



No.BSL/P/C/CCTC/33.1/3%/DPQ/479277/25

Date: 31.10.2025

All Concerned
BSL Division.

Notification

Sub: Selection for promotion to the post of Commercial-cum-Ticket Clerk (CCTC) in Pay Matrix Level-3 from staff in Level-1 and Level-2 against 33.1/3% Deptt. quota (General Selection) in Commercial Department on BSL Division, Central Railway.

It is proposed with the approval of the Competent Authority to conduct a selection to fill up vacancies of Commercial-cum-Ticket Clerk (CCTC) in Pay Matrix Level-3 against 33.1/3% Departmental Promotional Quota (General Selection) Commercial Department of Bhusawal Division, Central Railway. Accordingly applications are invited from all eligible and willing candidates of Commercial and Operating Department of BSL Division. The break-up of vacancies is as under :

Name of the post	Categories			Total	PwBD			
	UR	SC	ST		VI	HI	LD	MD
	No	D, HH	OA,OL,MW,LC,DW,AAV,SD (Without N/L Df), SI (Without N/L Df)		Yes			
CCTC, ML-3	64	12	06	82				03

01. Eligibility and other conditions:

- In terms of PCPO L.No.P/HQ/Ruling/O/803 dated 05.03.2021, RBE No.16/2021 dated 04.03.2021, RBE No. 28/2018, RBE No.164/2022 & RBE No.85/2023 dated 28.06.2023, the post of Commercial-cum-Ticket Clerk against 33.1/3% Deptt. Quota will be filled up by General Selection from staff in Level-1 and Level-2 including Safaiwalas of Operating and Commercial Departments.
- Employee should be working in Level-1 and Level-2 including safaiwalas of Operating and Commercial Department only.(RBE No. 16/2021)
- Safaiwala staff of Commr. Deptt. will be considered for above selection. (As Per Railway Board's letter No. E(NG) I-2011/CFP/2 dated 30.03.2011, received under CPO CSTM's letter No. HPR/706-R dated 09.05.2011 & RBE No. 16/2021)
- The staff who are appointed as substitutes and subsequently regularized in erstwhile Group 'D' employees are required to fulfill the service condition of Two (02) Years of continuous service (without any absent period). In

the relevant grade on successful completion of probation period, irrespective of the fact whether such staff belongs to GEN/OBC/SC/ST in Commercial & Operating Department.(As per RBE No. 165/2003, RBE No.77/2016 &RBE No.38/2017 dated-21.04.2017) are eligible.

- e. Possessing a minimum qualification of 10th passed are eligible to apply.(Matriculation/SSLC or equivalent examination.)
- f. Such of those staff in Traffic Department like TI Peons and Office peon (General Assistants) who are having avenue to Group 'C' ministerial posts are not eligible to apply. (Para 189 of IR&M Vol.I)
- g. In terms of RBE No.117/2006 date of notification is cutoff date for all purpose like length of service, qualification, service condition etc.

02. Syllabus :

The tentative syllabus for selection to the post Commercial-cum-Ticket-Clerk (CCTC) of Commercial Department against 33.1/3% Deptt. quota is enclosed as Annexure-A for wide publication amongst the staff concerned.

03. Procedure for Written Test (CBT) :-

- a. The exam will be held in the manner of Computer/Tablet Based Test (CBT) Railway Board's L.No.2025/E(RRB)/25/14 dated 21.08.2025.
- b. As per Railway Board's L.No.E(NG)I /2018/PM-1/4 RBE No. 196/2018 dated 14.12.2018, RBE No.97/2019 & RBE No. 194/2019, the existing system of examination conducted for filing for promotional posts has been reviewed by the Board bring objectivity to the selection process it has been decided are as under :
- c. Question paper will be 100% objective type.
- d. All the questions will be of multiple choice only.
- e. There will be **negative marking** @1/3 mark for a wrong answer. No negative marking against non-attempted question.(RBE No.164/2022 dated 21.12.2022 & RBE No. 17/2014 dated 06.02.2014)
- f. There will be 110 questions including 10 optional questions on official language policy and candidates will have to answer 100 questions only. If any candidate answers more than 100 questions, the first 100 attempted questions will be counted. (Railway Board's L.No.Hindi-2010/OL-1/10/4 dated 14.12.2016)
- g. The duration of examination under objective type multiple choices will be **120** minutes.
- h. In terms of Rly Bd's L. No. E(NG)I/2003/CFP/2 dated 22.09.2003, there will be no viva-voce in the Selection held for promotion from Group 'D' to Group 'C'. (RBE 165/2003 dated 22.09.2003)
- i. Being a general selection from volunteers from different seniority units more than one department, there will be No Supplementary Examination.

