

Information as per RTI Act 2005

PROCEDURE FOLLOWED IN DECISION MAKING PROCESS INCLUDING CHANNEL OF SUPERVISION:

The activities at the field unit level are supervised by the respective supervisors of front line offices. DCTI is overall incharge of ticket checking activities. CRS is responsible for PRS locations. CBS is responsible for booking offices. CPS & CGS are monitoring parcel & goods traffic activities. The extraordinary cases where decisions at these levels are not possible, the issue is referred to the higher authorities

i.e. Assistant Commercial Manager.

Major decisions like policy decisions, staff welfare, creation of posts, additional assets, creation of facilities etc. are taken by the branch officer i.e. Sr. Divl. Commercial Manager, Jaipur. The decision which are beyond the competency of the Sr. Divl. Commercial Manager is referred to Addl. Divl. Railway Manager or Divl. Railway Manager or the case is sent to zonal HQ for further disposal at higher level.

Targets and functions:

Targets for various segments are being set by the zonal office for each division to follow during a particular financial year. The divisional unit and the field units are acting as per the target set by the zonal HQ. at Rly. Board level, certain parameters are set which are being followed by the different divisional unit and field units under the supervision and guidance of zonal HQ.

RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS HELD BY IT OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGING ITS FUNCTION:

RULES AND REGULATIONS:

- i) Railway Service Conduct Rule.***
- ii) Disciplinary and Appeal Rule.***
- iii) Hours of Employment Regulation.***
- iv) Pass Rule.***
- v) Leave Rule.***
- vi) Pension Rule.***

INSTRUCTIONS AND MANUALS:

- i) Indian Railway Establishment manual.***
- ii) Indian Railway Financial manual.***
- iii) General Conditions of Contract and standard specification.***
- iv) Commercial manual***
 - v) General and subsidiary rule***
 - vi) Accident Manual.***
 - vii) Indian Railway Store code.***
 - viii) Operating manual.***
- ix) Various instructions issued by Railway Board &HQ from time to time.***
- x) General Rule and Service Rules.***

STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL:

Codes, Manuals, Specification, site plans, court cases, public complaints, improvement of traffic, documents, records, files pertaining to inspections at various levels and remedial action. The policy guidelines and instructions from board, corrections 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 EXIST FOR CONSULTATION WITH OR REPRESENTATIVE BY THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THEREOF:

For internal matters, there are arrangements for holding informal meetings, PNM etc. with the recognized trade unions at suitable intervals in which the various issues regarding establishment, operational aspects, staff welfares etc. are discussed and resolved accordingly. For public related matters, the branch officer of the division are holding meeting with the SRUCC, business, social, technical and educational institutions, state government officials, industrialist, recruitment authorities, daily passenger associations members and others public representatives. Divisional Railway Manager periodically holds meeting with the Divisional Railway Users Consultative Committee (DRUCC) and may hold press conference for dealing public issues. Besides, there is public relation organization in every divisional office through which representation is being accepted. For improvement of service and passenger amenities in passenger trains & stations, Railway administration accepts the various complaints and suggestions from the bonafied railway passengers and act accordingly for disposal thereof.

STATEMENT OF THE BOARD, COUNCIL, 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, COMMITTEES AND OTHER BODIES ARE OPEN TO THE PUBLIC, OR THE MINUTES OF SUCH MEETING ARE ACCESSIBLE TO PUBLIC:

In Commercial department there is no such board, council, committee or other body exists.