

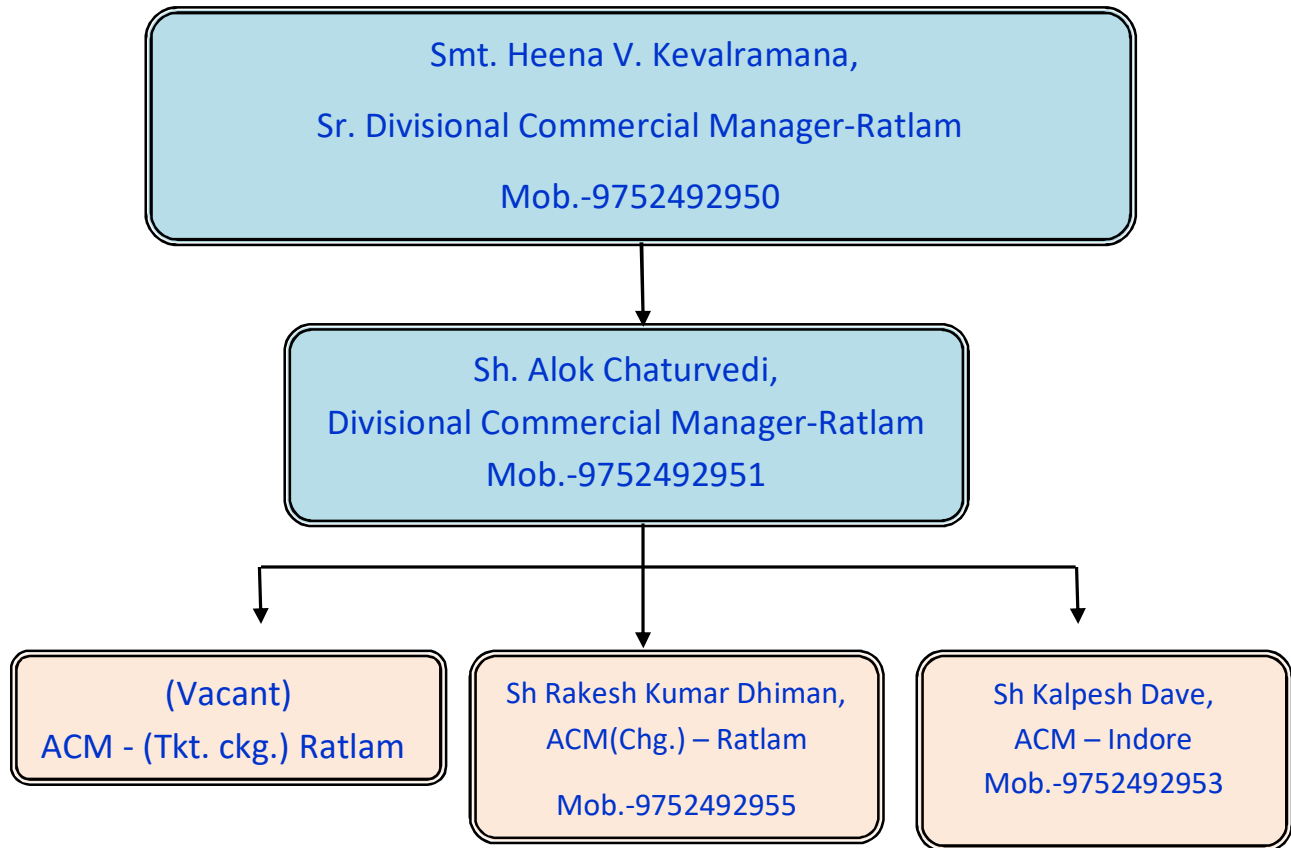
RATLAM DIVISION – COMMERCIAL DEPARTMENT

INFORMATION IN REFERENCE TO SECTION 4 (1) (b) OF RIGHT TO INFORMATION ACT 2005

Sub section	Information sought	Remarks
4 (1) (B) (i)	The particulars of its organization, functions and duties.	<p>The Commercial department is responsible for the sale of transportation provided by a Railway, for creating and developing traffic, for securing and maintaining friendly relations with the travelling and trading public and for cultivating good public relations generally. The fixing of rates, fares and other charges and the correct collection, accountal and remittance of traffic receipts are also among its functions.</p> <p>See “Annexure I” for Divisional Commercial Organization Chart</p> <p>Click on below link for Organization and functions of the Commercial department – https://indianrailways.gov.in/railwayboard/uploads/codesmanual/IRCTCD/TrafficCommercialDepartmentCh1_data.htm</p>
4 (1) (B) (ii)	The powers and duties of its officers and employees.	<p><u>Duties of Commercial Officers :-</u> The Sr. Divisional Commercial Manager is responsible for the efficient conduct of commercial work over his Divisional jurisdiction. He must ensure that reasonable facilities exist at various stations over his Division/Area for receiving, booking, forwarding and delivering of all descriptions of traffic; that the Commercial staff under his charge are prompt, civil and courteous in their dealings with the public and comply with the various rules and regulations laid down for the conduct of their work; that the various Tariffs, Rate Advices, Rate Tables, Distance Tables, Priority Registers etc. are available at stations, and that the Fare Lists and other notices are suitably displayed on the Notice Boards. He must also arrange for periodical inspection of Stations, Booking and Reservation Offices, Parcels & Goods Offices, Out Agencies, City Booking Offices, other ancillary services and Catering & Vending arrangements provided on stations and on trains. Click on below link for Schedule of Powers (Part E-Commercial Matters) :- https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0,1,304,366,1813,2060</p> <p><u>Duties of Commercial Staff :-</u> All members of the commercial staff must make themselves thoroughly conversant with the relevant rules and regulations laid down in the various Tariffs, Codes, Indian Railway Commercial Manual and other manuals, books and circulars issued from time to time by the railway administration for the performance of the respective duties.</p>
4 (1) (B) (iii)	The procedure followed in the decision making process, including channels of supervision.	The procedure/norms set for discharge of function are as per the provisions contained in various codes/manuals. The general procedural instructions are also reiterated/ issued from time to time. Click below link for codes and manuals –
4 (1) (B) (iv)	The norms set by it for the discharge of its function.	https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0%2C5%2C377
4 (1) (B) (v)	The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees.	A number of rules, regulations, instructions, codes, manuals, Acts, etc. have already been published and in use by the railway employees for discharging their functions. Click on below link for instructions/policy:- https://indianrailways.gov.in/railwayboard/view_section.jsp?id=0,1,304,366,555
