

NORTHERN RAILWAY

Headquarters Office,
Baroda House,
New Delhi.

P.S.No.15985/2025

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 Clerk (CCTC) (Level-3)
against 33.1/3% Promotee Quota and 16.2/3% LDCE Quota**

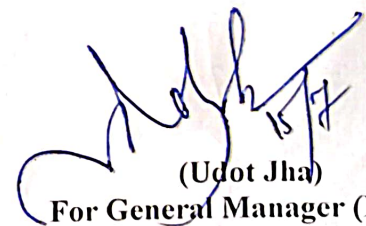
**Ref: (i) PCPO's letter No PCPO/Sel./2025 dated 15.05.2025
(ii) Dy.CCM/G's letter no.100MC/C-4/Syllabus & QB/2025 dated: 23.06.2025**

In reference to above subject, the syllabus for selection for the post of Commercial-cum-Ticket Clerk (CCTC) (Level-3) 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


(Udot 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.

- Syllabus – for the selection of Commercial-cum-Ticket Clerk- CCTC (Level3) against 33.1/3 % Promotee Quota and 16.2/3 % LDCE Quota :

1. General English :
Basic grammar- Synonyms, Antonyms and Reading Comprehension.
2. General Arithmetics :
Profit & Loss, Time & work, Ratio & proportion, Average, Basis mensuration, Percentage and Data Interpretation.
3. General Knowledge, General Awareness of Railway, Current Affairs of National importance.
4. Commercial Subjects :
Knowledge of Commercial organization of Railway at HQ and Divisional Level. Passenger amenities, Abbreviations and working Knowledge related to Ticket Checking Duties, Commercial duties (Booking, Goods, Parcel, UTS and PRS & Enquiry Counters). Basic Knowledge about ATVMs, PMS, TMS and HHTs etc
5. Raj Bhasha :
Official Language Policy and Rules.

NORTHERN RAILWAY

Headquarters Office,
Baroda House,
New Delhi.

P.S.No.15986/2025

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Dated:- 15.07.2025

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

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

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

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**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

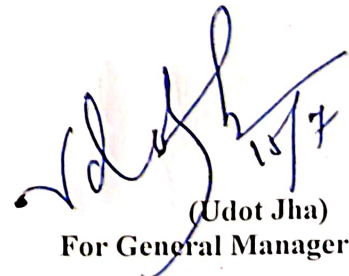
In reference to above subject, the syllabus for selection for the post of Commercial-cum-Ticket Supervisor (CCTS) (Level-6) is enclosed herewith for your information and necessary action please.

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7. Dy.CPO/IT, HQs Office, Baroda House, NDLS for uploading on the website.

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 Transit, 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 Halt 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, 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.

C. Official Language Policy and Rules (Rajbhasha)