



Annexure - B

FUNCTION AND DUTIES

The particulars of organization, its functions and duties: The Commercial department is responsible for the marketing & sale of the transportation provided by a railway, for creating and developing traffic, for securing and maintaining friendly relations with the travelling and trading public and for cultivating good public relations. The fixing of rates, fares and other charges and correct collection, account and remittance of traffic receipts are also among its functions. The Principal Chief Commercial Manager, as Head of the Commercial Department is responsible to the General Manager for the efficient working of the Commercial Department. He is assisted by officers in different grades at the Head Quarter Office and in the Divisions including Area Officers where provided.

The important matters dealt within the Commercial Department are: 1. Rates and fares. 2. Claims for refunded compensation. 3. Prevention of claims. 4. Marketing & Sales. 5. Passenger amenities. 6. Inter-model coordination. 7. Traffic surveys. 8. Research and development. 9. Catering and vending. 10. Ticket checking. 11. Commercial statistics. 12. Computerization of Reservation. 13. Commercial advertising and publicity 14. Freight Marketing and Service -tariff & earning, incentive schemes. 15. policy on demurrage/wharfage/stacking and wharfage cases, terminals & sidings 16. FOIS-TMS, Parcel and Luggage Traffic – (tariff, earning, marketing, leasing of VPs/SLRs, parcel handling contracts.) 17. Commercial plot, sale of unclaimed and damaged goods etc.