

**Training Module for Senior Commercial cum Ticket Clerks Initial
Commercial-cum-Ticket Clerks Initial & Promotion
Commercial Apprentice – 1st Phase Initial/Promotion**

Department	Commercial
Module No.	CI/CP-1
Category	Commercial cum Ticket Clerk Initial/Promotion Sr. Commercial cum Ticket Clerk Initial Commercial Apprentice – 1st Phase Initial/Promotion
Stage	Induction through RRB or Promotion through departmental examination
Duration	60 working days / 360 Hours

Module No.	Description	Hours	Days
CI/CP1/1	Foundation Course	18	03
CI/CP1/2	Coaching Theory	42	07
CI/CP1/3	Coaching Practical	36	06
CI/CP1/4	Goods Theory	36	06
CI/CP1/5	Goods Practical	36	06
CI/CP1/6	Accounts	30	05
CI/CP1/7	Safety Management	18	03
CI/CP1/8	Information Technology	30	05
CI/CP1/9	Ethical Leadership & Soft Skills	8½	1 ½
CI/CP1/9A	Child Right , Child Protection and Related Laws	3 ½	½
CI/CP1/10	Establishment	18	03
CI/CP1/11	Field Training (12 Days x 6 Hours)	72	12
CI/CP1/12	Examination	12	02
	TOTAL	360	60

CI/CP-1/1 FOUNDATION COURSE	
CI/CP-1/I.1	Admission formalities.
CI/CP-1/I.2	General Administration - History and Development of Indian Railways, organisation of Indian Railways, Various working under Ministry of railways, future strategies.
CI/CP-1/I.3	Transportation - Railways as a mode of transport in the country and key statistics, Organisation of function of Transportation department.
CI/CP-1/I.4	Commercial - Organisation, role and functions, complaints and public relation.
CI/CP-1/I.5	Safety - Organisation, role and functions, duties of Railwaymen in ensuring Safety and Security, Accident, causes and preventive measure, enquires, preparations of joint note & CRS organisation.
CI/CP-1/I.6	Personnel - Organisation and functions.
CI/CP-1/I.7	Accounts - Organisation, role and functions.
CI/CP-1/I.8	Audit - Organisation, role and functions.
CI/CP-1/I.9	Civil Engg. - Organisation, role and functions.
CI/CP-1/I.10	Mechanical Engineering - Organisation, role and functions.
CI/CP-1/I.11	Electric Engineering - Organisation, role and functions.
CI/CP-1/I.12	S & T Engineering - Organisation, role and functions.
CI/CP-1/I.13	Stores - Organisation, role and functions.
CI/CP-1/I.14	Vigilance - Organisation, role & functions
CI/CP-1/I.15	Security - RPF & GRP - Organisation, role and functions.
CI/CP-1/I.16	Staff welfare – Provisions.
CI/CP-1/I.17	Official Language Implementation – Importance – Various Incentives for qualifying in Hindi proficiency

CI/CP-1/2 COACHING THEORY	
CI/CP-1/2.1	Organisation of Commercial Department, its functions, Reference Books and their use.
CI/CP-1/2.2	Various classes of accommodation on railway, Minimum chargeable distance and Minimum Fare, superfast surcharge, reservation fee. Rounding off fare rules, combined ticket fare.
CI/CP-1/2.3	Categorisation of stations, cleanliness of stations Passenger amenities at stations and in trains, facilities for lady passengers, Divyangjan, Sr. Citizen and Military personnel etc., cloak room, locker, retiring room, Waiting rooms, IVRS, NTES, Touch screen, PA system, rail travel service agents. Railway Tourist Agents. CBO/ CBA/OA.
CI/CP-1/2.4	HOR, Identity card cum railway pass for MPs and Ex-MPs, Rail Travel Coupons for MLA/MLC & Accredited Press Correspondents and News Cameramen.

