for the selection have submit their unconditional unwillingness (Annexure-III) to this office within 10 days and forwarded to this office up to 10.09.2025 through CR section up to 17.00 hrs.
- (iii) They should be prepared to work anywhere in Lucknow Division of Northern Railway.

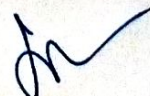
- 3- Syllabus: A syllabus for the above selection is attached as Annexure – II this is a common syllabus for the post an approved by the concerned PHOD and is applicable for all Divisions/Units over Northern railway.

4- Procedure for Examination : CBT As per RBE No. 05/2024

- (i) The written examination will be conducted by Railway Recruitment Cell (RRC), Northern Railway through an Examination Conducting Agency to be provided by Railway Recruitment Board (RRB).
- (ii) The written examination will be a Computer Based Test (CBT)/Tablet Based Test (TBT) where there will be no physical question paper. All the questions will appear on the computer/tablet and the employee will have to mark their responses/answers to the questions on computer/tablet.
- (iii) RRC/NR will be issuing a formal admit card online (through the website <https://rrcnr.org>) to each and every eligible and willing employee for appearing in the CBT/TBT. Examination Venue and time of reporting for of this vacancy notice, it will be the responsibility of the concerned employee to regularly visit RRC/NR's website as well as this Division's website for an update and to download the admit card as and when made available by RRC. Further, no supplementary/ absentee examination shall be conducted on this ground.
- (iv) A link will also be made available on the above website (<https://rrcnr.org>) to the employees, explaining as to how the question will be appearing and how to mark the responses/answers in the actual examination. Employees can practice through that link any number of times.
- (v) Both physical and biometric attendance will be marked at examination venue.
- (vi) 100% questions will be objective type multiple choice questions.
- (vii) There will not be any negative marking.
- (viii) There shall be questions in Official Language Policy and Rules up to 10% of marks, however it is not mandatory to attend the same.
- (ix) There will be 110 questions of objective multiple choice type with four answer option and the candidate has to answer a maximum of 100 questions. In case the candidate answers more than 100 questions, first 100 attempted questions are to be taken for evaluation.
- (x) The written examination will be of 02 (two) hours duration.
- (xi) There will be computerized evaluation. Contd....2

5- Notifying to the employees;

The Senior Subordinate/Supervisor concerned has to furnish a certificate the "the eligible employees have been duly notified of the holding of the written examination and asked to submit their applications duly giving their willingness. They have also been informed about availability of any further information on RRC/NR's website (<https://rrcnr.org>) regarding availability of admit card and link for demo test." Such certificates should be forwarded to Personnel Branch addressed to Sr. DPO. It is



File No.NR-LKO0PERS/29/2025-O/o SR DPO/LKO/NR

further advised that any other communication received in respect to the selection should invariably be intimated to all eligible employees. In case of non-received in respect to the selection should invariably be intimated to all eligible employee. In case of non-receipt of any communication the same may be obtained from the Personnel Department of from the Controlling Officer. Any laxity in this regard will be viewed seriously as it will adversely impact the above selection which is being conducted simultaneously for all Divisions/Units over Northern Railway. The unwillingness, if any received from the employees is to be forwarded to Personnel branch addressed to Sr. DPO on or before 09.09.2025).

6- Tentative schedule for holding the selection:

Activity number	Details of activity	Tentative date (specific confirmed) (mentioned wherever)
PART-A		
01	Issue of notification	01.09.2025
02	Submission of unwilling	10.09.2025
03	Conducting pre-examination training	N/A
PART-B		
04	Online issue of admit card & providing link for practice	To be notified later on (please visit mentioned in para 07 for further information)
05	Conduct of written examination	
06	Uploading of model answer key and activating objection tracker	
07	Objection tracker will be available up to	
08	Uploading of final answer key	
09	Availability of result of written examination from RRC/NR to the indenting units	
10	Finalizing proceedings of Selection Board/Committee at Divisional/Unit	
11	Issue of panel	

7- Website to be visited regularly for any update;

RRC/NR's website: <https://rrcnr.org> Lucknow Division's website <https://nr.indianrailway.in>

The above notification may be circulated to all the concerned.

DA:- As above (Annexure- I & II)

(Dr. Lovely Gyan)

Assistant Personnel Officer
For Divisional Railway Manager (P)
Northern Railway, Lucknow

Copy for information & necessary action please.

1. Sr. DCM/LKO
2. Divl. Secy. (NRMU/URMU/OBC/SC & ST Associations) LKO Division.
3. CS&WLI Incharge/LKO & CS & WLI/Confid. Cell/LKO, In-charge/CR Section/LKO
4. SDGM/Vig/N.Rly./NDLS- for information and necessary action
5. EDP Cell-For placing this notification on divisional web site.

