



सत्यमेव जयते

Introduction to **C**ommercial **B**ranch Ahmedabad Division



Team Commercial



Shri Annu Tyagi
Sr. DCM



Ms. Neelam Chouhan
DCM (FM)



Shri Atul Tripathi
DCM (Plg.)



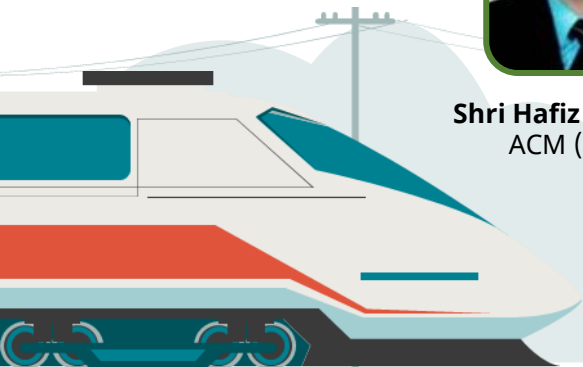
Shri Hafiz Ali Khan
ACM (Chg)



Shri Sanjay Kumar Yadav
ACM (FM)



Shri Amit Kumar Gupta
ACM (PM)



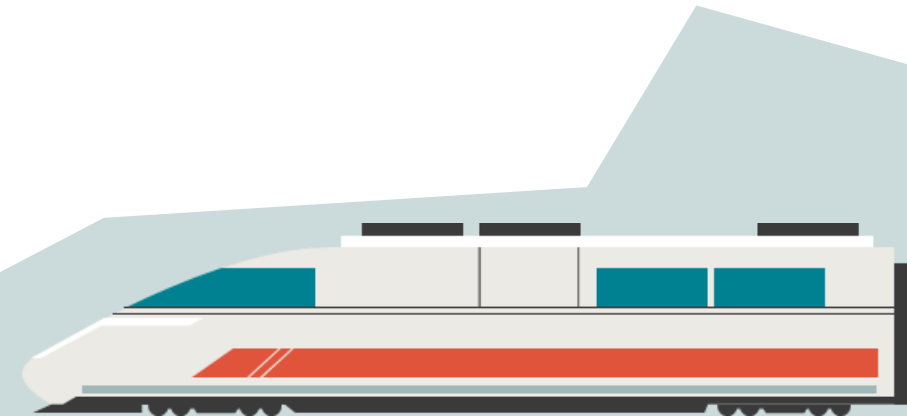
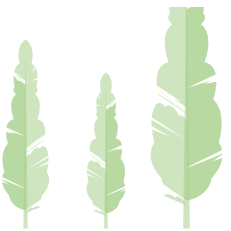
About Sr. DCM-ADI

Shri Annu Tyagi, a distinguished officer of the Indian Railway Traffic Service (Batch 2015), currently serves as the Senior Divisional Commercial Manager. With a keen understanding of railway operations and a commitment to excellence, he has consistently demonstrated exceptional leadership skills in managing and enhancing the commercial aspects of railway services. Known for his strategic vision, Shri Tyagi has played a pivotal role in optimizing operational efficiencies, improving customer experience, and driving revenue growth within the railway sector.

His dynamic approach combines innovation with practicality and positive approach, ensuring smooth coordination across various departments while maintaining a sharp focus on safety and customer satisfaction. A recipient of prestigious Hon'ble Minister of Railways award, his dedication to work, combined with his ability to adapt to the ever-evolving requirements makes him a key asset in the organisation.



Shri Annu Tyagi (IRTS)



Vision of Sr. DCM



Freight Segment :

Our vision for Ahmedabad Division is centered on revolutionizing the logistics ecosystem by increasing the modal share of Rail Transportation through innovative solutions and infrastructural development, providing an efficient, cost-effective, reliable, safer and environmental friendly means of transportation. This transformation is intended towards enhancing operational efficiency, trade competitiveness along with environmental sustainability and economic growth in the region.

