Dy.CCM/Goods

- Policy matters and contracts related to freight traffic & FOIS related matters.

- Infrastructure Developments related to freight traffic.

- Dealing with freight claims and refunds.

- Matters related to Parcel Traffic and marketing.

- Matters pertaining to RORO traffic including marketing

- Any works assigned by administration from time to time.

Dy.CCM/Claims & Catering

- Policy matters of all Commercial and Catering contracts (mobile / static)

- Housekeeping and cleanliness activities on KR.

- Ticket Checking activities / Coaching refund.

- Complaints management including Rail Madad & Social Media etc.

- Staff training, Commercial stationary I Store, KRUCC, Rajbhasha.

- Management of Commercial Control.

- Catering/Ticket checking / Control data.

- E-Auctions, Complaints Management including Rail Madad & Social Media etc.

- Any works assigned by administration from time to time

Dy.CCM/Coaching

- All coaching traffic related activities like PRS/UTS/QRS & Statistics.

- Policy matters and contracts related with passenger traffic.

- Non Fare revenue including advertisements, Railotels etc.

- HO Quota / Parliamentary Questions / RTI.

- SOP & Commercial Policy matters / Revenue Budget proposals.

- Staff matters including cadre of Commercial Dept. DAR & Vigilance matter.

- RCT/CDRE, Court cases /MCO Railway Board/CA-iii references etc.

- Any works assigned by administration from time to time.

ACM

- Marketing and Business development, organizing Customer meets etc.

- Database Management / Digitization / Commercial booklet / Website / KR mobile application – Freight/RORO/NFR/Parcel.

- Matters pertaining to freight traffic and marketing.

- System development / enhancement & KR website updation (Commercia matters) FOIS (TMS) / PMS / IREPS / PRIMES / Internal software of KRCL

- Passenger amenities on KR stations.

- RORO Traffic including marketing.

- Parcel Traffic and marketing.

- NFR Proposals.

- Rail Madad complaint Analysis.

- Any works assigned by administration from time to time.