



कार्यालय महाप्रबन्धक (कार्मिक), पूर्वोत्तर रेलवे/गोरखपुर-273012
Office of the General Manager (P), N. E. Railway Gorakhpur-273012

क्रमांक:-180

File No: NER-HQ0PERS(POLI)/123/2025-O/o SPO/HQ/HQ/NER(**Computer No:** 140368) दिनांक :-21/10/2025

सचिव/महाप्रबन्धक

सचिव/अपर महाप्रबन्धक

सभी विभागाध्यक्ष

सभी मण्डल रेल प्रबन्धक

सभी कार्मिक अधिकारी

सभी मुख्य कारखाना प्रबन्धक

सभी अतिरिक्त मण्डलाधिकारी/स्थापना

पूर्वोत्तर रेलवे।

विषय :- वाणिज्य विभाग के विभिन्न पदों पर चयन हेतु कामन पाठ्यक्रम उपलब्ध कराने के सम्बन्ध में।

सन्दर्भ :- महाप्रबन्धक/कार्मिक/गोरखपुर का पत्र संख्या ई/2025/सर्कुलर/चार दिनांक 25.06.2025

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विषयगत मामले में वाणिज्य विभाग के विभिन्न पदों पर चयन हेतु निम्नलिखित पाठ्यक्रम आवश्यक कार्रवाई हेतु जारी किया जा रहा है—

Sr No.	Designation	Quota
1	Chief Commercial Cum Ticket Supervisor (CCTS) Level-6	10% LDCE

अतः उक्त मामले में तदनुसार आवश्यक कार्रवाई सुनिश्चित करें।

उपरोक्त पाठ्यक्रम पर प्रमुवाप्र का अनुमोदन प्राप्त है।

संलग्नक/यथोपरि

Digitally Signed by Vinod

Kumar Dwivedi

(वी.के. द्विवेदी)
Date: 21-10-2025 12:43:38

उपसंचालक/मुख्यालय
Reason: Approved
कृते महाप्रबन्धक/कार्मिक

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्रवाई हेतु प्रेषित:-

- 1) महामंत्री /एन.ई.रेलवे मेन्स कांग्रेस/पूर्वोत्तर रेलवे/गोरखपुर
- 2) महामंत्री /प्रोमोटी अधिकारी संघ /पूर्वोत्तर रेलवे/गोरखपुर
- 3) पूर्वोत्तर रेलवे प्रथम श्रेणी अधिकारी संघ /गोरखपुर
- 4) महामंत्री /एस.सी/ एस.टी एशोसिएशन /गोरखपुर

कृते महाप्रबन्धक/कार्मिक



कार्यालय महाप्रबन्धक (कार्मिक), पूर्वोत्तर रेलवे/गोरखपुर-273012
Office of the General Manager (P), N. E. Railway Gorakhpur-273012

क्रमांक:-180

File No: NER-HQ0PERS(POLI)/123/2025-O/o SPO/HQ/HQ/NER(**Computer No:** 140368) दिनांक :-21/10/2025

सचिव/महाप्रबन्धक

सचिव/अपर महाप्रबन्धक

सभी विभागाध्यक्ष

सभी मण्डल रेल प्रबन्धक

सभी कार्मिक अधिकारी

सभी मुख्य कारखाना प्रबन्धक

सभी अतिरिक्त मण्डलाधिकारी/स्थापना

पूर्वोत्तर रेलवे।

विषय :- वाणिज्य विभाग के विभिन्न पदों पर चयन हेतु कामन पाठ्यक्रम उपलब्ध कराने के सम्बन्ध में।

सन्दर्भ :- महाप्रबन्धक/कार्मिक/गोरखपुर का पत्र संख्या ई/2025/सर्कुलर/चार दिनांक 25.06.2025

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विषयगत मामले में वाणिज्य विभाग के विभिन्न पदों पर चयन हेतु निम्नलिखित पाठ्यक्रम आवश्यक कार्रवाई हेतु जारी किया जा रहा है—

Sr No.	Designation	Quota
1	Chief Commercial Cum Ticket Supervisor (CCTS) Level-6	10% LDCE

अतः उक्त मामले में तदनुसार आवश्यक कार्रवाई सुनिश्चित करें।

उपरोक्त पाठ्यक्रम पर प्रमुवाप्र का अनुमोदन प्राप्त है।

संलग्नक/यथोपरि

(वी.के.द्विवेदी)

उपमुकाधि/मुख्यालय
कृते महाप्रबन्धक/कार्मिक

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्रवाई हेतु प्रेषित:-

- 1) महामंत्री /एन.ई.रेलवे मेन्स कांग्रेस/पूर्वोत्तर रेलवे/गोरखपुर
- 2) महामंत्री /प्रोमोटी अधिकारी संघ /पूर्वोत्तर रेलवे/गोरखपुर
- 3) पूर्वोत्तर रेलवे प्रथम श्रेणी अधिकारी संघ /गोरखपुर
- 4) महामंत्री /एस.सी/ एस.टी एशोसिएशन /गोरखपुर

Digitally Signed by Vinod Kumar Dwivedi

Date: 21-10-2025 12:45:30

Reason: Approved

Syllabus for the 10% LDCE Quota for CCTS in the Commercial Department,

Overall Structure

Section	Marks	Remarks
1. Professional	80	Core professional knowledge
2. Establishment & Accounts	20	Administrative proficiency
3. Rajbhasha (Optional)	10	

PROFESSIONAL (80 Marks)

A. General Overview

- History, development & organization of Indian Railways
- Commercial Department structure & books of reference
- Railway Act 1989 & relevant commercial rules
- Functions of Commercial Deptt.

