Proposed Revised duration of Traffic Apprentice (RRB + Departmental)

Sr. No.	Particulars	Old	Proposed Working Days		
			RRB	From ASM	From Guard
1.	Phase 1	45 days	30	30	exempted
2.	Phase 2	118 days	75	exempted	75
3.	Phase 3	45 days	30	30	30
4.	Phase 4	522 days	32	32	32
5.	Phase 5		133	133	133
6.	Exemption period to be utilized by concern Division		-	75	30
7.	Total Duration	730 days	300	300	300

Traffic Apprentice RRB total duration: 300 working days

1. Traffic Apprentice through ASM : 300 working days (225 working days - Course and 75 Days Phase – II, Exemption periods to be utilized by the Concerned Division.)
2. Traffic Apprentice through Guard : 300 working days (255 working days - Course and 45 Days Phase – I, Exemption periods to be utilized by the Concerned Division.)
3. Traffic Apprentice through other ASM/Guard will have to undergo training of all phases

Proposed Revised Syllabus for Traffic Apprentice (RRB + Departmental) (2)

S. No	Description	Whether training at ZRTI/Divn./HQ	RRB (days)		Departmental (days)			
					Through ASM		Through Guard	
			Old	Proposed working days	Old	Proposed working days	Old	Proposed working days
1.	Phase -I – course for Guard covering duties of Guard	ZRTI	45	30	45	30	Phase 1 exempted	Phase 1 exempted
2.	Phase -II – course for ASM	ZRTI	118	75	Phase - II exempted	Phase - II exempted	118	75
3.	Phase -III – course for controller Advanced Transportation and Higher Commercial	ZRTI	45	30	45	30	45	30
4.	Phase -IV – Part – 1 Elementary advanced knowledge regarding technical aspect of Civil, S&T, Mechanical, Electrical, finance and personnel matter.	ZRTI	30	12	30	12	30	12
5.	Phase -IV – Part – 2 Management, Contract Management and Computer Appreciation training	ZRTI	60	20	60	20	60	20
6.	Phase -V – (i) training (for Guard duties)	Division	30	10	60	15	-	-
7.	Phase -V – (ii) Foot plating of M/Exp. And Goods train	Division	15	04	15	04	15	04
8.	Phase -V – (iii) Field training for ASM /AYM /SS/SM/CYM/TI/MVI	Division	165	35	225	30	225	45
9.	Phase -V - (iv) Commercial Practical Training	Division	45	10	45	10	45	10
10	Phase -V – (v) Field training at control (as SCOR, Dy. Chief, CHC)	Division	90	30	90	30	90	30
11	Phase -V – (vi) Control working (TLC , Power Control, TPC, Crew control, C&W control, Engg. Control, Commercial Control etc.)	Division	07	04	07	04	07	04

12	Phase -V – (vii) C&W training (Goods and coaching maintenance depot)	Division	14	04	14	04	14	04
13	Phase -V – (viii) Basic track maintenance and machine working	Division	07	04	07	04	07	04
14	Phase -V – (ix) Visit at other Divisions	Other Division	28 (7 days at each Division)	16 (4 days at each division)	28 (7 days at each Division)	16 (4 days at each division)	28 (7 days at each Division)	16 (4 days at each division)
15	Phase -V – (x) COM office training	HQ	30	08	30	08	30	08
16	Phase -V – (xi) CCO office training	HQ	30	08	30	08	30	08
17	Exemption period to be utilized by concern Division	-	-	-	-	75	-	30
TOTAL DAYS				300		300		300

Note :-

1. After completion of phase –I at ZRTI trainees will send for field training at division for Guard duties [as per Phase – V (i)]
2. After completion of phase –II at ZRTI trainees will send for field training at division for ASM /AYM / SS/SM/CYM/TI/MVI duties [as per Phase – V (ii), & (iii)]
3. After completion of phase –III at ZRTI trainees will send for field training at division for Controller duties [as per Phase – V (iv), (v), (vi)]
4. After completion of phase –IV at ZRTI trainees will send for field training at division / HQ for Elementary advanced knowledge [as per Phase – V (vii) & (viii) (ix) at Division and V (x), (xi) at HQ
5. TNC selected for Traffic Apprentice will follow the course programme as per RRB candidate.

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Proposed Modules for Traffic Apprentices

S.No.	Module No.	Category	Stage	Page
1	T - 7	Phase – I Proposed Training Module for Pro-Guards	Induction/Promotional	1 -7
2	T - 1	Phase II Proposed Training Modules for Assistant Station Master	Induction/Promotional	1 - 16
3	T - 10	Phase III Proposed Training Modules for Train Controller	Induction/Promotional	1 - 7
4	T - 11	Phase IV Proposed Training Modules for Grade Pay 4200 for ASM/Guard/TNC Selection through RRB/Departmental Exam	Induction/Promotional	1 -7
5		Phase – V Field Training	Induction/Promotional	1 -2
6		Proposed Revised Exam Pattern	Induction/Promotional	1 - 3

S.No - 1 (5)

Traffic Apprentice - Phase I
Proposed Training Module for Pro-Guards - "T-7"
[Induction / Promotional Course]

Department	**Transportation**
Course No.	T - 7
Category	**Probationary Guards**
Stage	**Induction through RRB or Promotion through Departmental Exam**
Duration	30 working days

Module T-7	Seq.No	Training Module for Pro-Guards	Days	Hours
T-7/Basic-1	1	Foundation Course	3	8
T-7/Basic-2		First Aid		8
T-7/Basic-3		Fire Fighting - Different Equipments & Methods - Theory & Demonstration		2
T-7/Core-1	2	Transportation Rules (G&SR, Operating Manual)	09	54
T-7/Core-2	3	Accident Manual, Mechanical, Commercial	10	60
T-3	4	Duties of Trains Clerk	1	6
M-1	--	C&W (Included in T-7/Core-2)	--	--
T-7/Core-3	5	Line Study Tour	1	6
C-1	6	Duties of Commercial Clerk (Included in T-7/Core-2)	--	--
C-3		Duties of Goods Clerk (Included in T-7/Core-2)		
C-4		Duties of Parcel Clerk (Included in T-7/Core-2)		
E-1	--	Train Lighting (Included in Foundation Course)	--	--
EST-2	7	Personal Establishment	1	6
DM-1	8	Disaster Management	1	6
T-7/Core-4	9	Examination (3 Papers + viva one day & Relieving)	4	24
		TOTAL	30	180

T-7/Basic-1	FOUNDATION COURSE	Hours
T-7/Basic-1.1	Admission Formalities	
T-7/Basic-1.2	History and Development of Indian Railways, its prime objectives	
T-7/Basic-1.3	Organisation Set up of Indian Railways - Railway Board, Zonal Railway, Divisional Level & Station/Depot Level	
T-7/Basic-1.4	Various Departments of Indian Railways - their functions - an Introduction	
T-7/Basic-1.5	Organisational Set up of Operating Department - Role of Operating Department	
T-7/Basic-1.6	Safety in Railway Operation, Functions of Safety Department, CRS, its Organisation and Functions	
T-7/Basic-1.7	Official Language Implementation - Importance - Various Incentives for qualifying in Hindi proficiency	8
T-7/Basic-1.8	Customer Care, Railway websites - Applications & Addresses	
T-7/Basic-1.9	Personality Development	
T-7/Basic-1.10	Basics - Train Lighting - Role of Electrical Department-Duties of Guard FP, SSP, SP, Sector, Sub-Sector, Elementary and Neutral sections. Cantilever, ATD, Bonds. Anti-creeps. Isolator droppers, Mast, contact and cantenery Operation of tower wagon and movement during block. Train Lighting – neeessity and methods . Electrical fittings on train Air conditioning on train. Field telephone, Walkie-talkie. mobile phone EFT, PFT Emergency lighting arrangement during accident.. Precautions to prevent fire on train due to short circuit and precautions while fire extinguishing in the electrified area.	
	Total	8

T-7/Basic-2	FIRST AID	Hours
T-7/Basic-2	First Aid - Theory & Practical	8
	Total	8

T-7/Basic-3	FIRE FIGHTING	Hours
T-7/Basic-3	Fire Fighting - Theory & Demonstration	2
	Total	2

T-7/Core-1	TRANSPORTATION RULES	Hours
T-7/Core1.1	Safety Rules - GR, SR, Special Instruction, Approved Special Instruction, Station Working Rules & Miscellaneous Circulars Introduction, G&SR, BWM, AM. OM. WTT. SWR	2
T-7/Core1.2	Rules applying to Railway Servants, ABCD Classification of Staff,	2
T-7/Core1.3	Definitions,	4
T-7/Core1.4	**System of Working** - Definition, Different Systems - Introduction Salient features of Absolute Block System - Means of Communication- Authority to Proceed	2
T-7/Core1.5	Fixed Signals	4
	All Hand Signals & their Occasions	3
	Fog/Detonating Signal, Warning Signal - Responsibilities of train crew	1
T-7/Core1.6	Isolation & Interlocking	1
T-7/Core1.7	**Indicators** - Point, Trap, Route & SPI	1
T-7/Core1.8	**Boards** - Warning Boards (Passenger, Goods, Shunting & Station), Shunting Limit Board, Block Section Limit Board, STOP Board, Caution & Termination Boards, etc	2
T-7/Core1.9	Classification of Stations, Minimum Equipment of Signals in Multiple Aspect Area, Station Section	2
T-7/Core1.10	Conditions for taking 'off' Signals	2
T-7/Core1.11	**Signal Failure** - Failure of all Signals, Passing IBSS/GSS at 'ON' - Reception on Obstructed / Non-Running / Non-Signalled Road - Despatch from a Non- Running / Non-Signalled Road, a line out of group of lines with Common Starter	4
T-7/Core1.12	**Working of Trains generally** - Systems of working. - Protection rules. - Points, defective points. - Precautions on receiving various authorities - Precautions during S&T failures and non interlock working / overhauling / cable maggering - Brakevan safety fittings. SLR equipment, Guard personal store, head lights, marker light, flasher light, side lamps and its failure - Working of EMU / DMU, - Goods load table and passenger load table. - Std. Time, Advertised Time, Setting Watch, Time of attendance, On & Off Registers. - WTT, Load Table, Speeds - MPS, Booked Speed, Speed over Facing Points, Speedometer. - Caution Order - Kinds, Description & Circumstances-Speed. - Engine Pushing. - Head light, Marker light, Flasher light, Side lights, LV Board / Tail lamp. - Equipments of Brake Van & Guard. - Manning of Engine in motion, Persons in Engine, Driving Electric Train.	06

	- Goods Home for Passenger Train, Direction of running. - Guard, BV, Goods Train without Guard / BV - Marshalling Order. & DC - Examination of Train by Engine Crew, Coupling & uncoupling. - Starting of Trains. - Duties of Guard before starting, on run and on arrival - Responsibility of Guard about caution order - Responsibility of Guard regarding punctuality - Train held up at First Stop Signal - Attracting attention of LP. - Application of Hand Brakes. - Whistle & Bell Codes. - Berthing of Trains, Manning of Engine. - Material Train. - Long Haul Trains -Need-Advantages-Special precautions - Working of goods trains - CC+6+2, CC+8+2. - CMS, FOIS, ICMS - an Overview.	

T-7/Core1.13	Control & Working of Stations - Station Working Rules - Contents-validity-Rule diagram-Special precautions-Appendices - Forms - Responsibility of Guard - Shunting - Definition, Types, Control & Supervision of Shunting, Shunting on Gradients, Shunting Authorities - Securing of Vehicles - Stabling at Station, stabling train / loco. clearance of stable load, GDR check, Ghat rules - Slip siding and catch siding. Stalled in Mid section	4
T-7/Core1.14	**Abnormal working situations** Paper Line Clear ticket, Authority To Proceed without Line Clear, Sending Relief Engine/Train into obstructed Block Section, TIC on Single Line & Double Lines, Single line working on Double Lines, Track defect Thick and foggy weather. Duties of Guard - Cattle run over cases. Obstruction in block section. Train delayed in block section. Loco pilot reporting any abnormal condition in block section. Train stall on gradient, OHE failure. ACP, Engine failure. Continuity test Application of brake / hand brake.	4
T-7/Core1.15	**Automatic Block System (where required)** - **Overview of Automatic Block System** - Kinds of Signals in Automatic Territory, Salient features of Automatic Block System - S/L & D/L, - Various Authorities to Proceed - S/L & D/L. - Sequence of change of Aspect of Signals -4 Aspect, Passing Auto/Semi Auto/Semi-Automatic Gate Stop Signals-Modified Semi-Automatic Stop Signal at 'On'. <u>Abnormal situations</u> - Sending Relief Engine/Train into Obstructed D/L Section,	04-

	- Prolonged Failure of Signals in D/L, Both Signal & Communication failed in D/L, T/A.912, Single Line working on Double line. - Protection. - Shunting. - Movement against Direction of Traffic. - Competency Certificate.	
T-7/Core1.16	**Engineering Works:** - Different types of Engineering works on Track - Line Block - Responsibilities of Guard - Works of Short duration & Long duration-Protection at work site - Causeway - Patrolling of Track, Duties of Patrolmen	2
T-7/Core1.17	Level Crossings - Types, Classification, Working instructions	2
T-7/Core1.18	Working of Trains in Electrified Section	2
	TOTAL	**54**

T-7/Core-2	Accident Manual, Commercial & Mechanical	Hours
T-7/Core2.1	**Accident Manual:** - Definitions - Classification of accidents - Consequential & other Train accidents - Indicative Accidents - Class F, G & H - Accident Management- Sounding of Siren, Movement of Relief trains - ACC Forms - Slack, Rough running reported by LPs / Guards - Fire on Trains, Hot Axle, Train Parting / Dividing - Duties of Guard & LP in case of Serious Accidents - Person falling out / knocked down by Trains - Duties of Guards	15
T-7/Core2.2	**C & W:** - Rolling Stock - Features - Different types of Rolling Stock - Nomenclature - ROH, IOH, POH of Rolling Stock - Brake System in IR - - Air Brake System - working method with Diagrams, Parts & Functions, Working of Single and Twin pipe air brake system - Pneumatic Brake-Working principle - Hand Brake in Rolling Stock - Abnormal situations - Flat Tyre, Brake Binding, Hot Axle, Open door etc - Brake Power Certificate - Kinds - Coaching & Freight Trains Percentage of brake power required in goods/mixed/passenger trains, Alarm Chain Pulling – resetting and isolating. Continuity test. Cases of brake binding and releasing. Flat tyre detection and action to be taken	20

	LHB coach, Hybrid coach, conventional coach, Hot axle symptoms and action to betaken. - Guard and Loco Pilot Check - Clearance from IMS station - Brake Continuity Test and its importance, Isolation of Distributor Valve.	
T-7/Core2.3	**Commercial**: - **Coaching**: - Organization set up of Commercial Department, Functions of Different branches, Books of Reference - Different kinds of Tickets, Guard 'B' Certificate - Break Journey Rules - Booking of Luggage, Booking of Animals & Birds - IRCA Coaching Tariff - general idea about Customer care and vigilance, NTES, IVRS, TSBE, securities of ladies and handicapped pass. - Booking of Parcels - IRCA Coaching Tariff, Preparation & Disposal of PWB, Leasing of SLR, AGC, VP, Rebooking of Parcels - Responsibility of Railways as carrier of Luggage, Parcels, etc - Common Carrier liability - Public Complaints, Claims - causes & prevention - Railways Act, 1989 - Important Sections - General rules for booking of Parcel and Luggage, articles not accepted in parcel and luggage. Parcel rate list, booking of bulky articles, booking of motor cycle, free allowance, marginal allowance, percentage charge on additional price, booking of dog, booking of animals in brake van. Carriage of parcel, luggage, animals in brakevan - **Goods:** - Types of Wagons - Carrying Capacity - Rationalised Routes - Packing & Weighment of Goods-Electronic In motion Weighbridge - Booking & Carriage of Military Traffic, Dangerous Goods - Loading of Wagons, Sealing, Riveting & Locking - Unloading of Wagons, Reporting of Discrepancies, Maintenance of DD Register - Unconnected & Unclaimed Goods, their disposal-Role of NR Cell - Demurrage & Wharfage - Sidings-Types-Working Instructions-'Engine on Load'.	25
	TOTAL	**60**

T-3	Duties of Trains Clerk	Included in	Hours
T-3/Core-1	GRS	T-7/CORE-1	--
T-3/Core-2	**Trains Clerk Duties, Registers**		
2.1	Train Papers - RJB, CTR, VG, LTM		2
2.2	Stock Report - Coaching & Freight, Yard	--	2
2.3	Duties of TNC - In Yards, Control Office, Wagon census		1
2.4	Various Registers, Forms & Memos		1
T-3/Core-4	**Advanced Transportation**	--	--
M-1	C & W	T-7/CORE-2	--
	TOTAL		6

EST-2	Personal Establishment	Hours
EST-2.1	Career Prospects,	6
EST-2.2	New Pension Scheme	
EST-2.3	Pay & Allowances, Running Allowance, Calculation of Mileage	
EST-2.4	HOER, 10 hrs, rule Leave & Pass Rules	
EST-2.5	Seniority after the Induction Course at ZRTI	
EST-2.6	Medical Entitlements	
EST-2.7	D& AR - Brief Introduction-Standard Forms	
	TOTAL	6

DM-1	DISASTER MANAGEMENT		Hours
DM-1.1	Admission	--	--
DM-1.2	Introduction to Disaster Management, Various Organizations, Developments on DM at National level, etc, Hooter codes, Golden hour. Ordering of ART / ARME and their target time	--	2
DM-1.3	DM Plans - at Divisional & Zonal levels, Measures for preventing accidents due to human failures	--	2
DM-1.4	Fire Fighting Techniques	T-7/Basic-3	--
DM-1.5	Duties of various departments during Accident	T-7/Core-2	--
DM-1.6	Guest lecture - by Divisional Officers / Supervisory Officials and Safety Counsellors on "Role of Various Departments at Accident Site"	--	2
	TOTAL		6

S.No 2

(12)

Proposed Training Module for ASM - "T-1"
[Induction / Promotional Course]

Department	**Transportation**
Course No.	**T - 1**
Category	**Assistant Station Master**
Stage	**Induction through RRB or Promotion through Departmental Exam**
Duration	**75 working days**

Module T-1	Seq.No	Training Module for ASM	Days	Hours
T-1/Basic-1	1	Foundation Course	4	12
T-1/Basic-2	2	First Aid		10
T-1/Basic-3	3	Fire Fighting - Different Equipments & Methods - Theory & Demonstration, Civil defence activities		2
T-1/Core-1	4 & 5	Transportation Rules (G&SR, Operating Manual, Accident Manual)	28	168
T-1/Core-2		Block Working Rules	15	90
S-1	6	Duties of S&T Staff	1	3
PW-1	7	Duties of Permanent Way Staff		3
OHE-1	8	Duties of OHE Staff	1	6
C-1	9	Duties of Commercial Clerk	13	78
C-2		Duties of Ticket Examiner		
C-3		Duties of Goods Clerk		
C-4		Duties of Parcel Clerk		
C-5		Duties of ECRC		
T-3	10	Duties of Trains Clerk	4	24
M-1	11	C&W	1	6
DM-1	12	Disaster Management	1	6
EST-1	13	Supervisory Management	1	4
EST-2		Personnel Management		2
T-1/Core-3	14	Station Management	1	6
T-1/Core-4	15	Study Tour	2	12
T-1/Core-5	16	Theory and Practical Exams & Viva-voce	3	18
		TOTAL	**75**	450

T-1/Basic-1	FOUNDATION COURSE	Hours
T-1/Basic-1.1	Admission Formalities	12
T-1/Basic-1.2	History and Development of Indian Railways, its prime objectives-Vision 2025	
T-1/Basic-1.3	Organisational Set up of Indian Railways - Railway Board, Zonal Railway, Divisional Level & Station/Depot Level	
T-1/Basic-1.4	Various Departments of Indian Railways - Their functions - an Introduction	
T-1/Basic-1.5	Organisational Set up of Operating Department - Role of Operating Department	
T-1/Basic-1.6	Safety in Railway Operations, Functions of Safety Department, CRS, its Organisation and Functions	
T-1/Basic-1.7	Official Language Implementation - Importance - Various Incentives for qualifying in Hindi proficiency	
T-1/Basic-1.8	Study to nearby Way Side Station - Familiarisation with "Station Master's Job responsibilities" - Physical observation	
T-1/Basic-1.9	Customer Care, IT Applications of Railways -Website Addresses Computerization on Indian Railways	
T-1/Basic-1.10	Personality Development	
	Total	12

T-1/Basic-2	FIRST AID	Hours
T-1/Basic-2	First Aid - Theory & Practical	10
	Total	10

T-1/Basic-3	FIRE FIGHTING	Hours
T-1/Basic-3	Fire Fighting - Theory & Demonstration, Civil defence.	2
	Total	2

T-1/Core-1	TRANSPORTATION RULES (G & S.R, Optg. Manual, Accident Manual)	Hours
T-1/Core1.1	Introduction, G&SR, BWM, AM, OM, WTT, SWR Safety Rules - GR, SR, Special Instruction, Approved Special Instructions, Station Working Rules & Miscellaneous Circulars, Rules applying to Railway servants. Role of S.M., Maintenance of Station, records, Cleanliness, Ensuring safety., Leaving station / cabin while on duty, Upkeep of fire extinguisher / water hydrant Upkeep first aid box, Responsibility regarding operation of block instrument, panel and relay room and isolator key.	10
T-1/Core1.2	Definitions-Chapter 1. of G&S.R, Station Classification and Yard	5
T-1/Core1.3	Signals-	
	Evolution of Signals	2
	Fixed Signals in Multiple Aspect Territory	12
	Distant, Inner Distant, Combination of Distant Signal with Last Stop Signal & Gate Stop Signal	
	Home, Routing Home	
	Starter, Inter Starter, Advanced Starter	
	Calling-on Signal	
	Shunt Signal - Types	
	Gate Stop Signal - with & without 'G' Marker	
	Intermediate Block Stop Signal	
	All Hand Signals & their Occasions	2
	Fog/Detonating Signal, Fog Signalling, Warning Signal & Demo	2
T-1/Core1.4	Isolation & Interlocking	4
T-1/Core1.5	Indicators - Point, Trap, Route & Shunting Permitted Indicator	3
T-1/Core1.6	Boards - Warning Boards (Passenger, Goods, Shunting & Station), Shunting/Block Section Limit Board, Caution & Termination Indication Boards, Sign-A & B Boards, etc	5
T-1/Core1.7	Classification of Stations, Minimum Equipment of Signals in Multiple Aspect Area, Station Section, Block Section- Conditions for granting Line Clear, Station Diagrams with MAUQ/MACL Signals at Different Classes of Stations	6
T-1/Core1.8	Conditions for taking 'off' Signals	3
T-1/ Core1.9	Points & setting of Points,	4
T-1/Core1.10	Failure of Points - Use of S&T(NM), S&T(DN), Hands on Training on Crank Handle, Clamping & padlocking of Points, Use of Through bolt & cotter, etc	10
T-1/Core1.11	Signal Failure - Failure of all Signals-Reception & Departure Stop Signals - Passing Intermediate Block Stop Signal at 'ON'	08

	- Passing Gate Stop Signal at UN - Reception on Obstructed/ Non-Running/Non-Signalled Road - Despatch from a Non- Running / Non-Signalled Road, a line out of group of lines with Common Starter	
T-1/Core1.12	Panel , Panel – buttons and their use.. Lever frame – different livers and their use.RRI & EI- Parts & Functions - Hands on Training on Use of Lever Collar, Slide Pin, Button Cap and Key of SM's slide, Block Instrument Key, caution plate, no voltage plate/button collar • Normal Reception & Despatch • R&D during Signal Failure, Point Failure, Panel Failure • Shunt Movements	10

T-1/Core-1	TRANSPORTATION RULES (G&SR, Optg. Manual, Accident Manual)	Hours
T-1/Core1.13	Working of Trains generally o Systems of working o Conditions and precautions for granting line clear and clearing back section o Important papers, P.No. Sheet, TSR and precautions while using them. o Working of trains in Thick and foggy weather o Procedure for draw ahead of train up to fouling mark when fouling mark is not clear o Procedure for draw ahead of train up to last stop signal when train waiting for line clear o Engine Whistle codes o Procedure for put back of signals - Standard Time - Speed-Maximum Permissible Speed & Booked Speed - Time Table (PTT & WTT),Speed over Facing Points - Engine Pushing, Pushing back in absolute and automatic block system - Trains without Guard / BV / Guard & BV - Whistle Codes & Bell Codes - Working of Material Train & Track Maintenance Machine	28
T-1/Core1.14	Control & Working of Stations - General duties - SWR-Contents, P.Way, Rule Diagram & OHE sectioning	20

	diagram-Rules for working in Electrified Section-Appendix 'G' - Shunting - Definition, Types, Control & Supervision of Shunting, Shunting on Gradients, Shunting Authorities, Shunting Techniques to maintain fluidity in Big Yards-Coaching/Goods - measures to prevent accident during shunting movement ODC movement Marshalling - Securing of Vehicles / Engine. Escaping of Vehicles - Stabling at Station, Train Stalled in Mid section - Ghat rules – Slip siding and catch siding Duties of SM - person run over cases. Cattle run over cases Obstruction in block section Patrolman delayed in block section, Train delayed in block section, Rail fracture, Loco pilot reporting any abnormal condition in block section, OHE failure. Traffic, Engineering, Power Block Track machine. Passing of train without tail lamp / tail board. Duties of ASM – In case of serious accident, Signal passing at danger by Loco Pilot Bursting of points. Fire on train Breach of block rule. Sabotage and train wrecking Threat perception. Working of Tower wagon, Trolly, Motor trolly, lorry. Staff / passengers creating nuisance in station premises. Safety equipments. boards, passenger amenities available at station Registers maintained at station. Safety counseling and monitoring, Safety categorization, safety meetings Section capacity, Throughput surprise night inspections, ambush check, cabin / level crossing gate inspection. Exchanging of hand signals with train crew Responsibility of Station Master regarding punctuality use of crank handle. Overhauling, cable maggering, NI work and precautions. Cross over testing, crank handle testing, use of cross over	
T-1/Core1.15	Working of Level Crossings - Types of LC, Classification-Working at Manned Non-Interlocked LC-Failure of LC	3
T-1/Core1.16	Working of Trains in Electrified Sections-Parts of OHE-Power Supply arrangements, Traction Power Control Organisation - Power Blocks - Kinds - Registers - SCADA	5
T-1/Core1.18	Automatic Block System - S/L & D/L - Kinds of Signals	16

	- Salient Features - Sequence of Aspects of Automatic Signals, Establishing Direction of Traffic, etc - Passing Signals at 'On' - Various Authorities to Proceed - Abnormal Occasions - Panel Failure, Prolonged failure of Signals, Failure of Both Signal & Communication, Sending Relief Engine, Single line working on D/L, Movement against DOT, etc - Shunting in Automatic Territory - Competency Certificate	
T-1/Core1.19	Accidents-Classification, Reporting, Assistance Accident case studies, Safety in train operation - Levels of Enquiry - ACC Forms - Fire in train - MRV & BD Special - Duties of SMs & other departments in case of Accidents - Causes of accidents and remedial measures	10
	TOTAL	**168**

T-1/Core-2	BLOCK WORKING RULES		Hours
T-1/Core-2.1	Rules applying to Railway Servants		2
T-1/Core-2.2	System of Working - Definition, Different Systems - Introduction		2
T-1/Core-2.3	Order of Precedence of Trains & Control Working		2
T-1/Core-2.4	Means of Communication		1
T-1/Core-2.5	Essentials of Absolute Block System		2
T-1/Core-2.6	Documents connected with Block Working - Block Competency Certificate, Train Signal Register, PN Book		2
T-1/Core-2.7	Block Instrument/Track Circuit/Axle Counter & BPAC - UFSBI (single and double line) Objective of provision		2
T-1/Core-2.8	Bell Code Signals-Types, significance, follow up action		2
T-1/Core-2.9	Various Authorities to Proceed - S/L & D/L		2
T-1/Core-2.10	Single line Tokenless Block Instrument - RAB/Push Button Type		10
	- Parts & Functions	2	
	- Precautions before granting/asking Line Clear, before closing the Block Section, Testing before Taking over charge	2	
	- Failure Occasions - Restoration by S&T Officials, SMs themselves, DSTE/ASTE	4	
	- Hands on Training - Normal working, Normal Cancellation, Push back Cancellation & Testing	12	
T-1/Core-2.11	Single line Tokenless Block Instruments - Frequency Modulation /Daido Instrument		12
	- Parts & Functions	2	

	- Precautions before granting/asking Line Clear, before closing the Block Section, Testing before Taking over charge	2	
	- Failure Occasions - Restoration by S&T Officials, SMs themselves, DSTE/ASTE	4	
	- Hands on Training - Normal working, Normal Cancellation, Push back Cancellation & Testing	12	
T-1/Core-2.12	Works of Short & Long duration-Protection at site, Engineering Indicators, Cause ways		2
T-1/Core-2.13	Patrolling of lines - Kinds of Patrolling, SM's responsibilities		1
T-1/Core-2.14	Line Block-Requisition, Imposition, Extension, Removal		1
T-1/Core-2.15	Introduction to Trolley, Lorry, Motor Trolley, etc - Competency Certificate - Issue & Renewal, etc		1
T-1/Core-2.16	Working of Trolley, Lorry , OHE Ladder Trolley, Cycle Trolley		2
T-1/Core-2.17	Working of Motor Trolley, Moped Trolley		2
T-1/Core-2.18	Caution Order - Preparation, Issue & Circumstances		2

T-1/Core-2	BLOCK WORKING RULES		Hours
T-1/Core-2.19	SGE Double line Block Instrument		12
	- Parts & Functions	2	
	- Precautions before granting/asking Line Clear, before closing the Block Section, Testing before Taking over charge	2	
	- Failure Occasions - Restoration by S&T Officials, SMs themselves, DSTE/ASTE, One Dial Suspension	4	
	- Hands on Training - Normal working, Normal Cancellation, Block Back, Block Forward & Testing	12	
T-1/Core-2.20	Total Interruption of Communication on Double line		2
T-1/Core-2.21	Temporary Single line working on Double Line Train dividing Train parting		3
T-1/Core-2.22	Total Interruption of Communication on Single line		3
T-1/Core-2.23	Authority to Proceed without Line Clear-Issue & circumstances, Sending assisting engine in obstructed Block section		2
T-1/Core-2.24	Block Failure - Follow Up Action		4
T-1/Core-2.25	Filling up of Operating Forms - Hands on Training		4
	TOTAL		90

S-1	Duties of S & T Staff - Co-ordination with other Departments	Included in	Hours
S-1/Core-1	Specific duties under G&S.R	T-1/Core-1	--
S-1/Core-2	Specific duties under Block Working Rules	T-1/Core-2	--
S-1/Core-3	Duties of S&T Staff - Co-ordination with other Departments, Maintenance Schedule, etc	--	3
3.1	Schedule of Inspections-ESM, JE, SE, SSE, ASTE	--	
3.2	Schedule of POH for Various Signalling Gears	--	
3.3	Registers, Forms & Memos: - Relay Room Double Key Lock Register - Block Instrument Double Key Lock Register - Signal, Block, Failure & Inspection Register - S&T (NM), S&T (T/351) - Failure Advice & Joint Restoration Memo - Route Release Memo, etc	--	
3.4	Joint Inspection of Points & Crossings with JE/SE/P.Way - Schedule, Observations, Follow up	--	
3.5	Signal Sighting Committee - Sighting Distance of various Signals-Focussing, Shifting of signals	--	
3.6	Panel/RRI/SSI- Resetting of Route/BPAC, Data Logger-Use in failure restoration & Maintenance	--	
	TOTAL		**3**

PW-1	Duties of P.Way Staff – Co-ordination with other Departments	Included in	Hours
PW-1/Core-1	Specific duties under G&S.R	T-1/Core-1	--
PW-1/Core-2	Duties of P.Way Staff – Co-ordination with other Departments, Maintenance Schedule, etc	--	3
2.1	Basics about Track, Track-Wheel Interface, Sleepers, Ballasts, etc	--	
2.2	Schedule of Maintenance for Various P.Way Officials – Keyman, Gang Mate, JE/SSE/P.Way, ADEN, DEN, etc	--	
2.3	Types of Track Defects – Slack/Rough running, Lurch, Buckling, etc	--	
2.4	Types of Track Machines, Types of Blocks & Working of Track Machines	--	
2.5	Types of Engineering Works-CTR,DSW,TRR,TSR	--	
2.6	Station Yard Maintenance-Removal of rank vegetation, Prevention of trespassing, Drainage Improvements in Track circuited yards	--	
2.7	Blocking of Running Lines, Precautions	--	
2.8	Action in case of weather warning messages	--	
2.9	Subordination of Gang staff within station premises-Exchange of messages, Fog signalling	--	
	TOTAL		3

