

NATIONAL CLASSIFICATION OF OCCUPATIONS

DIVISION-4

CLERKS

Clerks record, organise, store, compute and retrieve information related to the work in question, and perform a number of clerical duties especially in connection with money-handling operations, travel arrangements, requests for information, and appointments. Most occupations in this division require skills at second skill level.

41 OFFICE CLERKS

Office clerks record, organise, store and retrieve information related to the work in question and compute financial, statistical, and other numerical data.

411 SECRETARIES AND KEYBOARD-OPERATING CLERKS

Secretaries and keyboard-operating clerks record oral or written information on paper or in machine-readable form, operate bookkeeping and calculating machines, edit and transcribe correspondence and documents to conform to office standards, and perform other secretarial duties.

4111 STENOGRAPHERS AND TYPISTS

Stenographers and typists record oral or written matter in shorthand and, using typewriters, produce documents on paper.

4111.10 Stenographers; Steno-typist records dictations in shorthand and transcribe them in typewritten form. Takes dictation in shorthand. Transcribe dictated material from note book, using typewriter. Compares typed matter and submits them to superiors. May cut stencil on typewriter for use on duplicating machine.

4111.20 Reporter records in shorthand verbatim reports of meetings, conferences etc. and transcribes them into longhand using typewriter. Attends conferences, meetings or lectures or other proceedings and makes verbatim record in rapid shorthand. Transcribes shorthand notes into longhand by using typewriter. Checks transcribed matter with notes for accuracy and passes them to superiors. May attend law courts, legislative assemblies etc. to cover proceedings.

4111.30 Typist types from manuscripts, reports, statements statistical tables, etc. using typewriter. Receives material for typing. Adjusts paper and carbon on typewriter. Places material to be typed by

side of typewriter and types by operating key-board with fingers. Manipulates hand lever to change position of paper when line is typed. Removes typed papers. Compares typed matter with manuscript and makes corrections wherever necessary. Cuts stencils on typewriter for use in duplicating machine. Replaces ribbon of machine whenever necessary. Cleans and oils machine periodically. May take dictation in short or longhand. May type at oral dictation. May maintain record of work turned out. May maintain machine maintenance card.

4111.40 Braille Typist operates braille typewriter to transcribe reading matter for use by the blind: Reads copy and operates braille typewriter to emboss specially treated paper with various combinations of dots that characterize braille alphabet, using braille code form.

4111.90 Stenographers and Typists, Other include all other stenographers and typists not elsewhere classified.

4112 WORD-PROCESSOR AND RELATED OPERATORS

Word -processor and related operators type, edit, and print various documents using word-processing equipment, or send and receive messages and facsimiles by means of a Teleprinter, telex or similar machines.

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4112.10 Teleprinter Operator; Teletype Operator transmits and receives telegraphic messages to and from outside station by operating teleprinter or teletype machine (electrically operated machine having typewriter key-board for transmission and type-printing for receiving). Adjusts roll of paper on machine for typing. Starts machine and connects places for receiving or transmitting messages. Receives messages, reports or news items to be transmitted and places them on holding device of machine. Types messages to be transmitted by operating key board of Teleprinter Machine with fingers. Observes machine typing automatically in- coming messages on paper to detect mistakes, if any, and to tear off paper when message is complete. Rectifies mistakes from transmitting and by getting confirmation. Tears off typed paper from machine, sorts them out and sends them for delivery. Maintains record of time of receipt of messages, break-downs, repairs and number of messages received etc. May clean and oil machine.

4112.20 Computer Operator operates computer and peripheral equipment to process business, scientific, engineering, or other data, according to operating instructions. Enters commands, using keyboard of computer terminal, and presses buttons and flips switches on computer and peripheral equipment, such as tape drive, printer, data communications equipment, and plotter, to integrate and operate equipment, following operating instructions and schedule. Loads peripheral equipment with selected materials, such as tapes and printer paper for operating runs, or oversees loading of peripheral equipment by peripheral equipment operators. Enters commands to clear computer system and start operation, using keyboard of computer terminal. Observes peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage. Enters commands to correct error or stoppage and resume operations. Notifies supervisor of errors or equipment stoppage. Clears equipment at end of operating run and reviews schedule to determine next assignment. Records problems which occurred, such as down time, and actions taken. May answer telephone calls to assist computer users encountering problem. May

assist workers in classifying, cataloguing, and maintaining tapes.

4112.90 Word -processor and Related Operators, other include all others who type, edit, and print various documents using word-processing equipment not elsewhere classified.

4113 DATA ENTRY OPERATORS

Data entry operators enter numerical and other data in to electronic equipment for processing and transmission, or enter data on cards and tapes, using punching machines.

4113.10 Key Punch Operator; Card Punching Machine Operator; Card Punch Operator operates mechanical or electrically operated punching machine to record data on cards by punching holes in different columns according to pre-determined pattern. Receives manuscripts containing statistical and accounting data. Inserts blank card in machine and rapidly depresses selected keys of machine to punch holes in card to represent required data contained in manuscript. Removes punched card from machine. Maintains and oils machine. Maintains record work completed. May operate verifying machine to verify punched cards. May operate sorting or tabulating machine.

4113.20 Verifying Machine Operator operates verifying machine to verify accuracy of data recorded on cards previously punched by Card Punching Machine Operator. Collects punched cards and primary records to be verified. Places punched card in machine and depresses selected keys of machine in same manner, sequence and code used by Card Punching Machine Operator. Detects incorrect punched cards when machine automatically stops functioning. Removes incorrectly punched card from machine, and returns along with related records to Card Punching Machine Operator for re-punching. Maintains record of number of mistakes detected. Passes correctly punched and verified cards to Sorter Operator for sorting. May punch new card in place of wrongly punched cards using key punch machine. May operate sorting machine.

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4113.30 Machine Supervisor, Data Processing; Machine Superintendent, Data Processing supervises and co-ordinates day-to-day work of machine section, gives detailed instructions for different tabulation tasks and ensures proper functioning of machines by test checking. Receives bills, vouchers, premium notices receipts expenditure statement, statistical returns, etc. for tabulation done. Tests machines to ensure correct performance. Allocates work to different machine operators for punching, verifying, sorting and tabulating data. Supervises and co-ordinates work of operators. Maintains stock of cards and other items. Maintains production charts and machine registers to record break down and other details. Gets machines overhauled and repaired periodically. Examines bills for hire and repair of machines. May do partial checking of work of operators. May assist Tabulating Machine Operator in wiring panel board. May be designated as PUNCH ROOM SUPERVISOR if engaged in co-ordinating and supervising work of Key Punch Operators only.

4113.35 Data Entry Operator operates keyboard or other data entry device to enter data into computer or onto magnetic tape or disk for subsequent entry: Enters alphabetic, numeric, or symbolic data from source documents into computer, using data entry device, such as keyboard or optical scanner, and following format displayed on screen. Compares data entered with source documents, or re-enters data in verification format on screen to detect errors. Deletes incorrectly entered data, and re-enters correct data. May compile, sort, and verify accuracy of data to be entered. May keep record of work completed.

4113.40 Sorting Machine Operator; Punch Card Sorting Machine Operator operates power-driven sorting machine to sort punched cards into specified groups and sequences. Receives punched cards and instructions regarding sequences in which punched cards are to be sorted. Sets machine by setting sorting brush on required column to select cards in required sequence. Feeds punched cards in feed hopper of machine. Starts machine and watches operation to ensure that each card passes under sorting brush where cards of various

sequences or groups are divided, and carried by conveyor system to collecting pockets. Removes jammed cards from machine. Checks by needle or visually whether cards have been sorted correctly. Collects sorted cards from different pockets and delivers them for tabulating. May clean machine. May operate punching, verifying or tabulating machines.