Annexure-I

List of Sr. CCTC who are eligible to appear in the selection for promotion to the post of CCTS Level-6 against 75% PQ in Commercial department of Lucknow division.

S.No	PF. No	HRMS ID	Name of Employee	Father's Name	Desig.	Stn.	SC/ST	Promoted in Gr. 2800	REMARK
1	50300905150	KLKHN8	RAM PRAVESH YADAV	SURYA NATH YADAV	Sr. CCTC	KEI	UR	03.05.23	
2	50310611447	UPUYOD	K.T. PREMDEV KUMAR	THANKAPPAN K.N	Sr. CCTC	LKO	OBC	26.08.23	
3	50306704803	MUNNLK	YASMIN BANO	TEJ BAHADUR KHAN	Sr. CCTC	LKO	UR	26.08.23	
4	6529801517	CXFJHN	MIRA KUMARI	CHANDAN KUMAR	Sr. CCTC	BSB	OBC	26.08.23	
5	126NP602202	HLXQZM	BRIJESH KUMAR YADAV	Lt. BACHAI YADAV	Sr. CCTC	LKO	OBC	26.08.23	
6	50303444685	ONBZBY	RUCHI SHARMA	VEER BHAN SHARMA	Sr. CCTC	LKO	UR	26.08.23	
7	50714507916	LCDHZC	SATISH KUMAR	OM PRAKASH SINGH	Sr. CCTC	SHG	UR	26.08.23	
8	4542802757	BKUDYD	Ritika Yadav	Lt. Rajesh Kumar	Sr. CCTC	RBL	obc	26.08.23	

Note:- Representation, if any, may be sent to CR section/DRM Office/NR/LKO within 07 days from the date of issue of this letter, after which no representation will be considered and eligible list as published will be treated as final and further action will be taken accordingly.

NORTHERN RAILWAY

Annexure - D

Headquarters Office,
Baroda House,
New Delhi.

P.S.No.15986/2025

No. 752-E/552/PS file/EIC (Syllabus)

Dated:- 15.07.2025

DRM/NR-DLI, FZR, LKO, MB, UMB & JAT

CAO/C, K.Gate/DLI, CAO/C USBRL/Satyam Complex, TrikutaNgr/JAT.

CWM/CB-LKO, JUDW, AMV-LKO & ASR, CWM/Signal Shop/GZB.

Dy. CMM/SSB, AMV-LKO & JUDW

DY.CE/TMC/Line, State Entry Road, New Delhi.

Chief Manager (Ptg. & Sty) Punjabi Bagh, Delhi.

Dy.CE/Bridge, CB-LKO, JUC & TKJ.

**Sub: Syllabus for the selection of Commercial-cum-Ticket Supervisor (CCTS)
(Level-6)**

Ref: (i) PCPO's letter No PCPO/Sel./2025 dated 15.05.2025

(ii) Dy.CCM/G's letter no.100MC/C-4/Syllabus & QB/2025 dated: 23.06.2025

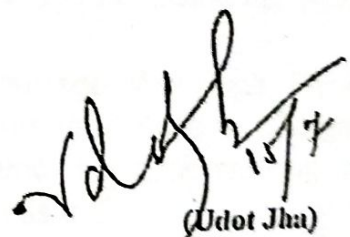
In reference to above subject, the syllabus for selection for the post of Commercial-cum-Ticket Supervisor (CCTS) (Level-6) is enclosed herewith for your information and necessary action please.

The above PS.No. is available on the website given as under:-
<https://nr.indianrailways.gov.in>

Hindi Version will follow.

Please acknowledge the receipt.

DA/as above


(Udit Jha)
For General Manager (P)

Copy to:-

1. All PHODs and All Officers of Personnel Deptt., HQ Office, Baroda House, New Delhi.
2. Genl. Secy./NRMU, 12 Chelmsford Road, New Delhi.
3. Genl. Secy./URMU, 166/2, P.K.Road, New Delhi.
4. Genl. Secy./AIOBC Rly Emp. Asso. 171/A3, Basant Lane, New Delhi.
5. Zonal Secy. All India SC/ST Rly Emp. Asso. North Zone Office, Baroda House, New Delhi.
6. Genl. Secy. NRPOA Room No.301, HQ Office, Baroda House, New Delhi.
7. Dy.CPO/IT, HQs Office, Baroda House, NDLS for uploading on the website.

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Syllabus - for the selection of Commercial- Cum- Ticket- Supervisor - CCTS
(Level-6).

