

EASTERN RAILWAY

No.E .740/2/Misc/Pt IX (Trg.),

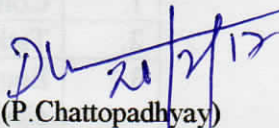
Kolkata, dated : 20.02.2017

ALL CONCERNED

SUB: Revised Training Modules of Traffic (Commercial) and traffic (Transportation) Department.

Copy of Railway Board's letter No.E(MPP)2019/1/34 dated 31.01.2017 (RBE No.09/2017) addressed to GMs, all Indian railways & others on the above subject is forwarded for information, guidance and necessary action.

DA: As refd .to


(P.Chattopadhyay)

Sr. Personnel Officer (W & IR)
For Chief Personnel Officer

Copy of the Railway Board's letter No. No.E(MPP)2009/1/34 dated 31.01.2017 (RBE No.09/2017) addressed to GMs, all Indian Railways and others.

Revised Training Modules of Traffic (Commercial) and
SUB: traffic (Transportation) Department.

Ministry of Railways (Railway Board) had constituted a committee to review the Training Modules of all categories of of Traffic Transportation & Traffic Commercial department and with the approval of Board(MT & MS) it has been decided to revise the existing training modules

2. The revised modules prepared are as under :-

Traffic Transportation Modules.

S.N	Category	Stage	Revised duration
1.	Traffic Apprentice	Induction/Promotional	300 days
2.	Pro-ASM*	Induction/Promotional	75 days
3.	TT Machine Supervisor	Induction	12 days
4.	Cabinman/Pointsman/Leverman to Cabin Master.	Induction/Promotional	24 days
5.	Goods Guard**	Induction/Promotional	30 days
6.	Section Controllers #	Promotional	30 days
7.	TNC@	Induction/Promotional	18 days
8.	Pointsman	Induction	27 days
9.	Shunting Master	Induction	15 days
10.	Cabinman/Switchman	Induction	24 days
11.	Leverman	Induction	25 days
12.	Cabinman / Leverman	Promotional	25 days
13.	Cabin Master / Switchman	Refresher	09 days
14.	Pointsman	Refresher	06 days

15.	Cabinman / Leverman	Refresher	06 days
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* Included in ASM portion of Traffic apprentice module.

** Included in Guard portion of Traffic apprentice module.

Included in Section controller portion of Traffic apprentice module.

@ Included in TNC portion of Traffic apprentice module.

Traffic Commercial Modules.

S N	Category	Stage	Revised Duration
1.	Commercial Apprentice	Induction	80 days
2.	Ticket Examiner	Induction/Promotional	26 days
3	Enquiry-cum-reservation clerk	Induction/Promotional	26 days
4	Commercial Inspector	Promotional	45 days
5.	Commercial Supervisor	Promotional	57 days
6.	Ticket Checking Supervisor	Promotional	26 days
7.	Coaching Supervisor	Promotional	27 days
8.	Goods Supervisor	Promotional	25 days
9.	Ticket Checking Staff	Refresher	06 days
10.	Commercial Clerk Supervisor	Refresher	06 days
11.	Enquiry-cum-reservation clerk	Refresher	06 days
12.	Commercial Inspector	Refresher	06 days
13.	Claim Inspector	Refresher	06 days
14.	Goods Clerk/Goods Supervisor	Refresher	06 days
15.	Customer Care for all frontline staff	Special Courses	06 days
16.	Contract management	Special courses	06 days
17.	Passenger amenities	Special courses	06 days

3. The above training modules have been scanned and uploaded and can be viewed/downloaded from railnet under E(MPP) training circulars.

Sd/-

(Anuradha Singh)

Director (MPP)/Railway Board

Index NO.1077: Revised Training Modules of Traffic (Commercial) and traffic (Transportation) Department.