

BIKANER DIVISION/NORTH WESTERN RAILWAY

COMMERCIAL DEPARTMENT

{Information under RTI Act, 2005/clause (b)}

Organization, Functions & Duties

ORGANIZATION

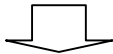
Sr. DCM



DCM



ACM I & ACM II



Commercial Inspectors & Supervisors (respective sub sections)

Sr. Divisional Commercial Manager is overall in charge of Commercial Department at divisional level. All activities pertaining to Commercial Department is coordinated by Sr.DCM with the assistance provided by DCM, ACM I, ACM II, Commercial inspectors & the supervisors of respective sub sections (ministerial, Booking, Parcel, Goods & ticket checking etc). Commercial control is set up to provide round the clock assistance & maintains liaison among officers & working Supervisors/inspectors/staff.

Commercial department is dedicated to provide complaint free services to the passengers. The functions are performed by the department.

FUNCTIONS

- + Passenger reservation /non reservation tickets management
- + Ticket Checking management
- + Catering (mobile/Static) management
- + Passenger amenities management

- # Railway cash receipt/remittance management
- # Cleanliness (Station& trains) management
- # Passengers safety & ex gratia management
- # New train introduction/stoppage management
- # New station / station closure management
- # Passenger grievances management
- # Train Operation assistance management
- # Commercial Publicity management

DUTIES

Sr. DCM

Over all in charge of commercial department. Management & coordination of all commercial activities.

- # Providing sufficient staff with proper knowledge of rule & regulation.
- # Providing facilities for goods & parcel traffic for booking ,forwarding& deliver y
- # Providing facilities for passenger traffic like booking of reservation/non reservation tickets & accommodation in trains
- # Providing passenger amenities at station & in trains
- # Disciplinary action against staff working under control
- # Procurement of vital item by exercising financial powers.
- # Engagement of for various contractors for commercial working.
- # Inspections for monitoring commercial activities.
- # Coordination with HQ office & other departments.
- # Meeting with MP/MLAs, DRUCC, trade unions etc.

DCM

- # Ticket Checking
- # Implementation of Catering Policy
- # To look after overall management of commercial department in absence of Sr. DCM
- # Any other job assigned by Sr. DCM in addition to the above

ACM-I

- ✚ Public Complaints
- ✚ Station Outstanding- Clearance thereof
- ✚ All Officers Inspection Notes.
- ✚ Halts- Opening of Halts, Appointment of Halt Contractors etc.
- ✚ Rates circulars and Rate advices, Time Tables, Platform permits, Identity cards, Medical cards and license porters.
- ✚ Indenting of various items, stock sheets etc.
- ✚ Indent of tickets and money value books
- ✚ All fairs like Gogameri, Kolayat etc.
- ✚ Various types of concessions.
- ✚ Cleanliness and safaiwalas/Part time safaiwalas.
- ✚ Coaching refund cases and claim cases.
- ✚ Monitoring of commercial control, cash in transit and NR cell.
- ✚ Railway Quarters and cases of unauthorized absence.
- ✚ Rebooking cases and assessment delivery cases.
- ✚ Demurrage/Wharfage, policy and remission cases, I/Notes/Bond Delivery Spl. Permission, Diversion
- ✚ Booking of Retiring Rooms
- ✚ Emergency Quota

ACM-II

- ✚ MCD's-PCDO of CMI's, CRS's, CPS's, CBS's, CGS's, etc.
- ✚ Commercial Publicity
- ✚ Contracts – STD/PCO, Parking and Cleaning/Washing of linen
- ✚ Press release and Press conference.
- ✚ Reservation Policy and Emergency Quota
- ✚ Audit and Accounts Report, TIAs inspection report and other reports
- ✚ Commercial Plots and Sidings.
- ✚ Passenger facilities – Reservation (PRS), UTS, NTES, IVRS etc.
- ✚ Contracts – RTSAs,CBSs, Catering/Vending, Book Stall and leasing of SLR's
- ✚ Passenger Profile Management.
- ✚ RTI References
- ✚ Man Power Planning (Group C and D staff).
- ✚ Consultative committee- ZRUCC, DRUCC, SCC
- ✚ Implementation of new goods policy.
- ✚ Earnings, ensuring timely submission of returns and invoices and CA-216 and Correct Accountal and Compilation of earning.
- ✚ Monitoring of Marketing Cell.
- ✚ POM, DOM, Sr. DCM Conference etc.
- ✚ Terminal Management System
- ✚ Passenger amenities and works programme
- ✚ Model and Modern stations

PROCEDURE FOLLOWED FOR DECISION MAKING

Process including channels of supervision

Field activities for commercial working are managed, monitored & looked after by the respective supervisors/In charges in front line offices.

Ticket Checking : DCTI, in charge for ticket checking activities at station or in trains

Booking : CBS, in charge for Booking office.

Parcel : CPS, in charge for Parcel office

Reservation : CRS, in charge for Reservation office

Goods : CGS, in charge for Goods office

Important & major decisions regarding policy matters, staff welfare, creation of posts, and requirement of additional assets/facilities are taken by the branch officer (Sr.DCM). Beyond the competency, matter is referred to Addl. DRM/DRM or HQ office as per procedure.