04. Medical Examination :

In terms of RBE No. 69/2024 dated 26.07.2024 & HQ letter's No.CR/57 /2021-66534 dated 05.08.2024, the prescribed medical Classification for the post of Commercial-cum-Ticket Clerk (CCTC) is **Bee Two (B-2)** shall apply, subject to the provision that existing Commercial staff should undergo re-medical before being called for the examination for the new medical category of CCTC.



05. Selection Procedure:

The Selection/empanelment consists of :

- Written examination (CBT) and
- Perusal of Service Records of those who qualify in the written examination (CBT).

Perusal of Service Records include :

- APAR Grading's obtained for the last three years;
- Educational qualification;
- Awards received during Railway Week celebrations at DRM/PHOD level, GM level and Railway Board level and
- Punishments/penalties received in the past three years.

06. Pre-Promotional Training :

Being a Non-safety category post, there will be No Pre-Promotional Training for the SC/ST employees. (Master Circular No.51->13)

07. Formation of Panel :

- In terms of RBE No.164/2022 dated 20.12.2022, the final panel shall be drawn in the order of merit based on aggregate marks of Computer/Tablet Based Test (CBT).
- In terms of RBE No.69/2024, the prescribed medical fitness for the post of CCTC is Bee Two. It may be noted that mere directing for medical fitness does not entitle a candidate any claim or right for being placed in the final panel.
- Employees who are selected and placed in the provisional panel, there are Promoted will be only on successful completion of the training.

08. Training :

The candidates who are selected and placed on panel will have to undergo Initial training at ZRTI/BSL. Their selection shall be subject to passing of the prescribed Initial training successfully. Those who fail in the training will be sent back to their parent cadre.

09. HOW TO APPLY :

- The Willing eligible employees should submit their applications affixing latest pass-port size photograph duly completed in all respect in the proforma enclosed to their respective Supervisors/Depot-in-charge/Office/Unit/Depot on or before 28.11.2025 enclosing attested Zerox copies of Caste Certificate & other educational documents who will forward the same to the concerned Section Ch.OS (P), DRM (P) Office BSL by 08.12.2025. Latest passport size photograph should be affixed on the application should be attested by the concerned Supervisor/Officer under whom the employee is working.
- The Supervisors will verify the correctness of the application, duly attested and send per bearer under a letter in one lot to DRM Office, BSL in concerned Personnel Section only on or before 08.12.2025 and obtain acknowledgement. It should be noted that the applications should not be submitted in R & D Section or by Dak. The covering letter will contain the

names of the application and total number of applications. Acknowledgement should be obtained at the time of submission in the matter.

- iii. Concerned Ch.OS(P), DRM (P) Office after scrutinizing the applications, their correctness of eligibility should be verified from SR/P File duly certifying the eligibility in the application of the eligible staff and send the same to Commercial (P) Section, DRM (P) Office BSL with a list of such staff in one lot along with updated Service Register so as to reach to Commr (P) Section on or before 15.12.2025.
 - a. Applications received direct in this office will not be accepted/considered.
 - b. Incomplete applications will not be considered and summarily rejected. Therefore, employee should fill up the application carefully. Incomplete application will summarily rejected.
- iv. Last date of receipt of applications from concerned units in DRM (P)'s Office, Commercial (P) Section, BSL is 15.12.2025 in any circumstances directly or through proper channel.
- v. Application format which are not filled up completely in all respect, not verified by concerned Depot-in-Charge will not be entertained in any circumstance.

