



SOUTHERN RAILWAY

Headquarters Office,
Personnel Branch
Chennai – 600 003.
Date: 12/08/2025

No.P(S) 608/III/UTS/Vol.II

DRM/P/MAS TPJ SA MDU PGT TVC

NOTIFICATION

Sub: Notification to fill up vacancies of ex cadre posts of Sr.Console Operators (PRS/UTS)/Console Operators (PRS/UTS) in Level-7/Level-6 in VII PC by General Selection.

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It is proposed to conduct selection to fill up the following posts by separate empanelment in PRS/UTS Console Unit of Commercial Department on ex cadre tenure basis by General Selection. The tenure will be for a period of 4 years from the date of joining the Unit.

1.0 VACANCIES

1.1 The number of vacancies proposed to be filled up is as under.

S. No.	Category/Post	Level	Vacancies			
			SC	ST	UR	Total
	Sr.Console Operators category					
1	Sr.Console Operator (UTS)	Level-7	0	0	1	1
2	Sr.Console Operator (PRS)	Level-7	1	0	1	2
	GRAND TOTAL		1	0	2	3

1.2

S. No.	Category/Post	Level	Vacancies			
			SC	ST	UR	Total
	Console Operators category					
1	Console Operator (PRS)	Level-6	3	2	6	11
2	Console Operator (UTS)	Level-6	1	1	4	6
	GRAND TOTAL		4	3	10	17

2.0 ELIGIBILITY CRITERIA

2.1 Educational Qualification:

Degree from a recognised University.

2.2 Undergraduate or Postgraduate Degrees obtained from Open University/Distance Education mode are acceptable subject to the fulfilment of the terms and conditions of recognition/acceptability of such qualifications as laid down in RBE No. 116/2013, PBC No. 69/2014, RBE No. 22/2015 & RBE No. 50/2016. Such applications which do not fulfil the conditions laid down in these circulars will be summarily rejected.

2.3 Eligible categories of employees:

For the post of Sr.Console Operators (PRS/UTS)

i. Commercial Superintendents/Chief Ticket Inspectors/Chief Reservation Supervisors in Level-7

(OR)

ii. Chief Commercial-cum-Ticket Supervisors/Chief Commercial Clerk/Dy.Chief Ticket Inspectors/Reservation Supervisors Gr.II in Level-6 with minimum 2 years of service.

[Signature]
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(AND)

- iii. For applicants from PRS side, he/she must necessarily have experience of at least 1 year in Account Maintenance and at least 1 year in Charting Activities in the last 10 years. Necessary experience certificate from Branch Officer as per Annexure-IV should be uploaded in PDF format.
- iv. For applicants from UTS side, he/she must have at least 1 year experience in UTS Account Management in the last 10 years. Necessary experience certificate from Branch Officer as per Annexure-V should be uploaded in PDF format.

For the post of Console Operators (PRS/UTS)

- i. Chief Commercial-cum-Ticket Supervisors/Dy.Chief Ticket Inspectors/Reservation Supervisors Gr.II in Level-6.

(OR)

- ii. Sr. Commercial-cum-Ticket Clerk,/Sr.Commercial Clerks/Sr.Ticket Examiners/ECRCs in Level-5 with minimum 2 years of service.

(AND)

- iii. For applicants from PRS side, he/she must necessarily have experience of at least 1 year in Account Maintenance and at least 1 year in Charting Activities in the last 10 years. Necessary experience certificate from Branch Officer as per Annexure-IV should be uploaded in PDF format.
- iv. For applicants from UTS side, he/she must have at least 1 year experience in UTS Account Management in the last 10 years. Necessary experience certificate from Branch Officer as per Annexure-V should be uploaded in PDF format.

2.4 Employees can apply for more than one post as per eligibility conditions laid down.

2.5 Employees already working in another ex-cadre post for more than 5 years need not apply & the minimum cooling off period between two tenures in ex-cadre should be at least 2 years in terms of PBC No. 116/2023. It is also advised that the present incumbents in the post notified, who have completed five years of tenure also cannot apply.

