

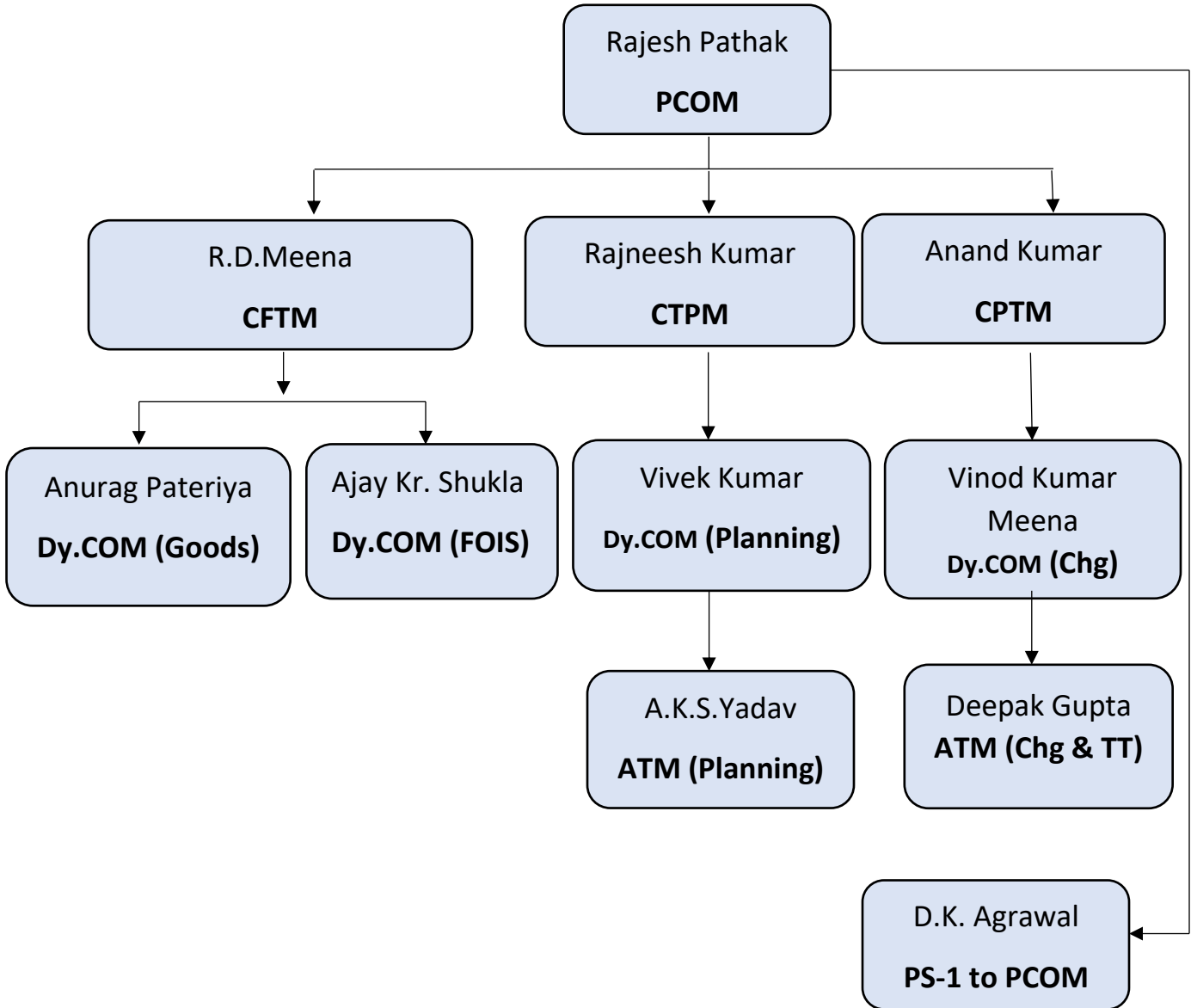
RTI INFORMATION PERTAINING TO OPERATING DEPARTMENT

The operating department is concerned with the running of both passengers and goods trains and is headed by Principal Chief Operating Manager (PCOM). The passenger traffic has seen a constant increase over the years, due to increase in population as well as due to increased requirement to travel due to economic development. The freight traffic has also increased simultaneously. The Operating Department has to examine these increasing requirements and has to organize for satisfying the same. This also involves planning for infrastructural development and as such the Operating Department also plays a pivotal role in planning.