Coaching Segment :

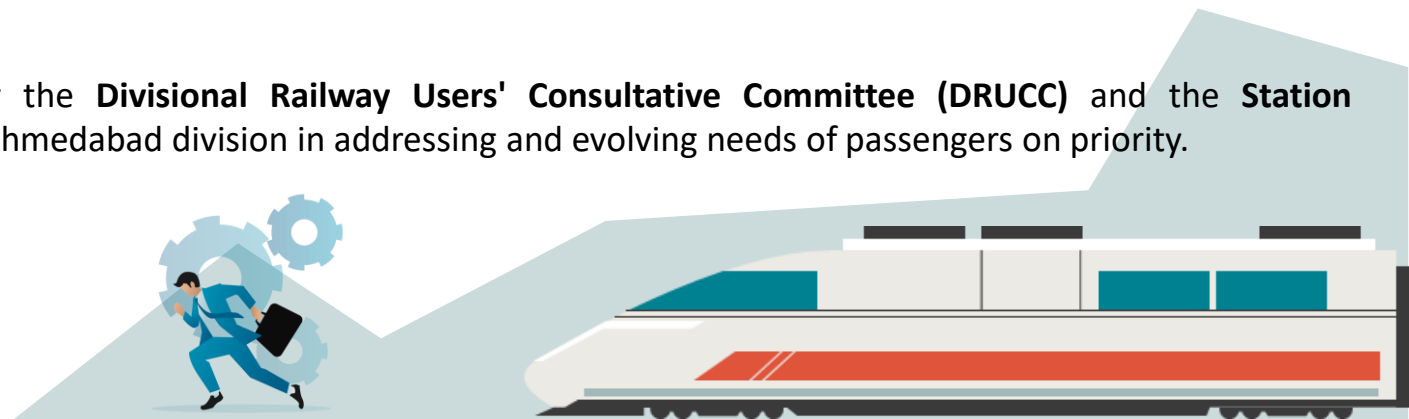
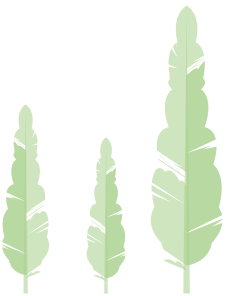
Our vision is to address convenience, comfort, sustainability, and technology; while also improving the overall travel experience, these are some strategies to boost passenger services i.e Smart Stations and Seamless Connectivity, Advanced Ticketing and Fare Systems, Customer-Centric Digital Solutions, Personalized Travel Experience, Sustainability and Eco-Friendly Initiatives, Onboard Services and Comfort, Improved Train Scheduling and Timeliness, Inclusive and Accessible Travel, Public Engagement and Feedback Mechanisms, etc.

Non-Fare Revenue Segment:

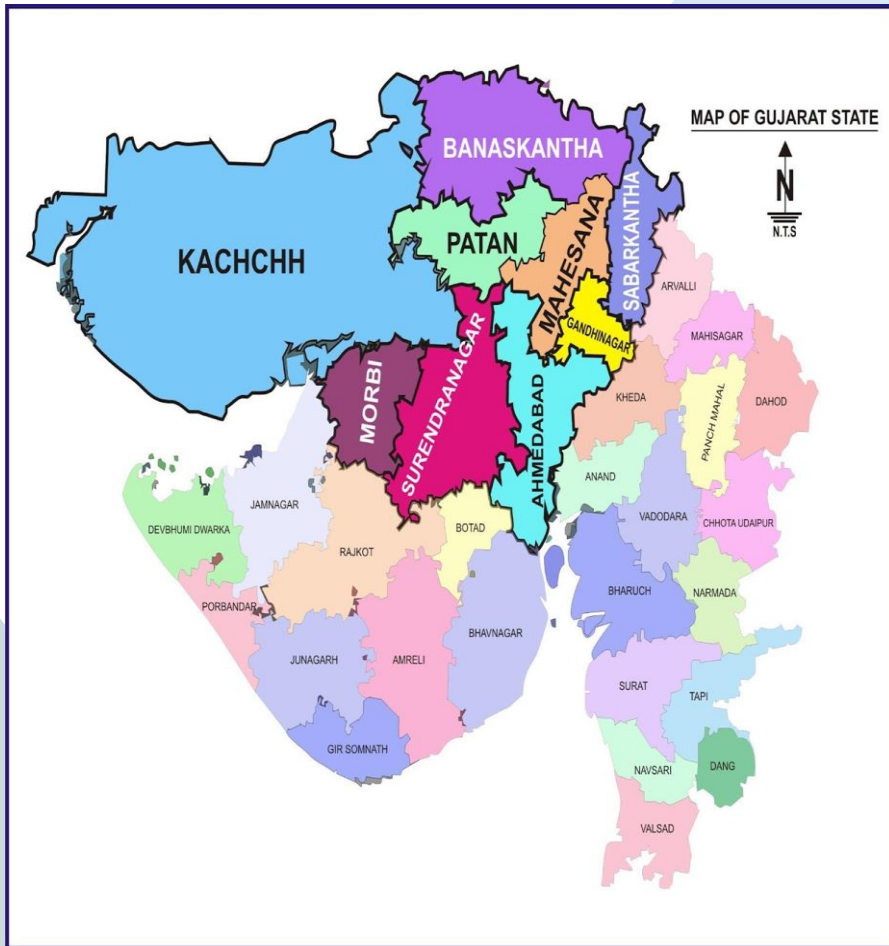
Non-fare revenue is a critical component of Ahmedabad revenue providing a vital alternative income stream beyond traditional ticket sales and other passenger and freight revenue streams. By effectively leveraging its extensive infrastructure, and diverse services, the division has consistently demonstrated a proactive approach to boosting non-fare revenue. The division remains committed to exploring and implementing innovative strategies to maximize revenue generation through non-conventional means, ensuring long-term financial health and the continued enhancement of passenger services.

