

South Eastern Railway

Office of the
General Manager (P)
Garden Reach; Kolkata – 43

No. SER/P-HQ/GAZ-CON/260/01/ACM(70%)/21

Dated: 26.10.2021.

The PCOM/PCCM/ PCSO/PCPO/SDGM-SER/GRC
The CCO/CCM(PS& Catg.)/CCM(G)-SER
All Dy.CCM/ SCM/ACM/ACO - SER
The PRINCIPAL/STC/KGP, PRINCIPAL-ZRTI/SINI
The DRM(P)/Sr.DOM / Sr.DCM/DCM-KGP,ADA,CKP & RNC
The Dy.CLO/SER/GRC, APO(HQ)/ APO(Co.)- SER/GRC.

Sub: Selection for formation of a panel of ACM/ ACO(Group-B) against
70 % vacancies of Commercial Department.

It has been decided by the Competent Authority that the written test for formation of a panel of 01(one) vacancy (UR-01) of ACM/ACO (Group-B) against 70% vacancies of Commercial Department will be held shortly. Accordingly, a provisional list of 5(Five) senior most willing and eligible candidates from integrated seniority list, who are coming within the zone of consideration, as received from APO(HQ)/GRC's letter no. SER/P-HQ/EC/260/1/ACM/ACO(70%) dated 22.10.2021, is furnished below for the above selection. In case any candidate is found ineligible for the above selection at any stage, his/her candidature will be rejected.

Srl.	Name (S/ Sri)	Designation	Stn. / Division	Position in the integrated seniority list
1.	Nasim Ather	Ch.OS	Sr.DCM/KGP	9
2.	Shiw Shankar Munda ST	CTI	RNC	10
3.	Bhadra Murmu ST	CTI	ROU/CKP	17
4.	Anil Jerai ST	CCI	KGP	18
5.	Sankar Saha	CCI(Refund)	HQ	23

NOTE: Controlling officers/ Unit in-charges should take necessary steps towards wide circulation of this notification. If there is any dispute in the integrated seniority position, the same may be informed to this office within 15 (fifteen) days from the date of publication of this letter.

SCHEME OF EXAMINATION:

A) In terms of Railway Board's letter No. E(GP)2018/2/31 dated 19.03.2019(RBE 53/2019) the written examination will comprise of one Paper which will have **100% Objective type Multiple choice Questions** only with negative marking @1/3 of the marks allotted for each question will be deducted for each wrong answer. The paper will be of **100 marks** and distribution will be as under:

- i. Technical Subject including Official language policy : 70 marks
(NOTE: There will be 10 marks on Official Language Policy, which shall be optional in nature).
- ii. Establishment and Financial Rules : 30 marks
- iii. **Qualifying marks: : 60** (out of 100)

The successful candidates in the written examination will be called for viva-voce test subject to being found medically fit in the prescribed medical standard.



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B) Record of Service and Viva-voce:

	Max. Marks	Qualifying marks
1. Record of service (Assessment of APARs)	25	30 (Including minimum 15 marks in record of service)
2. Viva-voce	25	

Pre-selection training: PST is not mandatory for the SC/ST candidates as the vacancies are earmarked as UR.

Syllabus: A copy of syllabus on Technical Subjects is enclosed herewith for guidance of the candidates.

Date of written test: The date of the written test will be notified in due course.

Concerted effort should be taken to ensure that this notice is reached to all the candidates. In case any candidate is on leave or on deputation to other Railways/Units or on sick list, the Controlling Officer concerned should send necessary advice to the authority under whom he/she is working or the Medical Authority as the case may be and an acknowledgement obtained.

The Controlling Officers, Sr.DPOs /DPOs should ensure that the ACRs of the candidates who have volunteered for the above examination, for the last 5 years complete in all respects, are available with them. It is the responsibility of the Controlling/Staff Officer that if any adverse remarks or the point below the bench mark in the ACR of any candidate is detected, the same should be informed to the candidate and dispose the representation, if received, immediately.

Please acknowledge receipt.

NOTE: This is also being uploaded on www.ser.indianrailways.gov.in. Candidates have to check the website for any further update.

Encl.- Syllabus.


 (Ravi Kumar)
 Dy. Chief Personnel Officer(Gaz)
 for Pr.Chief Personnel Officer.

