

**A The particulars of organization, its functions and duties:**

The Commercial department is responsible for the marketing & sale of the 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. The fixing of rates, fares and other charges and correct collection, accountal and remittance of traffic receipts are also among its functions. The Principal Chief Commercial Manager, as Head of the Commercial Department is responsible to the General Manager for the efficient working of the Commercial Department. He is assisted by officers in different grades at the Head Quarter Office and in the Divisions including Area Officers where provided. The important matters dealt with in the Commercial Department are:

1. Rates and fares. 2. Claims for refund and compensation. 3. Prevention of claims. 4. Marketing & Sales. 5. Passenger amenities. 6. Inter-model co-ordination. 7. Traffic surveys. 8. Research and development. 9. Catering and vending. 10. Ticket checking. 11. Commercial statistics. 12. Computerization of Reservation. 13. Commercial advertising and publicity.

**B Organization Chart of Commercial Department at Headquarter Level**

Principal Chief Commercial Manager

**Smt. Archana Srivastava** [ccm@nwr.railnet.gov.in](mailto:ccm@nwr.railnet.gov.in) Phone No. 0141-2725820

Chief Commercial Manager/Catering, Claims & Freight Marketing

**Shri M. R. Deora** [ccmctncl@nwr.railnet.gov.in](mailto:ccmctncl@nwr.railnet.gov.in) Phone No. 0141-2725344

Chief Commercial Manager/Passenger Services & Passenger Marketing

**Shri Anuj Bhargava** [ccmps@nwr.railnet.gov.in](mailto:ccmps@nwr.railnet.gov.in) Phone No. 0141-2725843

Deputy Chief Commercial Manager/Passenger Marketing & HQ

**Shri L. K. Vyas** [dyccmhq@nwr.railnet.gov.in](mailto:dyccmhq@nwr.railnet.gov.in) Phone No. 0141-2725859

Deputy Chief Commercial Manager/Passenger Services & Catering

**Shri Jas Ram Meena** [dyccmps@nwr.railnet.gov.in](mailto:dyccmps@nwr.railnet.gov.in) Phone No. 0141-2725573

Deputy Chief Commercial Manager/Freight Marketing

**Shri Dhirumal** [dyccmf@nwr.railnet.gov.in](mailto:dyccmf@nwr.railnet.gov.in) Phone No. 0141-2725971

Deputy Chief Commercial Manager/Claims

**Shri Mahesh Chand Jewalia** [dyccmclaims@nwr.railnet.gov.in](mailto:dyccmclaims@nwr.railnet.gov.in) Ph. No. 01412725968

Presenting Officer/Railway Claims Tribunal

**Shri B. C. S. Choudhary** [porct@nwr.rainet.gov.in](mailto:porct@nwr.rainet.gov.in) Phone No. 0141-2203921

Assistant Commercial Manager/ Freight Marketing

**Shri Shakti Bali** Phone No. 0141-2729363

Personal Secretary to Principal Chief Commercial Manager

**Shri Girish Mathur** [psccm@nwr.railnet.gov.in](mailto:psccm@nwr.railnet.gov.in) Phone No. 0141-2725820

Chief Office Superintendent/General

**Shri Batti Lal Meena** Phone No. 0141-2725862

**Commercial Control Office** Phone/FAX No. 0141-2725811

**The powers and duties of its officers and employees:**

The powers and duties of Officers and employees is within the scope of the Codes, Tariffs, Manuals, Circulars and Schedule of Powers of Commercial Department.

**Details in respect of the information, available to or held by it, reduced in an electronic form.**

Available on website: [www.nwr.indianrailways.gov.in](http://www.nwr.indianrailways.gov.in)

The names, designations and other particulars of the Public Information Officers.

**Public Information Officer**

**Shri Anuj Bhargava, Chief Commercial Manager/PS & PM**

[ccmps@nwr.railnet.gov.in](mailto:ccmps@nwr.railnet.gov.in) Phone No. 0141-2725843

Assistant Public Information Officer

**Shri L. K. Vyas, Dy. Chief Commercial Manager/PM & HQ**

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