

Operating Department

Information in reference to section 4(b) of RTI ACT-2005

Sub section	Information sought	Remarks
4(b) (i)	The particulars of its organization, functions and duties.	The Operating department is concerned with the operation of passengers, Goods & other trains (Departmental, Shunting, Military trains, etc.) and it is headed by Senior Divisional Operations Manager. Function & duties: (i) Planning, organizing, coordinating, directing, monitoring, controlling and supervising the activities connected with operation of Coaching, Goods and Other (departmental, shunting, military, etc.) trains. (ii) Handling the problems which arise in the course of the operation of trains as per objectives, goals and priorities laid down from time to time. (iii) Safety in train operations. (iv) Economy and efficiency in train operation. Click here (Annexure-I) to see Organization chart.
4(b)(ii)	The power and duties of its Officers & employees.	Officers: the Schedule of Powers Delegated by the Railway Board and carrying out all works related to train operations. 1. Senior Divisional Operations Manager (Sr. DOM) • Role: Administrative head of train operations at the divisional level. • Responsibilities: ○ Management of traffic planning for both freight and passenger train operations, maintenance block, Manpower planning. ○ Ensure safety in all train operations. ○ Report to the Divisional Railway Manager (DRM) and Principal Chief Operations Manager (PCOM). 2. Senior Divisional Operations Manager (General) [Sr. DOM (G)]

