

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 within the Commercial Department are:

1. Rates and fares.
2. Claims for refunded compensation.
3. Prevention of claims.
4. Marketing & Sales.
5. Passenger amenities.
6. Inter-model coordination.
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

Shri Nar Singh ccm@nwr.railnet.gov.in Phone No.0141-2725820

Chief Commercial Manager/Freight Marketing

Shri Sunil Beniwal ccmctncl@nwr.railnet.gov.in Phone No.0141-2725344

Chief Commercial Manager/Passenger Services & Passenger Marketing

Shri L.K. Vyas ccmps@nwr.railnet.gov.in Phone No.0141-2725843

Chief Commercial Manager /Claim & Catering

Shri M.R. Deora ccmclaim@nwr.railnet.gov.in Phone No.0141-2725344

Deputy Chief Commercial Manager/Passenger Marketing & HQ

Shri Mukseh Saini dyccmhq@nwr.railnet.gov.in Phone No.0141-2725859

Deputy Chief Commercial Manager/Passenger Services & Catering

Shri Jai Prakash dyccmps@nwr.railnet.gov.in Phone No.0141-2725573

Deputy Chief Commercial Manager/Freight Marketing

Dr. Seema Bishnoi dyccmfm@nwr.railnet.gov.in Phone No.0141-2725971

Deputy Chief Commercial Manager/Claims

dyccmclaims@nwr.railnet.gov.in Phone No.0141-2725968

Presenting Officer/Railway Claims Tribunal

Shri Jas Ram Meena porct@nwr.railnet.gov.in Phone No.0141-2203921

Assistant Commercial Manager/General

Shri Shakti Bali Phone No.0141-2729363

Assistant Commercial Manager/ Passenger Services & Passenger Marketing

Shri Madan Lal Meena

Personal Secretary to Principal Chief Commercial Manager

Shri Girish Mathur pcccm@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.

A available on web site: www.nwr.indianrailways.gov.in

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

Public Information Officer

Shri L.K. Vyas, Chief Commercial Manager/PS&PM

ccmps@nwr.railnet.gov.in PhoneNo.0141-2725843

AssistantPublicInformationOfficer

Shri Mukesh Saini , Dy.Chief Commercial Manager/PM&HQ

dycmhq@nwr.railnet.gov.in PhoneNo.0141-2725859