B. Coaching

1. Booking & Reservation

- Classes of accommodation, fare rules, rounding off
- PRS, UTS, I-ticket, e-ticket systems
- Types of tickets & passes, circular journey ticket, break journey rules
- Military, police, jail warrants & concessions
- Seat/berth reservation, quotas, RAC, Tatkal, group bookings
- Booking of special trains/coaches
- Tourist trains (Palace on Wheels, Fairy Queen, etc.)
- Chart preparation, name change, postponement/preponement
- Online/mobile reservations, bedroll charges, upgradation
- Refund rules, duplicate tickets, TDR/EDR, cancellation through 139.
- JTBS, STBA, YTSK, VIKALP, mobile ticketing, UTS on Mobile app
- Time tables
- HOR, Travel entitlements for MPs, MLAs, etc.
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2. Luggage & Parcel

- Definitions, free allowance, categorisation of trains for parcel traffic.
- Parcel booking rules, PLM, PMS, POS
- Booking of corpses, animals and birds, perishable, bulky items, vehicles.
- Minimum weight condition, Excepted articles, Provision of PCEV
- Delivery procedures, indemnity bonds, cost deposits, demurrage & wharfage
- PCET, E-auction of Parcel Space, JPP-RCS Policy

3. Ticket Checking

- Duties, Types of ticket check irregular travel, excess fare, charge sheets
- Medical aid, HHT, TTE lobby digitisation
- Unbooked luggage, memo preparation
- Ticket disposal, DTCR, reporting of abnormal tickets,
- Guard certificate, ACP/RTT handling, tickets left behind.

I/53755/2025

C. Goods Theory**1. General**

- General, dangerous, offensive, livestock, perishables, military, POL, RMC, ODC
- Classification of commodities
- Kinds of rates, STS
- Sidings. PFT, Gati Shakti Cargo Terminal Policy
- FOIS, Freight Business Development Portal(FBD Portal), Rates Branch System (RBS)

2. Wagon & Traffic Handling

- Transportation Products: Block Rakes / Mini Rakes / Two Point Combinations etc.
- Wagon types, Carrying Capacity, CC Routes, weighment, routing, rationalization
- Forwarding notes, Registration of Demand for wagons electronically (e-RD) through FOIS web portal; Premium Indent Scheme, wagon demand register
- Rules for acceptance and booking, Tarpaulin use, sealing & locking wagons

3. Booking & Delivery Rules

- Contraband, livestock, bulky articles, railway/military goods
- TMS, e-payment, RR issuance
- Unloading, discrepancy reporting, DD register
- Rebooking and Diversion, Rationalisation Scheme
- Provision, installation and functioning of weighbridges.
- Weighment of wagons / rake, exemption from weighment, procedure to deal with overloaded wagon(s) and levy of Detention Charge etc.
- System of charging freight on Through distance basis in case of sidings, EOL System.
- Electronic Transmission of Railway Receipt (eT-RR)
- Container Rail Terminal (CRT), Container Class Rate (CCR) and Hub & Spoke system of charging.
- Rules for conveyance of explosives and other dangerous goods by rail (Red Tariff)

4. Various Charges, Freight Marketing

- Freight, punitive charges, under/over charge
- Levy of Busy Season Charge, Development Surcharge and Congestion Charge.
- Delivery types, indemnity bonds, gate pass system.
- Demurrage, Stabling, Wharfage, Stacking, Waiver and Write-off, (Waiver Module in IREPS Portal)
- Freight Incentive Schemes, AFTO, SFTO,
- Wagon Investment Schemes, Wagon Leasing schemes, GPWIS

5. Claims & Refunds

- Coaching Refunds, WECRS
- Responsibility of Railways,
- Claims & Claims Prevention
- Notified Stations, Disposal of unclaimed goods, NR Cell
- DDM/MGR, misdeclaration, goods refunds.
- Railway Claims Tribunal

6. Documentation & Returns

- TAMS, E-CR, E-TR, Coaching/goods balance sheet.
- Goods cash book, balance sheet, NR cell
- Station outstanding and clearance.

D. Safety Management

- Accident definitions & classifications
- ART/ARME operations, hooter, target times
- Duties during accidents, ex-gratia, compensation (Sec. 124, 124-A)

E. Other Commercial functions

- Station categorization, cleanliness, passenger amenities
- Facilities for special categories (Divyangjan, Sr. Citizens, Military, etc.)
- Public facilities: cloak room, lockers, IVRS, NTES, PA system.
- Digital Payments, UPI, QR payments.
- Catering Policy, PMBJK, OSOP, NFR Policy, WVM Policy, MPS Policy
- E-auction, Miscellaneous E-Receipt system (MERS)
- Halt stations
- Public Grievance, Rail Madad, CPGRAMS, RTI
- Consumer Protection Act,
- Consultative committees (SCC, DRUCC, ZRUCC, NRUCC)

ESTABLISHMENT & ACCOUNTS (20 marks)**A. Establishment**

- Leave types & encashment
- Passes, Pass Rules, entitlement, free allowance on passes & AILTC
- Pay & allowances: TA, DA, NDA, OTA, contingency, CTG
- Seniority, career prospects
- Duty roster, HOER
- Conduct rules, D&AR,
- Staff welfare: PNM, JCM, PREM, SBF, NPS, UPS, APAR

B. Accounts

- Traffic Accounts Office & TIA
- Railway earnings sources
- Booking/reservation/parcel/goods forms & registers
- Indents: money value books, computer tickets
- Cash remittance: e-CR, e-TR, Rail Shakti
- Reports & returns from various offices
- Accountal of EFT, BPT, RTC, NIT, vouchers
- Commercial Statistics, Statistical Statements

राजभाषा RAJBHASHA (Optional – 10 Marks)

Digitally Signed by Raj
Shekhar Mishra
Date: 15-10-2025 16:23:24
Reason: Approved