

Refresher course for Commercial-cum-Ticket Clerks (All grades)

Department	Commercial
Module No.	Com-03
Category	Commercial-cum-Ticket Clerks (All grades)
Stage	Refresher
Duration	06 working days = 36 Hours

Module No.	Description	Hours	Days
CR-1/1	Coaching Theory	06	01
CR-1/2	Goods Theory	06	01
CR-1/3	Accounts	03	0.5
CR-1/4	Safety Management	03	0.5
CR-1/5	Information Technology	06	01
CR-1/6	Ethical Leadership & Stress Management	06	01
CR-1/6A	Child Right , Child Protection and Related Laws	3 ½	½
CR-1/7	Examination	03	½
	TOTAL	36	06

This is applicable for all the combined cadre in lower grade (other than inspectors and supervisors) and will be mandatory for every 2 years.

CR-1/1 COACHING THEORY	
Detailed discussion on latest changes and recapitulation of the following topics :-	
CR-1/1.1	Booking Office – Brief discussion on existing Break Journey Rule, Break Journey on various kinds of tickets and passes, Circular Journey, JTBS & STBA, YTSK, NGeT, Group reservation and Charting, kinds of time table and their use. Telephone no. 138, 139 & 182, Various kinds of concessions.
CR-1/1.2	Reservation Office - Rules for reservation of seats/berths, compartment, coach/tourist car, Special trains, various reservation quotas, RAC, Tatkal Seva, group reservation, change in name of reservation, preponement & postponement of reservation, Up gradation scheme, Refund of fare rules, issue of duplicate ticket in case of original is lost/torn/mutilated, issue of TDR & EDR.
CR-1/1.3	Parcel - Rules for acceptance, booking and carriage of parcels as per Coaching Tariff., categorisation (R,P,S) of trains for the purpose of booking of parcel, Fording Note and its execution, Rules for booking and carriage of 2, 3 and 4 wheeled carriages such as bicycle, scooter, motorcycle etc. in Luggage and Parcel and minimum weight condition, percentage charge, Booking and charging of animals and birds, News Paper & Magazines.
CR-1/1.4	Luggage – Definition, articles not accepted as luggage, articles allowed free and not weighed, Free Allowance, Grace Limit, Compartment Limit, cases in which free allowance not given, Carriage of luggage with passenger in passenger compartment and in Brake Van, Charging of unbooked luggage and partially booked luggage.
CR-1/1.5	Ticket Checking - Object of checking and collection of tickets, Submission of Ticket Collector's Report. Special points to be kept in view during checking, Various cases of irregular travelling and charging of excess fare and excess charge, Left behind tickets.
CR-1/1.6	Rly. Act 1989 – Sec. 49 to 60 and cognisable and non-cognisable offences under sections 137 to 149, 155 to 157, 162 to 167, 172 & 198.
CR-1/1.7	Guard Certificate – persons authorised to issue, conditions and circumstances under which issued and procedure of issue.
CR-1/1.8	Public Grievance Redressal organisation, public complaints and their disposal, Computerisation of complaints.
CR-1/1.9	Disposal of Booked and unclaimed, unbooked and unclaimed and unconnected goods, NR Cell, transit time, overdue consignment, over carried consignment.

CR-1/2 GOODS THEORY	
Detailed discussion on latest changes and recapitulation of the following topics :-	
CR-1/2.1	Forwarding Note, its execution and importance, various types of Forwarding Notes and their use.
CR-1/2.2	Briefing about Preferential traffic schedule, wagon demand, indent, allotment and supply of wagons.
CR-1/2.3	Wagon Demand Register, placement of wagons at goods shed, Wagon Transfer Register, loading of out ward goods, Out ward tally book.
CR-1/2.4	Kinds of rates, classification of commodities, block rake composition.
CR-1/2.5	Rules for acceptance, booking and carriage of contraband goods, intoxicating drugs, dangerous and offensive goods.

CR-1/2.6	Rules for acceptance, booking carriage and delivery of live stock and Bulky articles.
CR-1/2.7	Rules for acceptance, booking carriage and delivery of Railway Material and Military Goods.
CR-1/2.8	Rules for booking block rake, TMS, e-payment.
CR-1/2.9	Unloading of wagons, reporting discrepancies and maintenance of DD register. Reweighting of goods, Punitive charges for overloading of goods, Inward tally book , Inward invoice index register, Under charge, Over charge, Over charge sheet, Inventory of goods .
CR-1/2.10	Delivery of Goods. Various types of delivery. Delivery in the absence of RR. Indemnity bond - Their types and execution. Gate pass system. Preparation & Submission of DR/MGR.
CR-1/2.11	Rebooking and Diversion.
CR-1/2.12	Disposal of Booked & unclaimed, Unconnected goods and Lost Property. NR cell and its functions.
CR-1/2.13	Cause of claims and their prevention. Organization of claims and refunds. Procedure for settlement of claims.
CR-1/2.14	Wharfage & Demurrage Rules.