OHE-1	Duties of OHE Staff – Co-ordination with other Departments, Maintenance Schedule, etc	Included in	Hours
OHE-1/Core-1	Specific duties under G&S.R	T-1/Core-1	--
OHE-1/Core-2	Duties of OHE Staff – Co-ordination with other Departments, Maintenance Schedule, etc	--	--
2.1	Basics about AC Traction	--	6
2.2	Schedule of Maintenance for Various OHE Officials	--	
2.3	Types of Power Block-Precautions & Procedures, Working of Tower Wagon	--	
2.4	Visit to Traction Power Controller Office, SCADA	--	
2.5	OHE Sectioning Diagram, FP, SSP, SP, Sector, Sub-Sector, Elementary and Neutral sections. Reporting of abnormalities and action to be taken.	--	
2.6	Operation of Isolator Switches, Authorized Persons	--	
2.7	Types of Power Block, Precautions & Procedures, Power Block Registers	T-1/Core-1.16	--
2.8	Operation of Rotary Switch	--	--
	TOTAL		6

C-1 to C-5	Commercial Module for ASM	Days	Hours
C-1	Duties of Commercial Clerk	9	54
C-2	Duties of Ticket Examiner	2	12
C-3	Duties of Goods Clerk (Included in C-1)	--	--
C-4	Duties of Parcel Clerk (Included in C-1)	--	--
C-5	Duties of ECRC	2	12
	TOTAL	13	78

C-1	Duties of Commercial Clerk	Hours
C-1/Core-1	Coaching Theory	25
C-1/Core-2	Goods Theory	20
C-1/Core-3	Traffic Accounts	9
	TOTAL	54

C-1/Core-1	Coaching Theory	Hours
C-1/Core-1.1	Organization set up of Commercial Department, Functions of Different branches, Books of Reference	1
C-1/Core-1.2	Different kinds of Tickets, Check & collection of tickets Disposal of tickets. Irregular travelling, causes and remedial measures. DTC Book & general idea of posting Other books & register, Definition of non issued tickets. accountal Disposal of non issued. tickets. registers maintained. Preparation of daily, monthly, returns its submission **Withdrawal of money from station earning**	3
C-1/Core-1.3	Different kinds of Military Warrants, Concession Vouchers & Certificates	2
C-1/Core-1.4	Break Journey Rules	1
C-1/Core-1.5	IRCA Concessions	2
C-1/Core-1.6	Reservation of Seats & Berths - PRS	1
C-1/Core-1.7	Refund Rules - Normal & Abnormal conditions	2
C-1/Core-1.8	Booking & detection of Luggage, Booking of Animals & Birds - IRCA Coaching Tariff	3
C-1/Core-1.9	Acceptance & Booking of Parcels - IRCA Coaching Tariff, Preparation & Disposal of PWB, Rebooking of Parcels	
C-1/Core-1.10	Responsibility of Railways as carrier of Luggage, Parcels, etc - Common Carrier liability	1
C-1/Core-1.11	Forwarding Note - Execution	1
C-1/Core-1.12	Public Complaints, Claims - causes & prevention	1
C-1/Core-1.13	Railways Act, 1989 - Important Sections	1
C-1/Core-1.14	**UTS - Hands on Training,** UTS and PRS, Parcel Management system	**6**
	TOTAL	**25**

C-1/Core-2	Goods Theory	Hours
C-1/Core-2.1	Types of Wagons - Carrying Capacity, Forwarding notes, its types and importance, Working hours and business hours and restrictions.	1
C-1/Core-2.2	Routing & Rating of Goods Traffic,	1
C-1/Core-2.3	Packing & Weighment of Goods, PTO and section 70 and 71, Ban and Restrictions Wagon demand and register of WRF and W/L and T/L conditions Allotment and supply of wagons Lump sum deposit WRF its forfeiture and refund.	1
C-1/Core-2.4	Movement of Wagon Loads, Priority Schedule, Re-Weighment, Punitive Charges	1
C-1/Core-2.5	Booking & Carriage of Military Traffic, Dangerous Goods	1
C-1/Core-2.6	Loading of Wagons, Sealing, Riveting & Locking	1
C-1/Core-2.7	Unloading of Wagons, Reporting of Discrepancies, Maintenance of DD Register	1
C-1/Core-2.8	Open Delivery & Assessment Delivery	1
C-1/Core-2.9	Rebooking & Diversion	1
C-1/Core-2.10	Unconnected & Unclaimed Goods, their disposal	1
C-1/Core-2.11	Delivery in the absence of RR	1
C-1/Core-2.12	Demurrage & Wharfage	2
C-1/Core-2.13	Sidings, Liberalized Siding Policies	2
C-1/Core-2.14	Market prospecting organization, Freight Incentive Schemes & Transportation Products, Container Service	
C-1/Core-2.15	**FOIS - TMS - Hands on Training**	**5**
	TOTAL	**20**

C-1/Core-3	Traffic Accounts	Hours
C-1/Core-3.1	Under charges, Over charges - Disposal & delivery of Parcels	2
C-1/Core-3.2	Outstanding & clearance	2
C-1/Core-3.3	Non-Issued Tickets, Obsolete Tickets, Error Sheet, DTCB, Proof Book	1
C-1/Core-3.4	Coaching Returns & Balance Sheet	2
C-1/Core-3.5	Preparation of Goods Returns including Balance Sheet & submission	2
	TOTAL	**9**

C-2	Duties of Ticket Examiner	Hours
C-2/Core-1	Coaching - Theory	6
C-2/Core-2	Coaching Returns & Case Studies	6
	TOTAL	**12**

C-2/Core-1	Coaching - Theory	Included in	Hours
C-2/Core-1.1	Introduction To Commercial Department & Its Functions, Reference Books And Their Uses	C-1/Core-1.1	--
C-2/Core-1.2	Various Classes of Accommodation on Rlys, Kinds of Journey and Non-Journey Tickets, ICRP, Military Traffic, HOR, Police Warrant, RTC, Various Passes	C-1/Core-1.2, 1.3	--
C-2/Core-1.3	Checking Aspects in the above Tickets, Warrants, etc	--	2
C-2/Core-1.4	Reservation And Refunds	C-1/Core-1.6, 1.7	--
C-2/Core-1.5	Object of Ticket Checking And Collection of Tickets, Tickets Collected Register, HOM etc	--	1
C-2/Core-1.6	Luggage And Different Aspects of Luggage	C-1/Core-1.8	--
C-2/Core-1.7	Concessions	C-1/Core-1.5	--
C-2/Core-1.8	Cognizable And Non-Cognizable Sections of Railways Act	C-1/Core-1.13	--
C-2/Core-1.9	Dangerous & Explosive Goods- Prohibition of Carriage in Passenger Coaches	--	1
C-2/Core-1.10	Running Train Theft, Accidents, Untoward Incidents, ICC Pulling	--	1
C-2/Core-1.11	Catering And Vending Arrangements - Co-Ordination by TE/TTE	--	1
	TOTAL		6

C-2/Core-2	Coaching Returns & Case Studies	Hours
C-2/Core-2.1	Duties of a Ticket Examiner & Various Checks Conducted To Eradicate Ticketless Travel	2
C-2/Core-2.2	Irregular Travelling & Case Studies of All Sorts	2
C-2/Core-2.3	Various Returns to be submitted by Ticket Examiner	1
C-2/Core-2.4	Error Advices, Outstanding & Clearance Of Outstanding	1
	TOTAL	6

C-3	Duties of Goods Clerk	Included in	Hours
C-3	Goods Theory	C-1	--

C-4	Duties of Parcel Clerk	Included in	Hours
C-4	Luggage & Parcel Rules	C-1	--

C-5	Duties of ECRC	Hours
C-5/Core-1	Coaching - Theory	6
C-5/Core-2	Coaching - Practical	6
C-5/Core-3	Traffic Accounts	--
		12

C-5/Core-1	Coaching - Theory	Included in	Hours
C-5/Core-1.1	Introduction to Commercial & Other departments	C-1/Core-1.1	--
C-5/Core-1.2	Books of Reference	C-1/Core-1.1	--
C-5/Core-1.3	Different kinds of Tickets: - PRS, E-ticket, Tatkal Ticket, CJT, ICRP, CST, Soldier Ticket, etc	C-1/Core-1.2, 1.3	--
C-5/Core-1.4	IRCA Concessions	C-1/Core-1.5	--
C-5/Core-1.5	Military Warrants	C-1/Core-1.5	--
C-5/Core-1.6	Reservation, Refunds, Modifications	C-1/Core-1.6, 1.7	--
C-5/Core-1.7	Luggage	C-1/Core-1.8	--
C-5/Core-1.8	Fake Note Detection-Demonstration	--	1
C-5/Core-1.9	PRS Configuration & CONCERT - Theory	--	2
C-5/Core-1.10	Charting, Man Machine Interface	--	3
	TOTAL	--	**6**

C-5/Core-2	Coaching - Practical	Day	Hours
C-5/Core-2.1	Hands on Training - PRS	1	6

C-5/Core-3	Traffic Accounts	Included in	Hours
C-5/Core-3.1	PCDR, Different Books Maintained for Accountal and Maintenance of ICV Books in Reservation Centre, Maintenance of dead stock register Balance sheet preparation & its submission	C-1/Core-3.1 to 3.5	--
C-5/Core-3.2	HOC/TOC of Cash & Vouchers		
C-5/Core-3.3	Various PRS Statements - Daily, Monthly & Periodical		
C-5/Core-3.4	Error Advice, Inspection by TIAs, Raising of Debits, etc		
C-5/Core-3.5	Cash Remittance- Bank & Cash Office		
C-5/Core-3.6	Station Outstanding & Balance Sheet [PRS]		
	TOTAL		--

T-3	Duties of Trains Clerk	Included in	Hours
T-3/Core-1	GRS	T-1/CORE-1	--
T-3/Core-2	**Trains Clerk Duties, Registers**	--	
2.1	Train Papers - RJB, CTR, VG, LTM		
2.2	Stock Report - Coaching & Freight- Yard & Control Office		
2.3	Duties of TNC - In Yards, Control Office		
2.4	Various Registers, Forms & Memos		
T-3/Core-4	**Advanced Transportation**	--	18
4.1	Various types of Rolling Stock -Coaches & Wagons, Locos-Nomenclature, Features & Numbering		
4.2	Pooling of Wagons, Interchanging of Rolling Stock		
4.3	Coaching & Wagon Census		
4.4	Marshalling Yard		
4.5	Preferential Traffic Schedule, Operating Restrictions		
4.6	Goods Train Operation - Train Ordering, Various Types of Goods Trains, etc		
4.7	Booking Crew for Trains, Crew Management in IR, CMS		
4.8	FOIS, ICMS, COA - Theory COIS, ICMS PAM, CMS, ACD, TCAS. TMS, SATSANG		
4.9	FOIS, ICMS, COA - Practical		
4.10	Operating Indices - Passenger, Freight & Engine usage		
	TOTAL		18

M-1	C & W	Hours
M-1.1	Rolling Stock - how it rolls on Track - Track Bound, LHB coach and Hybrid coach,	6
M-1.2	ROH, IOH, POH of Rolling Stock	
M-1.3	Brake System in IR - Working of Air Brake System - Hand Brake in Wagons, GDR. Check, Resetting of alarm chain apparatus.	
M-1.4	Abnormal occasions - Flat Tyre, Brake Binding, Hot Axle, open door etc	
M-1.5	Brake Power Certificates - Various kinds of Coaching & Freight BPCs, Guard and Loco Pilot Check-Clearance from IMS station	
	TOTAL	6

DM-1	DISASTER MANAGEMENT	Included in	Hours
DM-1.1	Admission	--	--
DM-1.2	Introduction to Disaster Management, Various Organizations, Developments on DM at National level, etc	--	2
DM-1.3	DM Plans - at Divisional & Zonal levels	--	2
DM-1.4	Fire Fighting Techniques	T-1/Basic-3	--
DM-1.5	Duties of various departments during Accident	T-1/Core-1	--
DM-1.6	Guest lecture - by Divisional Officers / Supervisory Officials and Safety Counsellors on "Accident Management" Ordering of ART / ARME and their target time Disaster management, Accident Inquiries, Golden hour Ex-gratia payment, Hooter codes	--	2
	TOTAL		6

EST-1	Supervisory Management	Hours
EST-1.1	Main provisions of Railway Service Conduct Rules & HOER, Roster Preparation (Case study & Exercise)	3
EST-1.2	Leave & Pass Rules	
EST-1.3	Stores Department - Functions - Indenting, Accountal, Disposal of Consumable & Non consumable stores, T&P items, Various Books & Forms	
EST-1.4	Passenger Amenities, Station Cleanliness, Petty Repairs, Recoupment of Imprest Cash	
	TOTAL	3

EST-2	Personnel Management	Hours
EST-2.1	Career Prospects	3
EST-2.2	New Pension Scheme	
EST-2.3	Pay & Allowances, Entitlements, TA & DA rules	
EST-2.4	Seniority after the Induction Course at ZRTI	
EST-2.5	Medical Entitlements	
	TOTAL	**3**

T-1/Core-3	STATION MANAGEMENT	Hours
T-1/Core-3.1	Staff Management, Bio-Data Register, Roster assigning	6
T-1/Core-3.2	Various Registers maintained at Stations - Operating, Safety, Commercial & Personnel, Public Complaints, Fraud and embezzlement Advertisement at station	
T-1/Core-3.3	Contract Management - Overview, Guiding Principles, Supervision, Penalties	
	TOTAL	6

T-1/Core-4	STUDY TOUR	Hours
T-1/Core-4.1	Study Tour during the Training Course at ZRTI (2 days)-Visit to a Small, Medium & Large Stations in the Zone	12
	TOTAL	12

T-1/Core-5	THEORY & PRACTICAL EXAMS & VIVA-VOCE	Hours
T-1/Core-5.1	**Transportation, OHE,C&W, IT Theory:** **Paper-I - G & S.R** [Obj: 40 Marks; Descriptive: 60 Marks] - **Max Marks: 100**	3
T-1/Core-5.2	**Commercial Theory:** **Paper-II - (Coaching, Goods & Accounts)** [Obj: 40 Marks; Descriptive: 60 Marks] - **Max Marks: 100**	3
T-1/Core-5.3	**Practical Test I:** Operation of various Block Instruments at Model Room, Filling up of Operating Forms, Working in Panel & RRI/EI, Hand Cranking of Points, Clamping & Padlocking **Max Marks: 100**	-
		3 days i.e.18 hrs.

Internal assessment - mid term exam to be conducted periodically by 30 days.

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Traffic Apprentice - Phase III
Proposed Training Module for TPT-10
(Course for Train Controller)

Department	**Transportation**
Course No.	**TPT – 10**
Category	**Assistant Train Controller – Grade Pay 4200**
Stage	**Selection through RRB / Departmental Exam. (From ASM/Guard/TNC)**
Duration	30 Wkg. Days
Activity Centre	**Control Office**

Module No.	Description	Days	Hrs.
TPT – 10/A	Transportation Rules (G&SR, Optg. Man., Accident Man., Block Wkg. Manual)	12.5	75
TPT – 10/B	Disaster Management	01	06
TPT – 10/C	Commercial	5	30
TPT – 10/D	Charting / Model Room	6.5	39
	Study Tour (Two Days)	02	12
	Exam (Three Days): • Transportation Max Marks - 100 • Higher Commercial – Max Marks - 50 • Control Charting Max Marks - 50	03	18
	TOTAL	**30**	**180**

TPT – 10/A	TRANSPORTATION RULES (G&SR, Optg. Manual, Accident Manual, Block Working Manual)	75 hrs.

Module No.	Content	Description	Periods
TPT-10/A-01	Introduction	Objective of Indian Railways, Indian Railway evolution and establishment, Organisation of Indian Railways, Organisational structure of Operating department, Principles of operating department, Necessity of Rules. Introduction, General idea about G&SR, BWM, AM, operating manual, WTT, SWR	1 hr 30 m.
TPT-10/A-02	Definitions	Important related definitions, classification of stations.	1 hr 30 m.
TPT-10/A-03	Signals, Boards & Indicators	Signals – Kinds, Description, Placement, Aspects, Detonators - Usage and placing, Various indicators and boards, Berthing and crossing of trains. Slip Siding, catch sidings and outlying siding.	1 hr 30 m.
TPT-10/A-04	Disconnection/ Reconnection	Defective signals, Damaged and defective points, action to be taken, Disconnection and Reconnection of points and other gears.	1 hr 30 m.
TPT-10/A-05	System of working	One Train only system, Absolute Block system, Essential, Conditions for granting line clear, Condition for taking off signals, Shunting stages.	1 hr 30 m.
TPT-10/A-06	Interlocking & Non-interlocking	Interlocking – methods, standards, speeds, minimum signals, Non- interlocked working & Isolation.	1 hr 30 m.
TPT-10/A-07	Caution order	Caution orders – kinds, imposition and cancellation, Circumstances, Temporary & Permanent Speed restrictions.	1 hr 30 m.
TPT-10/A-08	Wkg. of trains generally	Complete arrival of train, Signals to be exchanged between station staff and crew, engine pushing, various Speeds, various lights, speedometer and their failures.	1 hr 30 m.
		Learning road of Loco pilots & Guards. Brake-van, Working of trains without Guard & Brake van, Tail Board/tail lamp, Alarm chain pulling, Damaged or defective vehicles, Material trains & Crane working, Attaching of dead locos, Working of EMU, DMU, MEMU - Push - pull trains. MPS / Booked speed	1 hr 30 m.
TPT-10/A-09	Reception/ Despatch	Reception of a train on an obstructed line and on non-signalled lines, Despatch of a train from non-signalled lines and from lines having common starter.	1 hr 30 m.
TPT-10/A-10	Stabling, thick & foggy weather	Stabling of loads & Blocking of lines, Vehicles escaping from station – action to be taken. Working of trains during thick, foggy or tempestuous weather,	1 hr 30 m.
TPT-10/A-11	Block working	Means of communication, Authority to proceed, Type of block instruments, their parts, Suspension and Failures, bell codes. Working of trains by means of electric speaking instruments.	1 hr 30 m.
TPT-10/A-12	Abnormal working	Sending relief trains in occupied block section, Total interruption of communication on single and double line, Single line working on double line, Trains unusually delayed, Abnormal occurrences during run.	03 hrs.
TPT-10/A-13	Automatic Block System	Briefing about Automatic block system on double and single line, Normal and abnormal working of trains (Signal failure, Total failure of communication, single line working on double line, abnormal	03 hrs.

		condition on track etc.) in Automatic Block System, Shunting rule in Automatic Block System.	
TPT-10/A-14	Action to be taken	Action to be taken by Controller in case of – • Train overdue • Wagon defects during run • Maintenance block, Mega block, Integrated block, shadow block, corridor block • Granting/Removal of Traffic block & Power Block • Obstruction of running line • Abnormal circumstances in the train • Securing of load • Imposition of Speed restriction • Thick & foggy weather • Disconnection/Reconnection of S&T gear • Running of train without brake van • Faulty OHE • Train running with hot axle, hanging part, flat tyre • engine unable to proceed between stations. • train parting • portion of train left on line • fire on a train • explosion in train or on track • defective running of locomotive • defective permanent way • During S&T failure (Signal, Point, Block Instrument Track circuit, Axle counter, BPAC etc.) Point bursting, Cattle run over. Person run over • Fire on train • Vehicle escaping. Shunting operation • Dead engine movement (attaching / detaching) • Using emergency cross over. Opening of relay room • Stabling of load. Train ordering • Pre departure detention. Out report • Crew management. Train parting, train dividing • Train stall on gradient. Precedence and crossing • CSR and CSL. ODC movement • Ban, restrictions, PTS. Train passing without tail lamp / tail board. Long haul train operation • Pushing back in absolute and automatic block system	09 hrs.
TPT-10/A-15	Permanent Way	• Regular works and functions of engineering department, Patrolling of Line, vulnerable places and causeways, Protection rules. • Trolley, Lorry, Rail Dolly and Motor Trolley working, • **Track Maintenance Machines** – Various types of track machines, their functions, output per hour, block procedure, precautions during blocks. • **Blocks** – Day by day maintenance blocks,	03 hrs.

		emergent block, Blocking of lines, Integrated and corridor blocks, Mega block, distressing work, SEJ setting, switch removal, turn out replacement, Joint work with other departments, Controller's responsibilities towards Blocks. • Working of material trains.	
TPT-10/A-16	Level Crossing	Types of Level crossing and their working.	1 hr 30 m.
TPT-10/A-17	Working of trains in Electrified section	Working of trains during power block, traffic block, precautions to be taken during train/shunting movement in blocks, Requirement of block back and block forward during power block/traffic block, Tower wagon and its working, Action to be taken during Hot Axle and caution to trains in case of OHE break down. Responsibilities of controller regarding failures of OHE. Dos and don'ts applicable to Traffic staff as per TWR.	03 hrs.
TPT-10/A-18	Operating control	Organisation and functions of Operating control, Train Control, Traffic Control, Power Control. Responsibility of control in running of train, utilisation of powers and rolling stock, movement of traffic. Section capacity Throughput, Wagon utilization Engine utilization Master chart, Interchange, Powerplan, Crew management. Morning position, FATO. Platform occupation chart	03 hrs.
TPT-10/A-19	TMS, Emergency control	Working of Suburban Control, Area control, TMS, Central Control, Emergency Control.	1 hr 30 m.

TPT-10/A-20	Duties	Duties of Train Controller, CTNL in-charge, CTNL (Stock), CTNL (Punctuality), Controller (Emergency Control and Central Freight Control) and various departments in control office.	03 hrs.
TPT-10/A-21	Registers, Record	Various registers/records maintained in control office.	1 hr 30 m.
TPT-10/A-22	Coaching/ Goods vehicle,	Nomenclature of Coaching and Goods vehicle, various Statistics maintained in Control office.	1 hr 30 m.
TPT-10/A-23	Block Rake, Marshalling	Block rake of passenger and goods train, Marshalling of special goods stock, Restricted and Prohibited trains, movement of ODC.	03 hrs.
TPT-10/A-24	Interchange	Definition, interchange of Coaching and Goods stock, factors affecting interchange, Divisional wagon balance.	1 hr 30 m.
TPT-10/A-25	Line Capacity, Through put	Line Capacity and Through put and measure to improvement Line capacity and Through put.	1 hr 30 m.
TPT-10/A-26	Goods Train operation	Kinds, Load of train, ordering of Goods train, speed of goods train, transhipment of wagon, wagon pool, interchange, Longhaul goods train and Container carrying goods trains.	1 hr 30 m.
		Pre-departure detention, Goods train putting back, Speed of goods trains, Load of trains, Transhipment of wagons, Statistics specific fuel consumption, Preferential Traffic Schedule, FOIS and Rationalization scheme.	1 hr 30 m.
		Special types of goods stock, movement of double stack container and military, various types of locos,	1 hr 30 m.

		its hauling capacity and speed, Freight operating indices, Interchange of rolling stock and factors affecting interchange.	
TPT-10/A-27	Passenger train operation	Kinds, Load of train, Role of controller regarding punctuality, factor affecting punctuality, Time Table, its preparation and revision of time table, platform occupation chart, pit line occupation chart, Rake link, movement of special/VIP trains. Movement and precaution for military and mela special, Engine link.	03 hrs.
TPT-10/A-28	Stock report	Preparation of Goods and Passenger stock report, divisional wagon balance.	1 hr 30 m.
TPT-10/A-29	Crew booking	Crew HQ, Crew link, booking of crew and 10 hrs. rule, lobby working.	1 hr 30 m.
TPT-10/A-30	Engine Usage	Types of engine their hauling capacity, Engine detention, Engine balancing, Power plan, Measure to improve loco utilisation, Economy in fuel consumption.	1 hr 30 m.
TPT-10/A-31	Wagon usage	Preferential Traffic Schedule, Rationalisation scheme, Wagon registration, indent, allotment and supply of wagon, Restriction for movement(civil and operation), wagon turn round, wagon census.	1 hr 30 m.
TPT-10/A-32	WTT	Working Time Table, its importance and utilisation.	1 hr 30 m.
TPT-10/A-33	PSUs	Working of railway PSUs (IRCTC, RITES, DFCCIL, IRCON, RAILTEL, RVNL, CONCOR, KRCL etc.)	03 hrs.

TPT – 10/B	Accident and DISASTER MANAGEMENT	06 hrs.

Module No.	Content	Description	Periods
TPT-10/B-01	Accident	Accidents - classification and reporting, Hooters, ART/SPART, ARME/SPARME, MFD, POMKA, turning out time, Duties of controllers in case of accident or obstruction, ordering and movement of ART/ARME, Duty of controller regarding accident, maintenance of accident log book (Accident Diary), Regulation of traffic during accident, Causes and prevention of accident, Miscellaneous incidents and disposal of dead bodies. Signal passing at danger by Loco Pilot Threat perception. Sabotage and train wrecking. Safety Devices- ACD, TAWD, VCD, EOTT, WILD, GSMR and AWS.	03 hrs.
TPT-10/B -02	Introduction, Golden Hour	Definition, Various telephone Nos. of Authorities to be used in requirement of assistance. DM Act, NDMC, DM AT Different levels, Concept of "GOLDEN HOUR" and implementation.	1 hr 30 m.
TPT-10/B-03	Duties of staff	Duties of various staff present at the time of Accident, Regulation or diversion of trains, Duties of Senior most official I/C at the site. Rescue and Relief Operation, Case study of various Accident.	1 hr 30 m.

TPT – 10/C	COMMERCIAL	30 hrs.

Module No.	Content	Description	Hrs.
TPT-10/C-01	Introduction	Brief introduction and role of commercial department.	1 hr 30 m.
TPT-10 /C-02	Amenities	Classification of station & minimum amenities provided at station. Commercial advertisement at all stations	1 hr 30 m.
TPT-10 /C-03	Refund	Refund rules for Un-reserved, RAC & confirmed tickets, special cancellation.	1 hr 30 m.
TPT-10 /C-04	Special Train	Booking of coach & special train (F.T.R.)	1 hr 30 m.
TPT-10 /C-05	Rate structure	General features of Rate structure, Theory of Rates.	1 hr 30 m.
TPT-10 /C-06	RRT	Railway Rate Tribunal.	1 hr 30 m.
TPT-10 /C-07	Halt Station	Opening of Halt station, CBA, out agencies.	1 hr 30 m.
TPT-10 /C-08	Ticketless Travel	Reasons for Ticketless travel and different kinds of check.	1 hr 30 m.
TPT-10 /C-09	Theory of Rates	Theory of Rates, Routing.	1 hr 30 m.
TPT-10 /C-10	Registration of Wagon	Wagon demand, registration, allotment & supply of wagon, e-RD, change of destination, change of commodity.	1 hr 30 m.
TPT-10 /C-11	Freight structure	General features of freight structure, RCT.	1 hr 30 m.
TPT-10 /C-12	Liability	Common Carrier Liability under section 93 to 104., Provision of 123 to 129 of Rly. Act 1989. Inspection of various commercial offices and book stalls. Various users consultative committees. Public relations	1 hr 30 m.
TPT-10 /C-13	Re-booking & Diversion	Procedure for Re-booking and Diversion, short of destination.	1 hr 30 m.
TPT-10/C-14	F.I.S.	Freight Incentive Scheme & Transportation procedure., Down fall of traffic, suggestion to capture the traffic./ measures to improve Railway earnings, Rail road co-ordination and competition, Marketing and sales organization and general idea of various policies.	1 hr 30 m.
TPT-10 /C-15	Demurrage & Wharfage	Demurrage and Wharfage rules, stacking permission & rules., Waive off Demurrage and Wharfage	1 hr 30 m.
TPT-10 /C-16	Siding	Types of siding & opening of siding., Traffic survey of new lines	1 hr 30 m.
TPT-10 /C-17	Punitive charge	Punitive charges.	1 hr 30 m.
TPT-10 /C-18	Leasing of SLR	Leasing of SLR	
TPT-10 /C-19	P.F.T.	Private Freight Terminal.	1 hr 30 m.
TPT-10 /C-20	Un-connected wagon	Un-connected, Un-delivered, over carrying consignment & working of N.R. Cell.	1 hr 30 m.
TPT-10 /C-21	Claims	Claims, causes & preventions, Role of commercial department in case of Accident.	
TPT-10 /C-22	Statistics	Commercial Statistics IT - FOIS - TMS, PMS, PPMS, UTS, PRS, NTES	1 hr 30 m.

TPT – 10/D	Charting / MODEL / BLOCK ROOM	39 Hrs.

Module No.	Content	Description	Periods
TPT-10/D-01	Station	Layouts of stations and yard, their interlocking and special features.	03 hrs.
TPT-10/D-02	Station	Train working in normal and abnormal conditions at various stations of single & double line and in Automatic Block System.	03 hrs.
TPT-10/D-03	Block Instruments	Different Types of block instruments, their failures & suspension and Working during failure/suspension of Block Instruments.	03 hrs.
TPT-10/D-04	Control	Control set up, different stations, control section, layouts, gradients.	03 hrs.
TPT-10/D-05	Charting Practical Training	Running of trains between stations, NRT, MRT, EA etc. Conversation with stations, Recording of timings repeated by stations, Recording of other particulars as CO messages, Yard balances etc. Computerization on Indian Railways FOIS – RMS/TMS, COIS, ICMS,PAM, CMS Practical Training of COA -- Login to COA - username password,Train working in Traffic Model room Control Chart understanding, Making of various entries regarding train operation (Arrival, Run through, departure, entry cancellation, Engineering /Traffic / Power / Track machine block, relay room opening/closing, stabling, caution order, crew over hrs., unusual incidents) Various remarks on chart and cancellation/ rectification of various entries Train out report, Train ordering, Train movements – light engine, dead engine, light engine loco account, banker engine, Assisting Engine, Goods train, passenger train, mail exp. Train, ART, ARME , Special trains movement – holiday special, millennium special, VIP special etc. Advance charting, Precedence and crossing , Master chart	27 hrs

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S.No. 35

Traffic Apprentice – Phase IV

Department	**Transportation**
Course No.	**TPT – 11**
Category	**Traffic Apprentice – Grade Pay 4200**
Stage	**Selection through RRB / Departmental Exam. (From ASM/Guard/TNC)**
Duration	32 Wkg. Days (Part I – 12 days and Part II - 20 days)
Activity Centre	**Control Office**

Part I – 12 working days

Module No.	Description	Days	Hrs.
TPT – 11/A	Civil Engineering	2	12
TPT – 11/B	Electrical	2	12
TPT – 11/C	Mechanical	1.5	9
TPT – 11/D	S & T	1.5	9
TPT – 11/E	Establishment	2	12
TPT – 11/F	Finance	2	12
	Exam	1	6
	TOTAL	**12**	**72**

Part - II – 20 working days

Module No.	Description	Periods	Hrs.
TPT – 11/G	Management	6	36
TPT – 11/H	Contract Management	6	36
TPT – 11/I	Computer Appreciation	6	36
	Exam (2 Days)	2	12
	TOTAL	20	120

Part – I

TPT – 11/A	Civil Engineering	12 hrs.

Module No.	Content	Description	
TPT-11/A -01	Different gauges.	Classification of routes/Lines	12 hrs.
TPT-11/A-02	Track Structure In Yards	Track structure (yards) simple layouts, loops, gathering neck, overrun line, shunting neck, stabling siding.	
TPT-11/A-03	Turnouts-Introduction	Turnouts: definition and description of components and terms. Diamond crossing, scissors crossovers with single and double slips, definitions and, Permissible speeds, restriction on use of 1 in 8 ½ T/out on passenger running lines, symmetrical splits.	
TPT-11/A-04	Level Crossings	Level crossings: classification, Census at Level crossing. Inspection of level crossing, Speed breakers, road sign boards, provision of new LC, Manning, De-manning, interlocking and replacement with ROB, closure, shifting and replacement with limited height subways/RUBs	
TPT-11/A- 05	Engineering works involving interface with traffic, Patrolling.	Maintenance And Regular Maintenance Operation	
TPT-11/A- 06	Measurement during accidents	Track parameters to be measure during accidents , Super elevation /Cant,	
TPT-11/A- 07	CRS Sanction And Schedule of Dimensions	Works requiring CRS sanction, Various schedule of dimensions related to P.way Infringements, register of infringements Movement of ODC	

TPT – 11/B	ELECTRICAL	12 hrs

Module No.	Content	Description	Hrs.
TPT-11/B-01	Electrified Section	Definition and terms used Identification of OHE parts like cantilever , Auto Tension Devices , Bonds Mast, Contact , centenary wire, stay , bracket , 9 tone insulator , and their utility. General supply arrangement (Feeding post, sub –section post , section post ,Sector, elementary section and Neutral section). Know how about general equipments, Specialty of 3 phase loco.	12 hrs.
TPT-11/B-02	OHE Isolator	Isolators: operation, its utility during breakdown and single line working on double line critical implantation. General supply arrangements FP, SSP, SP, Sector, Sub-Sector,Elementary and Neutral sections	
TPT-11/B-03	Reporting of Abnormalities	Reporting of Abnormalities to TPC in case of mast hitting, Panto-Graph entanglement and derailments.	

TPT-11/B-04	Shunting precaution – OHE breakdown	Precautions to be taken during shunting operation in unwired section from wired track and caution to trains in case of OHE breakdown. Traffic Block and working of Tower wagon. Competency-Certificates.	
TPT-11/B-05	Do's & Don't's	Dos and Don'ts applicable to traffic staff as per TWR. TLGS General Idea, Energy conservation, precautions during ODC movements in electrified section.	

TPT – 11/C	MECHANICAL	09 hrs.