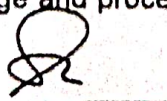
3.0 **Cut-off date for eligibility will be the date of issue of notification in terms of Railway Board's letter No. E(NG)I-2005/PM1/52 dated 22.08.2006 (PBC No. 155/2006) i.e. 13.08.2025.** Accordingly, staff in the immediate lower grade (to the one for which selection is held) who entered respective posts in Level-5 or Level-6 on regular basis on or before **13.08.2023** and have Degree from recognized University as stipulated in paras 2.1 to 2.3 are eligible to apply.

4.0 SELECTION PROCEDURE

4.1 In terms of PBC No. 263/2018, 46/2019 and PBC No. 268/2022, the examination shall comprise of 100% objective –type multiple-choice questions and will be conducted on OMR or CBT as decided by the competent authority. The duration of examination will not be less than 120 minutes.

4.2 In terms of RBE No. 96/2022 dated 12.08.2022, there will be a single-stage examination duly including questions on Aptitude/Computer Knowledge. The examinations may preferably be conducted in 'online/CBT' mode.

4.3 There will be separate examinations for Sr.Console Operator (PRS) in Level-7, Sr.Console Operator (UTS) in Level-7, Console Operator (PRS) in Level-6 and Console Operator (UTS) in Level-6. There will be questions to test the knowledge and process in the areas of Accounting and Charting processes.



4.4 Selection will consist of Examination with the distribution of marks as under:

Factors/Headings	Maximum Marks	Qualifying Marks
Examination	100	60 (Usual relaxation of marks applicable to SC/ST employees)
Total	100	60

- 4.5 In terms of PBC No. 264/2019, there shall be negative marking @ $1/3^{\text{rd}}$ mark reduced for every wrong answer. In case of exam in OMR, cutting, overwriting, erasing or alteration of any type in the answer sheet is not permissible. Zero marks will be given for answer having correction/overwriting.
- 4.6 Employees should opt for the language of the Question Paper in the prescribed column in the Application. Option once exercised is final and if no option is exercised by the applicant or the relevant column is left blank, "English" will be deemed as the language of choice of the applicant by default and no further representation in this regard will be entertained.
- 4.7 Questions for 10% of total marks will be set apart for Official Language Policy and Rules, which however, will not be compulsory in terms of PBC No. 46/2019.
- 4.8 As per Railway Board's letter No. E(NG)I-2008/PM7/4 dated 19.06.2009 (PBC No. 121/2009) issued as ACS No. 209 to IREM, Vol.I, 1989 edition, selection will be based entirely on merit with reference to marks obtained by the candidates in the Examination. Minimum qualifying marks in the examination in order to be placed in the panel (in the order of merit) will be 60% aggregate marks obtained in the Examination to the extent of the notified vacancies subject to usual relaxation for SC/ST employees.

5.0 SYLLABUS

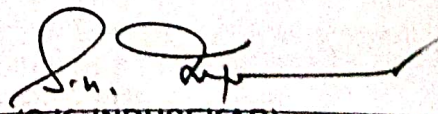
The syllabus for this examination is enclosed as **Annexure – III**.