4 (1) (B) (vi)	A statement of the categories of the documents that are held by it or under its control.	<p>The Railway Board Policy Circulars, Important letters from the Board other and departments, JPOs, Agreements etc. click on below links –</p> <p>https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0%2C1%2C388</p> <p>Ministry of Railways (Railway Board) (indianrailways.gov.in)</p>

4 (1) (B) (vii)	The particulars of any arrangements that exists for consultation with, or representation by the members of the public in relation to the formulation of its policy or implementation thereof.	The Committees set up by the Ministry call for the suggestions from the public from time to time. Railway Salahakar Samiti includes the members of the public also. (This information is copied from Railway Board site). The details of Public Grievances Redressal Machinery and the Vigilance Organization available on the Railways are published every year in the Railway Time tables to enable the members of the public to make representations or complaints, if any. In addition to this, at Divisional level, Divisional Rail Users Consultative Committee (DRUCC). This committee represents the issues related to Passenger Amenities and other commercial issues.
4 (1) (B) (viii)	A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public.	For details of DRUCC members please see the annexure –
4 (1) (B) (ix)	A directory of its officers and employees.	Kindly see the annexure for contact details of officers of Ratlam division-
4 (1) (B) (x)	The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations.	It is decided by Ministry of Finance and Ministry of Railway to specified grade of officers and staff. This item is dealt by Finance and Personnel department.
4 (1) (B) (xi)	The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made	It is dealt by Engineering and Finance department.
4 (1) (B) (xii)	The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes	Not pertains to Commercial department.
4 (1) (B) (xiii)	Particulars of recipients of concessions, permits or authorizations granted by it.	Please click on below link – https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0,2
4 (1) (B) (xiv)	The details in respect of the information, available to or held by it, reduced in an electronic form.	Information relating to organization, its evolution, budget speech, budget highlights, tourist facilities, passenger information, train information, availability of accommodation, status of tickets, Internet booking of tickets, a number of codes/manuals, etc. are available on link below - https://indianrailways.gov.in/railwayboard/
4 (1) (B) (xv)	The particulars of facilities available to citizens for obtaining information, including working hours of a library or reading room, if maintained for public use.	The information relating to the facilities available to the rail users are disseminated through the Railway Time Tables, the Railway Websites and the Facilitation Centre. The library is basically for the use of railway.
4 (1) (B) (xvi)	The names, designation and other particulars of the Public Information Officers.	Shri Asfaq Ahmed, ADRM and AA, DRM Office, RTM, Mob– 9752492001, email- adrm@rtm.railnet.gov.in Shri Alok Chaturvedi, DCM and CPIO (Comm.), DRM Office-RTM Mob - 9752492951, email- drmrmapio@gmail.com Shri Rakesh Kumar Dhiman ACM (Chg.) and CPIO (Comm.), DRM Office, RTM, Mob–9752492955, email- drmrmapio@gmail.com
4 (1) (B) (xvii)	Such other information as may be prescribed; and thereafter update these publications every year.	Information related to Tenders, press related, Important News etc are also available on below link – https://wr.indianrailways.gov.in/Tender_cpp.jsp?lang=0&id=0,3

