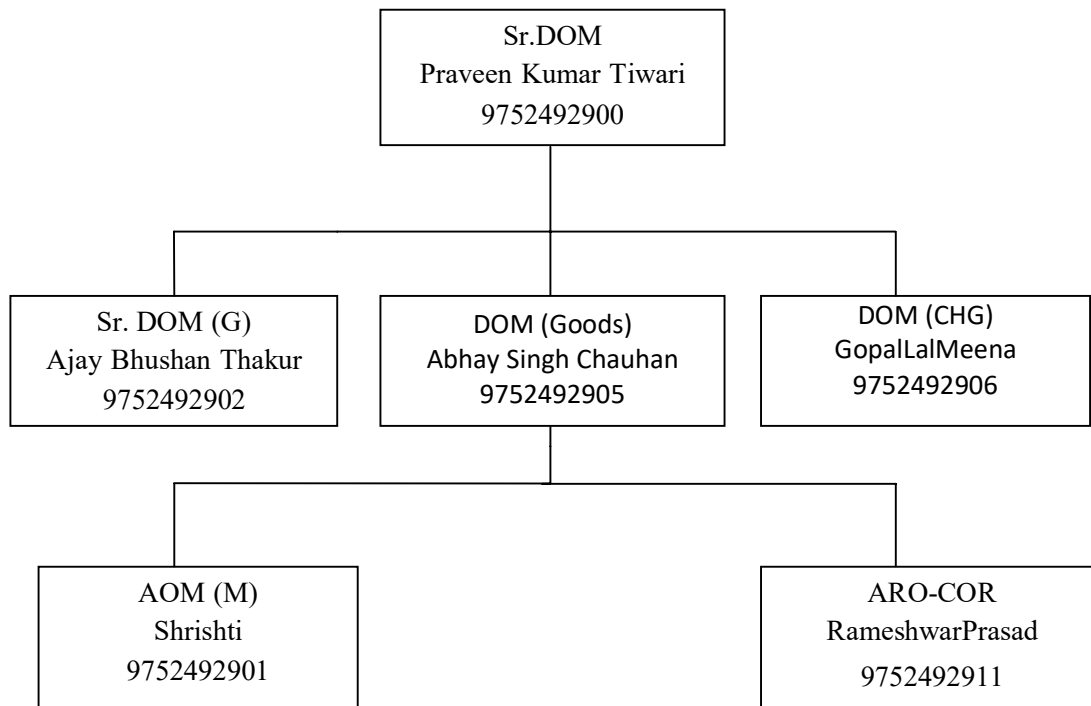


Organization - Operating

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. Ambedakar 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	2	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
Dhoswas	1	Full rake	Available
Meghnagar	3	1 full rake & 1-1 half rake	Available
Jaora	1	Full rake	Available
Dalauda	1	Full rake	Available
Nimach	1	Full rake	Available
Chanderia	2	Full rake each	Available
Shambhupra	1	Full rake	Available
Nimbahera	1	Half rake	Available
Runija	1	Full rake	Available

Private sidings**Private Freight Terminals (PFT)**

1	M/s Container corporation (CGPT)/ TIHI	Container, Auto and Iron & steel	Container
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Gati Shakti Multi-Modal Cargo Terminal (GCT)

1	M/s Pegasus Inland Container Depot Siding / Namli	Container, Coal	Container
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Private Sidings

S.No.	Siding / Station	Commodity	
		Inward	Outward
1	M/s Hindustan Zinc Ltd. siding / Chanderia	Coal, Water	Container
2	M/s Birla Cement works siding/ Chanderia	Coal	Cement, Clinker
3	M/s Aditya Cement works siding / Shambhupura	Coal , Gypsum, Bauxite & Fly ash	Cement, Clinker
4	M/s NUVOCO (Lafarge Cement) Siding/Gambhiri Road	Coal	Cement
5	M/s Wonder Cement siding/ Gambhiri Road	Coal, Limestone, Bauxite & fly Ash	Cement, Clinker
6	M/s J.K. Cement works siding / Gambhiri Road	Coal, Fly Ash	Cement, Clinker
7	M/s J.K. Cement works siding / Nimbahera	Coal	Cement
8	M/s Vikram Cement workssiding / Jawad road	Coal , Gypsum, Bauxite & Fly Ash	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 & Furnace Oil	NIL
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 **159** pairs of Mail express & **26** pairs of Passenger in Broad Gauge on Ratlam division. The division has been able to maintain punctuality of **95.24 %**. In 2023-24 (upto 6 Aug 23) so far.

No. of trains in pairs running on Ratlam Division:

Gauge	Mail / Express	Passenger	Total
BG	159 Pairs (37 pairs daily & rest weekly)	26 Pairs	185
Total	159	26	185

Primary maintenance of **INDB 10.86 & DADN 5.29 rakes** per day is being done in BG 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, 55 pairs of Mail Express & Passengers train are Originating / Terminating / By passing at Indore station in BG system, out of which 23 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 BG 14 pairs of Mail Express & Passengers train at DADN station.

Four (04) Pairs of RajdhaniExpresss, 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.
- Godhra- Nagda Section :- Removal of PSR at Km 616/15- 615/19 (UP) BOG yard.
- Ratlam Division: Improvement of goods shed platform surface at various goods shed Chanderia, Shambhupura, Daloda, Shujalpur & Sehore goods shed.
- Shambhupura : Yard Remodeling with shifting of Goods Shed.
- Berach cabin - Provision of full length additional loop line with simultaneous reception facility.
- Chittorgarh- Elimination of saucer movement and direct reception & dispatch of trains from and to GSD from line number 3, 4 and 5.
- Ratlam Division: Provision of intermediate block signaling (IBS) between SMP - GRF stations on the NMH-COR D/L section.
- Palsoda Makdawan station: Replacement of 'C' class by providing intermediate block signaling between Unhel - Asloda stations.
- Maksi - Line No. 4 UP loop line converted into common loop line.
- Remodeling of Ujjain yard i/c of IDU doubling, UJN-FTD GC & replacement of RRI work.
- Remodeling of DADN yard i/c of RTM-KNW GC.

Electrification:

- Electrification of private sidings (VCSN and BCW) is in progress.

Doubling:

- Doubling of Ujjain-Dewas-Indore section, in which Ujjain'C'-Barlai section is commissioned.
- Doubling of Ratlam - Neemuch (133KMs) section.
- Doubling of Rau - DADN (10 KMs) section.
- Doubling of Ratlam – FTD - LMNR (120 KMs) section.

Gauge conversion:

- DADN – Sanawad as a part of Ratlam-Khandwa gauge conversion project.
- 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.
- Work of new line between Nimbahra-Kapasan.
- Work of new line between Dr. Ambedkar Nagar-Manmad.
- Work of new line between Indore-Jabalpur.

Development of GCT:

- Development of Multi Modal Logistics park - Indore at Pithampur is in pipeline.
