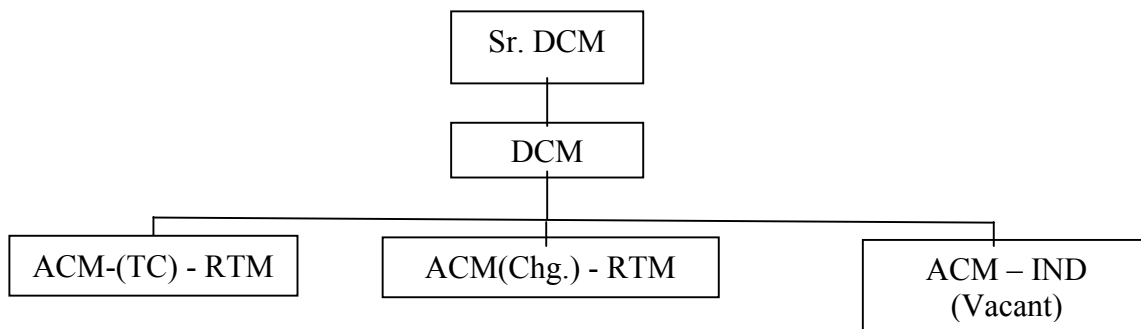


Commercial department – Ratlam division (Western Railway)

Organisation :-



Assets and Activities :-

i) No. of Stations

No. of Stations open for Passenger traffic	118
No. of Stations open for Goods traffic	15

ii) Computerized Passenger Reservation System

There are total 25 PRS locations on this division. Details are as under :-

Rail Head PRS	- 1) Ratlam, 2) Indore, 3) Ujjain, 4) Mhow, 5) Dewas, 6) Nagda, 7) Chittaurgarh, 8) Mandsaur, 9) Neemuch, 10) Dahod, 11) Rajendranagar
Non-Rail Head PRS	- 1) Banswara, 2) Khargone, 3) Jhabua, 4) Barwani, 5) Dhar, 6) Alirajpur
Satellite PRS location	- 1) Vijaynagar (Indore)
India post PRS	- 1) Neemuch, 2) Pratapgarh, 3) Pithampur, 4) Manawar, 5) Maheshwar, 6) Indore
Defence PRS	- 1) Mhow

In addition to this one PRS (non-cash) counter is also functioning in premises of DRM office, Ratlam for Railway employees.

iii) UTS (Unreserved Ticketing System)

Unreserved Ticketing System (UTS) has been installed at **98 locations** i.e. Ratlam, Indore, Ujjain, Mhow, Dahod, Nagda, Mandsaur, Chittaurgarh, Neemuch, Barnagar, Khachrod, Meghnagar, Jaora, Laxmibainagar, Dewas, Shujalpur, Sehore, Fatehabad, Maksi, Bercha, Thandla road, Bamania, Kalapipal, Omkareshwar, Nimbahera, Chanderia, Piplia, Malhargarh, Harkiakhil, Shambhupura, Piplod, Tarana Road, Tajpur, Pingleshwar, Pir Umrod, Akodia, Rajendranagar, Kalisindh, Bolai, Rau, Piplodabagla, Unhel, Palsodamakrawan, Asloada, Jabri, Parbati, Naikheri, Baktal, Bhairongarh, Mangliagoan, Panchawan, Jawad road, Limkheda, Naranjipur, Bakania Bhaunri, Sant road, Dhodhar, Dalauda, Mangalmahudi, Phanda, Bangrod, Namli, Raoti, Anas, Runkhera, Amargarh, Bisalwaskalan, Bajrangarh, Panchpiplia, Gambhiri road, Baraylachaurasi, Morwani, Bildi, Berawanya, Barlai, Ranayla Jasmia, Karchha, Vikramnagar, Ajnod, Palia, Gautampura, Usra, Runija, Naugawan, Barwaha, Sanawad, Choral, Mukhtiara Balwara, Jekot, Bordi, Rentia, Chanchelav, Kansudhi, Patalpani, Attar, Ajanti, Kalakund & Nimarkheri stations.

iv) UTS cum PRS :-

UTS cum PRS have been commissioned at 22 locations viz. Khachrod, Jaora, Meghnagar, Shujalpur, Barnagar, Bamnia, Bercha, Kalapipal, Omkareshwar Rd., Piplia, Malhargarh, Sehore, Maksi, Thandla road, Nimbahera, Akodia, Kalisindh, Barwaha, Sanawad, Jawad road, Limkheda and Fatehabad stations.

v) Jansadharan Ticket Booking Sevak (JTBS) –

04 Jan Sadharan Ticket Booking Sevak (JTBS) have been working at 04 stations (01 at Ujjain, 01 at Shujalpur, 01 at Neemuch and 01 at Indore).

