

दक्षिण पूर्व मध्य रेल्वे
South East Central Railway
कार्मिक विभाग, मंडल रेल प्रबंधक कार्यालय, बिलासपुर
Personnel Department, Divisional Railway Manager Office, Bilaspur

CCTS /Commercial (75 % DPQ)

NOTIFICATION No. 214/2025

Sub: Formation of panel for filling up the post of CCTS (75 % DPQ) in Pay Matrix Level-6 in Commercial department of Bilaspur Division/SECR.

It is proposed to form a panel for filling up of **26 (Twenty Six)** posts of Chief Commercial cum Ticket Supervisor in Pay Matrix Level-6 against 75% DPQ in Commercial department of Bilaspur Division/SECR. The break-up of vacancies is as under:

Name of the Post	Categories			Total	PwBD
CCTS	UR	SC	ST		D/HH
	21	04	01	26	01

1. ELIGIBILITY AND SERVICE CONDITIONS OF STAFF:

- Staff who have working in Sr. Commercial Clerk cum Ticket Clerk, Level-5 are eligible for promotion to the post of Chief Commercial cum Ticket Supervisor.
- As on date of issue of notification 02 (Two) years regular service in unified group as on the date of notification in Sr. CCTC, Level-5 shall be eligible to appear in written test.
- Medical Classification B-2
- The cut-off date for determining the eligibility of the employee will be the date of issue of notification.
- There shall be promotional training for selected employee at ZRTI/SER/SINI (training center). Their selection shall be subject to passing of the training course.

(Authority : PCPO/SECR's letter P-HQ/RUL/105/3/C (E-116540) dtd. 20-02-2025)

2. SYLLABUS:

The tentative syllabus for selection to the post Chief Commercial cum Ticket Supervisor of Commercial department against 75% DPQ is enclosed as **Annexure-B** for wide publication amongst the staff concerned.

3. PROCEDURE FOR WRITTEN EXAMINATION:

- The exam will be held in the manner of Computer Based Test (CBT)
- Question paper will be 100% objective type.
- All the questions will be of multiple choices only.
- There is no negative marking for incorrect answers.
- 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.
- The above selection is against Departmental Quota and panel will be arranged **in order of Seniority**.
- The panel will be drawn after scrutiny of Service Record and last 03 (Three) year APAR's of the staff those who qualified in the CBT test.
- The duration of examination under objective type multiple choices will be **120** minutes.

4. STAFF UNDER ZONE OF CONSIDERATION:

The list of eligible employee who working as Senior Commercial cum Ticket Clerk are coming under zone of consideration to appearing CBT examination for promotion to the post of Chief Commercial cum Ticket Supervisor, in pay matrix level-6 in Commercial Department is enclosed as **Annexure-A**.

5. PROVISION OF RESERVATION:

- a. The above selection is provisional subject to final outcome of the contempt Petition (Civil) No. 30621/2014 dtd. 26-09-2018 in the matter of Jarnail Singh & others Vs Lachhmi Narain Gupta & other at Hon'ble Supreme Court.

(Authority : PCPO/BSP's Estt Rule No123/22, 165/22 & 94/2024)

- b. As per Esstt. Rule No. 54/2019 & 168/2022 the post is identified for PwBD, Hence roster point no.01 is reserved for PwBD i.e. (D/HH). However no candidate available feeder grade for the respective disability so, reservation is carry forward to future selection.

(Authority: PCPO/BSP's Estt Rule No.54/19 & 168/2022, 103/24)

6. MODE OF SELECTION AND QUALIFYING MARKS.

The professional ability of the employee in the field of selection will be adjudged through written test on CBT mode. The employees must secure minimum 60% marks in aggregate i.e. in both written test and record of service for final selection. The post of Chief Commercial cum Ticket Supervisor is non-safety hence the relaxation in the qualifying marks for candidates belongs to SC/ST community is applicable as per Estt. Sl. No. 266/99. The final panel shall be drawn up in order of seniority.

(Authority: PCPO/SECR Estt Rule No.266/99 & 07/20)

7. PRE-PROMOTIONAL TRAINING:

Empanelled staffs are required to be passed in mandatory promotional training at ZRTI/SER/SINI. Their selection shall be subject to passing of the training course.

(Authority: PCPO/SECR Estt Rule No.157/2010)

8. DATE OF EXAMINATION AND VENUE:

The date, venue and time of examination **will be intimated in due course.**

9. LAST DATE FOR SUBMISSION OF APPLICATIONS:

Representation/Objections against eligibility list may be submitted to this office within **10 (Ten)** days i.e. **31-08-2025** from the date of issue of this notification, failing which, it shall be presumed that there is no representation against the eligibility list.