A. Syllabus for Establishment Rules:-

1. The Railway Servants (Discipline & Appeal) Rules, 1968 and related instructions.
2. The Railway Services (Conduct) Rules, 1966 and related instructions.
3. Policy regarding Pass Rules.
4. Policy regarding Leave Rules. Joining Time, Joining Leave.
5. Policy regarding Railway servants (Hours of work and period of Rest) Rules /HOER.

B. TRAFFIC (COMMERCIAL)

I. General

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

II. Goods Traffic:

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

- MGR and Ro-Ro Policies.
- Out Agencies, City Booking Offices and other Ancillary Services.
- Siding, Assisted and Private Siding Rules, Charges, Military Siding, Liberalized Siding Policy, Siding and Shunting Charges, GCT Policy.
- Dedicated Freight Corridor.
- Other recent Policy changes regarding Freight, Lump Sum Rates, Piece Meal Traffic, Freight Forwarder Scheme etc.
- Sealing and Labelling of Wagons, Delay in Transil, Diversion of Wagon Load Traffic, Disposal of Seal Defective Wagons, Transport of Small Traffic.
- Delivery of Consignment, Undercharges, Overcharges, Refund of Overcharges, Delivery of Consignment Short of Destination, Disposal of Consignments Over Carried, Disposal of Unclaimed and Unconnected Consignments, Open Delivery and Assessment Delivery, Missing Goods Report, Damage and Deficiency Report.
- Dynamic Pricing, LTTC, TEFD, Station to Station Rates (STS) etc.
- Various Private Siding Policy - Green Field PFT, Brown Field PFT etc.
- Preferential Traffic Order (PTO), Rationalization Routes, Diversion and Rebooking of Goods Traffic.
- Coordination of functions of various Consultative Committees at National, Zonal and Divisional Level.
- Liability of Railways as Carriers of Goods and Animals.

III. Passenger Traffic:

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

- Policy Guidelines for Hall Stations.
- Integrated on-board Services, Bedroll distribution in AC Coaches, Cleanliness of Coaches, On Board Housekeeping Services (OBHS), Clean Train Station (CTS), National Green Tribunal (NGT), Station Cleanliness and Role of EnHM Directorate etc.
- Public-Private-Partnership (PPP) Schemes, Pay and Use Toilets (Deluxe as well as Normal), Retiring Rooms, Waiting Halls, Beautification of Stations etc.
- Train Enquiry System - National Train Enquiry System (NTES), Integrated Train Enquiry System (ITES) etc.
- Integrated Coach Management System(ICMS)
- Passenger Service Committee, Passenger Amenities Committee.
- Vande Bharat Trains and Bharat Guarav Trains.

IV. Parcel Traffic

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

V. Other Sources of Revenue:

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

VI. Traffic Accounts;

- Station Balance Sheet, Accountal of Earnings, Collection of Earnings and Rail Shakti Scheme.
- Online Balance Sheet.

Commercial Inspections, Schedule of Inspections, Important factors to be observed during Commercial Inspection.

TIA Inspections
Station Outstanding, Realization and their Clearance, Certified Over Charged Sheet.

Audit and its replies.

Disposal of old Records including Tickets.

Frauds and Embezzlements and their Prevention

Misc:

IRCTC and its functions, FTR Trains booking.

Commercial Statistics-their usefulness.

Postal Traffic.

Traffic Survey.

Claims and Claims Preventions, Claims Statistics.

Railway Claims Tribunal Act, RCT Organization and its functions.

Compensation in case of Untoward Incidents and Accidents, Ex-gratia payments.

Railway Tourism, Circular Tickets, Bharat Gaurav Trains.

Marketing and Sales activities at the level of Divisions and Headquarters.

Liability of Railways in case of Accident of a Passenger Carrying Train.

Customer Care, Courtesy and Public relations.

Public Grievance Redressal, Rail Madad, CPGRAM etc.

Official Language Policy and Rules (Rajbhasha)

Annexure-III

Proforma for unwillingness for Selection for promotion to the post of CCTS Level-6 (GP -4200/-) against 75% PQ in Commercial Department.

Sub: Selection for promotion to the post of CCTS Level-6 (GP -4200/-) against 75% PQ in Commercial Department

Ref:- **316963/6-5/CCTS-75% PQ/Prom/25** dt. 28.08.2025

1. In reference to above it is stated that I am(Unwilling) to appear in the Selection for promotion to the post of CCTS Level-6 (GP -4200/-) against 75% PQ in Commercial Department.

2. Option once exercised will be treated as final.

Sign of Employee.....

Date:-.....

Name.....

Father's name.....

Designation/station.....

Mob. No.....

HRMS ID.....

Forwarded to Sr. DPO/LKO for necessary action please

Signature of Sr. subordinate In-charge with office stamp

Date:-