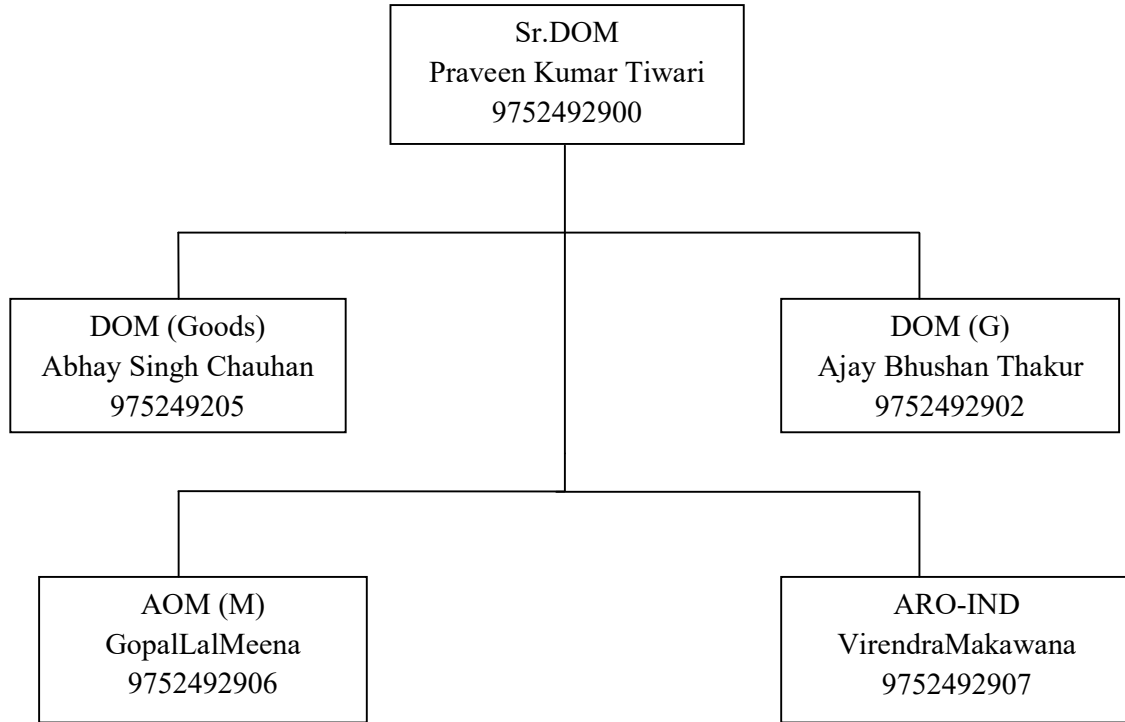


Organization - Operating



Citizen Charter

S.No.	Object	Target	Maximum period
1.	Disposal of routine files	Important files as per priority	3 working days
2	PNM Reply	3 working days	7 working days
3	Trade Union References	7 working days	10 working days
4	Staff Grievances	As per priority	-
5	TWO finalization	Less than 3 hours block : 3/5 days	More than 3 hours blocks : just after sanction receipt from HQ
6	HQ References	7 working days	10 working days in case information sought from other department
7	MP/MLA References	5 working days	One week in case information sought from other deptt.
8	D & AR cases :a) Minor b) Major	5 working days 10 working days	Minor cases : 90 days Major cases :180 days
9	Tender / Quotation cases	In prescribed period	Quotation : 30 days Tender : Finalization with the original validity
10	RTI	In prescribed period	In prescribed period
11	Audit Para & Audit objection	7 working days	10 days in cases information sought from other deptt.
12	Coaching related public references	5 working days	7 days in cases information sought from other deptt.
13	Monday meeting references	On same day	Review on every Friday
14	Highlights	Last days of month	Next working in case holiday on last day
15	MCDO to GM from DRM MCDO to PCOM	10 th of every month	Next working in case holiday 10 th
16	BOs References	3 working days	5 working days
17	Planning issues	3 working days	5 working days
18	S. W. R.	Single line : 10 days Double line : 20 days Major yards : 30 days	--
19	Compliance of inspection Note	Divisional : 5 working days HQ leve3l : 7 working days	Divisional : 7 working days HQ leve3l : 10 working days
20	DRUCC & ZRUCC remarks	7 working days	10 days
21	Court cases	05 working days	One week