CI/CP-1/2.5	Kinds of Rly. Passes – Class Eligibility, Luggage Free Allowance and other facilities and P.T.O.
CI/CP-1/2.6	Various Railway Act sections related to commercial deptt.,
CI/CP-1/2.7	Booking Office - Functions, PRS, General office duties of commercial staff in booking, reservation, Kinds of journey and non journey tickets and details thereof, e-ticket, UTS, I-ticket. Break Journey Rule, Break Journey on various kinds of tickets and passes, Circular Journey, Foreign Tourist Ticket Through On Line. Various Military Warrants, Military Concession Forms/Vouchers, Police Warrant, Jail Requisition. Various kinds of concessions. Opening of additional counters to clear extra rush.
CI/CP-1/2.8	Reservation Office - 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, preparation of reservation charts. Permission to board at enroute station, reservation from intermediate stations & out stations, Credit card, reservation on internet and mobile phone. Up gradation scheme, Bed roll charge. Refund of fare rules, issue of duplicate ticket in case of original is lost/ torn/ mutilated, issue of TDR & EDR/Computerized Coaching Refunds Scheme and Caching refunds,
CI/CP-1/2.9	JTBS & STBA, YTSK, Mobile ticketing, VIKALP, Group reservation and Charting, kinds of time table and their use, Telephone no. 138, 139 & 182.
CI/CP-1/2.10	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.
CI/CP-1/2.11	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, PLM, Forwarding Note and its execution. PMS, HST, POS. Booking of corpses, human ashes, human skeletons and parts of human body. 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. Booking of News paper, Magazine and perishable items. Different types of delivery of parcels and luggage on RR/LT, without RR/LT, Delivery of perishable articles on deposit of cost of goods, Demurrage & Wharfage Charge, Damage & Deficiency Message, DDM Register.
CI/CP-1/2.12	Disposal of Booked and unclaimed, unbooked and unclaimed and unconnected goods, NR Cell, transit time, overdue consignment, over carried consignment, Re-booking & Diversion.
CI/CP-1/2.13	Ticket Checking - Duties of Ticket checking staff, Object of checking and collection of tickets, Submission of Ticket Collector's Report. Special points to be kept in view during checking, Medical assistance to the passengers, HHT, Various cases of irregular travelling and charging of excess fare and excess charge, Left behind tickets, ticket checking stations, kinds of Nippers and their use. Action to be taken when passengers are not able to pay the charges, Handing over memo, preparation of charge sheet, Charging of unbooked luggage and partially booked luggage. Different types of ticket checks to combat ticketless travel.
CI/CP-1/2.14	Guard Certificate – persons authorised to issue, conditions and circumstances under which issued and procedure of issue.

CI/CP-1/2.15	Duties of commercial staff in abnormal conditions i.e. ACP, RTT etc.
CI/CP-1/2.16	Rules for booking of various types of special trains and coaches.
CI/CP-1/2.17	Information about tourist trains such as Palace On Wheel, Royal Orient Express, Fairy Queen etc.
CI/CP-1/2.18	Public Grievance Redressal organisation, public complaints and their disposal, Computerisation of complaints.
CI/CP-1/2.19	Cash Safe, trouble shooting digital section.
CP-1/2.20	Titled -Consumer protection act, Introduction to consultative committees SCC, DRUCC, ZRUCC, NRUCC has been added.

CI/CP-1/3 COACHING PRACTICAL	
CI/CP-1/3.1	Consultation of Alphabetical list of Railway Station in India, Zonal Rly. Map, Indian Rly, Map and Timetable, RBS.
CI/CP-1/3.2	Calculation of distance from Zonal Railway Local distance tables, Through junction distance tables of other Railways.
CI/CP-1/3.3	Calculation of fares & combined fare for Public, fare for Military personnel on Military warrants, concession order, Public Concession orders and PTOs.
CI/CP-1/3.4	Calculation of fare for Circular journey ticket, Season Tickets.
CI/CP-1/3.5	Calculation of fare for all kinds of trains, GST etc.
CI/CP-1/3.6	Calculation of cancellation charge and refund of fare under various circumstances.
CI/CP-1/3.7	Cloak Room charge and Locker charge.
CI/CP-1/3.8	Reservation of seats, berths, compartments, carriage and tourist cars and special trains.
CI/CP-1/3.9	Calculation of excess fares and excess charge on irregular traveling.
CI/CP-1/3.10	Off-line practice on UTS/PRS.
CI/CP-1/3.11	Calculation of freight for : Luggage., Parcel, news paper, magazine, corpses, human ashes, human skeletons, parts of body, vehicles, animals etc.
CI/CP-1/3.12	Calculation of Percentage charge on excess value.
CI/CP-1/3.13	Calculation of Demurrage and Wharfage on Luggage and Parcel.
CI/CP-1/3.14	Hands on practice on fillings various forms and calculation.

CI/CP-1/4 GOODS THEORY	
CI/CP-1/4.1	Kinds of goods handled by the Railway – General goods, Dangerous and explosives goods, offensive goods, live stock, perishables, contrabands, bulky articles, railway material, military traffic, goods in loose, POL, ODC.
CI/CP-1/4.2	Particulars exhibited on a wagon, various kinds of wagons. Places where the goods traffic is dealt with – station, sidings, out agencies etc. Various types of wagons in use and matter displayed on a wagon.
CI/CP-1/4.3	Weighment, reweighment procedure and its upkeeping, routing of traffic, rationalization scheme, In motion way Bridge and Pre Weigh Bin wagon loading system.