ORGANISATION CHART



मंडल रेल उपभोक्ता सलाहकार समिति रतलाम
(अवधि दिनांक 01.01.2022 से 30.06.2024 तक)

क्र.	नाम	प्रतिनिधित्व	पता तथा टेलीफोन नं.
1	श्री नरेश मुंदरे	दलित इंडियन चेम्बर ऑफ कॉमर्स एंड इंडस्ट्रीज, इन्दौर (चेम्बर ऑफ कॉमर्स)	ए-60, 102 अवनि अपार्टमेन्ट्स, एम. आई.जी.कॉलोनी (सी.एच.एल. अपोलो हॉस्पिटल के पीछे) इन्दौर 452010 7389636510 nareshm78@gmail.com
2	श्री अभय कुमार मूणत	दि न्यू सुपर क्लॉथ मर्चेन्ट एसोसिएशन, रतलाम (ट्रेड एसोसिएशन)	पुष्पा कटपीस क्लॉथ, 20 चौमुखी पुल, रतलाम 457001 07412492555, 9425937235 abhaymoonat0504@gmail.com
3	श्री अतीत अग्रवाल	लघु उद्योग भारती, उज्जैन (इण्डस्ट्रीज एसोसिएशन)	सी-24 एम.आई.जी., ऋषि नगर, उज्जैन 456010 9425915824 ateetagrawal.ujn@gmail.com
4	श्री प्रमोद डफरिया	एसोसिएशन ऑफ इंडस्ट्रीज, मध्यप्रदेश, इन्दौर (इण्डस्ट्रीज एसोसिएशन)	96, उद्योग भवन, पोलोग्राउंड, इन्दौर 452015 07312420566, 9425081387 aimpindore1959@gmail.com
5	श्री योगेन्द्र कौशिक	वासुदेव इंटीग्रेटेड कृषकोत्थान अनुसंधान संस्थान, उज्जैन (एग्रीकल्चर एसोसिएशन)	गोपाल सदन , मकान नं. 19, गली नं. 2, बावड़ी के सामने वाली गली, पीपली नाका, उज्जैन 456010 9340029298, 9926677019 y.k.1752@1752@gmail.com
6	श्री बृजेश खंडेलवाल	खेतीबाड़ी उत्पन्न बाजार समिति, दाहोद (एग्रीकल्चर एसोसिएशन)	श्री रवि ट्रेडिंग कं., 105 मार्केट यार्ड, दाहोद (गुजरात) 389151 02673242560, 9376514201 ganeshkhanelwal3112@gmail.com
7	श्री राजेन्द्र मारू	रेलवे उपभोक्ता संघ, उज्जैन (यात्री संघ)	9/1/1, अरविन्द नगर, हीरा मिल्स रोड, उज्जैन 456010 07342553451, 9425094608
8	श्री मनोज किकलावाला	दाहोद रेल एवं रोड पैसेंजर एसोसिएशन-दाहोद (यात्री संघ)	F.P.No.19, ऑनेस्ट फास्ट फूड Near Dr.Bharpoda Hospital, स्टेशन रोड, दाहोद 389151 09426404465, 02673245915, 9106217282 manojkiklawala@gmail.com
9	श्री सौरभ छाजेड़	महाप्रबंधक नामित सदस्य	28, सायर चबूतरा, रतलाम 9630777097, 9827311122 saurabhchhajed12@yahoo.com

