

Commercial Department

Central Railway Nagpur Division

Introduction:

The Train Services was introduced at in Nagpur way back in 1867 when portion of Bombay-Bhusaval-Nagpur line was opened for traffic

Nagpur Railway station is one of the oldest and busiest station. Railways made a beginning in Nagpur in 1867, when a portion of the Bombay-Bhusawal-Nagpur in 1867, line was opened for traffic. In 1881 it was connected to Kolkata via Nagpur.

The laying of the foundation stone of the existing building was done in 1906. It was officially inaugurated on 15 January 1925 by then Governor Sir Frank Sly. Before 1924, the original railway station was located towards the east of its current site near Shukrawari Lake. The present-day railway station was also put up in the pre-independence days. It has become a major tourist destination.

Nagpur is divisional headquarter of two railway zones, Central Railway and South East Central Railway.

Nagpur division has 988.336 route KMs. consisting of 601.82 KMs Main Line, 352.096 KMs Branch Line, covering 115 stations(90 opened for Commercial Activities) across eight districts of Maharashtra and Madhya Pradesh. It has 11 tunnels and two major Ghat sections with ruling gradient of 1:60 (rising) and 1:65 (falling) in Itarsi-Nagpur Section.

Nagpur division has GT Route from Itarsi to Ballarshah (of 508 Kms length, fit for 120 Kmph speed) and Mumbai-Howrah route from Nagpur to Badnera(Excluding). North-South and East-West traffic criss-crosses through the Division, making its Nagpur-Wardha section one of the busiest in Indian Railways. It has 3 branch lines connecting Amla-Chhindwara (Excluding), Narkhed-Amravati (Excluding) & Majri-Pimpalkhuti on Broad Gauge and Pulgaon-Arvi (line closed for traffic since 31/07/2008.) in Narrow Guage.

Overview

Division at a Glance

Nagpur station is a junction station, catering to North-South & East-West streams of traffic. Jurisdiction of division extends from Badnera (excluding) to Nagpur; Wardha to Ballarshah (including) & Nagpur to Jhujarpur/Itarsi (excluding), Majri to Pimpalkhuti, Narkher to Chandur Bazar(excluding) & Amla to Chhindawara (excluding).

States and districts served.

<i>Maharashtra</i>	
1	Nagpur
2	Wardha
3	Chandrapur
4	Yavatmal
5	Amravati

<i>Madhya Pradesh</i>	
1	Chhindwara
2	Betul
3	Hoshangabad

Sections of the division

➤ **Itarsi-Nagpur**

- Itarsi-Betul
- Betul-Amla
- Amla-Narkher
- Narkher-Nagpur
- CCD-TEO

➤ **Badnera-Nagpur**

- Badnera-Sindi
- Sindi-Nagpur
- Sindhi Butibori

➤ **Wardha-Ballarshah**

- Wardha- Hinganghat
- Hinganghat- Warora
- Warora-Ballarshah
- Chitoda-Sonegaon

➤ **Branch Line – UP & DN**

- Amla-Parasia
- Parasia-Chhindwara
- MajriJn- Rajur
- BPQ-Chandafort
- Narkher – Chandur Bazar

Commercial Organisation at Divisional Level.

Divisional Railway Manager (DRM) is the head of the division. The DRM is assisted by one or more Additional Divisional Railway Managers (ADRM) and several branch officers. The head of Commercial Branch is **Sr. Divisional Commercial Manager (Sr.DCM)**. He is assisted by DCM & Assistant Commercial Managers (ACMs) respectively. The primary function of these officers is to implement all policies and directions issued by the head

office and to ensure smooth day-to-day commercial working at the stations on a division. The Sr. DCM is responsible for all executive functions of commercial.

COMMERCIAL STAFF OF A DIVISION

At Station Level:

Station is the main centre where the commercial business is actually transacted. They can be called the retail outlets for selling of various Railway products/services.

Some important and larger stations are headed by a Station Manager/ station Master (SMs). At several stations they are designated as Station Superintendents (SSs).

