

Western Railway
Operating Department of Vadodara Division
Information under section 4(1)(b) of Right to Information Act-2005.
Last updated on 31.03.2026

Section	information	Remark
4(1)b(i)	The particulars of its organization, functions and duties	1. Name and address of the organisation: Office of the Senior Divisional Operations Manager (Sr.DOM), Vadodara Division, Western Railway. 2. Administrative control: Vadodara Division functions under Western Railway, Ministry of Railways, Government of India. The Operating Department at divisional level is headed by the Senior Divisional Operations Manager (Sr.DOM), who reports to the Divisional Railway Manager (DRM), Vadodara Division. 3. Operating Department – The Operating Department is responsible for safe, efficient and punctual operation of all trains over Vadodara Division, including passenger, goods, departmental, shunting, military and special trains, in accordance with Railway Board and Western Railway instructions. 4. Key objectives: (a) Ensure safe and punctual movement of trains; (b) Optimise utilisation of line capacity, yards, terminals, sidings and rolling stock; (c) Ensure effective real-time regulation and control of train operations; (d) Implement all operating rules, manuals and safety instructions; (e) Coordinate with other departments for integrated operations and safety. 5. Organizational structure (Operating Department – divisional level): The typical hierarchy comprises: DRM; Sr.DOM; Sr.DOM (General), DOMs, AOMs, Chief/Section/Power/Traction Controllers; Station Managers/Station Masters/Yard Masters; Movement/Traffic/Operating Inspectors; and other operating staff such as Points men, Gatemen and Shunting staff. A detailed organization chart indicating posts, reporting relationships and jurisdiction shall be attached as Annexure–I (Org Chart). 6. Major functions of the Operating Department: (a) Planning, regulation and monitoring of train operations; (b) Management of control offices, stations, yards, LC gates, running rooms and associated operating assets; (c) Time-table, path and capacity planning, block planning and resource optimisation; (d) Operating-safety oversight at stations, yards and LC gates, in coordination with the Safety Department; (e) Monitoring punctuality, wagon/coach utilisation, terminal and yard performance; (f) Conduct of inspections, safety drives, joint inspections and enquiries on operating aspects.

