

COMMERCIAL DEPARTMENT

Dy.CCM/Goods

- All matters pertaining to freight traffic including Container traffic etc.
- 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)
- Staff training, Commercial stationary I Store, KRUCC.
- Management of Commercial Control.
- Catering / Ticket checking / Control data.
- RTI
- 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.
- HO Quota / Parliamentary Questions.
- SOP & Commercial Policy matters / Revenue Budget proposal.
- 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

- Housekeeping and cleanliness activities on KR.
- Ticket Checking activities / Coaching refund.
- E-Auctions (under general instructions of Dy.CCM/Chg).
- Complaints management including Rail Madad complaint & Social Media etc.
- Non Fare revenue including advertisements, Railotels (under general instructions of Dy.CCM/Chg).
- System development / enhancement & KR website updation (Commercial matters) - FOIS (TMS) / PMS / IREPS / PRIMES / Internal software of KRCL.
- Parcel Traffic and marketing.
- Rajbhasha.
- HO quota (Wednesday & Thursday).
- Any works assigned by administration from time to time.