At smaller stations (also known as roadside stations) the quantum of traffic dealt with is not very heavy. Therefore, at these stations both the operating and commercial working is handled by the SM assisted by Assistant Station Masters (ASMs) in shift duties. At bigger stations, depending on the work-load, separate commercial staff is provided to look after the commercial work. They are generally known by a generic name of Commercial Clerks and may be working as Booking Clerks, Parcel Clerks, Goods Clerks, Ticket Collectors, Enquiry cum Reservation Clerks, Catering Managers etc. At still bigger stations, there are all these categories of commercial staff headed by supervisory staff for each function. The designations of these supervisory staff are such as Chief Reservation Supervisor, Catering Inspector, Chief Parcel Supervisor, Chief Booking Supervisor, Chief Goods Supervisor, etc. depending on their functions.

Stations being the hub of commercial activity they are provided with various facilities to handle the traffic dealt with at the Station. These facilities may include an adequate number of booking windows for passengers, a separate parcel office with separate facilities for booking, delivery and stocking of parcels, a separate goods office with covered shed, platforms for loading/unloading, special sidings for dealing with oil traffic and other bulk traffic such as Coal, Cement, minerals etc.

Crane facilities, motor ramps, plots for storage of loose material like charcoal etc. in addition to canteen and other facilities. At important stations there will also be separate reservation and inquiry offices, cloak rooms and catering establishments. The quantum and standard of these facilities differ from station to station based on its commercial importance and requirements.

FUNCTIONS OF THE COMMERCIAL DEPARTMENT

The Commercial Department of the Railway is the most visible department, and is usually called the earning and marketing department, the others being spending departments. This is because the railway revenues are entirely made up of the earnings from sale of tickets and transportation of goods, luggage and parcels which are booked and delivered by the Commercial Department. This department has to collect the charges as per rates in force and account for them. It has also to canvass for traffic to see that the vast railway facilities are utilized to the maximum extent for the purpose for which they have been created.

To achieve this, it has to maximize satisfaction to the customers through creation of suitable facilities, provision of amenities for the users, proper up-keep of the stations and other working places from the point of view of the

customers, measures for speedy transportation, safe delivery of goods etc. This department, therefore, comes in direct contact with the public and it has to reply to the public complaints also.

Needless to say that for carrying out these various functions this department has to maintain a close liaison with the other railway departments on which it has to depend for execution of the various works and maintenance of the facilities.

The main functions of the Commercial Department may, however, be enumerated as below:-

- ✚ Provision of booking facilities for traffic, i.e. opening of booking offices, goods sheds, parcel offices etc.
- ✚ Opening of enquiry and reservation offices for passenger traffic.
- ✚ Sale of ticket and booking and delivery of parcels, luggage and goods.
- ✚ Implementation of the rating policy of the railway board i.e. giving effect to changes in the fares and freight rates from time to time.
- ✚ Quotation of special rates.
- ✚ Provision of users' amenities and ensuring their proper upkeep such as waiting rooms, retiring rooms, drinking water supply etc. at every station.
- ✚ Refund of over-charges in passenger fares and freight rates.
- ✚ Waiver and refund of demurrage and wharfage.
- ✚ Clearance of station outstanding i.e. recovery and remittance of dues short-recovered or not recovered.
- ✚ Remittance of station earnings.
- ✚ Ticket checking arrangements.
- ✚ Management of departmental catering units, licensing of catering contracts & their supervision.
- ✚ Settlement of claims for compensation.
- ✚ Taking measures for claims prevention.
- ✚ Levy of siding charges and dealing with siding agreements.
- ✚ Provision of Cloak-Rooms.
- ✚ Running of Lost Property Offices (LPOs).
- ✚ Marketing and sales activities i.e. canvassing for high profit yielding commodities, maintenance of customer-oriented services, like own your wagon scheme, leasing of SLRs scheme, measures for tackling rail-road competition etc.
- ✚ Justification for introduction of new trains.
- ✚ Conducting traffic surveys to establish justification for new line etc.
- ✚ Grant of credit facilities to customers (credit note facility)
- ✚ Grant of concessions in railway fares and freight rates, including special facilities for tourist coaches etc.
- ✚ Attention to complaints from the users.
- ✚ Naming of stations and change of station names, etc.
- ✚ Arrangements for handling of goods - appointment of handling contractors for stations and transshipment points.
- ✚ Holding and conducting of meetings with railway users at Station, Divisional, Zonal and Board levels such as SCC (Station Consultative Committee), DRUCC (Divisional Rail Users Consultative Committee) and matters related to it.
- ✚ Opening/Closing and renewal of 'City Booking Offices', 'City Booking Agencies' and 'Out agencies'.

