Syllabus:

I. Office Procedure:
   a. Dak Handling
   b. Maintenance of files
   c. Record Keeping
   d. Maintenance of Statistics
   e. Budgeting

II. Writing Skills:
   a. Letter/DO Writing
   b. Notifications
   c. Note Writing
   d. Speaking Orders
   e. Report Writing

III. Award of works in Works Programme.

IV. Procedure for Stores Procurement.

V. Railway Organisational Structure.

VI. HRMS ,E-OFFICE

VII. UMID , IPAS

VIII. IGoT – Mission Karmayogi

IX. CPGRAMS and Grievance Redressal

X. Settlement – OPS, NPS, UPS, Family pension

XI. Railway Housing (Railway Quarters allotment) Policy.

XII. Uniform Policy.

XIII. Booking of Running Staff and non-running travelling staff.

XIV. Discipline & Appeal Rules.

XV. Trade Unions:
   a. Elections
   b. Facilities to Office bearers of recognized unions/Associations.
   c. Dealing with Unrecognised Unions/Associations.
   d. PNM
   e. FNM

XVI. Medical Examination and facilities available to Railway employees.

XVII. Audit and Accounts Narrative Report. Draft Paras and their disposal.

XVIII. Canons of Financial Propriety.

XIX. Classification of demands for grants.

XX. Man-Power Planning.
   a. Vacancy Bank Register.
   b. Creation of Posts.
   c. Bench Marking.
   d. Supernumerary Posts.
   e. Redeployment of surplus staff.

f. Crew Review

XXI. Pay and allowances.

XXII. Pass Rules.

XXIII. Leave Rules.

XXIV. Railway Pension Rules.

XXV. General Conditions of Service.

XXVI. Hours of Employment Regulations.

XXVII. Labour Laws

a. Industrial Disputes Act, 1947
b. Contract Labour (Regulation & Abolition) Act
c. Payment of Wages Act, 1936
d. Minimum Wages Act, 1948
e. Workmen Compensation Act, 1923
f. Code on Wages
g. Occupational Safety, Health & Working Conditions code
h. Code on Social Security
i. Industrial Relations Code
j. Shram Suvidha
k. EPFO
l. Shramik Kalyan
m. Gratuity Act
n. Maternity Benefit Act

XXVIII. Right to Information Act.

XXIX. Official Language Rules and Policy.