4(1)b(ii)	The powers and duties of its officers and employees	1. General principle: Powers and duties of Operating Department officers and staff are derived from Railway Codes, General and Subsidiary Rules (G&SR), Operating Manual, Accident Manual, Commercial Manuals, Safety Code and delegation orders of Railway Board, Western Railway HQ and Divisional Administration. 2. Senior Divisional Operations Manager (Sr.DOM): Head of Operating Department in the division; responsible to DRM for safe, efficient and punctual train operations; overall supervision of control offices, stations, yards and terminals; coordination with all departments on operating matters; implementation of Railway Board/Headquarters instructions relating to operations and operating safety; exercises administrative and financial powers as delegated through the Schedule of Powers and divisional orders. 3. Senior Divisional Operations Manager (General) – Sr.DOM(G): Divisional officer responsible for safety from the operating point of view, with special focus on station working, level crossing (LC) gates, operating procedures and operating safety communication. 4. The Sr.DOM(G) is responsible for ensuring safe and efficient train operations from the operating perspective by closely coordinating with control offices, stations, yards, level crossing gates, and other departments. The role includes regular inspections of stations, yards, and LC gates to ensure compliance with General & Subsidiary Rules (G&SR), Station Working Rules (SWRs), Joint Procedure Orders (JPOs), and safety instructions. Sr.DOM(G) supervises the preparation, review, and implementation of SWRs, conducts joint inspections with Engineering, S&T, Electrical, Mechanical, Commercial, and Safety Departments, and organizes surprise checks, night inspections, and special safety drives. The officer also issues safety circulars, bulletins, caution notices, reviews of safety incidents, failures, and near-miss cases, and initiates preventive and corrective actions. Additionally, Sr.DOM(G) monitors the availability and proper use of operating safety equipment, processes proposals for procurement of safety items, examines new works and signaling changes from the operating safety angle, and assists DRM/Sr.DOM in safety reviews, accident enquiries, and implementation of safety recommendations. 5. Divisional Operations Managers (DOM) / Assistant Operations Managers (AOM): Manage train operations over assigned sections/activities including planning of blocks, paths for freight trains and coordination of crew/stock/resources; implement operating and safety instructions in their jurisdiction and monitor performance indices.
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		6. Chief Controller / Section Controllers / Power/Traction Controllers: Regulate train movements in real time in accordance with rules and priorities under supervision of DOM/Sr.DOM; coordinate with stations, yards, loco power and maintenance branches for smooth train operations. 7. Station Managers / Station Masters / Yard Masters: Responsible for reception, dispatch and shunting of trains, safe custody of vehicles, public announcements and maintenance of station records; ensure compliance with SWRs, G&SR and all operating instructions. 8. Movement/Traffic/Operating Inspectors: Supervise operating staff, conduct inspections and counselling, verify compliance with rules and assist in enquiries as directed by Sr.DOM/ Sr.DOM(G)/DOM. 9. Detailed duty lists and delegation orders for each category are issued separately and attached as Annexure–II (Duties and Delegation).
4(1)b(iii)	The procedure followed in the decision-making process, including channels of supervision and accountability	1 Decision-making framework: Decisions are taken in accordance with G&SR, Operating Manual, Accident Manual and instructions issued by Railway Board, Western Railway HQ and Divisional Administration. File movement generally follows: Dealing Assistant → Section Supervisor → AOM/DOM → Sr.DOM/Sr.DOM(G) (where safety/operating-safety content) → DRM, as per delegation. 2 Day-to-day train regulation: Real-time decisions are taken by Controllers/Chief Controllers in Control Office under the supervision of DOM/Sr.DOM, within the framework of rules and priorities laid down by Railway Board/Western Railway/Division. 3 Station Working Rules and operating instructions: Drafted by operating branch, technically vetted (including by Sr.DOM(G) where applicable), approved by competent authority and issued to stations; implementation is monitored through inspections and control supervision. 4 Operating safety instructions: Initiated by Sr.DOM(G)/Sr.DOM, vetted by Safety and other departments as required, approved by competent authority and circulated to field staff with briefing/counselling arrangements. 5 Channels of supervision and accountability: Field operating staff report to Inspectors and DOM/AOM; Controllers report to Chief Controller and DOM/Sr.DOM; Sr.DOM(G) and other DOMs report to Sr.DOM; Sr.DOM reports to DRM. A schematic chart is attached with Annexure–I.

