

NOTIFICATION NO. 28/2025/(Delhi Division)

SELECTION FOR PROMOTION TO THE POST OF Chief Commercial Cum Ticket Supervisor IN PAY LEVEL- 6 AGAINST 75 % Promote QUOTA IN COMMERCIAL DEPARTMENT OF DELHI DIVISION

1. It has been decided to hold a selection for filling up 201 vacancies for the post of CCTS Pay Level – 6 against 75 % Promote Quota in Commercial Department of Delhi Division.

Bifurcation of vacancies is as under:

UR	SC	ST	Total	PwBD (in terms of Railway Board's letter no. E(NG)II/2017/RC-2/1 Policy dt. 27.02.2019)
156	30	15	201	09

2. Eligibility and Service conditions:

2.1. All commercial staff working in pay Level-5(GP 2800) in Delhi Division (Except catering and ministerial staff of commercial Deptt.)With two years of regular service as on the date of notification in Level-5 (GP-2800) shall be eligible to appear in written test as per HQ letter no 752-E/549/IV/Deputation/EIC, dated 23.09.2024.

2.2. Medical Classification = Bee-Two (B-2)

2.3. The cut-off date for determining the eligibility of the employees will be the date of issue of notification (RBE 117/2006).

2.4. There shall be pre-selection coaching to the eligible candidates, (if applicable) in terms of Railway Board and HQ policies.


2.5. There shall be promotional training for selected employees at ZRTI/CH (Training Centre). Their selection shall be subject to passing of the training course.

3. **Syllabus:** A syllabus for the above selection is attached as **Annexure- A** This is a common syllabus for the post as approved by the concerned PHOD and is applicable for all Divisions/Units over Northern Railway.

4. Procedure for written examination:

(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.


04.8.2025

N.R.W.

(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 the written examination will be there in the admit card. **As no physical communication will be made after issue of this vacancy notice, it will be the responsibility of the concerned employees 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 () 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 the examination venue.

(vi) 100% questions will be objective type multiple choice questions.

(vii) There will not be negative marking.

(viii) There shall be questions in Official Language Policy and Rules upto 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 options 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.

5. Notifying to the employees:

5.1. The willing employees should submit their application (Hard copy) in the prescribed proforma enclosed (Annexure 1). Those who desired to be considered for the post of CCTS should submit to their Sub-Ordinate In-charge so as to reach in this office **latest by 19.08.2025**, in sealed cover addressed to Sr. DPO/C, DRM's Office, New Delhi, by indicating on the envelop/cover through Single Window Cell.

5.2. Applications (Hard copy) received in this office after the target date will be summarily rejected. The notification should be given wide publicity and employees who are on leave/sick leave should be notified of the selection.

5.3 The Senior Subordinate/ Supervisor concerned has to furnish a certificate that "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/C, Delhi Division **on or before 08.08.25**. It will be the personal responsibility of the Senior Subordinate/ Supervisor to complete the formality in this respect. It is further advised that any other communication received in respect to the selection should invariably be intimated to all the eligible employees. In case of non-receipt of any communication the same may be obtained from the Personnel Department or 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.**

6. Tentative schedule for holding the selection:


05.8.2015

Activity number	Details of activity	Tentative date (mention specific date wherever confirmed)
PART-A		
1	Issue of notification	04.08.2025
2	Last date of receiving of application on or before	19.08.2025
3	Issue of eligibility list	01.09.2025
4	Representation, if any or before	04.09.2025
5	Finalization of list of eligible candidates on or before	08.09.2025
6	Conducting pre-examination training	09.10.2025
7	Submission of certificate by concerned department	On the next date as soon as pre coaching selection completed
PART-B		
4	Online issue of admit card & providing link for practice	E (the day when the admit card will be issued)
5	Conduct of written examination	E+3
6	Uploading of model answer key and activating objection tracker	E+4
7	Objection tracker will be available upto	E+11
8	Uploading of final answer key	E+14
9	Availability of result of written examination from RRC/NR to the indenting units	E+16
10	Finalizing proceedings of Selection Board/ Committee at Divisional/Unit level	E+19
11	Issue of panel	E+20

7. Websites to be visited regularly for any update:

RRC/NR's website: <https://rrcnr.org>
Delhi Division/Unit's website: nr.indianrailways.gov.in-Division-Delhi-Personnel.

DA: as above


Asstt. Personnel Officer /T&C
For Divisional Railway Manager (P)
Delhi Division

Circulation:

General Manager/P, N Rly., HQ office, Baroda House, New Delhi
General Manager/Vig, N Rly., HQ office, Baroda House, New Delhi
Under Secretary, Railway Board, Rail Bhavan, New Delhi
Managing Director, DFCCIL, 5th Floor, Pragati Maidan Metro Station Building Complex, New Delhi
Managing Director, CONCOR, opp. Apollo Hospital, Mathura Road, New Delhi
Managing Director, CRIS, Chanakya Puri, New Delhi
Managing Director, IRCTC 9th Floor, Bank of Baroda, 16 Parliament Street, New Delhi
Chairman, Railway Claims Tribunal, Principal bench, New Delhi
Sr. DCM/C, Sr. DCM/Fr
SD/NDLS, DLI, ANVT, NZM
All SS- Delhi Division
All CMIs – Delhi Division
Ch. OS/Commercial Branch,
OS/Sec Cell/P, DRM office
Divisional secretary, NRMU, URMU, SC/ST/OBC Association, Delhi Division

Annexure A

APPLICATION FOR THE POST OF CHIEF COMMERCIAL CUM TICKET
SUPERVIROR (POST) IN PAY MATRIX LEVEL- (6) OF 7TH CPC PAY MATRIX (GP
4200 ./- OF 6TH CPC) AGAINST 75% PRMOTEE (QUOTA) IN DELHI DIVISION

1. Name :
2. Father's Name:
3. PF No.:
4. HRMS ID :
5. Mobile No:
6. Email Id:
7. Designation :
8. Office :
9. Community (tick appropriate)

UR SC ST PWD

(If SC/ST copy of attested community certificate should be attached)

10. Date of Birth :
11. Date of Appointment :
12. Date of Regular Appointment :
13. Date of entry in present Grade/Post :
14. Capacity of Appointment :
15. Present Pay in Pay matrix :
16. Date of Total regular service in
the Grade as per Eligibility Criteria :
17. Transfer Particulars if any from
other Department or from other
Division, if any :
18. Education Qualification :

(Copy of attested certificates should be attached)

Declaration

I hereby declare that all the particulars given in this application are true and correct to the best of my knowledge and belief. I am eligible for the selection as per eligibility criteria stipulated in the notification. I understand that in the event of particulars or information given herein being found false or incorrect at later stage. I am liable to be taken up under D&AR for major penalty apart from my application being rejected.

Date

Signature

Name

Place

Designation

Certified and forwarded to

Date

Signature of supervisory official

Name

Place

Designation

NORTHERN RAILWAY

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


(Jdot 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, NIDLS for uploading on the website.

11/11/2025 10:10:10

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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 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, Talkal 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 (YTSC) 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.

3. Official Language Policy and Rules (Rajbhasha)