4113.50 Coding Machine Operator tends coding machine to print identification codes on material, such as wire, tape and plastic tubing. Installs specified type, code letters and symbols in machine mandrel, using tweezers. Moves controls to regulate pressure of stamping die and heating device on mandrel. Starts machine and inserts end of material between feed rollers of machine. Coils and ties printed material with code and stacks it on rack. May operate machine equipped with reel-feeding mechanism, electronic or mechanical counters, and automatic wire cutting and stripping devices.

4113.60 Tabulating Machine Operator sets up and operates electrical tabulating machine to compute and record in typed form results or arithmetical calculations of data represented by perforation on tabulation cards. Receives punched cards and instructions regarding type of information and manner of presentation of data required. Places punched cards in feed hopper of machine. Adjusts machine for necessary margin, column spacing, etc. Inserts prewired control panel and starts machine. Observes flow of punched cards through machine, and printing of data in proper spaces of printout roll. Removes jammed cards from machine. Replaces print-out rolls when exhausted. Removes and files punched cards after processing. Reports defective operation of machine. May operate punching, verifying and sorting machines.

4113.65 Duplicating Machine Operator; Cyclostyle Machine Operator sets and operates hand or electrically operated duplicating or cyclostyling machine for reproducing cyclostyled copies of type written or hand written matter. Fastens stencil to cylinder of duplicating machine by placing perforated top end of stencil into identically fixed nails on top of cylinder and

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spreads stencil paper gently by hand over silk skin. Applies duplicating ink over rollers. Rotates cylinder for spreading ink uniformly over rollers and silk skin. Loads and adjusts duplicating paper at feeding end. Makes necessary adjustments and starts machine. Checks impressions on duplicate copies for clarity and uniformity. Makes necessary adjustments and starts machine. Checks impressions on duplicate copies for clarity and uniformity. Makes necessary adjustments when required. Reports defects in working of machine if necessary to superiors. May oil and clean machine. May maintain record of work turned out and number of copies taken. May keep stock of duplicating paper, ink paste, brushes etc. and record of supply, repairs, servicing etc.

4113.70 Embossing Machine Operator (Clerical) operates power driven machine to emboss names, addresses and other details in metal plates. Receives subject matter to be embossed. Places metal plate in holder of machine. Sets desired character or letter in correct position and presses footpedal to lower dye and emboss character or letter on plate giving necessary spacing, etc. Collects embossed plates and stores them in racks in serial order. Supplies embossed plates to Addressing Machines Operator. May operate addressing machine and print addresses on envelopes, documents, etc. May oil and clean machine.

4113.80 Addressing Machine Operator operates electrically driven machine which automatically prints names, addresses etc on envelopes, documents, forms, etc. Loads magazine of machine with required number of embossed metal plates to effect printing. Adjusts levers to set speed of machine and number of copies required for each plate. Places stock of form, envelopes and other documents to be printed on table of machine. Starts machine to automatically release embossed plate to correct position for printing. Removes printed material from machine and stocks them separately. Ensures clear and accurate printing on documents, forms, etc. Ejects metal plate at delivery end into tray after printing. Changes ribbon of machine periodically to effect clear impressions. Stocks embossed plates in special racks. Oils and cleans machine. May operate embossing machine.

4113.90 Data Entry Operators, other include all other operators engaged in entry of data in to electronic equipment for processing and transmission, or enter data on cards and tapes, using punching machines not elsewhere classified.

4114 Computing Machine Operators

Computing machine operators operate bookkeeping and computing machines.

4114.10 Computer scrutinizes, processes and compiles statistical data received from different sources by using tabulating or calculating machines. Receives statistical data from field units, offices, individual reports and other sources and checks them for correctness. Calculates averages, totals, percentages, etc. manually or through electrically operated machines and prepares aggregate totals, or group percentages. Checks and ensures that data compiled is accurate. Cleans and maintains machines in working order. May answer correspondence relating to his subject. May refer errors or omissions to field units for correction.

4114.20 Calculating Machine Operator; accounting Machine Operator sets and operates manual or electrically operated accounting machine to do arithmetical calculations. Receives manuscripts or copies containing entries to be posted on ledger cards, lists to be prepared and totals to be given. Sets machine by manipulating lever to make adjustments for margin, column spacing, etc. Inserts paper or form into feed roll of machine and places carbon paper over it if more copies are required. Places ledger card over inserted paper or form with carbon paper by pushing card inside feed roll mechanism. Operates key board of machine by pressing keys of appropriate words and figures as per manuscript and ensures correct recording. Types column and group totals at end of page as recorded in machine. Checks entries and makes any needed corrections. Copies and posts data manually if machine is out of order. May operate machine to calculate square root. May oil and clean machine.

4114.30 Book Keeping Machine Operator operates book -keeping machine for calculating and recording business

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transactions of institution. Receives data for calculation to be made. Inserts blank paper or accounting form into machine. Depresses keys of keyboard of machine to record data and to calculate and record net amount due, amount collected, total, etc. May perform general clerical duties. May count words to be telegraphed and determine value of postal stamp to be affixed on telegram forms if engaged in telegraph office.

4114.40 Bill Processing Clerk operates machines that automatically perform mathematical processes, such as addition, subtraction, multiplication, and division, to calculate and record billing, accounting, statistical, and other numerical data. Duties include operating special billing machines to prepare statements, bills, and invoices, and operating bookkeeping machines to copy and post data, make computations, and compile records of transactions. Balance and reconciles batch control totals with source documents or computer listings in order to locate errors, encode correct amounts, or prepare correction records. Computes monies due on personal and real property, inventories, redemption payments and other amounts, applying specialised knowledge of tax rates, formulas, interest rates, and other relevant information. Computes payroll and retirement amounts, applying knowledge of payroll deductions, actuarial tables, disability factors, and survivor allowances. Encodes and adds amounts of transaction documents, such as checks or money orders, using encoding machines. Enters into machines all information needed for bill generation. Observes operation of sorters to locate documents that machines cannot read, and manually record amounts of these documents. Sends completed bills to billing clerks for information verification. Transcribes data from office records, using specified forms, billing machines, and transcribing machines.

4114.90 Computing Machine Operators, other include all other operators who operate bookkeeping and computing machines not elsewhere classified.

4115 SECRETARIES

Secretaries use typewriters or word-processing equipments to check and

transcribe correspondence and other documents, deal with incoming and outgoing mail, screen requests for meetings or appointments, record and screen leave and other staff entitlements, organise and supervise filing systems, and deal with routine correspondence on their initiative

4115.10 Private Secretary-cum-Stenographer; Personal Assistant takes dictation in shorthand and reproduces it on paper using typewriter and performs various other clerical duties to assist superiors. Takes dictations in shorthand and transcribes them using typewriter. Receives and opens mail and submits it to superiors for information and further action. Maintains diary to note time, date and place of meetings and other engagements for employer or superior. Reminds employer or superior of engagements and accompanies him if required. Attends to routine enquiries in person, writing or over phone. Receives visitors and arranges their interviews with superior. Keeps important and confidential records. May attend to routine correspondence on behalf of employer.