✚ Engaging JTBSs (Jan Sadharan Ticket Booking Sevaks), STBSs (Station Ticket Booking Sevaks), etc.

Important Railway Websites:

1. www.indianrailways.gov.in - follow the link to ‘Railway board directorates’ and then ‘Traffic Commercial’ for all Commercial circulars (Passenger services), Freight Marketing circulars, and the Freight rate circulars.
2. www.indianrail.gov.in - website connected to PRS (Passenger Reservation System) and e-ticketing purposes – for reservation & refund rules, PNR enquiry, Train accommodation availability etc.
3. www.trainenquiry.com - web site connected to NTES (National Train Enquiry System)- for Spot your train etc.
4. <https://www.irctc.co.in> – website for IRCTC related ticket booking and tourism activities
5. <http://www.claims.indianrail.gov.in> – website for settling claims and associated activities

Major share of Earnings fetched from Goods Traffic (83% before Covid & 93% after Covid).

Major share of **Originating Freight Traffic** comes from coal sidings of WCL (Ghugus, Ballarshah, Chandrapur, Wani, Majri, Umrer, Hirdagarh, Palachauri and Parasia). Loading of other commodities like Cement, Clinker, Container, DOC, Food Grains and Dolomite etc. also contributes to Freight traffic. Coal is the major commodity loaded by division. It contributes 89% in total Freight Earnings. Western Coalfields is the major contributor for loading of Coal. Cement is loaded by Acc Cement (from Ghuggus), Ambuja Cement (from Tadali Goods shed). Uttam Value Steel (MLSW), JSW/KSWR are main Iron & Steel customers.

The division comprises 93 stations opened for Commercial Activities.

Categorisation of Stns.& Criteria				
Category of Stations	No. of Stations	Criteria of Proposed Earnings	Criteria of Proposed outward Passengers handled	Name of Station
NSG-1	--	>500Cr.	>20 Million (2 Cr.)	
NSG-2	1	>100 Cr. to <500 Cr.	>10 Mill. to <20 Mill.	NGP
NSG-3	3	>20 Cr. to <100 Cr.	>05 Millions to <10 Million	WR, BPQ, CD
NSG-4	3	>10 Cr. to <20 Cr.	>02 Millions to <05 Million	BZU, SEGM, AJNI
NSG-5	13	>01 Cr. to <10 Cr.	>01 Millions to <02 Million	DMN, AMLA, PAR, PLO, GDYA, MTY, CND, PUX, JNO, WRR, HGT, NRKR, BXY

Categorisation of Stns.& Criteria				
Category of Stations	No. of Stations	Criteria of Proposed Earnings	Criteria of Proposed outward Passengers handled	Name of Station
NSG-6	56	<01 Cr.	<01 Million	WOC, NVG, WANI,MRSH, MJRI, HRG, SNI, GNQ, JMV, KSWR, TEO, TGP, BTBR, IKR, PUSA, TLN, PCLI, NGI, BUPH ,KLBA, DAE, TMT, BBTR, SNN, DOH, MLR, KOHL, JKR, CKNI, CCD, MER, SNKB, WG, KRI, GMG, BOK, BWRA, SLOR, KQE, KAOT, TAE, KRTH, BYS, MJY, TAKU, KAYR, LNT, SAHL, PMKT, DHQ, MJKN, KATL, BUX, BPK,Deoli, Kalamb
HG-1	--	>50 Lakh	>03 Lakh	
HG-2	7	>05Lakh to <50Lakh	>01 Lakh to < 03 Lakh	BQM, MKDN, MWAD, BNOD, BCRD, VUD, TNH
HG-3	10	<05Lakh	<01Lakh	GNW, GNVR, HTN, DDMT, MALK, HKNT, LLD, GDKP, MGRD,BHIDI
TOTAL	93			

Various Modes of Ticketing:

Reserved Tickets	Counter	Rail Head PRS Counters
		Post PRS
		YTSK
		UTS-Cum-PRS Counters
	Internet Based	Individual IRCTC 'E' Tickets
		Agents of IRCTC only 'E' Tickets
Mobile App Based IRCTC 'E' Tickets		
Unreserved Ticketing	Counter	UTS
		UTS-Cum-PRS Counters
		JTBS
		STBA
	Machine Based	ATVM
		Through Facilitators
	Mobile Based	UTS App on Mobile
	At HG-2 & HG-3 stations	Ticketing done by Halt Contractors.