10. The tentative schedule for the Selection is as under:

Sr. No.	Particulars	Remarks
01	Date of Notification	31.10.2025
02	Last date of submission of application to depot in-charges/Supervisor	28.11.2025
03	Last date of submission of application in concerned Section of DRM (P) Office, BSL from respective Office/Unit/Depot-in-Charge/Supervisor in one lot/one Bunch	08.12.2025
04	Last date of submission of application to DRM (P) BSL in one lot/one Bunch	15.12.2025
05	Scrutiny of application and Declaration of Eligible/Not Eligible List	26.12.2025
06	Date of Computer /Tablet Based Test (CBT) Mode	As per HQ's office advise.
07	Date of publication of answer keys	
08	Last date for representation against the answer key	The exact date, time and venue for the CBT will be <u>notified in due course.</u>
09	Publication of results of Computer /Tablet Based Test (CBT)	
10	Publication of provisional panel	

11. Notifying to the Staff :

It is requested to give wide publicity to this Notification and also advertised by placing on Notice Board's at prominent places so that eligible candidate can be benefited. It is the responsibility of the Supervisory Officials to notify all the eligible staff working under them.

It is further advised that any other communication received in respect of the selection from time to time should invariably be intimated to all the eligible employees.

12. General Information :

- a. In case of any unfair means noticed during the examination(CBT), candidates shall be asked to leave the examination hall and they will liable to be punished under DAR also.
- b. If any discrepancies are found at any stage in regard to the applicant's candidature he is liable to be disqualified at any stage of selection without any information.
- c. Employees willing to apply against PwBD quota should possess an entry of the same in their Service Register, failing which they will not be considered against PwBD quota.
- d. Accordingly this assessment may be treated as provisional , it may vary subject to outcome of various Court case/Writ petition pending before CAT/High Court/Supreme Court on this subject and base on Railway Board's guidelines.
- e. The notification is also available on BSL Division, Central Railway website:- <http://www.cr.indianrailways.gov.in> Link of the Home page : Deptt/Div of CR->BSL->Personnel Department->Notifications.

Note : Candidates should note that, the Railway Administration reserves the right to cancel the candidature of such candidates at any stage of selection process without assigning any reason thereof if they are found in-eligible or unable to submit the requisite documents/certificates of educational qualifications as well as requisite medical certificate or involved in any vigilance/SPE/DAR cases.

DA :

1. Syllabus- Annexure -'A'
2. Proforma of Application



(Surendra Hiwale)

APO (W) BSL

For DRM (P) BSL

C/- SDGM (VIG)/CSTM for kind information please.

C/- DRM for kind information please.

C/- ADRM for Kind information please.

C/- CPO/HQrs CSTM – for kind information please.

C/- Sr.DCM/BSL, Sr.DOM / BSL for information .

C/- DCTI-BSL, SM's GO, DVL, NKRD, OD, KBSN, NR, KW, LS, NR, MMR, PNV,HISVAL, NGN, NGD, HPR, CSN, DHI, KJ, PC, JMNR, MYJ, MWD, JL, BDI,BSL, VNA, BDWD,MKU, NN, JM, SEG, BGN, KMN, AK, MZR, BD, AMI, ANG, ELP, DWM, YTL,SAV, NB, RV, BAU, MWD,DGN, NPNR, KNW, SHF.

C/- Ch.OSs/Optg, LRG & Group Clerks /DRM (P), Ch.OS (EG)- for information.

C/- Ch.OS (Con), Ch.OS (Comml)NP- for information.

C/- DBA/BSL for uploading in website.

C/- Civil. Secretary NRMU/CRMS /AISC-STREA/AIOBCREA BSL for information pl.

C/- CCOR BSL for inf & n/a. He will repeat the message to all concern..



