

पूर्व तट रेलवे/EAST COAST RAILWAY



मुख्य कार्मिक अधिकारी का कार्यालय/  
Office of the Chief Personnel Officer  
रेल सदन, द्वितीय तल, भुवनेश्वर- 751 017  
Rail Sadan, IInd Floor, Bhubaneswar-751 017

स्थापना क्रमांक/ Estt. Srl. No. 110/2016

पूतरे/कार्मिक/आर/ECOR/ Pers/R/Syllabus./CS

दिनांक/Date: 11.08.2016

सेवा मे,

सभी प्रमुख विभागाध्यक्षों/समन्वयक विभागाध्यक्षों, पू त रे/भुवनेश्वर  
मं.रे.प्र/व.मं.का.अधिकारी/मं.का.अधिकारी-खोरधारोड,वालातेरु, संबलपुर,  
मु:कारखाना प्रबंधक/कारखाना कार्मिक अधिकारी- मंचेश्वर, अतिरिक्त रजिस्ट्रार/रेल दावा अधिकरण,  
व.का अधिकारी(नि)/भुवनेश्वर  
महा सचिव/इकोर श्र. कां., महा सचिव/इकोर श्र. यू.,  
महा सचिव/एआई ओ बी सी आर ई ए, महा सचिव/ ए आई एस सी एस टी आर ई ए

विषय/ Syllabus for Selection of Commercial Supervisors/Inspectors in Scale  
Sub: Rs.9300-34800 GP-4200/- against 10% LDCE Quota in Commercial  
Department.

पूतरे के विषय क्रमांक/ECOR's Subject Serial No-EPS 14/2016.

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The Syllabus for Selection to the post of Commercial Supervisors/Inspectors in PB-2( Rs.9300-34800) with GP-4200/ against 10% LDCE quota in Commercial Department, approved by the competent authority is circulated herewith for information, guidance and necessary action.

संलग्न/Encl: यथोक्त/As above,

*Aban 11/8/16*  
(R.N.A. PARIDA)  
Sr. Personnel Officer (Staff)  
कृते मुख्य कार्मिक अधिकारी  
For Chief Personnel Officer

प्रतिलिपि प्रेषित/Copy to :

- 1) महाप्रबंधक के सचिव/पूर्व तट रेलवे, भुवनेश्वर
- 2) मुकाधि/मुकाधि(प्रशा.), उप म.प्र, अध्यक्ष(रेलवे भर्ती प्रकोष्ठ)
- 3) उप मुख्य प्रबंधक(सू.प्रौ), उप मुकाधि(औ.सं.एवं कल्याण), वकाधि(इंजी.)
- 4) वकाधि(मुख्या.), वकाधि(स्टाफ), वकाधि(राज. एवं न्याया.)मुकाधि के निजी सचिव/
- 5) सहा.कार्मिक अधि.(मुख्या.-सहा.कार्मिक अधि.(कल्याण)

SYLLABUS FOR THE WRITTEN TEST FOR THE SELECTION OF COMMERCIAL SUPERVISORS/INSPECTORS IN SCALE 9300-34800+4200

1. Functions of the Commercial department, duties of the officers and staff and contact with public.
2. Rules regarding display of notices regarding hours of business. Time tables, fare, rates etc. Books of reference especially tariffs, rate circulars etc.
3. Description of passenger tickets, procedure of indents, supply stocking and preparation of return thereof. Working of UTS.
4. Rules regarding warrants, concession orders, HOR, free Passes, PTOs.
5. Rules regarding admission to platform and carriage of passengers.
6. Check and collection of passenger tickets and submission of return to the accounts.
7. Rules regarding reservation of berths, seats and compartments reservation of special bogies and special trains, RAC, E-Ticketing, Tatkal facility.
8. Rules regarding allotment and working of Post office PRS, JTBS, STBS, YTSK.
9. Booking and delivery of passenger luggage, booking of animals and birds, exempted articles, miscellaneous traffic and parcels, coaching books, forms and returns.
10. Knowledge of booking and delivery of goods traffic of all kinds, rating and routing of goods traffic, collection of punitive charges on over loading of Goods, preparation and maintenance of books and forms and submission of returns, rules regarding indenting, loading and unloading of goods traffic, re-weighment, open delivery, assessment delivery etc. Rules for levy of demurrage and wharfage charges for goods, parcels and luggage, rates tribunal, conference rules.
11. Various Freight Incentive schemes, Wagon Investment Scheme
12. Rebooking and diversion of goods.
13. Claims for compensation and for refunds, claims prevention measures.
14. Lost property and unclaimed consignments.
15. Working of FOIS, PMS, NTES.
16. Traffic receipts and remittances.
17. Opening and working of sidings, types of sidings, procedure of booking and delivery in the sidings, collection of sidings charges, collection of demurrage arrangements with ports.
18. Station outstanding and clearance thereof.
19. Catering and vending service, departmental and contract catering in the light of Catering Policy -2010.
20. Commercial and accounts inspections and finalization of TLAs and Audit reports.
21. Lease of land, collection of rent due etc.

Approved

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22. Provision of Passenger Amenities and Railway Users' amenities - MEA, Aadarsh stations, Model stations, Modern stations.
23. Co-ordination between rail and road. Railway participation in Road Transport Corporation.
24. Traffic survey, development of traffic (Goods and Coaching) and container freight services.
25. Ticket checking methods of separating statements submitted etc. allied matters.
26. Marketing and sales organization its various functions.
27. Accidents - responsibility of Commercial department and disposal of accident claims.
28. Provision in the Indian Railways Act for Railway Responsibility for compensation of claims.
29. Payment of wages act, Hours of employment Rules, Leave Rules.
30. Disciplinary and Appeal rules.
31. Official language policy and rules.

Approved

9.3.16

Shri 11/8/16