Other segment :

The feedback and suggestions provided by the **Divisional Railway Users' Consultative Committee (DRUCC)** and the **Station Consultative Committee (SCC)** are crucial for Ahmedabad division in addressing and evolving needs of passengers on priority.



DIVISION OVERVIEW

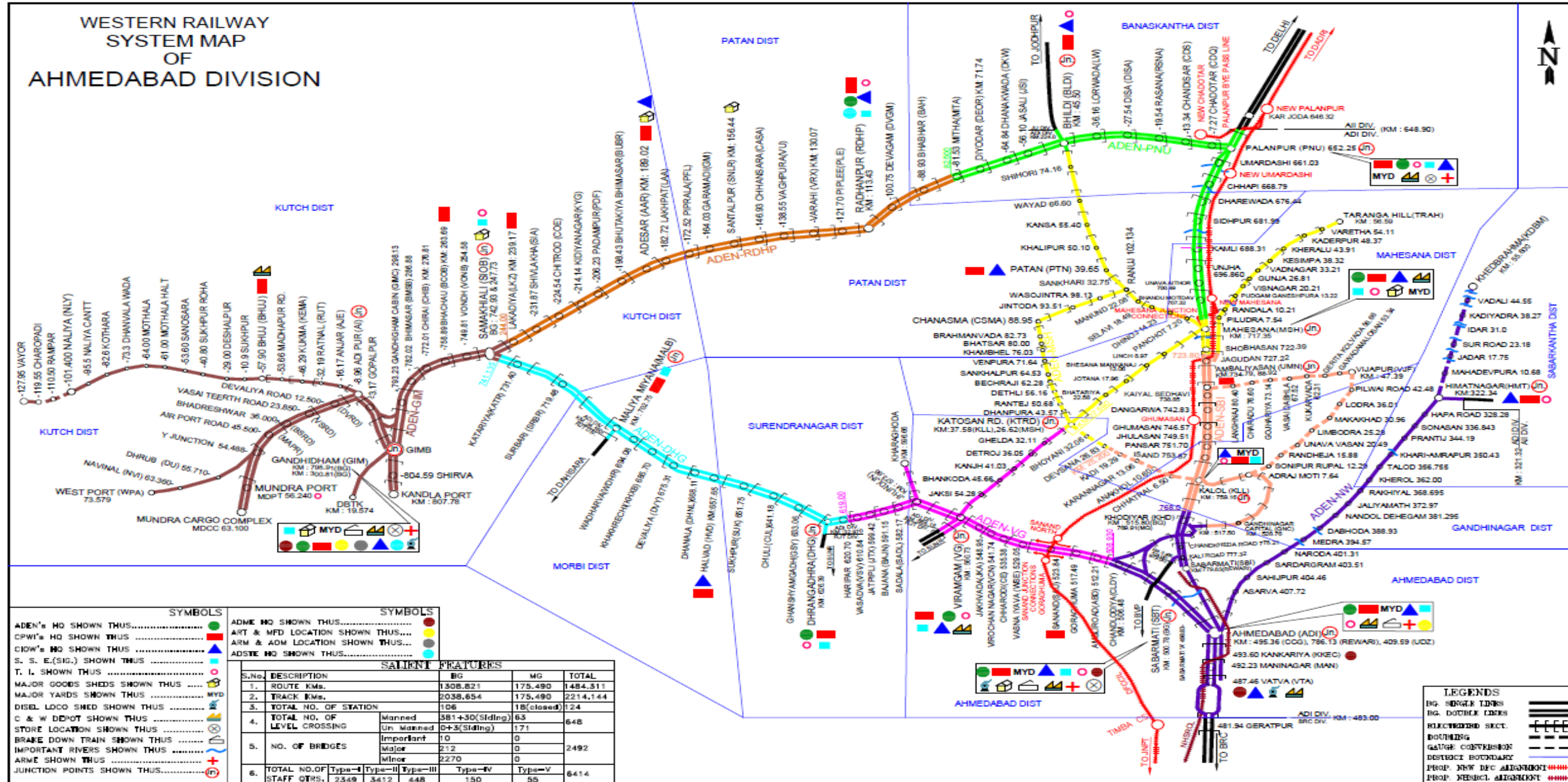


Since its inception in 2003, Ahmedabad Division has been a cornerstone of the Western Railways' commitment to efficient service and connectivity in Gujarat. Established by splitting the Vadodara, Rajkot, and Ajmer divisions, Ahmedabad Division has evolved into a pivotal hub serving nine districts, encompassing a dynamic population of 2.12 Crore individuals, which represents an impressive 34% of Gujarat's total population.

- ❖ Sections taken from Vadodara Division 316 Km length, Rajkot division 610 Km and Ajmer division 484.
- ❖ Ahmedabad is the biggest division of WR in terms of Route Kms and Revenue.
- ❖ **Total Route KM : BG – 1308.821, MG – 175.490 (Under GC),**
- ❖ **Total Track KM : BG – 2038.654 MG – 175.49 (Under GC)**
- ❖ **Electrified Route KM: 1202.727 KM, Under Electrification Route KM: 106.094.**
- ❖ **DISTRICTS (9) :** Ahmedabad, Gandhinagar, Patan, Mahesana, Kachchh, Banaskantha, Sabarkantha, Surendranagar and Morbi.
- ❖ **MAJOR CITIES (7) :** Ahmedabad, Gandhinagar, Gandhidham, Bhuj, Mehsana, Palanpur and Himmatnagar
- ❖ **PORTS (3) :** Mundra Port, Deendayal Port (Kandla), Tuna Port
- ❖ **PARLIAMENTARY CONSTITUENCIES (9) :** Ahmedabad East, Ahmedabad West, Gandhinagar, Mahesana, Kachchh, Patan, Banaskantha, Sabarkantha and Surendranagar.

AHMEDABAD DIVISION MAP

WESTERN RAILWAY SYSTEM MAP OF AHMEDABAD DIVISION



Key Features of the Commercial Department