गद्य रेल

प्रधान मुख्य वाणिज्य प्रबंधन का पार्श्वालय
मुख्य अ. श. म. ट

NO: C/OS/09-Q/Question Bank

DT: 20/10/2025

PCPO CSMT
CPO/Admin CSMT

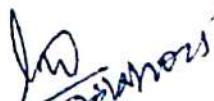
Sub: Finalization of syllabus for holding the departmental selection through CBT mode.

Ref: Letter dated 24/09/2025 from Dy. CPO/HRD

With the approval of PCCM, syllabus for the below mentioned categories is attached herewith for information and further necessary action:-

- (1) CCTC (Level 3)
- (2) Ch. CCTS (Level 6)
- (3) Ex. Cadre posts in PRS organization (Level 6 & 7)

Encl: as above


(C.D. Pagare)
SCM/PS
For PCCM

2. For the post of Commercial cum Ticket Clerk in Level 3

a. General English (upto 10th standard)

- i. English Grammar-Noun, Pronoun, Singular, Plural, Tense, Etc
- ii. Sentence making
- iii. Official letter writing
- iv. Synonyms, Antonyms

b. General Mathematics (Upto 10th standard)

General Arithmetic, LCM, HCF, Ratio & Proportion, Average, Simple & Compound Interest, Time, Distance, Speed.

c. Basic Establishment Rule

- i. Leave Rules
- ii. Pass Rules
- iii. Basic Railway Service Conduct Rules

d. Railway Commercial working & Rules

- i. Unreserved Ticket System(UTS)-Functions
- ii. ATMs
- iii. Various kind of concessions.
- iv. Passenger Reservation System(PRS), E-Ticketing Functions & General Rules.
- v. Various classes of accommodation on Railway, Minimum chargeable distance and Minimum Fare, Superfast surcharge, Reservation fee
- vi. General Rules for Booking & Delivery of parcel, Luggage and Goods
- vii. Various Reports & Returns submitted by Booking, Reservation, parcel, Goods & TC office.
- viii. Duties of Commercial staff in Booking, PRS, Parcel, Goods, TC office
- ix. Ticket Checking – Duties of Ticket checking staff, medical assistance to the passengers, Various Cases of irregular travelling and charging of excess fare and excess charge. Action to be taken when passengers are not able to pay the charges. Charging of un-booked luggage and partially booked luggage. Different type of Ticket checks to combat ticketless travel.
- x. Declaration of Private Cash Rules
- xi. Abbreviations.

e. Questions of Rajbhasha Policy & Rules

PRO FORMA

To,
The Divisional Railway Manager (P)
Central Railway, Bhusawal

Space for
attested
photograph of
the applicant

**Sub: Application for Selection to the post of Commr-cum-Ticket
Clerk (CCTC) Level-3 against 33.1/3% Deptt quota in
Commercial Department, BSL Division.**

Ref: *DRM(P) BSL's Notification No.BSL/P/C/CCTC/33.1/3%/Dept quota/
2025 dated 31.10.2025*

01.	Full Name (In Block Letters)	
02.	Father/Husband Name	
03.	Present Designation	
04.	Eight Digit No./PF No.	
05.	Present Basic, GP and Level	Basic: GP Rs. Level:
06.	Place of work	
07.	Date of Birth	
08.	Date of engagement as MRCL/ Substitute/Date of Joining in Commr/Traffic Department	
09.	Date of Regular Apptt. In Gr. 'D'	
10.	Date of posting in Commr. Deptt./ Traffic Deptt.	
11.	Whether SC/ST (Attested copy of caste certificate to be attached)	
12.	D&AR/SPE/Vig. Case pending	
13.	Educational Qualification (Attested copies of certificate to be attached)	
14.	Mobile No.	
15.	Email ID.	

I hereby state that I have read the Notification and instructions carefully.
I also declared that all the particulars furnished by me are correct and I am
liable for disciplinary action and disqualification from selection in the event of
any information is found incorrect /false.

Encl :

(Signature of Applicant)

Place:

Name:

Date :

Design:

Central Railway

Office of the

Memo No:

Date:

Forwarded to DRM(P) BSL, (Commr.(P) Section for further action. The
particulars furnished by the applicant have been verified and found correct.

Seal of Office