10. NOTIFYING TO THE STAFF:

Wide publicity of this notification should be given amongst the all eligible staff of Commercial Department of HQs office and BSP Division whose lien is maintained in Commercial Department of Bilaspur Division. A copy of notification should be displayed on a notice board at a conspicuous place. Staff who is on deputation/leave/sick should also be notified to enable them to submit their applications in time. It should be the responsibility of senior Subordinate/Supervisor to complete the formality in this respect. 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.

11. GENERAL INFORMATION:

- a. In case of any unfair means noticed during the examination, 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. The notification is also available on SECR website-<http://www.secr.indianrailways.gov.in> Link of the Home page: Dept./Div of SECR → Divisions → Bilaspur → Personnel → Notifications

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

Digitally Signed by Prakash
A.

Date: 22-08-2025 19:38:17

(Prakash A.)
Reason: Approved
Asstt. Personnel Officer-III
for Sr Divl. Personnel Officer
Date: 22-08-2025

No. E/99/Comml./CCTS -75% DPQ/47087

Copy forwarded for information and necessary action to:

- a) PCCM/SECR, Sr.DCM/BSP, Dy. CPO/Con./BSP, Ch. OS/Conf., Ch. OS/APAR, Bills-II, Ch. OS/IT, All Concerned Unit Incharge, DC-SECRMC/BSP, DS-AISCSTREA/BSP, DS-AIOBCREA/BSP.
- b) Ch. OS/APAR & Ch. OS/Bills-II is advised to submit last 03 years APARs & Service Record at the earliest.

Annexure-A

Eligibility list for promotion to the post of Chief Commercial cum Ticket Supervisor in GP-4200/-
Level-6 against 75% DPQ of Commercial Department.

Sr. No.	PF No/ NSP No	Name (Sri/Smt)	HRMS ID	Designation	Comm.	STN	As
1	39229802668	ABHISHEK RAJAK	NJIBHT	Sr.CCTC	OBC	USL	-
2	39229801573	BINAY KUMAR	ZBRCNL	Sr.CCTC	OBC	BSP	-
3	39229801562	DEBASIS HALDAR	KGETOI	Sr.CCTC	GEN	BSP	-
4	39229801525	GANAPATI CHANDRA SAI KIRAN	MYTOXQ	Sr.CCTC	GEN	BSP	-
5	39229801563	JAGESHAWER PRASAD KHANDEY	FWJXEJ	Sr.CCTC	SC	USL	-
6	39229801524	NARESH KUMAR CHHATRIYA	YICFGN	Sr.CCTC	ST	KRBA	-
7	39229801743	VIKASH KUMAR	YBCETG	Sr.CCTC	GEN	RIG	-
8	39229803246	KANDALA SRINIVAS	UFFZMZ	Sr.CCTC	GEN	BSP	-
9	39229803243	MOUMITA MAJUMDAR	GONRHZ	Sr.CCTC	GEN	APR	-
10	39229803239	JITENDRA KUMAR SHRIWAS	KOSTZI	Sr.CCTC	OBC	USL	-
11	39229803244	RICHA LEPCHA	MURWLH	Sr.CCTC	GEN	NIA	-
12	39229803362	RAJ KAMAL GAGRAI	LJPDXT	Sr.CCTC	ST	USL	-
13	39229803352	VIKAS VERMA	TEKGHJ	Sr.CCTC	OBC	BSP	-
14	39229803357	SWETA TIWARI	OYKMSU	Sr.CCTC	GEN	BSP	-
15	39229803358	MANISHA KALRA	HZBOIS	Sr.CCTC	GEN	BSP	-
16	39229803353	MONIKA OJHA	NBQAPQ	Sr.CCTC	GEN	JRMG	-
17	39229803518	PANKAJ KUMAR SINGH	WCMQDP	Sr.CCTC	GEN	KRBA	-
18	39229803507	SHASHI KALA BHARTI	CNDMRX	Sr.CCTC	GEN	BSP	-
19	39229803509	VANDNA SHUKLA	QKXQQW	Sr.CCTC	GEN	KRBA	-
20	39229803519	RASHMI PRADHAN	THARUS	Sr.CCTC	GEN	BRJN	-
21	39229803523	SANJAY KUMAR GUPTA	BUITJM	Sr.CCTC	OBC	USL	-
22	39229804523	NEHA NAGLE	BQQYIQ	Sr.CCTC	SC	PND	-
23	39229804522	M.SAI JAYESH NAIDU	RKDDYU	Sr.CCTC	UR	BSP	-
24	39229804536	SANIA BISWAS	NCKMAZ	Sr.CCTC	SC	AKT	-
25	39229804521	PATRICIA BULLIMORE	RBCYXZ	Sr.CCTC	UR	BSP	-
26	39229804532	PRIYANKA KUMARI	KMFYLQ	Sr.CCTC	OBC	USL	-
27	39229804524	SANGEETA SARKAR	LJZTEZ	Sr.CCTC	UR	BSP	-
28	45329802088	NEHA GURJAR	FGDDHJ	Sr.CCTC	UR	BSP	-
29	39229804981	SHASHI BHUSHAN KUMAR	QQONRZ	Sr.CCTC	OBC	SDL	-
30	39229804984	HASDEV DEWANGAN	HTLEPY	Sr.CCTC	OBC	BSP	-
31	39229804983	SACHIN SAKHARE	DEAQYD	Sr.CCTC	SC	KRBA	-
32	39229804997	SUJEET KUMAR CHOUDHARY	MNFPBJ	Sr.CCTC	UR	BRJN	-
33	39229805000	ATUL KUMAR DWIVEDI	XGOQMX	Sr.CCTC	UR	KTMA	-