Ratlam Division : Train Operations - Life line of Northern to Western Region

Ratlam Division is an important division of Western Railway. It was established on 15th August 1956. The Division is connected with West Central Railway at Nagda, Chanderia, BakanianBhaunri, Maksi and Khandwa Bypass ; with Northern Western Railway at Chanderia&Berach. Geographically it caters to the business community & passengers of 15 districts of Madhya Pradesh, 2 districts of Gujarat, and 3 districts of Rajasthan State.

Presently, the Division has total 988.34 Kms in BG out of which electrified route is 787.41 Kms. In MG total route is 63.74 Kms. (Dr.Ambedkar Nagar-Sanawad). Besides this, 34.24 Kms. long Ujjain-FatehabadChandrawatiGanj&Nimarkheri-Sanawad meter guage sections are under Guage Conversion. Ratlam division is divided into four sections viz. Godhra-Nagda-Bhopal (BG) double line electrified, Ujjain-Indore (BG) single line electrified, Ratlam-Chanderia(BG) single line non-electrified, Ratlam-Dr. Ambedkar Nagar (BG) single line and Dr. Ambedkar Nagar -Khandwa (MG) single line. Godhra - Nagda - Bhopal section has a ruling gradient of 1 in 150 while MG section has a Ghat section between Kalakund-Patalpani with 1 in 40 steep gradients. The division has a total of 110 stations.

Freight Traffic

There are seven (07) major cement plants in Chittourgarh area on RTM-CNA section and their combined annual production capacity is 24 Million Tonnes. RTM division has a task to supply cement from these plants to Northern and Western Indian States of the country. There is huge production of Soyabean in Madhya Pradesh and RTM division has loaded DOC towards ports situated on the western coast-line of the country, export to Bangladesh and dispatches to domestic consumption centers as well. RTM division has also emerged as a major centre for wheat for domestic transport of wheat owing to the booming production in Madhya Pradesh. Also of late which commissioning of IOC siding at Bangrod (near Ratlam), the POL dispatches have also picked up. Further, due

to commissioning of CONCOR PFT at TIHI recently in 2016, there has been a considerable growth in container traffic as well.

Goods sheds

Name of Good shed	Capacity		Basic facilities
	No.of good shed line	Capacity of each line	Available
Laxmibai Nagar	3	Full rake each	Available
MangliaGaon	2	Full rake each	Available
Dewas	3	Full rake each	Available
Vikram Nagar	1	Full rake	Available
Maksi	1	Full rake	Available
Shujalpur	1	Full rake	Available
Sehore	1	Full rake	Available
Ratlam	2 Spur	Half rake each	Available
Meghnagar	1.5	1 full rkae 1 half rake	Available
Jaora	1	Full rake	Available
Daloda	1	Full rake	Available
Nimach	1	Full rake	Available
Chandera	2	Full rake each	Available
Shambhupra	1	Full rake	Available
Dahod	1	Half rake	Available

Private sidings

Private freight terminals (PFT)

1	M/s Rajasthan Spinning and Weaving Mills Ltd. Siding / Namli	Coal & Container	Container
2	M/s Container corporation (CGPT)/ TIHI	Container	Container

