

Duty list of CCM/PS & CCM/PM (Dt. 06.01.2025)

CCM(PS)

Co-ordination, Monitoring and dealing with all matters pertaining to all Coaching, Catering, ticket checking and Passenger amenities & Services related items like:

- (a) Passenger Amenities- Ensuring MEA,desired amenities for Model, Modern, Ardars and World class stations, Amrit Bharat and Station development etc. Minimum essential Model station, Multi Functional Complex etc. PH 53 works and Cleanliness Issues.
- (b) Ticket Checking- 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.
- (c) Monitoring of condition of TTEs Rest houses within & outside WCR & corrective action thereof.
- (d) All catering matters. Implementation of new catering policy and monitoring of its progress in division on daily basis.
- (e) Coaching refund, Co-ordination with CRIS, IRCTC.
- (f) Monitoring and taking various steps to enhance other coaching earnings, (Sundry, NFR, Commercial Publicity, Parking etc).
- (g) Waiting/Retiring rooms, waiting halls, drinking water, licensed porters, STD/PCO, other stalls etc.
- (h) Cash collection, Remittance of cash, cash in transit, Policy of remittance in bank.
- (i) All Inspection notes and their disposal,
- (j) Union Matters, PNM, PREM
- (k) Audit paras, Provisional Para, Draft Para, Accounts observations, TIA reports, court cases, Arbitrations of concerned subjects.
- (l) Meetings, Conferences, MCDO, Statistics, Press & media matters.
- (m) PQ (Parliamentary Questions), Budget & Works Programme.
- (n) Monitoring of working of HQ Commercial Control.
- (o) MR/MP/MLA/VIPs/DPG/GM/CA-III references, ZRUCC,
- (p) Public grievances (CPGRAM, RAIL MADAD, INGRAM etc), public demands & complaints etc.



- (q) General Administration & establishment, staff matters, HRD, MPP, office management, R&D, CUG, official Vehicle management, Stores matters, RTI, Rajbhasha.
- (r) Other miscellaneous matters not assigned to other officers.
- (s) Any other works assigned by PCCM. Dy CCM(PS) and ACM(HQ) will report to CCM(PS).

CCM(PM)WCR

Dealing, Coordination and monitoring the subjects related with Passenger Marketing Services like :

- (a) PRS- Maintenance and monitoring, new locations, Agreement with Non Rail Head Locations, Data Base management of PRS. Co-ordination with CRIS for Hardware and Software, Procurement of Tickets rolls and computer stationery for PRS & UTS system, Data Ware House Projects, PPM, Console Management. Monitoring of working of HQ EQ cell.
- (b) UTS-day to day monitoring of functioning of existing UTS locations, project management of UTS, installation of new locations, co-ordination with CRIS for UTS equipment, Works Programme for new UTS locations etc.
- (c) 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.
- (d) Identifying the sections & stations where negative trend in sale of tickets have been observed and to analyze reason for drop & corrective action thereof.
- (e) Monitoring of waitlisted passengers on daily basis and coordination with Operating Branch for attachment of extra coaches to clear waitlisted passengers.
- (f) Review of utilization of various quotas in trains and corrective action thereof.
- (g) Planning to run special trains on various routes in consultation with Operating Branch to capture new passenger traffic and clear rush.
- (h) Policy matters on Reservation general policy, Tatkal Policy, Credit Card Policy Internet Booking and E-Ticketing. Co-ordination with IRCTC.



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

Revised duty list of officers of Commercial Branch, WCR/HQ (Date: 21.03.2023)

CCM(FM):-

- (l) 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.
- (m) To take various steps & measures to enhance freight earning including parcel earning so as to achieve target as set by Railway Board.
- (n) 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.
- (o) Marketing efforts to increase freight & parcel loading. Conducting freight customers meeting with key customers in order to convince them to offer more goods traffic.
- (p) Parliamentary Questions, Budget & Works programme, Meetings, Conferences.
- (q) To enhance Rail-Coefficient.
- (r) To examine proposals received under various Freight Incentive Schemes for early finalization.
- (s) Monitoring of loading/ unloading at Goods shed & sidings on WCR to minimize terminal detention.
- (t) Safety & Disaster Management..
- (u) Wharfage & Demurrage cases,
- (v) Any Other work assigned by PCCM.

