



दक्षिण रेलवे/SOUTHERN RAILWAY

सं./No.P(R)673/Training/Vol IV

प्रधान कार्यालय/ Headquarters Office
कार्मिक शाखा/ Personnel Branch
चेन्नई/Chennai - 600 003
दि./ Dated: 28-01-2014

आर बी ई सं/RBE No.134 / 2013

पी बी सी सं/ PBC No:179 / 2013

All PHODs / DRMs / CWMs / CEWE / CAO / CPM / Dy.CPOs / Sr.DPOs /
DPOs / SPOs / WPOs / APOs of HQ / Divisions / Workshops / other Units, etc.,
(As per mailing list -'A')

**विषय/Sub:Revision of Training Period for Commercial
Clerks(Booking, Parcel & Goods)**

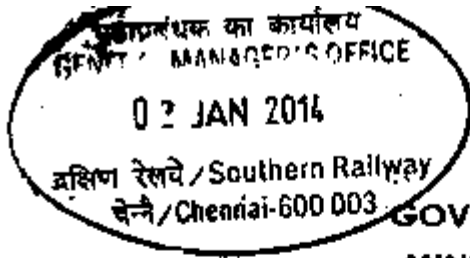
A copy of Railway Board's letter No.E(MPP)2009/1/34 Pt dated
20-12-2013 (RBE No.134/2013) along with its Annexure'A' on the above
subject is enclosed for information, guidance and necessary action.

(V.SRINIVASAN)

वरिष्ठ कार्मिक अधिकारी/नियम
Senior Personnel Officer/Rules
कृते मुख्य कार्मिक अधिकारी
For Chief Personnel Officer

सलबन/Encl: as above

प्रतिलिपि/Copy to : The Genl.Secy. SRMU
The Genl.Secy. AISCSTREA
The Genl.Secy. AIOBCREA



GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)

RBE No.134/2013

No.E (MPP) 2009/1/34 Pt.

New Delhi,

dated: 20-12-2013

The General Managers,
All Indian Railways.

Sub: Revision of Training period for Commercial Clerks (Booking,
Parcel & Goods.)

In view of the changed job requirements of Commercial Clerks, and with the approval of Board (MT & MS) it has been decided to revise the existing training schedule for the Commercial Clerks as under:

S.No.	Course Details	No. of Days	Place of Training
1.	Coaching Theory	8	Concerned ZRTI/Trg.Centre
2.	Coaching Practical	2	Any Railway Station
3.	Parcel/Goods Training	8	Concerned ZRTI/Trg.Centre
4.	Parcel/Goods Practical	2	Any Railway Station
	Total Training period	20	

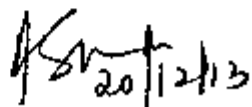
2. The 20 day training module will provide the relevant inputs pertaining to ticket sale through UTS/PCI, cash handling, details of various MIS & reports, preparation of returns, concessions, refunds, relevant rules of Commercial Manual and Coaching Tariffs, inputs from UTS manual and some salient features of customer care and relevant inputs pertaining to forwarding notes, P.Way bills, Railway Receipts, Coaching tariff, Parcel Management System, Terminal Management System and details of various Returns, Balance Sheets & MIS.

3. The 20 days training programme on Coaching and Parcel/Goods consists of 16 days theory and 4 days of practical training as indicated above. The Course contents/training module is enclosed at **Annexure-A**.

4. Railways are required to implement this revised training schedule in respect of newly recruited Commercial Clerks (Booking, Parcel/Goods) joining hereafter, after their appointment on the Railways.

5. Kindly acknowledge receipt.

DA: Training Module (Annexure 'A')


(Anuradha Singh)
Director(MPP)
Railway Board.

REVISED TRAINING PROGRAMME FOR BOOKING CLERKS (BOOKING/PARCEL/GOODS)

S.No.	Training Module	Duration	Location
1.	<u>Coaching Theory</u>	8 days	Concerned ZRTI/Trg.Centre
	i.Relevant rules of Commercial Manual & Coaching Tariff	1 day	
	ii.Un-reserved Ticketing System & other types of tickets	1 day	
	iii.Concept of EFT/BPT and other money value books, warrants etc.	1 day	
	iv.Concession & Refunds	1 day	
	v. Details of various MIS & Reports	1 day	
	vi.Preparation of Returns & Coaching Balance Sheet.	1 day	
	vii.Inputs from UTS manual	1 day	
	viii.Salient features of Customer Care & Vigilance Awareness	1 day	
2.	<u>Coaching Practical</u>	2 days	At Any Railway Station
	Practical hands-on training		
3.	<u>Parcel/Goods Theory</u>	8 days	Concerned ZRTI/Trg.Centre
	i.Concept of Forwarding Note, P.Way Bills & Railway Receipts	1 day	
	ii.Relevant inputs of Commercial Manual	1 day	
	iii.Coaching Tariff (Parcel & Luggage)	1 day	
	iv.Military Tariff	1 day	
	v.Red Tariff	1 day	
	vi.Parcel Management System	1 day	
	vii.Terminal Management System	1 day	
	viii.Details of various Returns, Balance Sheet & MIS	1 day	
4.	<u>Parcel/Goods Practical</u>	2 days	At Any Railway Station
	Total Training Duration	20 days	