

सं०-ईसीआर / एचआरडी / 254 / अनुदेशक / क्षेत्र० प्र० सं० / पार्ट-3 (37215)

प्रधान मुख्य वाणिज्य प्रबंधक / पूमरे / हाजीपुर।

प्रधान मुख्य परि० प्रबंधक / पूमरे / हाजीपुर

उपमुख्य परि० प्रबंधक सी.एफ.टी.एम. / पूमरे / हाजीपुर।

मंडल रेल प्रबंधक (का०), पूमरे / मुगल०, धनबाद, समस्तीपुर, दानापुर, सोनपुर।

वरीय मंडल वाणिज्य प्रबंधक / पूमरे / मुगल०, धनबाद, समस्तीपुर, दानापुर, सोनपुर।

विषय:- क्षेत्रीय रेल प्रशिक्षण संस्थान, मुजफ्फरपुर के लिए अनुदेशक / वाणिज्य (G.P.4600/-, Level-7, As per 7th PC) के बाह्य संवर्ग पद (Ex.Cadre Post) पर चयन हेतु संशोधित पाठ्यक्रम जारी किये जाने के संबंध में।

संदर्भ:- इस कार्यालय की अधिसूचना दिनांक 04.03.2022

क्षेत्रीय रेल प्रशिक्षण संस्थान, मुजफ्फरपुर के लिए अनुदेशक / वाणिज्य (G.P.4600/-, Level-7, As per 7th PC) के बाह्य संवर्ग पद (Ex.Cadre Post) के 03 रिक्त पदों पर चयन हेतु इस कार्यालय के समसंख्यक पत्र दिनांक के द्वारा अधिसूचना जारी किया गया था। जारी अधिसूचना के साथ संलग्न पाठ्यक्रम में सक्षम अधिकारी के द्वारा संशोधन किया गया है।

अतः उक्त पदों के चयन हेतु नया संशोधित पाठ्यक्रम संलग्न कर जारी किया जाता है। उक्त पदों पर नवीनतम जारी पाठ्यक्रम के आधार पर चयन की प्रक्रिया संपन्न कराई जायेगी।

अधिसूचना की शेष शर्तें यथावत रहेंगी।

संलग्नक: संशोधित पाठ्यक्रम।

Digitally Signed by Trilok

Nath Verma

Date: 11-03-2022 11:47:35

Reason: Approved

(त्रिलोक नाथ वर्मा)

सकाधि (एमएण्ड)

कृते महाप्रबन्धक / कार्मिक / हाजीपुर

प्रतिलिपि :- निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित।

1. महाप्रबंधक / परिचालन / पूमरे / हाजीपुर
2. मुख्य कार्मिक अधिकारी (विधि) / पूमरे / हाजीपुर
3. प्रधानाचार्य / क्षेत्र प्र० सं० / मुजफ्फरपुर
4. वरि० कार्मिक अधिकारी (भर्ती) / पूमरे / हाजीपुर
5. सकाधि (एमपीपी) / पूमरे / हाजीपुर

Syllabus for selection of Instructors (Commercial).

General:

- History of Indian Railways with special reference to administrative set up at various levels.
- IRCA and its publications.
- Organisation and functions of Commercial department.
- Duties and responsibilities of Commercial officers and Inspectors.
- Various provisions of Railway Act-1989.
- Passenger amenities at stations and on trains.
- Complaints Organisation (PGRM), New modes of complaints @ suggestions.
- Public Relations.
- Catering Services/Policies.
- Implementation of Official Language Act.
- Right to Information Act.
- Consumer Protection Act.
- Role of commercial staff in Disaster Management.
- Railway User Consultative Committees.
- Inspection by Officers and Commercial Inspector.
- Cleanliness- Role of Commercial Department.
- Information Technology initiatives in Commercial Department.
- GST and e-bill.
- Gender sensitization and Security of women & children
- Ticket checking.

Commercial-Coaching:

- Booking of passengers. Travel facilities for MPs. Rules and exchange of various concessions. Military and Police warrants, High official requisitions. Issue of circular journey tickets etc.

- Rules for reservation of berths and seats. Tatkal reservation, E-ticketing and I ticketing, Upgradation of passengers and feeding of EDR.
- Booking of special coaches and special trains.
- Rules and refund of fares, computerized coaching refunds scheme (CCRS).
- Ticket checking organization. Various types of checks conducted by ticket checking staff, collection of penalty from ticketless travelers. Dealing with irregular travelers and unbooked/partially booked luggage. Preparation of EDR by amenity staff.
- General idea about acceptance, booking, carriage and delivery of luggage/parcels.
- Rationalization of parcel booking, leasing of parcel space.
- Opening and working of Passenger Halt stations.
- Passenger Reservation System (PRS).
- Unreserved Ticketing System (UTS), New modes of ticketing- JTBS, STBS, YTSK, ATVMS, Ticketing through Mobile.
- Frauds in ticketing and their prevention.
- Use of POS for Ticketing, Catering, Parking etc.

3.Commercial – Goods:

- Acceptance, booking, carriage and delivery of including explos other dangerous goods, military traffic and RMC.
- Rules governing the opening and working of siding.
- Levy of Demurrage. Wharfage and stacking charges. iv) Procedure for waiver of demurrage and wharfage charges.
- Train load and its conditions.
- Marketing and sales organization-, various freight incentive schemes and transportation products, wagon leasing schemes, AFTO, SFTO, RFT etc.
- Claims-Prevention and settlement.
- Railway Claims Tribunal and Railway Rates Tribunal.
- FOIS and its Modules.

4. Commercial- Sundries:

- General Contract Management (Revenue and Expenditure)

- Commercial Publicity
- Catering
- Parking Contracts
- Retiring Rooms
- Water Vending machine
- Bottle crushing machine
- Bottle crushing machine
- NFR (Non fare Revenue)
- MFC (Multi-functional complex).

5. Accounts:

- Classification of earnings
- Station Accounts
- Station Outstanding and its clearance
- Collection and proper remittance and railway cash
- Audit paras
- Traffic Survey
- Awarding of contracts.
- Withdrawn from station earnings
- Balance sheet
- Rail Shakti yojna.

6. Establishment:

- Railway Conduct Rules
- Discipline and Appeal rules
- Pass Rules
- HOER
- Leave rules.