Module No.	Content	Description	Hrs.
TPT-11/C-01	Brake System Advantage	Vacuum brake system/ Air-brake system, components, Difference between vacuum brake system and air-brake system. Advantages of air-brake system. Working of Single Pipe and Twin Pipe Air Brake System.	09 hrs.
TPT-11/C-02	Examination & BPC	Various types of examination, Brake power certificate and their validity, GDR.	
TPT-11/C-03	Brake Power Percentage	Percentage of Brake Power required in Goods/ Mixed/Passenger trains.	
TPT-11/C-04	Abnormal conditions in train	Alarm chain system, resetting and isolating. Causes of brake binding and its releasing, Flat Tyre, Hot axle and hanging parts.	
TPT-11/C-05	New rolling stocks & Engine	Introduction about new rolling stocks and Engines running on Indian Railways, their capacity, new features, maintenance procedure/schedule, trailing load with engine.	
TPT-11/C-06	Long Haul train	Role of mechanical department in running of long haul train operation.	
TPT-11/C-07	Container working	Working and precautions for movement of double stack container stock.	
TPT-11/C-08	Crane working	Types, capacity and working of various cranes.	
TPT-11/C-09	Tripler	Unloading by Tripler, marry go round system. Wagon measurements during accident Train Examination patterns Primary and secondary maintenance Axle load, Pay to tare ratio Buffer entanglement causes and remedial measures	

TPT – 11/D	Signal and Telecommunication	09 hrs.

Module No.	Content	Description	Hrs.
TPT-11/D-01	Introduction	General introduction and function of S&T department, Role of S&T department in train operation.	09
TPT-11/D-02	Axle counter and Track Circuit	Axle counter and Track Circuit Advantage of axle counter over track circuit, Operation of re-set button of axle counter and precaution during failure of Track Circuit.	
TPT-11/D-03	Panels, PI and RRI	Introduction about panel & RRI, Their use and advantages, Type of control panels. Principles of Interlocking, Standard of Interlocking, RRI, SSI, BPAC, Track Circuiting, Axle counter Data Logger , Development in Telecommunications	

		Signalling Interlocking Plan (SIP) NI Working, Cable meggering , Overhauling	
TPT-11/D-04	SSI Panel	SSI Interlocking, Advantage and Special features, Function of Microlock, Working of SSI(EI), SSI work on dual mode, changover switch. VDU.	
TPT-11/D-05	Button codes and locking	Indications and Switch/ Button codes, Switch/ Button, operation chart, Approach locking, back locking, Track Locking, Route locking, Route release, Sectional route release.	
TPT-10/E-06	Normal Operation	Normal Operation of points and signals for straight and diversion routes. Cases in which point to be considered failed and action taken.	
TPT-11/D-07	Emergency Operation	Emergency operation of points. Operation of points by crank handle. Movement of trains during point's failure. Replacement of a signal to 'ON' position, and route release. Route cancellation and overlap release. Power supply failure. Failure of stand-by generators as well as power supply, Panel Lock.	

TPT – 11/E	ESTABLISHMENT	12 hrs.

Module No.	Content	Description	Hrs.
TPT-11/E-01	Leave Rule	Various kinds of leave (Accountable and non-accountable), their admissibility, Leave encashment Rule.	12
TPT-11/E -02	Pass Rule	Various kinds of passes, their eligibility/admissibility.	
TPT-11/E -03	TA Rule	Rules regarding Travelling Allowance, Contingency charges and Composite Transfer Grant.	
TPT-11/E -04	HOER	Description and classification of duty rosters, change of classification, overtime, night duty allowance, exemption, statutory provision, periodical rest, long-on, short-off, penalty for violation of HOER.	
TPT-11/E -05	DAR	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). Conduct Rules-1966	
TPT-11/E F-06	Retirement benefits,	Pension and gratuity, New pension scheme, relevant factors and calculation, benefits.	

TPT-11/E -07	Various Act	Workmen Compensation Act 1923, Payment and Wages Act 1936, Minimum Wages Act 1948, Factory Act 1948, Industrial Dispute Act 1947, Trade Union Act 1926, Right to Information Act 2005, Disability act 2012 and 1995.	
TPT-11/E F-08	Misc.	PNM, JCM, PREM, SBF., Confidential Report.	

TPT – 11/F	Finance	12 hrs.

Module No.	Content	Description	Hrs.
TPT-11/F-01	Finance	Works programme Railway Budget and various budgetary review Originating and apportionment of earnings. Inspection note, special letters, Draft Para /Audit Para. inspection, error sheets, station debits, and action thereon. Station outstanding. General idea about SOPGEN Demands for grants.	12 hrs.

Exam for Phase IV – Part – 1

S.No.	Subject	Max. Marks
1.	Elementary knowledge of civil, establishment, S&T, finance, electrical, mechanical.	50

Part - II – 20 working days

Module No.	Description	day	Hrs.
TPT – 11/G	Management	6	36
TPT – 11/H	Contract Management	6	36
TPT – 11/I	Computer Appreciation	6	36
	Exam (2 Days)	2	12
	TOTAL	20	120

TPT – 11/G	Management	36 hrs.

Module No.	Content	Description	Hrs.
TPT-11/G-01	Management	concept and definitions Role of manager	36 hrs.
TPT-11/G -02	Function of management	Planning, direction, motivation and moral	
TPT-11/G -03	Human relation	leadership	
TPT-11/G -04	Stress management	Stress management	
TPT-11/G -05	Man power planning	Man power planning	
TPT-11/G -06	Productivity	Productivity	

TPT – 11/H	Contract Management	36 hrs.

Module No.	Content	Description	Hrs.
TPT-11/H-01		Preparation vetting and sanction of estimate	36 hrs.
TPT-11/H -02		Delegation of powers related to estimate/tender	
TPT-11/H -03		Rules and regulations regarding contract	
TPT-11/H -04		Precautions while preparing contract conditions General conditions of contract	
TPT-11/H -05		Tenders – invitation Tenders – opening Tenders – scrutiny Tenders- acceptance	

TPT-11/H -06		Execution of contract document Measurement book	
TPT-11/H -07		Contractors bills variations Price variation clause	
TPT-11/H -08		Final bill of contract Closure / determination of contract	
TPT-11/H -09		Releasing of tender documents Preparation vetting and sanction of estimate	
TPT-11/H -10		Lecture on vigilance (relating with tenders and contracts) case studies	

TPT – 11/I	Computer Appreciation course	36 hrs.

Module No.	Content	Description	Hrs.
TPT-11/I-01	Introduction of computer	Windows introduction hardware, software	36 hrs.
TPT-11/I-02	Microsoft word	Practical Work in ms word	
TPT-11/I-03	Microsoft excel	Practical work in ms excel	
TPT-11/I-04	Microsoft power point	Practical work in ms power point	
TPT-11/I-05	Networking	Introduction	
TPT-11/I-06	E-mail.	Practical work of email	
TPT-11/I-07	Unicode	Hindi software	

Exam for Phase IV – Part – 2

S.No.	Subject	Max. Marks
1.	Management, Contract management	50
2.	Computer Appreciation	50 (Practical)

Traffic Apprentice - Phase – V - field training

	Detail	Whether training at ZRTI/Divn/HQ	RRB (days)		Departmental Through ASM		Departmental Through Guard	
		Place	Old	Proposed	Old	Proposed	Old	Proposed
1.	Phase -V – (i) training (for Guard duties)	Division	30	10	60	15	-	-
2.	Phase -V – (ii) Foot plating of M/Exp. And Goods train	Division	15	04	15	04	15	04
3.	Phase -V – (iii) Field training for ASM /AYM /SS/SM/CYM/TI/MVI	Division	165	35	225	30	225	45
4.	Phase -V - (iv) Commercial Practical Training	Division	45	10	45	10	45	10
5.	Phase -V – (v) Field training at control (as SCOR, Dy. Chief, CHC)	Division	90	30	90	30	90	30
6.	Phase -V – (vi) Control working (TLC , Power Control, TPC, Crew control, C&W control, Engg. Control, Commercial Control etc.)	Division	07	04	07	04	07	04
7.	Phase -V – (vii) C&W training (Goods and coaching maintenance depot)	Division	14	04	14	04	14	04
8.	Phase -V – (viii) Basic track maintenance and machine working	Division	07	04	07	04	07	04
9.	Phase -V – (ix) Visit at other Divisions	Other Division	28 (7 days at each Division)	16 (4 days at each division)	28 (7 days at each Division)	16 (4 days at each division)	28 (7 days at each Division)	16 (4 days at each division)
10.	Phase -V – (x) COM office training	HQ	30	08	30	08	30	08
11.	Phase -V – (xi) CCO office training	HQ	30	08	30	08	30	08
12.	Exemption period to be utilized by concern Division	-	-	-	-	(-) 75	-	30
	Total		461 days	133 days	551 days	133 days	491 days	133 days

Note :-

1. After completion of phase –I at ZRTI trainees will send for field training at division for Guard duties [as per Phase – V (i)]
2. After completion of phase –II at ZRTI trainees will send for field training at division for ASM /AYM / SS/SM/CYM/TI/MVI duties [as per Phase – V (ii), & (iii)]
3. After completion of phase –III at ZRTI trainees will send for field training at division for Controller duties [as per Phase – V (iv), (v), (vi)]
4. After completion of phase –IV at ZRTI trainees will send for field training at division / HQ for Elementary advanced knowledge [as per Phase – V (vii) & (viii) (ix) at Division and V (x), (xi) at HQ
5. TNC selected for Traffic Apprentice will follow the course programme as per RRB candidate.

Proposed Revised Exam Pattern
Phase - I
(Guard Training – duration - 30 working days)

अ.न.	विषय	प्रस्तावित परीक्षा अधिकतम अंक
1.	ट्रान्सपोर्टेशन रुल, ओएचई, फाउंडेशन Transportation Rules, OHE	100 (Transportation Rules, Foundation,OHE, (80+10+10)
2.	ब्रेक सिस्टम Brake system	50
3.	मॉडल रुम एवं मौखिक परीक्षा / Model Room, viva-voce Exam	100 (Traffic 50 + C&W 30 + ETL 20)
4.	वाणिज्य - कोचिंग थेअरी + गुड्स थेअरी Commercial – Coaching and Goods Theory	50

Proposed Revised Exam Pattern

(ASM Training – duration 75 working days)

Phase -II

अ.न.	विषय	प्रस्तावित परीक्षा अधिकतम अंक
1.	ट्रान्सपोर्टेशन रुल, ओएचई, ब्रेक सिस्टम, इंफार्मेशन टेक्नॉलॉजी, फाउंडेशन Transportation Rules, OHE, Brake system, Information Technology	100
2.	मॉडल रुम एवं मौखिक परीक्षा / Model Room, viva-voce Exam	100
3.	वाणिज्य - कोचिंग थेअरी + गुड्स थेअरी Commercial – Coaching Theory and Goods Theory	100 (50+50)

Proposed Revised Exam Pattern

Phase - III

(Section Controller Course & Higher Commercial Duration – 30 working days)

अ.न.	विषय	प्रस्तावित परीक्षा अधिकतम अंक
1.	Transportation	100
2.	Higher Commercial	50
3.	Control Charting (COA)	50

Proposed Revised Exam Pattern

Phase – IV Part – 1

Duration – 12 days

अ.न.	विषय	प्रस्तावित परीक्षा अधिकतम अंक
1.	Elementary knowledge regarding technical aspect of Civil, S&T, Mechanical, Electrical, Finance and Personnel matter.	50

Phase – IV Part – 2

Duration – 20 days

1.	Management & Contract Management	50
2.	Computer Appreciation training	50 (Practical)

INDEX

Proposed Modules for Traffic Apprentices

Initial Courses

A Comprehesive Review by Zonal Railway Training Institute
Northern Railway, Chandausi

S.No.	Category	Days of Training	Page
3	Proposed Syllabus for Pointsman Initial	27 days	1 - 6
4	Proposed Syllabus for Initial-Shunting Master Initial	15 days	7 - 10
5	Proposed Syllabus for Cabinman/ Switchman Initial	24 days	11 -21
6	Proposed Syllabus for Leverman Initial	25 days	22 -25
7	Proposed Syllabus for Cabinman/Leverman Promotional	25 days	26 - 29

Proposed Syllabus for Initial - Pointsman

Duration – 27 working days

S. No.	Description
1.	Foundation course
2.	Transportation rules
3.	C.& W (Air brake system)
4.	S&T
5.	Disaster Management
6.	Establishment Rule
7.	Fire fighting
8.	Safety Seminar
9.	Study tour (2 days)
10.	Practical Training (5 days)
11.	Examination (1 day)
	Total

Transportation rules

S.N	Description	Remarks
1.	Organizational set up of operating department at Divisional and HQ level	Added and revised
2.	General idea about G&SR and Accident manual.– Knowledge of SWR.	
3.	Railway service conduct rules, duties for securing safety, prohibition of taking alcoholic drinks, sedatives, narcotic, stimulant drug and precautions, absence from duty, permission for HQ leaving	
4.	Functions of operating department.	
5.	Duties of pointsman, role and responsibilities in operating duty, Roster duty, General cleanliness of Block Instrument, Panel etc.	
6.	Definitions—1. Competent Railway Servant 2. Station, IBS 3. Classification of stations 4. Station Limit 5. Block section 6. Station Section 7. Gateman 8. Level Crossing Gate 9. Train 10. Passenger Train 11. Goods Train 12. Material Train 13. Running Train 14. Main Line 15. Running Line 16. Facing Points 17. Trailing Point 18. Point Indicator 19. Trap Indicator 20. Isolation 21. Fouling Mark 22. Shunting-Block Back, Block Forward 23. Line Clear 24. Adequate distance	Revised
7.	Signals—Kinds of signals, aspect and indications of Permissive and stop signals, IBS signal, Automatic and Semi Automatic Signal, Calling On Signal, Repeating Signal, Co-acting signal, Gate Stop signal, Shut Signal and Shunting Permit Indicator.	Revised
8.	Hand signal – exhibition of hand signals, stop hand signal, proceed hand signal, hand signals for shunting, banner flags, knowledge and possession of hand signals.	Added and Revised
9.	Detonators and their uses while working as pointsman, Gateman and Fogman.	Added and Revised
10.	Boards and Indicators --- VTO, FSP, BSLB, SLB, Engine Stop Board.	Added
11.	Minimum equipments of signals at various classes of stations	Added

12.	Various type of points – cross over point. Derailing switch, spring point, slip siding, catch siding	Added
13.	Role of Pointsman in case of defective signals and points	Revised
14.	Locking of points – key pluger lock, cotter bolt, lock bar, track lock, clamp and pad lock.	Added and Revised
15.	Means of isolation.	--
16.	Important Engine whistle codes	--
17.	Shunting – Types of shunting, shunting rules and precaution, unsignalled movement during shunting. Attaching and detaching of coaches in passenger carrying train.	Added and Revised
18.	Precautions to be taken while taking over and handing over the charge	Added
19.	Causes of accident during shunting movement and remedial measures.	Added
20.	Hand brakes on goods and coaching vehicles and their applications.	Revised
21.	Stabling of Load and Securing of vehicles	Revised
22.	Precautions while Clearing the stable load from road side station.	Added
23.	Tail Lamp and Tail Board.	
24.	Reception and dispatch of trains – on obstructed line, on non signaled line, at non interlocked stations, Dispatch train from non signal line, common starter line. Pilot in / Pilot out.	Added
25.	Level Crossing Gate (Traffic Gate) Gate operation in normal and abnormal condition. Gate equipments, Kinds of level crossing gate, safety precautions during obstruction on level crossing gates, gateman to observe passing train, Defects at Level Crossing, obstruction at Level crossing, parting of a train, trespassing , handing over ant taking over charge of gate, height gauges. Action to be taken in case of accidents or unusual occurrences. Records/ books maintained at level crossing gate. Duties of gateman	Added and Revised
26.	Authorities acquaintances – T/369(3b), T/369(i), T/409, T/A 409, T/B409, T/509, T/511, T/512, T/A602, T/D602, T/806, T/A 912, T/1410, T/C 1425, T/D 1425. Precautions while handing over the authorities to Loco Pilot.	Revised

27.	Knowledge of safety equipments and various registers of station.	Added
28.	Symptoms of hot axle, brake binding, flat tyre, hanging part, open door, load shifting and action thereon.	Added
	Total Periods	

Mechanical

S.N.	Description
1.	Types of wagons and couplings Preliminary knowledge of AVB system and continuity of AVB Air brake system and its continuity BOXN wagons Sign and Symptoms of hot axle of (a) Ordinary four wheeler wagon and (b) Box wagons.

S & T

S.N.	Description
1.	Lever frame – acquaintance with various types of levers. Non interlocking, key locking Interlocking – Relations between points and signals Isolations – its advantages, panel interlocking (only elementary knowledge) Motor operated points and use of crank handle.

Disaster Management

S.N.	Description
1.	i. Advance planning – readiness for relief and rescue arrangement. ii. Accident and mock drills iii. Keeping ART and Medical Van in fine fettle and ready to start at short notice iv. Sounding of hooters v. Target time for turning out ART, Medical Van and nominated staff to report to SM. vi. Duties of various staff in case of a disaster. vii. Establish communication with control / SM.

C & W

S.N.	Description	Remarks
1.	i. Types of rolling stock – coaching and goods. ii. Air brake system iii. Components of air brake system iv. General idea of bogie under frame v. Working of Signal and Twin pipe air brake system vi. Brake Power Certificate (Goods and Mail Express) vii. Percentage of brake power required in goods/mixed/passenger trains viii. Alarm Chain Pulling – resetting and isolating, bypass coupler and its use. ix. Continuity test x. Cases of brake binding and releasing xi. Empty / loaded device xii. Application of hand brakes of wagons / brakevan /SLR xiii. Flat tyre detection and action to be taken xiv. LHB coach, Hybrid coach, conventional coach xv. Coupling of vehicles, wagons and coaches	Added

Establishment

S.N.	Description
1.	i. HOER ii. Leave Rules iii. Pass Rules

Fire fighting -

Safety seminar -

Practical Training

S.No.	Topic
1.	Signal Exchange by Staff in various situations(Day/Night)
2.	Signal Exchange during shunting(Day/Night)
3.	Shunting Operation
4.	Crank Handle Operation
5.	TSL
6.	ACF in Single/Double Line
7.	Gate work and Protection
8.	Train Parting /Dividing
9.	Load stabling / clearing –securing of vehicles, application of wooden wedges, safety chain.
10.	Hot axle train to be admitted on loop line
11.	Clamping and padlocking during shunting movement
12.	Pilot in and Pilot out of a train
13.	Applications of hand brakes of wagon / brakevan / SLR
14.	Releasing of wagons / coaches
15.	Resetting of ACP / isolation of coaches.
16.	Isolation of wagon
17.	Handing over of authorities, token.
18.	Operation of OHE Isolator

Proposed Syllabus of Shunting Master

Duration – 15 working days

S.N.	Description
1.	Foundation course
2.	Transportation rules
3.	Air brake / Vaccum brake
4.	Study Tour
5.	Examination (1 day)
	Total

Transportation rules

S.N.	Description
1.	Duties of Shunting Master, role and responsibilities in operating duty, Roster duty.
2.	Definitions – Classification of stations, Minimum equipments of signals at various classes of stations, Station Limit. Block section, Station Section Train, Passenger Train, Goods Train Material Train. Running Train. Main Line . Running Line . Facing Point5 . Trailing Point . Point Indicator . Trap Indicator . Isolation, . Fouling Marks . Shunting – Block back , Block Forward.
3.	Signals – Shut Signal and Shunting Permit Indicator.
4.	Hand signals – exhibition of hand signals, stop hand signal, proceed hand signal, hand signals for shunting, knowledge and possession of hand signals.
5.	Boards and indictors – BSLB, SLB, Engine Stop Board
6.	Various types of points – cross over point, derailing switch, spring point, slip sliding, catch siding.
7.	Locking of points – key pluger lock, cotter bolt, lock bar, track lock, clamp and pad lock, Means of isolation
8.	Role of Shunting Master in case of defective signals and points.
9.	Important Engine whistle codes.
10.	Reception and dispatch of trains – on obstructed line, on non signaled line, at non interlocked stations. Dispatch train from non signal line, common starter line

11.	Sending assisting engine in obstructed block section
12.	Shunting – Types of shunting, shunting rules and precautions. unsignalled movement during shunting, Attaching and detaching of coaches in passenger carrying train. Shunting in Big Yards, Junction Stations, necessity of shunting order T/806, responsibility of shunting master. Speed of shunting in different conditions. Pushing back of train on running /non running line / dead end siding, pilot in pilot out, Tower Wagon movement in the yard, track maintenance machine movement in the yard. Precaution while shunting of , Sick Wagon(Hot Axle, Flat tyre), attaching detaching of banker engine. Shunting precautions during S&T / Engineering failures.
13.	Precaution during removal and placement of wagons in goods shed, siding.
14.	Marshalling rules – marshalling of Goods and Passenger Train, attaching of vehicles, necessity for marshalling, attaching of vehicles outside rear brake van, attaching of four wheeled vehicles in passenger trains, attaching of vehicle containing live stock, explosive and dangerous goods. Attaching of saloons, inspection carriages, through sectional and slip coaches. Attaching dead engine, crane, sick , damaged wagon, marshalling chart.
15.	Non interlock works and precautions.
16.	Causes of accident during shunting movement and remedial measures
17.	Stabling of load and Securing of vehicles on running line and non running line.
18.	General idea of Over dimensional consignment. (ISDM)
19.	Yard – types of yard, lay out, marshalling yard, receiving, dispatch yard.
20.	Types of rolling stock. Information available on different types of rolling stock.
21.	General idea of Wagon census
22.	Accident, hooter codes, ART, MRT target time.
	Total

Practical Training

S.No.	Topic
1.	Exhibition of hand Signal during shunting (Day/ Night)
2.	Shunting Operation (goods/ passenger train), Clamping and padlocking during shunting movement
3.	Crank Handle Operation
4.	Load stabling / clearing – securing of vehicles, application of wooden wedges, safety chain
5.	Hot axle train to be admitted o loop line
6.	Pilot in and pilot out of a train
7.	Application of hand brakes of wagon / brakevan/ SLR
8.	Releasing of wagons / coaches.
9.	Resetting of ACP/ isolation of coaches.
10.	Isolation of wagon
11.	Operation of OHE Isolator

Air Brake and vacuum brake

S.N.	Description
1.	i. Difference between vacuum brake system and air brake system. ii. Advantages of air brake system. iii. Working of single pipe and twin pipe air brake system. iv. Various components of vacuum brake system and air brake system. v. Brake power certificate. vi. Percentage of brake power requires in goods/ mixed/ passenger trains. vii. Alarm chain system- resetting / isolating. viii. Cause of brake binding and its releasing.

C & W

S.N.	Description	Remarks
1.	i. Air brake system ii. Component of air brake system iii. General idea of bogie under frame iv. Working of Single and Twin pipe air brake system v. Brake Power Certificate (Goods and Mail Express) vi. Percentage of brake power required in goods/mixed/passenger trains vii. Alarm Chain Pulling – resetting and isolating, bypass coupler and its use. viii. Continuity test ix. Cases of brake binding and releasing x. Empty/ loaded device xi. Application of hand brakes of wagons / brakevan / SLR xii. Flat tyre detection and action to be taken xiii. LHB COACH, Hybrid coach, conventional coach xiv. Coupling of vehicles, wagons and coaches xv. Isolation of goods vehicle.	Added

Proposed Syllabus of Cabin Master/Switchman

Duration—24 working days

S.No.	Description
1.	Transportation rules & foundation
2.	Model room training
3.	Study Tour
4.	Working in electrified section
5.	C & W
6.	First Aid , Civil defence, Shramdan
7.	Examination (2 days)
8.	Total

प्रारभिक केबिन मास्टर

पार्ट - ए (यातायात)

Initial cabin Master

Part-A (Traffic) – Periods -80(45" each)

Sr. No.	विषय Topic
1.	भारतीय रेलों का इतिहास एवं प्रगति History and development of Indian Railway
2.	भरतीय रेल का संगठन organization of Indian Railways
3.	परिचालन विभाग का सेट अप Set up of transportation department.
4.	सभी विभागों के सामान्य कार्य General functions of all departments.
5.	रेल सेवा आचरण नियम एवं अनुशासन एवं अपील नियम Railway service conduct rules and DAR
6.	पास एवं छुटटी नियम, एचओईआर Pass and leave rules, HOER
7.	सामान्य एवं सहायक नियम, ब्लाक बिर्किंग मेन्युल, एकसीडेंट मेन्युल, ऑपरेटिग मेन्युअल, वर्किंग टाइम टेबल, स्टेशन संचालन नियम इत्यादि का सामान्य परिचय एवं जानकारी Introduction & General idea about G&SR, BWM, AM, operating manual, WTT, SWR etc.
8.	सामान्यत: रेल सेवकों पर लागू होने वाले नियम Rules applying to Railway servants generally
9.	पेनल - विभिन्न बटनों का परिचय तथा उपयोग Panel- buttons and their use
10.	लिबर फ्रेम- बटनों का परिचय तथा उपयोग Lever frame – different livers and their use.
11.	केबिन मास्टर की भूमिका Role of Cabin Master- a. संरक्षा सुनिश्चित करने संबधी Ensuring safety b. डयुटी के दौरान स्टेशन/केविन को छोड़ना Leaving station/cabin while on duty. C. ब्लॉक उपकरण / पेनल का संचालन, रिले रूम तथा आइसोलेटर की के संबध में जिम्मेदारी Responsibility regarding operation of block instrument, panel and relay room and Isolator key.
12.	महत्वपूर्ण परिभाषाऐं Important Definitions
13.	सिगनल, ख्राब सिगनल तथा उन्हें ऑफ करने की शर्तें Signals, Defective signals

	Condition for talking off signals.
14.	बोर्ड /इंडीकेटर्स Board/indicators
15.	संचालन पद्धतियॉ Systems of working
16.	लाइन क्लियर देने तथा सेक्शन क्लियर करने की शर्तें एवं सावधानियॉ conditions for granting line clear and clearing back section.
17.	स्टेशन संचालन नियम, संचालन समय सारणी Station working rules, working time table.
18.	प्राधिकार पत्र, महत्वपूर्ण कागजात, प्राइवेट नंबर शीट, टीएसआर Authorities Important papers, P.No. Sheet, TSR
19.	सर्तकता आदेश - लागू किये जाने की विभिन्न परिस्थितियॉ, कॉशन नोटिस स्टेशन, काशन आर्डर के प्रति जिम्मेदारी , सतर्कता आदेश लागू करने संवंधी संदेश प्राप्त होने पर की जाने वाली कार्यवाही, सतर्कता आदेश बनाते समय, जारी करते समय, अग्रेषित करते समय तथा उसका रिकार्ड रखने संबंधी सावधानियां Caution order-circumstances in which caution orders are being imposed. Caution notice stations and responsibility of station master regarding caution order. Action taken by cabin master on receiving, issuing, keeping record, brought forward etc.
20.	प्रथक्करण/ इटरलॉकिंग Isolation, interlocking
21.	पांईट, खराब कॉटे ,Points, defective points.
22.	गाड़ियों को लेना व रवाना करना Reception and dispatch of train.
23.	लीवर कॉलर का उपयोग, स्लाइड पिन, बटन कैप एवं स्टेशन मास्टर स्लाईड की चावी Use of Lever Collar, Slide Pin, Button Cap and Key of SM's slide.
24.	शंटिंग Shunting
25.	मार्शलिंग, ओडीसी Marshalling, ODC
26.	पूर्ण ब्लॉक पद्धति एवं स्वचल ब्लॉक पद्धति में गाड़ी को पीछे धकेलना Pushing back in absolute and automatic block system
27.	वाहनों को सुरक्षित रखना, गाड़ी/ लोको को स्टेबल करना Securing of Vehicles, Stabling train/loco
28.	वाहनों का भाग निकलना Escaping of Vehicles
29.	सागग्री गाड़ी / गिटटी गाड़ी /लॉग हॉल गाड़ियों का संचालन Material/Ballast Train/

	Long haul train operation
30	हॉट एक्सल, फलैट टायर , ब्रेक बाइडिंग, बैगनों के खुले दरवाजे, हैंगिंग पार्ट Hot Axle/ Flat tyre / brake binding / open door / hanging part
31	टेल लैंप/ टेल बोर्ड, बिना ब्रेकयान की गाड़ी का संचालन Tail Lamp/ Tail Board/Working of trains without brake Van.
32	गाड़ियों की गति - एमपीएस /बुक्ड स्पीड Speed of trains –MPS/ Booked speed
33	असामान्य संचालन -पूर्ण ब्लॉक पद्धति Abnormal working –Absolute block system. a. टीएसएल TSL b. एसीएफ डबल लाइन ACF Double Line c. एसीएफ सिंगल लाइन ACF Single Line d. ट्रेन पार्टिंग Train Parting e. ट्रेन डिवाइडिंग Train dividing f. अवरोधित ब्लॉक सेक्शन में सहायता इंजन भेजना Sending assisting engine in obstructed Block section g. रेल पथ में खराबी Track defect h. गाड़ी में आग लगना Fire in Train i. धुँध एवं कोहरें के मौसम मे गाड़ियों का संचालन Thick and foggy weather j. ब्लॉक उपकरण खराब होने पर गाडियों का संचालन Failure of block instrument k. पैनल में कोई इंडिकेशन न होना Panel blank
34	असामान्य संचानल - स्वचल ब्लाक पद्धति में Abnormal working -Absolute block system. a. टीएसएल संचालन TSL working b. सभी स्वचल सिगनलों का लंबी अवधि के लिए खराब होना Prolong failure of all automatic signals. c. सभी स्वचल सिगनल एवं संपूर्ण संचार व्यवस्था भंग होने पर गाड़ियों का संचालन Working of trains during all communication and failure of automatic signals. d. अवरोधित ब्लाक सेक्शन में सहायता इंजन भेजना Sending assisting engine in obstructed block section.

35	ब्लाक उपकरण घंटी संकेत, इंजन सीटी संकेत Block Instrument Bell code, Whistle codes
36	घट नियम - स्लिप एवं केच साइडिंग Ghat rules –Slip siding and catch siding
37	समपार फाटकों का संचालन Working of level crossing gate.
38	केबिन मास्टर के कर्तव्य Duties of cabin master- a. गाड़ी से किसी व्यक्ति के कट जाने पर person run over cases b. गाड़ी से किसी जानवर के कट जाने पर Cattle run over cases c. ब्लॉक सेक्शन में अवरोध होने पर Obstruction in block section d. पेट्रोलमेन के विलबित होने पर Patrolman delayed in block section e. गाड़ी के ब्लॉक सेक्शन में विलंबित होने पर Train delayed in block section. f. रेल फ्रेक्चर होने पर Rail fracture g. लोको पायलट द्वारा ब्लॉक सेकशन में किसी असामान्य स्थित की सूचना देनेपर Loco Pilot reporting any abnormal condition in block section h. ओएचई फेल हो जाने पर OHE failure i. ट्राफीक, इंजिनियरिंग, पावर ब्लॉक Traffic, Engineering, Power Block g. रेलपथ मशीन का ब्लॉक Track machine Block h. टॉवर वैगन, ट्राली, मोटर ट्राली , लॉरी का संचालन working of Tower wagon, Trolley , Motor Trolly, Lorry i. गाड़ी का बिना टेल लैम्प / टेल बोर्ड के पास होने पर Passing of train without tail lamp/tail board j. स्टॉफ नशे की स्थिति में पाए जाने पर staff found intoxicating state. k. स्टॉफ का डयूटी से फरार हो जाना Staff absconding from duty. l. स्टॉफ /पैसेंजर द्वारा स्टेशन परिसर में उपद्रव करना Staff/Passenger creating nuisance in station premises.
39	गाड़ी कर्मीदल (क्रू) के साथ हाथ संकेतो का आदान प्रदान Exchanging of hand signals with train crew.
40	क्रास ओवर टेस्टिंग , क्रैंक हैंडल टेस्टिं, क्रांस ओवर पांइट , क्रैंक हैंडल के उपयोग Cross over testing, crank handle testing, use of cross over, use of crank handle.
41	ओवरहॉलिंग,केबल मेगरिंग, नान इंटरलाक कार्य एवं ली जाने वाली सावधानियां Overhauling, cable maggering, NI work and precautions.

42	समय पालन के प्रति केबिन मास्टर के कर्तव्य Responsibility of Cabin Master regarding punctuality
43	दुर्घटना Accident
44	दुर्घटनाओं के कारण एवं उनकी रोकथाम के उपाय Causes of accidents and remedial measures
45	केबिन मास्टर के कर्तव्य Duties of Cabin Master a. गंभीर दुर्घटना के समय In case of serious accident b. लोको पायलट द्वारा सिगनल ऑन में पार कर जाने पर Signal passing at danger by Loco Pilot c. पाइंट के टूट जाने पर Bursting of points d. गाड़ी में आग लग जाने पर Fire on train e. ब्लॉक नियमों के उल्लंघन के मामलो में Breach of block rules f. तोड़फोड़ एवं गाड़ी को विध्वंस करने के मामले में Sabotage and train wrecking g. आतंकवादी गतिविधियों के मामले में Threat perception
46	अपघात प्रबंधन Disaster Management a. एआरटी/ एआरएमई को आदेशित करना एवं निकलने का निर्धारित समय Ordering of ART/ ARME and their target time b. हूटर कोड Hooter codes c. गोल्डन अवर Golden hour.