vi) **STATION TICKET BOOKING AGENT (STBA):-**

Station Ticket Booking Agent (STBAs) have been appointed at 32 stations for selling of unreserved tickets at 'E' class stations. 32 STBA's are working at Piplod, Kalisindh, Tarana road, Dalauda, Limkheda, Piplia, Raoti, Unhel, Chanderia, Harkiakhil, Jawad road, Palsora makrawan, Sant road, Piploda Bagla, Dhodhar, Aslaoda, Shambhupura, Ajnod, Gautampura road, Bangrod, Fatehabad, Namli, Anas, Malhargarh, Pingleshwar, Bolai, Runkhera, Palia, Naikheri, Morwani, Mangliagaon and Bordi stations.

vii) **Loading / Unloading Points Traffic Dealt :-**

Sr. No.	Name of Sidings and Goods shed	Traffic dealt	
		Inward	Outward
1	Birla Cement Siding, Chanderia	Coal, Clinker	Cement, Clinker
2	Hindustan Zinc Ltd. Sdg., Chanderia	Coal, Zinc concentrate, Container	Zinc Ingot, Zinc Calcine, Sulphuric acid in Cont.
3	Ultratech Cement Sdg., Shambhupura	Coal, Gypsum, Bauxite	Cement, Clinker
4	J.K. Cement Siding, Nimbahera	Coal	Cement, Clinker
5	Ultratech Cement Siding, Nimbahera	Coal, Gypsum, Bauxite	Cement, Clinker
6	RSWM Brownfield PFT, Namli	Coal, Container	Container
7	Grasim Industries Ltd. Siding, Nagda	Coal, Salt	Caustic Soda Lye
8	Bharat Petroleum Corp. Ltd. Siding Outward gantry, Mangliagaon	--	POL
9	IOCL Siding, Bangrod	--	POL
10	IOCL Siding, Mangliagaon	POL	--
11	Wonder cement siding, Gambhiri	Coal	Cement, Clinker
12	Nuvoco Vistas Corp. Ltd.siding, Gambhiri	Coal, Gypsum	Cement
13	J.K. Cement siding, Gambhiri	Coal	Clinker
14	Ratlam ICD cont. siding, Ratlam	Containers	Containers
15	IOC siding, Bakania Bhauri	POL	--
16	Reliance siding, Bakania Bhauri	POL	--
17	BPCL siding, Bakania Bhauri	POL	--
18	CONCOR Greenfield PFT, Tihi	Containers	Containers
19	NTPC STP siding Khargone-Nimarkheri	Coal, Fuel oil	--
20	Ratlam Goods shed	Fertilisers, Food grain, Cement	Soya De-Oil cake, Food grain
21	Dewas Goods shed	Fertiliser, Food Grain, Cement, Iron & Steel	Soya De-Oil cake, Food grain
22	Laxmibainagar Goods shed	Cement, Fertilizer, Iron & Steel	Food grain, Soya De-Oil cake
23	Mangliya Gaon Goods shed	Salt, Fertiliser	Soya De-oil cake, Automobile
24	Shambhupura Goods shed	--	Red Ochre, RMC
25	Vikramnagar Goods shed	Fertiliser, Food grain & Cement	Soya De-Oil cake, Food grain
26	Maksi Goods shed	Fertilizer, Food Grains, cement	Soya De-oil cake, Food grain
27	Chanderia Goods shed	Fertiliser, Food grain	Cement, Food grain
28	Meghnagar Goods shed	Food grain, Fertiliser, Iron & Steel, Cement	Food grain, Manganese ore
29	Shujalpur Goods shed	Fertiliser & Food grain	Soya De-oil cake, Food grain
30	Neemuch Goods shed	Fertiliser	Soya De-oil cake, Food grain
31	Jaora Goods shed	Fertiliser	Soya De-oil cake, Food grain
32	Dalauda Goods shed	--	Soya De-oil cake, Food grain
33	Sehore Goods shed	Fertiliser	Soya De-oil cake, Food grain
34	Dahod Goods shed	Cement	--

Details of Traffic and Revenue :-

(Fig. in Crores)

Earnings / Traffic	Year 2017-18	Year 2018-19	Year 2019-20	Year 2020-21 (Upto Nov.)
Passenger Revenue	574.86	588.02	592.02	20.46
Other Coaching Revenue	48.68	50.20	47.51	07.65
Goods Revenue	1553.16	1556.89	1209.18	852.30
Gross Revenue	2176.7	2195.11	1848.71	880.41
Parcel & Luggage Revenue	18.41	18.11	17.69	05.51
Ticket checking Revenue	11.47	14.21	14.35	00.08
Commercial Advertisement Revenue	01.63	00.88	01.85	00.59
No. of originating passengers	05.43	05.31	05.03	00.06

