



मध्य रेल- Central Railway
मंडल रेल प्रबंधक का कार्यालय
Divisional Railway Manager's Office
भुसावल - Bhusawal. 425201



No.BSL/P/C/CCTC/16.2/3%/LDCE/479277/25

Date: 12.11.2025

**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 16.2/3% LDCE quota 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 16.2/3% LDCE quota in 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.

(Authority: RBE 28/2018, RBE 59/2019 & RBE 85/2023)

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	32	06	03	41			02	

01. ELIGIBILITY AND OTHER CONDITIONS:

- a. The post of Commercial-cum-Ticket Clerk against 16.2/3% LDCE Quota will be filled up by General Selection from staff in Level-1 and Level-2 including Safaiwalas of Operating and Commercial Departments.
(Authority: PCPO L.No.P/HQ/Ruling/O/803 dtd. 05.03.21, RBE No.16/2021 dated 04.03.2021, RBE No.28/2018, RBE 59/2019, RBE No.164/2022 & RBE No.85/2023 dated 28.06.2023)
- b. Employee should be working in Level-1 and Level-2 including Safaiwalas of Operating and Commercial Department only.
(Authority: RBE No. 16/2021 dated 04.03.2021)
- c. Safaiwala of all Departments would also be eligible against LDCE quota.
(Authority: RBE No.77/2016)
- d. The staff who are appointed as substitutes and subsequently regularized in erstwhile Group 'D' employees are required to fulfill the service condition

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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 are eligible.
(Authority: RBE No.165/2003, RBE No.77/2016 & RBE No.38/2017 dated 21.04.2017)

- e. Date of notification is cutoff date for all purpose like length of service, qualification, service condition etc. (Authority: RBE No.117/2006)
- f. Staff working in Catering Cadre of Commercial Deptt. and Ministerial staff of any Deptt. are not eligible to apply against these vacancies.
- g. Employees working on deputation or on temporary arrangement whose lien not maintained in Commercial or Operating Department of BSL Division are not eligible to apply.
- h. Substitutes are not eligible to apply against these vacancies.

02. Educational Qualification :

- a. The existing staff who have fulfilled Two years (02) continuous service. before 17.12.2014 should have possess the qualification of Matriculation.
(Authority: Railway Board's L.No.E(NG)I-2015/CEP/5 dated 15.12.2015)
- b. The staff who have fulfilled Two (02) years service continuously after 17.12.2014 should have possess the Educational qualification in 12th in (10+2 stream) or its equivalent examination with not less than 50% marks in the aggregate. 50% marks is not to be insisted upon in case of SC/ST/Ex-Servicemen.
(Authority: Railway Board's letter No.E(NG)I-2015/CFP/5 dated 15.12.2015.)
- c. Examination will consist of main written examination (CBT) only. There will be no supplementary written examination (CBT).

03. Syllabus :

The tentative syllabus for selection to the post Commercial-cum-Ticket-Clerk (CCTC) of Commercial Department against 16.2/3% LDCE quota is enclosed as Annexure-A for wide publication amongst the staff concerned.

04. Procedure for Written Test (CBT) :-

- a. The exam will be held in the manner of Computer/Tablet Based Test (CBT)
(Authority: Railway Board's L.No.2025/E(RRB)/25/14 dated 21.08.2025)
- b. 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 :
 - i. Question paper will be **100% objective** type.
 - ii. All the questions will be of **multiple choice** only.
(Authority: 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)



- c. There will be **negative marking** @1/3 mark for a wrong answer. No negative marking against non-attempted question.
(Authority: RBE No.164/2022 dated 21.12.2022 & RBE No. 17/2014 dated 06.02.2014)
- d. 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.
(Authority: Railway Board's L.No.Hindi-2010/OL-1/10/4 dated 14.12.2016)
- e. The duration of examination under objective type multiple choices will be **120** minutes.
- f. There will be **no viva-voce** in the Selection held for promotion from Group 'D' to Group 'C'.
(Authority:RBE 165/2003 dated 22.09.2003)
- g. Being a general selection from volunteers from different seniority units more than one department, there will be **No Supplementary Examination**.