4115.20 Personal Secretary performs routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organising and maintaining paper and electronic files, or providing information to callers. Operates office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications. Answers telephones and give information to callers, take messages, or transfer calls to appropriate individuals. Greets visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs. Sets up and maintains paper and electronic filing systems for records, correspondence, and other material. Locates and attaches appropriate files to incoming correspondence requiring replies. Opens, reads, routes, and distributes incoming mail and other material, and prepares answers to routine letters. Completes forms in accordance with company procedures.

4115.30 Panchayat Secretary performs administrative and executive duties for execution of community development

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programmes entrusted by village panchayat. Assembles and prepares village people for extension of community work. Organises social welfare programmes and educational and co-operative activities. Gives guidance to field staff in improvement of rural communications and hygienic conditions. Makes arrangements for recovery of taxes and issues licenses and permits granted by Panchayat.

4115.90 Secretaries, other include secretaries who use typewriters or word-processing equipments to check and transcribe correspondence and other documents, deal with incoming and outgoing mail, and deal with routine correspondence on their own initiative not elsewhere classified.

412 NUMERICAL CLERKS

Numerical clerks obtain, compile and compute accounting, bookkeeping, statistical, financial and other numerical data, and take charge of cash transactions incidental to business matters.

4121 ACCOUNTING AND BOOK-KEEPING CLERKS

Accounting and bookkeeping clerks help with accounting and bookkeeping records and computations, wages and production costs computations as well as with cash payments.

4121.10 Book Keeper, General maintains up-to-date and systematic accounts of financial transactions of an institution in prescribed records. Receives bills, vouchers and other papers concerning cash transactions from institutions, verifies correctness of documents and posts relevant entries in records and ledgers. Checks entries, makes necessary calculations and balance books at regular intervals. Compiles periodical statements of extracts from ledgers to show total amount of receipts and expenditure of institution, profits earned or loss incurred, etc. Compiles list of outstanding dues for realization. Files various connected documents in proper order under appropriate heads. Assists Auditor in preparing balance sheets of company. Sends statement of accounts of customers

periodically. Attends to related correspondence in office. May use calculating machines. May help Cashier, General in preparing pay rolls of staff and workers and assist in disbursing payments to them.

4121.20 Accounts Clerk keeps day to day accounts for financial transactions and maintains various book-registers and records relating to them. Receives bills, vouchers and other documents concerning purchases, sale or articles etc. and checks accuracy. Prepares pay and allowances bills of staff for encashment and other sundry statements for records. Calculates income tax, Sales-tax, provident fund deductions etc. and enters in bills or pay rolls. Checks whether financial transactions of institution conform to prescribed financial rules and regulations. Tabulates and prepares periodical expenditure statements. May maintain provident fund accounts of staff showing monthly contributions, withdrawals, etc. May prepare balance sheets and annual budget statements for office or institution. May operate calculating machine. May type letters, statements, etc. May handle cash in office or institution. May perform duties of Ledger Clerk or Bookkeeper.

4121.30 Bank Clerk maintains various account books and documents in banks and attends to banking business relating to current accounts, savings bank accounts, fixed deposits, etc. Posts necessary entries as and when transactions take place in account books, to keep account up-to-date. Receives applications for loans, Advances, foreign exchange, etc., scrutinizes them for correctness and eligibility and forwards them to superiors for orders. Sorts out bills and cheques received, and sends them to concerned Ledger Clerks for posting necessary entries. Prepares demand drafts for amounts deposited with bank and puts them to superiors for signatures. Renders periodical statement of accounts to parties or clients. Attends to related correspondence. Prepares daily statement at close of day's work showing different transactions attended to. May use calculating machine for totaling of figures.

4121.40 Ledger Clerk; Ledger Keeper maintains record of financial transactions in

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ledgers of clients, by making necessary entries in respect of daily transactions. Receives checks, bills and drafts from customers at counter. Ascertains balance at credit from records. Makes relevant entries in ledger and submits them for payment order. Attends to customers' queries. Receives bills, cheques, vouchers, etc. from cash section for making necessary entries in clients' ledger account regarding credits or debits, balance at credit, etc. Prepares abstract statements from ledgers indicating day's transaction for tally by cash section. Calculates half yearly interest on customers' deposits and enters them in ledgers to make account up-to-date. Sends periodical statement of transactions made, opening and closing balances to customers for information. May operate calculating machines. May attend to routine correspondence.

4121.50 Audit Clerk assists Auditor in examining accounts and comparing vouchers, counterfoils, etc. with entries in cash book, ledger, pass-book, etc. concerning various financial or business transactions. Verifies entries of cash books, ledger accounts, stores register, etc. with supporting bill vouchers to ensure accuracy. Ensures that prior sanction from competent authority exists for all financial transactions of company or office. Checks and ensures that required certificates are recorded in cash and accounts registers. Brings out discrepancies to the notice of superiors. May use calculating or adding machines.

4121.60 Clerk, Cost Accounting assists Cost Accountant in calculating production or operational cost for use in framing estimates and preparing profit and loss statement. Receives various records from various sections to study cost of material, labour charges, cost of equipment used, overhead charges, etc. Works out cost per unit and for whole operation giving total expenditure incurred, number of items produced, etc. to enable superior officers to fix selling price, and also to determine profit and loss position of concerns. Presents tabulated data in prescribed form or manner to superiors. May operate calculating machine.

4121.70 Bill and Account Collector locates and notify customers of delinquent accounts

by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account; preparing statements to credit department if customer fails to respond; initiating repossession proceedings or service disconnection; keeping records of collection and status of accounts. Receives payments and posts amounts paid to customer accounts. Locates and monitors overdue accounts, using computers and a variety of automated systems. Records information about financial status of customers and status of collection efforts. Confers with customers by telephone or in person to determine reasons for overdue payments and to review the terms of sales, service, or credit contracts. Advises customers of necessary actions and strategies for debt repayment. Persuades customers to pay amounts due on credit accounts, damage claims, or nonpayable checks, or to return merchandise. Sorts and files correspondence, and performs miscellaneous clerical duties such as answering correspondence and writing reports. Performs various administrative functions for assigned accounts, such as recording address changes and purging the records of deceased customers. Arranges for debt repayment or establish repayment schedules, based on customers' financial situations.

4121.90 Accounting and Bookkeeping Clerks, other include clerks who help with accounting and bookkeeping records and computations not elsewhere classified.

4122 STATISTICAL AND FINANCIAL CLERKS

Statistical and financial clerks obtain, compile and compute statistical or actuarial data or perform clerical tasks relating to the transactions of a bank and other financial establishments.

4122.10 Statistical Clerk tabulates data and computes statistics for use in statistical studies, using calculator and adding machine: Compiles statistics from source materials, such as production and sales records, quality control and test records, personnel records, timesheets, survey sheets, and questionnaires. Assembles and classifies statistics, following prescribed clerk

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Compiles procedures. Computes statistical data according to formulas, using calculator. May compile and compute statistics, using computer. May verify authenticity of source material.

4122.90 Statistical and Financial Clerks, Other include workers who obtain, compile and compute statistical or actuarial data or perform clerical tasks relating to the transactions of a bank and other financial establishments not elsewhere classified.

413 MATERIAL RECORDING AND TRANSPORT CLERKS

Material recording and transport clerks keep records of goods produced, purchased, stocked, dispatched, and of materials needed at specified production dates, or keep records of operational aspects and coordinate the timing of passenger and freight transport.

4131 STOCK CLERKS

Stock clerks maintain records of goods produced and production materials received, weighed, issued, dispatched or put in to stock.