		• Role: Head of traffic safety. • Responsibilities: ○ Attend accidents, unusual occurrences, and failures. ○ Conduct inquiries and ensure safety measures. ○ Conduct safety seminars, safety drive, inspections, and audits. ○ Monitor the revision of Station Working Rules and ensure the availability of essential safety equipment. ○ Evaluation of safety performance. ○ Timely movement of Accident relief train and Accident relief medical van, 3. Divisional Operations Manager (DOM) • Role: Oversees punctual running of suburban and coaching services. • Responsibilities: ○ Manage the preparation of timetables, crew links, and rake links. ○ Coordinate with departments to address operational issues. 4. Assistant Traffic Manager (Suburban) (ATM/S) • Role: Responsible for suburban train operations. • Responsibilities: ○ Ensure punctual train operations from Churchgate to Virar (excluding Mumbai Central Main & Local and Jogeshwari/AT stations). ○ Coordinate with departments for planning maintenance blocks. 5. Assistant Operations Manager (Movement) (AOM/M) • Role: Focuses on freight operations. • Responsibilities: ○ Administrative jurisdiction: Jogeshwari (AT) and Vasai Road. ○ Oversee movement and coordination of freight operations. 6. Assistant Operations Manager (General) (AOM/G) • Role: Conducts safety audits and safety inspections. • Responsibilities: ○ Territorial and administrative jurisdiction within BCT Division. ○ Conduct accident inquiries and monitor training for Group C & D Operating staff. ○ Address Safety issues over the Division. ○ Evaluation of safety performance.
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		7. Area Officer/Churchgate • Role: Handles operations at Churchgate station. • Responsibilities: ○ Assist in crew scheduling for Train Managers. ○ Coordinate with departments and authorities regarding train operations and emergencies. 8. Station Manager (Gazetted)/Mumbai Central • Role: Manages operations at Mumbai Central. • Responsibilities: ○ Monitor punctuality of coaching trains. ○ Assist in preparation of the coaching timetable. ○ Coordinate with departments and authorities regarding train operations and emergencies. 9. Area Manager/Valsad • Role: Manages an extensive operational area from Vaitarna to Surat, Bilimora Junction to Waghai, and Udhna to Paldhi. • Responsibilities: ○ Monitor coaching and freight train operations. ○ Coordinate with departments engaged in train operations. ○ Organize meeting with the parties to increase freight loading. ○ Communicate with district authorities during emergencies. 10. Station Director/Surat • Administrative Jurisdiction: Surat and Udhna stations. • Responsibilities: ○ Oversee all train operations at Surat and Udhna stations to ensure that services run smoothly and efficiently. ○ Collaborate with various departments to address all aspects of train operations. ○ Communicate with district authorities during emergencies.
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		11. Assistant Operation Manager/Nandurbar • Administrative Jurisdiction: Chalthan-Paldhi (Tapti Valley section). • Responsibilities: ○ Supervise and manage Train Managers at the Nandurbar (NDB) Lobby, ensuring efficient train operations in the designated area. ○ Work closely with all relevant departments to ensure seamless train operations. ○ Coordinate with district authorities in the Tapti Valley section during emergencies, ensuring effective communication and response. 12. Operating Staff • Responsibilities: ○ Perform all duties in compliance with various rules, regulations contained in General & Subsidiary Rules, Operating Manual, Accident Manual, Block working Manual, and follow Joint procedure order, instructions issued from time to time ensuring operational integrity and safety. ○ Participate in training sessions i.e. Refresher course, Automatic Block section Overhead equipment etc., to stay updated on safety protocols, operational procedures, and communication strategies. ○ Attend periodic medical examination as prescribed. ○ Work as part of a team, reporting any issues or irregularities to supervisors and cooperating with other departments to maintain safety and punctuality. ○ Be familiar with emergency response protocols and act swiftly to ensure passenger safety during any incident.
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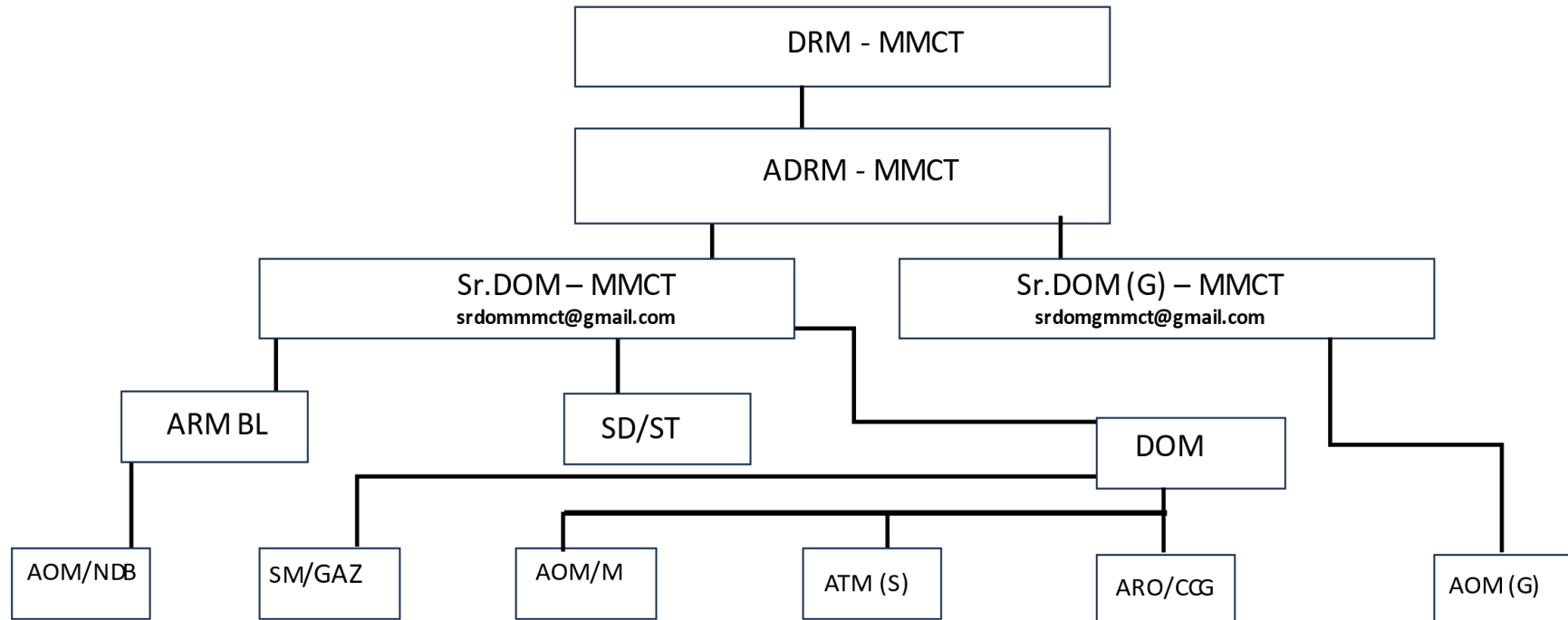
4(b)(iii)	The procedure followed in the decision-making process including channels of supervision and accountability.	Procedure followed as per General and Subsidiary Rules, Operating Manuals, Accident Manual, Block Working Manual, Station Working Rules, working timetable, normal composition, marshalling order and links of trains, policy circulars/letters/instructions/joint procedure orders etc., issued from Railway Board, Zonal & Divisional office from time to time.
4(b)(iv)	The norms set by it for the discharge of its function.	MCDO High Lights to General Manager-1st week of every month. MCDO High Lights to Principal Chief Operations Manager before 15th of every month. Safety MCDO to Principal Chief Operations Managers before 10th of every month.
4 (b)(v)	The rules, regulations, instructions, manuals held by it or under its control or used by his employees by Discharging its functions.	Procedure followed as per General and Subsidiary Rules, Operating Manuals, Accident Manual, Block Working Manual, Station Working Rules, working timetable, normal composition, marshalling order and links of trains, policy circulars/letters/instructions/joint procedure orders etc., issued from Railway Board, Zonal & Divisional office from time to time.

