



**SOUTHERN RAILWAY**  
**CHENNAI / DIV**

Digitally Signed.  
Name: A.H.DEVIKUMARI  
(CASMY)  
Date: 20-May-2026 16:00:10  
Location: MASD/SR

**Notification**

**System Generated Notification No. :** MASD/7456/2/S5825/M111/O111

**Date :** 20/05/2026

**Subject :** Selection for the post of CCTS in L6 against PQ 75%

**Last Date of application :** 19/06/2026

**A. Cadre Details**

<b>Department</b>	COMMERCIAL	<b>Sub-Department</b>	
<b>Cadre ID</b>	Commercial cum Ticket Clerk (88984)	<b>Cadre Level</b>	Chief Commercial-cum-ticket Supervisor (7456Pay Level: 6)
<b>Intake Type</b>	PQ	<b>Intake %</b>	75.00%

**B. Details of Vacancies**

**Note :** Net vacancy is inclusive of PWBD vacancy as reservation for PWBD is horizontal reservation.

Net Vacancies					PwBD Vacancies				
#	SC	ST	UR	Total		a	b	c	d&e
<b>Total</b>	<b>17</b>	<b>8</b>	<b>87</b>	<b>112</b>	Backlog	0	0	0	0
					Current	0	3	2	0
					<b>Total</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>

**C.**

1. It is proposed to conduct a selection to fill up 112 vacancies of Chief Commercial-Cum-Ticket Supervisor (CCTS) in Level 06 against 75% Promotional Quota in Chennai Division. The breakup of vacancies are UR-87, SC- 17, ST- 08 (including 05 PwBDs belonging to B and C categories).
2. Employees who are eligible as per the terms and conditions, shall submit their applications "on-line" through HRMS portal only. The employees who shall remain eligible till completion of the selection will be empaneled and shall be found fit BEE TWO medical classification during the medical examination as and when conducted.
3. After scrutiny, the list of eligible employees appearing in the selection will be notified in the HRMS portal. Hence, employees may keep a constant watch to get updates.
4. It shall be the responsibility of the Supervisors concerned to give wide publicity about this notification including those who are working outside the Division on temporary transfer/deputation etc., whose lien is with MAS Division, as well as those who are either on leave or on sick list.

**D. Service condition**

1. Employees who are holding lien & seniority in Chennai Division in the cadre of Sr.CCTC in Level 5 of 7th CPC Pay Matrix of Commercial Department who have completed minimum of 2 years of regular service on the date of notification (PBC 27/2025) are eligible to apply. Employees who are working in Level 5 posts but drawing pay at higher pay level on account MACPs are also eligible to apply. Such of those staff in Operating/Commercial Department other than Sr. CCTC in Level 5 are not eligible to apply.

**E. Syllabus for the Examination**

1. The syllabus for the examination is attached along with the notification as appendix [Ref: PBC 150/2024]

## **F. Mode of Selection**

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1. The Selection/empanelment consists of (A) Written examination through CBT (B) Perusal of Service Records of those candidates who qualify in the written examination.
2. Perusal of Service Records include 1. APAR Gradings obtained for the last three years on the date of meeting of the selection committee. 2. Awards received at the level of RSP, VRSP & AVRSP and Punishments/Penalties imposed for the last three years. 3. Higher educational qualifications as per HRMS data.

## **G. Written Examination**

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1. The written examination will be held through CBT mode. There will be Supplementary Examination for the candidates who are covered under Para 223(1) (a) to (c) of IREM Vol.I. There will be No negative marking for the incorrect answers.
2. Question paper will be made available in English and Hindi only.
3. The Written examination will consist of objective type multiple choice questions. The question paper will consist of 110 questions with 100 questions on the professional subject and 10 questions from Official Language (Board letter No. Hindi – 2010/OL-1/10/4 dated 14.12.2016). Employees should answer any 100 questions out of 110 questions. It may be noted that answering questions in official language is NOT COMPULSORY. The first answered 100 questions only will be taken for evaluation.
4. Qualifying marks in the written examination [Authority: RBE 33/2025] UR employees - 60% SC/ST employees - 50% (relaxed standard) \*\* \*\*This relaxation for SC/ST employees is available only if they are considered against the notified reserved vacancies. If sufficient reserved category candidates do not qualify, a panel shall be formed from the 'Best Among Failed' candidates as per extant rules.