CI/CP-1/4.4	Forwarding Note, its execution and importance, various types of Forwarding Notes and their use.
CI/CP-1/4.5	Preferential traffic schedule and wagon demand register. Registration of indent, e-indent, e-indent procedure, re-generation of custom e-way bill, allotment and supply of wagons, change in the name of commodity, change in the name of destination station. Selection of wagons, sealing riveting of wagons & locking of wagons. Check lines on bagged consignments loaded in open wagons, use of tarpaulins, PLM.
CI/CP-1/4.6	Wagon Demand Register, placement of wagons at goods shed, Wagon Transfer Register, loading of out ward goods, Out ward tally book.
CI/CP-1/4.7	Kinds of rates, classification of commodities, block rake composition.
CI/CP-1/4.8	Rules for acceptance, booking and carriage of contraband goods, intoxicating drugs, dangerous and offensive goods.
CI/CP-1/4.9	Rules for acceptance, booking carriage and delivery of live stock and Bulky articles.
CI/CP-1/4.10	Rules for acceptance, booking carriage and delivery of Railway Material and Military Goods.
CI/CP-1/4.11	Rules for booking block rake and TMS, e-payment, e-TRR
CI/CP-1/4.12	Various charges leaviable as per goods tariff in addition to the freight
CI/CP-1/4.13	Rules for booking of Issue of RR and disposal of various copies of invoice. Out ward index register and wagon exchange book, traffic to and from CBO/CBA/OA and sidings.
CI/CP-1/4.14	Unloading of wagons, reporting discrepancies and maintenance of DD register. Punitive charges for overloading of goods, Inward tally book , Inward invoice index register, Under charge, Over charge, Over charge sheet, Inventory of goods .
CI/CP-1/4.15	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, Mis declaration of goods, Goods refunds.
CI/CP-1/4.16	Rebooking and Diversion.
CI/CP-1/4.17	Goods cash book and other registers maintained at goods office, preparation of goods returns including balance sheet and their submission .
CI/CP-1/4.18	Disposal of Booked & unclaimed, Unconnected goods, e-balance sheet. NR cell and its functions.
CI/CP-1/4.19	Cause of claims and their prevention. Organization of claims and refunds. Procedure for settlement of claims, Common Carrier Liabilities.
CI/CP-1/4.20	Wharfage & Demurrage charges.
CI/CP-1/4.21	Functioning of FOIS and working on TMS.
CI/CP-1/4.22	Siding and its working, rule regarding stacking of goods.
CI/CP-1/4.23	Freight Incentive Scheme and Transportation products, Wagon investment scheme.
CI/CP-1/4.24	Discussion on latest circulars.
CI/CP-1/4.24A	Introduction on freight marketing.

CI/CP-1/5.1	Calculation of Freight for wagon loads and train load consignment (OR & RR)
CI/CP-1/5.2	Calculation of Freight for various kinds of rake/wagons/CC+6, CC+8, 25 tonne axle load
CI/CP-1/5.3	Calculation of Percentage Charge on excess value, GST.
CI/CP-1/5.4	Calculation of Freight for Military Goods and RMC.
CI/CP-1/5.5	Calculation of demurrage and wharfage charges
CI/CP-1/5.6	Calculation of Freight for animals and coal traffic as per IRCA Goods Tariff.
CI/CP-1/5.7	Over weight charging, calculation of under and over charges.

CI/CP-1/6 ACCOUNTS	
CI/CP-1/6.1	Traffic Accounts Office and TIA.
CI/CP-1/6.2	Definitions, sources of railway earnings.
CI/CP-1/6.3	Various types of forms and registers used in the booking, reservation, parcel, goods and TC office.
CI/CP-1/6.4	Indent of Money Value Book, Indent & estimate of computer tickets, Emergent Indent.
CI/CP-1/6.5	DTC book, Remittance of cash through CR Note, TR Note, Bank remittance, Rail Shakti.
CI/CP-1/6.6	Various reports and Returns submitted by booking, reservation parcel, goods and TC office.
CI/CP-1/6.7	Accountal of EFT, BPT, RTC, NIT and various vouchers.
CI/CP-1/6.8	Disposal of collected tickets.
CI/CP-1/6.9	DTCR (Daily Train Collection Report), Abnormal Tickets and their DTCR.
CI/CP-1/6.10	Non issued ticket, obsolete tickets and their disposal.
CI/CP-1/6.11	Station outstanding and their clearance, Debit register, Error schedule.
CI/CP-1/6.12	Theory and practical of Coaching/Goods Balance Sheet.
CI/CP-1/6.13	Withdrawal from Station Earning.

CI/CP-1/7 SAFETY MANAGEMENT	
CI/CP-1/7.1	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/ Commercial staff at different locations at the time of accident, Ex-gratia payment, Compensation -Section 124, 124-A.
CI/CP-1/7.2	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.
CI/CP-1/7.3	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.

CI/CP-1/7.4	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.
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CI/CP-1/8 INFORMATION TECHNOLOGY	
CI/CP-1/8.1	Computerization in Indian Railways
CI/CP-1/8.2	Basic Knowledge of Computers (Word, Excel, Power Point), means of Social Media and their uses
CI/CP-1/8.3	FOIS, RMS, TMS, PMS, ICMS, UTS, , UTS on mobile App, PRS, NTES, RBS, HHT, POS etc an overview
CI/CP-1/8.4	Different means of UTS/PRS, Feeding of station in UTS, searing of station code, latest circulars etc.
CI/CP-1/8.5	Method of accountal, generation of RR and various reports and preparation of e-Balance Sheet.
CI/CP-1/8.6	Prepare and Cancellation/NIT of a ticket on UTS/PRS system.
CI/CP-1/8.7	Hands on Practice.