The **Commercial Department of Indian Railways** plays a crucial role in generating revenue and ensuring the smooth operation of various commercial activities associated with the rail network. The key features and functions of the Commercial Department:



- **Revenue Generation:** The commercial department is the primary source of revenue for Indian Railways, generated from passenger, freight services and through non conventional modes like non fare revenue, catering etc. advertising rights on trains, stations, and other railway properties, etc
- **Passenger Services:**
 - i. Ticketing and Reservations including both reserved and unreserved tickets, managing ticket counters, and online booking through platforms like IRCTC.
 - ii. Ensuring quality services for passengers, such as cleanliness, onboard catering, and safety measures
- **Freight Services:**
 - i. Managing the transport of freight, including bulk goods, perishables, and specialized cargo. The department handles pricing, scheduling, and logistics.
 - ii. **Freight Pricing and Discounts:** Developing freight tariff structures, offering discounts, and promotional schemes to attract different sectors like coal, cement, steel, and agricultural products.
- **Customer Service and Support:** Addressing customers' inquiries, providing real-time updates, and ensuring efficient handling and delivery of goods.
- **Market Research and Planning:** Analyzing and forecasting demand for both passenger and freight services to optimize train schedules, capacity, and resource allocation.
- **Promotion and Marketing:** Promoting Indian Railways services and products through advertisements, social media campaigns, and other marketing activities to increase customer reach and loyalty.