4131.10 Store Keeper; Store Clerk Godown Keeper; Warehouse-man receives stores and issues various types of goods, tools, equipment raw materials etc., and maintains record of each item. Checks incoming supplies against orders, bills or vouchers, identifies, weighs or measures and examines various items to ensure correct supply. Affixes or ties identity slips to items giving code numbers or marks. Enters details of goods received in stock registers. Maintains bin cards for each item indicating stock in hand. Ensures proper storing and preservation of goods. Issues stock on demand making necessary entries in registers and bin cards. Exercises physical check of stores periodically and tallies with stock registers. Renders to superiors periodical statements and reports showing position and condition of stocks. Makes requisition for replacement and further supply under advice of superiors. Supervises work of subordinates engaged in lifting goods.

4131.20 Stores Distributor receives material from godown for delivery to

indentors and receives returnable stores from consumers and return them to godown. Receives equipment, apparatus, tools, raw materials and other items of store, etc. from godown for delivery to consumers and checks each item with voucher entries. Issues to consumers indented articles of stores after counting or weighing each item. Collects from sections or authorised workers, store items such as tools, plant or other equipment for reconditioning, replacement or deposit in stores. Makes out lists of items received and delivers them to Store Keeper against acknowledgement. Maintains prescribed records indicating nature of materials received and issued. Sends periodical reports to superiors.

4131.30 Stock Verifier; checks all items of stores tools, equipment, plants, etc. and verifies them with entries in records. Visits godowns, ware-houses situated in different places. Checks registers maintained at stores or godowns to find out balance of stock in hand on day of inspection. Counts physically various items of stores, tools, equipments, plants, etc. to tally with stock registers. Ensures that precautionary measures were observed in storing different items. Ensures that methods followed in receipt and issue of stores, indent of stores, maintenance of records, etc. are according to instructions. Prepares inspection reports and submits to superiors pointing out shortages and damages of items and suggesting precautionary measures.

4131.90 Stock Clerks, other include clerks who maintain records of goods produced and production materials received, weighed, issued, dispatched or put in to stock not elsewhere classified.

4132 PRODUCTION CLERKS

Production clerks compute quantities of materials required at specified dates for the production programme and prepare and check production operation schedules.

4133 TRANSPORT CLERKS

Transport clerks keep records and operational aspects and coordinate the timing of train, road and air passenger and freight

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transport, and prepare reports for management.

4133.10 Yard Master, Railway supervises breakup of incoming goods trains in railway yard, marshalling of new trains from relocated wagons, and expeditious movement out of yard of newly formed trains. Makes arrangements for reception and despatch of goods train into and from goods yard, after ensuring that points are correctly set and locked and line is clear. Checks incoming wagons so that they are properly labelled, seals are intact, and identification numbers are correctly recorded by clerk. Directs placement and removal of damaged stock and wagons from sick line. Sorts out wagons according to destination and ensures that Shunter forms goods trains as per marshalling order. Ensures that wagons containing fresh fruits and live stock are moved quickly. Keeps record of arrival and departure times of goods trains, detention of wagons, time taken for shunting and movement of rolling stock. Supervises weighing of wagon loads on weigh bridge. Informs Section Controller position of wagons in yard and readiness of goods train. May substitute for any of his subordinates when necessary. May perform duties of Station Master when required.

4133.20 Head Train Recorder; Head Number Taker; Head Trains Clerk supervises work of Trains Clerk engaged in recording movement of incoming and outgoing passenger coaches, empty or loaded goods wagons and stationary stock in yard. Ensures that Trains Clerk attends to incoming or outgoing trains and records time of arrival and departure of trains, and numbers of coaches to Section Controller and checks each loaded wagon to ensure that they are properly leveled and rivetted. Checks statement of movement of rolling stock to find out detention and cause thereof. Suggests remedial measures for quick movement of wagons.

4133.27 Traffic Regulator, Tram regulates tram traffic at important junctions by adding short trips and delaying or speeding up services. Marks time of arrival, and departure of tramcars and records name or number of Driver and Conductor. Records destination, trip mileage, or irregular

running, etc. on mileage card and writes opening ticket number of first ticket sold (to indicate number of tickets sold on previous trip) and time of arrival, departure and destination of trip on conductor's ticket memo. Compensates for irregular running of tram cars by arranging short-trips and delaying or speeding up services. Keeps change for distribution to Conductors to facilitate sale of tickets. Takes charge of lost items handed over by Conductors and Drivers and forwards them to Depot Starter. Maintains record of tickets. May keep relief register of Drivers and Conductors.

4133.30 Controller, Tram controls and supervises operation of tram services. Visits depot at beginning and end of duty to supervise turn out and stabling of trams. Checks attendance of supervisory and line staff, arranges substitutes for absentees and forwards statement of attendance to time-keeping department. Ensures running of tram cars according to schedule. Receives information on road traffic and takes measures to ensure smooth service. Rushes to break-down points and clears line with help of break down vans, if necessary. Visits heavy loading points during peak hours and arranges to clear traffic by adding additional tram cars or diverting service from one route to another. Makes suggestions to Divisional Heads for improvement and extension of tram services. May drive tram car in emergency.

4133.40 Traffic Time Table Inspector, Tram prepares schedules for running of trams, allocation of duties to staff and ensures their implementation. Examines old schedules, complaints or suggestions received for deficiencies in working, need for introducing more trams or curtailing service on to less important routes. Recommends changes in schedules indicating changes in routes and number of trams plied on them. Prepares revised duty charts for running staff and compiles mileage and fare tables. Attends to enquiries from public in connection with timings, fares, etc.

4133.90 Transport Clerks, other include clerks who keep records and operational aspects and coordinate the timing of train, road and air passenger and freight transport not elsewhere classified.

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414 LIBRARY, MAIL AND RELATED CLERKS

Library, mail and related clerks perform clerical duties in libraries and post offices, file documents, prepare data for processing, check material for printing and write on behalf of illiterate persons.

4141 LIBRARY AND FILING CLERKS

Library and filing clerks maintain library services or perform duties related to the filing and classification of records.

4141.10 Library Clerk; Library Assistant compiles records, sorts and shelves books, and issues and receives library materials, such as books, periodicals, films, news papers, etc., Records identifying data and due date on cards by hand or stamping machine to issue books to patrons. Inspects returned books for damage, verifies due date, and computes and receives overdue fines. Reviews records to compile list of overdue books and issues notices to borrowers. Sorts books, publications, and other items according to classification code and returns them to shelves, files or other designated storage area. Locates books and publications for patrons. Issues borrower's identification card according to established procedures. Files cards in catalogue drawers according to prescribed system. Repairs books, using mending tape and paste and brush. Answers inquiries of non-professional nature on telephone or in person and refers persons requiring professional assistance to Librarian. May type material cards, issue cards and duty schedules. May be designated according to type and branch of library in which worked or tasks performed.

4141.20 Braille-and-Talking Books Clerk prepares braille and talking books for mailing to blind library patrons and receives books returned by patrons: Stamps issue date on book card to maintain record of location of borrowed books. Stamps due date on issue card and inserts card and returns mailing label in book pocket. Places books in mailing container and affixes address label to container, securing container with straps for mailing. Receives and examines returned books for damage, such as torn paper and

scratched record surfaces. Stamps return date on book card. Shelves returned books alphabetically by author's name or by title.

