

SYLLABUS FOR EXAMINATION LEVEL V TO VI CCTC

COACHING-

1. Various classes of accommodation on railways, Minimum chargeable distance and Minimum Fare, superfast charge, reservation fee. Rounding off fare rules, combined ticket fare.
2. Passenger amenities at stations and in trains, facilities for lady passengers, Divyangjan, sr Citizen and Military personnel etc. cloak room, locker, retiring room, waiting rooms, IVRS, ATES, Touch screen, PA system, rail travel service agents, railway tourist agents.
3. HOR, Identity card cum railway pass for MPs and Ex MPs, Railway Travel Coupons for MLC/MLA & accredited press Correspondents and News Cameramen.
4. Kinds of Railway Passes-class eligibility, Luggage Free allowance and other facilities and PTO.
5. Booking office function, PRS, General office duties of commercial staff in booking, reservation, kinds of journey and non journey tickets and details there of e-ticket, UTS, I-ticket. Break journey rule, break journey on various kinds of tickets and passes, Circular journey, foreign Tourist ticket through on line. Various military warrants, Military concession forms/Vouchers, Police warrant, jail Requisition various kinds of concessions. Opening of additional counters to clear extra rush.
6. Reservation Office-Reservation of seats/berths, compartment, coach/tourist car, Special trains, various reservation quotas, RAC, Tatkal seva, Premium tatkal, group reservation, change in name of reservation, proponent & postponement of reservation, preparation of reservation chart. Permission to board at enroute station, reservation from intermediate stations out station, credit card, reservation on internet and mobile phone. Up gradation scheme, bed roll charge. Refund of fare rules, issue of duplicate ticket in case of original is lost/torn/mutilated, issue of TDR & EDR/Computerized Coaching Refunds scheme and Coaching refunds.
7. JTBS, STBA, ATVM, YTSK, Mobile ticketing, VIKALP, Group reservation and charting, kinds of time table and their use, Telephone No 138, 139 & 182
8. Luggage -Definition, article not accepted as luggage, article allowed free and not weighed, free allowance, Grace limit, compartment limit, cases in which free allowance not given.

Carriage of luggage with passenger in passenger compartment and in break van.
9. Parcel -Rules for acceptance, booking and carriage of parcels as per Coaching tariff. Categorisation (R, P, S) of train for the purpose of booking of parcel. PLM, Forwarding note and its execution, PMS, HST, POS. Booking of corpses, human ashes, human skeleton, and parts of human body. Rules of booking and carriage of 2, 3 and 4 wheeled carriage such as bicycle, scooter, motorcycle etc. in luggage and parcel and minimum weight condition, percentage charge. Booking and charging of animals and birds. Booking of news paper, magazine and perishable items. Different types of delivery of parcels and luggage on EE/LT, without RR/LT.

Delivery of perishable articles on deposit of cost of goods. Demurrage & wharfage charge, Damage & deficiency message. DDM Register.
10. Disposal of booked and unclaimed, unbooked and unclaimed and unconnected goods, NR Cell, transit time, overdue consignment, over carried consignment, Re-booking & Diversion.

11. Guard Certificate- persons authorized to issue ,conditions and circumstances under which issued and procedure of issue.
12. Duties of commercial staff in abnormal condition i.e ACP,ATT etc
13. Rules for booking of various types of special trains and coaches.
14. Public grievance redressal organization ,public complaints and their disposal, computerization of complaints.
15. Consumer protection act Introduction to consultative committees-SCC, DRUCC, ZRUCC,IRUCC.
16. Passengers and Passenger Tickets- Standard Card Tickets, Platform Tickets , Platform Passes/Permits, Izat MST, Rail travel facilities to MPs. Entitlement to travel on Duty by Rajdhani/ Shatabdi Express/ Jan Shatabdi Express. Entitlement of Passes/PIDs on the basis of pay drawn in the Railway service (Revised Pay) Rules, 2008, Duronto/Yuva Express/Double Decker Trains. Or Duty/ privilege/Post Retirement Compliments Passes in Duronto Express Trains, Entitlement to travel on Duty Privilege and Post-retirement Complementary Pass, procurement of Tickets, Check on Passenger Tickets on Receipt, Backing up of Tickets, Passes, Metal Passes, Free allowance on Passes, Military Warrants and Concessions order, Military Personnel found travelling on Unchanged warrants Guard's certificate of permission to travel, persons suffering from any Infectious or contagious Diseases, Break Journey Tickets left Behind, Various concessions in Fares, Accountal and Returns.
17. Check and Collection of Passenger Tickets- Object of Check and Collection, Stationary and Mobile Checks, Measures for combating ticketless Travel, Ticket Nippers, Causes of Ticketless Travel, and Various Checks Conducted. Step to reduce ticketless travel, Disposal of collected Tickets, Cash incentive to the ticket checking staff for good performance Penalties and offences at a glance. Norms for manning of coaches, provision of seals for different categories of staff. Declaration of private cash by the staff working in Booking office, Parcel office and Goods shed. Strengthening of Central Ticket Checking squad of Railway Board. Wearing of Uniform by Ticket Checking Staff.

