

No. :- E-3/Comml.Clerk/Prom/CCC/2024

dated :- 17.03.2026

NOTIFICATION

Sr. Divisional Commercial Manager
Eastern Railway, Howrah.

Sub:- Selection for promotion to the post of Commercial-Cum-Ticket Supervisor in level-06 against 75% PRQ quota in Commercial Department to be filled by employees in Level-05 i.e, Sr. CCTC in Commercial Department of Howrah.

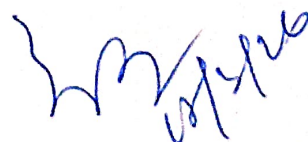
It is proposed to conduct selection for promotion to the post of Commercial-cum-ticket supervisor in Level-6 of pay matrix in 7th CPC (GP 4200) against 75% PRQ in Commercial Department of Howrah Division. The selection consists of Computer Based Test/Tablet Based Test and Scrutiny of Service records i.e.; APARs and Service Records.

The No. of vacancies assessed is as detailed below:

Category	SC	ST	UR	Total	(incl) PwBD			
					HI	LD	MD	Total
CCTS (75% Promotional Quota)	150 (Including backlog vac.)	70 (Including backlog vac.)	191	411	6	6	5	17

Since this is a promotional quota exam, the employees in the zone of consideration will be called on 1:3 ratio, in terms of Boards instructions RBE.No.21/2014. They may be alerted to be in readiness to appear for CBT/TBT. It is the responsibility of the supervisory officials to inform these employees in writing about the selection and a copy of this notification along with syllabus should be made available to them. If any of the employees expresses his un-willingness to appear for the selection a written declaration may be obtained from them in duplicate and the original may be sent to this office on or before **06.04.2026**. Supervisors are accountable to inform the candidates who are on leave/sick/absent or any other grounds. They may also be served this notification to such of those staff under clear acknowledgements and it should be forwarded to this office. The application form is enclosed herewith. All eligible candidates are requested to fill up the same and submit it to this office on or before **06.04.2026**

Eligibility and Service conditions of staff: As per RBE 85/2023, the employees from feeder category in level-5 i.e. Sr.CCTC's from Commercial Department who have completed minimum 2 years of continuous regular service in their existing Pay Level-5 as on **17.03.2026** ie: the date of issue of this notification categories are eligible to apply for the post of Commercial-cum-Ticket Supervisor in Level-6 of Howrah Division.



Method of selection: The Computer Based Test/Tablet Based Test will be conducted as per syllabus enclosed. The question paper will be in English and Hindi languages only. In terms of Railway Boards Letter No.E(NG)1/2018/PM1/4, dated 14.12.2018, (RBE No.196/2018) circulated under PCPO Serial Circular No.240/2018, the question paper will be 100% objective type. All questions will be multiple choices only.

1. The examination will be conducted in CBT/TBT as per RBE.No.47/2025 & 75/2025.

2. 10% of the questions (optional) will be on Rajbhasha. If any candidate answers more than 100, the first 100 attempted questions will be evaluated.

3. There will be supplementary examination provided the reasons adduced by the absentees are satisfactory and accepted by the competent authority. It will also be similar objective type.

4. There will be no negative marks in departmental selections where panel will be drawn on seniority. Hence, there is no negative mark in the instant selection as per RBE no. 194/2019.

5. The alert notice is also subject to outcome of any court case pending before any court of law regarding reservation matters and other related issues.

6. The panel will be drawn after scrutiny of service record and last three (03) years APARs of staff those who are qualified in the written examination CBT/TBT.

7. There is no pre selection coaching for SC/ST employees since the post is declared as Non-Safety.

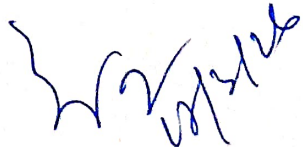
8. The employees may be advised to note that if it is found that they are not fulfilling the eligibility and other criteria required for the selection, their candidature is liable to be cancelled at any stage of the selection without any notice.

