

FUNCTIONS CARRIED OUT BY COMMERCIAL DEPARTMENT

FREIGHT SERVICES DEPARTMENT:

CONTROLLING OFFICER – CHIEF COMMERCIAL MANAGER (FREIGHT MARKETING)

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

Contd.

33	Standard weights and measures
34	Tariffs- Goods, Coaching, Military & Red.
35	Traffic surveys for opening of new lines
36	Wagon sheets, ropes and breast bars- Control and distribution of
37	Wharfage and Demurrage.

Role of Passenger Marketing Department

CONTROLLING OFFICER – CHIEF COMMERCIAL MANAGER (PASSENGER MARKETING)

1.	<p><u>Unreserved Ticketing System :</u></p> <ul style="list-style-type: none">→ Monitoring works related to Unreserved Ticketing System including development and commissioning of new centers.→ Monitoring Maintenance of existing centers.→ Procurement of related IT equipment, liaisoning with Division and Executing agencies.
2.	<p><u>Passenger Reservation System :</u></p> <ul style="list-style-type: none">→ Monitoring works related to Computerized Passenger Reservation System, including development and commissioning of new centers.→ Maintenance of existing centers.→ Distribution of end-to-end and roadside quota→ Procurement of related equipment, liaisoning with Division and Executing agencies.→ Monitoring running of Bharat Gaurav Trains, Special and FTR Trains.
3	<p><u>Proliferation of Modern modes of Ticketing :</u></p> <ul style="list-style-type: none">→ UTS on Mobile App→ Automatic Ticket Vending Machines (ATVMs)→ Yatri Ticket Suvidha Kendra (YTSK)→ Station Ticket Booking Agent (STBA)→ Jan Sadharan Ticket Booking Sewak (JTBS)
3	<p><u>Passenger profile management analysis :</u></p> <ol style="list-style-type: none">1. Assess the requirement of additional coaches and running of special trains.2. Review of quota on the basis of demand, utilization and supply.3. Review the need for flag stations and halts existing and proposed.
4	<p><u>Proliferation of Digital Payment Initiatives for Ticketing :</u></p> <ol style="list-style-type: none">1. Provision of Point of sale Machines (POS)2. Provision of QR Code Scanners
5	Opening or Closing of stations including Halt and stations for passenger traffic

PASSENGER SERVICES DEPARTMENT AND CATERING:**CONTROLLING OFFICER – CHIEF COMMERCIAL MANAGER (PASSENGER SERVICES & CATERING)**

1.	Alarm Chains –Prosecutions for improper use.
2	Catering and Vending arrangements
3	Commercial advertising and publicity
4	Commercial branch information on Website
5	Cleanliness at Stations
6	Drinking water arrangements
7	Forged Railway Receipts etc.
8	Frauds, thefts, loss and misappropriation of station cash.
9	Imprest cash at stations.
10	Licensed Porters
11	Loss of documents – Notifications in Gazette to prevent fraudulent use.
12	Provision of ATMs at stations
13	Pilgrim, terminal, octroi and other taxes –Rules for levy of
14	Platform passes and tickets.
15	Public complaints & grievances.
16	Passenger Amenities
17	Passenger Amenities works
18	Pay & Use Toilets at Stations
19	Remittance of cash
20	Retiring Rooms at stations- Allotment and maintenance of
21	Returns-Preparations & time submission of
22	Stands at stations for carts, cycles, motor cars etc.
23	Station Accounts & Submission of returns
24	Shoe Shine at stations- Contracts
25	Telephones, public at stations – Installation of
26	Ticket checking organization – control of
27	Tools & Plants/ Stationary of
28	Use of Regional Languages
29	Use of Hindi in Official working.
30	Waiting Rooms – Maintenance of
31.	Works Study Of Commercial Department

CLAIMS DEPARTMENT:**CONTROLLING OFFICER – CHIEF CLAIMS OFFICER**

1.	Settlement of Claims for Compensation -Goods , Parcel
2.	Prevention of Claims
3.	Claims – Conduct of cases on Railway Claims Tribunals, MACT, Consumer Courts, High Courts and Supreme Courts
4.	Disposal of unclaimed articles- Only white/Yellow Metals and Currency Notes.
5.	Lost Property Offices
6.	Empanelment / engagement of Railway Advocates for RCT cases.
7.	Refund of Fares and Freights
8.	Tracing of consignments – NR Cell
9.	Unclaimed, unconnected and undelivered goods and parcels.
10	Computerization of claims, refund of fares and freight etc.