Categorization of Station

| Station Classification based on Earning and Passengers | | | | |
|--|---------------------|--------------------------------|----------|--|
| Category | Criteria of Earning | Criteria of Outward Passengers | Stations | Major Stations |
| NSG 1 | More than 500 Cr. | More than 2 Cr. | 01 | Ahmedabad |
| NSG 2 | 100 to 500 Cr. | 1 to 2 Cr. | 02 | Gandhidham & Sabarmati (SBIB) |
| NSG 3 | 20 to 100 Cr. | 0.5 to 1 Cr. | 05 | Asarva, Bhuj, Mahesana, Palanpur & Viramgam |
| NSG 4 | 10 to 20 Cr. | 0.2 to 0.5 Cr. | 07 | Gandhinagar, Maninagar, Samakhiali, Patan, Bechraji, Siddhpur & Unjha |
| NSG 5 | 1 to 10 Cr. | 0.1 to 0.2 Cr. | 13 | Anjar, Adipur, Bhachau, Bhildi, Chandlodiya, Dhrangadhra, Disa, Halvad, Himmatnagar, Kalol, Sabarmati Jn (SBT), Vadnagar, Visnagar |
| NSG 6 | Up to 1 Cr. | Up to 0.1 Cr. | 42 | |
| TOTAL | | | 70 | |
| Halt Stations | | | | |
| HG 1 | More than 50 Lakhs | More than 3 lakhs | - | -- |
| HG 2 | 5 to 50 Lakhs | 01 to 03 Lakhs | - | |
| HG 3 | Up to 5 Lakhs | Upto 01 Lakh | 73 | |
| TOTAL HG | | | 73 | |
| Grand Total | | | 143 | |

Note: Station Classification based on Railway Board's letter no. 2022/TG-V/10/PA/ Station categorization dtd. 10/09/2024 & HQ letter no. C4/0/1/Categorization/2022-23 on dtd 19.09.24.



Business Centers

Passenger Business

| Unreserved Ticketing System (UTS) | |
|---|-----|
| Unreserved Ticketing System(UTS) | 106 |
| Jan Sadharan Ticket Booking Sevak (JTBS) | 03 |
| Station Ticket Booking Agent (STBA) | 02 |
| Guard Booking (GB) | 07 |
| Local Agent (LA) | 06 |
| Automatic Ticket Vending Machine (Location) | 03 |
| Passenger Reservation System | |
| Exclusive Passenger Reservation System (Rail Head) | 11 |
| Non-Rail Head | 02 |
| Post Office | 02 |
| Non-Cash Terminal | 01 |
| Unreserved Ticketing System cum - Passenger Reservation System | 37 |
| Yatri Ticket Seva Kendra (YTSK) | 05 |

Freight Business

| Freight Terminals | Total |
|----------------------------|-----------|
| Railway Freight Terminals | 30 |
| SPV Freight Terminals | 05 |
| Private Freight Terminals | 06 |
| Private Sidings | 14 |
| Railway Sidings | 01 |
| Port Terminals | 09 |
| Gatishakti Cargo Terminals | 05 |
| Thermal Power Plants | 02 |
| TOTAL | 72 |
| Parcel Locations | 10 |
| DFC Interchange Points | 04 |