CI/CP-1/9 ETHICAL LEADERSHIP & SOFT SKILL	
CI/CP-1/9.1	Ethics – Meaning, Role, Need, Value and Importance in public life.
CI/CP-1/9.2	Leadership – Meaning, Role, Need, Value and Importance, Team building, Crowded/Mob Management.
CI/CP-1/9.3	Personality Development - Meaning, Need and Importance. Positive Attitude Development, Effective communication Skills, Patience, Brain Storming, Perception. Forgiveness, Case studies/ inspirational videos.
CI/CP-1/9.4	Stress Management - Meaning, Causes, Symptoms, remedies importance in personal and professional life.
CI/CP-1/9.5	Customer care - Public perception, public relations, courtesy, Customer service its importance and provision and Team working.
CI/CP-1/9.6	Soft Skills – Meaning, Requirements and its importance in public life.
CI/CP-1/9.7	Yoga, PT, Meditation and Shramdan.
CI/CP-1/9.8	Sports

CI/CP-1/9A CHILD RIGHT , CHILD PROTECTION AND RELATED LAWS	
CI/CP-1/9.1A	Introduction- Brief about the Organization, Introduce the training and sharing of objective.
CI/CP-1/9.2A	Pre-Assessment- To understand participant's knowledge, attitude, practice in relation to child protection.
CI/CP-1/9.3A	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?
CI/CP-1/9.4A	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
CI/CP-1/9.5A	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 roles 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
CI/CP-1/9.6A	Open discussion- Open discussion with participants about challenges while dealing with children
CI/CP-1/9.7A	Post-Training Assessment- To understand participant's knowledge, attitude, practice in relation to child protection
CI/CP-1/9.8A	Feedback and vote of thanks

CI/CP-1/10 ESTABLISHMENT	
CI/CP-1/10.1	Leave - their kinds and rules, Leave encashment Rule.
CI/CP-1/10.2	Passes - their kinds, Rules and eligibility, All India Leave Travel Concession(AILTC).
CI/CP-1/10.3	Pay & Allowances - Entitlements, Rules regarding TA, DA, Night Duty Allowance, Overtime and their curtailment, Contingency charges and Composite Transfer Grant.
CI/CP-1/10.4	Main provisions of Railway Service Conduct Rules
CI/CP-1/10.5	Seniority after the Induction Course at ZRTI, Career Prospects.
CI/CP-1/10.6	Duty Roster - Description and classification, statutory provisions, periodical rest, long-on, short-off, split shift, penalty for violation of HWPR.
CI/CP-1/10.7	D& AR – Brief Introduction and provisions.
CI/CP-1/10.8	PNM, JCM, PREM, RTI, SBF, NPS, Confidential Report (APAR).

CI/CP-1/11 FIELD TRAINING	
CI/CP-1/11.1	Field Training (12 Days)

CI/CP-1/12 EXAMINATION		Day	Hours
CI/CP-1/12.1	Paper – 1 (Coaching Theory & Practical) Max Marks: 100 [Obj: 40 Marks; Descriptive: 60 Marks]	1	3
CI/CP-1/12.2	Paper – 2 (Goods Theory & Practical) Max Marks: 100 [Obj: 40 Marks; Descriptive: 60 Marks]	2	3

ADD NEW PAPERCI/CP- 1/12.3	Paper – 3 (Official Language, Safety management, Ethical leadership, Information Technology and Establishment) Max Marks: 100 [Obj: 40 Marks; Descriptive: 60 Marks].		
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## Training Module for Commercial Supervisors & Inspectors Commercial Apprentice – 2<sup>nd</sup> Phase

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| <b>Department</b> | <b>Commercial</b>                                                                        |
| Module No.        | CI/CP-2                                                                                  |
| Category          | <b>Commercial Supervisors and Inspectors/ Commercial Apprentice 2<sup>nd</sup> Phase</b> |
| Stage             | <b>Induction through RRB / Promotion through department examination</b>                  |
| Duration          | <b>50 working days / 330 Hours</b>                                                       |

| <b>Module No.</b> | <b>Description</b>                              | <b>Hours</b> | <b>Days</b> |
|-------------------|-------------------------------------------------|--------------|-------------|
| CI/CP-2/1         | Advanced Coaching Theory                        | 60           | 10          |
| CI/CP-2/2         | Advanced Goods Theory                           | 60           | 10          |
| CI/CP-2/3         | Accounts                                        | 18           | 03          |
| CI/CP-2/4         | Transportation                                  | 36           | 06          |
| CI/CP-2/5         | Establishment, Management & Work Study          | 18           | 03          |
| CI/CP-2/6         | Stores                                          | 06           | 01          |
| CI/CP-2/7         | Statistics                                      | 06           | 01          |
| CI/CP-2/8         | Safety Management                               | 18           | 03          |
| CI/CP-2/9         | Ethical Leadership & Soft Skills                | 8½           | 1 ½         |
| CI/CP-2/9A        | Child Right , Child Protection and Related Laws | 3 ½          | ½           |
| CI/CP-2/10        | Information Technology                          | 36           | 06          |
| CI/CP-2/11        | Field Training (6 Days x 8 Hours)               | 12           | 02          |
| CI/CP-2/12        | Examination                                     | 18           | 03          |
|                   | <b>TOTAL</b>                                    | <b>330</b>   | <b>50</b>   |