क्र.	नाम	प्रतिनिधित्व	पता तथा टेलीफोन नं.
10	श्री खोजेमा खंडवावाला	क्षिप्रा उपभोक्ता संरक्षण समिति, उज्जैन (उपभोक्ता संरक्षण संगठन)	14, सास्ताबाद की गली, भार्गव मार्ग, उज्जैन (म.प्र.) 456010 9926067952 khuzemakhandwawala@gmail.com
11	सुश्री प्रीती तनेजा	मेवाड़ विकलांग सेवा समिति, चित्तौड़गढ़ (विकलांग कल्याण एसोसिएशन)	3-1-3, सेगवा हाउसिंग बोर्ड, चित्तौड़गढ़ 312001 9509281266 preetitaneja06@gmail.com
12	डॉ.ओमप्रकाश खंडेलवाल	माननीय सांसद द्वारा नामित प्रतिनिधि (श्री गजेन्द्रसिंह पटेल)	4/12, एम.जी.रोड, बड़वानी 451551 9425090706, 07290222008 opkphysics@gmail.com
13	श्रीमती राजश्री पी. गायकवाड़	माननीय सांसद द्वारा नामित प्रतिनिधि (श्री रतनसिंह राठौड़)	2601, SIGNIA OCEANS, SEC-10A, Near D-Mart, ऐरोली, नवी मुम्बई, (महाराष्ट्र) 400708 9892383111 Rajashreeshinde33@gmail.com
14	Superintending Engineer R&B Circle, Vadodra	गुजरात राज्य शासन से नामित प्रतिनिधि	Superintending Engineer R&B Circle, Vadodra
15	श्री पानाचन्द मेघवाल (माननीय विधायक- बारां/ अटरू)	राजस्थान विधानसभा प्रतिनिधि	मकान नं. 37, रिद्धिका कॉलोनी, बारां (राजस्थान) 324005 9414100880
16	श्री यशपालसिंह सिसौदिया (माननीय विधायक- मंदसौर)	मध्यप्रदेश विधानसभा प्रतिनिधि	यशदीप विला, वात्सल्य पब्लिक स्कूल के पास, यशनगर, मंदसौर (म.प्र.) 458002 9425105233 yashnimbodmds@gmail.com
17	श्री वरुण पोरवाल	माननीय सांसद द्वारा नामित प्रतिनिधि (श्री गुमानसिंह डामोर)	17/516, चन्द्रलोक कॉलोनी, रामबाग, ओल्ड कलेक्टोरेट, रतलाम 457001 07412231762, 9926700762 varunvporwal@gmail.com
18	श्री गोपालभाई शर्मा	माननीय सांसद द्वारा नामित प्रतिनिधि (श्री जसवंतसिंह भाभोर)	24, जल विहार सोसाइटी, शीतलामाता मंदिर के पास, स्टेशन रोड़, दाहोद 389151
19	श्री शेतल ए. कोठारी	विशेष रुचि	14, वृंदावन सोसायटी, चिराग हॉस्पिटल के सामने, गोविन्द नगर, दाहोद 389151 02673246123, 9426052123 Shetalkothari30@gmail.com

20	श्री राजदीप परवाल	माननीय सांसद द्वारा नामित प्रतिनिधि (श्री सुधीर गुप्ता)	75/4, कालाखेत, मंदसौर (म.प्र.) 9425327666 rajdeeparwal@gmail.com
21	श्री सुनील दुबे	विशेष रूचि	21, गायत्री भवन, दो बत्ती, डाट की पुल, रतलाम 457001 9165211777