परिवीक्षाधीन केविन मास्टर /स्वीचमेन के लिए सैक्शन योजना

Session Plan for Cabin master/Switchman

यातायात प्रतिमान प्रशिक्षण/ Model Room Training

Periods - 74 Periods (45" each)

S. NO.	LESSON	SUB LESSON
1.	परिचय Introduction	सिंगल एवं डबल लाइन के ब्लॉक उपकरणों का परिचय Introduction – Single and Double line Block Instruments
2.	डबल लाइन पर एसजीई ब्लॉक उपकरण SGE Lock & Block Instrument (Double Line)	a. लाइन क्लियर देने एवं लेने की प्रक्रिया Procedure of Granting and obtaining Line clear
		b. गाड़ी को लेने एवं सेक्शन क्लियर करने की प्रक्रिया Procedure for reception of a train & train out of a section
		c. गाड़ी को रवाना करने की प्रकिया Procedure for dispatch of train
		d. ब्लॉक बैक करने की प्रक्रिया Procedure for Block Back
		e. ब्लॉक फार्वर्ड करने की प्रक्रिया Procedure for Block Forward
		f. गाड़ी को रन थ्रू भेजने की प्रक्रिया Procedure for run through a train
3.	ब्लॉक प्रुविंग एक्सल कांउटर (डबल लाइन)Block Proving Axle Counter (Double Line)	a. लाइन क्लियर देने एवं लेने की प्रक्रिया . Procedure of granting and obtaining Line clear.
		b. गाड़ी को लेने व गाड़ी को रवाना करने की प्रक्रिया Procedure for reception and dispatch of a train
		c. बलॉक बैक व ब्लॉक फार्वर्ड करने की प्रक्रिया Procedure for Block Back and Block Forward
		d. गाड़ी को रन थ्रू भेजने की प्रक्रिया Procedure for rum through a train
4.	नील्स बॉल टोकन ब्लॉक उपकरण (सिंगल लाइन) Neale's Ball Token Block	a. लाइन क्लियर देने एवं लेने की प्रक्रिया Procedure for granting and obtaining line clear
		b. गाड़ी को लेने व गाड़ी को रवाना करने की प्रक्रिया Procedure for reception and dispatch of a train
		c. ब्लॉक बैक करने की प्रक्रिया Procedure for Block Back

	Instrument (Single Line)	d. गाड़ी को रन थ्रू भेजने व सेक्शन क्लियर करने की प्रक्रिया Procedure for run through a train & train out of station
5.	पोदनुर टाइप टोकन लेस ब्लॉक उपकरण (सिंगल लाइन) Podanur type token less Block Instrument. (Single Line)	a. लाइन क्लियर देने व लेने की प्रक्रिया Procedure of granting and obtaining Line clear. b. गाड़िया को प्रत्यक्ष एवं अप्रत्यक्ष रूप से रूटेशन पर लेने की प्रक्रिया Procedure for Direct and Indirect reception of a train c. साइमलटेनियसली गाड़ियों को लेना Procedure for simultaneous reception d. गाड़ी को रवाना करने की प्रक्रिया Procedure for dispatch of train e. बलॉक बैक लेने की प्रक्रिया Procedure for Block Back f. लाइन क्लियर कैंसल करने की प्रक्रिया procedure for canceling line clear
6.	डायडों एवं क्योसल टोकनलेस (सिंगल लाइन) ब्लॉक उपकरण Diado's & Kyosan's tokenless single line block instrument.	a. लाइन क्लियर देने एवं लेने की प्रक्रिया Procedure for granting and obtaining line clear g. गाड़ियों को प्रत्यक्ष एवं अप्रत्यक्ष रूप से स्टेशन पर लेने की प्रक्रिया Procedure for Direct and Indirect reception of a train b. c. गड़ी को रवाना करने की प्रक्रिया Dispatch of a train d. लाइन क्लियर रद्द करने की प्रक्रिया procedure for canceling line clear
7.	डबल लाइन पर ब्लॉक उपकरण खराब होना Block Instrument fail on Double Line	a. एस.जी.ई. टाइप ब्लॉक उपकरण फेल होना SGE Lock & Block Instrument fail b. ब्लॉक प्रुविंग एक्सल कांउटर का खराब होना Block Proving Axle Counter fail
8.	सिंगल लाइन पर बलॉकउपकरणखराब होना Block Instrument fail	a. नील्स बॉल टोकन ब्लॉक उपकरण खराब होना Neale's Bail Token Block Instrument fail b. पोदनुर टाइप टोकनलेस ब्लॉक उपकरण खराब होना Podanur type token less Block Instrument fail

	on single line	c. डायोड टोकनलेस ब्लॉक उपकरण खराब होना Diodo's tokenless Block Instrument fail d. क्योसन टोकनलेस ब्लॉक उपकरण खराब होना Kyosan's tokenless Block Instrument fail
9.	असामान्य सचालन Abnormal working	a. अवरोधित लाइन पर गाड़ी लेना Reception of a train on obstructed line. b. बिना सिगलन वाली लाइन पर गाड़ी लेना Reception of a train on un signaled line.
10.	टीएसएल संचालन TSL working	a. पूर्ण ब्लॉक पद्धति में In Absolute block system b. स्वचल ब्लॉक पद्धति में In Automatic block system
11.	डबल लाइन पर संपूर्ण संचार व्यवस्था खराब होना All communication fail on double line	a. डबल लाइन पर संचार के साधन Means of communication on double line. b. संपूर्ण संचार व्यवस्था खराब होने पर संचालन ACF working c. संचार व्यवस्था पुन: स्थापित हो जाने पर कार्यवाही Working of trains when communication restores.
12.	सिंगल लाइन पर संपूर्ण संचार व्यवस्था ACF on Single line	a. संचार व्यवस्था प्रारम्भ करने की प्रेक्रिया Procedure of opening communication b. गाड़ी को रवाना करने की प्रक्रिया Procedure of dispatching train c. एक से अधिक गाड़ी का लाइनक्लियर मॉगना Demanding line clear for more than one train. d. संचार व्यवस्था प्रांरभ हो जाने पर कार्यवाही Working of trains when communication restores
13	ब्लॉक उपकरणों की स्थिति Position of block Instrument	मटेरियल ट्रेन के संचालन के समय , मोटर ट्रॉली, टॉवर वैगन, ट्रेक मशीन कार्य के दौरान Working of Material Train, Motor Trolley, Tower Wagon, Track Machine.
14	अधिकार पत्रों को भरना Authority	अधिकार पत्रों को भरना Filling of Authorities

	filling	
15.	एस. एंड टी S&T	a. पैनल -विभिन्न बटनों, संकेतों, चाबी की सामान्य जानकारी Panel – general idea about various panel buttons, indications and keys. b. विभिन्न बटनों का संचालन operation of various buttons c. विभिन्न सिगनलों को ऑफ करना Taking off signals (Main, calling on, Shut)
		d. सिगनल कैंसल करना Signal cancellation e. रूट कैंसलेशन, ओवरलेप कैंसलेशन Route cancellation overlap cancellation
		f. ई.डब्ल्यू. एन. बटन का संचालन एवं सावधानी EWN operation and precaution g. पैनल पर लाल संकेत दिखइ देने पर कार्यवाही Working of trains when panel showing red indication
		h. ई.यू.वाय.एन. कैंसलेशन एवं सावधानी EUYN, cancellation and precautions
		i. पैनल ब्लैंक होने पर कार्यवाही working of trains during panel blank.
		j. पाइंट, ट्रेक सर्किट, एक्सल कांउटर खराब होने पर कार्यवाही Precautions while point, track circuit, axle counter failure. k. क्रैंक हैंडल प्रेक्टिकल डेमोंस्ट्रेशन Crack Handle - practical demonstration, ECHYN button operation
16.	असामान्य संचालन का प्रेक्टिकल डेमोंस्ट्रेशन Practical demonstration on abnormal train working	a. अवरोधित ब्लॉक सेक्शन में सहायता इंजन भेजना Sending of Assisting Engine in obstructed block section
		b. ब्लॉक सेक्शन में अवरोध Obstruction in block section
		c. पॉवर ब्लॉक, इंजीनियरिंग ब्लॉक के दौरान सावधानियॉ Precautions while Power block Engineering block
		d. चार्ज लेने व देते समय ली जाने वाली सावधानियां Precautions while handing over and taking over charge.

पार्ट- बी (प्रथमोचार एवं नागरिकता सुरक्षा)
Part –B (First Aid and Civil defence)

Sr. No.	Topic विषय
1.	प्रथमोपचार के उद्देश्य Aims and object of first aid.
2.	श्वसन Respiration.
3.	गोल्डन अवर Golden hour.
4.	नागरिक सुरक्षा गतिपिधियां, अग्नि शमन तथा अग्निशामक यंत्रो का उपयोग Civil defence activities, fire fighting, use of fire extinguishers.

Proposed Syllabus for Initial – Lever man

Duration—25 working days

S. No.	Description
1.	Foundation Course
2.	Transportation rules
3.	C & W (Air brake system)
4.	S & T
5.	Disaster Management
6.	Fire fighting
7.	Seminar
8.	Study tour (2 days)
9.	Practical Training
10.	Examination (1 day)
	Total

Transportation Rules

S. N	Description	Remarks
1.	Organizational set up of opening department at Divisional and HQ level.	
2.	General idea about G&SR and Accidental manual. Knowledge of SWR.	
3.	Railway service conduct rules, duties for securing safety, prohibition of taking alcoholic drinks, sedatives, narcotics, stimulant drug and precautions, absence from duty permission for HQ leaving.	Added and Revised
4.	Functions of operating departments.	
5.	Duties of pointsman, role and responsibilities in operating duty. Roster duty. General cleanliness of Block Instrument, Panel etc.	
6.	Definitions – 1. Competent Railway servant 2. Station, IBS 3. Classification of stations 4. Station Limit 5. Block Section 6. Station Section 7. Gateman 8. Level Crossing Gate 9. Train 10. Passenger Train 11. Goods Train 12. Material Train 13. Running Train 14. Main Line 15. Running Line 16. Facing point 5 17. Trailing Point 18. Point Indicator 19. Trap Indicator 20. Isolation 21. Fouling Mark 22. Shunting – Block Back, Block Forward 22. Line Clear 23. Adequate distance	Revised
7.	Signals – Kinds of signals, aspect and indications of Permissive and stop signals. IBS signal, Automatic and Semi Automatic Signal, Calling On signal, Repeating signal, Co-acting signal, Gate Stop signal, Shut Signal and Shunting Permit Indicator. Hand signals- exhibition of hand signals, stop hand signal, proceed hand signal, hand signals for shunting, banner flags, knowledge and possession of hand signals. Detonators and their uses.	Revised
8.	Various boards and indicators provided at a station.	Added
9.	Minimum equipments of signals at various classes of stations	Added
10.	Various types of points	Added

11.	Role of Lever man in case of defective signals and points. Clamping of points.	Revised
12.	Engine Whistle codes.	
13.	Shunting – Types of shunting. Shunting rules and precautions.	
14.	Hand brakes on goods and coaching vehicles and their applications.	Revised
15.	Stabling of load and Securing of vehicles.	Revised
16.	Precautions while Clearing the stable load from road side station.	Added
17.	Type of rolling stock- coaching and goods.	Added
18.	Coupling of vehicles, wagons and coaches.	
19.	Tail Lamp and Tail Board.	
20.	Reception and dispatch of trains – direct and indirect rectption, recepton on obstructed line, on non signaled line, at non interlocked stations. Dispatch train from non signal line, common starter line.	Added
21.	Use of lever collar button caps. Setting of point for vacant line / less important train. Colour of levers, locking of points, lock bar, track lock, lever pull chart on cabin, precautions while maintenance of cabin, non interlocking working. Level crossing gate working. Slot system.	Added and Revised
22.	Authorities acquaintances – T/369(3b), T/369(i), T/409, T/A 409, T/B 409, T/509, T/511, T/512, T/A602, T/G 602, T/H 602, T/D602, T/806, T/A 912, T/1410, T/C 1425, T/D 1425 precautions while handing over the authorities to Loco Pilot.	Revised
23.	Knowledge of safety equipments of station	Added
	Total periods	

C&W

S.N.	Description	Remarks
1.	i. Air brake system ii. Working of single and Twin pipe air brake system iii. Components of air brake system iv. Brake Power Certificate (Goods and Mail Express) v. Percentage of brake power required in goods/mixed/passenger trains vi. Alarm Chain Pulling – resetting and isolating vii. Continuity test viii. Cases of brake binding and releasing ix. Flat tyre detection and action to be taken x. Various Goods and Coaching Stock. xi. LHB coach, Hybrid coach, conventional coach xii. Hot axle symptoms and action to be taken	Added

S & T

S.N.	Description	Remarks
1.	Interlocking – Electrical and mechanical, Lever frame – acquaintance with various types of levers. Non interlocking, key locking, lock bar, Panel interlocking, key locking, lock bar, Panel interlocking (only elementary knowledge) use of lever collar and button cap. Motor operated points and use of crank handle.	Revised and Added

Disaster Management

S.N.	Description
1.	i. Advanced planning – readiness for relief and rescue arrangement ii. Accidents and mock drills iii. Keeping ART and Medical Van in fine fettle and ready to start at short notice iv. Sounding of hooters v. Target time for turning our ART , Medical Van and nominated staff to report to SM. vi. Duties of various staff in case of a disaster. vii. Establish communication with control / SM

Fire Fighting -

Safety seminar -

Proposed Syllabus of Cabin man/ Lever man – Promotional

Duration – 15 Working days

S.N.	Description
1.	Foundation course
2.	Transportation rules
3.	Air brake / vacuum brake
4.	Fire fighting
5.	Working in electrified sections
6.	Study tour (2 days)
7.	Examination (1 day)
	Total

Proposed Transportation syllabus

S.N	Description
1.	Duties of Cabin man/ Lever man, role and responsibilities in operating duty. Roster duty, precautions while leaving cabin.
2.	Precautions while taking over and handing over of charge, Maintenance of cabin record
3.	Definitions – Classification of stations, Minimum equipments of signals at various classes of stations, Station Section Train, Passenger Train, Goods Train, Material Train, Running Train, Main Line, Running Line, Facing point 5, Trailing Point, Point Indicator, Trap Indicator, Isolation, Fouling Mark , Shunting – Block Back, Block Forward.
4.	Signals – general idea about signals.
5.	Hand signals - exhibition of hand signals, stop hand signal, proceed hand signal, hand signals for shunting, knowledge and possession of hand signals. Passing train run through , exchange of all right signals between station staff / running staff.
6.	boards and indicators – BSLB, SLB, Engine Stop Board.
7.	Various types of points – cross over point, derailing switch, spring point, slip siding, catch siding.
8.	Locking of points – key pluger lock, cotter bolt, lock bar, track lock, clamp and pad lock. Means of isolation

9.	Safety equipments, boards, registers available at cabin.
10.	Lever frame, various levers, pull chart, ICC, lever collar and its use, lever frame operation
11.	Panel interlocking – various buttons and their use.
12.	Panel operation in normal and abnormal conditions. Panel counter registers and its maintenance.
13.	Crank handle, emergency cross over.
14.	S & T failures and working of trains during S&T failures and maintenance of records. Working of trains during panel blank / panel showing red indications.
15.	Important authorities.
16.	Reception and dispatch of trains- on obstructed line, on non signaled line, at non interlocked stations. Dispatch train from non signal line, common starter line, Checking complete arrival of trains, inter cabin co-ordination and co-ordination between cabin and station during reception and dispatch of the train.
17.	
18.	Hot axle and its symptoms, flat tyres, brake binding and action thereon.
19.	Action to be taken when – 1. A train parts 2. A train is divided into block section 3. Fire on vehicle. 4. Patrolman delayed in block section. 5. A train delayed in to block section. 6. Abnormal condition reported on track. 7. Vehicles escaping
20.	General idea of abnormal working – TSL, ACF, Train Parting, Train dividing, fire on train
21.	Station working rules – importance, understanding, and signing on assurance register
22.	Working of level crossing gates under normal and abnormal circumstances.
23.	Sending assisting engine in obstructed block section.
24.	Shunting – Types of shunting, shunting rules and precautions, unsignalled movement during shunting
25.	Non interlock works, Overhauling cable maggering and precautions.
26.	Cause of accident during shunting movement and remedial measures
27.	Stabling of load and Securing of vehicles on running line and non running line
28.	Yard – types of yard, lay out, marshalling yard, receiving, dispatch yard.
29.	Accidents, hooter codes, ART, MRT target time.
	Total

Working in Electrified Section

S.N	Description
1.	General idea about feeding post, sub- section post, section post, sector, sub-sector, elementary section and neutral section
2.	Identification of OHE parts viz – cantilever, auto tension devices, anti creeps, isolators, dropper, bonds, mast, contact, catenary wire, stay, bracket.
3.	Precautions during power and traffic block.

C&W

S.N	Description	Remarks
1.	i. Types of rolling stock – coaching and goods. ii. Air brake system iii. Components of air brake system iv. General idea of bogie under frame v. Working of single and Twin pipe air brake system vi. Brake Power Certificate (Goods and Mail Express) vii. Percentage of brake power required in goods/mixed/passenger trains viii. Alarm Chain Pulling – resetting and isolating, bypass coupler and its use. ix. Continuity test x. Cases of brake binding and releasing xi. Empty / loaded device xii. Application of hand brakes of wagons/ brakeven/SLR xiii. Flat tyre detection and action to be taken xiv. LHB coach, Hybrid coach, conventional coach	

	xv. Coupling of vehicles, wagons and coaches	

S & T

S.N	Description	Remarks
1.	Interlocking – Electrical and mechanical, Lever frame – acquaintance with various types of levers. Non interlocking, key locking, lock bar, Panel interlocking, key locking, lock bar, Panel interlocking (only elementary knowledge) use of lever collar and button cap. Motor operated points and use of crank handle.	Added and Revised

Disaster Management

S.N	Description
1.	i. Accident, Sounding of hooters ii. Target time for turning out ART, Medical Van and nominated staff to report to SM iii. Golden hours.

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Proposed Modules for Traffic Apprentices Courses

Refresher Courses

S.No.	Category	No. of days of Training	Page
1	Proposed Syllabus for Cabin Master / Switchman Refresher	9	1 -5
2	Proposed Syllabus for Pointsman Refresher	6	6 - 9
3	Proposed Syllabus for Cabinman/Leverman Refresher	6	10 - 12

Proposed Refresher Course of Cabin Master/Switchman

Duration – 09 working days

S.No.	Description
1.	Transportation rules & foundation
2.	Working in electrified section
3.	C&W
4.	First Aid, Civil defence, Shramdan
5.	Examination (2 days)
	Total

रिफ्रेशर केबिन मास्टर
पार्ट – ए (यातायात)
Refresher Cabin Master Part - A (Traffic)

Sr.No	Topic
1.	केबिन मास्टर की भूमिका – Role of Cabin Master a. स्टेशन रिकॉर्ड रखने में while maintaining station records. b. संरक्षा सुनिश्चित करने में while ensuring safety c. गाड़ी संचालन में In train operation d. गाड़ियों के समय पालन में Ensuring punctuality
2.	नियम पुस्तकों (सामान्य एवं सहायक नियम, दुर्घटना नियमावली, ब्लॉक संचालन नियमावली, परिचालन नियमावली) में सुधार, संशोधन Corrections, amendments in the rule books (G&SR, Accident manual, BWM, Operating manual)
3.	गाड़ियों को लेने व रवाना करने संबंधी नियम Rules regarding reception and dispatch of train
4.	एस एंड टी खराबियों के दौरान, नॉन इंटरलॉक कार्य, ओवरहॉलिंग, केबल मेगरिंग कार्य के दौरान ली जाने वाली सावधानियां Precautions during S&T failures and non interlock working / overhauling / cable maggering.
5.	इंजीनियरिंग, यातायात, मशीन ब्लॉक के दौरान तथा टॉवर वेगन संचालन, मोटर ट्राली संचालन, मटेरियल ट्रेन संचालन के दौरान ली जाने वाली सावधानियां Precautions during block (Engineering , Traffic, Machine) Tower wagon movement, Motor trolly movement, material train movement.
6.	विभिन्न अधिकार पत्रों को जारी करते समय ली जाने वाली सावधानियां Precautions while issuing various authorities.

7.	शंटिंग संचालन के दौरान ली जाने वाली सावधानियां Precautions during shunting movements
8.	मानवीय भूल के कारण होने वाली दुर्घटनाओं को टालने के उपाय Measures for preventing accidents due to human failures.
9.	मॉडल रूम ट्रेनिंग – ब्लॉक ऑपरेशन, ब्लॉक बैक, ब्लॉक फार्वर्ड, ब्लॉक उपकरणों की खराबी,बीपीएस, डाटालॉगर, एक्सल काउंटर, ट्रेक सर्किटींग Model room training – block operations, block back, block forward, failure of block instrument / BPAC, Data logger / axle counter / track circuiting
10.	पूर्ण ब्लॉक पद्धति एवं स्वचल ब्लॉक पद्धति में असामान्य संचालन के दौरान ली जाने वाली सावधानियां (टीएसएल, ट्रेन पार्टिंग, ट्रेन डिवाइडिंग, एसीएफ, अवरोधित ब्लॉक सेक्शन सहायता इंजन भेजना) Precautions during abnormal working in absolute and automatic block system (TSL, ACF, Train Parting, Train Dividing, Sending of assisting engine in obstructed block section)
11.	केबिन मास्टर द्वारा की जाने वाली कार्रवाई – a. गाड़ी में किसी प्रकार की असामान्यता होने पर (हॉट एक्सल, फ्लैट टायर,ओपन डोअर, हैंगिंग पार्ट, लोड शिफ्टींग) b. गाड़ी के ब्लॉक सेक्शन में विलंबित होने पर c. रेलपथ में खराबी होने पर d. ओएचई में खराबी होने पर e. जानवर के गाड़ी से कट जाने पर f. किसी व्यक्ति के गाड़ी से कट जाने पर g. ओडीसी संचालन के दौरान h. धुँध एवं कोहरे के मौसम में a. Action taken by Cabin Master during – noticing any abnormal on the train (Hot axle, flat tyre, open door,

	hanging part, load shifting) b. train delayed into block section, c. track defect / d. OHE failures, e. cattle run over, f. man run over, g. ODC movement, h. foggy weather.
12.	दुर्घटना हो जाने पर केबिन मास्टर के कर्तव्य Duties of Cabin Master during accident
13.	अपघात प्रबंधन Disaster management
14.	आरआरआई, एसएसआई, पेनल इंटरलॉकिंग, इंटरलॉकिंग के स्टेंडर्ड RRI, SSI, Panel Interlocking, Standard of Interlocking.
15.	ओएचई आइसोलेटर संचालन एवं सावधानियां OHE – Isolator operation and precautions.
16.	बैंकर इंजन संचालन, घाट संचालन Banker operation, Ghat working
17.	पेनल संचालन (सामान्य एवं असामान्य संचालन) Panel operation (in normal and abnormal condition)
18.	लिवर फ्रेम का संचालन Lever frame working
19.	स्टेशन संचालन नियम – परिचय एवं उसका वास्तविकता से मिलान Introduction of SWR and matching of SWR with ground reality.
20.	सूचना प्रौद्योगिकी का परिचय Introduction with IT

पार्ट – बी (प्रथमोपचार एवं नागरिक सुरक्षा)

Part – B (First Aid and Civil defence)

Sr.No	Topic विषय
1.	प्रथमोपचार के उद्देश्य Aims and object of first aid.
2.	श्वसन Respiration.
3.	गोल्डन अवर Golden hour.
4.	नागरिक सुरक्षा गतिविधियां, अग्नि शमन तथा अग्निशामक यंत्रों का उपयोग Civil defence activities, fire fighting, use of fire extinguishers.

पार्ट - सी (सेफटी कैम्प)

Part - C (Safety camp)

Sr.No	विषय Topic
1.	दुर्घटनाओं के कारण एवं निवारण के उपाय Causes of accidents and remedial measures.
2.	घटित दुर्घटना के कारणों का अध्ययन Accident case studies
3.	अप्रत्याशित घटनाऐं Untoward incidents
4.	अनुग्रह राशि का भुगतान Ex-gratia payment
5.	मानवीय भूल Human failures.
6.	ड्रंकननेस पॉलिसी Drunkenness policy
7.	दुर्घटनाओं को राकने के लिए भारतीय रेल द्वारा किये गए प्रयास Measures taken by Indian Railways for preventing accidents.
8.	सेफटी इंफॉर्मेशन मेनेजमेंट सिस्टम Safety information management system.
9.	विभिन्न घटित दुर्घटनाओं का अध्ययन एवं विश्लेषण, प्रशिक्षार्थियों का सहभाग,

	सरंक्षा प्रश्न मंच, सेफटी सेमिनार Discussion on various case studies, participation of trainees, safety quiz, safety seminars.
10.	आतंकी गतिविधियां एवं उनसे निपटने के उपाय Threat Perception & Emergency Response

Proposed Syllabus Refresher Pointsman

Duration – 09 working days

S.No.	Description
1.	Transportation rules
2.	Practical Training
3.	C&W (Air brake system)
4.	Disaster Management
5.	Fire fighting
6.	Safety Seminar
7.	Examination (1 day)

Transportation rules

S.No.	Description	Remarks
1.	Duties of pointsman, role and responsibilities in operation duty, Roster duty, General cleanliness of Block Instrument, Panel etc.	
2.	Important Definitions – Isolation, Shunting, Block Back, Block Forward.	
3.	Duties of Pointsman in case of defective signal and defective points.	Revised
4.	Hand signals – exhibition of hand signals, stop hand signal, proceed hand signal, hand signals for shunting, banner flags, knowledge and possession of hand signals.	Added and revised
5.	Detonators and their uses while working as pointsman, Gateman and Fogman.	Added and revised
6.	Various types of points – cross over point, derailing switch, spring point, slip siding, catch siding.	Added
7.	Locking of points – key pluger lock, cotter bolt, lock par, track lock, clamp and pad lock.	Added and revised
8.	Important Engine whistle codes.	-
9.	Shunting – Types of shunting. Shunting rules and precaution, unsignalled movement during shunting, Attaching and detaching of coaches in passenger carrying train.	Added and revised
10.	Causes of accident during shunting movement and remedial measures.	Added
11.	Non interlock works and precaution.	Added
12.	Stabling of load and Securing of vehicles.	Revised
13.	Precautions while Clearing the stable load form road side station.	Added
14.	Reception and dispatch of trains – on obstructed line, on non signaled line, at non interlocked station. Dispatch train from non signal line, common starter line, Pilot in/Pilot out.	Added
15.	Sending assisting engine in obstructed block section.	
16.	Authorities acquaintances – T/369 (3b), T/369(i), T409, T/A 409, T/B409, T/509, T/511, T512,T/A602, T/D602, T/806, T/A912, T/1410,T/C1425, T/D1425. Precautions while handing over the authorities to Loco Pilot.	Revised
17.	Symptoms of hot axle, brake binding, flat tyre, hanging part, open door, load shifting and action thereon.	Added
18.	General idea of abnormal working – TSL, ACF, Train Parting, Train dividing, fire on train.	
	Total period	

S.No.	Description	Remarks
I.	i. Components of air brake system. ii. General idea of bogie under frame. iii. Working of Single and Twin pipe air brake system. iv. Brake Power Certificate (Goods and Mail Express). v. Percentage of brake power required in goods/mixed/passenger train. vi. Alarm Chain Pulling – resetting and isolating, bypass coupler and its use. vii. Continuity test. viii. Cases of brake binding and releasing. ix. Empty/loaded device. x. Application of hand brakes of wagons/brakevan/SLR. xi. Flat tyre detection and action to be taken. xii. LHB coach, Hybrid coach, conventional coach. xiii. Couplings of vehicles, wagons and coaches.	Added

Disaster Management

S.No.	Description
I.	i. Accident, Sounding of hooters. ii. Target time for turning out ART, Medical Van and nominated staff to report to SM. iii. Golden hours.

Fire fighting -

Safety seminar -

Practical Training

S.No.	Description
1.	Crank Handle Operation
2.	TSL
3.	ACF in single/Double line
4.	Gate working and Protection
5.	Train Parting/Dividing
6.	Load stabling/clearing – securing of vehicles, application of wooden wedges, safety chain.
7.	Hot axle train to be admitted on loop line
8.	Clamping and padlocking during shunting movement.
9.	Pilot in and pilot out of a train.
10.	Application of hand brakes of wagon/brakevan/SLR
11.	Releasing of wagons/coaches.
12.	Resetting of ACP/isolation of coaches.
13.	Isolation of wagon.
14.	Handling over of authorities, token.
15.	Operation of OHE isolator.

Proposed Syllabus Cabin man/Lever man

Duration – 06 working days.

S.No.	Description
1.	Transportation rules
2.	Air brake/vacuum brake
3.	Fire fighting
4.	Working in electrified sections
5.	Examination (1 day)

Proposed Transportation Syllabus

S.No.	Description
1.	Important Definitions – Interlocking. Shunting Block Back, Block Forward.
2.	Signals – General idea about signals kinds of signal.
3.	Lever frame, various levers, pull chart, ICC, lever collar/button collar and its use, lever frame operation, Important authorities.
4.	Duties of lever man/cabin man regarding safe passage of train and complete arrival of the train.
5.	Panel operation in normal and abnormal conditions. Panel counter registers and its maintenance. Working of trains during panel blank/panel showing red indication.
6.	Crank handle3, emergency cross over. S&T failures and working of trains during S&T failures and maintenance of records.
7.	Reception and dispatch of trains – on obstructed line, on non signaled line, at non interlocked stations. Dispatch train from non signal line, common starter line.
8.	Hot axle and its symptoms, flat tyre, brake binding and action thereon.
9.	Action to be taken when – 1. A train parts. 2. A train is divided into block section. 3. Fire on vehicle. 4. Patrolman delayed in block section. 5. A train delayed in to block section. 6. Abnormal condition reported on track. 7. Vehicles escaping.
10.	General idea of abnormal working TSL, ACF, Train Parting Train dividing, fire on train.
11.	Station working rules – understanding, and signing on assurance register.
12.	Sending assisting engine in obstructed block section.
13.	Shunting – Types of shunting, shunting rules and precautions unsignalled movement during shunting.
14.	Non interlock works, Overhauling cable maggering and precautions.
15.	Stabling of load and Securing of vehicles on running line and non running line.
16.	Accident, hooter codes, ART, MRT target time, Causes of accident during shunting movement and remedial measures.

Working in Electrified section

S.No.	Description
1.	General idea about feeding post, sub-section post, section post, sector, sub sector, and elementary section, and neutral section.
2.	Identification of OHE parts viz – cantilever, auto tension devices anti creeps, isolators, dropper, bonds, mast, contact, catenary wire,stay, bracket.
3.	Precautions during power and traffic block.

C&W

S.No.	Description
I.	i. Brake Power certificate (Goods and Mail Express) ii. Percentage of brake power required in goods/mixed/passenger train. iii. Continuity test. iv. Cases of brake binding and releasing. v. Empty/loaded device. vi. Flat tyre detection and action to be taken. vii. Couplings of vehicles, wagons and coaches.

S&T

S.No.	Description
I.	Interlocking – Electrical and mechanical, Lever frame – acquaintance with various types of levers. Non interlocking, key locking, Panel interlocking (only elementary knowledge) use of lever collar and button cap. Motor operated points and use of crank handle.

Disaster Management

S.No.	Description
I.	i. Accident, Sounding of hooters. ii. Target time for turning out ART, Medical Van and nominated staff to report to SM. iii. Golden hours.

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EXISTING = 06 PERIODS PER DAY
PRPPOSED = 06 PERIODS PER DAY

INITIAL COURSES

S. No.	Course No.	Category	Stage	Duration (working days)			Page No.
				Existing	Proposed	With or W/out FC	
1	CI-1/CP-1	Ticket Examiner	Induction Promotion	36	26	With FC	6
2	CI-2/CP-2	Commercial Clerk	Induction Promotion	62	20	W/out FC	1-24
3	CI-3/CP-3	Enquiry-cum-Reservation Clerk	Induction Promotion	37	26	W/out FC	25-27
4	CI-4 Phase – 1st	COMML.APP.	De-categorised/Induction	62	40	W/out FC	28-36
5	CI-4 Phase – 2nd	COMML.APP.	Induction	48	40	W/out FC	37-44

Reduced as per Dy. Director, TG-II/Railway Board's letter No.2013/TG-II/45/1/Booking Clerk dated 09.10.2013

Proposed Module for Commercial Courses

A Comprehensive Review

By

Zonal Railway Training Institute
Northern Railway, Chandausi
FEB-2014

[A comprehensive review of Commercial Initial Course conducted at Zonal Railway Training Institutes over Indian Railways. Covers Training imparted to Ticket Examiners, Commercial Clerk, Enquiry Cum Reservation Clerks and Commercial Apprentice.]

Addition

Disaster Mgt. Fire fighting, First Aid, IVRS, CCRS, UTS, NTES, UTS-cum-PRS, e-RR, e-payment, JTBS, STBS, PPP, New Schemes, TMS, RMS, AFTO, SFTO, SETO, PFT, DFC, etc.

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COURSE : FOUNDATION

COURSE: FOUNDATION DURATION: 6 WKG.DAYS.