05. Medical Examination :

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.

(Authority: RBE No. 69/2024 dated 26.07.2024 & HQ letter's No.CR/57/2021-66534 dated 05.08.2024)

06. Selection Procedure:

The Selection/empanelment consists of :

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

Perusal of Service Records include :

- a. APAR Grading's obtained for the last three years;
- b. Educational qualification;
- c. Awards received during Railway Week celebrations at DRM/PHOD level, GM level and Railway Board level and
- d. Punishments/penalties received in the past three years.
- e. There will be no Viva-voce in the selection held for promotion from erstwhile Group 'D' to Group 'C'.

07. Pre-Promotional Training :

Being a Non-safety category post, there will be **No Pre-Promotional** Training for the SC/ST employees.

(Authority:Master Circular No.51->13)

08. Formation of Panel :

- a. The final panel shall be drawn in the order of merit based on aggregate marks of Computer/Tablet Based Test (CBT).
(Authority: In terms of RBE No.164/2022 dated 20.12.2022)


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b. The prescribed medical fitness for the post of CCTC is **One 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. (Authority: In terms of RBE No.69/2024)

c. Employees who are selected and placed in the provisional panel, there are Promoted will be only on successful completion of the training.

09. 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.

10. HOW TO APPLY :

- i. 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 **15.12.2025** 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 **26.12.2025**. Latest passport size photograph should be affixed on the application should be attested by the concerned Supervisor/Officer under whom the employee is working.
- ii. 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 **26.12.2025** 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 Comml (P) Section on or before **09.01.2026**
 - 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 **09.01.2026** 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.



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

Sr. No.	Particulars	Remarks
01	Date of Notification	12.11.2025
02	Last date of submission of application to depot in-charges/Supervisor	15.12.2025
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	26.12.2025
04	Last date of submission of application to DRM (P) BSL, Comm. Section in one lot/one Bunch	09.01.2026
05	Scrutiny of application and Declaration of Eligible/Not Eligible List	28.01.2026
06	Date of Computer /Tablet Based Test (CBT) Mode	As per HQ's office advise. The exact date, time and venue for the CBT will be notified in due course.
07	Date of publication of answer keys	
08	Last date for representation against the answer key	
09	Publication of results of Computer /Tablet Based Test (CBT)	
10	Publication of provisional panel	

12. 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 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.

13. 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.



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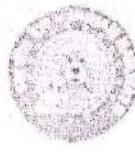
e. The notification is also available on BSL Division, Central Railway website:- <http://www.cr.indianrailways.gov.in> Link of the Home page : Deptt/Div of CR->BSL->Personnel Department->Notifications.

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**


(Sunil Gulab Pardeshi)
APO (T&C/TMO) 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..



मध्य रेल

प्रधान मुख्य वाणिज्य प्रवंधक का कार्यालय
मुंबई द्व. शि. म. ट

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

DT: 20/10/2025

PCPO CSMT
CPO/Admin CSMT

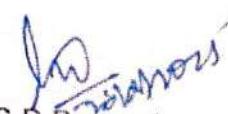
Sub: Finalization of syllabus for holding the departmental selection through CBT mode.

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 3a. 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. ATVMs
- 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 Commi-cum-Ticket Clerk (CCTC) Level-3 against 16.2/3% LDCE quota in Commercial Department, BSL Division.

Ref: DRM(P) BSL's Notification No. BSL/P/C/CCTC/16.2/3%/LDCE/ 479277/25 dated 12.11.2025.

01.	Full Name (In Block Letters)			
02.	Father/Husband Name			
03.	Present Designation			
04.	Eight Digit No./HRMS ID			
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 Commi/Traffic Department			
09.	Date of Regular Appt. in Gr. 'D'			
10.	Date of posting in Commi. 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, (Commi.(P) Section for further action. The particulars furnished by the applicant have been verified and found correct.

Seal of Office