The employees who secured 60% of marks in the Written Examination will qualify for further process of Scrutiny of Service Records. There is a provision of 10% relaxation for SC/ST employees to fill up reserved vacancies. Final panel will be drawn if the candidates secures 60% marks in written examination and 60% in aggregate (RBE No.33/2025 dated 23.04.2025) and panel will be drawn strictly as per seniority to the extent of vacancies notified duly observing reservations.

Sample questions are only indicative in nature but not exhaustive. The examinees are advised to update their knowledge with latest Rules/circulars/policies.

Particulars of DAR/SPE/Vig cases pending/proposed to be initiated in favour of the employees concerned may be advised to this office with full details of the case duly indicating the penalty imposed/undergoing if any.

The final panel will be being subject to their being fit in medical classification of Bee-2 only.



The date and venue of CBT/TBT will be notified separately. However the tentative date of examination will be held in 2nd week of May 2026. The syllabus is enclosed for CCTS in Commercial department vide HQ's letter No.1025/Comml.-HQ/Selectionn/Pt-II dated 27.02.2026.

Enclosed :- i. Application Form
ii Syllabus


Asst. Personnel Officer-I
For Sr. Divl. Personnel Officer
Eastern Railway, Howrah.

No. :- E-3/Comml.Clerk/Prom/CCC/2024

dated :- 17.03.2026

Copy to :- PCPO/ER, PCCM/ER, SDGM/Vig/ER for information and necessary action.

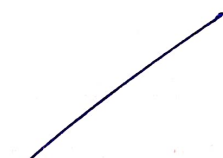
Copy to :- PS (Gaz) to DRM for information of DRM/HWH.

Copy to :- All TI(C)'s for information and necessary action.

Copy to :- OS/Confidential Cell for information and necessary action

Copy to :- OS/Union Cell for information of Recognized Trade Unions.




Asst. Personnel Officer-I
For Sr. Divl. Personnel Officer
Eastern Railway, Howrah.

APPLICATION FOR THE POST OF CHIEF COMMERCIAL CUM TICKET SUPERVISOR (CCTS)

1. Name of the Employee :- _____
2. Designation :- _____
3. Employee No. :- _____
4. HRMS ID :- _____
5. Station :- _____
6. Present Pay & Pay Level :- _____
7. Date of Birth :- _____
8. Community :- _____
(SC/ST/UR/OBC)
9. Qualification :- _____
10. Mobile No. :- _____
11. Email ID :- _____
12. Date of Initial Appointment :- _____
13. Date of Regular Promotion to present post (Level-05) :- _____
14. Length of Regular Service in Level-5 :- _____
15. i. PwBD Category (if any) :- _____
ii. Percentage of Disability :- _____

(To be filled-up by those employees only, who wer transferred to present Division on own request/mutual transfer)

17. Type of Transfer :- _____

Transferred From		Transferred To	
Division :-	_____	Division :-	_____
Designation :-	_____	Designation :-	_____
Pay Level :-	_____	Pay Level :-	_____
Released on (Date) :-	_____	Reported on :-	_____

18. Whether fulfills eligibility criteria (Yes/No) :- _____

Declaration: I do hereby declare that the information furnished above is true and correct to the best of my knowledge. In the event of any information being found false or incorrect, my candidature for the examination is liable to be rejected or cancelled at any stage without assigning any reason thereof.

Date :- _____

Signature of Candidate

Forwarded for necessary action.

(Signature of Controlling Officer)

Syllabus for Selection to the merged category of CCTS in level-06 against 75% PRQ

1. General

Class of accommodation, Books of Reference, Guidelines for Charging of Fare, Child Fare, Rounding off of fare, etc.

II. Tickets.

Unreserved Ticket system (UTS), Different types of Tickets-Computer Printed Ticket, Season tickets, e-ticket, Circular Journey Ticket, Platform Ticket, Supplementary Charge Ticket, Cloak Room Ticket, Retiring Room Ticket.

UTS on Mobile, M -UTS.

III. Ticketing through Agents

JTBS, Halt agent, STBA, YTSK, India Post Passenger Reservation System, Non-Rail Head PRS.

