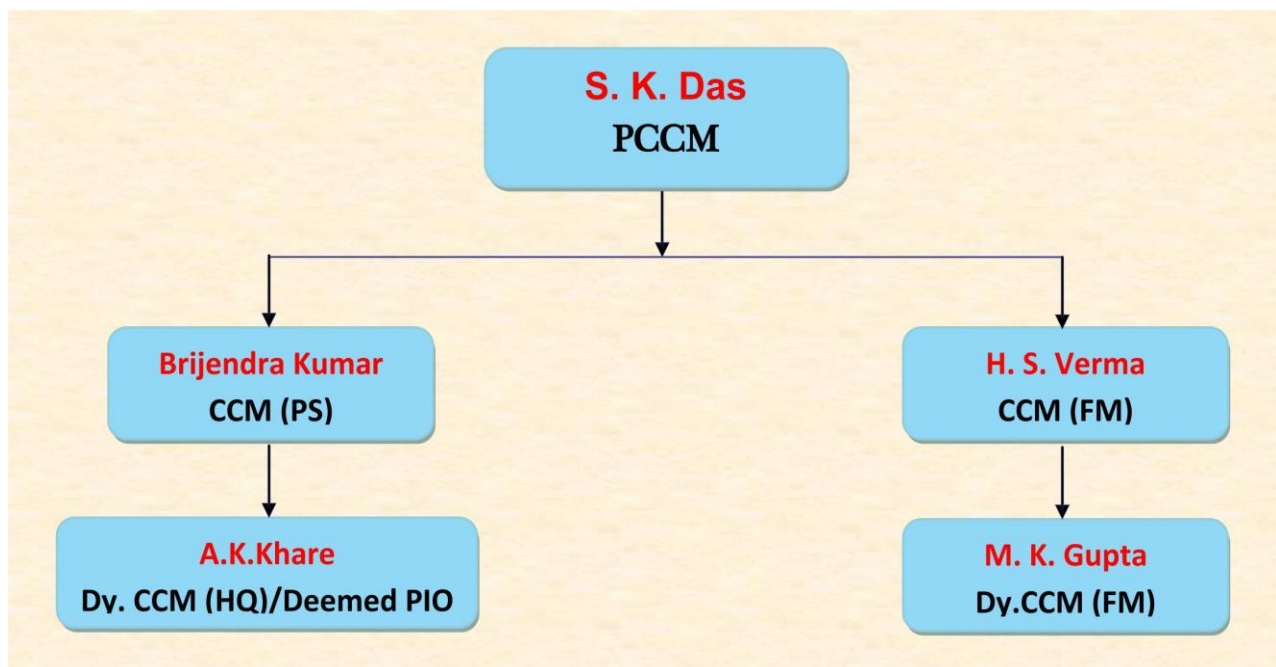


ESCALATING AN RTI APPLICATION –

The Right to Information Act (2005) has given ordinary citizens a right to access information from the Government on virtually all areas at the Central, State, and Local levels. Under this act, the Public Authorities are compelled to give information to any Indian Citizen, and if not, they have to give a reason for not doing so.

To strengthen the hand of the citizens even further and also to prevent misuse of the Act and its provisions, a system of escalation was set up to allow an information seeker to appeal to a higher authority if he or she felt aggrieved.

ESCALATION MATRIX IN RTI APPLICATION PERTAINS TO COMMERCIAL DEPARTMENT.



Duty list of officers of Commercial Branch of WCR/HQ

PCCM

All matters pertaining to Commercial department.