GOODS THEORY

1. Kinds of goods handled by the Railway-General goods. Dangerous and explosives goods offensive goods, live stock, perishables, contrabands, bulky articles, railway material, military traffic, goods in loose, POL, ODC.
2. Particulars exhibited on a wagon, various kinds of wagons. Places where the goods traffic is dealt with-station, sidings, out agencies etc. Various types of wagons in use and matter displayed on a wagon.
3. Weighment, reweighment procedure and its up keeping, routing of traffic, rationalization scheme, in motion way Bridge and Pre Weigh Bin wagon loading system.
4. Forwarding Note, its execution and Importance, various types of Forwarding Notes and their use.
5. Preferential traffic schedule and wagon demand register, Registration of Indent, e-indent, e-indent procedure, re-generation of custom e-way bill, allotment and supply of wagons, change

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4. Forwarding Note, its execution and importance, various types of Forwarding Notes and their use.
5. Preferential traffic schedule and wagon demand register, Registration of Indent, e-Indent, e-indent procedure, re-generation of custom e-way bill, allotment and supply of wagons, change

- in the name of commodity, change in the name of destination station. Selection of wagons, sealing riveting of wagons & locking of wagons. Check lines on bagged consignments loaded in open wagons, use of tarpaulins, PLM.
6. Wagon Demand Register, placement of wagons at goods shed, Wagon Transfer Register, loading of out ward goods. Out ward tally book.
 7. Kinds of rates, classification of commodities, block rake composition.
 8. Rules for acceptance, booking and carriage of contraband goods, intoxicating drugs, dangerous and offensive goods.
 9. Rules for acceptance, booking carriage and delivery of live stock and Bulky articles.
 10. Rules for acceptance, booking carriage and delivery of Railway Material and Military Goods.
 11. Rules for booking block rake and TMS, e-payment-TRR
 12. Various charges leviable as per goods tariff in addition to the freight
 13. Rules for booking of issue of RR and disposal of various copies of invoice. Out ward index register and wagon exchange book, traffic to and from CBO/CBA/OA and sidings.
 14. Unloading of wagons, reporting discrepancies and maintenance of DD Register. Punitive charge for overloading of goods, Inward tally book, Inward invoice index register, under charge, over charge, over charge sheet, inventory of goods
 15. Delivery of Goods, various types of delivery. Delivery in the absence of RR. Indemnity bond-The types and execution. Gate pass system. Preparation & submission of DP/MGR, I/s declaratic of goods, goods refunds.
 16. Rebooking and diversion
 17. Goods cash book and other register maintained at Goods office, preparation of goods return including balance sheet and their submission.
 18. Disposal of booked & unclaimed, unconnected goods-balance sheet, NR cell and its function.
 19. Cause of claim and their prevention. Organization of claims and refunds. Procedure settlement of claims, common carrier liabilities.
 20. Wharfage and Demurrage charges.
 21. Functioning of FOIS and working of TMS.
 22. Siding and it's working. rule regarding stacking of goods.
 23. Freight incentive scheme and transportation products, Wagon Investment scheme.
 24. Introduction on freight marketing.

समाप्ति:-

1. संवैधानिक प्रावधान से संबंधित प्रश्न।
2. राजभाषा अधिनियम-1963 (मथा संशोधित 1967) से संबंधित प्रश्न।
3. संविधान की आठवीं अनुसूची में शामिल भाषाएं (अनुच्छेद 344 (1) और 351)
4. राजभाषा अधिनियम 1963 की धारा 3 (3) के अंतर्गत आने वाले भाषाएं।
5. राजभाषा नियम 1976 से संबंधित प्रश्न।
6. राजभाषा कार्यान्वयन समितियों से संबंधित प्रश्न।
7. राजभाषा प्रयोग की दृष्टि से क्षेत्रों का वर्गीकरण।
8. राजभाषा प्रोत्साहन/पुरस्कार योजनाओं से संबंधित प्रश्न।
9. प्रोत्साहन/पुरस्कार योजनाएं।
10. हिन्दी परिषद से संबंधित प्रश्न।

ESTABLISHMENT-

1. Leave Rule
2. Pass Rule
3. D&AR
- 4 HOER
5. The Railway Service (conduct) Rule, 1966 and related instructions.
6. Retirement benefits
7. Payment of wages, allowances and overtime
8. Staff welfare
9. The trade union Act 1926
10. PNM, PREM, JCM
11. The factories Act 1948
12. The workmen's compensation Act, 1923
13. E-office, HRMS, IPAS, ARPAN, CPGRAMS

GENERAL KNOWLEDGE

KNOWLEDGE OF NOTING AND DRAFTING

KNOWLEDGE OF OFFICE WORKING