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 Operating Department.



Duties of the Operating Officers of West Central Railway/Head Quarters.

PCOM (Principal Chief Operations Manager)

Job Profile:

The Principal Chief Operations Manager is the centralized authority to co-ordinate, direct and control freight and passenger train operations. He also looks after the freight marketing of the railway system. All major railway users co-ordinate with the Principal Chief Operations Manager to develop their railway facilities.

CFTM (Chief Freight Transportation Manager)

- ❖ Over all Freight Operations.
- ❖ Meeting Loading & Earning Targets and action thereon.
- ❖ Extended crew run and action thereon. Finalization of Power Plan and Rationalization of Loco run.
- ❖ Streamlining of Carriage & Wagon examination. Optimizing usage of Rolling stock.
- ❖ Freight Terminal management.
- ❖ Co-ordination with Rly. Board & Zonal Railways.
- ❖ Reply of Draft Para and Audit Para concerned to freight operation.
- ❖ Disposal of MPs & MLAs suggestion/complaint with respect to freight movement.
- ❖ Reply to Boards letters on Freight related subjects.
- ❖ Marketing efforts for maximizing freight traffic.
- ❖ Policy issues and suggestions for amendment to help loading / operations.
- ❖ Movement of ODC.
- ❖ Monitoring of FOIS.

CPTM (Chief Passenger Transportation Manager)

- ❖ Overall in-charge of Passenger and Suburban trains.
- ❖ VP movement for Parcels etc.
- ❖ Time Tabling of trains.
- ❖ Suburban transport operations & other allied coaching matters.
- ❖ Punctuality of trains.
- ❖ Establishment matters.
- ❖ Introduction/Revision of timings of Passenger trains.
- ❖ Granting Permission to Coaches/trains booked on FTR.

CTPM (Chief Transportation Planning Manager)

- ❖ Traffic Transportation Planning.
- ❖ Monitoring of various works on Traffic facilities/ Doubling/New line/ Gauge conversion and other works required for improvement of the train movement.
- ❖ Scrutinize of plans and proposals.
- ❖ Reply of MP/MLA references. All sidings related works.
- ❖ Zonal training school. Review of survey matters.

- ❖ Policy matters.
- ❖ Operating safety related issues (viz. dispensation matters, speed certificates, opening of new lines etc.).
- ❖ Compliance of the letters of CRS.

DY. COM (GOODS)

- ❖ Rationalization in loco and crew run.
- ❖ Optimum usage of rolling stock. Freight operations.
- ❖ Crack trains monitoring.
- ❖ Performance of different terminals as well as Power Houses located over Eastern Railway.
- ❖ Close co-ordination with the concerned branch to improve their performance.
- ❖ Supervision of central freight control. CRS sanction of rolling stock.

DY. COM (COACHING)

- ❖ Punctuality & coaching operation.
- ❖ Punctuality matters including all references of punctuality, Parliament Questions relating to Punctuality.
- ❖ MP/MLA's references and Public representation / complaints.
- ❖ References of MP/MLA's and public grievances.
- ❖ Stores related works.
- ❖ Emergency Control and management thereby. Coaching Conference.
- ❖ Speed Restrictions and references thereby.
- ❖ Compliance of the safety inspections.
- ❖ All work of Train Punctuality Section, MCDO, Establishment matters, VIP movements and all other matters arising time – to – time.

DY. COM (FOIS)

- ❖ He will monitor and liaison with Divisional and Zonal Authorities of Civil, S&T and Electrical staff for site readiness of all locations in all respect (Civil, electrical & S&T) for any ongoing and new IT projects over the Zonal Railways.
- ❖ He will ensure that works are commissioned as per target laid down by CAO/FOIS and Railway Board and liaison with Divisional authorities.
- ❖ He will assist the CRIS/FOIS in commissioning of FOIS terminals as well as implementation of FOIS/ICMS/TMS/COA/CMS and other related systems.
- ❖ He will ensure that data feeding in all the divisions is being done timely on real time basis.
- ❖ He will ensure that correct figures of Divisional/Zonal/Interchange points are coming on computer and discrepancies are sorted out quickly.
- ❖ He will ensure all updation/modifications/correction required in FOIS system and its MIS reports as and when required.
- ❖ He will ensure that all the instructions issued by FOIS central organization are communicated to divisional offices and are complied with.