| <b>CI/CP-2/1</b> |                                                                                                                                                                                             | <b>ADVANCED COACHING THEORY</b> |  |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|--|
| CI/CP-2/1.1      | Theory of Rates and its salient features.                                                                                                                                                   |                                 |  |
| CI/CP-2/1.2      | Passenger fare structure and freight structure of luggage, parcel and goods. Outsourcing of ticket sale (JTBS/STBA/YTSik). Passenger Profile Management (PPM) and running of special train. |                                 |  |
| CI/CP-2/1.3      | Categorization of stations for the purpose of amenities, Passenger Amenities – Minimum, Essential, Recommended and Desirable Amenities, model stations.                                     |                                 |  |
| CI/CP-2/1.4      | Causes of ticket less travelling and different kinds of checks. Various irregularities, leakage of revenue and fraud.                                                                       |                                 |  |
| CI/CP-2/1.5      | Catering policy - 2017.                                                                                                                                                                     |                                 |  |
| CI/CP-2/1.6      | Policy for Water Vending machine                                                                                                                                                            |                                 |  |
| CI/CP-2/1.7      | Policy for installation of ATM                                                                                                                                                              |                                 |  |
| CI/CP-2/1.8      | Multi Purpose Stall.                                                                                                                                                                        |                                 |  |
| CI/CP-2/1.9      | Commercial advertisement in trains and at stations. OHA, Mobile asset, Rail Display Network, Non-Fare Revenue.                                                                              |                                 |  |
| CI/CP-2/1.10     | Cleanliness at stations and in trains, Pay & Use Toilets.                                                                                                                                   |                                 |  |
| CI/CP-2/1.11     | Cycle, Motor cycle, Scooter and Car parking.                                                                                                                                                |                                 |  |
| CI/CP-2/1.12     | Passenger Information System                                                                                                                                                                |                                 |  |
| CI/CP-2/1.13     | Parcel Management System.                                                                                                                                                                   |                                 |  |
| CI/CP-2/1.14     | Leasing of SLR and VPU.                                                                                                                                                                     |                                 |  |
| CI/CP-2/1.15     | Railway Act. Section 123 to 129 regarding railway liability in rail accident and untoward incidents, Payment of Ex-gratia and compensation.                                                 |                                 |  |
| CI/CP-2/1.16     | Railway Users Consultative Committees and Council.                                                                                                                                          |                                 |  |
| CI/CP-2/1.17     | Inspections, definitions and their objects, inspections of stations, Parcel office, Booking office, Reservation office, Goods shed and catering service.                                    |                                 |  |
| CI/CP-2/1.18     | Duties of Dy. SS (Commercial), Commercial Inspector and Supervisors.                                                                                                                        |                                 |  |
| CI/CP-2/1.19     | RTI Act 2005.                                                                                                                                                                               |                                 |  |
| CI/CP-2/1.20     | Opening and closing of Halt Station.                                                                                                                                                        |                                 |  |
| CI/CP-2/1.21     | ICMS, IRPSM, IRMMS, IREPS, Traffic survey.                                                                                                                                                  |                                 |  |
| CI/CP-2/1.22     | Public complaint and its disposal, Customer Care.                                                                                                                                           |                                 |  |
| CI/CP-2/1.23     | Contract Management, Parcel Cargo Express Train.                                                                                                                                            |                                 |  |
| CI/CP-2/1.24     | Any other new policy, circulars issued time to time.                                                                                                                                        |                                 |  |

| <b>CI/CP-2/2</b> |                                                                                                                                                 | <b>ADVANCE GOODS THEORY</b> |  |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--|
| CI/CP-2/2.1      | Function of IRCA, Theory of Rates.                                                                                                              |                             |  |
| CI/CP-2/2.2      | <b>Claims</b> : Organisation, settlement of claims and its power, decentralisation of claims, RCT.                                              |                             |  |
| CI/CP-2/2.3      | Railway Rates Tribunal. Hierarchy of courts in case of claims.                                                                                  |                             |  |
| CI/CP-2/2.4      | Electronic Registration of demand, Embedded empties and underloads.                                                                             |                             |  |
| CI/CP-2/2.5      | Siding – opening of assisted siding and, policy on private siding, siding charges, Liberalised siding rules, e-payment, e-RR, warehouse scheme. |                             |  |
| CI/CP-2/2.6      | Responsibility of railway as common carrier (Section 93 to 104).                                                                                |                             |  |

