

**WESTERNRAILWAY**

**Right to Information**



**CPIO & Sr.DCM  
Commercial  
Department Divisional  
Office,  
Bhavnagar - 364003**

**Date:-March 21,2024**

**Sub: - Updating the Departmental/Divisional Content of Commercial department on Western Railway Public Website, Compliance under Section 4(1) (b) of RTI ACT 2005-Sou Moto Disclosure**

**Ref:-1) Time Line for Third Party Transparency Audit for the year 2023-2024  
2) CIC E-Mail dated : 08.03.2024 addressed to Secy. (PG)-CCG**

**Kindly find enclosed herewith a cover letter regarding regular updation of the mandatory disclosure of information required under provision of section 4(1) (b) of RTI Act, 2005 on the Western Railway Public Website i.e. <https://indianrailways.gov.in/>**

**(Mashooque Ahmed)  
Chief Public Information Officer &  
Senior Divisional Commercial Manager,  
Western Railway, Bhavnagar Division.**

**Information in Reference to Section 4(B) of RTI Act - 2005**

Subsection	Information Sought	Remarks
4(b)(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.
4(b)(ii)	The powers and duties of it and officers and employees	<p><b><u>Duties of Commercial Officer:</u></b></p> <p>The Senior Divisional Commercial Manager is responsible for the efficient conduct of commercial work over his Division. He must ensure that reasonable facilities exist at various stations over Division 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 &amp; Goods Offices, Out Agencies, City Booking Offices, other ancillary services and Catering &amp; Vending arrangements provided on stations and on trains.</p> <p><a href="#">Click here for Schedule of Powers (Part E - Commercial Matters).</a></p> <p><b><u>Duties of Commercial Staff:</u></b></p> <p>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(b)(iii)	The procedure followed in the decision making process including channels of supervision.	<p>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.</p> <p><a href="https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&amp;id=0%2C5%2C377">https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&amp;id=0%2C5%2C377</a></p>
4(b)(iv)	The norms set by it for the discharge of its function	
4(b)(v)	The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees	<p>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.</p> <p><a href="#">Click Railway Board Site.</a></p>
4(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 or other departments, JPOs, Agreements, etc. Click Railway Board's site</p> <p><a href="#">Click for Railway Board Directorates.</a></p> <p><a href="#">Click Traffic Commercial.</a></p> <p><a href="#">Click Computerisation &amp; Information</a></p>

4(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 Hindi Salahkar Samiti includes the members of the public also. (This information is copied from Railway Board site) The details of Public Grievance Redress Machinery and that of 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) is formed. This committee represents the issues related to passenger amenities and other commercial issues.
(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	<a href="#">Click here for DRUCC</a>
4(b)(ix)	A directory of its officers and employees (Commercial Department)	<a href="#">Click here for Telephone numbers</a>
4(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 & staff. This item is dealt by Accounts & Personnel department.
4(b)(xi)	The budget allocated to each of its agency. Indicating particulars of all plans, proposed expenditures and reports on disbursements made	Pertain to Engineering Department.
4(b)(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
4(b)(xiii)	Particulars of recipients of concessions, permits or authorizations granted by it.	<a href="#">Click here for concession details</a>
4(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. have already been made available on Western Railway website: <a href="http://www.wr.indianrailways.gov.in">www.wr.indianrailways.gov.in</a> Code and manuals are available on Indian Railways: <a href="#">Click Railway Board Site</a> .
4(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 other 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(b)(xvi)	The names, designations and other particulars of the public information officers	<b>Chief Public Information Officer</b> Md. Mashooque Ahmed (Sr. Divisional Commercial Manager) Contact : (099)-44200 & (0278)-2445497  <b>Appellate Authority</b> Shri Himanshu Sharma (Additional Divisional Railway Manager) Contact : (099)-44002 & (0278)-2445506
4(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 <a href="https://www.wr.indianrailways.gov.in/">https://www.wr.indianrailways.gov.in/</a>

## COMMERCIALORGANISATIONCHART