CR-1/3 ACCOUNTS	
CR-1/3.1	Indent of Money Value Book, Indent & estimate of computer tickets, Emergent Indent, Red Signal.
CR-1/3.2	DTC book, Remittance of cash through CR Note/Bank.
CR-1/3.3	Various reports (Passenger Classification Return, EFT Return, BPT Return, ROPD, Advance Statement of Gross Earning etc.) submitted by booking, reservation and TC office.
CR-1/3.4	Accountal of EFT, BPT, RTC, NIT and various vouchers.
CR-1/3.5	Disposal of collected tickets, Returns of TC/TTE.
CR-1/3.6	DTCR (Daily Train Collection Report), Abnormal Tickets and their DTCR.
CR-1/3.7	Non issued ticket, obsolete tickets and their disposal.
CR-1/3.8	Station outstanding and their clearance, Debit register, Error schedule.

CR-1/4 SAFETY MANAGEMENT	
CR-1/4.1	Accident : Various important definitions, classification of accident, Chain of command during accident, running of ART/ARME, Hooter, Target time of ART/ARME, Duties of Sr. Commercial Supervisor at the time of accident, Ex-gratia payment, Compensation, Section 123 to 129.
CR-1/4.2	Disaster Management – Introduction, Various Organizations, Golden Hour, DM Plans – at Divisional & Zonal levels, Various Telephone Nos. of Authorities to be used in requirement of assistance.

CR-1/4.3	First Aid – (Theory & Practical) Aims and Objective of First Aid, Respiration, Fractures, Poisons, Injuries to internal Organs. Principles of First Aid, Brief description of the structure and functions of the body. General description of heart and vessels. Circulation of blood. Heart attack, Blood pressure & CVS. Half Day Hands on Practice.
CR-1/4.4	Fire Fighting – Theory & Demonstration, Civil defence. Types of fire, causes of fire in train and at station, types of fire extinguisher, upkeep/readiness and use of fire extinguisher. Prevention of fire. Half Day Hands on Practice.

CR-1/5 INFORMATION TECHNOLOGY	
CR-1/5.1	FOIS, RMS, TMS, PMS, ICMS, UTS, PRS, NTES, RBS etc an overview
CR-1/5.2	Various reports and preparation of e-Balance Sheet.
CR-1/5.3	Hands on Practice, trouble shooting and problem solving.

CR-1/6 ETHICAL LEADERSHIP & STRESS MANAGEMENT	
CR-1/6.1	Ethics – Meaning, Role, Need, Value and Importance in public life.
CR-1/6.2	Leadership – Meaning, Role, Need, Value and Importance, Team building, Crowded/Mob Management.
CR-1/6.3	Personality Development - Meaning, Need and Importance. Positive Attitude Development, Effective communication Skills, Patience, Brain Storming, Perception. Forgiveness, Case studies/ inspirational videos.
CR-1/6.4	Stress Management - Meaning, Causes, Symptoms, remedies importance in personal and professional life.
CR-1/6.5	Customer care - Public perception, public relations, courtesy, Customer service its importance and provision.
CR-1/6.6	Soft Skills – Meaning, Requirements and its importance in public life.
CR-1/6.7	Yoga, PT, Meditation and Shramdan.
CR-1/6.8	Sports

CR-1/6A CHILD RIGHT , CHILD PROTECTION AND RELATED LAWS	
CR-1/6.1A	Introduction- Brief about the Organization, Introduce the training and sharing of objective.
CR-1/6.2A	Pre-Assessment- To understand participant's knowledge, attitude, practice in relation to child protection.
CR-1/6.3A	Introduction to child rights- The participants to gain an understanding of the following: Who is child, Why children are on street and on railway platforms? And their vulnerabilities, What are child Rights?
CR-1/6.4A	Introduction to child Protection Mechanism and legal framework in India- Brief introduction and highlights of major laws on child protection with

	special focus on Juvenile Justice (Care and Protection) Act, 2015
CR-1/6.5A	Orientation on Railway's SOP for Railways to care and protection of children in contact with Railways -Introduction to key components of the SOP and Guidebook, Participants to be introduced to the various role and responsibilities SS/SM, Roles and responsibilities of CHD with specific focus on RPF, Protocols to be followed in relation with children at the rly. stations and in Train
CR-1/6.6A	Open discussion- Open discussion with participants about challenges while dealing with children
CR-1/6.7A	Post-Training Assessment- To understand participant's knowledge, attitude, practice in relation to child protection
CR-1/6.8A	Feedback and vote of thanks

CR-1/7		EXAMINATION		Day	Hours
CR-1/7.1	Paper – 1 (Commercial) = Max Marks: 100	1	3		

~~~~~ \*\*\* ~~~~~