The syllabus for selection for the post of ACM/ACO (Group-B) in commercial department against 70% quota- Technical subject and Rajbhasha

A) Coaching

- 1) Ticket Checking – planning for ticket checking, type of checks to be conducted, Railway Act 1989 sections – 137, 138 & 139, PGPRS machines, HHTs
- 2) Passenger amenities – types of amenities, Minimum Essential Amenities (MEA) at stations, preparation of proposals under Plan head -53, grouping of stations, IRPSM, sanction of works and powers – DRM, LAW & PINK BOOK.
- 3) NFR – preparation of proposal for Rail Display Network, Mobile Assets and Out of Home Advertisement.
- 4) Procurement of UTS/PRS and other equipments under PH-17 and procedure to process proposals.
- 5) Complaints redressal, Railmadad, analysis of complaints.
- 6) Policy on RTI and disposal of cases.
- 7) Catering – policy and computation of license fee, role of IRCTC in catering services on trains and at stations
- 8) Cleaning contracts for stations - proposals, finance concurrence and TC minutes. Directions of National Green Tribunal (NGT) on cleanliness of stations. Eco-smart stations.
- 9) Clearance of outstanding, various heads of outstanding, online coaching balance sheet.
- 10) Categorization of stations, halt station and flag station, procedure for up-gradation and down-gradation of stations.
- 11) ATVMs, UTS-on-Mobile app, online booking of reserved tickets, Railhead and Non-Railhead PRS centres, JTBS, YTSK, other modes of passenger marketing and digital payment facility available at stations and on trains.
- 12) Station redevelopment.
- 13) Occupancy of mail/express and passenger trains, developing proposals for introduction of new trains, increase in frequency, extension of trains. Demand for additional coaches on permanent and temporary basis.
- 14) Policy on granting stoppages to trains and preparing justification of providing/withdrawing stoppages.
- 15) NTES – function and its importance.
- 16) Duties of commercial staff during train accidents and other unusual occurrences, natural calamities, agitations.
- 17) Role of Passenger amenities committee and Passenger services committee.

(B) Freight marketing

- 1) Co-user - Permission of co-user facility given to the third party by the siding owner.
 - 2) Clearance of Outstanding, various heads of outstanding, Online Goods Balance Sheet.
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- 3) Parcel – Marketing, Tendering for leasing,
- 4) Sidings – EOL, Liberalized Siding Policy, PFTs, development of Goods Sheds.
- 5) Round the clock working of goods shed
- 6) Weighbridges integration with FOIS, calibration of weigh bridges, overloading and punitive charges.
- 7) E-Payment /Digital Payment of freight and ancillary charges.
- 8) Policy – Customer Incentive Schemes
(Objectives / Definitions/Various expressions)
 - Liberalized Special Freight Train Operator (LSFTO) Scheme.
 - General Purpose Wagon Investment Scheme (GPWIS)
 - Station to Station Rates (STS)
 - Liberalized Automatic Freight Rebate Scheme (TEFD)
 - Bagged Consignment
 - Freight Forwarder Scheme
- 9) Debit/Credit scheme of Demurrage – calculation of demurrage charges on the basis of net debit hours.
- 10) Parcel management system- implementation, advantages.

(C) Claims

- 1) Time limit for claims,
- 2) Time for disposal of claims,
- 3) Causes of claims,
- 4) Types of claims,
- 5) General responsibility of the Railway Administration under Railways Act, 1989 under Section 93.
- 6) Other Acts:
 - Sec 15 of contract Act
 - Sec 152 of contract Act
 - Sec 161 of contract Act
- 7) Railway liability, as per Railway Act 1989, in case of Railway Accident of passenger train:
 - Sec 124 extent of liability
 - Sec 124 A compensation on account of untoward incidents
 - Sec 125 Compensation.
- 8) Railway claim tribunal- act and functioning, procedure for filing cases and fulfilling decree and making payments of decreed amount.

(D) राजभाषा

राजभाषा हिंदी का विकास

राजभाषा हिंदी का स्थान

जी एस आर -1052

राजभाषा अधिनियम, 1963 (यथा संसोधित, 1987 , 2007, और 2011)

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राजभाषा नियम- 1976

राजभाषा समितियां , हिंदी का प्रयोग एवं समान्य नियम

राजभाषा निति संबंधी प्रमुख निर्देश

भारतीय संविधान की आठवीं अनुसूची में विभिन्न भाषाओं को राजभाषा के रूप में मान्यता

भारतीय संविधान में राजभाषा से सम्बंधित अधिनियम और संसोधन

हिंदी के प्रोत्साहन के लिए पुरस्कार योजना

भारतीय रेल की हिंदी प्रोत्साहन एवं पुरस्कार योजनाए

 31/9/2024
PCCM