4141.30 Preservation Assistant, Archives; maintains archival records in good and usable condition by air-cleaning, fumigating and repairing of damaged records. Collects books and records for arranging them in special racks. Coats racks with chemical solution such as creosot, cresol, etc. to keep away insets, pests and moth. Sorts out books and records according to subject. Arranges records horizontally on shelves or specially built racks to prevent sagging and to eliminate strain on backings. Ties files or loose records between boards. Dusts shelves regularly by hand or by vacuum cleaner. Keeps place airy by opening windows frequently. Examines records periodically and removes damaged records for mending. Fumigates damaged records by placing them in loose form in special airtight boxes containing chemical crystals (dichlor benzene) to destroy insects, pests and larvae. May issue records. May mend damaged records and apply leather preservative mixture to leather bound volumes.

4141.90 Library and Filing Clerks, other maintain library services or perform duties related to the filing and classification of records not elsewhere classified.

4142 MAIL CARRIERS AND SORTING CLERKS

Mail carriers and sorting clerks perform sorting, recording, delivery and other duties in connection with mail services from post offices or related organisations, as well as from or within an establishment.

4142.10 Overseer, Postmen, Head Postman assigns and supervises work of Postmen. Ensures punctuality of staff and delivery of mail promptly and to correct addresses. Investigates complaints against Postmen, reports cases of fraud and misappropriation to higher authorities.

4142.15 Inspector, Telegraph Messengers; Telegraph Master Messengers supervises work of Telegraph Messengers, allocates duties and checks delivery slips to ensure speedy delivery of telegraphic messages.

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Assigns duties and area of work to Telegraph Messengers. Checks delivery slips to ensure prompt delivery of messages to addressees. Checks and traces location of addressees in case of incomplete address and non-delivery of messages. May conduct test-checks of selected addresses to ascertain prompt and correct delivery of messages. May investigate minor complaints.

4142.20 Supervisor, Telephone; Engineering Supervisor Phone (Traffic) supervises performance of Telephone Operators, Monitors, Telephone and ensure quick disposal of traffic and proper maintenance of all telephone equipment. Checks flow of traffic and quick disposal of transit, inward and outward tickets and maintains discipline in switch-room. Checks Interruption Register to determine delay in traffic, dislocation of lines and period of dislocation. Supervises installation and maintenance of telephone exchange equipment and controls technical staff such as Telephone Operators, Monitors, Telephone. May be designated as Engineering Supervisor, Trunks if engaged in Trunk Telephone exchange. May settle traffic disputes.

4142.25 Monitor, Telephone supervises and ensures efficient operation of allotted section of telephone exchange. Allocates duties to Telephone Operators within section. Checks traffic on lines, periodically. Times and signs transit inward and outward tickets. Assists Telephone Operators in putting through built-up calls, checks and verifies defective traffic and records dislocations in Interruption Register. Informs appropriate authority for detection of fault and its rectification inside exchange. Receives subscribers' complaints and takes remedial action. Is responsible for safe custody of call tickets, their disposal and rendition of statement.

4142.30 Supervisor, Wireless supervises work and progress of Wireless Operators and ensures efficient operation of wireless station. Controls and coordinates utilization of personnel, and checks efficiency in receiving and transmitting messages to minimise delays. Test -checks wireless equipment for location and removal of defects and supervises maintenance and

repairs of equipment. Records details of breakdown, and maintains liaison with operating agencies, to remove causes of complaints.

4142.35 Head Light-Keeper controls and supervises working of light-houses under his charge and arranges for supply of provisions, stores, etc. to units as required. Prepares and maintains duty-roster of Light-Keepers and assigns work accordingly. Checks proper functioning of light-houses daily and supplies meteorological data to controlling authorities. Provides required stores and equipment for replacement. Ensures proper maintenance of all equipment and apparatus and sees that lens, lantern panes, etc. are cleaned daily by Light-Keeper. Keeps watch on movement of ship in adjacent areas. May perform duties of Light-Keeper, Light-houses. May provide necessary assistance to vessels in distress.

4142.40 Mail Guard, R.M.S. Mail Agent R.M.S. takes custody of mail bags, parcels, etc. from local mail vans and in-coming trains carrying mail at Railway Station and delivers them for onward despatch. Checks seals, labels for any tampering, prepares mail list of bags, parcels etc. to be transferred and obtains signatures of recipient. Reports irregularities concerning mail to superior officers. May perform other duties such as receipt, sorting and despatch of mailed articles in RMS office at Railway Stations. May travel in train to collect and deliver mail bags at intermediate station.

4142.45 Postman collects dak, parcels, registered and insured covers, V.P. articles, money orders etc., from post office and delivers them to addressees residing in his allocated area. Collects letters, registered covers, money orders, registered and unregistered parcels, V.P. articles, etc., from post office against receipt to deliver them to addressees. Keeps record of important letters, articles in register maintained by him. Sorts them according to street and house numbers. Plans route and arranges dak and articles accordingly. Delivers ordinary dak at respective addressees and registered letters, money orders, V.P. articles to addressee are doubtful. Receives and records payment of bearing or under paid letters and V.P. articles. Deposits

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acknowledgement receipts, money collected and undelivered articles in post office. May collect mail from letterboxes. May sort out incoming mail for distribution to postmen. May supply money order and acknowledgement forms to public on request.

4142.47 Village Postman collects letters, parcels, registered and insured covers, telegraphic and ordinary money orders, V. P. articles, etc., from post office and delivers them to addressees in villages. Collects dak such as letters, money orders, parcels, registered and insured letters etc. of his beat from post office against receipt. Checks and sorts them according to villages and enters them in his book. Arranges dak according to route for delivery. Delivers ordinary mail at addressees given and important dak such as registered letters, money orders, parcels, etc. to addressees, after obtaining acknowledgements or receipts from them. Takes signatures of witnesses for payment of money order when identity of addressee is not known or doubtful. Receives postal charges and maintains records of payment received for bearing or underpaid letters and V. P. articles. Deposits acknowledgement receipts, money collected and undelivered articles in post office. Collects mail from letter boxes and delivers them to post office. Carries postage stamps of limited value and sells them in villages of Authorised by postal authorities. Deposits sale proceeds in post office on return. Supplies money order forms, acknowledgement slips and other postal forms to villagers on visit. May accept registered letters for posting and issue receipts.

4142.90 Mail Carriers and Sorting Clerks, other include those clerks who perform sorting, recording, delivery and other duties in connection with mail services from post offices or related organisations not elsewhere classified.

4143 CODING, PROOF-READING, AND RELATED CLERKS

Coding, proof-reading, and related clerks convert information in to codes, verify and correct proofs, and perform a number of miscellaneous clerical duties.

4143.10 Coding Clerk converts routine items of information obtained from records into codes for processing by data typing or key punch units, using predetermined coding systems. Records alphabetic, alphanumeric, or numeric codes in prescribed sequence manually on work sheet or margin on source document for transfer to punch cards or machine input tape. May classify material when classification is not readily discernible. May be designated according to trade name of computer system such as Coder, I.B.M.; Coder, Census, etc.

4143.20 Proof Reader compares proof with manuscript as read out by **Copy Holder**, makes correction of errors, omissions, etc. in composing of proof, using standard symbols. May also mark or even correct mistakes in spelling, grammar etc. in manuscript.

4143.90 Coding, Proof-Reading, and Related Clerks, other include clerks who convert information in to codes, verify and correct proofs, and perform a number of miscellaneous clerical duties not elsewhere classified.

4144 SCRIBES AND RELATED CLERKS

Scribes and related clerks write letters and complete forms on behalf of literate and illiterate persons.