4 (b)(vi)	A statement of the categories of documents that are held by it or under control.	Statements of categories of documents pertain to a) Rules, b) Goods section, c) Coaching, d) Time Table, e) Planning Section, f) General and Tenders.
4(b)(vii)	The particulars of any arrangement that exists for consultation with, or representation by members of the public in relation to the formulation of its policy or implementation thereof.	Operating department deals with mainly public, the representation of public is received in the following ways- a) Through Divisional Rail Users Consultative Committee (DRUCC). b) Through Station Railway Users Consultative committee (SRCC). MLA, Govt official and public by any mode.
4(b)(viii)	A statement of the boards, councils committees and other bodies consisting of two or more persons constituted as it part or for the purpose of its advise, and as to whether meeting of those boards, councils, committees and other bodies are open to the public or the minutes of such meetings are accessible for public.	Not Applicable
4(b)(ix)	A directory of its officers and employees	Click here (Annexure-II) to see directory

4(b)(x)	The monthly remuneration received by each of its officers and the employees, including the system of compensation as provided in its regulations.	It is decided by Ministry of Finance and Ministry of Railway to specify the grade of Officers and staff. The item is under purview of accounts and Personnel Department.
4(b)(xi)	The budget allocated to each of its agency, including the particulars of all plans, proposed expenditure and reports on disbursement made.	Not Applicable
4(b)(xii)	The manner of execution of subsidy programs, including the amount allocated and the details of beneficiaries of each program.	Not Applicable
4(b)(xiii)	The particulars of recipients of concessions, permits or authorizations granted by it.	Not Applicable
4(b)(xiv)	The details in respect of the information, available to or held by it, reduced in an electronic form	Information related to public Time Table is updated and available on the Website of Western Railway www.wr.indianrailways.gov.in The information relating to code, manuals are available in Indian Railway website at Click for Railway Board site: https://indianrailways.gov.in/railwayboard.
4(b)(xv)	The particulars of facilities	The information relating to the facilities available to the rail users are disseminated through Railway

	available to citizens for obtaining information, including working hours of a library or reading room, if maintained for public use.	Time table, the Railway Websites and the facilitation Centre. www.wr.indianrailways.gov.in
4(b)(xvi)	The names, Designation and other particulars of the public information officers	Public Information Officer Shri. Mukesh Kumar Ranjan (Assistant Operations Manager) Contact No. 022-67644607 E. Mail ID.: - aomgbct1@gmail.com Appellate Authority Smt . Aarti Singh Parihar ADRM (OP & HR) - Mumbai Central DRM's office Mumbai central (E) Mumbai- 400008 Tel – 02267644544. adrmnsmctwr@gmail.com
4(b)(xvii)	Such other information as may be prescribed, and there after update these publications every year.	Information related to public Time Table is updated and available on the Website of Western Railway www.wr.indianrailways.gov.in