Classification of stations of Ratlam Division :-

Categorisation	No. of stations	Name of stations
Non Suburban Group stations		
NSG 1	0	Nil
NSG 2	2	Indore, Ujjain
NSG 3	2	Chittaurgarh, Ratlam
NSG 4	5	Dahod, Dewas, Nagda, Neemuch, Mandsaur
NSG 5	16	Akodia, Bamania, Berchha, Chanderia, Dr. Ambedkar nagar, Jaora, Kalapipal, Khachrod, Limkheda, Maksi, Meghnagar, Nimbahera, Piplia, Sehore, Shujalpur, Thandla road
NSG 6	73	Ajanti, Ajnod, Amargarh, Anas, Aslaoda, Attar, Bajrangarh, Bakania bhaunri, Baktal, Bangrod, Barwaha, Barayla chaurasi, Barlai, Barnagar, Berawanya, Bhairongarh, Bildi, Bisalwas kalan, Bolai, Bordi, Chanchelav, Choral, Dalauda, Dhodhar, Fatehabad, Gambhiri road, Gautampura, Harkiakhhal, Jabri, Jawad road, Jekot, Kalakund, Kalisindh, Kansudhi, Karchha, Laxmibainagar, Malhargarh, Mangalmahudi, Mangliagaon, Morwani, Mukhtiara balwara, Naikheri, Namli, Naranjipur, Nauganwan, Nimarkheri, Omkareshwar, Pachawan, Palia, Pasloda makrawan, Parbati, Patalpani, Phanda, Pingleswar, Piplod, Piploda bagla, Pirumrod, Panchpiplia, Rajendranagar, Ranayla jasmia, Raoti, Rau, Rentia, Runija, Runkhera, Sanawad, Sant road, Shambhupura, Tajpur, Tarana road, Unhel, Usra, Vikramnagar
Total	98 stations	
Halt Group stations		
HG 1	0	Nil
HG 2	2	Kachnara, Osra
HG 3	18	Ajitkheri, Balauda takun, Bhatissuda, Chakrod, Chintaman ganesh, Donta, Harniyakheri, Kisony, Kotlakheri, Lekoda, Lokmanyagar, Mohammedkhera, Pirjhalar, Pritamnagar, Saifeenagar, Shivpura, Sunderabad, Undasa madhavpur
Total	20 stations	
Grand Total	98 + 20 = 118 stations	

**Important phone numbers / Information to be contacted for utilities of
Commercial department – Ratlam Division, Western Railway**

<u>Office Address – Ratlam :-</u> Sr. Divisional Commercial Manager, Divisional Rail Manager's office, Do-batti, Ratlam. Tel no. 07412-224255	<u>Office Address – Indore :-</u> Assistant Commercial Manager, Indore Railway Station, Indore.
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1. **News information by Press :-**
Public Relation Officer – Indore
CUG Mobile no. – 097524-92006
Public Relation Inspector – Ratlam
CUG Mobile no. – 097524-92007
2. **Group Booking / Reservation permission :-**
Chief Office Superintendent (Coml.) - Ratlam
CUG Mobile no. – 097524 - 92956
3. **Railway Coaching Concession Certificates :-**
Chief Office Superintendent (Coml.) - Ratlam
CUG Mobile no. – 097524 - 92956
4. **Public Complaints :-**
Complaint Inspector - Ratlam
CUG Mobile no. – 097524 - 92961
5. **Right to Information :-**
Complaint Inspector- Ratlam
CUG Mobile no. – 097524 - 92961
6. **Jansadharan Ticket Booking Seva (JTBS) / Halt station ticket Agent :-**
Chief Office Superintendent (Coml.) - Ratlam
CUG Mobile no. – 097524 - 94541
7. **Commercial publicity at stations :-**
Commercial Inspector (Coml. Publicity) - Ratlam
CUG Mobile no. – 097524 - 96956
8. **Catering :-**
Commercial Inspector (Catering) - Ratlam
CUG Mobile no. – 097524 - 96955
9. **Tenders of Cleanliness, Vehicle parking lots :-**
Commercial Inspector (Tender cell) - Ratlam
CUG Mobile no. – 097524 - 92968
10. **Leasing of SLRs :-**
Chief Luggage Supervisor - Ratlam
CUG Mobile no. – 097524 - 96966
11. **Emergency Quota :-**
a) Emergency quota (EQ) at Ratlam & Indore –
EQ applications are to be dropped in EQ box kept at Divisional office-
Ratlam and Indore Railway station respectively.