Private Sidings

S.No.	Siding / Station	Commodity	
		Inward	Outward
1	M/s Hindustan Zinc Ltd. siding / Chanderia	Coal	Container
2	M/s Birla Cement works siding/ Chanderia	Coal	Cement
3	M/s Aditya Cement works siding / Shambhupura	Coal & Gypsum	Cement, Clinker
4	M/s NUVOCO (Lafarge Cement) /Gambhiri Road.	Coal	Cement
5	M/s Wonder Cement siding/ Gambhiri Road	Coal	Cement
6	M/s J.K. Cement works siding / Gambhiri Road	Coal	Clinker
7	M/s J.K. Cement works siding / Nimbahera	Coal	Cement
8	M/s Vikram Cement works siding / Jawad road	Coal & Gypsum	Cement & Clinker
9	M/s Grasim Industries Ltd. Siding/ Nagda	Coal	Caustic soda Lye
10	M/s Indian Oil Corp. Ltd. siding / Bangrod	Nil	POL
11	M/s Bharat Petroleum Corp. Ltd. Siding / Mangliagaon	Nil	POL
12	M/s Indian Oil Corp. Ltd. Siding / Mangliagaon	POL	Nil
13	M/s Indian Oil Corp. Ltd. Siding / BakaniaBhauri	LPG	Nil
14	M/s Bharat Petroleum Corp. Ltd. Siding / BakaniaBhauri	POL	Nil
15	M/s Reliance Petroleum siding / BakaniaBhauri	POL	Nil
16	M/s NTPC-Khargone	Coal & POL	Fly ash
17	M/s Bank Note Press Siding / Dewas	Nil	Paper & Currency notes

Coaching Operations

RATLAM Division is located on the Main New Delhi - Mumbai trunk line. A total of **143** pairs of Mail express & **34** pairs of Passenger in Broad Gauge , 03 pairs of passenger trains, 01 pair of Heritage train in Meter Gauge on Ratlam division. The division has been able to maintain punctuality of **98.3 %**. In 2020-21 (upto Dec'20) so far.

No. of trains in pairs running on Ratlam Division:

Gauge	Mail / Express	Passenger	Heritage	Total
BG	143 (27 daily & rest weekly)	34	-	177
MG	-	03	01	04
Total	143	37	01	181

Primary maintenance of **10.28 & 0.86 rakes** per day is being done in BG & MG system respectively on division.

INDORE depot is a major coaching terminal on Ratlam division having 6 Pit Line. There are 05 Pit line of 24 coaches capacity & 01 Pit line of 09 coaches capacity, 54 pairs of Mail Express & Passengers train are Originating / Terminating / By passing at Indore station in BG system, out of which 22 pairs are maintained at Indore.

DR. AMBEDKAR NAGAR depot is a newly develop another coaching terminal on Ratlam division. There are in BG 02 Pit line of 24 coaches capacity & in MG 01 pit line of 12 coaches capacity, in BG 14 pairs of Mail Express & Passengers train and in MG 03 pairs of passengers & 01 pair of Heritage train are Originating / Terminating at DADN station.

Four (04) Pairs of Rajdhani Expresss, 05 pairs of Duranto, 01 pair of GaribRath & Yuva Express are also passing through division, punctuality of these important trains is being monitored actively.

Project (Major) under progress:**Traffic facility:**

- Re-modeling of Ratlam Yard.
- Shifting of Ratlam goods shed from passenger yard to Dhoswas station.
- Provision of cover shed at proposed Dhoswas goods shed.
- Remodeling of Ujjain yard i/c of IDU doubling, UJN-FTD GC & replacement of RRI work.

Electrification:

- Electrification of Ratlam-Chittaurgarh section, in which Ratlam-Nimach(133KM) section completed. Remaining NMH-COR (56 Kms) section.
- Electrification of private sidings is in progress.

Doubling:

- Doubling of Neemuch-Chittaurgarh section, in which Chittaurgarh-Nimbahera'C'section commissioned.
- Doubling of Ujjain-Dewas-Indore section, in which Ujjain'C'-Karchha section is commissioned.
- Doubling of Ratlam - Neemuch (133KMs) section.

Gauge conversion:

- Gauge conversion of Fatehabad – Ujjain is in progress.
- DADN - Sanawad- NKR as a part of Ratlam-Khandwa gauge conversion project.
- Khandwa bypass (KBCB) - Khandwa sections.
- Ratlam bypass as a part of Ratlam-Khandwa gauge conversion project.

New line:

- Work of new line between Indore-Dhar-Dahod-Chhota Udaipur (IND-TIHI commissioned).
- Work of new line between Dungarpur-Ratlam.
- Work of new line between Neemuch-Badi Sadri.