Duty list of Dy. CCM(PS) and Dy. CCM(FM) (Dt. 05.11.2024)

Dy. CCM(PS)

Dealing, Coordination and monitoring the subjects related with Passenger Services and Parcel & Luggage like:

- (a) All catering related matters. Implementation of new catering policy and monitoring of its progress in division on daily basis.
- (b) Cleanliness, passenger services & amenities, PH-53 works, station development works, Amrit Bharat etc related issues.
- (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 houses within & outside WCR & corrective action thereof.
- (e) Monitoring and taking various steps to enhance other coaching earnings, (Sundry, NFR, Commercial Publicity etc).
- (f) All Parcel/Luggage related matters, PMS, leasing, over carry etc.
- (g) MR/MP/MLA/VIPs/DPG/GM/CA-III references, ZRUCC, public grievances (CPGRAM, RAIL MADAD, INGRAM, War Room etc), public demands & Public relations.
- (h) Parliamentary Questions. Budget & Works programme.
- (i) Meetings, conferences, MCDO, statistics
- (j) Audit Para of coaching section.
- (k) Inspection notes & Union matters.
- (l) Working of HQ Commercial Control.
- (m) Coaching Cash Collection, Coaching Refund etc.
- (n) Hiring of Vehicle and other miscellaneous issues.
- (o) General Administration & establishment, staff matters, HRD, MPP, Office Management, Stores, Rajbhasha, RTI,
- (p) Any other works assigned by PCCM, CCM(PS) & CCM(FM). He will report to CCM(PS).

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Dy. CCM(FM):-

- (a) Dealing with all Freight and Goods related matters and references.
- (b) To take various steps & measures to enhance freight earnings so as to achieve target as set by Railway Board.
- (c) To do marketing efforts to increase freight loading. Conducting freight customers meeting with key customers in order to convince them to offer more goods traffic.
- (d) To enhance Rail-Coefficient.
- (e) To examine proposal received under various Freight Incentive Scheme in positive way to finalize such proposal.
- (f) Goods Audit para , Provisional Para, TIA reports, Draft Para, GST.
- (g) Wharfage & Demurrage cases, Weighbridges.
- (h) PCB, ENHM, NGT etc
- (i) All freight incentive schemes, Goods refund cases, Goods Outstanding cases.
- (j) Rates and Freight ARNs, Pay orders,
- (k) MIS, TMS, FOIS, E-payment etc.
- (l) Dealing with all matters related to Legal (RCTs / Claim / Court /Tribunal/Arbitration, Consumer Forums etc). Monitoring of working of legal cell.
- (m) Dealing with all matters related to claim like Registration, Tracing, verification and settlement of claims. Corrective actions for prevention of claims.
- (n) Safety and Disaster Management.
- (o) Statistics pertaining to Goods, claim & Court cases, accident claims.
- (p) Any other work assigned by PCCM & CCM(FM). He will report to CCM(FM)



ACM(HQ):-

- (a) Co-ordination, Monitoring and dealing with all matters pertaining to Ticket Checking, PRS, coaching refun., Co-ordination with CRIS, IRCTC with regard to Data bases, UTS and PRS related issues.
- (b) Public grievances and complaints including CPGRAM, RAIL MADAD, INGRAM etc .
- (c) Review of utilization of various quota allotted in trains and corrective action thereof. Attachment of coaches to clear waitlisted passengers. Coordination with Operating branch for attaching extra coaches to clear waitlisted passengers on daily basis
- (d) DAR cases related to Ticket Checking staff.
- (f) Dealing with Coaching refund, PPM, UTS, PRS, etc. matters.
- (g) Inspection notes and coaching proposals.
- (h) General administration & establishments and other misc matters.
- (i) Any other work assigned by PCCM, CCM(PS) and Dy.CCM(PS)& SCM(HQ).
ACM(HQ) will work under administrative control of 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.

WCR, GM's Office
No. WCR/HQ/C/145/Duty list (Gaz.)

Comml. Deptt.
Date: 12.04.23

C/- PCCM & PCOM/WCR for kind information please.

C/- CCM(FM), CCM(PS), Dy. CCM (PS), Dy. CCM(FM) , Dy. CCM(HQ) & SCM(HQ) and ACM(HQ) for information and n/a.

C/- Sr. DCMs JBP, BPL, Kota and PO/RCT BPL for information and n/a.

C/- All concerned.


(Amit Kumar)
Secy to PCCM
For PCCM WCR

- (i) IT projects:- PRS, UTS Cum PRS, UTS, ATVM, JTBS, YTSK, STBA, PH-17 works etc.
- (j) Audit and Accounts observations, draft Audit para, court cases, arbitration, complaints, CDRF etc. related to concerned duty list matters.
- (k) Opening and closing of stations.
- (l) Any other works assigned by PCCM . Dy. CCM(PM) will report to CCM(PM).

WCR, GM's Office
No. WCR/HQ/C/145/Duty list (Gaz.)


Comml. Deptt.
Date: 06.01.2025

C/- PCCM & PCOM/WCR for kind information please.

C/- CCM(PM) CCM(PS) & CCM(FM), Dy. CCM (PM), Dy. CCM(FM) , Dy. CCM(PS) & ACM(HQ) for information and n/a.

C/- Sr. DCMs JBP, BPL, Kota and PO/RCT BPL for information and n/a.

C/- All concerned.


06/01/25
(Amit Kumar)
Secy to PCCM
For PCCM WCR