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|--------------|---------------------------------------------------------------------------------------------|
| CI/CP-2/2.7  | Private Freight Terminal and Automobile Freight train, PPP. Marketing & Sales Organisation. |
| CI/CP-2/2.8  | Liberalised Wagon Investment Scheme, Engine on Load (EOL) Scheme.                           |
| CI/CP-2/2.9  | Container Rail Terminal, Private Container Operator.                                        |
| CI/CP-2/2.10 | Dedicated Freight Corridor Corporation of India Ltd. (DFCCIL).                              |
| CI/CP-2/2.11 | Punitive charge, load adjustment and off load of over loading.                              |
| CI/CP-2/2.12 | Freight Incentive Schemes.                                                                  |
| CI/CP-2/2.13 | Transportation Products.                                                                    |
| CI/CP-2/2.14 | Rules for public auction of goods and parcels.                                              |
| CI/CP-2/2.15 | Consumer Protection Act 1986.                                                               |
| CI/CP-2/2.16 | Long Term Tariff Contract, Rail side warehouse scheme (RSWS)                                |
| CI/CP-2/2.17 | Functioning of FOIS and working on TMS. E payment                                           |
| CI/CP-2/2.18 | Merry-Go-Round and Roll-On-Roll-Off, Automobile freight train operator (AFTO) scheme.       |
| CI/CP-2/2.19 | Special Freight Train Operator (SFTO), Terminal Development Scheme(TDS)                     |
| CI/CP-2/2.20 | Station to Station Rates, Wagon Leasing Scheme(WLS)                                         |
| CI/CP-2/2.21 | Rail Road co-efficient.General Purpose Wagon Investment Scheme (GPWIS)                      |
| CI/CP-2/2.22 | Measures and suggestion to enhance railway traffic and earning.                             |
| CI/CP-2/2.23 | Working of in motion weigh bridge and upkeeping of its paper.                               |
| CI/CP-2/2.24 | Discussion on latest circulars.                                                             |

| <b>CI/CP-2/3</b> |                                                                                                                                  | <b>ACCOUNTS</b> |
|------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------|
| CI/CP-2/3.1      | Station imprest.                                                                                                                 |                 |
| CI/CP-2/3.2      | Traffic suspense - Cash in transit, Station outstanding and its clearance.                                                       |                 |
| CI/CP-2/3.3      | Railway Budget, Classification of Expenditure, Demand for grants, funds, control over expenditure and earning, Budgetary review. |                 |
| CI/CP-2/3.4      | Works programme under pink book, law book and mini law book.                                                                     |                 |
| CI/CP-2/3.5      | Frauds and embezzlements in booking, reservation, parcel and goods office. Prevention from fraud.                                |                 |
| CI/CP-2/3.6      | Statutory audit and accounts audit.                                                                                              |                 |
| CI/CP-2/3.7      | Kinds of tender, e-tendering and procedure of e-tendering, execution of work, GCC, SOP                                           |                 |
| CI/CP-2/3.8      | Kinds of contract, Arbitration.                                                                                                  |                 |
| CI/CP-2/3.9      | Withdrawal from station earning.                                                                                                 |                 |
| CI/CP-2/3.10     | Station Balance sheet - Coaching and Goods.                                                                                      |                 |

| <b>CI/CP-2/4</b> |                                                                                                                             | <b>TRANSPORTATION</b> |
|------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------|
| CI/CP-2/4.1      | General understanding about GR and SR, their issuing authority, Important relevant Definitions, Classification of stations. |                       |

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| CI/CP-2/4.2  | Duties of Railway men for securing safety.                                                                                                                                                                                                                                                                                                   |
| CI/CP-2/4.3  | Brief idea about various Signals, their descriptions, minimum equipment of signals at each class of stations, Defective signals and authority to pass, Detonators and their use, brief idea about various boards, Elementary idea of interlocking & isolation,<br>Hand signal - Exchange of signals between driver, Guard and station staff. |
| CI/CP-2/4.4  | Speed of trains, Standard Time, Running Time, Working Time Table.                                                                                                                                                                                                                                                                            |
| CI/CP-2/4.5  | Marshalling order, Loading of vehicles, standard moving dimension, ODC/ ISMD and its movement, Damaged and defective vehicles, Hot Axle vehicle.                                                                                                                                                                                             |
| CI/CP-2/4.6  | Shunting, Control of shunting, precautions during shunting of wagons containing explosive, inflammable and dangerous goods, speed of shunting, responsibility for shunting.                                                                                                                                                                  |
| CI/CP-2/4.7  | Protection of trains.                                                                                                                                                                                                                                                                                                                        |
| CI/CP-2/4.8  | Brief idea of various Systems of working.                                                                                                                                                                                                                                                                                                    |
| CI/CP-2/4.9  | Idea about LC and LC Gate, Working of lorries, trolleys and motor trolleys.                                                                                                                                                                                                                                                                  |
| CI/CP-2/4.10 | Line capacity, Through put, WTT, Punctuality, WTR, Wagon pool, Wagon census.                                                                                                                                                                                                                                                                 |
| CI/CP-2/4.11 | <b>Planning</b> - Significance and types of planning, planning procedure, planning for increasing the line capacity, planning for yard remodelling, ESP, SIP, DPR.                                                                                                                                                                           |