Sr. No.	PF No/ NSP No	Name (Sri/Smt)	HRMS ID	Designation	Comm.	STN	As
34	39229804973	VIKRANT BERA	PPCRXF	Sr.CCTC	OBC	BRJN	-
35	39229804995	HARSH KUMAR GUPTA	LJDDNJ	Sr.CCTC	OBC	BRJN	-
36	39229805363	SAGAR KUMAR NAYAK	URJBLD	Sr.CCTC	OBC	BSP	-
37	39229804982	DAMENDRA	FMQOHU	Sr.CCTC	OBC	RPD	-
38	39229805009	VIKASH KUMAR	YCDRWD	Sr.CCTC	OBC	BSP	-
39	39229805011	PRAKHAR SRIVASTAVA	PLTUWK	Sr.CCTC	GEN	KJZ	-
40	39229805001	RAJ KUMAR	NXSNSC	Sr.CCTC	OBC	RIG	-
41	39229804993	DEVENDRA KATRE	BCPGMP	Sr.CCTC	OBC	BSP	-
42	39229805355	SANDEEP TIWARI	JZXOLJ	Sr.CCTC	GEN	KTMA	-
43	39229805003	ABHITESH PATEL	UYPZOL	Sr.CCTC	OBC	BSP	-
44	39229805361	KOUSHAL KUMAR	SFNJWE	Sr.CCTC	OBC	BRJN	-
45	39229805217	NIKESH KUMAR	JXJXTD	Sr.CCTC	OBC	RIG	-
46	45329800870	SUDEEP KUMAR GUPTA	QQFJCJ	Sr.CCTC	OBC	BRS	-
47	39229804977	SURAJ BAGHEL	WHYHYE	Sr.CCTC	SC	BEF	-
48	39229804998	DHARMENDRA KUMAR	MIYNGB	Sr.CCTC	SC	KHS	-
49	39229804987	ABHISHEK MANDAVI	CMHJMQ	Sr.CCTC	ST	CHRM	-
50	39229804994	ANIL KUMAR	IHFSZG	Sr.CCTC	OBC	BSP	-
51	39229805357	DEEPAK MALLICK	HLMGSK	Sr.CCTC	SC	BSP	-
52	39229805010	CHANDAN KUMAR BHARDWAJ	BULTSB	Sr.CCTC	EWS	APR	-
53	39229804990	VINOD KUMAR RATHORE	DWNJRR	Sr.CCTC	OBC	BSP	-
54	39229805358	BRIJESH KUMAR SINGH	HQKOCC	Sr.CCTC	GEN	KTMA	-
55	39229805359	PRAFULLA KUMAR	KGUXQX	Sr.CCTC	EWS	BSP	-
56	39229804986	ANIKET KUMAR	CDITJG	Sr.CCTC	EWS	BSP	-
57	39229805360	DOMAN LAL	PGCAEF	Sr.CCTC	OBC	BRH	-
58	39229804979	ANURAG SAHU	HIBRAL	Sr.CCTC	OBC	CPH	-
59	39229804985	PREMLATA SINHA	QSNEGJ	Sr.CCTC	OBC	BSP	-
60	39229804991	VIVEK SHARMA	YHXUDT	Sr.CCTC	EWS	BSP	-
61	39229804992	K.M. ANJU DEVI	QCLNBK	Sr.CCTC	SC	BUH	-
62	39229805005	ATUL SONI	ITILXG	Sr.CCTC	OBC	NIA	-
63	39229805008	ALPNA SAHU	HJIYIK	Sr.CCTC	OBC	BSP	-
64	39229805002	VIRENDRA KUMAR DHURUW	ACKOFJ	Sr.CCTC	ST	KJZ	As ST
65	39229805401	KHILENDRI THAKUR	YRLEEU	Sr.CCTC	ST	SDL	As ST
66	39229805004	AKASH SHAKYA	GLTGDU	Sr.CCTC	SC	DTL	As SC
67	39529804421	GANTYADA VENKATESH	IZLYKL	Sr.CCTC	SC	BRJN	As SC