4144.10 Braille Transcriber, Hand braille coder transcribes reading matter into braille for use by the blind, using hand stylus: Reads copy and manipulates hand stylus to emboss special paper with various combinations of dots that characterize braille alphabet, using braille code form.

4144.90 Scribes and Related Clerks, other write letters and complete forms on behalf of literate and illiterate persons not elsewhere classified.

419 OTHER OFFICE CLERKS

Other office clerks perform a wide range of general clerical duties, mostly connected with the keeping of various office records.

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4190 OTHER OFFICE CLERKS

Other office clerks perform a wide range of general clerical duties, mostly connected with the keeping of various office records.

4190.10 Clerk, General performs variety of clerical duties such as maintenance of records, receipt and dispatch of dak, routine correspondence, tabulating data, preparing production schedules, wage bills, and insurance and provident fund accounts, keeping record of issue and receipt of library books, maintaining record of incoming and outgoing railway wagons and carriages, booking and delivering of goods, maintaining auction accounts, calculating and releasing octroi, attending to clerical duties of court, allocating and supervising work of process serving staff, receiving applications for granting arms licences, doing clerical work for legal practitioner, copying and comparison work, etc. May do his own typing. May operate office computing and accounting machine. Is designated according to nature of duties performed such as:-

Record Clerk/Record Keeper/Record Supplier if engaged on receipt, issue and maintenance of record.

Diarist/Receipt Clerk /Dispatch Clerk if engaged on receipt and dispatch of dak.

Correspondence Clerk if engaged in dealing with correspondence from individuals, customers, offices etc.

Personnel Clerk if attends to clerical work regarding recruitment, employment and service condition of personnel employed.

Production Clerk/Progress Clerk if engaged on preparation of production schedule based on time and operations involved in various stages of production.

Wages Clerk if engaged on calculation, preparation of pay bills or wage sheets based on workers' attendance and terms of employment.

Insurance Clerk If engaged on performing routing clerical tasks, connected with transaction of life, fire, automobile or other type of insurance.

Provident Fund Clerk if engaged on maintenance of provident fund accounts.

Postal Clerk if engaged on performing various clerical tasks in post office such as accepting money for money orders or saving bank deposits, receiving parcels, insured and registered letters.

Telegraph Clerk if engaged in performing various tasks in receiving and transmitting telegrams.

Trains Clerk (Railway) if engaged in keeping records wagons or carriages(their number and capacity) coming in and going out of railway station.

Weighing Clerk if engaged in weighing goods and articles received or issued on weighing machine and maintains relevant clerical records.

Commercial Clerk(Transport)/ Goods Clerk, Parcel Clerk, Freight Clerk if attends to booking and delivery of goods by rail, road, water or air routes.

Auction Clerk if engaged in maintaining records of auction transactions.

Octroi Clerk if engaged in calculating and realising octroi duty, terminal or toll-tax on listed goods entering municipal limits.

Administrative Clerk, Court/Nazir Court if engaged in allocating and supervising work of process serving staff and realization of fines and dues imposed by court.

Arms Clerk if engaged in receiving applications for granting arms' licences, their renewals etc.

Copyist if engaged in preparing copies of document by hand or by typewriter.

Lawyer's Clerk ; Munshi if engaged in performing clerical work for legal practitioner.

Examiner Court if engaged in comparing hand-written or typed matter from original documents.

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4190.20 Clerk, Inquiry; Information Clerk attends to inquiries made personally, on phone or by post and gives required information either by personal knowledge or after consulting relevant record or official concerned. Exhibits at inquiry counter publicity material and other notices for public. Supplies required information to enquiries made personally, on telephone or by post either through personal knowledge or by consulting books or other relevant records of official concerned. Maintains record of enquiries. Directs visitors to official concerned. May operate telephone switch Board.

4190.25 Publicity Assistant prepares publicity materials for Government, business or other institutions and conducts visitors in information centre to popularise their products or achievements. Scrutinises newspapers and magazines and collects news and views relating to his employer's institution. Prepares press releases, feature articles, pamphlets, folders leaflets etc. for distribution to press and public. Sends prepared materials to Publicity Officer for approval. Arranges display of publicity posters or erection of hoardings at important public places. Receives visitors at information centre or exhibition and explains to them charts, models and other exhibits displayed. May attend to clerical work.

4190.30 Copyright Clerk examines script of radio and television musical programmes prior to broadcasting to ascertain that permission has been secured for use of copyrighted materials. Investigates musical compositions as to author, owner, and publisher to verify that license has been granted to company to use programmed material and to arrange for payment to copyright owner. Examines musical arrangements to determine whether they constitute an infringement on other copyrighted arrangements.

4190.35 Copy Holder reads manuscript aloud to Proof Reader to enable him to make corrections in proof. Uses prescribed technical terminology to indicate capital letters, italics, punctuation's, paragraph divisions etc.

4190.40 Patwari Lekhpal; Adhikari; Talathi maintains maps, records and registers of fields and crops of cultivators. Obtains survey maps, area by area, from land revenue department and maintains records and registers of ownership lease, area, taxes and other details of each plot. Prepares reports regarding crop conditions and financial circumstances of cultivators for loans, remissions, etc. Keeps record of important events in daily life of villagers in his range. May prepare electoral rolls and perform any other duty assigned to him such as collecting of land revenues, arranging seed and fertilizer distribution etc.

4190.50 Patrol, Irrigation assesses canal dues and prevents unauthorised use of canal water within his beat. Collects details of irrigation facilities to be accorded to cultivators and opens lock gate to allow canal water to flow into plots of lands according, to schedules or payments made. Cuts off water supply after authorised flow and assesses canal dues to be paid. Patrols canal area within his beat to check unauthorised use of canal waters and reports such cases to appropriate authority. Maintains registers of water supplied and other details.

4190.55 Bailiff attaches properties under orders of court of law. Receives attachment from court. Visits site of property to be attached. Arranges for publicity by beat of drum or otherwise, collects responsible witnesses of locality in whose presence attachment proceedings are conducted or inventory of attached property made. Accepts cash in lieu of attachment of moveable and immovable property if such provision is made in court's order. Executes decrees, realises fines and dues passed by court and auctions property. Deposits realised amount in court and submits report detailing cases of defaults.

4190.60 Time Keeper keeps day to day attendance of workers employed in establishment, institution or factory showing time of arrival and departure. Gets gate of factory opened at prescribed time to allow workers to go in for work. Arranges worker's time cards or tokens on special racks near automatic time punching clock or collection box. Observes workers collecting, punching

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-clock and depositing them in collection boxes. Collects all time-cards and marks their attendance. Prepares periodical statements, absentee statements and muster rolls of workers, indicating total number of hours worked per day, week or month. Sends prepared muster roll to wage section for computing total wages earned. Supervises collection of gate passes, at gate to permit workers going out earlier than usual time and keeps record of such passes. Attends to enquires of visitors. Issues passes or entry and directs them to section or officer concerned. Maintains visitors' book indicating visitor's name, purpose, time of arrival and departure. May issue tokens to individual worker. May assist wage office in preparation and distribution of pay packets to workers. May use calculating machine or computation table.

4190.70 Time-Keeper; Starter; Vehicle Time Recorder,(Motor Transport) keeps daily record of arrival and departure of buses at bus stations or terminus. Regulates running of buses to time schedule. Records serial number of tickets blocks on bus-conductors way bill at start and end of each journey. Informs superior officers about heavy rush of traffic necessitating diversion of buses or running of extra buses. Attends to enquiries from public about timings, fare, etc. Marks attendance of Bus Drivers and Bus Conductors, allots them duties and arranges for relief crew in place of absentees. Reports to supervisors, cases of gross irregularities and malpractices. May take charge of lost property handed over by Bus Conductors.