TARGETS & FUNCTIONS

The targets are set by the Zonal Railway HQ office for the divisional HQ for the financial year. Divisional/Field units acts to achieve the targets set for the division.

Certain parameters, guidelines & instructions are issued by the Railway Board, divisional units are to follow the same under the guidance of zonal HQ office.

RULE,REGULATIONS,INSTRUCTIONS,MANUAL,RECORD HELD OR UNDER CONTROL OR USED BY THE EMPLOYEES FOR DISCHARGING THEIR DUTIES/FUNCTIONS

Rule & Regulations

- ✚ Railway service conduct rule
- ✚ Disciplinary & appeal rule
- ✚ Hours of employments regulation.
- ✚ Pass rule
- ✚ Leave rule
- ✚ Pension rule

Instructions & Manuals

- ✚ Indian Railway Establishment Manual

- ✚ Indian Railway Financial Manual
- ✚ Indian Railway Commercial Manual
- ✚ Indian Railway Operating Manual
- ✚ General conditions of contract & specification
- ✚ Accident Manual
- ✚ Indian Railway Store code
- ✚ General & Subsidiary rule
- ✚ General rule & Service rules
- ✚ Various instructions issued by Railway Board & HQ office from time to time

STATEMENTS OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY OR UNDER CONTROL

Codes. Manuals, specifications, site plans, court cases, public complaints, improvement of traffic, recovery of license fee, maintenance related documents, records, files, pertaining to inspections at various levels & remedial actions. The policy guidelines & instructions from Railway Board, correction slips to various codes & manuals. Internal correspondence to carry out official jobs, which are not relevant to public at large.

PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH OR REPRESENTATIVE BY THE MEMBER OF PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THEREOF

There is a system of holding informal meeting with trade unions at suitable interval. The issues regarding establishment, staff welfare, operational aspects, service related matters are discussed to resolve the same.

Meeting are held with state government officials, educational institutes & industrialists for technical, social, business & passenger services related matters.

Divisional Railway Manager hold meeting with DRUCC/SRUCC and may hold press conference for discussion on public issues.

Public relation organization set up to accept representations for improvement in services for rail user, passenger amenities in trains & stations. Railways also accept public grievances & suggestions from the bonafide passengers with the disposal thereof.

STATEMENT OF BOARD, COUNCIL, COMMITTEE AND OTHER BODIES CONSISTING TWO OR MORE PERSONS CONSTITUTED AS ITS PART OR FOR THE PURPOSE OF ADVICE.

No such body exists in commercial department/Bikaner division.

DIRECTORY OF ITS OFFICERS AND EMPLOYEES

Officers-

Name of Officer	Designation	Contact no	
		Land Line	Mobile No.
Sh. Anil Kumar Raina	Sr. DCM/Bikaner	0151-2201713	9001197950
Dr. Seema Bishnoi	DCM/Bikaner	0151-220368	9001197951
Sh. Jitendra Sharma	ACM-I /Bikaner	0151-2011368	9001197952
Vacant	ACM-II /Bikaner	0151-2544833	9001197953

Employees-

Name of Employee	Designation	Contact no	
		Land Line	Mobile No.
Sh. Liyakat Ali Khan	Ch. OS/Comml	-	9001197955
Sh. Suresh Khatri	Ch. OS/Comml	-	9414230331
Sh. Mukul Agrawal	CMI /Marketing Cell	-	9001197954
Sh. Mohd. Ahmed Siddiqui	CMI /Planning	-	9001197961
Sh. Sandeep Kumar	CMI /Sirsa	-	9729595964
Sh. Ranjeet Kumar	CMI /Sriganganagar	-	9636899521
Sh. Vijay Kumar	CMI /Hanumangarh	-	8239537000
Sh. Rajendra Pandey	CMI /Bikaner-I	-	9001197958
Sh. Jitendra Vyas	CMI /Bikaner-II	-	9414500268
Sh. Satpal	CMI /Sadulpur	-	9001197959
Sh. Dharamveer	CMI /Bhiwani	-	9729595963
Sh. Ved Prakash	CMI /Suratgarh	-	9001197960

MONTHLY REMUNERATION RECEIVED BY EACH OF ITS OFFICERS AND EMPLOYEES, INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN ITS REGULATION

Pay in Rs.

Name of Officer	Designation	Basic Pay	Grade Pay	Pay Scale
Sh. Anil Kumar Raina	Sr. DCM			9300-34800
Dr. Seema Bishnoi	DCM			9300-34800
Sh. Jitendra Sharma	ACM-I			9300-34800
Vacant	ACM-II			9300-34800