CCM (PS)

- (a) Monitoring of window sale of tickets, reserved/ unreserved & earnings therefrom. Analysis of reasons for drop in number of passengers & corrective action required in this regard.
- (b) Attachment of coaches to clear waitlisted passengers. Coordination with Operating branch for attaching extra coaches to clear waitlisted passengers on daily basis.
- (c) Review of utilization of various quotas earmarked in trains & corrective action to maximize utilization.
- (d) MR/MP/MLA/VIPs/CA-III reference, inspection notes.
- (e) Parliamentary Questions. Budget & Works programme. coaching and Goods Audit paras, Provisional Para, Draft Para.
- (f) Monitoring of ticket checking activities on daily basis to achieve Railway Board target both as regards no. of cases and as regards earnings. Identifying TTEs with sub-standard performance and taking steps to improve their performance.
- (g) Monitoring and taking various steps to enhance other coaching, (sundry and NFR earnings FM.)
- (h) Meetings, conference, MCDO, statistics of coaching section.
- (i) Planning to run special trains on various routes in consultation with Operating Branch to capture new passenger traffic.
- (j) Stores, PQ (parliamentary questions), Budget & works programme.
- (k) IT projects:- UTS, PRS, ATM, ATVM, JTBS, YTSK, STBA etc.
- (l) MR/MP/MLA/VIPs/DPG/GM/CA-III references, ZRUCC, public grievances and related, MCDO, statistics, time table etc.
- (m) Co-ordination with other branches of HQ as well as Divisions in dealing with all matters pertaining to passenger services related items like coaching, booking, catering, ticket checking, PRS, passenger amenities, cleanliness related issues, coaching refund, Co-ordination with CRIS, IRCTC, Data bases, UTS and PRS related issues.
- (n) Any other works assigned by PCCM.

CCM/(FM)

- (a) General Administration, staff matters, HRD, Office management.
- (b) To take various steps & measures to enhance freight earning including parcel earning so as to achieve target as set by Railway Board.
- (c) Coordination with Operating department at both HQ and Divisional level in various fields of freight earning so as to expedite supply, loading & movement of goods & parcel.
- (d) Marketing efforts to increase freight & parcel loading. Conducting freight customers meeting with key customers in order to convince them to offer more goods traffic.
- (e) Parliamentary Questions. Freight related Budget & Works programme
- (f) To enhance Rail-Coefficient.
- (g) To examine proposals received under various Freight Incentive Schemes for early finalization.
- (h) Monitoring of loading/ unloading at Goods shed & sidings on WCR to minimize terminal detention.
- (i) To deal with all matters pertaining to freight service, RCT, goods, claim, Court cases, Audit, Safety, Survey, Parcel/Luggage, Outstandings, IT projects related to goods and parcels.
- (j) Safety and disaster management, union matters, Rajbhasha.
- (k) Wharfage & Demurrage cases, meetings, conference.
- (l) Commercial Publicity matters, sundry earning matters.
- (m) Any Other work assigned by PCCM.

Dy.CCM (HQ)

- (a) To take various steps and measures to enhance sundry earning so that the target of sundry earning set by Railway Board can be achieved.
- (b) Close monitoring of all activities pertaining to NFR such as Publicity, Pay & Use, ATM,STD/PCO,Parking, and Retiring Rooms etc except catering.
- (c) All policy matters pertaining to NFR and its execution, to explore and exploit new areas of NFR.
- (d) Monitoring and disposal of all complaints received through CPGRAM, COMS, SMS, 138 etc, functioning of PG cell.
- (e) Union Matters, Rajbhasha, Coaching and Goods Audit paras, Provisional Para, Draft Para, RTI, DAR cases.
- (f) Implementation of GST and related issues.
- (g) MCDO & Statistics pertaining to claim & Court cases, accident claims.

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- (h) Dealing with all matters of RCT/Claim/Court/Tribunal/Arbitration, consumer forum & related matters. Working of legal cell.
- (i) Other work assigned by PCCM, CCM (FM) & CCM (PS).