4190.80 Office Machine Operator sets and operate various types of office machines. Receive requisitions and execute orders such as printing, duplicating, etc. Keep record of stock and machineries. Supervises the staff posted under him.

4190.90 Clerical Workers, Other perform variety of clerical duties or other tasks incidental to such duties in office, establishment or organisation and include those not elsewhere classified.

42 CUSTOMER SERVICES CLERKS

Customer services clerks deal directly with clients in connection with money-handling operations, travel arrangements, requests for information, appointments, and by operating telephone switchboards.

421 CASHIERS, TELLERS AND RELATED CLERKS

Cashier, Tellers and related clerks perform money-handling operations in stores and other establishments, including those related to pawning and debt collecting.

4211 CASHIERS AND TICKET CLERKS

Cashiers and ticket clerks receive, directly from clients, payments for goods or services bought in establishments such as stores and ticket offices, or they pay out cash in banks and related organisations.

4211.10 Cashier, General makes and receives payments and maintains record of cash transaction in Bank, office or Commercial and Industrial establishments. Receives cash remittances from customers. Counts cash and examines currency notes and coins to detect counterfeit ones. Makes entries in receipt registers, initials vouchers and passes them to superiors for signature. Receives passed cheques, bills, vouchers etc., and makes payment to parties after making entries in register. Maintains Cash Book and other Account Registers and prepares statement of monetary transaction of receipt and payment made during day. Verifies statement of account from other daily records of actual receipt and payment. Draws or deposits money in treasuries or banks. Receives foreign currency and makes payment in local currencies to clients. Keeps cash and other valuables in strong rooms or vaults for safe custody. Renders periodical report on cash transactions to superiors. Makes payment of wages and salaries to staff against acquaintance rolls, pay bills etc. May check various cash registers of Shroff to scrutinize accounts. May supervise work of Shroffs, Money Testers and Bill Collector. May assist Accountant in preparation of budgets, balance sheets, etc. May operate calculating machines.

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4211.20 Cashier, Bank; Shroff receives and makes payment in bank to customers against pay-in slips, withdrawal slips, cheques, bills, drafts, vouchers, etc., and maintains account of daily transactions. Receives at counter, cash and pay-in slips from customers, counts money and examines currency notes or coins to detect counterfeit ones. Makes payment to customers against passed cheques, bills, vouchers, etc. received from different sections of bank after making necessary entries in register. Affixes appropriate rubber stamp on cheques, bills etc. to indicate payment. Closes accounts at end of day and totals entries in registers to show day's receipts and payments. Prepares accounts statements and sends them to superiors after tallying with records. Hands over cash in hand to Cashier General for keeping it in safe custody. Sends paid-cheques, bills, vouchers, slips etc. to ledger clerk for posting necessary debit or credit entries. May operate calculating machine. May post entries in ledgers.

4211.30 Cashier, Cash Counter; Cash Clerk; Clerk, Cash Counter; receives cash in payment against goods sold or services rendered in shop, firm or establishment. Receives cash in payment against goods sold or services rendered, ascertains amount from bill or from other sources prescribed, counts cash, detects counterfeit coins. Issues receipt for payment received. Maintains daily cash account of cash in hand against book record. Deposits money in Treasury or Bank as and when necessary.

4211.40 Reservation Clerk, Transport reserves berths, cabins, seats in railway trains, boats, ships, motor vehicles or planes by charging prescribed fees. Attends to enquiries of passengers in person, by post or on phone for reservation of cabin, berth or seat. Informs customers latest position regarding availability or non-availability of seats and berths after consulting reservation register. Collects fares and reservation charges from passengers and issues tickets and reservation slips. Makes reservation entries in register. Remits cash collected during day to superiors or Cashier General. May prepare reservation charts and exhibit them at platforms. May fix reservation labels on seats or berths and outside compartment.

4211.50 Booking Clerk, Transport issues tickets to passengers at booking offices of railways, airlines, navigation and motor transport companies, etc., and maintains book record relating to sale of tickets. Ascertains from passenger destination, number of tickets and class of accommodation for which ticket is required. Collects fares from passengers, locates tickets from panel board, dates tickets and issues them to passengers. Maintains account of tickets sold and amount realised. Hands over daily cash collections to Cashier. Places indents for printed tickets on higher authorities. May book passengers' parcel and luggage. May issue platform tickets, meal tickets, or retiring room tickets. May give cash receipt to parties when required.

4211.60 Booking Clerk, Recreation issues tickets to public on cash payment in theatres, cinemas, exhibitions etc. on booking counters. Attends to enquiries for type or class of tickets required or for advance booking of seats. Issues tickets or reservation slips for required class of accommodation. Maintains record of sale proceeds showing entertainment-tax collected separately. Deposits cash and unsold tickets with superiors at close of show. May maintain chart of available seats and indicate seat number on each ticket.

4211.90 Cashiers and Ticket Clerks, other include cashiers and ticket clerks who receive, directly from clients, payments for goods or services bought in establishments not elsewhere classified.

4212 TELLERS AND OTHER COUNTER CLERKS

Tellers and other counter clerks deal directly with clients of banks or post offices in connection with receiving, changing and paying out money, or providing mail services.

4212.10 Teller Bank pays out money up to specified limit in bank at pay counter to depositors or their Authorised persons, presenting withdrawal forms or cheques and maintains up-to-date account of payments made. Receives cheques or withdrawal forms from payees and compares signatures with specimens retained in bank. Verifies

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depositor's balance from ledger book and pays out money. Makes debit entries in depositor's account card and draws up-to-date balance. Prepares account of amount drawn from Cashier and money disbursed and submits it to Supervisor. May make debit entries in depositor's personal account book.

4212.20 Money Tester tests coins and currency notes to detect counterfeit ones in Bank, Treasury, etc. Holds currency notes against light to identify genuine water colour mark on paper. Checks serial numbers, signatures, colour combination, etc. of currency notes to ascertain genuineness. Tests doubtful coins by striking against metal or hard substance. Sends forged or counterfeit currency notes and coins to superiors for destruction. Withdraws, from circulation all mutilated, soiled and damaged notes and base coins. Counts and bundles coins and currency notes in prescribed quantities. Delivers genuine and spurious currency notes and coins separately to Cashier, General for further action. May cut counterfeit coins with cutting machine.

4212.90 Tellers and Other Counter Clerks, other include clerks who deal directly with clients of banks or post offices in connection with receiving, changing and paying out money, or providing mail services not elsewhere classified.

4213 BOOKMAKERS

Bookmakers determine odds and receive and pay off bets on results of sporting or other events, or conduct games of chance in gamblings.

4213.10 Book Maker; Bookie manages establishment to receive and pay off bets placed by horse racing patrons. Prepares and issues lists of approximate handicap odds on each horse prior to race, based on previous performance of horse under similar conditions. Determines risks on each horse to refuse additional bets beyond maximum limits of liability. Records bets placed over counter or by telephone and issues betting receipts. Pays off bets on track parimutuel basis and keeps account of cash transactions. Pays taxes on earnings.

4213.90 Book Makers, Other include other bookmakers not classified elsewhere.

4214 PAWNBROKERS AND MONEY LENDERS

Pawnbrokers and money-lenders lend money against articles deposited as pledges, or against property or other security.