DEPARTMENT: TRANSPORTATION/COMMERCIAL
STAGE: 1. INDUCTION OF GROUP "C" CATEGORIES THROUGH RRB.
2. PROMOTION TO GROUP "C" CATEGORIES THROUGH GDCE.

CONTENT NO.	DESCRIPTION	PERIODS
FC-1	General Administration	02
FC-2	Transportation/Safety	02
FC-3	Commercial	02
FC-4	Mech. Engineering	02
FC-5	Elect. Engineering	02
FC-6	S&T	02
FC-7	Establishment	02
FC-8	Raj Bhasha	02
FC-9	Accounts	02
FC-10	Audit	02
FC-11	Vigilance	02
FC-12	First Aid	06
FC-13	Civil Engineering	02
FC-14	Fire Fighting	02
FC-15	Customer Care	02
FC-16	Disaster Management	02
	TOTAL	36

36 divided by 6 periods per day = 06 Day.

RTI to be included in FC

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CATEGORY: ALL CATEGORIES

FC-1:GENERAL ADMINISTRATION		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	TOTAL PERIODS = 2
FC-1/1	History and development of Indian Railways. Organization of Indian Railways.	01
FC-1/2	Various organizations working under Ministry of Railways. Future strategies.	01
	TOTAL PERIODS	02

CATEGORY: ALL CATEGORIES

FC-2: TRANSPORTATION/SAFETY		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	TOTAL PERIODS = 2
FC-2/1	Railways as a mode of transport in the country and key statistic. Organization of Transportation department. General functions of Transportation department.	01
FC-2/2	Importance of safety in Railway working and duties of railway-men. Fire Fighting. Safety organization of Railway at various levels. CRS organization, Common causes of accidents and preventive measures. Accident statistic. "The Best Safety Device is a careful Man".	01
	TOTAL PERIODS	02

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CATEGORY: ALL CATEGORIES

FC-3: COMMERCIAL		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	TOTAL PERIODS = 2
FC-3/1	Organization of Commercial department.	01
FC-3/2	Functions of Commercial department.	
FC-3/3	Public Complaints and public relation Organization.	01
FC-3/4	Duties of Commercial staff at the site of Accidents.	
	TOTAL PERIODS	02

CATEGORY: ALL CATEGORIES

FC-4: MECH. ENGINEERING		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	TOTAL PERIODS = 2
FC-4/1	General responsibilities of Mech. Engg. department. Organization of Mech. Engg. Department. Classification of Rolling Stock.	01
FC-4/2	Various types of coaches and wagons, Introduction of braking system.	01
	TOTAL PERIODS	02

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CATEGORY: ALL CATEGORIES

FC-5: ELECT. ENGINEERING		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	TOTAL PERIODS = 2
FC-5/1	Organization of Electrical Department. How to save electricity & its importance.	01
FC-5/2	Basic concepts about current, voltage, resistance, power, frequency etc. and their units. Traction systems – Locomotive to be in included.	01
	TOTAL PERIODS	02

CATEGORY: ALL CATEGORIES

FC-6: ELECT. ENGINEERING		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	TOTAL PERIODS = 2
FC-6/1	Organization of S&T department at various levels. Functions of S&T department.	01
FC-6/2	Requirements of signaling and their kinds. Telecom, Development. Usage of telecomm equipments especially during accidents.	01
	TOTAL PERIODS	02

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CATEGORY: ALL CATEGORIES

FC-7 : ESTABLISHMENT TOTAL PERIODS = 02		
CONTENT NO.	DESCRIPTION	PERIODS
FC-7/1	Organisation and functions of Establishment deptt. H.O.E.R	01
FC-7/2	Pass and Leave Rules.TA & DA rules.Main provisions of Railway service Conduct Rules,1966	01
	TOTAL PERIODS	**02**

CATEGORY: ALL CATEGORIES

FC-8 : RAJBHASHA TOTAL PERIODS=02		
CONTENT NO.	**DESCRIPTION**	**PERIODS**
FC-8/1	Statutory provisions about Rajbhasha.	01
FC-8/2	Suggestions to encourage use of Rajbhasha.	01
	TOTAL PERIODS	**02**

(100)

CATEGORY: ALL CATEGORIES

FC-9 : ACCOUNTS		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	PERIODS
FC-9/1	Organisation of Accounts department. Railway Budget, Works Programme.	01
FC-9/2	Cash remittance-allocations of earnings & expenditure. Standards of financial propriety.	01
	TOTAL PERIODS	**02**

CATEGORY: ALL CATEGORIES

FC-10 : AUDIT		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	PERIODS
FC-10/1	Organisation of audit department.	01
FC-10/2	Aims and place of Audit in Railways, Statutory obligation and functions.	01
	TOTAL PERIODS	**02**

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CATEGORY: ALL CATEGORIES

FC-11 : VIGILANCE		TOTAL PERIODS=02
CONTENT NO.	**DESCRIPTION**	**PERIODS**
FC-11/1	Organisation and structure.	01
FC-11/2	Preventive action & Checks.	01
	TOTAL PERIODS	**02**

CATEGORIES: ALL CATEGORIES

FC-12: FIRST AID AND FAMILY WELFARE		TOTAL PERIODS=06
CONTENT NO.	**DESCRIPTION**	**PERIODS**
FC-12/1	**PRINCIPLES OF FIRST AID** A brief description of the structure and functions of the body. **RESPIRATION** - Natural and Artificial	01
FC-12/2	**Cardio Pulmonary Resuscitation** **Different types of Bandages and its application** **Fracture** - causes, types, signs and symptoms;	01
FC-12/3	Treatment of fractures of - General Rules. Dislocations, sprains, strains – Signs, symptoms and Treatment. **General description** of heart and blood vessels	01
FC-12/4	Circulation of blood, Wounds and haemorrhage, The situation of the main arteries - pressure points	01
FC-12/5	**Burns, scalds, stings,** of snakes and rabid animals, Frost bite **POISONS** **Transport of the injured** (i)For Males, Hand Seats and Stretcher Exercises (ii) For Females, Hand Seats	01
FC-12/6	**Preparation** for the Reception of Accident Cases Recapitulation.	01
	TOTAL PERIODS	**06**

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CATEGORY: ALL CATEGORIES

FC-13: CIVIL ENGINEERING		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	PERIODS
FC-13/1	Organization of Engineering department and its role Description and maintenance of P.Way.	01
FC-13/2	Description of works. Duties of Engineering officials at the time of accidents.	01
	TOTAL PERIODS	02

CATEGORY: ALL CATEGORIES

FC-14: FIRE FIGHTING		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	PERIODS
FC-14/1	FIRE 1. Definition and it's elements. 2. Classification of Fire. 3. Principle of Fire Fighting. 4. Various methods of extinguishing of Fire. Extinguisher and their knowledge. 5. Safety from Fire.	01
FC-14/2	PRACTICAL: 1. Various equipments and parts of Fire, Extinguisher and their knowledge. 2. Demonstration of using Fire Extinguisher. 3. Refilling of Fire Extinguisher. 4. Precautions while handling Fire Extinguisher. 5. Testing of Fire Extinguisher.	01
	TOTAL PERIODS	02

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CATEGORY: ALL CATEGORIES

FC-15: CUSTOMER CARE		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	PERIODS
FC-15/1	The business of the Railways. Customer orientation in the service centre. Attitudes and attitudinal changes. Survey methodology. Public Perception of Railways. Human Motivation and listening skill.	01
FC-15/2	Interpersonal and organizational communications. Job Expectations, satisfaction and employees morale. Job stress and consequence. Customer service in the Railways.	01
	TOTAL PERIODS	02

CATEGORY: ALL CATEGORIES

FC-16: Disaster Management		TOTAL PERIODS = 02
CONTENT NO.	DESCRIPTION	PERIODS
FC-16/1	**What are the recommendations of High Level Committee on Disaster Management.**	01
FC-16/2	**Concept of Disaster Management on Railways.** **How Railway to handle a Disaster.**	01
	TOTAL PERIODS	02

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Ticket Examiner

CI-1/CP-1

Modified Training Module No. : COMML.-1 for Ticket Examiners.

Course No. Comml-1	Department: Commercial	Activity Center : Station
Category : Ticket Examiner		
Stage : initial/Promotion		
Duration : 26 Working Days		

Module No.	DESCRIPTION	PERIODS
FC	Foundation Course	36
Comml. -1/A	Coaching Theory	54
Comml. -1/B	Coaching Practical = 30 periods IT : NTES, UTS-cum-PRS, IVRS, HHT = 18 Periods	48
	Study Tour (One Day)	6
	Examination:CP,CT (Two Days)	12
	Total	156
	156 periods (6periods per day) = 26 days	

EXISTING = 36 WORKING DAYS
PRPPOSED = 26 WORKING DAYS

REDUCED = 10 WORKING DAYS

Note: 10 working days reduced due to teaching aid i.e. LCD. Projectors, Reading Materials provided.

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TICKET EXAMINER

CI-1/CP-1

COACHING THEORY

CATEGORY :	TICKET EXAMINER	Periods 54 (Each period of 45 minutes)
SUBJECT :	COACHING THEORY	COMML-1/A

CONTENT NO	DESCRIPTION	PERIODS
C-1/A-1	Click for valuable information on the Railway website www.indianrailways.gov.in General Duty of Ticket Examiner in train and at station	02
C-1/A-2	Consultation of Reference books, Consultation of Railway Time Table.	02
C-1/A-3	Kinds of Tickets , UTS, PRS, e-ticket, i-ticket, m-ticket, MRM, VRM, JTBS, STBS	04
C-1/A-4	Military Warrants/concessions, paramilitary warrant	01
C-1/A-5	Police Warrant, Jail Requisition, HOR, RTC	01
C-1/A-6	Various Railway passes. & PTO.	02
C-1/A-7	Advance issue of tickets. Reservation of seats/berths. Reservation Chart	02
C-1/A-8	Tatkal Sewa, Up gradation, .	02
C-1/A-9	Break journey rules. Guard's certificate	01
C-1/A-10	Action taken when ticket is wrongly numbered or dated, Validity of tickets. Action to be taken when passenger are not able to pay the charges	01
C-1/A-11	Refund of fares on tickets	03
C-1/A-12	Objects of checking and collection of tickets. Disposal of collected tickets.	02
C-1/A-13	Special points to be kept in view during checking of tickets.	01
C-1/A-14	Different types of ticket checks,	01
C-1/A-15	Irregular travelling - its causes and remedial measures.	02
C-1/A-16	Ticket Left Behind, Handing Over Memo, Police Complaint Form.	01
C-1/A-17	Various Public Concessions.	01
C-1/A-18	Luggage: Articles not accepted, Free Allowances, Dealing with unbooked/ partially booked luggage & unbooked animals, Cycle, Scoter, Motor Cycle, etc.	02
C-1/A-19	Lost property and its disposal.	02
C-1/A-20	Cognizable and Non-cognizable sections of the Rlys. Act 1989 -137 to 147, 150 to 157, 159 ,162,164 to 167, 172 , 174, 179 and 180.	02
C-1/A-21	Responsibility of Rly. as carrier of passengers under Sections 123 to 129 of The Rlys Act 1989. Statutory Obligations under sections 49 to 59. of the Railways Act-1989	02
C-1/A-22	Prohibition of carriage of Dangerous & Explosive goods in Pass. Compartments, Theft of Luggage, Robbery/Dacoity in trains & lodging reports.	01
C-1/A-23	Medical Aid to passengers, Retiring Rooms, Waiting Rooms.	02
C-1/A-24	Customer Care, Customer Satisfaction,.	01
C-1/A-25	Facility to MPs., Sr.Citizen, Ladies, Students, Press Reporter, Foreign Tourists & others	02
C-1/A-26	Duty of Ticket Checking Staff during accident.	01
C-1/A-27	Section 124 &124A, *SAFETY OF PASSENGERS & PUNCTUALITY*	01
C-1/A-28	Fire Fighting and First Aid	02
C-1/A-29	Disaster Management Especially Golden Period, Exgratia Payment.	02
C-1/A-30	Passenger Amenities, Catering services. bed roll, awaking of passengers,	02
C-1/A-31	Returns, deposit of cash, Statement of journey performed by MP	01
C-1/A-32	Public Complaints and it's Redressal	02
	TOTAL PERIODS	54

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TICKET EXAMINER
(CI-1/CP-1)
COACHING THEORY

S.No.	TO BE DELETED	TO BE ADDED
1.	Organization of commercial deptt. & its function already covered in FC.	Rules regarding journey by Janshatabdi/Garib Rath/Duranto/Yuva Express Trains. Duty of Ticket Examiner, paramilitary warrant Reservation Chart.
2.	Card tickets, BPT	e-Ticket, I-Ticket, m-ticket, MRM, VRAM, Free MST, Izzat MST,HST,YST, Validity of tickets. Extension of journey tickets TATKAL SEWA, UPGRADATION, EDR
3.	Rules reg. issue of reserved and unreserved tickets in advance	SECTION 124/124A & DUTY OF TICKET CHECKING STAFF DURING ACCIDENT. *SAFETY OF PASSENGERS & PUNCTUALITY.*
4.	Rly. Employees and military concession. It is in C-1/A-2	HHT,NTES, IVRS
5.	Dating Machine	AMENITIES & FACILITIES AT STATION & TRAIN, BED ROLLS, LICENCE PROTERS, MEDICAL AID TO PASSENGERS, Retiring Rooms, Waiting Rooms.
6.	Reservation from train starting station.	Fire Fighting and First Aid
7.	Quota controlling station and other road side stations.	JTBS, STBS, YTSK Prevention of Fraud
8.	Availability of tickets	Cash deposit
9.	Ticket dating machine	Cash deposit
10.		Disaster Management Especially, Golden Period, Exgratia Payment

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TICKET EXAMINER
(CI-1/CP-1)
COACHING PRACTICAL

CATEGORY: TICKET EXAMINER		**Periods 48 (Each period of 45 minutes)**
SUBJECT :	**COACHING PRACTICAL**	**COMML-1/B**
CONTENT NO.	**DESCRIPTION**	**PERIODS**
C-1/B-1	Consultation of Reference books i.e. Railway Maps, Alphabetical list, etc. Calculation of Distances.	03
C-1/B-2	Calculation of fares of different classes and trains.	04
C-1/B-3	Calculation of Fares on Public Concession, PTO	02
C-1/B-4	Calculation of fare for Military personnel on Military Warrants & Military concession.	04
C-1/B-5	Documentation: EFT, EDR, TDR, Handing Over Memo. Police Complaint from.	04
C-1/B-6	Refund of Fares, Charges for duplicate tickets.	04
C-1/B-7	Charging of unbooked luggage, partially booked luggage, cycle motor-cycle, dogs, goat, small animals & birds.	04
C-1/B-8	Irregular Travelling and Their Charging. Unexchanged PTOs and public concession. Unexchanged Military Warrants & Concession. Unexchanged Police Warrant & Jail Requisition.	06
C-1/B-9	IT Practical Training: NTES, IVRS, HHT, CCRS, e-ticket, Mobile Ticketing.	18
	TOTAL PERIODS	**48**

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

TICKET EXAMINER
(CI-1/CP-1)
COACHING PRACTICAL

S.No.	TO BE DELETED	TO BE ADDED
1.	Combined Ticket	PRACTICAL LEARNING OF COMPUTER, NTES, IVRS, HHT, UTS, PRS.
2.	Calculation of fares for season ticket	Fare of JANSHATABDI EXP., GARIB RATH EXP. YUVA EXP. DURONTO EXP., SUVIDHA EXP.
3.	Booking of luggage, charpoys (not in pieces), Bicycles, Scooters, Motor cycles etc.	DOCUMENTATION OF EFT, EDR, TDR, HANDING OVER MEMO.
4.	Cloak room charges and locker charges.	WITHOUT TICKET PASSENGER, TRAVELLING BY UNBOOKED ROUTE, TRAVELLING BEYOND DESTINATION, LOWER CLASS TICKET HOLDER TRAVELLING IN HIGHER CLASS. PUBLIC CONCESSION, UNEXCHANGED PTOs & Rly. PASS. UNEXCHANGED MILITARY WARRANT & CONCESSION. UNEXCHANGED POLICE WARRANT & JAIL REQUISITION. TRAVELLING IN BRAKEVAN OF PASSENGER TRAIN, GOODS TRAIN, PANTRY CAR, PARCEL VAN/LUGGAGE VAN, ENGINE.
5.		**Practical hand on training (NITES, IVRS, HHT, CCRS) = 18 periods**

ZONAL RAILWAY TRAINING INSTITUTE
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COMMERCIAL CLERK

CI-2/CP-2

REDUCED BY RAILWAY BOARD

Modified Training Module No. : COMML.-2 for Commercial Clerk.

Course No. Comml-2	Department: Commercial	Activity Center : Station
Category : Commercial Clerk		
Stage : initial/Promotion		
Duration : 20 Working Days		

Module No.	DESCRIPTION	PERIODS
Comml. -2/A	Commercial Theory	54
Comml. -2/B	Commercial Practical	48
	IT Practical Training: UTS-cum-PRS, NTES, IVRS, PMS, TMS.	12
	Examination : CP/CT, GP/GT (One Day)	06
	Total	120
	120 periods 6periods per day = 20 days	

EXISTING - 62 WORKING DAYS
MODIFIED - 20 WORKING DAYS

Reduced as per Dy. Director, TG-II/Railway Board's letter No.20113/TG-II/45/1/Booking Clerks dated 09.10.2013.

(110)

COMMERCIAL CLERK

CI-2/CP-2

REDUCED BY RAILWAY BOARD

COURSE : MODULE NO.-2		Total Periods-60 (Each period of 45 minutes)
CATEGORY : COMMERCIAL CLERK		
SUBJECT : COACHING THEORY / COACHING PRACTICAL		COMML-2/A
Content No	DESCRIPTION	PERIODS
C-2/A-1	Different kinds of ticket sale through UTS/PCT with fare calculations.	6
C-2/A-2	Cash handling .	6
C-2/A-3	Details of various MIS & reports.	6
C-2/A-4	Preparation of Returns.	6
C-2/A-5	Different types of Concessions with fare calculations.	6
C-2/A-6	Refund of fare with calculations.	6
C-2/A-7	Relevant rules of Commercial Manual and Coaching Tariffs	6
C-2/A-8	Inputs from UTS manual	6
C-2/A-9	Salient features of Customers care	6
C-2/A-10	IT Practical Training: UTS-cum-PRS, NTES, IVRS, PMS	6
TOTAL PERIODS		60

Reduced as per Dy. Director, TG-II/Railway Board's letter No.2013/TG-II/45/1/Booking Clerks dated 09.10.2013.

Booking of Retiring Room on UTS terminal & refund for Concillation of RR to be included

ZONAL RAILWAY TRAINING INSTITUTE
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COMMERCIAL CLERK

CI-2/CP-2

REDUCED BY RAILWAY BOARD

COURSE -	MODULE NO.-2	Total Periods-60 (Each period of 45 minutes)
CATEGORY-	COMMERCIAL CLERK	
SUBJECT-	PARCEL/GOODS THEORY & PRACTICAL	COMML-2/B
Content No	DESCRIPTION	PERIODS
C-2/B-1	Forwarding Note and its execution.	6
C-2/B-2	Rules for acceptance & booking of Parcels & Luggage	6
C-2/B-3	Issue of P W Bills/LT & Delivery of Parcels and Luggage	6
C-2/B-4	Calculation of freight of Luggage and Parcels.	6
C-2/B-5	Acceptance of Goods as Train Load. Registration of wagon indents and Priority Schedule.	6
C-2/B-6	Precautions during loading and unloading of Goods Consignments.	6
C-2/B-7	Calculation of freight.	6
C-2/B-8	IT Practical Training: TMS, PMS	6
C-2/B-9	Calculation of Demurrage and Wharfage charges.	6
C-2/B-10	Examination	6
	TOTAL PERIODS	60

Reduced as per Dy. Director, TG-II/Railway Board's letter No.2013/TG-II/45/1/Booking Clerks dated 09.10.2013.

ZONAL RAILWAY TRAINING INSTITUTE
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Enquiry-cum-Reservation Clerk

CI-3/CP-3

Modified Training Module COMML.-3 for Enquiry-cum-Reservation Clerk

Course No. : Comml-3	Department : Commercial	Activity Centre : Station
Category :	Enquiry-cum-Reservation Clerk	
Stage :	Initial / Promotion	
Duration :	26 Working Days	

Module No.	Description	Periods
FC	Foundation Course	36
Comml.-3/A	Coaching Theory	54
Comml.-3/B	Coaching Practical = 30 periods IT; NTES, PRS, NRS, UTS-cum-PRS, CCRS = 18 periods	48
	Study Tour (One Day)	06
	Examination : CP, CT (Two Days)	12
	Total	156
	156 Periods (6 periods per day) = 26 Working days	

EXISTING - 37 WORKING DAY
PRPPOSED - 26 WORKING DAY

REDUCED = 11 WORKING DAYS

Note: 11 working days reduced due to teaching aid i.e. LCD. Projectors, Reading Materials Provided.

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

Enquiry-cum-Reservation Clerk

CI-3/CP-3

COACHING THEORY

CATEGORY : ENQUIRY.-CUM-RESERVATION CLERK		Periods 54 (Each period of 45 minutes)
SUBJECT : COACHING THEORY		COMML-3/A
CONTENT NO	DESCRIPTION	PERIODS
C-3/A-1	Indian Railway website www.indianrailways.gov.in Duty of Enquiry-cum-Reservation Clerk, Fire Fighting and First Aid	02
C-3/A-2	Medical Aid to Passengers, Retiring Rooms, Waiting Rooms	02
C-3/A-3	Special Facility to Ladies, Students, Journalist, MPs, foreign Tourists, Senior Citizens .& others	02
C-3/A-4	Kinds of Tickets	04
C-3/A-5	Military Warrants/concessions, Police Warrant, Jail Requisition, paramilitary warrant	02
C-3/A-6	Public Concession	02
C-3/A-7	Various Railway Passes & PTO.	03
C-3/A-8	Break journey rules, *SAFETY OF PASSENGERS & PUNCTUALITY*	02
C-3/A-9	Guard's certificate.	02
C-3/A-10	Reservation of seats, berths, carriage, tourist cars.	03
C-3/A-11	Different types of Quota. & its feeding. Bulk Booking, Preparation of Reservation Chart.	02
C-3/A-12	Tatkal Sewa, Up gradation, EDR & its feeding.	02
C-3/A-13	Various types of forms and registers used in the reservation office.	01
C-3/A-14	Refund Rules	06
C-3/A-15	Luggage:	04
C-3/A-16	Cognizable and Non-cognizable offences under the Rlys. Act 1989.	02
C-3/A-17	Statutory Obligations under sections 49 to 59. of the Railways Act-1989	01
C-3/A-18	Responsibility of Rly. as carrier of passengers under Sections 123 to 129 of The Rlys Act 1989.	01
C-3/A-19	Indent and estimate of Rolls of Paper Ticket, DTC book	02
C-3/A-20	Different kinds of returns prepared in reservation office.	01
C-3/A-21	Railway Users Consultative Committee.	02
C-3/A-22	Outstanding, TA-1, TA-2, Balance Sheet.	02
C-3/A-23	Disaster Management Especially Golden Period, Exgratia Payment NTES, IVRS, CCRS, ROPD	02
C-3/A-24	Passenger Amenities, Catering services, Computer & Basic hardware maintenance to provide ribbon, etc.	02
	Total	54

ZONAL RAILWAY TRAINING INSTITUTE
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Enquiry-cum-Reservation Clerk

CI-3/CP-3

COACHING THEORY

S. NO.	TO BE DELETED	TO BE ADDED
1	*Organization of commercial deptt & its functions already covered in F.C.*	DUTY OF ENQUIRY-CUM-RESERVATION CLERK, PARAMILITARY WARRANT, ATVM, CVM, NTES, IVRS, CCRS.
2	*RUCC & FACILITY PROVIDED TO SUCH COMMITTEE*	*SAFETY OF PASSENGERS & PUNCTUALITY*
3	*COMPUTERISED SYSTEM OF RESERVATION*	**Click Away for valuable information on the Railway website**, www.indianrailways.gov.in
4	*BOOKING OF PASSENGERS IN ADVANCE*	Public Grievances Redressal Organization
5	RULES FOR COMMENCEMENT OF JOURNEY	Medical Aid to Passengers, Rail Yatri Niwas.
6	Public complaints and disposal *already covered in F.C.*	UTS, PRS, E-Ticket, I-Ticket, Free MST, Izzat MST, Paramilitary Warrant
7		Different types of Quota. & its feeding. Validity of tickets. TATKAL SEWA, UPGRADATION, EDR
8		EXTENSION OF VALIDITY OF TICKETS, EXTENSION OF JOURNEY TICKETS, *Change in Boarding station*
9		Fire Fighting and First Aid
10		. Passenger Amenities, Catering services
11		Refund of excess fare paid against lost/misplaced tickets.
12		SECTION 124/124A & DUTY OF COMMERCIAL CLERK DURING ACCIDENT.
13		.STATUTARY OBLIGATIONS- SECTION 49 TO 59.
14		Frauds in connection with tickets and reservation.
15		TA-1, TA-2, OUTSTANDING, BALANCE SHEET,
16		DEPOSITING OF EARNING, ROPD
17		Computer & Basic hardware maintenance to provide ribbon, etc.

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ENQUIRY-CUM-RESERVATION CLERK

CI-3/CP-3

COACHING PRACTICAL

CATEGORY :	ENQUIRY-CUM-RESERVATION CLERK	Periods 48 (Each period of 45 minutes)
SUBJECT :	COACHING PRACTICAL	COMM-3/B
CONTENT NO	DESCRIPTION	PERIODS
C-3/B-1	Consultation of Reference books i.e. Time Table, Railway Maps, Alphabetical list, etc. Calculation of Distances.	05
C-3/B-2	Calculation of fares of different classes and trains i.e.Mail/Exp./Superfast, Rajdhani/Shatabdi/Janshatabdi/Garibrath/ Yuva/Duranto Exp.& Season Tickets, etc.	06
C-3/B-3	Calculation of fare on Public Concession Order, PTO	02
C-3/B-4	Calculation of fare on Military Warrants and Military Concession, Paramilitary Warrants.	03
C-3/B-5	Calculation of charges for Reservation of Bogie Carriage/ Tourist Car for Public	03
C-3/B-6	Documentation: TDR, Reservation Requisition Form, Cancellation Requisition Form, EDR.	03
C-3/B-7	Charges for Duplicate tickets, Refund of fares ,.	04
C-3/B-8	Booking of luggage,	04
C-3/B-9	IT Practical Training: UTS-cum-PRS, NTES, PRS, IVRS, CCRS	18
	TOTAL PERIODS	48

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ENQUIRY-CUM-RESERVATION CLERK

CI-3/CP-3

COACHING PRACTICAL

S.NO.	TO BE DELETED	TO BE ADDED
1	*Booking of Animals*	Calculation of fare for GARIB RATH EXP. YUVA EXP. DURANTO EXP.
2	*Booking of Charpoys not in pieces as luggage*	Calculation of charges for Bulk Booking
3	*Booking of Scooter, motor cycle, etc.*	Documentation: EDR, TDR, Documentation : Reservation Requisition Form, Cancellation Requisition Form,
4	*Booking of dog, pigs, other small birds & animals*	CALCULATION OF FARE FOR DUPLICATE TICKET
5	Locker charges & cloak room charges	*PRACYICAL LEARNING OF COMPUTER, INTERNET, NTES, IVRS, UTS, PRS, UTS-CUM-PRS, CCRS*
6		Practical hands on training (UTS-cum-PRS, NTES, IVRS, CCRS) =18 periods

ZONAL RAILWAY TRAINING INSTITUTE
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Commercial Apprentice

CI-4 1st PHASE

Modified Training Module No. COMML.-4 for Commercial Apprentice Phase-I

Course No. : Comml-4	Department : Commercial	Activity Centre : Station
Category :	Commercial Apprentice Phase-I	
Stage :	Initial/Decategorised	
Duration :	40 Working Days	

Module No.	Description	Periods
FC	Foundation Course	36
Comml.-4/A	Coaching Theory	46
Comml.-4/B	Coaching Practical = 28 periods IT: NTES, UTS-cum-PRS, IVRS, PRS, PMS = 12 periods	40
Comml.-4/C	Goods Theory	44
Comml.-4/D	Goods Practical = 26 periods IT: FOIS, TMS = 12 periods	38
	Study Tour (Two Days)	12
	Examination : CP/CT, GP/GT (Four Days)	24
	Total	240
	240 Periods (6 periods per day) = 40 Working days	

EXISTING = 62 WORKING DAYS
PROPOSED = 40 WORKING DAYS

REDUCED = 22 WORKING DAYS

Note: 22 working days reduced due to teaching aid i.e. LCD. Projectors, Reading Materials Provided.

