

## **Duty list of Officers (Commercial Department/HQ/WCR/JBP)**

Revised duty list of officers of Commercial Branch of WCR/HQ (Date: 05.08.2021)

### **CCM (PS)**

- (a) Co-ordination, Monitoring and dealing with all matters pertaining to all coaching & 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.
- (b) Monitoring of window sale of tickets, reserved/ unreserved & earnings there from. Analysis of reasons for drop in number of passengers & corrective action required in this regard.
- (c) Attachment of coaches to clear waitlisted passengers. Coordination with Operating branch for attaching extra coaches to clear waitlisted passengers on daily basis.
- (d) Review of utilization of various quotas earmarked in trains & corrective action to maximize utilization.
- (e) Time Table, Cash Collections, Inspection notes, Union Matters, Rajbhasha.
- (f) Coaching Audit paras, Provisional Para, Draft Para.
- (g) Monitoring of ticket checking activities on daily basis to achieve Railway Board target and monitoring of conditions of TTE's rest houses within & outside WCR.
- (h) Monitoring and taking various steps to enhance other coaching earnings, (sundry, NFR, Commercial Publicity etc).
- (i) Meetings, Conference, MCDO, statistics of coaching section.
- (j) Planning to run special trains on various routes in consultation with Operating Branch to capture new passenger traffic.
- (k) Stores, PQ (Parliamentary Questions), Budget & Works Programme.
- (l) IT projects:- UTS, PRS, ATM, ATVM, JTBS, YTSK, STBA etc.

- (m) MR/MP/MLA/VIPs/DPG/GM/CA-III references, ZRUCC, public grievances (CPGRAM, RAIL MADAD, INGRAM etc), public demands and related MCDO, statistics, etc.
- (n) General Administration, staff matters, HRD, MPP, Office management,
- (o) Any other works assigned by PCCM.

#### **CCM /(FM)**

- (a) Co-ordination, monitoring and dealing with all matters pertaining to freight services, RCT, Goods, Claim, Court Cases, Audit, Safety, Survey, Parcel/Luggage, Outstandings, IT projects related to goods and parcels.
- (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) Freight related Parliamentary Questions, Budget & Works programme, Meetings, Conferences.
- (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) Safety & Disaster Management..
- (j) Wharfage & Demurrage cases,
- (k) Any Other work assigned by PCCM.

#### **Dy.CCM (HQ)**

- (a) Dealing with all matters of RCT/Claim/Court/Tribunal/Arbitration, Consumer Forums & related matters. Monitoring of working of legal cell.
- (b) Safety and Disaster Management.

- (c) MCDO & Statistics pertaining to claim & Court cases, accident claims.
- (d) Other work assigned by PCCM & CCM (FM).

**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) Monitoring of condition of TTEs Rest house within & outside WCR & corrective action thereof.
- (e) MR/MP/MLA/VIPs/DPG/GM/CA-III references, ZRUCC, public grievances (CPGRAM, RAIL MADAD, INGRAM etc), public demands and related MCDO, statistics, etc.
- (f) Monitoring and taking various steps to enhance other coaching earnings, (Sundry, NFR, Commercial Publicity etc).
- (g) Parliamentary Questions. Budget & Works programme.
- (h) All catering matters. Implementation of new catering policy and monitoring of its progress in division on daily basis.
- (i) Meetings, conference, MCDO, statistics Audit Para of coaching section.
- (j) Cleanliness, passenger services & amenities related issues.
- (k) Dealing of all matters pertaining to EQ and HQ Commercial Control.
- (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, Cash Collection, Coaching Refund etc.
- (o) Hiring of Vehicle.
- (p) General Administration & establishment, staff matters, HRD, MPP, Office Management, Stores, Union Matters, Rajbhasha, RTI,
- (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) Goods Audit paras, Provisional Para, Draft Para, GST.
- (f) Dealing with all Parcels, 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) 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) General administration & establishments.
- (i) Any other work assigned by PCCM, CCM (PS) and Dy.CCM(PS).

**NOTE:** *Common items pertaining to PCCM's Office like transfer and posting of staff, distribution of equipments like computer, printer, furniture, CUG, official vehicle allotment etc. will be decided with the approval of PCCM only.*

\*\*\*\*\*