ANNEXURE-I



Annexure-II

Sr. No.	Name	Designation	Workplace station	Rly. Auto No.	Mobile No.
1	Shri Arun Kumar Meena	SR. DOM	MMCT	44600	9004499900
2	Shri G. S. Gahalaut	Sr. DOM (G)	MMCT	44601	9004499901
3.	Shri Alpesh Panchal	DOM (Sub.)	MMCT	44602	9004499902
4	Shri Mukesh Kumar Ranjan	AOM/G	MMCT	44607	9004499907
5	Shri Ramkesh Meena	ATM (S)	MMCT	44603	9004499903
6.	Shri Prafull chand Bhat	ARO CCG	MM CT	22559	9004499904
7.	Shri Raghvendra Rai	AOM (M)	MMCT	44606	9004499906
8.	Shri Sagar Kulkarni	SM (Gaz.)	MMCT	49563	9004499905
9.	Shri Shravan Kr Meghwal	SD/ST	SURAT	49103	9724099903
10.	Shri Manoj Barhat Fatesing	ARM/BL	VALSAD	49000	9724099902
11.	Shri Deepak Mathai	AOM/NDB	NDB	42331	9004471902
Chief Train Controllers, Divisional Traffic Inspector, TI (Trains), Sectional TI & Instructor/MDDTI					
01	Shri R. K. Sharma	CTNL	Mumbai central		9004499947
02	Shri Murli	CTNL	Mumbai central		9004449477
03	Shri M. K. Jagesh	TI (TRAINS)	Mumbai central		9004499948
04	Sri Prashant Mazumdar	TI (TRAINS)	Mumbai central		9004498910
05	Shri Chandan Sah	TI (TRAINS)	Mumbai central		9004449706
06	Shri Manoj Ghosalkar	DTI	Mumbai central		9004449159
07	Shri Mokd. Basi Khan	Sectional TI	Grant Road		9004499921
08	Shri Shashank shekhar	Sectional TI	Andheri		9004499913

09	Shri M. M. Singh	Sectional TI	Borivali	9004499924
10	Shri B. S. Meena	Sectional TI	Dahanu Road	9004471916
11	Shri Vikas Meena	Sectional TI	Valsad	9724099906
12	Shri Sudhir Kumar	Sectional TI	Surat	9004471904
13	Shri S. C. Jha	Sectional TI	Vyara	9724099905
14	Shri Gajendra Sharma	Sectional TI	Nandurbar	9004471915
15	Shri L. B. Singh	Sectional TI	Amalner	9724049120
16	Shri Md. Ragib	Instructor, MDDTI	Valsad	9724099909

Sr. No	STATION	DESIGNATION	Mobile NO
01	CHURCHGATE	STATION SUPRINTENDENT	7021312762
02	MARINELINES	STATION SUPRINTENDENT	7021313080
03	CHARNI ROAD	STATION SUPRINTENDENT	7021313146
04	GRANT ROAD	STATION SUPRINTENDENT	9372508861
05	MUMBAI CENTRAL MAINS	STATION SUPRINTENDENT	8356830875
06	MAHALAXMI	STATION SUPRINTENDENT	9372508862
07	LOWER PAREL	STATION SUPRINTENDENT	9324917205

08	PRABHADEVI	STATION SUPRINTENDENT	9372508869
09	DADAR	STATION SUPRINTENDENT	9372508873
10	MATUNGA ROAD	STATION SUPRINTENDENT	9372508874
11	MAHIM	STATION SUPRINTENDENT	9372508906
12	BANDRA	STATION SUPRINTENDENT	7021313160
13	BANDRA TERMINUS	STATION SUPRINTENDENT	7021313196
14	KHAR	STATION SUPRINTENDENT	9372508897
15	SANTACRUZ	STATION SUPRINTENDENT	9324917206
16	VILE-PARLE	STATION SUPRINTENDENT	9372508885
17	ANDHERI	STATION SUPRINTENDENT	9372508892
18	JOGESHWARI	STATION SUPRINTENDENT	7021313374
19	JOGESHWARI AT	STATION SUPRINTENDENT	9372508895
20	RAM MANDIR	STATION SUPRINTENDENT	9372508896
21	GOREGAON	STATION SUPRINTENDENT	7021313426
22	MALAD	STATION SUPRINTENDENT	7021313426
23	KANDIVALI	STATION SUPRINTENDENT	8356833848
24	BORIVALI	STATION SUPRINTENDENT	8356833725
25	DAHISAR	STATION SUPRINTENDENT	8356834015
26	MIRA ROAD	STATION SUPRINTENDENT	9324921668