ZONAL RAILWAY TRAINING INSTITUTE
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Commercial Apprentice (CI-4 PHASE-1st)

COACHING THEORY

CATEGORY :	COMMERCIAL APPRENTICE PHASE-I	Periods - 46 (Each period of 45 minutes)
SUBJECT :	COACHING THEORY	COMML- 4/A

CONTENT NO.	DESCRIPTION	PERIODS
C-4/A-1	Introduction, Syllabus, Public Complaint, Customer Care.	02
C-4/A-2	Consultation of Reference Books & Time Table. Sources of coaching earning.	02
C-4/A-3	Kinds of Tickets. UTS, PRS, Season Tickets, military warrant, military concession, paramilitary warrant, Public Concession.	04
C-4/A-4	JTBS, STBS. e-ticket, i-ticket, m-ticket, MRM, VRM	02
C-4/A-5	Railway Passes & PTO.	02
C-4/A-6	Indenting of Ticket Rolls & PCT, Non-issued tickets, Obsolete tickets	02
C-4/A-7	Special facilities to passengers i.e. MPs, Ladies, Sr. Citizen, Journalist, Student, Physically Challenged person & others.	02
C-4/A-8	Reservation of Seats & Berths, bogie/carriage & special train, Tatkal Sewa, Upgradation,	02
C-4/A-9	Various Changes made on reserve tickets, preponement & postponement Duplicate Tickets, Refund Rule, CCRS, ROPD	02
C-4/A-10	Break Journey, Guard Certificate	01
C-4/A-11	Object of checking and collection of tickets. Irregular traveling. Preparation and. submission of TCR.	02
C-4/A-12	Forwarding Note and its execution.	02
C-4/A-13	Packing, labeling and marking.	02
C-4/A-14	Luggage: Articles not accepted as Luggage, Free Allowance, military luggage, Luggage Ticket.	02
C-4/A-15	Booking of Cycle, Scooter, Motor Cycle, Booking of animals & birds as luggage.	01
C-4/A-16	Rules for acceptance and booking of parcel, P.W.Bill, military parcel, Misdeclaration of parcel, Booking of cycle and motor cycle. over carry parcel,	02
C-4/A-17	Acceptance, booking and carriage of dangerous and explosive goods. Precaution during loading & unloading.	02
C-4/A-18	Parcel cash book, Damage and deficiency message, DD Register, MGR	01
C-4/A-19	Delivery of parcels & their disposal , Memo delivery of parcel, Open Delivery, Assessment Delivery, Partial Delivery, Delivery on indemnity note	02
C-4/A-20	Under charges /over charges, Wharfage & Demurrage Charge	01
C-4/A-21	DTC Book, Passenger Classification, Cash remittance / Treasury remittance note	02
C-4/A-22	CM-38, Error sheet, T/A-2, Coaching Returns, Refund list, CA-216	02
C-4/A-23	Important Sections of Rlys Act-1989. Section 124 & 124 A . Sections 123 to 129. Statutory Obligations under sections 49 to 59. *SAFETY OF PASSENGERS & PUNCTUALITY*	02
C-4/A-24	Disaster Management Especially Golden Period, Exgratia Payment, NTES, IVRS,	01
C-4/A-25	Out-standings and their clearance, Balance-sheet and its preparation	01
	Total Periods	46 (46)

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COMMERCIAL APPRENTICE

CI-4 Ist PHASE

Coaching Theory

S.NO.	TO BE DELETED	TO BE ADDED
1	Organisation of commercial deptt & its functions already covered in F.C.	UTS, PRS JTBS, STBS. e-ticket, i-ticket, m-ticket, MRM, VRM, izzat MST
2	RUCC & FACILITY PROVIDED TO SUCH COMMITTEE	validity of tickets. TATKAL SEWA, UPGRADATION, EDR
3	COMPUTERISED SYSTEM OF RESERVATION	TICKET LEFT BEHIND,EXTENSION OF VALIDITY OF TICKETS,EXTENSION OF JOURNEY TICKETS,
4	BOOKING OF PASSENGERS IN ADVANCE	RMC, FREE CARRIAGE OF RAILWAY MATERIALS, STORES & PUBLICATIONS STACKING OF PARCELS, OVER CARRY PARCELS
5	RULES FOR COMMENCEMENT OF JOURNEY	SECTION 124/124A & DUTY OF COMMERCIAL STAFF DURING ACCIDENT,
6	Public complaints and disposal already covered in F.C.	THEFT OF LUGGAGE, ROBBERY/DACOITY IN TRAINS & LODGING REPORTS.
7		Disaster Management Especially Golden Period, Exgratia Payment, NTES, IVRS,
8		JTBS, STBS, SAFETY OF PASSENGERS & PUNCTUALITY

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COMMERCIAL APPRENTICE

C-4 1st PHASE

Coaching Practical

CATEGORY :	COMMERCIAL APPRENTICE PHASE-I	Periods 40 (Each period of 45 minutes)
SUBJECT :	COACHING PRACTICAL	COMML-4/B

CONTENT NO.	DESCRIPTION	PERIODS
C-4/B-1	Calculation of Distances	02
C-4/B-2	Calculation of Fare	04
C-4/B-3	Refund of fares	02
C-4/B-4	Booking of luggage, Animals and Birds	02
C-4/B-5	Booking of horned cattle, horses and other animal in wagon load.	02
C-4/B-6	Charging of unbooked Dogs, Pigs, Sheep, Goats and other small animals and Birds.	02
C-4/B-7	Calculation of Excess fares and excess charge, on irregular traveling	02
C-4/B-8	Booking Of parcels,	02
C-4/B-9	Filling of P.W.Bill, Forwarding Note, CR Note & luggage tickets.	02
C-4/B-10	Booking of Corpses, Human ashes, Skeleton & Organs.	02
C-4/B-11	Booking of Motor Car and Motor Tractor.	02
C-4/B-12	Booking of coach/tourist car, special train	02
C-4/B-13	Calculation of Demurrage & Wharfage charge	02
C-4/B-14	IT: Practical Training : UTS-cum-PRS, NTES, IVRS, PMS	12
	Total Periods	40

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COMMERCIAL APPRENTICE

CI-4 Ist PHASE

Coaching Practical

S.NO.	TO BE DELETED	TO BE ADDED
1		PRACTICAL LEARNING OF COMPUTER, INTERNET, NTES, IVRS, UTS, PRS, CVM, ATVM, UTS-CUM-PRS
2		JANSHATABDI EXP., GARIB RATH EXP. YUVA EXP., DURONTO EXP.
3		DOCUMENTATION OF BPT EFT, TDR, HANDING OVER MEMO, PCF, BALANCE SHEET
4		CALCULATION OF FARE FOR DUPLICATE TICKET

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COMMERCIAL APPRENTICE
CI-4 Ist PHASE
GOODS THEORY

CATEGORY :	COMMERCIAL APPRENTICE PHASE-I	Periods 44 (Each period of 45 minutes)
SUBJECT :	GOODS THEORY	COMML-4/C

CONTENT NO :	DESCRIPTION	PERIODS
C-4/C-1	Forwarding Note. its kinds, Execution and Importance	02
C-4/C-2	Rules for acceptance of goods. Transportation Product Policy	01
C-4/C-3	Packing , Labeling & Marking of goods	02
C-4/C-4	Weighbridge & Weighment of goods traffic	01
C-4/C-5	Rules of registration , allotment and supply of wagons	02
C-4/C-6	Wagon Transfer Register	01
C-4/C-7	Labeling , sealing and riveting of wagons	01
C-4/C-8	Precaution to be observed before/during Loading, Unloading of wagons.	02
C-4/C-9	Preparation of Invoices. Disposal of copies of Invoices.(TMS)	02
C-4/C-10	General classification of goods.	02
C-4/C-11	Modes of payment of Railway Dues	02
C-4/C-12	Rating and routing of goods	01
C-4/C-13	Misdeclaration of goods and penalty to be imposed	01
C-4/C-14	Reweighment of goods	01
C-4/C-15	Damage and deficiency messages, Damage and deficiency register	01
C-4/C-16	Rebooking of goods.	01
C-4/C-17	Diversion of goods.	01
C-4/C-18	Delivery of goods under different circumstances	02
C-4/C-19	Gate Pass and disposal of its copies. Not received cell (N R Cell)	01
C-4/C-20	Disposal of unconnected wagons & Disposal of unclaimed Consignments	01
C-4/C-21	Rules of booking of livestock, Intoxicating drugs, contraband goods, Explosives & other dangerous goods, Rules for booking and carriage of Automobile Traffic: BCACM, BCCNR	02
C-4/C-22	Rules of booking, carriage and delivery of RMC.	02
C-4/C-23	Conditions for acceptance of traffic in Train Load. Advance Stacking of goods at Stations	01
C-4/C-24	Claims, its causes & prevention.	01
C-4/C-25	Machine prepared abstract, Unconnected & unclaimed goods.	01
C-4/C-26	Station Outstanding & its types and its clearance	02
C-4/C-27	Different types of goods returns	01
C-4/C-28	Goods Balance sheet	02
C-4/C-29	FOIS	02
C-4/C-30	TMS, e-payment, e-RR.	02
	Total Periods	44

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COMMERCIAL APPRENTICE

C.I-4 1st PHASE

Goods Theory

CONTENT NO.	TO BE DELETED	TO BE ADDED
1		Transportation Product Policy , FOIS
2		Advance Stacking of goods at Stations.
3		Rules for booking and carriage of Automobile Traffic , BCACM, BCBFG, BCCNR
4		Freight Operations Information System. TMS. E-RR. E-payment

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COMMERCIAL APPRENTICE
CI-4 1st PHASE
GOODS PRACTICAL

CATEGORY : COMMERCIAL APPRENTICE PHASE-I		Periods-38 (Each period of 45minutes)
SUBJECT : GOODS PRACTICAL		COMML-4/D
CONTENT NO	DESCRIPTION	PERIODS
C-4/D-1	Calculation of distance from Zonal Rly. Junction distance tables.	02
C-4/D-2	Calculation of freight for wagon load Consignment.	02
C-4/D-3	Calculation of freight for Train load Consignment.	02
C-4/D-4	Calculation of freight for coal traffic as per IRCA goods Tariff	02
C-4/D-5	Calculation of freight for animals as per IRCA goods Tariff	02
C-4/D-6	Calculation of freight for military goods on IAFT-1711 .	02
C-4/D-7	Calculation of freight for Railway materials on RMC note.	02
C-4/D-8	Calculation of freight on CC+6 route	01
C-4/D-9	Calculation of freight on CC+8 route	01
C-4/D-10	Calculation of freight on 25tn axle route	01
C-4/D-11	Calculation of charges for Goods Special Train	02
C-4/D-12	Calculation of Punitive charge	02
C-4/D-13	Filling of TR Note, CR Note & forwarding Note,	02
C-4/D-14	Calculation of crane charges and crane haulage charges.	01
C-4/D-15	Calculation of Demurrage charges	01
C-4/D-16	Calculation of wharfage charges	01
C-4/D-17	IT Practical Training: TMS	12
	TOTAL PERIODS	38

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

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COMMERCIAL APPRENTICE
CI-4 1st PHASE
GOODS PRACTICAL

CONTENT	TO BE DELETED	TO BE ADDED
1		Practical Learning of FOTS, TMS, E-Payment Generation of E-RR. Basic hardware maintenance ie provide ribbon, etc.
2		Calculation of freight on CC+6 route.
3		Calculation of freight on CC+8 route.
4		Calculation of freight on 25 ton axle route.
5		Calculation of freight for motor vehicles.
6		Calculation of freight under Transportation Product Policy. :Mini Rake, Two Point Rake, Multi Point Rake,
7		Documentation : Forwarding Note. Invoice. C.R. Note, T. R. Note , Goods Balance Sheet.
8		Calculation of Reweighment Charges.
9		Calculation of Reweighment Haulage Charges.
10		Calculation of Repositioning Charges.

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

COMMERCIAL APPRENTICE

CI-4 IInd PHASE

Modified Training Module COMML.-5 for Commercial Apprentice Phase-II

Course No. : Comml-5	**Department : Commercial**	**Activity Centre : Station**
Category : Commercial Apprentice Phase-II		
Stage : Initial		
Duration : 40 Working Days		

Module No.	Description	Periods
Comml.-5/A	Advanced Coaching Theory = 46 periods IT; PMS, ICMS = 06 periods	52
Comml.-5/B	Advanced Goods Theory = 44 periods IT; FOIS, TMS = 06 periods	50
Comml.-5/C	Transportation Rules	48
Comml.-5/D	Work Study & Establishment Rules	54
	Study Tour (Two Days)	12
	Examination: ACT, AGT, TT, Estt. & WS. (Four Days)	24
	Total	240
	240 Periods (6 Periods per day) = 40 Working days	

EXISTING = 48 WORKING DAYS
PROPOSED = 40 WORKING DAYS

REDUCED = 08 WORKING DAYS

Note: 08 working days reduced due to teaching aid i.e. LCD. Projectors, Reading Materials Provided.

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

COMMERCIAL APPRENTICE (CI-4 IInd PHASE)
ADVANCED COACHING THEORY

CATEGORY :	COMMERCIAL APPRENTICE PHASE-II	Total Periods-52
SUBJECT :	ADVANCED COACHING THEORY	COMML-5/A

CONTENT NO	DESCRIPTION	PERIODS
C-5/A-1	Amenities : Minimum Essential amenities, Recommended amenities, Desirable amenities,	04
C-5/A-2	World Class Station/ Model/Modern/Adarsh Stations.	04
C-5/A-3	Frauds in Booking office, Reservation office, luggage/parcels.	04
C-5/A-4	Commercial advertising at stations, trains, Level Crossing Gate, Wagons, etc.	04
C-5/A-5	Use of station earning for departmental payments	02
C-5/A-6	Inspection of Cloak Rooms, Lockers, Book-Stall, booking office,	02
C-5/A-7	Inspection of Reservation office, Retiring rooms, Dormitory, Catering & Vending Units, luggage/parcel office,	02
C-5/A-8	Integrated coaching management system(COIS)	02
C-5/A-9	Railway Claim Tribunal	02
C-5/A-10	Catering and vending policy	02
C-5/A-11	Rail-Road Co-ordination	02
C-5/A-12	Opening of Passenger Halt.	02
C-5/A-13	Leasing of SLR, AGC & VP	03
C-5/A-14	Public-Private Partnership,	02
C-5/A-15	Coin Operated Weighing Machine,	02
C-5/A-16	Reservation Availability Position Information Display, Passenger Operated Enquiry Terminal.	02
C-5/A-17	Parcel Management System , Passenger Information System	02
C-5/A-18	Procedure for public auction., Works Programme, Tender & Contract Management	03
C-5/A-19	IT Practical Training: PMS, ICMS	06
	TOTAL PERIODS	52

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COMMERCIAL APPRENTICE

CI-4 IInd PHASE

ADVANCED COACHING THEORY

S.NO.	TO BE DELETED	TO BE ADDED
1	Commercial Statistics and their use.	World Class Station/ Model/Modern/Adarsh Stations.
2	Railway Land Development Authority	Integrated coaching management system(COIS)
3	Features of coaching Rate Structure	Leasing of SLR, AGC & VP
4	IRFC, RITES,RVNL, IRCON, PRCL, RTNL,	Works Programme, Tender & Contract Management
5	Postal traffic	Coin Operated Weighing Machine,
6	Inspection of Ticket Examiner office,	RAPID, POET
7	Book stall policy	PMS , PIS, PPP,

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COMMERCIAL APPRENTICE PHASE-II

CI-4 IInd PHASE

ADVANCED GOODS THEORY

CATEGORY :	COMMERCIAL APPRENTICE PHASE-II	Total Periods-50
SUBJECT :	ADVANCED GOODS THEORY	COMML-5/B
CONTENT NO.	DESCRIPTION	PERIODS
C-5/B-1	Theory of Rates	02
C-5/B-2	Traffic Survey.	02
C-5/B-3	Station to Station Rates.	02
C-5/B-4	Rly. Rates Tribunal.	02
C-5/B-5	Claims-organization, Settlement of claim, power for settlement of claim, decentralization of claim, Railway Claims Tribunal	03
C-5/B-6	Frauds in goods shed, Inspection of Goods Shed.	03
C-5/B-7	Working of Siding & Opening of sidings	03
C-5/B-8	Rules and conditions for the levy of siding charges, shunting charges and other charges from siding users	03
C-5/B-9	Procedure for Remission of Demurrage and Wharfage Charges	03
C-5/B-10	Merry-Go-Round, Roll-on-Roll-off scheme.	03
C-5/B-11	Liberalized wagon investment scheme, Rail Side Warehousing Scheme	03
C-5/B-12	Wagon Leasing Scheme, Automobile Hub	03
C-5/B-13	Terminal Development Scheme, Dedicated Freight Corridor, Special Freight Train Operator	03
C-5/B-14	Private Freight Terminal, Automobile Freight Train Operator, Engine On Load scheme	03
C-5/B-15	Container rail terminal, Private container operator,	03
C-5/B-16	Transportation product policy- Block rake, Mini rake, Two point rake, Multiple point rake	03
C-5/B-17	IT Practical Training; FOIS, TMS	06
	TOTAL PERIODS	50

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COMMERCIAL APPRENTICE PHASE-II

CI-4 IInd PHASE
ADVANCED GOODS THEORY

S.NO.	TO BE DELETED	TO BE ADDED
1	Features of present Goods Rate Structure.	Merry-Go-Round,
2	Justification for opening of CBA & OutAgencies	RORO,
3		Liberalized wagon investment scheme,
4		Rail Side Warehousing Scheme
5		Wagon Leasing Scheme,
6		Terminal Development Scheme,
7		DFC
8		Kisan Vision Project,
9		Automobile Hub,
10		SFTO
11		PFT,
12		AFTO
13		Container rail terminal, Private container operator,
14		Transportation product policy- Block rake, Mini rake, Two point rake, Multiple point rake
15		Special schemes-EOL
16		FOIS-TMS & RMS, ICMS, PMS

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COMMERCIAL APPRENTICE
Cl-4 IInd PHASE
TRANSPORTATION RULES

CATEGORY :	COMMERCIAL APPRENTICE PHASE-II	TOTAL PERIODS-48
SUBJECT :	TRANSPORTATION RULES	COMM-5/C

CONTENT NO	DESCRIPTION	PERIODS
C-5/C-1	Definitions 1, 2, 4 to 13, 21 to 23, 34, 38, 40, 42, 43, 47, 48, 50 to 58. Difference between GR & SR (SR 1.02/1 & 1.02/2) classification of stations (GR 1.03).	06
C-5/C-2	Duties of Railway men for securing safety.	01
C-5/C-3	Signals: a) Kinds of signals - description & definition. b) Min. equipment of signals at each class of stations. c) Defective signals and authority to pass. d) Detonators and their use. e) Elementary idea of interlocking & Isolation	06
C-5/C-4	Speed of trains - Loading of vehicles - Damaged and defective vehicle - Exchange of signals between driver, Guard and station staff and standard moving dimensions of ODC.	05
C-5/C-5	Control methods - speeds of shunting and responsibility for shunting.	04
C-5/C-6	Protection of trains stopped. Between stations. Fire in trains and hot axle wagons.	04
C-5/C-7	System of working	01
C-5/C-8	Essentials of Absolute Block System.	01
C-5/C-9	Essentials of Automatic Block System on Double line, with, procedure to pass defective automatic signal.	01
C-5/C-10	Working of lorries, trollies and Motor trollies.	03
C-5/C-11	Accidents: Definition of accident. Serious accident, sabotage, train wrecking and attempted train wrecking. 1) Classification of accidents. 2) Duties of Sr. Subordinates reaching site of accident. 3) Duties of Sr.DCM/Sr.DOM. 4) Accident enquiries.	08
C-5/C-12	Transportation Higher: a. Wagon pool-Disposal of non-pooled wagons. b. Stock report - wagon census c. Leaky wagons (Para 7008) d. P.O.H. wagons (Para 7009/7010) e. Wagon Turn Round.	08
	TOTAL PERIODS	48

NOTE: ADDITION/DELETION = NIL

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COMMERCIAL APPRENTICE

CI-4 IInd PHASE
WORK STUDY

CATEGORY :	COMMERCIAL APPRENTICE PHASE-II	TOTAL PERIODS-24
SUBJECT :	WORK STUDY	COMM-5/D

CONTENT NO.	DESCRIPTION		PERIODS
C-5/D-1	Management	Introduction of work management and work study, Organization in railway board and zonal railway. What is management, objects of management, Types of management and qualities of a manager, management process, leadership, forecasting and organization, Controlling and direction, Communication and coordination , Motivation and staffing	10
C-5/D-2	Planning	Significance and types of planning, planning procedure	04
C-5/D-3	Work study	Why work study techniques adopted in railways. What is work study? Aims/objectives/uses and advantages of work study. Qualifications and qualities of a good supervisor/work study man. Difference between production and productivity. How everyone concerned with industries benefited with the increase in productivity. A general outline of the two wings of work study. What is method study? A step of method study. Recording techniques of method studies. What is work measurement? Steps of work measurement. Techniques of work measurement, Brief knowledge of time study, production study, random sampling, synthesis, PMTS, Analytical Estimating	08
C-5/D-4	Misc.	Stress management	02
		TOTAL PERIODS	24

NOTE: ADDITION/DELETION = NIL

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COMMERCIAL APPRENTICE

Ci-4 IInd PHASE

ESTABLISHMENT RULES

CATEGORY :	COMMERCIAL APPRENTICE PHASE-II	TOTAL PERIODS-30
SUBJECT :	ESTABLISHMENT RULES	COMML-5/D

COTENT NO.	DESCRIPTION		PERIODS
C-5/D-1	Leave rules	LAP, LHAP, Leave not due, commuted leave, extraordinary leave, compensatory leave, special disability leave, hospital leave, maternity/paternity leave, joining leave, casual leave, special casual leave, study leave, leave preparatory to retirement	04
C-5/D-2	Pass rules	Metal pass, card pass, check pass, school pass, special pass	02
C-5/D-3	Travelling Allowance rules	TA rules, contingency charge, composite transfer grant	02
C-5/D-4	Hours of Employment regulations	Description-intensive, continuous, essentially intermittent, excluded, change of classification, long on, short off, penalty for violation of HOER	04
C-5/D-5	Discipline and Appeal Rules 1968	Discipline and appeal rule-1968,Definition of various authorizes, suspension, defence helper, natural justice and speaking order, procedure for imposing minor penalty/major penalty, appeal, revision and review	04
C-5/D-6	Retirement benefits	PF, VPF, CGIS, Pension and gratuity, relevant factor and calculation	04
C-5/D-7	Rajbhasha	Rajbhasha act -1963 and Rajbhasha rule -1976,different policies and instructions, awards/incentives	02
C-5/D-8	Misc.	Recommendations/implementation of sixth pay commission, scale, pay band, grade pay. Industrial dispute act-1947,RTI-2005 Workmen's Compensation act - 1923 , staff benefit fund , payment of wages act-1936,PNM, JCM and PREM	08
		TOTAL PERIODS	30

NOTE: ADDITION/DELETION = NIL

ZONAL RAILWAY TRAINING INSTITUTE
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PROPOSED MODULE FOR COMMERCIAL PROMOTIONAL COURSES

S.NO	Course No.	Category	Stage	Duration (working days)			Page No.
				Existing	Proposed	With OR w/out FC	
1	CP-4	Commercial Inspector	Promotion	67	45	w/out FC	2 - 15
2	CP-5 (Phase-I)	Commercial Supervisor (10%GQ)	Promotion	58	35	w/out FC	16 - 23
3	CP-5 (Phase-II)	Commercial Supervisor (10%GQ)	Promotion	22	22	w/out FC	24 - 28
4	CP-6	Ticket Checking Supervisor	Promotion	36	26	w/out FC	29 - 33
5	CP-7	Coaching Supervisor	Promotion	40	26	w/out FC	34 - 39
6	CP-8	Goods Supervisor	Promotion	40	25	w/out FC	40 - 45

ZONAL RAILWAY TRAINING INSTITUTE
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COMMERCIAL INSPECTOR
CP-4

Course No. : comml-6	**Department: Commercial**	**Activity Centre : Station**
Category :	**COMMERCIAL INSPECTOR**	
Stage :	**PROMOTIONAL**	
Duration :	**45 Working Days**	

Module No.	Description	Periods
Comml.-6/A	Coaching Theory	52
Comml.-6/B	Coaching Practical = 36 periods IT: UTS-cum-PRS,NTES, IVRS, PMS = 12 periods	48
Comml.-6/C	Goods Theory	46
Comml.-6/D	Goods Practical = 28 periods IT : FOIS, TMS = 12 periods	40
Comml.-6/E	Transportation Theory	48
	Study Tour (Two Day)	12
	Examination : CT, CP, GT, GP, TT (Four Days)	24
	Total	270
	270 Periods (6 periods per day) = 45 Working Days	

EXISTING = 67 working days

PROPOSED = 45 working days

REDUCED = 22 working days

Note: 22 working days reduced due to teaching aid i.e. LCD. Projectors, Reading Materials Provided.

ZONAL RAILWAY TRAINING INSTITUTE
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COMMERCIAL INSPECTOR

CP-4

COACHING THEORY

CATEGORY :	COMMERCIAL INSPECTOR	Periods - 52 (Each period of 45 minutes)
SUBJECT :	COACHING THEORY	COMML-4/A
CONTENT NO.	DESCRIPTION	PERIODS
C-6/A-1	Introduction, Syllabus, Organization of commercial deptt & its functions, Public Complaint, Customer Care	02
C-6/A-2	Consultation of Reference books & Time Table. Source of coaching earning.	02
C-6/A-3	Kinds of Tickets. UTS, PRS, Season Tickets, military warrant, military concession, paramilitary warrant, Public Concession	04
C-6/A-4	JTBS, STBS, e-ticket, m-ticket, MRM, VRM, i-ticket, YTSK	02
C-6/A-5	Railway Passes & PTO	02
C-6/A-6	Indenting of Ticketing Rolls & PCT, Non-issued tickets, Obsolete tickets, Misprinted & duplicated tickets.	02
C-6/A-7	Special facilities to passengers i.e. MPs, Ladies, Sr. Citizen, Journalist, Student, Physically Challenged person & others.	02
C-6/A-8	Reservation of Seats & Berths, bogie/carriage & special train, Tatkal Sewa, Upgradation	02
C-6/A-9	Various changes made on reserve tickets, preponement & postponement Duplicate Tickets, Refund Rule, CCRS, ROPD	02
C-6/A-10	Break Journey, Guard Certificate, RUCC & FACALITY PROVIDEDTO SUCH COMMITTEE	02
C-6/A-11	Object of checking and collection of tickets. Irregular travelling. Preparation and submission of TCR	02
C-6/A-12	Forwarding Note and its execution	02
C-6/A-13	Packing, Labeling and marking.	02
C-6/A-14	Luggage: Articles not accepted as Luggage, Free Allowance, military luggage, Luggage Ticket.	02
C-6/A-15	Booking of Cycle, Scooter, Motor Cycle, Booking of animals & birds as luggage	02

C-6/A-16	Rules for acceptance and booking of parcel, P.W.Bill, military parcel, Misdeclaration of parcel, Booking of cycle and motor cycle. Over carry parcel,	02
C-6/A-17	Acceptance, booking and carriage of dangerous and explosive goods. Precaution during loading & unloading	02
C-6/A-18	Parcel cash book, Damage and deficiency message, DD Register, MGR	02
C-6/A-19	Delivery of parcels & their disposal, Memo delivery of parcel, Open Delivery, Assessment Delivery, Partial Delivery, Delivery on indemnity note	02
C-6/A-20	Under charges / over charges, Wharfage & Demurrage Charge, Frauds in coaching	02
C-6/A-21	DTC Book, Passenger Classification, Cash remittance / Treasury remittance note	02
C-6/A-22	CM-38, Error sheet, T/A-2, Coaching Returns, Refund list, CA-216	02
C-6/A-23	Important section of Rlys Act-1989, Section 124 & 124A, Sections 123 to 129, Statutory Obligation under sections 49 to 59	02
C-6/A-24	Disaster Management especially Golden Period, Exgratia Payment, NTES, IVRS	02
C-6/A-25	Out-standing and their clearance, Balance-sheet and its preparation	02
	Total Periods	52

Booking of VPP
Leasing of SLR/VPU] to be included.

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CHANDAUSI

COMMERCIAL INSPECTOR

CP-4

Coaching Theory

S.NO	TO BE DELETED	TO BE ADDED
1.	COMPUTERISED SYSTEM OF RESERVATION	UTS, PRS JTBS, e-ticket, i-ticket, m-ticket, MRM, VRM, izzat MST, YTSK
2.	BOOKING OF PASSENGERS IN ADVANCE	VALIDITY OF TICKETS. TATKAL SEWA, UPGRADATION, EDR
3.	RULES FOR COMMENCEMENT OF JOURNEY	TICKET LEFT BEHIND, EXTENSION OF VALIDITY OF TICKETS, EXTENSION OF JOURNEY TICKETS
4.		RMC, FREE CARRIAGE OF RAILWAY MATERIALS, STORES & PUBLICATIONS STACKING OF PARCELS,OVER CARRY PARCELS
5.		SECTION 124/ 124A & DUTY OF COMMERCIAL STAFF DURING ACCIDENT
6.		THEFT OF LUGGAGE, ROBBERY/DACOITY IN TRAINS & LODGING REPORTS.
7.		Disaster Management Especially Golden Period, Exgratia Payment, NTES, IVRS
8.		JTBS, STBS, YTSK

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COMMERCIAL INSPECTOR

CP-4

Coaching Practical

CATEGORY :	COMMERCIAL INSPECTOR	Periods - 48 (Each period of 45 minutes)
SUBJECT :	COACHING PRACTICAL	COMML-6/B
CONTENT NO.	DESCRIPTION	PERIODS
C-6/B-1	Calculation of Distances	02
C-6/B-2	Calculation of Fare	04
C-6/B-3	Refund of fares	03
C-6/B-4	Booking of luggage, Animals and Birds	05
C-6/B-5	Booking of horned cattle, horses and other animal in wagon load.	02
C-6/B-6	Charging of unbooked Dogs, Pigs, Sheep, Goats and other small animals and Birds.	03
C-6/B-7	Calculation of Excess fares and excess charge, on irregular travelling	03
C-6/B-8	Booking of parcels	04
C-6/B-9	Filling of P.W.Bill, Forwarding Note, CR Note & Luggage tickets.	02
C-6/B-10	Booking of Corpses, Human ashes, Skeleton & Organs.	02
C-6/A-11	Booking of Motor Car and Motor Tractor	02
C-6/B-12	Booking of coach/tourist car, special train	02
C-6/B-13	Calculation of Demurrage & Wharfage charge	02
C-6/B-14	IT: Practical Training : UTS –cum- PRS, NTES, IVRS, PMS	12
	Total Periods	48

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COMMERCIAL INSPECTOR

CP-4
Coaching Practical

S.NO	TO BE DELETED	TO BE ADDED
1.		PRACTICAL LEARNING OF COMPUTER, INTERNET, NTES, IVRS, UTS, PRS, CVM, ATVM, UTS-CUM-PRS
2.		JANSHATABDI EXP., GARIB RATH EXP. , YUVA EXP. , DURONTO EXP.
3.		DOCUMENTATION: BPT, EFT, TDR, HANDING OVER MEMO, PCF, BALANCE SHEET
4.		CALCULATION OF FARE FOR DUPLICATE TICKET

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COMMERCIAL INSPECTOR

CP-4

GOODS THEORY

CATEGORY : COMMERCIAL INSPECTOR		Periods - 46 (Each period of 45 minutes)
SUBJECT : GOODS THEORY		**COMML-4/C**
CONTENT NO.	**DESCRIPTION**	**PERIODS**
C-6/C-1	Forwarding Note, its kinds, Execution and Importance	02
C-6/C-2	Rules for acceptance of goods.	01
C-6/C-3	Packing, Labeling & Marking of goods	02
C-6/C-4	Weighbridge & weighment of goods traffic	01
C-6/C-5	Rules of registration, allotment and supply of wagons	02
C-6/C-6	Wagon Transfer Register	01
C-6/C-7	Labeling, sealing and riveting of wagons	01
C-6/C-8	Precaution to be observed before/ during Loading, Unloading of wagons.	02
C-6/C-9	Preparation of invoices, Disposal of copies of Invoices.(TMS)	02
C-6/C-10	General Classification of goods.	02
C-6/C-11	Modes of payment of Railway Dues	02
C-6/C-12	Rating and routing of goods.	01
C-6/C-13	Misdeclaration of goods and penalty to be imposed	01
C-6/C-14	Reweighment of goods	01
C-6/C-15	Damage and Deficiency messages, Damage and deficiency register	01
C-6/C-16	Rebooking of good	01
C-6/C-17	Diversion of goods	01
C-6/C-18	Delivery of goods under different circumstances	02
C-6/C-19	Gate pass and disposal of its copies. Not received cell (N R Cell)	01
C-6/C-20	Disposal of unconnected wagons & Disposal of unclaimed Consignments	01
C-6/C-21	Rules of booking of livestock, Intoxicating drugs, contraband goods, Explosives & other dangerous goods, Rules for booking and carriage of automobile Traffic : BCACM, BCCNR	04
C-6/C-22	Rules of booking, carriage and delivery of RMC	02
C-6/C-23	Conditions for acceptance of traffic in Train Load. Advance Stacking of goods at Stations	01
C-6/C-24	Claims, its causes & prevention	01
C-6/C-25	Machine prepared abstract, Unconnected & Unclaimed goods.	01
C-6/C-26	Station Outstanding & its types and its clearance	02
C-6/C-27	Different types of goods return	01
C-6/C-28	Goods Balance Sheet	02
C-6/C-29	FOIS	02
C-6/C-30	TMS, e-payment, e-RR.	02
	Total Periods	46

ZONAL RAILWAY TRAINING INSTITUTE
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COMMERCIAL INSPECTOR

CP-4

Goods Theory

S.NO	TO BE DELETED	TO BE ADDED
1.		FOIS, TMS
2.		Advance Stacking of goods at Stations.
3.		Rules for booking and carriage of Automobile Traffic: BCACM, BCBFG, BCCNR
4.		Freight Operations Information System. TMS. E-RR. E-payment

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COMMERCIAL INSPECTOR

CP-4

GOODS PRACTICAL

CATEGORY : COMMERCIAL INSPECTOR		Periods-40 (Each period of 45 minutes)
SUBJECT : GOODS PRACTICAL		COMML-4/D
CONTENT NO	DESCRIPTION	PERIODS
C-6/D-1	Calculation of distance from Zonal Rly. Junction distance tables.	02
C-6/D-2	Calculation of freight for wagon load Consignment.	02
C-6/D-3	Calculation of freight for Train load Consignment.	02
C-6/D-4	Calculation of freight for coal traffic as per IRCA goods Tariff	02
C-6/D-5	Calculation of freight for animals as per IRCA goods Tariff	02
C-6/D-6	Calculation of freight for military goods on IAFT-1711 .	02
C-6/D-7	Calculation of freight for Railway materials on RMC note.	02
C-6/D-8	Calculation of freight on CC+6 route	02
C-6/D-9	Calculation of freight on CC+8 route	02
C-6/D-10	Calculation of freight on 25tn axle route	01
C-6/D-11	Calculation of charges for Goods Special Train	02
C-6/D-12	Calculation of Punitive charge	02
C-6/D-13	Filling of TR Note, CR Note & forwarding Note,	02
C-6/D-14	Calculation of crane charges and crane haulage charges.	01
C-6/D-15	Calculation of Demurrage charges	01
C-6/D-16	Calculation of wharfage charges	01
C-6/D-17	IT: Practical hands on training : FOIS, TMS	12
	TOTAL PERIODS	40

ZONAL RAILWAY TRAINING INSTITUTE
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COMMERCIAL INSPECTOR
CP-4
GOODS PRACTICAL

S.NO	TO BE DELETED	TO BE ADDED
1.		Practical Learning of FIOS, E-payment, Generation of E-RR, Basic hardware maintenance to provide ribbon etc.
2.		Calculation of freight on CC+6 route.
3.		Calculation of freight on CC+8 route.
4.		Calculation of freight on 25 ton axle route.
5.		Calculation of freight for motor vehicles.
6.		Calculation of freight under Transportation Product Policy : Mini Rake, Two Point Rake, Multi Point Rake.
7.		Documentation : Forwarding Note, Invoice, C.R. Note, T.R.Note , Goods Balance Sheet
8.		Calculation of Reweighment Charges.
9.		Calculation of Reweighment Haulage Charges.
10.		Calculation of Repositioning Charges
11.		Practical Hands on Training :(FOIS , TMS) = 12

ZONAL RAILWAY TRAINING INSTITUTE
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COMMERCIAL INSPECTOR

CP-4

TRANSPORTATION RULES

CATEGORY :	COMMERCIAL INSPECTOR	TOTAL PERIODS-48
SUBJECT :	TRANSPORTATION RULES	COMM-6/E

CONTENT NO	DESCRIPTION	PERIODS
C-6/E-1	Definitions 1, 2, 4 to 13, 21 to 23, 34, 38, 40, 42, 43, 47, 48, 50 to 58. Difference between GR & SR (SR 1.02/1 & 1.02/2) classification of stations (GR 1.03).	06
C-6/E-2	Duties of Railway men for securing safety.	01
C-6/E-3	Signals: a) Kinds of signals - description & definition. b) Min. equipment of signals at each class of stations. c) Defective signals and authority to pass. d) Detonators and their use. e) Elementary idea of interlocking & Isolation	06
C-6/E-4	Speed of trains - Loading of vehicles - Damaged and defective vehicle - Exchange of signals between driver, Guard and station staff and standard moving dimensions of ODC.	05
C-6/E-5	Control methods - speeds of shunting and responsibility for shunting.	04
C-6/E-6	Protection of trains stopped. Between stations. Fire in trains and hot axle wagons.	04
C-6/E-7	System of working	01
C-6/E-8	Essentials of Absolute Block System.	01
C-6/E-9	Essentials of Automatic Block System on Double line, with, procedure to pass defective automatic signal.	01
C-6/E-10	Working of lorries, trollies and Motor trollies.	03
C-6/E-11	Accidents: Definition of accident. Serious accident, sabotage, train wrecking and attempted train wrecking. 1) Classification of accidents. 2) Duties of Sr. Subordinates reaching site of accident. 3) Duties of Sr.DCM/Sr.DOM. 4) Accident enquiries.	08
C-6/E-12	Transportation Higher: a. Wagon pool-Disposal of non-pooled wagons. b. Stock report - wagon census c. Leaky wagons (Para 7008) d. P.O.H. wagons (Para 7009/7010) e. Wagon Turn Round.	08
	TOTAL	48

ADDITION / DELETION = NIL

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

COMMERCIAL SUPERVISOR
CP-5 First Phase(10 % GQ)

PROPOSED TRAINING MODULE COMM-7 for CP-5 Ist Phase (10% GQ) for TICKET CHECKING STAFF AND ENQUIRY-cum-RESERVATION CLERK (EXCEPT COMMERCIAL CLERK)

DURATION : 35 WORKING DAY

COURSE NO. COMM-7	**DEPARTMENT COMMERCIAL**	**ACTIVITY CENTRE STATION**
MODULE	**DESCRIPTION**	**PERIODS**
COMML-7/A	COACHING THEORY	42
COMML-7/B	COACHING PRACTICAL = 28 Periods IT: UTS-cum-PRS, NTSE, IVRS, PMS = 12 Periods	40
COMML-7/C	GOODS THEORY	48
COMML-7/D	GOODS PRACTICAL = 38 Periods IT: FOIS, TMS = 12 Periods	50
	Study Tour (Two Days)	06
	Examination : CT, CP, GT, GP (Four Days)	24
	Total	210

EXISTING = 58 WORKING DAYS

PROPOSED = 35 WORKING DAYS

REDUCED = 23 WORKING DAYS

Note: 23 working days reduced due to teaching aid i.e. LCD, Projectors, Reading Materials Provided.

