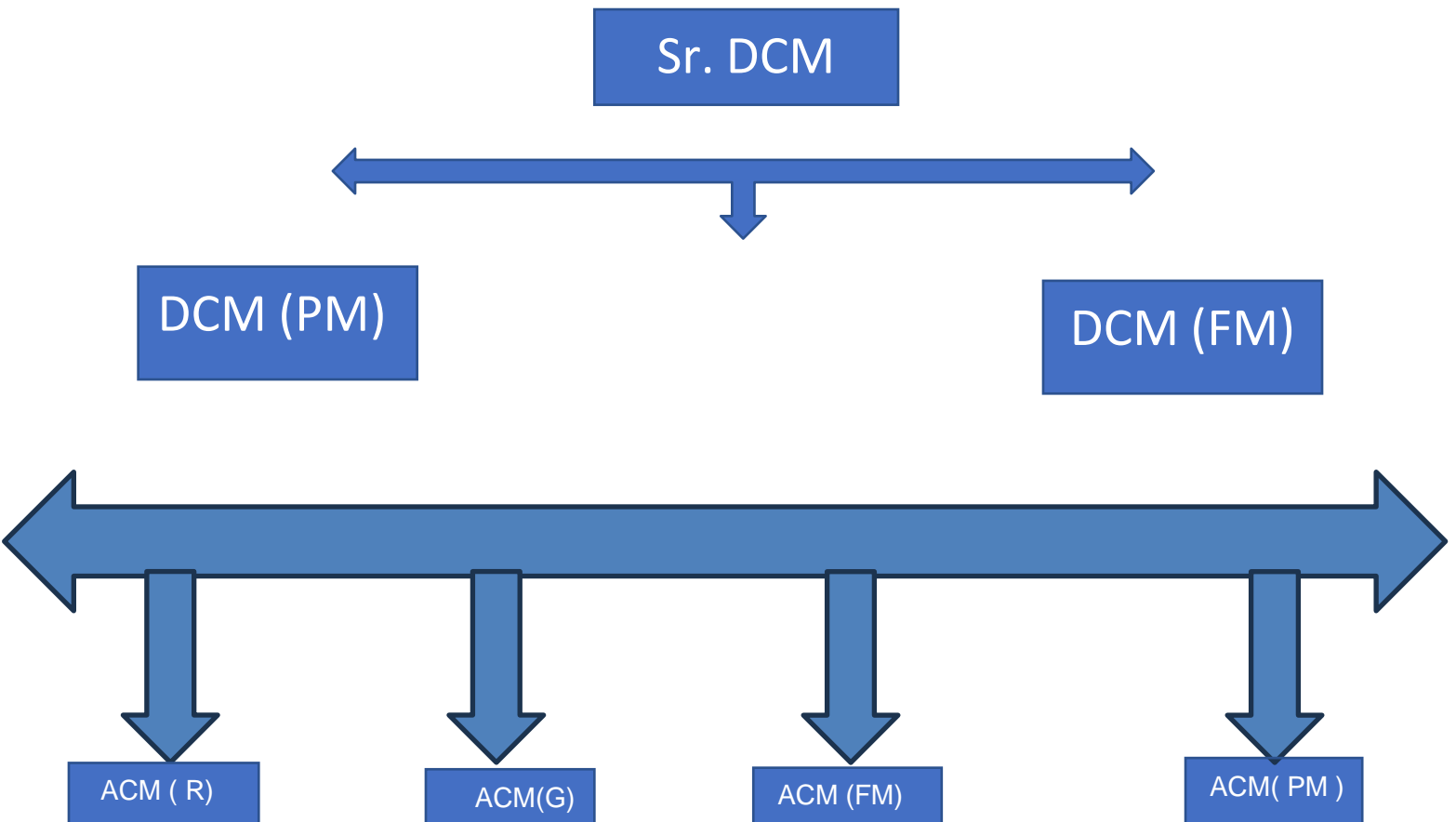


Sub section 4(1) (b)	Information Sought	Remarks
(i)	The particulars of its organization, functions and duties	The Commercial Department is responsible for the sale of transportation provided by a railway, for creating and developing traffic, for securing and maintaining friendly relations with the travelling 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. { See Annexure I for Divisional Commercial Organisation Chart } Click here for Commercial Department of Mumbai Division
(ii)	The powers and duties of its officers and employees	<u>Duties of Commercial Officer :</u> The Divisional Commercial Manager/Area Manager is responsible for the efficient conduct of commercial work over his Division/Area. 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 here for Schedule of Powers (Part E-Commercial Matters). Duties of <u>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.
(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 Railway Board's site for codes & Manuals
(iv)	The norms set by it for the discharge of its function	
(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. The instructions/policy issued by website. Click Railway Board Site.
(vi)	A statement of the categories of the documents that are held by it or under its control	The Railway Board Policy Circulars, Important letters from the Board other departments, JPOs, Agreements, etc. Click Railway Board 's site Click for Railway Board Directorates. Click Traffic Commercial. Click Computerisation & Information
(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 Hindi Salahkar Samiti includes the members of the public also. (This information is copied from Railway Board site) The details of Public Grievances Redress Machinery and that of Vigilance Organisation 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) is formed. This committee represents the issues related to Passenger Amenities and other commercial issues

(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	Click here for DRUCC
(ix)	A directory of its officers and employees	Click here for Telephone numbers
(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 & staff. This item is dealt by Accounts & Personnel department.
(xi)	The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made	Pertains to Engineering Department.
(xii)	The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such	Does not pertain to Commercial Department
(xiii)	Particulars of recipients of concessions, permits or authorizations granted by it	Click here for concession details
(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. have already been made available on Western Railway website: Click here https://www.indianrail.gov.in/enquiry/PNR/PnrEnquiry.html?locale=en Code and manuals are available on Indian Railways: Click Railway Board Site.
(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
(xvi)	The names, designations and other particulars of the Public Information Officers	<u>Public Information Officer</u> Shri. Saurabh Kumar (Divisional Commercial Manager - FM) Contact: (090)-44201 & (022)-67644201 Email: piocommlwrbc@gmail.com <u>Appellate Authority</u> Shri. Sheel Bhadra (Additional Divisional Railway Manager – INFRA-II) Email: adrmnsmtwr@gmail.com Contact: (090)-44544 & (022)-67644544
(xvii)	Such other information as may be prescribed; and thereafter updates these publications every year	Information related to Tenders, press related, Important News etc are also available on https://indianrailways.gov.in/

COMMERCIAL ORGANISATION CHART



{Updated on 01-04-2024}