

FUNCTIONS CARRIED OUT BY COMMERCIAL DEPARTMENT

FREIGHT SERVICES DEPARTMENT:

CONTROLLING OFFICER – CHIEF CLAIMS OFFICER & CHIEF COMMERCIAL MANAGER (FREIGHT SERVICES)

1.	Acceptance and booking of traffic
2.	Assisted and Private Siding
3.	Budget Earnings
3.	Clarification and interpretation of rules in Tariffs
4.	Classification of commodities for the purpose of charging
5.	Collection and delivery services
6.	Commercial Committee Meetings.
7.	Computerization of Railway Receipts etc.
8.	Conference Rules
9.	Concession orders
10.	Container Traffic
11.	Customs Examination-Rules and regulations for
12	Delivery of Traffic
13.	Handling Contracts for Goods and Coaching Traffic
14.	Haulage and hire charges for Rolling stock
15.	Hors of business at stations and goods sheds.
16	Leasing of plots at stations
17.	Loading, unloading, labelling, sealing and riveting of wagons.
18.	Lumpsum Rates – quotation of
19	Marketing & Sales
20.	Minimum weights for registration of wagons
21	Mis-declaration of goods
22	Nominated loading
23	Offensive goods, contraband articles, explosives and dangerous goods
24	Open delivery of goods and parcels and assessment of damages
25	Outstanding at Stations.
26	Overcharges- Goods and Coaching
27	Parcel Trains- Justification for running of
28	Provision of cranes and weighbridges at stations – justification for.
29	Rebooking of Goods and Parcels
30	Re-weighment of consignments
31	Road-rail Co-ordination and Road competition
32	Special Rates- quotation of

33	Standard weights and measures
34	Tariffs- Goods, Coaching, Military & Red.
35	Traffic surveys for opening of new lines
36	Tranship Sheds – in respect of (i) Documentation and blending of consignments (ii) Preparation of appropriate through and collection road vans, ensuring the best possible loads for farthest points (iii) Full utilization of the transshipment capacity made available by Traffic transportation.
37	Wagon sheets, ropes and breast bars- Control and distribution of
38	Wharfage and Demurrage.

CLAIMS DEPARTMENT:

**CONTROLLING OFFICER – CHIEF CLAIMS OFFICER & CHIEF COMMERCIAL MANAGER
(FREIGHT SERVICES)**

1.	Claims for compensation- Settlement of
2.	Claims – Prevention of
3.	Claims – Conduct of cases on Railway Claims Tribunals.
3.	Disposal of unclaimed articles
4.	Loss Property Offices
5.	Railway Honorary and Stipendary Magistrates
6.	Railway Rates Tribunal – Preparation of cases for
7.	Refund of Fares and Freights
8.	Tracing of consignments – NR Cell
9.	Unclaimed, unconnected and undelivered goods and parcels.
10	Computerization of claims, refunds etc.

CATERING AND PASSENGER SERVICES DEPARTMENT:

CONTROLLING OFFICER – CHIEF COMMERCIAL MANAGER (CATERING & PASSENGER SERVICES)

1.	Alarm Chains –Prosecutions for improper use.
2.	<i>Bedding sets – Supply of – transferred to Mechanical</i>
3	Catering and Vending arrangements
4	Commercial advertising and publicity
5	Drinking water arrangements
6	Forged Railway Receipts etc.
7	Frauds, thefts, loss and misappropriation of station cash.
8	Imprest cash at stations.
9	Licensed Porters
10	Loss of documents – Notifications in Gazette to prevent fraudulent use.
11	Pilgrim, terminal, octroi and other taxes –Rules for levy of
12	Platform passes and tickets.
13	Public complaints & grievances.
14	Remittance of cash
15	Retiring Rooms at stations- Allotment and maintenance of
16	Returns-Preparations & time submission of
17	Stands at stations for carts, cycles, motor cars etc.
18	Station Accounts & Submission of returns
19	Telephones, public at stations – Installation of
20	Ticket checking organization – control of
21.	Waiting Rooms – Maintenance of
22.	Commercial branch information on Website
23.	Passenger Amenities
24.	Passenger Amenities works
25.	Cleanliness at Stations

PASSENGER MARKETING DEPARTMENT:

CONTROLLING OFFICER – CHIEF COMMERCIAL MANAGER (PASSENGER MARKETING)

1.	Census of passengers
2.	Concessions
3	Computerization of reservation,
4	Concession Orders
5	Distance limits in booking of passengers by passenger carrying trains.
6	Mela traffic-Arrangements for
7	Military Warrants
8	Opening or Closing of stations for public traffic.
9	Opening of Halts and Flag stations
10	Out Agencies & City Booking Agencies.
11	Outstandings at stations.
12	Rates & Fares
13	Reservation of seats, berths and compartments
14	Season tickets
15	Stations-Change in name of
16	Stock of tickets-Indenting and maintenance of
17	Tourist Traffic & Tourist Agencies-Development of
18	Budget earnings
19	Road-rail Co-ordination and Road competition
20	Setting up of UTS services
21	Provision of ATMs at stations
22.	Proliferation of various Reservation/Booking facilities i.e. JTBS etc