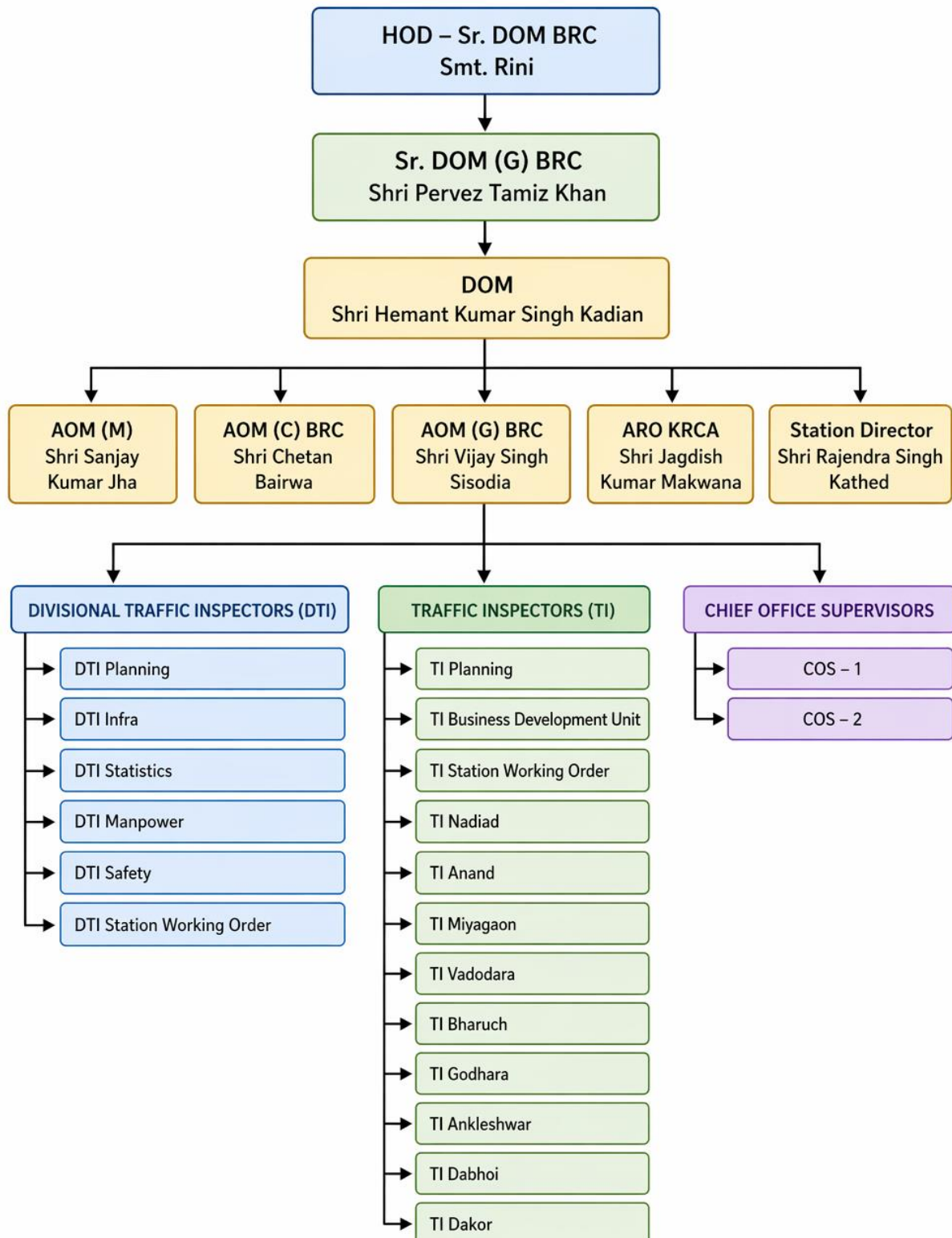
4(1)b(iv)	The norms set by it for the discharge of its functions	1. Operating Department follows norms prescribed by Railway Board and Western Railway regarding safety, punctuality, capacity utilisation and service quality, including punctuality targets, line capacity utilisation norms, wagon/coach turnaround, permissible detentions and inspection periodicity. 2. Sr.DOM(G) and operating staff follow norms on frequency of station and LC inspections, safety drives, night inspections and counselling as laid down in divisional operating and safety instructions. 3. Citizen-oriented norms include adherence to notified train timings, prompt dissemination of information on major late running/diversions/cancellations and timely response to Operational.
4(1)b(v)	The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions;	1. Key references include Indian Railways Act; General and Subsidiary Rules (G&SR) of Western Railway; Operating Manual; Accident Manual; Station Working Rules; Block Working Rules Commercial, Coaching and Freight Manuals; Safety Code and safety circulars of Railway Board and Western Railway HQ. 2. Divisional Operating Circulars (DOCs), Joint Procedure Orders (JPOs), safety bulletins and local instructions are issued by Sr.DOM/Sr.DOM(G)/DOM and maintained in Sr.DOM office, Control Office and at stations. 3. Many codes and manuals are hosted on Railway Board and Western Railway websites; links to relevant pages are provided separately for reference. https://indianrailways.gov.in/railwayboard/
4(1)b(vi)	A statement of the categories of documents that are held by it or under its control	1. Categories of documents held by the Operating Department include control charts, block registers, train signal registers, SWRs, yard plans and diagrams, inspection notes, safety drive reports, punctuality and utilization statistics, operating circulars, JPOs, office orders and correspondence files. Custodians of records include the Control Office, stations, yards, Sr.DOM office and divisional record rooms, as per approved record retention schedules.
4(1)b(vii)	The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or	1 Operating matters being technical in nature, direct public participation is limited; however, inputs are obtained through Divisional Railway Users' Consultative Committee (DRUCC) and other consultative bodies, meetings with major freight customers and local authorities, and public grievance mechanisms such as DRM's meetings and designated online portals. 2 Suggestions and representations received through these forums are examined and, where feasible, taken into