IV. Reservation

Reservation Rules, Different type of Reservation Quota - Foreign Tourist Quota, Ladies Quota, Divyangjan Quota, Tatkal Ticket, Premium Tatkal Ticket etc

Upgradation, VIKALP, Duplicate Ticket, Flexi and Dynamic Fare System and Reservation Charts.

Changes in reservation Boarding point change, Name change, Class change, Postponement, Preponement of journey, Bulk Booking Rules etc.

Break Journey Rule, Guard's Certificate, Different Types of Concession, Military Warrants & Concession Vouchers, Police Warrants, Jail Warrants, ICRP, EX MP, Rail Travel Coupons for MLA/MLC, High Official Requisition, Accredited Press Correspondent.

GST in ticketing.

V. Different Types of Train

Rajdhani Express, Duronto Express, Shatabdi Express, Garib Rath, Humsafar, Tejas Rajdhani Express, Vande Bharat Express, Vande Bharat Sleeper Express, Jan

Shatabdi Express, Uday Express, Mahamana Express, Amrit Bharat Trains, Yuva Express, Antyodaya Express and AC EMU/DEMU Trains.

Coaches- Anubhuti coaches, Vistadome Coaches & Deendayalu Coaches,

Special trains on Special fare, Suvidha trains, Clone trains, Bharat Gaurav Trains, Aastha Special Trains, Full Tariff Rate Trains, Luxury Tourist Trains.

VI. Coaching Refund Rules

Unused Unreserved Ticket & Unused Reserved Tickets, Refund Rules, TDR, Cancellation of PRS ticket through IVRS/SMS, Computerised Coaching Refunds Scheme (CCRS), Coaching refunds.

VII. Ticket Checking -

Causes of Ticket less travel, Various checks to combat Ticketless travel, Tickets Collection Register, Handing Over Memo, Guidelines for handling Irregular travel, Charging of un-booked Luggage and Partial Booked Luggage,

Traveling Ticket Examiner Lobby, Hand Held Terminal (HHT).

VIII. Advance Coaching Policies

Categorization of stations, Policy for opening and closing of Halt station, Passenger Amenities, Various Consultative Committees, Facilities for woman passengers, Divyangjan, Sr. Citizen and Military Personnel etc., Cloak room, Retiring Room, waiting rooms, IVRS, PA system, Catering policy, Policy for Multipurpose Stall, Water Vending Machine, ATMs & DBUs, Vehicle Parking, Pay and use Toilets & Non Fare Revenue policies (Out Of Home, Mobile Assets, Rail Display Network, New Innovative Non Fare Revenue Ideas Scheme (NINFRIS), Unsolicited Proposal, One Station One Product, Pradhan Mantri Bhartiya Janaushadhi Kendras (PMBJKs) at railway stations.

IX. Luggage & Parcel

Luggage, Booking & charging of Luggage, articles not accepted as luggage and Parcel, Luggage in EMU trains. Carriage of Luggage in brake van and with passenger in coaches.

Forwarding Note, PW Bill, Packing, Labelling and Marking, Sealing, Weighment & Re-weighment, Method of charging Voluminous consignments, Preventive Measures for Fire, Procedure for dealing undelivered perishable and Hard parcels.

Generation of e-way bill. Precautions for Loading and Unloading, Delivery of parcels, Booking of various consignments -Animals & Birds, Postal, Corpse, 2-wheeler, 3-wheeler&4-wheeler, Newspaper & Magazine. PCEV Charges, Parcel Leasing policy.

Indented Parcel Van, Advance booking of Parcel Space, Parcel Cargo Express Train, Joint Parcel Product - Rapid Cargo Services (JPP-RCS). Demurrage & Wharfage charges of Parcels, Over carriage of parcels.

Parcel Management System

Goods

X. Booking of Goods

Kinds of goods handled by Railways- General goods, Dangerous and explosive goods, offensive goods, live stock, perishables, bulky articles, RMC, Military traffic, goods in loose, POL.