## **H. Procedure of drawal of Panel**

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1. For this purpose, the written examination marks obtained by employees out of 100 marks will be equated to 50 marks and 30 marks will be awarded for Record of Service and remaining 20 marks will be awarded for Seniority as decided by the selection committee.
2. (a) Since the empanelment will be from among the employees borne on same cadre, the panel will be on seniority, there will be NO negative marking while evaluating the answers, in terms of RBE No. 194/2019. (b) To be placed in the final panel, an employee must secure the following marks individually under each head and also in aggregate i.e. total of written examination, record of service marks as follows UR employees - 60% SC/ST (relaxed standard) - 50% Best Among Failed (for reserved) - 20% (To be obtained under each head) c) Further, Paner will be prepared in accordance with seniority, subject to the provisions contained in para 219(i), (j) of IREM.

## **I. Prerequisite for Submission Of Application**

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1. Employees should fill in the details in the on-line mode (HRMS). All basic details to be thoroughly checked before final submission of application online in HRMS. Once submitted, no change of details can be done except for a change request submitted in the ESS module.
2. In case any changes to be made about the basic data in HRMS, separate requests shall be submitted in the ESS module with supporting documents and indicate the changes required in remarks column for confirmation of changes warranted before final eligibility list is published.
3. In case of any difficulties, kindly contact the respective sectional Welfare Inspectors and/or Ch.OS/Commercial Cadre at Sr. DPO office.

## **J. Grounds for Rejection of Application**

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1. The administration reserves the right to restrict the number of candidates to be called for selection in terms of Para 7.2 of Master Circular 31.

## **K. Post Empanelment Conditions**

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1. Candidates promoted under 'Best among failed' scheme shall be placed on six months trial period (on passing of mandatory training if any) and in case they meet the required standard during this period, they shall be regularized.
2. Employees who are selected and placed in the provisional panel will be directed to undergo the mandatory initial training at MDZTI/TPJ. Promotion will be only on successful in completion of the training. Date of assigning seniority in the promoted post will be governed by provisions contained in Chapter – 3 of IREM Vol. I.

**M. Attached Annexure List**

Sr	Type	Remarks
1	Syllabus for the exam	PBC 150/2024

Signed by:

**A.H.DEVIKUMARI**  
**APO**  
**SR/CHENNAI /DIV**

**Copy To (HRMS ID) :**

**Concerned Employee:** KEERTHIGA E (AAGMZW)/JUNIOR CLERK CUM TYPIST/SR/(CHENNAI /DIV ), A.H.DEVIKUMARI (CASMY)/APO/SR/(CHENNAI /DIV ), ANBURAJI.E (CGYBKX)/CHIEF OFFICE SUPERINTENDENT/SR/(CHENNAI /DIV ), M SENTHIL KUMAR (EYKOEY)/SR DPO/SR/(CHENNAI /DIV ), S.BHARGAVI (SMYNFU)/OFFICE SUPERINTENDENT/SR/(CHENNAI /DIV )

**Copy To :**

PS to DRM for kind information of DRM  
CPM/GS, ADRM/I & II â for kind information  
Dy. CPO/HQrs â for kind information with respect to employees working in HQrs.  
CVO/MS- For kind information.  
Sr.DCM/MAS for kind informationC  
Ch. OS/ CP Cell/MAS, CCI/MPP/MAS  
JE/IT â for uploading in website  
DS/SRMU & DREU  
DS/AISCSTREA & AIOBCREA

## **Annexures**



दक्षिण रेलवे Southern Railway  
प्रधान मुख्य कार्मिक अधिकारी कार्यालय  
Office of the Principal Chief Personnel Officer  
प्रधान कार्यालय, कार्मिक विभाग, चेन्नै-600003  
Headquarters, Personnel Department, Chennai-600003

सं/No: P(S)563/III/indent/RRBComml./Vol.7

दिनांक/Dated: 02.08.2024

PCCM/ DRMs/PDA/ Dy.CPOs/ Sr.DPOs/ Secy to GM,  
Chairman/RRB/MAS, TVC, Addl.Registrar/RCT/MAS,  
Principal MDZTI/TPJ  
Sr. DPOs/DPOs/SPOs/APOs of HQ/Divisions.

**विषय/Sub: Syllabus for selection to the merged category of Chief Commercial-cum-Ticket Supervisor in Level-6 against 75% PRQ Quota-reg.**

**Ref: (1) Railway Board's letter No. E(NG)-2016/PM1/12(pt) dated 22.02.2018.  
(RBE No. 28/2018).**

**(2) Railway Board's letter No. E(NG)-2019/PM1/14 dated 28.06.2023.  
(RBE No. 85/2023).**

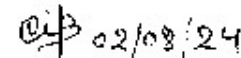
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The syllabus for selection to the merged category of Chief Commercial-cum-Ticket Supervisor in Pay Matrix Level-6 against 75% Promotional Quota is enclosed for information, guidance and necessary action.