| <b>CI/CP-2/5 ESTABLISHMENT, MANAGEMENT &amp; WORK STUDY</b> |                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CI/CP-2/5.1                                                 | Leave - their kinds and rules, Leave encashment Rule.                                                                                                                                                                                                                                                                                                                                                                    |
| CI/CP-2/5.2                                                 | Passes - their kinds, Rules and eligibility.                                                                                                                                                                                                                                                                                                                                                                             |
| CI/CP-2/5.3                                                 | Pay & Allowances - Entitlements, Rules regarding TA, DA, Night Duty Allowance, Overtime and their curtailment, Contingency charges and Composite Transfer Grant.                                                                                                                                                                                                                                                         |
| CI/CP-2/5.4                                                 | Main provisions of Railway Service Conduct Rules                                                                                                                                                                                                                                                                                                                                                                         |
| CI/CP-2/5.5                                                 | Duty Roster - Description and classification, statutory provisions, periodical rest, long-on, short-off, split shift, penalty for violation of HWPR, Job analysis procedure.                                                                                                                                                                                                                                             |
| CI/CP-2/5.6                                                 | RTI, Pension and gratuity, NPS, relevant factors and calculation, benefits, disposal of dues by Society Bank in case of employee's death                                                                                                                                                                                                                                                                                 |
| CI/CP-2/5.7                                                 | D& AR – Brief Introduction-Standard Forms, Provision under Discipline and Appeal Rule 1968, Definition of various authorities, suspension, Defence Counsellor, Principle of natural justice, speaking orders, procedure for imposition of minor and major penalty, appeal, revision and review, special attention on provision under section 14(4), NIP, facilities during suspension period. How to Conduct an Enquiry. |
| CI/CP-2/5.8                                                 | Workmen Compensation Act 1923, Payment and Wages Act 1936, Industrial Dispute Act 1947, PNM, JCM, PREM, RTI, SBF, Disability act 2012 and 1995, Confidential Report (APAR).                                                                                                                                                                                                                                              |
| CI/CP-2/5.9                                                 | <b>Management:</b><br>Introduction of management, object and types of management.<br>Quality of a manager, management process, leadership.<br>Forecasting and organisation, controlling and direction, communication and co-ordination, staff management and motivation.                                                                                                                                                 |

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| CI/CP-2/5.10 | <p><b>Work study:</b><br/> Definition, types of work study and its aim, objectives, uses and advantages, techniques of work study, work study technique adopted by Railway, qualification and quality of work study man, work study organisation in Railway Board and HQ level,<br/> Production and productivity, method study, recording technique of method study, work measurement, techniques of works measurement,<br/> Production study, random sampling, synthesis, PMTS, analytical estimating, PERT chart.</p> |
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| CI/CP-2/6 STORE |                                                                                                                                    |
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| CI/CP-2/6.1     | Organisation of Store department,                                                                                                  |
| CI/CP-2/6.2     | Indenting procedure, Returned Store, Procedure of DS-8.                                                                            |
| CI/CP-2/6.3     | Inventory control (ABC analysis), Dead stock register and Stock Sheet.                                                             |
| CI/CP-2/6.4     | Functions - Indenting, Accountal, Disposal of Consumable & Non consumable stores, T&P items, Various Books & Forms, Petty repairs. |

| CI/CP-2/7 STATISTICS |                                      |
|----------------------|--------------------------------------|
| CI/CP-2/7.1          | Brief idea about railway statistics. |
| CI/CP-2/7.2          | Commercial statistics.               |
| CI/CP-2/7.3          | Operating Statistics.                |
| CI/CP-2/7.4          | Financial Statistics.                |

| CI/CP-2/7 Safety Management |                                                                                                                                                                                                                                                                                                                                                                                   |
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| CI/CP-2/7.1                 | <p><b>Accident :</b><br/> Various important definitions, classification of accident, Chain of command during accident, running of ART/ARME, Hooter, Target time of ART/ARME, Duties of Sr. DCM/DCM, Duties of Sr. Commercial Supervisor/Inspector at the time of accident, Accident enquiries.<br/> Section 123 to 129, Ex-gratia payment, Compensation.</p>                      |
| CI/CP-2/7.2                 | <p><b>Disaster Management</b> – Introduction, Various Organizations, Golden Hour, DM Plans – at Divisional &amp; Zonal levels, Various Telephone Nos. of Authorities to be used in requirement of assistance.</p>                                                                                                                                                                 |
| CI/CP-2/7.3                 | <p><b>First Aid</b> – (Theory &amp; Practical) Aims and Objective of First Aid, Respiration, Fractures, Poisons, Injuries to internal Organs.<br/> 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 &amp; CVS. Half Day Hands on Practice.</p> |
| CI/CP-2/7.4                 | <p><b>Fire Fighting</b> – Theory &amp; Demonstration, Civil defence.<br/> 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.<br/> Half Day Hands on Practice.</p>                                                                                                              |