- ❖ He will ensure that properly trained staff work properly on FOIS/terminals in HQ and divisional offices. If sufficient Nos. of trained staff are not available. He will arrange training of staff in consultation with CPM/FOIS.
- ❖ He will ensure that system runs smoothly over his Zone and in case of any discrepancy in system he will chase up with CRIS/FOIS.
- ❖ He will ensure that system over his zone is working properly.
- ❖ He will have full liaison with S&T Department, Sr. Divisional Operations Managers of his zone and central organization of CRIS and FOIS/HQ NDLS as regards working and maintenance of PCs, Printers, ACs, Hubs, Modems, Routers etc. are concerned.
- ❖ He will ensure timely action by divisional authorities prior to extension and application of all application of all system as per instruction of CAO/FOIS.
- ❖ He will visit field units from time to time to ensure smooth transition of all modules of FOIS/CMS/COA/ICMS/TSR & other sub systems from manual band of computer based.
- ❖ He will give timely feedback to CFTM as well as CPM/FOIS.
- ❖ He will assist CFTM/Sr. DOMs in ensuring that annual maintenance contracts are entered into well in time and day-to-day maintenance problems are sorted out.
- ❖ Any other work assigned by CFTM/CAO/Superior Officials.

DY. COM (Planning)

- ❖ Man power planning of Traffic department of entire zone.
- ❖ Modernization of establishment of Traffic department such as Area Training School, Running room, Central control and Zonal operating Office.
- ❖ Monitoring of training of Group 'C' staff.
- ❖ Deals with private sectors for construction of new sidings/PFT.
- ❖ Deals with traffic facility works & infrastructure development
- ❖ Arrangement of training /seminar for officers.
- ❖ Any other work assigned by CTPM/Superior Officials.

STM (Planning)

- ❖ Traffic Planning.
- ❖ Man power planning.
- ❖ Crew Review.
- ❖ Hiring of Vehicles.
- ❖ Deals with PNM items.
- ❖ General Office Management.
- ❖ Any other work assigned by CTPM/Superior Officials.

SECY. TO PCOM

- ❖ Organizing various meetings as and when asked by competent authority.
- ❖ Coordinating with different departments for early disposal of the files and letters.
- ❖ Maintenance of various letters and circulars addressed to COM.
- ❖ Preparation of meeting papers for COM and CFTM like Operating meeting/ Crack meeting.
- ❖ Up keeping list of Officers of TT&CD.

ATM (GOODS)

- ❖ He will assist Dy.COM/Rules regarding Safety matters pertaining to following duties.
- ❖ Revision of GR & SR (issue of correction slips).
- ❖ Monitoring of overdue cases of Refresher Course, Vision test etc. Preparing safety related papers.
- ❖ Co-ordination with Principal, ZRTI and other traffic Training Institutes. Analyzing and compiling of training related information.
- ❖ Dealing with the cases of dispensation related to Signal and Engineering department.
- ❖ Compliance of CRS inspection and other safety related inspections.
- ❖ Legal matters/Court cases of Operating department.
- ❖ Maintaining of various Operating and Commercial circulars.
- ❖ Preparation of Operating data.
- ❖ Preparation of MCDO & other monthly statistical figure.
- ❖ Correspondence of letters.
- ❖ ODC movement.

ATM (PLANNING)

- ❖ Examinations of plans and proposals. Review of Works related matters.
- ❖ Coordination with different Divisions and departments to expedite the work.
- ❖ Examination of dispensation matters/ other matters as and when entrusted.
- ❖ Identification of Proposal for works under plan head doubling and traffic facility work.
- ❖ Examination of Survey Reports/DPR related to new line, doubling, etc.
- ❖ Examination of SIPs.

ATM (COACHING)

- ❖ Punctuality of trains.
- ❖ Special train formation.
- ❖ Train Coaching Section and all related matters.
- ❖ Engineering and other special Blocks.