 (Prakash A.)
 Asstt. Personnel Officer-III
 for Sr Divl. Personnel Officer

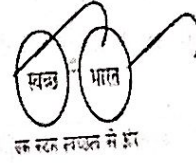


दक्षिण पूर्व मध्य रेलवे /South East Central Railway
Office of the

Sr. Divisional Commercial Manager

DRM Complex, Bilaspur- 495004

(फोन) 07752-247130 (कार्यालय) 07752-247136 (फैक्स)



Date: 12.08.2025

No.Com/Eff/Cadre/CCTS/syllabus/08/2025/

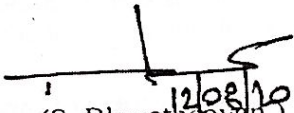
The Sr. Divisional Personnel Officer
SEC Railway/Bilaspur

Sub: Supply of Syllabus for selection to the post of CCTS in GP-4200/-(7th PC level-6) against 75% (DPQ) quota of Commercial Department.

Ref: Sr.DPO/BSP's letter No. E/99/Comm./CCTS-III/7/47087/2025 dtd 06.08.2025.

As desired vide letter under reference, please find enclosed herewith copy of syllabus for selection to the post of CCTS in GP-4200/-(7th PC level-06) against 75% (DPQ) quota of Commercial Department as Annexure -I.
This is for your kind information please.

Enclosure: As above.


(S. Bharathieyan)
Divisional Commercial Manager - I
Bilaspur

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

Traffic - Commercial

Coaching

1. **General :** Class of accommodation, Books of reference, guidelines for charging of fare, child fare, Rounding off of fare. Station Development Fee. Private Cash Declaration.
2. **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.
3. **Ticketing through Agents:** JTBS, Halt agent, STBA, YTSK, India Post Passenger Reservation System, Non Rail Head PRS, RTSA & IRCTC Agents.
4. **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.
5. **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, Trains, Special trains on Special fare, Suvidha trains, Clone trains, Bharat Gaurav Trains, Yatri Aastha Special Trains, Amrit Bharat Trains, Full Tariff Rate, Luxury Tourist Seva Anubandh (YSA), Jan Shatabdi Express.
6. **Coaching Refund Rules:** - Unused Unreserved Ticket & Unused Reserved Tickets, Abnormal circumstances Computerized Refund Rules, Coaching TDR, Cancellation of PRS ticket through 139/Web/SMS,TDR, Refunds Scheme (CCRS), Coaching refunds.
7. **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).
8. **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.

9. **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
10. **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.
11. **Booking of various consignments:** Crane consignments, ODC, Military consignment, dangerous & offensive goods, Contraband items, Booking of Animals, RMC, Container Traffic.
12. **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.
13. **Marketing & Sales:** Transportation Products, Freight Incentive Scheme- Short Lead, 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 Station Rates. Alternative Good Shed Incentives Scheme. Business Development Unit (BDU).

14. **Advance Goods Policies:** Wagon Leasing Scheme, Liberalized Wagon Investment Scheme, General Purpose Wagon Investment Scheme, Automobile Freight Train Operator, Liberalized Special Freight Train Operator, Round Trip Tariff, Merry Go Round, Roll on Roll off.
15. **Claims** Claims Organization, Prevention of claims, Monsoon Precautions, NR cell. Procedure for Settlement of Claims, PCEV charges, Common Carrier Liability, Railway Claims Tribunal, Railway Acts to deal with Claims / settlement.
16. **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.
17. **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 Steps banking services Various reports and returns submitted by Booking office, Reservation, Parcel, Goods and TC office.
18. **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).
19. **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.
20. **Miscellaneous:** Customer Care, Public Complaints, CPGRAMS, Rail Madad, 139 help lines, 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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