	implementation thereof	account while planning train timings, halts, terminal arrangements and operating facilities, subject to safety, capacity and policy constraints.
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	1. Operating Department participates in divisional committees such as Safety Committee/Accident Review Committee, Timetable/Traffic Planning Committee, Level Crossing Safety Committees and joint committees with Engineering, S&T, Electrical, Mechanical, Commercial and Safety Departments on specific operating issues. 2. These are internal official committees; meetings are generally not open to the public. Minutes/decisions are recorded and implemented through instructions circulated to concerned staff.
4(1)b(ix)	A directory of its officers and employees	1. This manual contains the directory of key officers and staff positions in the Operating Department, including Sr.DOM, Sr.DOM(G), DOMs, AOMs, Chief Controller, Inspectors and other officials, with office addresses, official telephone numbers, and email IDs. 2. An updated directory is attached as Annexure–III (Directory) and is periodically revised on the divisional website and in printed form. Personal phone numbers and residential addresses are not published.
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	1 Officers and staff are paid as per Government of India and Railway Board orders, including pay levels under the 7th Central Pay Commission, along with admissible allowances. 2. A statement showing post-wise sanctioned strength, pay level and indicative monthly remuneration range (e.g. Sr.DOM / Sr.DOM(G), DOM, AOM, Chief Controller, Station Master, etc.) is attached as part of Annexure–IV (Pay Structure), subject to prevailing instructions on disclosure. 3. Operational allowances such as running allowance, night duty allowance, and overtime allowance are governed by Railway rules and are payable wherever applicable.
4(1)b(xi)	The budget allocated to each of its agency, indicating the	Does not pertain to the Operating Department.

	particulars of all plans, proposed expenditures and reports on disbursements made	
4(1)b(xii)	The manner of execution of subsidy programs, including the amounts allocated and the details of beneficiaries of such programs	Does not pertain to the Operating Department.
4(1)b(xiii)	Particulars of recipients of concessions, permits or authorizations granted by it	Does not pertain to the Operating Department.
4(1)b(xiv)	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, https://wr.indianrailways.gov.in/ Code and manuals are available on Indian Railways web site at: - https://indianrailways.gov.in/railwayboard/
4(1)b(xv)	The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use	All issues related to information about Railway Passenger are dealt with by the commercial department.
4(1)b(xvi)	The names, designations and other particulars of the Public Information Officers;	(1) Smt RINI CPIO & Sr Divisional Operational Manager Vadodara. Email- Srdombrc@gmail.com Phone No. 9724091900 (2) Shri Hemant Kumar Singh Kadian PIO & Divisional Operations Manager Vadodara Email- dom1@brc.railnet.gov.in Mob. 9724091901

4(1)b(xvii)	Such other information as may be prescribed; and thereafter update these publications every year;	Other information is available on: - www.wr.indianrailways.gov.in
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OPERATING DEPARTMENT FLOW CHART – BRC DIVISION



APPENDIX-II**OPERATING DEPARTMENT CADRE (AS ON 01.04.2026) Vadodara Division**

Sr No	Designation	Sanctioned	Present	Vacancy	Excess
1	TFC Controller (CTNL) 4800	14	13	1	-
2	TFC Controller (CTNL) 4600	14	11	3	-
3	TFC Controller (ATNL) 4200	7	7	0	-
4	Safety Counsellor 4600	1	1	0	-
5	Safety Counsellor 4200	0	1	-	1
6	SS/TI/YM 4800	116	108	8	-
7	SS/TI/YM 4600	115	104	11	-
8	SM/TI/YM 4200	355	333	22	-
9	Mail/Express Guard	54	51	3	-
10	Passenger Guard	72	57	15	-
11	Sr Goods Guard	165	123	42	-
12	Goods Guard	165	75	90	-
13	Shunting Master	11	10	1	-
14	Shunting Jamadar	2	0	2	-
15	Pointsman A /Jamadar	486	487	-	1
16	Pointsman B	459	131	328	-
17	Gateman	4	1	3	-
18	CMVI 4800	3	3	0	-
19	CMVI 4600	3	1	2	-
20	MVI 4200	2	0	2	-
21	CTNC	49	36	13	-
22	SRTNC	9	12	-	3
23	TNC (DR)	3	0	3	-
24	TNC (LDCE)	1	5	-	4
25	TNC (G/SEL)	3	0	3	-
26	Khalasi	37	28	9	-

