

# Mumbai Division



## Commercial Branch

Divisional Manager's, Public Information Cell, CST, Mumbai – 400 001

### Right To Information Act 2005

The Right to Information Act 2005 is an important legislation, which seeks to bring about transparency and accountability in Administration. The Central Act (Act no.22) has received Presidential address on 15th June 2005 and it is applicable to whole of India (except Jammu& Kashmir)

The provision of Right to information Act 2005 came into force w. e. f. 12<sup>th</sup> October 2005. In pursuance to the provisions of Right to information act, 2005 a cell has been set up at Sr Divisional Commercial Manager's office, Ground floor DRM's New Annex building, CSTM Mumbai -400001

Senior Divisional Commercial Manager (Sr.DCM) has been designated as Central Public Information officer (Nodal), and assisted by Assistant Commercial Manager (H.Q) as Assistant Public Information officer.

Information of various department of Central Railway has been made available on website  
<http://www.centralrailwayonline.com>

### **Procedure for RTI Application**

- There is no fixed format for sending an application under RTI act to PIO. Applications can be sent on plain paper.
- For details of PIOs please [click here](#) .
- The application fee of Rs.10/- only should be sent along with the application by cheque/demand draft/ cash in person only.
- Cheque/demand draft should be made in favour of Sr DFM, Central railway,CSTM or Chief Cashier C.Rly.
- Reply will be sent by respective PIO on or before 30 days of receipt of application on payment of required fees for the cost of documents, if any.
- After information is ready for dispatch, the applicant will be informed to pay the cost of photo-copy of documents asked for (if applicable), as prescribed under RTI rules.
- If the applicant desires to have inspection of records, he/she should specifically ask for that in the application, so that convenient time and day can be fixed for the same.
- In case the applicant is not satisfied with the information supplied/not supplied, he/she can approach the respective appellate authority by filing 1<sup>st</sup> appeal within 30 days from receipt of reply from concerned PIO. For details of appellate authority and address, [click here](#). The applicant can remain present if so desires for the personal hearing, if any fixed by appellate authority.
- In case, the applicant is not satisfied with the decision of the appellate authority, he/she can file a 2nd appeal before the chief information commissioner at New Delhi within 90 days of receipt of the decision of the 1<sup>st</sup> appellate authority.
- Those living below poverty line need not pay any application fee under RTI act. Such person should attach proof of the same along with application. Such as photo copy of ration card etc.
- The illiterate applicants will be given assistance by the PIO office for reducing the oral request in writing.

**Form of Application U/s 6(1)**  
**for seeking information under the right to information**

**To**

**Date: .....**

Sr.DCM& Public Information Officer,

DRM OFFICE CSTM

C.RLY

**Sub: Information under RTI Act, 2005.**

1. Full name of applicant : .....
2. Address :.....
3. Contact No.(if any/optional) : .....
4. Particulars of Information required:.....
  - i. Subject matter of information:-----
  - ii. The period to which information relates:-----
  - iii. Description of information required :-----

iv ) Whether information is required in person or by post.:-----

5 (a) Particulars of fees paid (Cash receipt, Demand draft or IPO ):.....  
OR

5 (b) whether the applicant is below poverty line (if yes, attested copy of proof Thereof.)