6.0 GENERAL INSTRUCTIONS

- 6.1 Employees are advised to read the eligibility criteria carefully before applying against this notification. They should be prepared to serve at SR/HQ, Chennai after selection/empanelment. They will not be permitted to withdraw their application/candidature after selection/empanelment.
- 6.2 Application should be submitted separately for Sr. Console Operator (PRS) in Level-7, Sr. Console Operator (UTS) in Level-7, Console Operator (PRS) in Level-6 and Console Operator (UTS) in Level-6 through online mode only from **13.08.2025 to 13.09.2025** in Personnel Branch notification website at <https://southernrailway.gov.in/srhqpb/home/NGaz/> duly adhering to the procedures and instructions envisaged in PBC No. 150/2022 dated 30.08.2022.
- 6.3 The link will be made available from **13.08.2025** in the Personnel Branch notification website at <https://southernrailway.gov.in/srhqpb/home/NGaz/> and also in the Railnet website of Southern Railway.
- 6.4 The employees willing to apply for the selection have to submit their applications (enclosed as Annexure-I & II) through the above-mentioned website in online mode only. Applications received from any other mode will be summarily rejected.
- 6.5 The employees should upload the requisite documents in the above-mentioned website in PDF format as single file only.
- 6.6 The list of supporting document as detailed below should be kept in PDF format (to be attached along with the application) as the case may be.
- a) Attested Community Certificate in the case of reserved community employees.
 - b) Attested Certificate in support of Educational Qualification (11+1+3 or 10+2+3).
 - c) Other relevant documents sought in the notification.


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- d) Applications received without the candidate's signature or attested enclosures or incomplete in any other respect will be summarily rejected. No correspondence in this regard will be entertained.
- 6.7 Cadre Controlling Personnel Officers/Establishment Officers should ensure that the notification is brought to the notice of all concerned. **It is the personal responsibility of the Cadre Personnel Officer/Establishment Officer that only eligible applications are forwarded.**
- 6.8 After the closing date of the notification, the Cadre Dealer/Personnel Officer should login and download the applicants details in Excel Format.
- 6.9 The respective Cadre Controlling Personnel Officer/Divisions are responsible for the correctness of the data and certify the eligibility of the candidates for selection with the particulars of each applicant in the downloaded excel file with the Service Register and other available relevant records. After due verification, each applicant has to be certified in the excel file in remarks column without fail. The same has to be uploaded in the website along with the covering letter. A Copy of the same should also be forwarded in e-office to the undersigned as e - receipt on or before 17.00 hrs of **19.09.2025**.
- 6.10 If there are no volunteers for the proposed selection, then the Cadre controlling officer/Personnel Officer concerned shall send a NIL report on or before **19.09.2025** through e-office certainly to avoid delay in processing of the selection.
- 6.11 List of eligible employees will be published after scrutiny of applications. The candidature is liable to be rejected at any stage of the selection process if the employee is found ineligible.
- 6.12 After examination, representations regarding ignorance of the date of examination will not be entertained under any circumstances. The employees who have applied against this notification are also equally responsible to attend the Examination on the scheduled date/time/venue provided they are found eligible. They may contact **Chief Office Superintendent/NGS/Commercial Section/HQ/MAS** from time to time on Railway Telephone Number **23538** for enquiries regarding the selection.
- 6.13 It should be noted by all the applicants that purely based on the information given by them in the application and the attested enclosures, they will be admitted to the Examination. In the event of employees making/enclosing false/misleading declaration/bogus certificates regarding Educational qualification and other eligibility criteria governing the selection, they will be taken up under the provisions of the Railway Servants (Discipline & Appeal) Rules, 1968 for major penalty apart from any other action as per law as the Railway Administration may deem fit. Therefore, employees are advised to ensure that they are eligible to apply for the selection with regard to Educational Qualification, number of years of regular service, etc. before submitting the application.
- 6.14 There will be no Supplementary Examination under any circumstances as this is an ex-cadre selection conducted by calling volunteers.
- 7.0 Selected employees on joining the PRS/UTS Console Unit will be eligible for privileges on transfer account as per extant rules governing such benefits/privileges.
- 7.1 Wide publicity to this notification may be given among the staff.


(S.K. INDUSEKAR) 12/9/25
Consultant (Personnel)/C, M &E/HQ/MAS
for Principal Chief Personnel Officer

Encl: Annexure I, II, III IV & V.

Copy to: PCPO, PCCM,
CCM/PS, CCM/PM, CCM/FM, CPO/Admn – for kind information.
GS/SRMU, GS/DREU, AISCSTREA, AIOBC Assn.
Ch.OS/Computer Section to upload the notification on Railnet.