Business Centers - Passengers

| Unreserved Ticket Booking Locations | | |
|--|-----|---|
| Unreserved Ticketing System(UTS) | 106 | 70 at NSG stations and 36 at HG stations. |
| Jan Sadharan Ticket Booking Sevak (JTBS) | 03 | AHMEDABAD-02, VIRAMGAM-01 |
| Station Ticket Booking Agent (STBA) | 02 | BHABHAR, & SABARMATI BG |
| Guard Booking (GB) | 07 | SANKHARI, PANCHOT, SHELAVI, VIROCHANNAGAR, SAHIJPUR, RANDALA, PUDGAM GANESHPURA |
| Local Agent (LA) | 06 | GUNJA, JALIA MATH, HAPA ROAD, KHARI AMRAPUR, MEDRA, KHEROL |
| Automatic Ticket Vending Machine (Location) (ATVM) | 03 | AHMEDABAD, SABARMATI (BG), VIRAMGAM. |
| Reserved Ticket Booking Locations | | |
| Exclusive Passenger Reservation System (Rail Head) | 11 | AHMEDABAD, MAHESANA, PALANPUR, GANDHIDHAM, NEW BHUJ, BHACHAU, KALOL, MANINAGAR, SABARMATI, SARDARGRAM, HIMMATNAGAR. |
| Non-Rail Head | 02 | GANDHINAGAR VIDHAN SABHA, GANDHINAGAR OLD SACHIVALAYA. |
| Post Office | 02 | AMBAVADI POST OFFICE, NAKHTRANA POST OFFICE. |
| Non-Cash Terminal | 01 | DRM Office |
| Unreserved Ticketing System cum - Passenger Reservation System | 37 | |
| Yatri Ticket Seva Kendra (YTSK) | 05 | ADI - (1) M/s PANKAJ TRAVELS, (2) M/S SWASTIK TRAVELS, (3) M/S SHREEJI TRAVELS, (4) M/S DOLLY TRAVELS (5) M/S TYREWALA TOURISM |

Business Centers – Freight-1

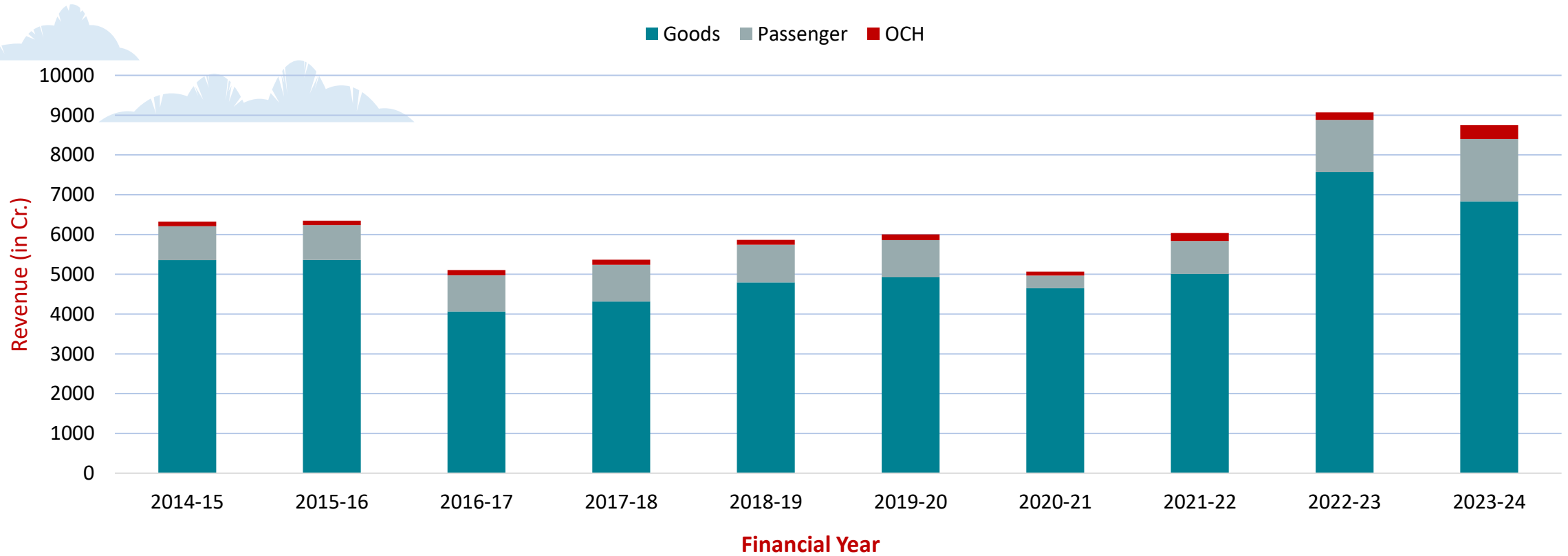
| FREIGHT TERMINALS | | |
|----------------------------------|-------|--|
| CATEGORY | TOTAL | LOCATION |
| Railway Freight Terminals | 30 | Kankariya, Linch, Mahesana, Siddhpur, Palanpur, Sanand, Viramgam, Kharaghoda, Halvad, Maliya-Miyana, Chirai, Gandhidham, Kukma, Bhuj, Bhimasar, Shirva, Detroj, Dhrangadhra, Himmatnagar, Kandla port, Chharodi, Desalpar, Naroda, Khari Rohar Road, Asarva, Kansa, Shihori, Mothala, Sanosara, Naliya. |
| SPV Freight Terminals | 05 | Deesa, Santalpur, Adesar, Samakhiali, Radhanpur |
| Private Freight Terminals | 06 | M/s Continental Warehousing Corporation (Nhava Seva) Ltd-JAKHVADA (CWCJ), M/s Hasti Petrochemical and Shipping Ltd-SANAND(MHPL), M/s Shiv Carriers Roadways Private Ltd-SUKHPUR(SCLS), M/s Ahir Salt & Allied Pvt Ltd-SHIRVA(PAAS), M/s Total Shipping and Logistics Pvt. Ltd-BANKODA (PTSB), Arya Ocean Logistic park Pvt Ltd served by MALIYA MIYANA (AOMM) |
| Private Sidings | 14 | FCI Siding-Sabarmati (SGFG), CONCOR Siding-KHD (CKYR)), IFFCO Siding-KHD (IFFB), FCI Siding-GIMB (FCGM), CONCOR Siding-GIMB (CGDM), IFFCO Siding-GIMB (IFFG), IOC LTD Siding-KRIR (ICKR), HPC LTD Siding-KRIR (HPCR), BPC LTD Siding-KRIR (BPKR), NFST-GIMB (NFPG), LPG Siding-GIMB (LPGS), M/s Oriental Foundry Private Ltd-LKZ , DCCK-KHD, M/s Gateway Rail Freight Ltd-VG (GRFV). |
| Railway Siding | 01 | Sabarmati General Stores Siding (SBTG) |