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COMMERCIAL SUPERVISOR

CP-5 1st Phase(10% GQ)

COACHING THEORY

CATEGORY:	COMMERCIAL SUPERVISER	Periods-42 (Each period of 45 minutes)
SUBJECT :	COACHING THEORY	COMML-7/A
CONTENT NO	DESCRIPTION	PERIODS
C-7/A-1	Enrollment, ZRTI setup/system , Syllabus, timing and conduct Public Complaint, Customer Care	02
C-7/A-2	Special facilities to Ladies , students, senior Citizens, long distance passengers, to Attendants , foreign Tourists and MPs	03
C-7/A-3	Kinds of Tickets. UTS, PRS, Season Tickets, military warrant, military concession, paramilitary warrant, Public Concession.	04
C-7/A-4	JTBS, STBS. e-ticket, i-ticket, m-ticket, MRM, VRM , YTSL	02
C-7/A-5	Railway Passes & PTO.	02
C-7/A-6	Booking of special coach/tourist car, special train	01
C-7/A-7	Object of checking and collection of tickets. Preparation and. submission of TCR.	01
C-7/A-8	Irregular traveling - its causes & its remedial measures	01
C-7/A-9	Forwarding Note and its importance, General forwarding note	01
C-7/A-10	Booking of Luggage, animals and birds as per IRCA Coaching Tariff.	02
C-7/A-11	Dealing with unbooked luggage, animals and birds.	02
C-7/A-12	Packing, labeling and marking	01
C-7/A-13	Rules for acceptance and booking of parcels, Weighment of parcel, P.W.Bills and its disposal, Loading / Unloading of parcel, Reweighment of parcel	02
C-7/A-14	Booking of military parcels and luggage, Booking of motor car, cycle and motor cycle, dangerous and explosive goods	02
C-7/A-15	Parcel cash book, Damage and deficiency message, DD Register, Misdeclaration of parcel, MGR, Under charges /over charges	02
C-7/A-16	Delivery of parcels & their disposal , Memo delivery of parcel, Delivery of parcels on Indemnity note, Open delivery, Assessment delivery, Partial delivery	02
C-7/A-17	Indenting of Printed card ticket, Paper Tickets and Ticket Rolls, Non-issued tickets, Obsolete tickets.	02
C-7/A-18	DTC Book, Passenger classification return. CM-38, Error sheet, T/A-2, Cash remittance/Treasury remittance note.	02

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C-7/A-19	Out-standings and their clearance	02
C-7/A-20	Balance-sheet and its preparation	01
C-7/A-21	Claims, its causes and prevention	01
C-7/A-22	Important Sections of Rlys Act-1989. Section 124 & 124 A . Sections 123 to 129. Statutory Obligations under sections 49 to 59.	02
C-7/A-23	Disaster Management Especially Golden Period, Exgratia Payment,etc	02
	TOTAL	42

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COMMERCIAL SUPERVISOR
CP-5 1st Phase(10% GQ)
COACHING THEORY

S. NO.	TO BE DELETED	TO BE ADDED
1	COMPUTERISED SYSTEM OF RESERVATION	UTS, PRS JTBS, STBS. e-ticket, i-ticket, m-ticket, MRM, VRM, izzat MST
2	BOOKING OF PASSENGERS IN ADVANCE	validity of tickets. TATKAL SEWA, UPGRADATION, EDR
3	RULES FOR COMMENCEMENT OF JOURNEY	TICKET LEFT BEHIND,EXTENSION OF VALIDITY OF TICKETS,EXTENSION OF JOURNEY TICKETS,
4		RMC, FREE CARRIAGE OF RAILWAY MATERIALS, STORES & PUBLICATIONS STACKING OF PARCELS, OVER CARRY PARCELS
5		SECTION 124/124A & DUTY OF COMMERCIAL STAFF DURING ACCIDENT,
6		THEFT OF LUGGAGE, ROBBERY/DACOITY IN TRAINS & LODGING REPORTS.
7		Disaster Management Especially Golden Period, Exgratia Payment, NTES, IVRS,
8		JTBS, STBS , Y TSK—

(150)

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COMMERCIAL SUPERVISOR
CP-5 Ist Phase(10% GQ)
COACHING PRACTICAL

CATEGORY:	COMMERCIAL SUPERVISER	Periods-40 (Each period of 45 minutes)
SUBJECT :	COACHING PRACTICAL	COMML-7/A
CONTENT NO	DESCRIPTION	PERIODS
C-7/B-1	Refund of fares by Station Masters in abnormal condition.	3
C-7/B-2	Booking of luggage on military warrant.	1
C-7/B-3	Filling of luggage ticket.	1
C-7/B-4	Booking of horned cattle, horses and other animal in wagon load.	1
C-7/B-5	Charging of unbooked Dogs, Pigs, Sheep, Goats and other small animals.	2
C-7/B-6	Charging of unbooked birds and live poultry.	2
C-7/B-7	Calculation of Excess fares and excess charge, on irregular traveling	3
C-7/B-8	Booking Of parcels, and calculation of percentage charge	4
C-7/B-9	Booking of Military parcels on IAFT 1711, Treasure	1
C-7/B-10	filling of P.W.Bill and forwarding note	1
C-7/B-11	filling of P.W.Bill and forwarding note	2
C-7/B-12	Filling of CR Note	1
C-7/B-13	Booking of Corpses, Human ashes.	1
C-7/B-14	Booking of parts of Human body ,Human Skeletons	1
C-7/B-15	Booking of Motor Car and Motor Tractor.	1
C-7/B-16	Booking of coach/tourist car, special train	2
C-7/B-17	Calculation of wharfage charge	1
C-7/B-18	IT: UTS-cum-PRS, NTES, IVRS, PMS	12
	TOTAL	40

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COMMERCIAL SUPERVISOR
CP-5 Ist Phase (10% GQ)
COACHING PRACTICAL

S.NO	TO BE DELETED	TO BE ADDED
1.		PRACTICAL LEARNING OF NTES, IVRS, UTS, PRS, ATVM, UTS-CUM-PRS
2.		JANSHATABDI EXP., GARIB RATH EXP. , YUVA EXP. , DURONTO EXP. , SUVIDHA, GATIMAN
3.		DOCUMENTATION: BPT, EFT, TDR, HANDING OVER MEMO, PCF, BALANCE SHEET
4.		CALCULATION OF FARE FOR DUPLICATE TICKET

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COMMERCIAL SUPERVISOR
CP-5 Ist Phase(10% GQ)
GOODS THEORY

CATEGORY: COMMERCIAL SUPERVISER		Periods-48 (Each period of 45 minutes)
SUBJECT : GOODS THEORY		COMML-7/C
CONTENT NO	DESCRIPTION	PERIODS
C-7/C-1	Definition of various terms , Sources of goods earning, Reference books of goods	01
C-7/C-2	Rules for acceptance of goods.	01
C-7/C-3	Packing , marking , labeling of goods	01
C-7/C-4	Weighment of goods traffic	01
C-7/C-5	Rules of registration , allotment and supply of wagons, Priority Schedule, priority register and its importance, Refund/Forfeiture of wagon registration fees	01
C-7/C-6	Labeling , sealing and riveting of wagons, Wagon Transfer Register	01
C-7/C-7	Precaution to be observed before Loading of wagons.	01
C-7/C-8	Preparation of Invoices. Disposal of copies of Invoices.	01
C-7/C-9	Invoice index register-Inward/Outward	01
C-7/C-10	General classification of goods.	01
C-7/C-11	Modes of payment in railway, e-RR, e-payment	01
C-7/C-12	Rating and routing of goods, Misdeclaration of goods and penalty to be imposed	01
C-7/C-13	Reweighment of inward goods, Precautions to be observed during Unloading of goods.	01
C-7/C-14	Rebooking of goods, Diversion of goods.	01
C-7/C-15	Delivery of goods on production of RR, Partial delivery of goods	01
C-7/C-16	Delivery of goods on Indemnity note, Open Delivery, Assessment delivery,	02
C-7/C-17	Gate Pass , Not received cell., Damage and deficiency messages and Damage and deficiency register	01

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C-7/C-18	Disposal of unconnected wagons and unclaimed Consignments, Lost property-its disposal.	01
C-7/C-19	Rules of booking, carriage and delivery of livestock.	01
C-7/C-20	Rules of booking, carriage and delivery of Intoxicating drugs, contraband goods	01
C-7/C-21	Rules of booking , carriage and delivery of Explosives & other dangerous goods	01
C-7/C-22	Rules of booking, carriage and delivery of RMC.	01
C-7/C-23	Claims, its causes and preventive measures	01
C-7/C-24	Station Outstanding & its types and its clearance,	01
C-7/C-25	Different types of goods returns, Machine prepared abstract	01
C-7/C-26	Goods Balance sheet	01
	TOTAL	48

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NORTHERN RAILWAY
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COMMERCIAL SUPERVISOR
CP-5 Ist Phase(10% GQ)
GOODS THEORY

CONTENT NO.	TO BE DELETED	TO BE ADDED
1		FOIS, TMS
2		Advance Stacking of goods at Stations.
3		Rules for booking and carriage of Automobile Traffic: BCACM, BCBFG, BCCNR
4		Freight Operations Information System. TMS. E-RR. E-payment

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
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COMMERCIAL SUPERVISOR
CP-5 Ist Phase(10% GQ)
GOODS PRACTICAL

CATEGORY: COMMERCIAL SUPERVISER		Periods-48 (Each period of 45 minutes)
SUBJECT : GOODS THEORY		COMML-7/C
CONTENT NO	DESCRIPTION	PERIODS
C-7/D-1	Calculation of distance from Zonal Rly. Junction distance tables.	03
C-7/D-2	Calculation of distance from Zonal Rly. Pamphlet.	03
C-7/D-3	Calculation of freight for wagon load Consignment.	03
C-7/D-4	Calculation of freight for Train load Consignment.	03
C-7/D-5	Calculation of freight for animals as per IRCA goods Tariff	02
C-7/D-6	Calculation of percentage charge	02
C-7/D-7	Calculation of freight for military goods on IAFT-1711 .	02
C-7/D-8	Calculation of freight for Railway materials on RMC note.	02
C-7/D-9	Calculation of freight on CC+6 route, CC+8 route	03
C-7/D-10	Calculation of freight on 25tn axle route	02
C-7/D-11	Calculation of charges for Goods Special Train	02
C-7/D-12	Calculation of Punitive charge	02
C-7/D-13	Filling of TR Note, forwarding Note, CR Note	03
C-7/D-14	Calculation of crane charges and crane haulage charges.	02
C-7/D-15	Calculation of Demurrage charges	02
C-7/D-16	Calculation of wharfage charges	02
C-7/D-17	IT: FOIS, TMS	12
	Total	50

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

COMMERCIAL SUPERVISOR
CP-5 Ist Phase (10% GQ)
GOODS PRACTICAL

S.NO	TO BE DELETED	TO BE ADDED
1.		Practical Learning of FIOS, E-payment, Generation of E-RR, Basic hardware maintenance to provide ribbon etc.
2.		Calculation of freight on CC+6 route.
3.		Calculation of freight on CC+8 route.
4.		Calculation of freight on 25 ton axle route.
5.		Calculation of freight for motor vehicles.
6.		Calculation of freight under Transportation Product Policy : Mini Rake, Two Point Rake, Multi Point Rake.
7.		Documentation : Forwarding Note, Invoice, C.R. Note, T.R.Note , Goods Balance Sheet
8.		Calculation of Reweighment Charges.
9.		Calculation of Reweighment Haulage Charges.
10.		Calculation of Repositioning Charges
11.		Practical Hands on Training :(FOIS , TMS) = 12

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COMMERCIAL SUPERVISOR

CP-5 II Phase(10% GQ)

Modified Training Module COMML.-8 for COMMERCIAL SUPERVISOR

Course No. : Comml-6	Department : Commercial	Activity Centre : Station
Category :	COMMERCIAL SUPERVISOR	
Stage :	PROMOTIONAL	
Duration :	22 Working Days	

Module No.	Description	Periods
Comml.-8/A	Advance Commercial Theory = 42 periods IT: PRACTICAL TRAINING: FOIS, RMS, TMS, PMS, ICMS = 24 periods	66
Comml.-8/B	Transportation Theory	48
	Study Tour (One Day)	06
	Examination : ACT, TT, (Two Days)	12
	Total	132
	132 Periods (6 periods per day) = 22 Working days	

Existing working days = 22 working days
Proposed working days = 22 working days
REDUCTION = NIL

ZONAL RAILWAY TRAINING INSTITUTE
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COMMERCIAL SUPERVISOR

CP-511 (10% Graduate Quota)

ADVANCED COMMERCIAL THEORY

CATEGORY :	COMMERCIAL SUPERVISOR	Total Periods-66 (Each Period of 45 Minutes)
SUBJECT :	ADVANCED COMMERCIAL THEORY	COMML-8/A

CONTENT NO	DESCRIPTION	PERIODS
C-8/A-1	Procedure for public auction.	02
C-8/A-2	Amenities : Minimum Essential amenities, Recommended amenities, Desirable amenities,	02
C-8/A-3	Frauds in Commercial Working	02
C-8/A-4	Commercial advertising at stations, trains, Level Crossing Gate, Wagons, etc.	02
C-8/A-5	Use of station earning for departmental payments	02
C-8/A-6	Commercial Inspections	02
C-8/A-7	Integrated Coaching Management System (ICMS)	02
C-8/A-8	Railway Claim Tribunal, Rly. Rates Tribunal.	02
C-8/A-9	Catering and Vending Policy	02
C-8/A-10	Opening of Passenger Halt.	02
C-8/A-11	Commercial Statistics and their use., Public-Private Partnership,	02
C-8/A-12	Leasing of SLR, AGC & VP	02
C-8/A-13	Parcel Management System , Passenger Information System	02
C-8/A-14	**Works Programme, Tender & Contractual Management**	02
C-8/A-15	Traffic Survey.	02
C-8/A-16	Station to Station Rates.	02
C-8/A-17	Working of Siding	02
C-8/A-18	Rules and Conditions for the levy of Siding Charges, Shunting Charges and other charges from siding users	02
C-8/A-19	Procedure for Remission of Demurrage and Wharfage Charges	02
C-8/A-20	Roll-on-Roll-off Scheme, Liberalized Wagon Investment Scheme, Rail Side Warehousing Scheme	02
C-8/A-21	Wagon Leasing Scheme, Terminal Development Scheme,	02

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C-8/A-22	Dedicated Freight Corridor, Private Freight Terminal	02
C-8/A-23	Automobile Hub, ICRA, Merry-Go-Round	02
C-8/A-24	Special Freight Train Operator, Automobile Freight Train Operator	02
C-8/A-25	Container Service	02
C-8/A-26	Transportation Product Policy- Block Rake, Mini Rake, TWO Point Rake, Multi-Point-Rake	12
C-8/A-27	IT: COACHING TRAINING: UTS-cum-PRS, NTES, IVRS, PMS, ICMS	12
C-8/A-28	IT: GOODS TRAINING: FOIS, TMS	12
	TOTAL PERIODS	66

ZONAL RAILWAY TRAINING INSTITUTE
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COMMERCIAL SUPERVISOR
CP-511 (10% Graduate Quota)
ADVANCED COMMERCIAL THEORY

S.NO.	TO BE DELETED	TO BE ADDED
1	Features of present Goods Rate Structure.	Merry-Go-Round, RORO,
2	Justification for opening of CBA & Out Agencies	Liberalized wagon investment scheme, Rail Side Warehousing Scheme, Wagon Leasing Scheme, Terminal Development Scheme,
3		Kisan Vision Project,
4		DFC, Automobile Hub, PFT, AFTO, SFTO
5		Container rail terminal, Private container operator,
6		Transportation product policy- Block rake, Mini rake, Two point rake, Multiple point rake
7		Special schemes-EOL
8		FOIS-TMS & RMS, ICMS, PMS

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NORTHERN RAILWAY
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COMMERCIAL SUPERVISOR
CP-5II (10% Graduate Quota)
TRANSPORTATION RULES

CATEGORY :	COMMERCIAL SUPERVISOR	TOTAL PERIODS-48
SUBJECT :	TRANSPORTATION RULES	COMM-8/B

CONTENT NO	DESCRIPTION	PERIODS
C-8/B-1	Definitions 1, 2, 4 to 13, 21 to 23, 34, 38, 40, 42, 43, 47, 48, 50 to 58. Difference between GR & SR (SR 1.02/1 & 1.02/2) classification of stations (GR 1.03).	06
C-8/B-2	Duties of Railway men for securing safety.	01
C-8/B-3	Signals: f) Kinds of signals - description & definition. g) Min. equipment of signals at each class of stations. h) Defective signals and authority to pass. i) Detonators and their use. j) Elementary idea of interlocking & Isolation	06
C-8/B-4	Speed of trains - Loading of vehicles - Damaged and defective vehicle - Exchange of signals between driver, Guard and station staff and standard moving dimensions of ODC.	05
C-8/B-5	Control methods - speeds of shunting and responsibility for shunting.	04
C-8/B-6	Protection of trains stopped. Between stations. Fire in trains and hot axle wagons.	04
C-8/B-7	System of working	01
C-8/B-8	Essentials of Absolute Block System.	01
C-8/B-9	Essentials of Automatic Block System on Double line, with, procedure to pass defective automatic signal.	01
C-8/B-10	Working of lorries, trollies and Motor trollies.	03
C-8/B-11	Accidents: Definition of accident. Serious accident, sabotage, train wrecking and attempted train wrecking. 5) Classification of accidents. 6) Duties of Sr. Subordinates reaching site of accident. 7) Duties of Sr.DCM/Sr.DOM. 8) Accident enquiries.	08
C-8/B-12	Transportation Higher: f. Wagon pool-Disposal of non-pooled wagons. g. Stock report - wagon census h. Leaky wagons (Para 7008) i. P.O.H. wagons (Para 7009/7010) j. Wagon Turn Round.	08
	TOTAL PERIODS	48

ADDITION / DELETION = NIL

ZONAL RAILWAY TRAINING INSTITUTE
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TICKET CHECKING SUPERVISOR
CP-6

Course No. : commI-9	**Department: Commercial**	**Activity Centre : Station**
Category :	**TICKET CHECKING SUPERVISOR**	
Stage :	**PROMOTIONAL**	
Duration :	**26 Working Days**	

Module No.	Description	Periods
Commi.-9/A	Coaching Theory	72
Commi.-9/B	Coaching Practical = 42 periods IT: NTES, IVRS, CCRS, HHT = 24 periods	66
	Study Tour (One Day)	06
	Examination : CT, CP (Two Days)	12
	Total	156
	156 Periods (6 periods per day) = 26 Working Days	

EXISTING = 36 working days

PROPOSED = 26 working days

REDUCED = 10 working days

Note: 10 working days reduced due to teaching aid i.e. LCD. Projectors, Reading Materials Provided.

ZONAL RAILWAY TRAINING INSTITUTE
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TICKET CHECKING SUPERVISOR (CP-6)
COACHING THEORY

CATEGORY :	TICKET CHECKING SUPERVISOR	Periods 78 (Each period of 45 minutes)
SUBJECT :	COACHING THEORY	COMML-9/A

CONTENT NO	DESCRIPTION	PERIODS
C-9/A-1	Click for valuable information on the Railway website www.indianrailways.gov.in Duty of Ticket Checking Supervisor , Private Cash., *SAFETY OF PASSENGERS & PUNCTUALITY,*	02
C-9/A-2	e-ticket, I-ticket, M-ticket , MRM, VRM, UTS, CPT(PRS), Season Tickets (MST,QST, HST, YST, FREE MST, IZZAT MST, MMVT, MMPVT),	04
C-9/A-3	Military Warrants/concessions,	02
C-9/A-4	Police Warrant, Jail Requisition,	02
C-9/A-5	Railway passes, PTO & their use by Garibrath, Rajdhani / Shatabdi /Duranto / Janshatabdi / Yuva Express.	02
C-9/A-6	Reservation of seats/berths., EDR.	02
C-9/A-7	Tatkal Sewa, Up gradation,	02
C-9/A-8	Break journey rules. Reserved Accommodation for Ladies.	02
C-9/A-9	Special Facility to MPs, Sr. Citizen, Physically Challenged Person, Ladies & Others.	02
C-8/A-10	Norms for manning Coaches & Accommodation for on duty checking staff.	02
C-9/A-11	Guard's certificate,	01
C-9/A-12	Objects of checking and collection of tickets. Disposal of collected tickets.	02
C-9/A-13	Special points to be kept in view during checking of tickets.	02
C-9/A-14	Various kinds of Nippers & their use.	02
C-9/A-15	Different types of ticket checks. Extension of journey tickets, Extension of Validity of tickets	02
C-9/A-16	Steps to eradicate ticketless travelling, Earning deposit	02
C-9/A-17	Ticket Left Behind, Handing Over Memo, Police Complaint Form.	02
C-9/A-18	Public Concessions.	02
C-9/A-19	Luggage. : Free Allowance, Marginal Limits, Free Articles, Unbooked luggage, animals & birds.	03
C-9/A-20	Catering Policy	03
C-9/A-21	Cognizable and Non-cognizable sections of the Rlys. Act 1989 -137 to 147,.150 to 157, 159, 162,164 to 167, 172 , 174, 179 and 180.	03
C-9/A-22	Duty of Ticket Checking Staff during accident.	02
C-9/A-23	Statutory Obligations under sections 49 to 59. of the Railways Act-1989	02
C-9/A-24	Responsibility of Rly. As carrier of passengers under Sections 123 to 129 of The Rlys Act 1989. Responsibility of Rly. As carrier of Luggage.	02
C-9/A-25	Public Complaint, Customer Care, Customer Satisfaction,	02
C-9/A-26	Prohibition of carriage of Dangerous & Explosive goods in Pass. Compartments	02
C-9/A-27	Medical Aid to Passengers, Retiring Rooms, Waiting Rooms.	02
C-9/A-28	Theft of Luggage, Robbery/Dacoity in trains & lodging of FIR.	02
C-9/A-29	Disaster Management, Golden Period, Exgratia Payment	03
C-9/A-30	Passenger Amenities (in train & at station)	03
C-9/A-31	Brief idea about NTES, JTBS, IVRS, STBS, HHT, CCRS, YTSK	03
C-9/A-32	Fire Fighting	02
	TOTAL PERIODS	72

Train Superintendent responsible for all facilities on trains - Commercial circular 40/2016

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

TICKET CHECKING SUPERVISOR

CP-6

COACHING THEORY

S.NO.	TO BE DELETED	TO BE ADDED
1	Organization of commercial deptt & its functions already covered in INITIAL COURSE	Rules regarding journey by Janshatabdi/ GaribRath/ Duranto/Yuva Express Trains. Duty of Ticket Examiner, paramilitary warrant, Reservation Chart
2	Card tickets, BPT	e-ticket, I-ticket, M-ticket , MRM, VRM, UTS, CPT(PRS), Season Tickets (HST, YST, FREE MST, IZZAT MST), TATKAL SEWA, UPGRADATION, EDR
3	Rules regarding issue of reserved and unreserved tickets in advance., .	SECTION 124/124A & DUTY OF TICKET CHECKING STAFF DURING ACCIDENT. SAFETY OF PASSENGERS & PUNCTUALITY
4	Rly employees and military concession.	HHT, NTES, IVRS, UTS –cum-PRS
5	Dating Machine	AMENITIES& FACILITIES AT STATION & TRAIN, BED ROLLS, LICENCE PORTERS, MEDICAL AID TO PASSENGERS, Retiring Rooms, Waiting Rooms.
6	Reservation from train starting station,	Fire Fighting and First Aid
7	quota controlling station and other road side stations.	JTBS, STBS, Cash deposit, Catering Services, YTSK
8	Availability of tickets,	Disaster Management Especially, Golden Period, Exgratia Payment

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

TICKET CHECKING SUPERVISOR

CP-6

COACHING PRACTICAL

CATEGORY : TICKET CHECKING SUPERVISOR		Periods 66 (Each period of 45 minutes)
SUBJECT : COACHING PRACTICAL		COMML-9/B
CONTENT NO	DESCRIPTION	PERIODS
C-9/B-1	Consultation of Reference books and Railway Maps	04
C-9/B-2	Calculation of Distances.	04
C-9/B-3	Calculation of fares for different classes & different trains	04
C-9/B-4	Calculation of Public Concessional Fares and PTOs.	04
C-9/B-5	Calculation of fare for Military personnel on Military Warrants,	04
C-9/B-6	Documentation : EFT, EDR, TDR.; Handing Over Memo, Police Complaint Form.	06
C-9/B-7	Refund of Fares and duplicate tickets	04
C-9/B-8	Charging of unbooked luggage & Animals	06
C-8/B-9	Irregular Travelling and Their Charging	06
C-9/B-10	IT; Practical Training NTES, ECRS, IVRS, HHT	24
	TOTAL PERIODS	66

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TICKET CHECKING SUPERVISOR

CP-6

COACHING PRACTICAL

S.No.	TO BE DELETED	TO BE ADDED
1	Combined Ticket	Fare of JANSHATABDI EXP., GARIB RATH EXP. YUVA EXP.DURONTO EXP.
2	Calculation of fares for season tickets.	DOCUMENTATION OF EFT, EDR, TDR, HANDING OVER MEMO,
3	Booking of luggage, charpoys (not in pieces), Bicycles, Tricycles, Scooters, Motor cycles etc.	WITHOUT TICKET PASSENGER, TRAVELLING BY UNBOOKED ROUTE, TRAVELLING BEYOND DESTINATION, LOWER CLASS TICKET HOLDER TRAVELLING IN HIGHER CLASS. PUBLIC CONCESSION, UNEXCHANGED PTOs & RLY. PASS. UNEXCHANGED MILITARY WARRANT & CONCESSION UNEXCHANGED POLICE WARRANT & JAIL REQUISITION. TRAVELLING IN BRAKEVAN OF PASSENGER TRAIN, GOODS TRAIN, PANTRY CAR, PARCEL VAN/LUGGAGE VAN, ENGINE
4	Cloak room charges and locker charges.	Practical hands on training (NTES, IVRS, HHT, CCRS) = 24 periods

ZONAL RAILWAY TRAINING INSTITUTE
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CHANDAUSI

COMMERCIAL SUPERVISOR
CP-7

Course No. : commI-10	**Department: Commercial**	**Activity Centre : Station**
Category :	**COACHING SUPERVISOR**	
Stage :	**PROMOTIONAL**	
Duration :	**26 Working Days**	

Module No.	Description	Periods
Comml.-10/A	Coaching Theory	72
Comml.-10/B	Coaching Practical = 48 periods IT: UTS-cum-PRS, NTES, IVRS, JTBS, STBS, PMS, ICMS, YTSK = 18 periods	66
	Study Tour (One Day)	06
	Examination : CT, CP (Two Days)	12
	Total	156
	156 Periods (6 periods per day) = 26 Working Days	

EXISTING = 36 working days

PROPOSED = 26 working days

REDUCED = 14 working days

Note: 14 working days reduced due to teaching aid i.e. LCD. Projectors, Reading Materials Provided.