Railway Board's letters cited under reference have been circulated as PBC No.27/2018 and PBC No. 136/2023 respectively.

This has the approval of the competent authority.

संलग्नक/Encl. 4 pages

02/08/24

(VIPIN SAINI)

Dy. CPO/HQ/O/MAS

प्रमुकाधि/For Principal Chief Personnel Officer.

प्रतिलिपि/Copy to: The General Secretary/SRMU  
The General Secretary/AISCTREA  
The General Secretary/AIOBCREA  
The General Secretary/NFIR  
IT Section/PB/HQ - to upload on the SR website.

**Syllabus for Selection to the merged category of Chief Commercial-cum-Ticket Supervisor (Level-6)**

**Traffic – Commercial**

**Coaching**

**I. General**

Class of accommodation, Books of reference, guidelines for charging of fare, child fare, Rounding off of fare. Station Development Fee. Private Cash Declaration.

**II. Tickets.**

Unreserved Ticket system UTS, UTS on Mobile, Tickets – Computer Printed Ticket, Season tickets, e-ticket, Circular Journey Ticket, Platform Ticket, Supplementary Charge Ticket, Cloak Room Ticket, Retiring Room Ticket, ATVMs.

**III. Ticketing through Agents**

JTBS, Halt agent, STBA, YTSK, India Post Passenger Reservation System, Non Rail HeadPRS, RTSA & IRCTC Agents.

**IV. Reservation –**

Reservation Rules, Reservation Quotas, Reservation charts, Foreign Tourist Quota, Upgradation, VIKALP, Tatkal Ticket, Premium Tatkal, Ladies Quota, Divyangjan Quota, OBHS Quota, VAT package quota Flexi and Dynamic fare system, Linking of PNR, Bulk booking rules, Duplicate Ticket.

Changes in reservation – Boarding point change, Name change, Class change, Postponement & Advancement of Journey.

Break Journey rules, Guard's certificate, Different types of concession, Military Warrants & concession Vouchers, Police warrants, Jail warrants, ICRP, EX MP, Rail Travel Coupons for MLA/MLC, High Official Requisition, Accredited Press Correspondent, GST in ticketing.

**V. Different Types of Train –**

Rajdhani, Durgam, Shatabdi Express, Garib Rath, Humsafar, Tejas, Express, VandeBharat, Uday Express, Mahamana Express, Yuva Express, Antyodaya Express, Anubhuti coaches, Vistadome & Deendayalu Coaches, AC EMU/DEMU Trains, Special trains on Special fare, Suvidha trains, Clone trains, Bharat Gaurav Trains, Aastha Special Trains, Amrit Bharat Trains, Full Tariff Rate, Luxury Tourist Trains, Yatri Seva Anubandh (YSA), Jan Shatabdi Express.

**VI. Coaching Refund Rules –**

Unused Unreserved Ticket & Unused Reserved Tickets, Abnormal circumstances Refund Rules, TDR, Cancellation of PRS ticket through 139/Web/SMS, TDR, Computerised Coaching Refunds Scheme (CCRS), Coaching refunds.

G/B

## **VII. Ticket Checking -**

Causes of Ticket less travel, Various checks to combat Ticketless travel, Tickets Collected Register, Handing Over Memo, Gimlet, Guidelines for handling Irregular travel, Charging of unbooked Luggage and Partial Booked Luggage, Traveling Ticket Examiner Lobby, HandHeld Terminal (HHT) .

## **VIII. Advance Coaching Policies**

Categorization of stations, Policy for opening and closing of Halt station, Passenger Amenities, cleanliness of stations and Trains, Various Consultative Committees, Facilities for woman passengers, Divyangjan, Sr.Citizen and Military Personnel etc., Cloak room, Retiring Room, waiting rooms, IVRS, PA system, Touch screen, Catering policy 2017 and its amendments, policy for Multipurpose stall, Water Vending Machine, ATMs & DBUs, Vehicle Parking, Pay and use Toilets & Non Fare Revenue policies (Out Of Home, Mobile Assets, Rail Display Network, New Innovative Non Fare Revenue Ideas Scheme (NINFRIS), Unsolicited Proposal), One Station One Product, Policy On Co-Branding / Station Branding / Semi-Naming Of Railway Stations Or Prefixing / Suffixing Brand Names / Logos To The Names Of Railway Stations , Pradhan Mantri Bhartiya Janaushadhi Kendras (PMBJKs) at railway stations.