Name of Employee	Designation	Basic Pay	Grade Pay	Pay Scale
Sh. Liyakat Ali Khan	Ch. OS/Comml		4600	9300-34800
Sh. Suresh Khatri	Ch. OS/Comml		4600	9300-34800
Sh. Mukul Agrawal	CMI /Marketing		4800	9300-34800
Sh. M. A. Siddiqui	CMI /Planning		4600	9300-34800
Sh. Dharamveer	CMI /Bhiwani		4600	9300-34800
Sh. Ved Prakash	CMI /Suratgarh		4600	9300-34800
Sh. Rajendra Pandey	CMI /Bikaner-I		4600	9300-34800
Sh. Jitendra Vyas	CMI /Bikaner-II		4200	9300-34800
Sh. Sandeep Kumar	CMI /Sirsa		4200	9300-34800
Sh. Vijay Kumar	CMI /Hanumangarh		4200	9300-34800
Sh. Ranjeet Kumar	CMI /Sriganganagar		4200	9300-34800
Sh. Satpal	CMI /Sadulpur		4200	9300-34800

BUDGET ALLOCATED TO EACH OF ITS AGENCY, INDICATING THE PARTICULARS OF ALL PLANS, PROPOSED EXPENDITURE AND REPORTS ON DISBURSEMENTS MADE

Under the following heads budget has been allocated to the commercial department-

Allocation Head	Item for budget	Allocated fund (Rs in lacs.)
090210-28	Traffic & movement inspectors	320
090220-28	Passenger station staff	396
090290-28	Office furniture	478
09 G113-51	Stationary /office	-
09 G298-51	Stationary /line	-
09 G113-50	Computer /office	-
09 G298-50	Computer /line	-
090270-99	Others	11422

**THE MANNER OF EXECUTION OF SUBSIDY PROGRAMMES,
INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF
BENEFICIARIES OF SUCH PROGRAMME**

No such programme is available under the preview of commercial department/Bikaner Division

**DETAILS IN RESPECT OF THE INFORMATION, AVAILABLE TO OR
HELD BY IT, REDUCED IN AN ELECTRONIC FORM**

Available at website of Indian Railways.

**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**

Available at website of Indian Railways

**THE NAMES, DESIGNATION AND OTHER PARTICULARS OF THE
PUBLIC INFORMATION OFFICERS**

Sh. R. R. Parihar Sr. DPO/BKN
Dr. Sunita Chaudhary, APO/BKN

Information as per CVC guidelines

S.No.	Item	Remarks
1	Registration of contractors/suppliers /vendors for expenditure contracts for which registered/ approved list is maintained.	NA
2	Registration of contractors/suppliers /vendors for earning contracts for which registered/ approved list is maintained.	Available
3	Registration of firms trade group wise in respect of procurement don by stores department .	NA
4	Registration of firms/hospitals for medical suppliers/health care.	NA
5	Renewal of registration/re- registration in respect to the item no 1,2, 3 & 4 above.	As per item no 2
6	Approval of venders by RDSO (both as part I & II source) along with Directorate Operating Procedure (DOP) and Schedule of Technical Requirement (STR).similar action should be taken by CORE,DLW,CLW,ICF,RCF for approving source of items allotted to them.	NA
7	Renewal of approval of venders by RDSO (both as part I & II source)	NA
8	Up gradation of venders from part II to Part I list	NA
9	Licenses of RTSA & CBA	Available
10	PCO booth Licenses	Available
11	Commercial Plots.	Available
12	Stacking permission.	Available
13	Leasing of Food Plaza.	NA
14	Pay & Use toilets licenses.	Available
15	Parcel handling & transshipment licenses	NA
16	Registration of indents & allotment of rakes	NA
17	Tourist car, coach & train booking.	NA
18	Application forms for Claim compensation.	Available
19	Application forms for refund of freight & fare.	NA
20	Waival Of demurrage & wharfage.	Available
21	Appointment of Consultant doctors on contract & its renewal.	NA
22	Appointments against cultural, sports, handicapped & scout-guide quota. Vacancies/examination dates.	NA
23	Cases requiring appointment on compensate grounds.	NA

24	Status of bills payment to contractor/supplier	NA										
25	Recruitment by RRB & RPF/RPSF a) Employment notice b) Clear position of receipt of applications c) Details of rejection of applications d) Details of issue of call letters e) Date time & venue of examination f) Publication of result & panels g) Information regarding withholding of result/cancellation of examination.	NA										
26	Details of tender/ works contract of value > Rs. 1 crore (Engineering/Mechanical/Electrical//S&T & Medical), Rs. 50 lacs (commercial) and all purchases of value > Rs.20 lacs done through stores contracts.	Available										
	<table border="1"> <thead> <tr> <th>SNo</th> <th>Name of contract</th> <th>Name of firm</th> <th>period</th> <th>Cost of work (In Rs.)</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	SNo	Name of contract	Name of firm	period	Cost of work (In Rs.)						
SNo	Name of contract	Name of firm	period	Cost of work (In Rs.)								
27	Summary of all works contact	NA										
	<table border="1"> <thead> <tr> <th>SNo</th> <th>Name of contract</th> <th>Name of firm</th> <th>period</th> <th>Cost of work (In Rs.)</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	SNo	Name of contract	Name of firm	period	Cost of work (In Rs.)						
SNo	Name of contract	Name of firm	period	Cost of work (In Rs.)								
28	All type of licenses, permission, clearances.	Available										
29	All application forms available on web site in downloadable form. After receipt of application form, the deficiencies found about the document/information submitted.	Available										
30	Status of individual application/matter	NA										