Calculation of freight for wagon loads and train load consignment, calculation of freight for various kinds of wagons on different routes (CC+8, CC+6, 25 ton axle load). Working hours of goods sheds. Classification of good sheds, Basic terminal facilities,

Forwarding Note, E-RD, Premium Indent, Types of Wagons, Declaration, Mis-declaration, Risk Rate, Riveting and Sealing. Weighment Procedures and Procedures to Deal with Overloading of wagon (punitive charges).Electronic In-Motion Way Bridge, Pre-Weigh BinWagon Loading System, Re-weighment, Guidelines for Installation and Operation of Weigh Bridge, Routing & Rating. Rationalization of Route. Clubbing of consignments, Change of Commodity and Destination, Loading and Unloading precautions, Dynamic Pricing Policy Preparation RR, e-TRR, e- payment, Online Payment, Reporting Discrepancies and Maintenance of DD register, Delivery of Goods, Gate Pass, Partial Delivery, Preparation & submission of Damage Report/Missing Goods Report. Delivery in absence of Original RR, Rebooking and Diversion, Open Delivery and Assessment Delivery, Demurrage and Wharfage, Night Incentive, Wavier of Demurrage & Wharfage, Advance Stacking, Un-booked and Unclaimed, Auction, Unconnected goods, Re Booking, Diversion, Assessment Delivery, Open Delivery

Accrual and clearance of outstanding, Preparation of Online-Balance Sheet in FOIS.

XI. Booking of various consignments.

Crane consignments, ODC, Military consignment, dangerous & offensive goods, Contraband items, Booking of Animals, RMC, Container Traffic.

XII. Various Terminals

Working procedures in operation of Goods shed, Sidings & its Types, Private Freight Terminal, Engine on Load Policy (EOL), Gati-Shakti Multi-modal Cargo Terminal (GCT), Container Rail Terminal, Port terminals. PPP Mode of Development of Good Shed

XIII. Marketing & Sales

Various Transportation Products, Automatic Freight Rebate Scheme for Traffic Loaded in Traditional Empty Flow Direction, Cargo Aggregator, Incentive For Carrying Bagged Consignment in Open/Flat Wagons, Incentive scheme for Fly Ash and Bed ash, Station To Station Rates. Alternative Good Shed Incentives Scheme.

Business Development Unit (BDU)

XIV. Advance Goods Policies

Wagon Leasing Scheme, General Purpose Wagon Investment Scheme, Automobile Freight Train Operator Liberalized Special Freight Train Operator, Round Trip Tariff, Merry Go Round, Roll on Roll off.

XV. Claims

Claims Organization Prevention of claims, Monsoon Precautions NR cell Procedure for Settlement of Claims, PCEV charges, Common Carrier Liability Railway Claims Tribunal, Railway Act to deal with Claims/settlement.

XVI Station Inspection, Initial accounts & station outstanding

Various registers maintained at commercial offices, Station Withdrawal, Under Charge & Over Charges, TIA Inspection, Types of Outstanding and Clearance, Cash Remittance & Online-balance sheet. Bank Remittance -Rail Shakti Account Door Step Banking services. Various reports and returns submitted by Booking office, Reservation, Parcel, Goods and TC office.

XVII. The Indian Railway Act 1989

Various Sections related to commercial department.

XVIII. IT Applications

FOIS, RMS, TMS, Freight Business Development Portal & Drishti, Traffic Accounts Management System, Parcel Management System, Indian Railway E-Procurement System (e-Auction), Integrated Coaching Management System, National Train Enquiry System Rail Dhandora, Rates Branch System, Government e Marketplace (GEM), Integrated Passenger Information System, PRIMES, Next Generation e Ticketing (N-GeT), UDM, HRMS, AIMS, IPAS & IRPSM

XIX. Miscellaneous.

Customer Care, Public Complaints, CPGRAMS, Rail Madad, 139 help lines, Right To Information Act (RTI) Mission 3000MT, Vision 2024 Mission 2030. National Green Tribunal, National Logistics Policy, Rail Green Point, Consumer Protection Act 1986 Railway Passes & their kinds -class eligibility, other facilities and PTO, Digital Payment, Amrit Bharat Station Schema (ABSS).