## **IX. Luggage & Parcel**

Booking & charging of luggage, articles not accepted, exemption, limitation & LFA, MA & Max ICP, Luggage in EMU trains. Carriage of Luggage with passenger as ICP and in brake van. Rules to deal with Un-Booked luggage. Forwarding Note, Packing, Marking and Labelling, Sealing, Weighment & Reweighment, Method of charging general & Bulky Articles, Preventive measures for fire, Procedure for dealing undelivered perishable and hard parcels. Generation of e-way bill. Precautions for Loading and Unloading, Delivery of parcels, Booking of various consignments – Animals & Birds, Postal, Corpse, 2,3 & 4 wheeler, Newspaper & Magazine. PCEV Charges, Modified Comprehensive Parcel Leasing Policy, Indented Parcel Van, Advance booking of Parcel Space, Parcel Cargo Express Train, Joint Parcel Product (JPP), Rapid Cargo Services (RCS), Parcel Management System, Demurrage & Wharfage of Parcels, over carriage of parcels.

### **Goods**

## **X. Booking of Goods**

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

Calculation of freight for wagon loads and train load consignment, calculation of freight for various kinds of rakes/wagons/CC+6, CC+8, 26 tonne axle load, PCEV, GST, etc., Working hours of goods shed, Classification of good sheds, Basic terminal facilities Forwarding Note, E-RD, Premium Indent, WDRF, PTO, Indent Allotment & Supply, Types of Wagons, Declaration, Mis declaration, Risk Rate, Packing, Marking and Labelling, Riveting and Sealing. Weighment Procedures and Procedures To Deal with Overloading of wagon (punitive charges), In-motion way bridge, Pre-Weigh Bin Wagon Loading System, Reweighment, Guidelines for

Installation and Operation of Weigh Bridge. Routing & Rating. Rationalization of Route and Charging. Clubbing of consignments, Change Of Commodity and Destination, Loading and Unloading precautions, Dynamic Pricing Policy , Preparation RR, eT-RR, e- payment,Online Payment,Reporting Discrepancies and Maintenance of DD register,Delivery of Goods,Gate Pass, Partial Delivery, Preparation & submission of Damage Report /Missing Goods Report. Delivery in absence of Original RR, Rebooking and Diversion, Open Delivery and Assessment Delivery, Demurrage and Wharfage&Stabling, Night Incentive scheme, Wavier of Demurrage & Wharfage,Advance Stacking,Disposal of Booked and Unclaimed, Unbooked and Unclaimed, Unconnected goods, Overdue consignments, Overcarried Consignments. Accrual and clearance of outstanding, Preparation of Online-Balance Sheet in FOIS.

**XI. Booking of various consignments.**

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

**XII. Various Terminals**

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

**XIII. Marketing & sales**

Transportation Products, Freight Incentive Scheme- ShortLead, Automatic Freight Rebate Scheme for Traffic Loaded in Traditional Empty Flow Direction,Cargo Aggregator, Incentive For Carrying Bagged Consignment in Open/Flat Wagons, Incentive scheme for Fly Ash and bed ash, Station To StationRates . Alternative Good Shed Incentives Scheme. BusinessDevelopment Unit (BDU).

**XIV. AdvanceGoods Pollicies**

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

**XV.Claims**

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

**XVI. Commercial statistics**

Number of passengers originating / carried, Number of passengers/tones carried, passenger Kilometers, Tone kilometer, Average rate per passenger kilometer, Average lead of traffic, claims for compensation of goods or parcels lost or damaged in transit.

**XVII.Station initial accounts & station outstanding**

Various registers maintained at commercial offices, Station Withdrawal, Under Charge & Over Charges, TIA Inspection, Types of Outstanding and Clearance, Cash Remittance & e-balance sheet. Bank Remittance–Rail Shakti Account, Door Step

banking services .Various reports and returns submitted by Booking office, Reservation, Parcel, Goods and TC office.

**XVIII. The Indian Railway Act 1989**

Various Sections related to commercial department-49-59,137,138,141-147,150,157,160-168,172,173 ,179.

Sec 123 to 129 regarding Railway liability in rail accident and untoward incidents, Payment of Ex gratia and compensation.

Responsibility of Railway common carrier (Sec.93 to 104 of RA 1989).

**XIX. IT Applications**

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

**XX.Miscellaneous.**

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

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