Dy. CCM(PS)

- (a) To take various steps and measures to enhance window sale of tickets both unreserved and reserved so as to achieve the target of passenger earning both in terms of number of passengers and earnings thereof set by Railway Board.
- (b) Identifying the sections & stations where negative trend in sale of tickets have been observed and to analyze reason for drop & corrective action thereof.
- (c) Monitoring of ticket checking activities on daily basis to achieve the target of ticket checking set by Railway Board both in cases and earning. Identifying those TTE whose performance is poor and taking steps to pull up their performance.
- (d) MR/MP/MLA/VIPs/CA-III reference, inspection notes.
- (e) Parliamentary Questions. Budget & Works programme.
- (f) Dealing of all matters pertaining to EQ.
- (g) Monitoring of condition of TTEs Rest house within & outside WCR & corrective action thereof.
- (h) Implementation of new catering policy and monitoring of its progress in division on daily basis.
- (i) Meetings, conference, MCDO, statistics of coaching section.
- (j) All catering matters, cleanliness related issues.
- (k) Dealing of all matters pertaining to EQ.
- (l) Review of utilization of various quotas in trains and corrective action thereof.
- (m) IT projects:- PRS, UTS Cum PRS,UTS,ATVM, JTBS, YTSK, STBA etc.
- (n) Public relations, time table etc.
- (o) Hiring of Vehicle.
- (p) Coordination and dealing with all the matters pertaining to passenger services including coaching refund.
- (q) Any other works assigned by PCCM, CCM(PS).

Dy. CCM(FM)

- (a) To take various steps & measures to enhance freight earnings including parcel earnings so as to achieve target as set by Railway Board.
- (b) To do marketing efforts to increase freight & parcel loading. Conducting freight customers meeting with key customers in order to convince them to offer more goods traffic.
- (c) To enhance Rail-Coefficient.
- (d) To examine proposal received under various Freight Incentive Scheme, Parcel in positive way to finalize such proposal.
- (e) Coaching and Goods Audit paras, Provisional Para, Draft Para.
- (f) Dealing with all Parcel, Freight and Goods related matters and reference.
- (g) Freight Marketing, Wharfage & Demurrage cases, Weighbridges.
- (h) All freight incentive schemes, Goods refund cases, Goods Outstanding cases.
- (i) Rates and Freight ARNs, Pay orders, Audit paras.
- (j) MIS, TMS, FOIS, E-payment etc.
- (k) Registration of all claim cases pertaining to Goods and Parcel.
- (l) Tracing, verification and settlement of claims and prevention of claims pertaining to Goods and Parcel.
- (m) NR cell, over carried, LPO, un-connected consignment of parcel & Luggage, Goods.
- (n) General Administration, staff matters, HRD, imprest, office management, stores, PQ, MPP.
- (o) Any other work assigned by PCCM,CCM(FM).

ACM(TC):-

- (a) Organizing various ticket checking drives so as to achieve the target of ticket checking set by Railway Board both in no. of cases and earning. Identifying those TTE whose performance is poor and taking steps to pull up their performance.
- (b) Complaint related to Ticket Checking staff.
- (c) Monitoring of Ticket checking activities at divisional level.
- (d) DAR cases related to Ticket Checking staff.
- (e) Monitoring of condition of TTEs Rest house within & outside WCR & corrective action thereof.
- (f) All Catering matters, Coaching proposals, cleanliness.
- (g) Coaching refund, UTS, PRS, PPM and PRS
- (h) Any other work assigned by PCCM, CCM (PS), Dy.CCM (HQ) and Dy.CCM(PS).

The Telephone Directory of officers of PCCM's office.

Salutation	First Name	Last Name	Design	CUG No.	Rly No.
Mr.	Surajit	Das	PCCM	9752415950	54500
Mr.	Brijendra	Kumar	CCM(PS)	9752415951	54502
Mr.	H .S.	Verma	CCM(FM)	9752415952	54503
Mr.	Vivek	Kumar	Dy.CCM(PS)	9752415953	54504
Mr.	M.K.	Gupta	Dy.CCM(FM)	9752415954	54507
Mr.	A. K.	Khare	Dy.CCM(HQ)	9752415955	54511
Mr.	Nitesh	Sone	ACM(TC)	9752415957	54512

Details in respect of the information, available to or held by PCCM's Office.

https://wcr.indianrailways.gov.in/view_section.jsp?lang=0&id=0,1,304,368