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

COACHING SUPERVISOR
CP-7
COACHING THEORY

CATEGORY : COACHING SUPERVISOR		Periods -72 (Each period of 45 minutes)
SUBJECT : COACHING THEORY		COMML- 10/A
CONTENT NO.	DESCRIPTION	PERIODS
C-10/A-1	Click for valuable information on the Railway website www.indianrailways.gov.in General duty of Coaching Supervisor and during Accident. Private Cash.	02
C-10/A-2	e-ticket, I-ticket, M-ticket (MRM, VRM), UTS, CPT(PRS), HOR, Season Tickets (MST,QST, HST, YST, FREE MST, IZZAT MST, MMVT, MMPVT)	02
C-10/A-3	Military Warrants/concessions, Para Military Warrants	02
C-10/A-4	Police Warrant, Jail Requisition,	02
C-10/A-5	Public Concessions.	02
C-10/A-6	Indenting of PCT, ticket rolls and Money Value Book. Obsolete Tickets	02
C-10/A-7	Railway passes, PTO & their use by Garibrath, Rajdhani / Shatabdi /Duranto / Janshatabdi / Yuva Express	02
C-10/A-8	Reservation of seats/berths.	02
C-10/A-9	Tatkal Sewa, Up gradation,	02
C-10/A-10	Refund of Fare	02
C-10/A-11	Break journey rules. Guard's certificate	01
C-10/A-12	Special Facility to MPs, Ex MPs, Sr. Citizen, Physically Challenged Person, Ladies, Students, Foreign Tourists, & Others.	02
C-10/A-13	NTES, JTBS, IVRS, STBS, UTS-cum-PRS.	02
C-10/A-14	Cognizable and Non-cognizable sections of the Rlys. Act 1989 -137 to 147, 150 to 157, 159 ,162,164 to 167, 172 , 174, 179 and 180.	01
C-10/A-15	Responsibility of Rly. as carrier of passengers under Sections 123 to 129 of The Rlys Act 1989..	01
C-10/A-16	Statutory Obligations under sections 49 to 59. of the Railways Act-1989	02
C-10/A-17	Public Complaint, Customer Care, Customer Satisfaction,	02
C-10/A-18	Prohibition of carriage of Dangerous & Explosive goods in Pass. Compartments	01
C-10/A-19	Medical Aid to Passengers,	01
C-10/A-20	Theft of Luggage, Robbery/Dacoity in trains & lodging of FIR.	01

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C-10/A-21	Forwarding Note and it's Execution	02
C-10/A-22	Booking and Delivery of Luggage.	03
C-10/A-23	Booking and Delivery of animals and Birds	02
C-10/A-24	Booking and Delivery of Parcels : Weighment / Reweighment, Packing, Labeling ,Marking, Loading / Unloading Precautions, Sealing & Locking.	03
C-10/A-25	Booking and Delivery of Arms and Ammunitions as Parcel	01
C-10/A-26	Booking and Delivery of Treasures	02
C-10/A-27	Booking and Delivery of Motor Cycles, Scooters, Cycles and Motor Vehicles	02
C-10/A-28	Booking and Delivery of Dead Body, Human Ashes, Human Skeletons	02
C-10/A-29	Booking and Delivery of Animals in wagon load	02
C-10/A-30	Over carry of parcels and it's disposal, Misdeclaration, MGR, DD Message	02
C-10/A-31	Cash Remittance, CR. Note, TR. Note, Parcel Cash Book	02
C-10/A-32	Leasing of SLR/AGC/VP, Teevragati Parcel Service	02
C-10/A-33	Wharfage Charge, Under Charge, Over Charge, Coaching Returns	02
C-10/A-34	Outstanding, Coaching Balance Sheet	02
C-10/A-35	Disaster Management, Golden Period, Exgratia Payment.	03
C-10/A-36	Passenger Amenities	02
C-10/A-37	Parcel Management System (PMS)	02
C-10/A-38	Sale Notice, Public Auctions of undelivered parcels & Lost Property, Section 83 & 84,	02
	Total Periods	72

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COACHING SUPERVISOR
CP-7
Coaching Theory

S. NO.	TO BE DELETED	TO BE ADDED
1	COMPUTERISED SYSTEM OF RESERVATION	UTS, PRS, IZZAT MST, HST,YST. e-ticket, i-ticket, m-ticket, MRM, VRM,
2	BOOKING OF PASSENGERS IN ADVANCE	TATKAL SEWA, UPGRADATION, EDR
3	RULES FOR COMMENCEMENT OF JOURNEY	TICKET LEFT BEHIND, EXTENSION OF VALIDITY OF TICKETS,EXTENSION OF JOURNEY TICKETS,
4		RMC, FREE CARRIAGE OF RAILWAY MATERIALS, STORES & PUBLICATIONS STACKING OF PARCELS, OVER CARRY PARCELS
		MEDICAL AID TO PASSENGERS,
5		SECTION 124/124A & DUTY OF COMMERCIAL STAFF DURING ACCIDENT,
6		THEFT OF LUGGAGE, ROBBERY/DACOITY IN TRAINS & LODGING REPORTS.
7		Disaster MANAGEMENT ESPECIALLY GOLDEN PERIOD, EXGRATIA PAYMENT,
8		PASSENGER AMENITIES, PARCEL MANAGEMENT SYSTEM (PMS)
		LEASING OF SLR/AGC/VP, TEEVRAGATI PARCEL SERVICE
		NTES, JTBS, IVRS, STBS, UTS-cum-PRS,

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COACHING SUPERVISOR
CP-7
COACHING PRACTICAL

CATEGORY : COACHING SUPERVISOR		TOTAL PERIODS-66 (Each period of 45 minutes)
SUBJECT : COACHING PRACTICAL		COMML-10/B
CONTENT NO.	DESCRIPTION	PERIODS
C-10/B-1	Calculation of Distances Fare	04
C-10/B-2	Calculation of Fare	05
C-10/B-3	Refund of fares	04
C-10/B-4	Booking of luggage, Animals and Birds	04
C-10/B-5	Booking of horned cattle, horses and other animal in wagon load.	02
C-10/B-6	Booking Of parcels,	04
C-10/B-7	Filling of P.W.Bill, Forwarding Note, TR Note, CR Note & luggage tickets. P.W.Bill,	06
C-10/B-8	Booking of Cycle, Scooter, Motor Cycle, etc.	02
C-10/B-9	Booking of Motor Car and Motor Tractor in VPU	03
C-10/B-10	Booking of coach/tourist car, Special Train	03
C-10/B-11	Calculation of Demurrage Charge & Wharfage charge (COACHING)	03
C-10/B-12	Calculation of Freight for Military Parcels	02
C-10/B-13	Calculation of Freight for Corpses, Human Ashes, Human Skeleton & Human Organs.	02
C-10/B-14	Calculation of Punitive charge for Leased Traffic	02
C-10/B-15	Compilation of Coaching Balance Sheet	02
C-10/B-16	IT: Training : UTS-cum-PRS, NTES, JTBS,STBS, ATVM IVRS, PMS, ICMS	18
	Total Periods	66

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COACHING SUPERVISOR
CP-7
COACHING PRACTICAL

S.NO	TO BE DELETED	TO BE ADDED
1.		PRACTICAL LEARNING : (UTS-cum-PRS, NTES, IVRS, JTBS, STBS, PMS, ICMS, ATVM)
2.		JANSHATABDI EXP., GARIB RATH EXP., YUVA EXP., DURONTO EXP., SUVIDHA, GATIMAN
3.		FILLING OF P.W.BILL, FORWARDING NOTE, TR NOTE, CR NOTE & LUGGAGE TICKETS.
4.		CALCULATION OF FARE FOR DUPLICATE TICKET

ZONAL RAILWAY TRAINING INSTITUTE
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GOODS SUPERVISOR
CP-8

Course No. : commI-11	Department: Commercial	Activity Centre : Station
Category :	GOODS SUPERVISOR	
Stage :	PROMOTIONAL	
Duration :	25 Working Days	

Module No.	Description	Periods
Commi.-11/A	Goods Theory	68
Commi.-11/B	Goods Practical = 46 periods IT: Practical Training: TMS = 18 periods	64
	Study Tour (One Day)	06
	Examination : GT, GP (Two Days)	12
	Total	150
	150 Periods (6 periods per day) = 25 Working Days	

EXISTING = 36 working days

PROPOSED = 25 working days

REDUCED = 15 working days

Note: 15 working days reduced due to teaching aid i.e. LCD. Projectors, Reading Materials Provided.

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GOODS SUPERVISOR
CP-8
GOODS THEORY

CATEGORY : GOODS SUPERVISOR	Periods 68 (Each period of 45 minutes)
SUBJECT : GOODS THEORY	COMML-11/A

CONTENT NO.	DESCRIPTION	PERIODS
C-11/A-1	Click for valuable information on the Railway website www.indianrailways.gov.in General duty of Goods Supervisor and during Accident.	02
C-11/A-2	Forwarding Note and it's Execution	02
C-11/A-3	Registration of wagon indent and priority schedule	01
C-11/A-4	Features of train load consignment and chapter of classification	01
C-11/A-5	Packing, Labeling, Marking, Weighment & Reweighment of goods, Repositioning Charges.	02
C-11/A-6	Loading / Unloading Precautions,	01
C-11/A-7	Sealing, Riveting & Locking. Invoice	02
C-11/A-8	N.R.Cell, Gate-Pass	01
C-11/A-9	Rebooking and Diversion	02
C-11/A-10	Unloading of goods, Misdeclaration, MGR, DD Message	02
C-11/A-11	Unclaimed & Unconnected consignment	01
C-11/A-12	Cash Remittance, CR. Note, TR. Note, Goods Cash Book	02
C-11/A-13	Booking of Animals, Contrabands goods, Intoxicants.	02
C-11/A-14	Booking of Railway Material Consignment	02
C-11/A-15	Booking of Dangerous & Explosive goods	01
C-11/A-16	Booking of Automobile Traffic	01
C-11/A-17	Delivery of goods: Open Delivery, Assessment Delivery,	02
C-11/A-18	Wharfage Charge, Demurrage Charge,	02
C-11/A-19	Under Charge, Over Charge, Goods Returns , MPA	02
C-11/A-20	Outstanding	02
C-11/A-21	Goods Balance Sheet	02
C-11/A-22	Sale Notice, Public Auctions of undelivered parcels & Lost Property, Section 83 & 84,	02
C-11/A-23	Working of Sidings	02
C-11/A-24	Procedure for Remission of Demurrage and Wharfage Charges	02
C-11/A-25	Roll-on-Roll-off Scheme,	02
C-11/A-26	Liberalized Wagon Investment Scheme,	02
C-11/A-27	Rail Side Warehousing Scheme	03

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C-11/A-28	Wagon Leasing Scheme,	03
C-11/A-29	Dedicated Freight Corridor	03
C-11/A-30	Automobile Hub, Automobile Freight Train Operator	03
C-11/A-31	Special Freight Train Operator, Private Freight Terminal,	02
C-11/A-32	CONCOR,	02
C-11/A-33	Frauds and Inspection	02
C-11/A-34	Disaster Management, Golden Period, Exgratia Payment	03
C-11/A-35	FOIS-TMS	02
	TOTAL PERIODS	**68**

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GOODS SUPERVISOR
CP-8
GOODS THEORY

S.NO.	TO BE DELETED	TO BE ADDED
1		REPOSITIONING CHARGES.
2		SALE NOTICE, PUBLIC AUCTIONS OF UNDELIVERED PARCELS & LOST PROPERTY, SECTION 83 & 84,
3		WORKING OF SIDINGS
4		PROCEDURE FOR REMISSION OF DEMURRAGE AND WHARFAGE CHARGES
		ROLL-ON-ROLL-OFF SCHEME,
		LIBERALIZED WAGON INVESTMENT SCHEME,
		RAIL SIDE WAREHOUSING SCHEME
		WAGON LEASING SCHEME,
		DEDICATED FREIGHT CORRIDOR
		AUTOMOBILE HUB, AUTOMOBILE FREIGHT TRAIN OPERATOR
		SPECIAL FREIGHT TRAIN OPERATOR, PRIVATE FREIGHT TERMINAL,
		DISASTER MANAGEMENT, GOLDEN PERIOD, EXGRATIA PAYMENT
		FOIS-TMS

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GOODS SUPERVISOR
CP-8
GOODS PRACTICAL

CATEGORY : GOODS SUPERVISOR	Periods 64 (Each period of 45 minutes)
SUBJECT : GOODS PRACTICAL	COMML-11/B

CONTENT NO.	DESCRIPTION	PERIODS
C-11/B-1	Consultation of Reference Books and Calculation of Distance	08
C-11/B-2	Calculation of freight for Wagon Load / Train load Consignment.	04
C-11/B-3	Calculation of freight on CC+6 route, CC+8 route	02
C-11/B-4	Calculation of freight on 25tn axle route	02
C-11/B-5	Reweighment Charge, Reweighment Haulage Charge Calculation of freight for Motor Vehicles.	03
C-11/B-6	Calculation of freight for animals, Percentage Charge	03
C-11/B-7	Calculation of freight for military goods on IAFT-1711 .	03
C-11/B-8	Calculation of freight for Railway materials on RMC note.	03
C-11/B-9	Calculation of charges for Goods Special Train	03
C-11/B-10	Calculation of Punitive charge	03
C-11/B-11	Filling of TR Note, CR Note & forwarding Note,	03
C-11/B-12	Calculation of crane charges and crane haulage charges.	03
C-11/B-13	Calculation of Demurrage charges	02
C-11/B-14	Calculation of Wharfage charges	02
C-11/B-15	Calculation of freight for Iron Ores	02
C-11/B-16	IT: Training : FOIS, TMS	18
	Total Periods	64

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GOODS SUPERVISOR
CP-8
GOODS PRACTICAL

S.NO.	TO BE DELETED	TO BE ADDED
1		CALCULATION OF FREIGHT ON CC+6 ROUTE, CC+8 ROUTE
2		CALCULATION OF FREIGHT ON 25TN AXLE ROUTE
3		CALCULATION OF FREIGHT FOR MOTOR VEHICLES.
4		FILLING OF TR NOTE, CR NOTE & FORWARDING NOTE,
		PRACTICAL TRAINING OFTMS

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MODULE FOR COMMERCIAL REFRESHER COURSES

S.NO	Course No.	Category	Stage	WORKING DAYS		Page No.
				Existing	Proposed	
1	CR-1/CR-1A	TE, STE, HTE, DyCIT, CIT	Refresher	6	6	2-3
2	CR-2/CR-2A	CC, PC,PS, CPS,CBS	Refresher	6	6	4-5
3	CR-3/CR-3A	ECRC,RS,CRS	Refresher	6	6	6-7
4	CR-4	Commercial Inspector	Refresher	6	6	8-9
5	CR-5	Claim Inspector	Refresher	6	6	10-12
6	CR-6	GC/GS/CGS	Refresher	6	6	13-14

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MODULE FOR REFRESHER COURSE FOR TICKET CHECKING STAFF TE/STE/HTE/Dy. CIT/CIT/TS CR-1/CR-1A

Module No. : **COMML.-12**

Course No. : Comml-12	Department : Commercial	Activity Centre : Station/Train
Category :	TICKET CHECKING STAFF	
Stage :	REFRESHER	
Duration :	06 Working Days	

Module No.	Description	Periods
Comml.-12/A	Coaching Theory	30
	Examination : CT, Documentation (One Day)	06
	Total Periods	36
	36 Periods (6 periods per day) = 06 Working days	

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MODULE FOR REFRESHER COURSE FOR TICKET CHECKING STAFF
TE/STE/DY/CT/CIT/TS
CR-1/CR-1A

CATEGORY :	TICKET CHECKING STAFF	TOTAL PERIODS-24 (Each period of 45 minutes)
SUBJECT :	Coaching Theory	COMML-12/A

Content No.	DESCRIPTION	PERIODS
C-1/A-1	General duty of Ticket Checking Staff at station & in train, Private Cash, Guard Certificate. Tickets, Ticket Check. Up gradation, Tatkal Seva, Railway Passes & PTO's. Fire Fighting First Aid to injured Passenger	04 02
C-1/A-2	Irregular Traveling and charging thereof. Charging of Unbooked Luggage and Animals Important Sections of Rlys Act-1989 for Checking Staff. Section 124 & 124 A . Sections 123 to 129. Statutory Obligations under sections 49 to 59. First Aid to injured Passenger	04 02
C-1/A-3	Prohibition of carriage of Dangerous & Explosive goods in Passenger Compartments, Theft of Luggage, Robbery/Dacoity in trains & lodging FIR. Medical Aid to passengers. NTES, IVRS, HHT. First Aid to injured Passenger	04 02
C-1/A-4	Retiring Rooms, Customer Care, Customer Satisfaction, Staff Behaviors & their linguistic speech, Public Complaints & their Redressal. Supply of Bed Rolls, Awaking of Passengers, Supervision on AC Technician/Coach Attendant. FILLING UP OF FORMS : EFT, EDR, TDR, HANDING OVER MEMO, Police Complaint Form. First Aid to Injured Passenges	04 02
C-1/A-5	Disaster Management, Golden Period, Exgratia Payment, Duty of Ticket Checking Staff during accident. Passenger Amenities in train and at station. First Aid to injured Passenger	04 02
	Total Periods	30

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MODULE FOR REFRESHER COURSE
COMMERCIAL CLERKS/COMMERCIAL SUPERVISOR
(BC, PC, HBC, HPC, CBS, CPS)
CR-2/CR-2A

Module No. : **COMML.-13**

Course No. : Comml-13	Department : Commercial	Activity Centre : Station
Category :	COMMERCIAL CLERKS/COMMERCIAL SUPERVISOR	
Stage :	REFRESHER	
Duration :	06 Working Days	

Module No.	Description	Periods
Comml.-13/A	Coaching Theory	30
	Examination : CT, Documentation (One Day)	06
	Total Periods	36
	36 Periods (6 periods per day) = 06 Working days	

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ZONAL RAILWAY TRAINING INSTITUTE
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MODULE FOR REFRESHER COURSE
COMMERCIAL CLERKS/COMMERCIAL SUPERVISOR
(BC, PC, HBC, HPC, CBS, CPS)
CR-2/CR-2A

CATEGORY :	COMMERCIAL CLERKS/COMMERCIAL SUPERVISOR TOTAL PERIODS-24 (Each period of 45 minutes.	
SUBJECT :	Coaching Theory	COMML-13/A
Content No.	**DESCRIPTION**	**PERIODS**
CR-1/A-1	General duty of Commercial Clerk/Commercial Supervisor Private Cash, Guard Certificate. Tickets, CPT, JTBS, STBS, E-Ticket, I-Ticket, M/Ticket, CJT, Military warrant & Military concession , Police warrant, Jail requisition, Special ticket, Money Value book, Public concession. Estimate and indenting of ticket rolls and Money value book, NI-Tickets, Obsolete Tickets, Railway Passes & PTO's. Booking of Special Coach/Tourist Car/Special Trains Fire Fighting	06
C-1/A-2	Refund of fare, Customer Care, Customer Satisfaction, Staff Behaviors & their linguistic speech, Public Complaints & their Redressal. Booking of Luggage, Articles not accepted as Luggage, Free Allowance, Booking of Animals and Birds, Booking of Parcels, Booking of Cycle/Scooter/Motor Cycle, Booking of Motor Vehicles in Parcel Van. Booking of Animals in Parcel Van.	06
C-1/A-3	Prohibition of carriage of Dangerous & Explosive goods in Passenger Compartments, Locker & Cloak-Room, JTBS, STBS, NTES, IVRS, UTS-CUM-PRS. Delivery of Luggage & Parcels: Open delivery, Assessment delivery, Partial delivery, Memo delivery of perishable goods, Delivery on Indemnity Note, wharf age charge and Demurrage charge.	06
C-1/A-4	FILLING UP OF FORMS : P.W.Bill, Luggage Ticket, Forwarding Note, C.R. Note, T.R. Note, outstanding, balance sheet, returns, public auction under section-83/84, over carry parcel and its disposal. Leasing of SLR/AGC/VP.	06
C-1/A-5	Disaster Management, Golden Period, Exgratia Payment, Claims Settlement Duty of Commercial Clerk/Commercial Supervisor during accident. Passenger Amenities at station. Important Sections of Rlys Act-1989, Section 124 & 124 A . Sections 123 to 129. Statutory Obligations under sections 49 to 59.	06
	Total Periods	30

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MODULE FOR REFRESHER COURSE

ENQUIRY-CUM-RESERVATION CLERK
(ERC, HERC, RS, CRS)
CR-3/CR-3A

Module No.: **COMML.-14**

Course No. : Comml-14	Department : Commercial	Activity Centre : Station/Train
Category :	ENQUIRY-CUM/RESERVATION CLERK/RS/CRS	
Stage :	REFRESHER	
Duration :	06 Working Days	

Module No.	Description	Periods
Comml.-14/A	Coaching Theory	30
	Examination : CT, Documentation (One Day)	06
	Total Periods	36
	36 Periods (6 periods per day) = 06 Working days	

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MODULE FOR REFRESHER COURSE
(ERC, HERC, RSCRS)
CR-3/CR-3A

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CATEGORY :	Enquiry- cum- reservation clerk	TOTAL PERIODS-24 (Each period of 45minutes)
SUBJECT :	Coaching Theory	COMML-14/A

Content No.	DESCRIPTION	PERIODS
C-1/A-1	General duty of **Enquiry- cum- reservation clerk** Private Cash, Guard Certificate. Estimate and indenting of ticket rolls and Money value book, NI-Tickets, Tickets, CPT, CJT, JTBS, STBS, E-Ticket, I-Ticket, M/Ticket, Military warrant & Military concession , Police warrant, Jail requisition, Special ticket, Money Value book, Bulk booking, Party booking, Public concession. Requisition forms. Register used in reservation office. Brake Journey, Reservation of seat and birth, Tatkal Sewa, up gradation, different type of quota, EDR feeding, Fire Fighting	06
C-1/A-2	Preponement, Postponement, change in name in class, reservation on Railway Passes & PTO's. issue of duplicate tickets, Booking of Special Coach/Tourist Car/Special Trains Refund of fare, in normal and abnormal condition, refund of fare on duplicate tickets, E-Ticket, I/Tickets, train enquiry and announcement	06
C-1/A-3	Booking of Luggage, Articles not accepted as Luggage, Free Allowance, marginal limit, maximum limit permitted in side compartment, cases in which free allowance is not given. Prohibition of carriage of Dangerous & Explosive goods in Passenger Compartments, Locker & Cloak-Room, JTBS, STBS, NTES, IVRS, UTS-CUM-PRS.PRS.	06
C-1/A-4	FILLING UP OF FORMS : Reservation forms, Cancellation form, Ticket deposit receipt , C.R. Note, T.R. Note, outstanding, balance sheet, returns, Customer Care, Customer Satisfaction, Staff Behaviors & their linguistic speech, Public Complaints & their Redressal. Facilities to MP's, Ladies, Sr. Citizen, Students, Physically challenged person.	06
C-1/A-5	Disaster Management, Golden Period, Exgratia Payment , Duty of ERS/CRS during accident. Passenger Amenities at station. Important Sections of Rlys Act-1989, Section 124 & 124 A . Sections 123 to 129. Statutory Obligations under sections 49 to 59. Outstanding	06
	Total Periods	30

MODULE FOR REFRESHER COURSE

Commercial inspector

CR-4

Module No.: **COMML.-15**

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ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

Course No. : Comml-15	Department : Commercial	Activity Centre : Station/Train
Category :	Commercial inspector	
Stage :	REFRESHER	
Duration :	06 Working Days	

Module No.	Description	Periods
Comml.-15/A	Coaching Theory	30
	Examination : CT, Documentation (One Day)	06
	Total Periods	36
	36 Periods (6 periods per day) = 06 Working days	

MODULE FOR REFRESHER COURSE

Commercial inspector

CR-4

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
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CATEGORY :	Commercial inspector	TOTAL PERIODS-24 (Each period of 45 minutes)
SUBJECT :	Coaching Theory	COMML-15/A

Content No.	DESCRIPTION	PERIODS
C-1/A-1	General duty of **Commercial inspector** Tickets, E-Tickets, I-Tickets, M-Ticket, EDR, Important Sections of Rlys Act-1989, Section 124 & 124 A . Sections 123 to 129. Statutory Obligations under sections 49 to 59. Passes and PTO's, Public concession. Fire Fighting, First Aid	04 02
C-1/A-2	Indenting of tickets & tickets rolls, special indent, obsolete tickets, booking of special coach/tourist car/special trains, forwarding note, luggage & luggage tickets. Refund rules, JTBS, STBS First Aid	04 02
C-1/A-3	Inspection of booking office, parcel office, retiring room and dormitory, and catering, reservation office, book stalls etc. Parcel, P.W Bill, over carry parcel & its disposal. Delivery: open delivery, assessment delivery, memo delivery, partial delivery, Filling up of forwarding note, P.W Bill, C.R note, T.R note. First Aid	04 02
C-1/A-4	Customer care, customer satisfactory, Public complaint and its Redressal. Outstanding and their clearance, balance sheet, Passenger amenities and facilities in trains and at station. First Aid	04 02
C-1/A-5	Disaster Management, Golden Period, Exgratia Payment, Duty of Commercial inspector & its staff during accident. Claims causes & its prevention, Commercial Statistics. Leasing of SLR/AGC/VP First Aid	04 02
	Total Periods	30

MODULE FOR REFRESHER COURSE

Claims Inspector

CR-5

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
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Module No.: COMML.-16

Course No. : Comml-16	Department : Commercial	Activity Centre : Station/Train
Category : Claims Inspector		
Stage : REFRESHER		
Duration : 06 Working Days		

Module No.	Description	Periods
Comml.-16/A	Coaching Theory	30
	Examination : CT, Documentation (One Day)	06
	Total Periods	36
	36 Periods (6 periods per day) = 06 Working days	

MODULE FOR REFRESHER COURSE
CLAIM INSPECTOR
CR-5

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
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CATEGORY :	Claims Inspector	TOTAL PERIODS-24 (Each period of 45 minutes)
SUBJECT :	Commercial Theory	COMML-16/A

Content No.	DESCRIPTION	PERIODS
CR-1/A-1	General duty of **Claim inspector** Forwarding note & its execution. Importance of Forwarding note, Luggage ticket, P.W Bill, N.R Cell, MGR, DDM, over carry parcel. Fire Fighting	06
C-1/A-2	Important Sections of Rlys Act-1989, Section 124 & 124 A . Sections 123 to 129. Statutory Obligations under sections 49 to 59. Refund rules, JTBS, STBS Parcel, P.W Bill, over carry parcel & its disposal. Filling up of forwarding note, P.W Bill, C.R note, T.R note,	06
C-1/A-3	Delivery : Normal & Abnormal Delivery Memo delivery, open delivery, assessment delivery, partial delivery, delivery on I. note, Indemnity Note.	06
C-1/A-4	Claims: Causes & prevention, Decentralization of claim, Registration of Claim Cases. Fixing of reasonable price. Procedure of Claim Settlement. Schedule of power of claim settlement.	06
C-1/A-5	Outstanding and their clearance, balance sheet, Public auction: - Sale notice, procedure of public auction, section 83 & 84,	06
	Total Periods	30

MODULE FOR REFRESHER COURSE
GOODS CLERK/GOODS SUPERVISOR
CR-6

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
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Module No.: **COMML.-17**

Course No. : Comml-17	Department : Commercial	Activity Centre : Station/Train
Category : GOODS CLERK/GOODSSUPERVISOR		
Stage : REFRESHER.		
Duration : 06 Working Days		

Module No.	Description	Periods
Comml.-17/A	Coaching Theory	30
	Examination : CT, Documentation (One Day)	06
	Total Periods	36
	36 Periods (6 periods per day) = 06 Working days	

MODULE FOR REFRESHER COURSE
GOODS CLERK/GOODS SUPERVISOR
CR-6

ZONAL RAILWAY TRAINING INSTITUTE
NORTHERN RAILWAY
CHANDAUSI

CATEGORY :	Good supervisor	TOTAL PERIODS-24 (Each period of 45 minutes)
SUBJECT :	Goods Theory	COMML-17/A

Content No.	DESCRIPTION	PERIODS
CR-1/A-1	General duty of **Good clerk/Good supervisor** Forwarding note & its execution. Importance of Forwarding note, Conditions for acceptance of traffic in train load. Customer care, customer satisfaction, Public complaint and its Redressal. Fire Fighting	06
C-1/A-2	Priority Schedule, Priority Register, Indenting of wagon, Registration fees, Refund & forfeiture of registration fees, Allotment and supply of wagons/rake. Packing of goods Precautions during loading and unloading. General carrier liability of goods (Section-93 to 106)	06
C-1/A-3	Delivery of goods: Memo delivery, open delivery, Assessment delivery, partial delivery, Indemnity Note, delivery on I. note. MGR, DDM, N.R Cell, Unconnected wagons, Unclaimed Consignment Rebooking of goods, Diversion of goods	06
C-1/A-4	Filling up of forwarding note, C.R note, T.R note TMS, Issue of invoice and it's disposal MPA, Gate Pass. Wharfage charge, Demurrage charge, Disaster Management, Golden Period, Exgratia Payment, Duty of Goods clerk/supervisor during accident.	06
C-1/A-5	Claims: Causes & prevention, Claim Settlement. Decentralization of claim: Schedule of power of claim settlement. Outstanding and it's clearance, balance sheet, PFT, DFC, AFTO, SFTO and other new schemes. Public auction: - Sale notice, procedure of public auction, section 83 & 84, I. note.	06
	Total Periods	30

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SPECIAL COURSES

MODULE FOR COMMERCIAL

S.NO	Course No.	Stage	Category	WORKING DAYS		Page No.
				Existing	Proposed	
1	S-7	CUSTOMER CARE	ALL FRONT LINE STAFF	6	6	2-3
2	S-8	CONTRACT MANAGEMENT	COS, CMI, COMML. CLERK	6	6	4-5
3	S-9	PASSENGER AMENITIES	ALL FRONT LINE STAFF	6	6	6-8

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SPECIAL COURSES

Customer Care (S-7)

UNIT MODULE NO. SPECIAL COURSE-7

CATEGORY:- All Frontline / Station Staff

DURATION :- 06 working days

COURSE NO.: S-7	DEPARTMENT : COMMERCIAL	ACTIVITY CENTER : STATION/TRAIN
MODULE	**DESCRIPTION**	**PERIODS**
S-9/A	**Customer Care**	**26**
S-9/B	**Field Training**	**06**
S-9/C	**Presentation (Last Day)**	**04**
	Total Periods	**36**

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CATEGORY: ALL FRONTLINE STAFF

S-7/A :	**CUSTOMER CARE**	**Total Periods-26**
CONTENT NO	DESCRIPTION	PERIODS
S-7/A-1	Introduction.	02
S-7/A-2	Business of Railways.	02
S-7/A-3	Customer orientation in the service sector.	02
S-7/A-4	Attitude and attitudinal change.	02
S-7/A-5	Survey methodology, Human motivation.	02
S-7/A-6	Public perceptions about Railways.	02
S-7/A-7	Listening skills, Perceptual process.	02
S-7/A-8	Perceptions and stereo types, Inter-personal communications.	02
S-7/A-9	Organizational communications. Job stress and its consequences.	02
S-7/A-10	Job expectations, satisfactions and employees morale.	02
S-7/A-11	Group dynamics and experimental learning, Customer service in the Railways.	02
S-7/A-12	Video films and discussions, Role play and discussions.	02
S-7/A-12	Group Discussion	**02**
	TOTAL PERIODS	**26**

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SPECIAL COURSES

Contract Management (S-8)

UNIT MODULE NO. SPECIAL COURSE-8

CATEGORY:- Station/Office Staff

DURATION :- 06 working days

COURSE NO. S-8	DEPARTMENT : COMMERCIAL	ACTIVITY CENTER : STATION/OFFICE
MODULE	DESCRIPTION	PERIODS
S-8	Contract Management Theory	30
	LAST DAY FOR EXAM	

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SPECIAL COURSES

Contract Management (S-8)

CATEGORY :	Office Staff/Inspector/Supervisor	TOTAL PERIODS-30 (Each period of 45 minutes)
SUBJECT :	Contract Management Theory	S-8

Content No.	DESCRIPTION	PERIODS
	1st Day	
CM-01	Registration of trainees & General Instructions.	01
CM-02	Definition, General Condition of Contract.	01
CM-03	Tender, Contract and Agreement.	01
CM-04	Earnest Money and Security Deposit, Contract Documents.	01
CM-05	Fixation of License Fee, Tenure of License, Refund of License Fee, Transfer of License, Inclusion of Widow/Son/Daughter's name in License, Exclusion of Government Employee & their dependants.	01
CM-06	Do's/Don'ts (Vigilance Views & Check)	01
	2nd Day	
CM-07	Catering Contract	01
CM-08	Catering Contract	01
CM-09	Catering Contract	01
CM-10	Catering Contract	01
CM-11	JTBS	01
CM-12	JTBS	01
	3rd Day	
CM-13	Leasing of SLR/VP/AGC	01
CM-14	Leasing of SLR/VP/AGC	01
CM-15	Leasing of SLR/VP/AGC	01
CM-16	Leasing of SLR/VP/AGC	01
CM-17	Sanitation Contract	01
CM-18	Sanitation Contract	01
	4Hh Day	
CM-19	Cycle & Scooter Stand/Car Parking Contract	01
CM-20	Cycle & Scooter Stand/Car Parking Contract	01
CM-21	Cycle & Scooter Stand/Car Parking Contract	01
CM-22	Cycle & Scooter Stand/Car Parking Contract	01
CM-23	Book-Stall Contract	01
CM-24	Book-Stall Contract	01
	5th Day	
CM-25	Miscellaneous Stalls Contract	01
CM-26	Miscellaneous Stalls Contract	01
CM-27	Modern Trolley (For Sr. Citizen/Women/Disabled Person) Contract.	01
CM-28	Modern Trolley (For Sr. Citizen/Women/Disabled Person) Contract.	01
CM-29	Case Study	01
CM-30	Case Study	01
	Total Periods	**30**
Examination : One Hour, One Paper Containing Subjective 30% and Objective 70%. Full - 50 Marks, Pass Marks - 25.	**6th Day**	

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SPECIAL COURSES

Passenger Amenities (S-9)

UNIT MODULE NO. **SPECIAL COURSE-9**

CATEGORY:- Frontline / Station Staff

DURATION :- 06 working days

MODULE NO. S-9	DEPARTMENT : COMMERCIAL	ACTIVITY CENTER : STATION
Content No.	DESCRIPTION	PERIODS
S-9/A	Passenger Amenities Theory	24
S-9/B	Field Training	06
	EXAM : LAST DAY	

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SPECIAL COURSES

PASSENGER AMENITIES (S-9)

CONTENT NO.	DESCRIPTION	PERIODS
PA-1	PASSENGER AMENITIES (i)Definition (ii)Category of stations for the provision of Passenger Amenities. (iii)Classification of Passenger Amenities (iv)Minimum Essential Amenities & its Norms (v)Recommended Amenities& its Norms (vi)Desirable Amenities & its Norms	03
PA-2	(vi)Review of stations for the provision of Passenger Amenities. (vii)Powers of GM of the Railway to review the Amenities. (viii)Augmentation of existing amenities in a planned manner. (ix)Preparation of Master Plans (x)Maintenance of Passenger Amenities & Passenger Amenity Booklet. (xi)Display of amenities at stations.	03
PA-3	Other important aspects regarding Passenger Amenities- a. Signage's locations b. Provision of trolleys c. Cooking provision d. AVM e. Ban marries f. Illumination arrangements Policy guidelines for Passenger Amenities- (a) Developing modern toilets at stations (b) Installation of water vending machines (c) Provision of wheel chair (d) Provision of On Board Services (e) Installation of ATM'S (f) Guidelines for sanitation/cleanliness of Railway Stations (g) On Board Audio/Video information, dissemination & entertainment system in Shatabdi Express trains & Wi-Fi system in Rajdhani Express trains. (xii) Upgraded Amenities at Model Stations and World Class Stations	04
PA-4	Special Facilities to- (a) Physically challenged persons (b) Senior Citizens (c) Foreign Tourists (d) Ladies (e) MP'S (f) Students (g) Press Correspondents	02

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SPECIAL COURSES

PASSENGER AMENITIES (S-9)

PA-5	Other important aspects relating to Passenger Services- (a) Customer care (b) Customer satisfaction (c) Public complaints	02
PA-6	Special facilities regarding Enquiry System- (a) NTES (b) IVRS (c) Integrated Train Enquiry System (d) Passenger Operated Enquiry Terminal (e) Train position Display Boards	02
PA-7	Special facilities regarding Reservations- (a) E-Ticket (b) I-Ticket (c) Mobile Reservation Message (d) Virtual Reservation Message (e) PRS (f) TIR (g) EDR (h) TDR	02
PA-8	Special facilities Ticket Booking Services- (a) UTS (b) JTBS (c) STBS	02
PA-9	Provision of other facilities- 1. Pay & Use Toilets 2. Book stalls 3. Catering Facilities 4. Bed Roll provisions 5. Reservation of Retiring Rooms at station as well as through IRCTC	04
	TOTAL PERIODS	24
Examination : One Hour, One Paper Containing Subjective 30% and Objective 70%. Full - 50 Marks, Pass Marks - 25.		