27	BHAYANDAR	STATION SUPRINTENDENT	7021314096
28	NAIGAON	STATION SUPRINTENDENT	7021313526
29	VASAI ROAD	STATION SUPRINTENDENT	7021313596
30	NALLOSAPARA	STATION SUPRINTENDENT	7021313958
31	VIRAR	STATION SUPRINTENDENT	7021313998
32	VAITARANA	STATION SUPRINTENDENT	8655490588
33	SAPHALE	STATION SUPRINTENDENT	9324946973
34	KELVE ROAD	STATION SUPRINTENDENT	9426331926
35	PALGHAR	STATION SUPRINTENDENT	9324921675
36	BOISAR	STATION SUPRINTENDENT	9324921670
37	VANGAON	STATION SUPRINTENDENT	8655393459
38	DAHANU ROAD	STATION SUPRINTENDENT	9324921678
39	GOLVAD	STATION SUPRINTENDENT	9324922472
40	UMBERGAON	STATION SUPRINTENDENT	9324946974
41	SANJAN	STATION SUPRINTENDENT	9324922473
42	BHILAD	STATION SUPRINTENDENT	9324922474
43	KARAMBELE	STATION SUPRINTENDENT	9408556043
44	VAPI	STATION SUPRINTENDENT	0260-2462341
45	UDVADA	STATION SUPRINTENDENT	8655394025

46	PARDI	STATION SUPRINTENDENT	8655394489
47	ATUL	STATION SUPRINTENDENT	8655394554
48	VALSAD	STATION SUPRINTENDENT	02632-244117
49	DUNGRI	STATION SUPRINTENDENT	9324946977
50	BILIMORA	STATION SUPRINTENDENT	8655394065
51	AMALSAD	STATION SUPRINTENDENT	8655394057
52	VEDCHHA	STATION SUPRINTENDENT	8655393843
53	NAVASARI	STATION SUPRINTENDENT	8655394177
54	MAROLI	STATION SUPRINTENDENT	8655394122
55	SACHIN	STATION SUPRINTENDENT	8655394185
56	BHESTAN	STATION SUPRINTENDENT	8655394454
57	UDHANA	STATION SUPRINTENDENT	0261 2277208
58	SURAT	STATION SUPRINTENDENT	0261-2413525
59	NEOL	STATION SUPRINTENDENT	8356834157
60	CHALTHAN	STATION SUPRINTENDENT	02622-281334
61	GANGADHARA	STATION SUPRINTENDENT	02622-262316
62	BARDOLI	STATION SUPRINTENDENT	02622-220057
63	TIMBARVA	STATION SUPRINTENDENT	9324922490
64	MADHI	STATION SUPRINTENDENT	8169423023
65	LOTARVA	STATION SUPRINTENDENT	9408533291

66	VYARA	STATION SUPRINTENDENT	02626-220007
67	KIKAKUI ROAD	STATION SUPRINTENDENT	8655394279
68	UKI SONGADH	STATION SUPRINTENDENT	8655394289
69	LAKKADKOT	STATION SUPRINTENDENT	8356834005
70	BHADUBHUNJA	STATION SUPRINTENDENT	8356834008
71	NAWAPUR	STATION SUPRINTENDENT	8356834012
72	KOLDE	STATION SUPRINTENDENT	8356834013
73	CHINCHPADA	STATION SUPRINTENDENT	8356834020
74	KHATGAON	STATION SUPRINTENDENT	8356834023
75	KHANDBARA	STATION SUPRINTENDENT	8356834030
76	BHADWAD	STATION SUPRINTENDENT	8356834032
77	DHEKWAD	STATION SUPRINTENDENT	8356834069
78	NADURBAR	STATION SUPRINTENDENT	02564-222222
79	CHAUPALE	STATION SUPRINTENDENT	8356834070
80	TISI	STATION SUPRINTENDENT	8356834083
81	RANALA	STATION SUPRINTENDENT	8356834091
82	DONDAICHA	STATION SUPRINTENDENT	02566-244043
83	VIKHRAN ROAD	STATION SUPRINTENDENT	8356839940
84	SINDHKEDA	STATION SUPRINTENDENT	8356833942

85	HOL	STATION SUPRINTENDENT	8356833623
86	NARDANA	STATION SUPRINTENDENT	8356833628
87	PADSE	STATION SUPRINTENDENT	8356833645
88	BHORTEK	STATION SUPRINTENDENT	8356833663
89	AMALNER	STATION SUPRINTENDENT	02587-223346
90	TAKARKHEDE	STATION SUPRINTENDENT	8356833664
91	DHARANGAON	STATION SUPRINTENDENT	9324918003
92	CHAWALKHEDE	STATION SUPRINTENDENT	8356833587
93	PALDHI	STATION SUPRINTENDENT	9324917210