4214.10 Money Lender; Sahukar lends money to persons on personal or collateral security or on security of property and charges interest on loan advanced. Attends to clients visiting his establishment, funds out his requirements and details of security offered, if any. Scrutinises security offered and settles with client, rate of interest installments and other terms. Prepares promissory note on stamped paper and obtains signature of client and of witnesses. Advances money to client and keeps promissory note in safe custody. Calculates interest on amount of loan periodically and collects it from client either personally or through his agent. Takes legal proceedings, against defaulting clients and collects or arranges to collect instalments from court. Keeps record of transmissions made.

4214.20 Pawn-Broker advances money to persons on security of movable property such as jewellery, utensils, furniture, etc. pledged with him and charges interest on amount of money advanced. Attends to clients visiting his establishment and finds out amount of loan required, and property he is willing to pledge. Evaluates property and informs client maximum amount which could be advanced against property pledged. Settles rate of interest and other terms of repayment. Issues receipt or gets promissory note on unstamped paper signed by client and witnesses mentioning amount of money advanced, property pledged, rate of interest fixed, etc. Keeps pledged property of client. Calculates interest due on amount of money advanced and settles accounts with clients at time of repayment of loan. Keeps record of transactions made and submits report to Government authorities if required. May effect sale or auction of property pledged with him after giving due notice to clients concerned.

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4214.90 Pawnbrokers and Money-lenders, other include those who lend money against articles deposited as pledges, or against property or other security not classified elsewhere.

4215 DEBT-COLLECTORS AND RELATED WORKERS

Debt-collectors and related workers collect payments and perform clerical duties associated with these collections.

4215.10 Bill Collector collects rent or payment of bills or other dues from customers, tenants, etc., on behalf of Government or other employer and issues receipts for collections made. Receives outstanding bills, invoices from cash section. Makes entries in register. Contacts parties, collects dues and issues receipt Remits cash so collected, to cash section and returns undelivered bills. May encash cheques or postal orders.

4215.90 Debt-collectors and Related Workers, other include workers who collect payments and perform clerical duties associated with these collections not elsewhere classified.

422 CLIENT INFORMATION CLERKS

Client Information clerks deal directly with clients in connection with travel arrangements, various types of information requested, appointments to be made, including those for hospitals, medical and dental surgeries, as well as incoming or requested telephone calls.

4221 RECEPTIONISTS AND INFORMATION CLERKS

Receptionists and information clerks receive clients or patients, provide information and make appointments on behalf of various establishments including hospital, medical or dental surgeries.

4221.10 Receptionist(Hotel) receives customers, attends to enquiries, assigns rooms after consulting register for availability of room and looks after requirements of patrons. Settles terms and allots required accommodation if available to

customers . Requests customers to fill and sign register to establish identity, time of arrival and expected departure. Gets statutory form filled up by foreign visitors coming to stay. Guides customers to allotted rooms, maintains hotel 'Board' up-to-date showing name of occupants, etc. Maintains Hotel record up-to-date showing total number of rooms already occupied, rooms booked or reserved to show correct position of accommodation. Gives information to House Keepers, dining section and kitchen departments regarding arrival of new-comers and their requirements. Supplies details of services rendered to customers to concerned officer for preparing bills for presentation to customers. Presents bills to customers and realises amount from them prior to their departure. Receives dak and messages on behalf of management and clients and delivers it to them. Attends to other requirements of customers. May be required to do correspondence.

4221.20 Reception Clerk; Receptionist receives and attends visitors, clients or customers in institutions or offices, for guiding them to proper places or sections and to arrange interviews, appointments etc. with officials concerned. Receives visitors and enquires purpose of their visit, nature of business to be transacted, person or persons to be interviewed, etc. Supplies required information and directs them to person or place concerned. Writes names and addresses of visitors, purpose of visit and obtains their signature on the visitor's book for record. Contacts officials concerned in person or over phone and arranges interviews. May attend to general clerical duties in office. May type letters and other correspondence. May operate telephone switch board.

4221.30 Complaint Attending Clerk Investigates and resolves customers' inquiries concerning merchandise, service, billing, or credit rating. Examines pertinent information to determine accuracy of customers' complaints and responsibility for errors. Notifies customers and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customers' accounts, or adjustment to customers' bills. Reviews claims, adjustments

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with dealer, examines parts claimed to be defective and approves or disapproves of dealer's claim. Examines weather conditions, number of days in billing period, and reviews meter accounts for errors which might explain high utility charges. Writes work order. Prepares reports showing volume, types, and disposition of claims handled. Compares merchandise with original requisition and information on invoice and prepares invoice for returned goods. Orders tests to detect product malfunction and determines if defect resulted from faulty construction.

4221.90 Receptionist and Information Clerks, other include clerks who receive clients or patients, provide information and make appointments on behalf of various establishments including hospital, medical or dental surgeries not elsewhere classified.

4222 TELEPHONE SWITCHBOARD OPERATORS

Telephone switchboard operators operate a telephone switchboard or a section thereof, and deal with local or long distance calls, and various telephone inquires.

4222.10 Telephone Operator, Trunk controls and operates telephones switch board for connecting and putting subscriber through long distance(trunk) calls. Attends to phone calls for booking trunk calls. Notes calling and called numbers, name of station, name of particular person if desired, time, date, nature of call such as urgent, ordinary, no delay etc. in trunk call ticket book. Repeats particulars booked for corroboration by caller. Arranges calls in order of priority, booking time and station wise. Inserts answering or calling plug in switch-board to obtain required station, if on direct line. Transmits calls to next stage(telephone exchange) when caller and called are not on direct line or booking calls with distant-end operator. Rings calling number to bring him or her on line, on receipt of advise from caller-end about availability of called number or person. Puts through call when turn comes. Punches trunk call ticket by calculagraph and starts telephonemeter for recording time. Watches timing lamp indication and informs subscriber on expiry unit period of 3 minutes. Extends time to six

minutes if desired by caller. Allows extension of time beyond six minutes in higher priority calls and also in other calls if traffic permits. Punches ticket calculagraph on maturity of call. Draws cut plugs, fills time, duration and other particulars of calls in trunk call ticket. Takes down particulars of all incoming calls on inward ticket. Informs improper functioning of circuits or other operational systems to Monitor. May work on local, P.B.X. and special services. May work on trunk information services, give telephone numbers and rates of various places and calculate charges for calls.

4222.20 Telephone Operator, Local operates telephone switch board to establish telephone connections of subscribers for local calls. Watches calling indications on switch board. Inserts answering plug in corresponding jack, depresses speak key and attends calling indication by saying "Number Please". Repeats number called to subscriber for confirmation. Watches switch board plugs and informs caller if required number is engaged. Inserts calling plug in required jack, if free, and puts through call. Watches indication of finishing call and draws out plugs on noticing clearance. May work on trunk, P.B.X and special services.

4222.30 Telephone Operator, P.B.X operates telephone switch board in industrial, commercial or public establishment to put through incoming, outgoing and inter-office calls. Watches switchboard for indications of incoming outgoing and inter-office calls. Arranges maturity of calls by regulating answering or calling plugs in corresponding jacks. Draws out plugs when indicator shows clearance of call. Books and arranges trunk calls, attends to enquiries and receives and passes messages over telephone. Records local and trunk calls on register as necessary. May work on special services.

4222.90 Telephone Switchboard Operators, other include telephone operators who operate a telephone switchboard or a section thereof, and deal with local or long distance calls, and various telephone inquires not elsewhere classified.