| <b>CI/CP-2/8 INFORMATION TECHNOLOGY</b> |                                                                                                                                                             |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CI/CP-2/8.1                             | Computerization in Indian Railways                                                                                                                          |
| CI/CP-2/8.2                             | Basic Knowledge of Computers(Word, Excel, Power Point), means of Social Media and their uses                                                                |
| CI/CP-2/8.3                             | FOIS, RMS, TMS, HHT, PMS, ICMS, UTS, PRS, NTES, RBS, IREPS, IRPSM, IRMMS, IPAS and other IT applications on Indian Railways - an overview, Mobile ticketing |
| CI/CP-2/8.4                             | GEM, Feeding of station in UTS etc.                                                                                                                         |
| CI/CP-2/8.5                             | Method of accountal, generation of RR and various reports and preparation of e-Balance Sheet.                                                               |
| CI/CP-2/8.6                             | Hands on Practice.                                                                                                                                          |

| <b>CI/CP-2/9 ETHICAL LEADERSHIP &amp; SOFT SKILLS</b> |                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CI/CP-2/9.1                                           | Ethics – Meaning, Role, Need, Value and Importance in public life.                                                                                                                                                                                                                                       |
| CI/CP-2/9.2                                           | Leadership – Meaning, Role, Need, Value and Importance, Team building, Crowded/Mob Management.                                                                                                                                                                                                           |
| CI/CP-2/9.3                                           | Personality Development - Meaning, Need and Importance. Positive Attitude Development, Effective communication Skills, Telephone etiquette, Body language basics, Patience, Brain Storming, Perception. Forgiveness, Case studies/ inspirational videos.                                                 |
| CI/CP-2/9.4                                           | Stress Management - Meaning, Causes, Symptoms, remedies importance in personal and professional life.<br>Crisis management in Booking/PRS/Parcel offices in handling of heavy rush, handling acute shortage of staff, failure of computer systems, thin clients, and communication equipments, printers. |
| CI/CP-2/9.5                                           | Customer care - Public perception, public relations, courtesy, Customer service its importance and provision.                                                                                                                                                                                            |
| CI/CP-2/9.6                                           | Soft Skills – Meaning, Requirements and its importance in public life.                                                                                                                                                                                                                                   |
| CI/CP-2/9.7                                           | Yoga, PT, Meditation and Shramdan.                                                                                                                                                                                                                                                                       |
| CI/CP-2/9.8                                           | Sports                                                                                                                                                                                                                                                                                                   |

| <b>CI/CP-2/9A CHILD RIGHT , CHILD PROTECTION AND RELATED LAWS</b> |                                                                                                                                                                                                                    |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CI/CP-2/9.1A                                                      | Introduction- Brief about the Organization, Introduce the training and sharing of objective.                                                                                                                       |
| CI/CP-2/9.2A                                                      | Pre-Assessment- To understand participant's knowledge, attitude, practice in relation to child protection.                                                                                                         |
| CI/CP-2/9.3A                                                      | Introduction to child rights- The participants to gain an understanding of the following:<br>Who is child, Why children are on street and on railway platforms? And their vulnerabilities, What are child Rights?  |
| CI/CP-2/9.4A                                                      | 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 |
| CI/CP-2/9.5A                                                      | Orientation on Railway's SOP for Railways to care and protection of children                                                                                                                                       |

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|              | in contact with Railways -Introduction to key components of the SOP and Guidebook, Participants to be introduced to the various roles 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 |
| CI/CP-2/9.6A | Open discussion- Open discussion with participants about challenges while dealing with children                                                                                                                                                                                                                      |
| CI/CP-2/9.7A | Post-Training Assessment- To understand participant's knowledge, attitude, practice in relation to child protection                                                                                                                                                                                                  |
| CI/CP-2/9.8A | Feedback and vote of thanks                                                                                                                                                                                                                                                                                          |

| CI/CP-2/10 <b>Field Training</b> |                         |
|----------------------------------|-------------------------|
| CI/CP-2/10.1                     | Field Training (6 Days) |

| CI/CP-2/11   | EXAMINATION                                                                                                                | Day | Hours |
|--------------|----------------------------------------------------------------------------------------------------------------------------|-----|-------|
| CI/CP-2/11.1 | <b>Paper – 1 (Advanced Coaching Theory including Practical)</b> = Max Marks: 100<br>[Obj: 40 Marks; Descriptive: 60 Marks] | 1   | 3     |
| CI/CP-2/11.2 | <b>Paper – 2 (Advanced Goods Theory including Practical)</b> = Max Marks: 100<br>[Obj: 40 Marks; Descriptive: 60 Marks]    | 2   | 3     |
| CI/CP-2/11.3 | <b>Paper – (Transportation and Others)</b><br>= Max Marks: 100<br>[Obj: 40 Marks; Descriptive: 60 Marks]                   | 3   | 3     |

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