Syllabus for the post of Senior Console Operator (PRS/UTS) in Level-7 &

Syllabus for the post of Console Operator (PRS/UTS) in Level-6

A. COACHING

1. Types of tickets in use on Indian Railways for unreserved and reserved classes of Journey, their indenting, stocking, issue and accounting.
2. Rules and conditions for defining Break of Journey.
3. Circular Tour Tickets: Issue, method of calculation of charges, period of validity & break journey rules.
4. Booking of Military Traffic: Different types of Military Warrants, concession certificates, eligibility for various ranks, rate of charge, method of raising & enforcing debits, dealing with Military Personnel found travelling irregularly and their break of journey rules, etc.
5. Rules regarding Refund of Unreserved Tickets, cancellation charges, etc.
6. Calculation of through distance and charging of fares for journey in two different classes.
7. Types of travel concessions, eligibility of persons and extent of concessions, Police Warrants/Joint Requisition.
8. Issue of Tickets from outstations & for journey commencing from and terminating at other than booking stations.
9. Luggage rules, booking, conveyance, delivery, unbooked luggage, free allowance and marginal allowance.

B. RESERVATIONS

1. Rules and procedures regarding reservation of accommodation in trains, maintenance of various reservation registers, basics of charting module, etc. and all matters concerning MMI.
2. Reservation quotas and their manner of operation including Emergency Quota, Outstation Quota, IMS Quotas, Ladies, Foreign Tourists and Defence Quotas.
3. Rules regarding reservation on passes, cancellation of such reservations and charges for such cancellations.
4. Rules regarding reservation and accommodation of Members of Parliament, their spouses and companions, Ex MPs, privileges conferred upon MPs, Ex MPs holding Identity-cum-Railway Passes.
5. Rules regarding issue of Indrail Passes and reservation procedure for booking on credit card and its accounting.
6. Distance restrictions on booking of passengers by nominating long distance trains.
7. Essentials of changing of a coach accommodation, adding extra coach, replacement of one class of coach with another in the reservation system.
8. Supervisory Privileges available on the PRS system and rules regarding the same.
9. Rules regarding Global, Internet Booking, Message handling system, Electronic Phone, Electronic Mail, etc.
10. IVR, TV Display, MIS Reports.

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11. Networking and connectivity of Passenger Reservation Centres on Indian Railways.
12. Essentials of maintenance contract relating to Passenger Reservation System, accounting & maintenance of hardware equipment and peripherals at various PRS centres.

C. ACCOUNTS

1. Maintenance of documents for both Manual Reservation and Computerised Reservation.
2. Preparation and submission of Coaching Balance Sheet.
3. Collection, custody, handling, accounting s& disposal of cash.

D. GENERAL

1. Knowledge of important Railway Junctions & connecting train timings.
2. Passenger Revenue Statistics pertaining to Southern Railway including Originating and Apportioned earnings.
3. Rail Travel Agencies – facilities given to them, requirements of the RTSA as per agreement.
4. Rules regarding Seniority of Railway servants.
5. Railway Servants (Hours of Work and Period of Rest) Rules, 2005.
6. Permanent Negotiating Machinery (PNM).
7. Basic working knowledge of computer and MS-Office.



Applicant from PRS Side

Southern Railway

Certificate of Experience

This is to certify that Ms./Shri/Smt _____ Emp.
No. _____ designation _____ station _____ has
_____ years of experience in Account Maintenance and _____ years of experience in
Charting Activities in the last 10 years as on the date of notification.

Signature of the Branch Officer with Seal

Name:

Designation:

Office & Station:

Date:


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Applicant from UTS Side

Southern Railway

Certificate of Experience

This is to certify that Ms./Shri/Smt _____ Emp.
No. _____ designation _____ station _____ has
_____ years of experience in UTS Account Management in the last 10 years as on the date
of notification.

Signature of the Branch Officer with Seal

Name:

Designation:

Office & Station:

Date:

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