Business Centers – Freight-2

FREIGHT TERMINALS

| CATEGORY | TOTAL | LOCATION | |
|----------------------------|-----------|--|--|
| Port Terminals | 09 | Mundra Port (6) | M/s Adani Ports & Special Economic Zone Ltd (APSA), Agri Park (APAP), Mundra Port Cargo Complex (MDCC), Mundra Port R & D Yard (MDPT), Dhruv (DU), West Port Siding (WPA), |
| | | Tuna Port (1) | Dry Bulk Terminal Tekra (DBTK) |
| | | Kandla Port (2) | Kandla Port Dock Rail Terminal (KPRK), Deendayal Port Trust Terminal (DDPS) |
| Gatishakti Cargo Terminals | 05 | (1) M/s Navkar Corporation Ltd. - Wadharwa (NCLW) (2) M/s Arya Multilogistics Pvt. Ltd - Surbari. (AMLS) (3) M/s Maruti Suzuki India Ltd - Becharaji. (MSIB) (4) M/s Adani Logistics Ltd. – Virochannagar (ALGV) (5) M/s Alpha Terminals Pvt Ltd. – Chandisar (ATGC) | |
| Thermal Power Plants | 02 | AECS-Sabarmati, GETS-Gandhinagar, | |
| TOTAL | 72 | | |
| Parcel Locations | 10 | Ahmedabad, Mahesana, Palanpur, Bhuj, Gandhidham, Linch, Himmatnagar, Gandhinagar, Sabarmati (SBIB), Asarva | |
| DFC Interchange Points | 04 | CECC (Chadotar Block End Cabin), SAUN (Sanand North and Sanand South at Sanand IR), BHUN (New Bhandu at Mahesana-IR). | |

Revenue Performance (Ten Years)



| | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 |
|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Pass Revenue | 850.65 | 874.31 | 911.74 | 921.79 | 945.42 | 931.73 | 314.77 | 823.22 | 1309.83 | 1569.44 |
| OCH Revenue | 117.18 | 110.98 | 132.32 | 127.94 | 124.94 | 146.85 | 97.79 | 202.59 | 189.73 | 348.35 |
| Goods Revenue | 5354.88 | 5363.65 | 4064.25 | 4316.12 | 4797.02 | 4926.09 | 4653.49 | 5012.75 | 7572.19 | 6831.49 |
| Gross Revenue | 6322.71 | 6348.94 | 5108.31 | 5365.85 | 5867.38 | 6004.67 | 5066.05 | 6038.56 | 9071.75 | 8749.28 |



Let's Travel together towards a Brighter Future

Commercial Branch - Ahmedabad Division

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