APPENDIX-III
Operating Officers & Stations Auto & Number

Sr No	Designation/Station	Auto No.	BSNL No.	Sr No	Station	Auto No.	BSNL No.
1	Sr DOM BRC	44600	9724091900	45	SS PIO	42287	9426468573
2	Sr DOM(G)BRC	44650	9724091905	46	SS SMLA	42286	9408474382
3	DOM BRC	44602	9724091901	47	SS CPN	42285	9408474402
4	AOM(M)BRC	44606	9724091906	48	SS BKRL	42284	9426476560
5	AOM©BRC	44612	9724091903	49	SS DRL	42283	02676-235131
6	AOM(G)BRC		9724091904	50	SS KRSA	42282	9426411959
7	ARO KRCA	47260	9724091902	51	SS GDA	42212	02672-249131
8	SD BRC	43612	9724091907	52	SS TBA	42423	9408474418
9	SS Kawas		0261-2875840	53	SS SVL	42424	9427883350
10	SS Kribhco		0261-2802471	54	SS TAS	42426	9499550823
11	SS Utran	41229	9724098585	55	SS DK	42427	9408474603
12	SS Kosad	41228	9408474308	56	SS UMH	42428	02692-2276040
13	SS Gothangam	41227	9426212606	57	SS ODE	48429	9409504153
14	SS Sayan	41221	9408474304	58	SS PRTN	44632	0265-2630734
15	SS KIM	41218	9408474292	59	SS DB	49312	9408103235
16	SS Kosamba	41209	9408103122	60	SS CDD	49320	9510764941
17	SS Panoli	41207	9429616908	61	SS EKNR	49322	9510764931
18	SS Ankleshwar	41502	02646-248528	62	SS PAVI	49315	0266-4242500
19	SS Bharuch	41212	02642-240969	63	SS CTD	49459	02669-232300
20	SS Chavaj	41271	9484819676	64	SS PLRD	44248	9426068967
21	SS Nabipur	41205	9408474341	65	SS MTSI	44249	9426036047
22	SS Palej	44662	9408474343	66	SS ARPR	44251	9510764816
23	SS Lakodara	44397	9426375927	67	SS KADA	49512	9408102918
24	SS Miyagaon	44661	9408474592	68	SS JOBAT	49513	9408102895
25	SS Kashipura	44396	9426069417	69	SS KV	49481	9408474530
26	SS Itola	44681	9426214697	70	SS KVNJ	48689	9408957276
27	SS Varnama	44990	9426241907	71	SS MDSA	48704	
28	SS Makarpura	44680	9484976611	72	SS PTD	48801	9408474502
29	SS Vishwamitri	43617	9408474358	73	SS WTPS	42275	9499666609
30	Vadodara Station Manager	43600	0265-2362300	74	SS CCP	49313	9426630392
31	SS Vadodara Yard	46782	9408102890	75	SS BDE	49420	02665-220700

32	SS Bajwa	43661	0265-2242239	76	SS ABRV	44250	9510764824
33	SS Karachiya Yard	47264	0265-2232470	77	SS MHD	48641, 43675	9408474436
34	SS Ranoli	46710	9408474522	78	SS Kanij	48631	9408474433
35	SS Vasad	43668	9408474515	79	SS BJD	48677	9408474432
36	SS Adas Road	48772, 43669	9499665252	80	SS GER	48601, 43678	9408500708
37	SS VADOD	43670	9427883764	81	Kapadvanj		9408957276
38	SS ANAND	48286	02692-241131	82	SS BRCY	46724	9408102890
39	SS Kanjariboriyavi	48741	9408474463				
40	SS Uttarsanda	43673	9408474528				
41	SS ND	48296	9408474437				
42	SS GTE	48671	9426214863				
43	SS CBY	48821	9408474506				
44	SS CYI	42288	9499556766				