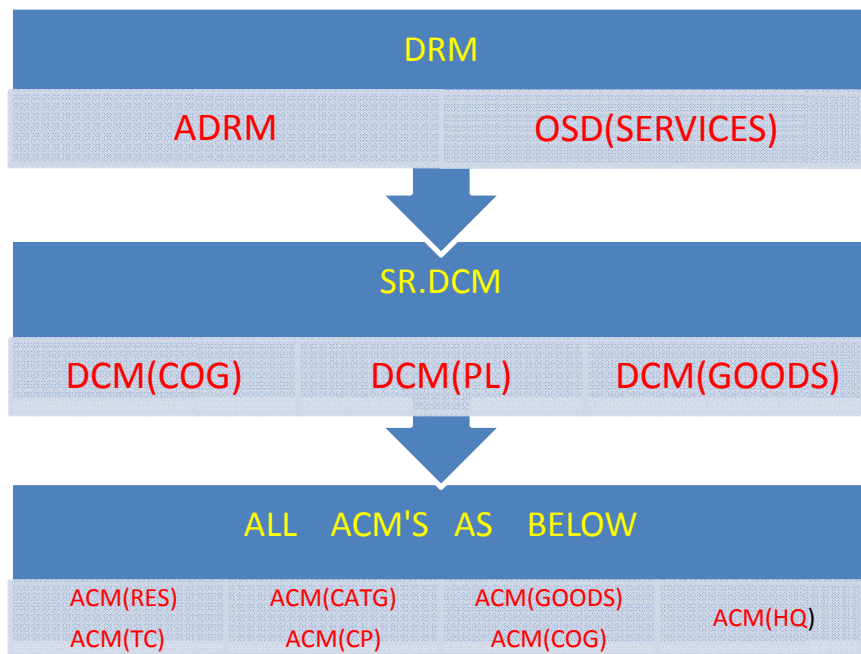
Signature of applicant.

## Documents, which the Public Authorities are required to publish (under section-4 (1) (b) of the Right to Information Act, 2005)

### i. The particulars of its organization, functions and duties:

The commercial department is responsible for the marketing & sale of the transportation provided by railways, for creating and developing traffic, for securing and maintaining friendly relations with the traveling and trading public and for cultivating good public relations generally. The correct collection of fare, freight and other charges, accountal and remittance of traffic receipts are also among its functions. Further information can be availed on its official website1) [www.cr.indianrailways.gov.in](http://www.cr.indianrailways.gov.in)

#### Organization chart on Divisional Level (Mumbai Division)



All ACM's are assisted by Divisional Commercial Inspectors/Chief Commercial Inspectors /Senior Commercial Inspectors at Divisional Office and at respective Depots.

They are further assisted by Chief Booking Supervisors /Chief Parcel Supervisors /Chief Goods Supervisors, Booking Supervisors /Parcel Supervisors /Goods Supervisors etc.

**ii. Powers and duties of officers and employees:**

The powers of officials are well defined at all levels in the organization and the duties are assigned from time to time. Administrative powers of the officers and employees are as per IRCA Commercial Manuals Tariffs and Traffic code. For Manuals refer to website [Codes And Manuals-Ministry of Railways \(Railway Board\)](#) Financial powers of officers are mentioned in SOPGEN of Central Railway.

**iii. The procedure followed in the decision making process, including channels of supervision and accountability:**

At the division the department is headed by a Divisional Railway Manager who functionally reports to the GM / AGM at Zonal level for day-to-day Administrative functioning. Sr. DCM assists DRM for commercial tasks. There are clerical staff who initiate the files, maintain registers and put up to the ACM and then route them to the Sr. DCM routes the files to the branch officers of concerned departments at division level in routine matters as per the extant delegation of powers.

The decision making process is multifarious and rests with various authorities. These are basically assigned to different levels keeping in view its importance and implications. While decision on normal working is taken at executive levels within the branch, decision of greater importance are taken at higher level in the form of approval /acceptance to be considered either at executive level or in the form of a committee nominated/appointed for this purpose.

**iv. Norms set by it for the discharge of its functions duties of officers:**

The procedure/norms set for discharge of functions are as per the provisions contained in various codes/manuals. [Codes and Manuals- Ministry of Railways \(Railway Board\)](#)

**v. The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions:**

A number of rules, regulations, instructions, codes, manuals, acts, etc have already been published and in use by the railway employees for discharging their functions

**vi. A statement of the categories of the documents that are held by it or under its control**

Codes, manuals, specifications, drawings, contracts, agreements, list of various files with the respective departments according to the nature of the work.

**vii. The particulars of any arrangements that exists for consultation with, or representation by the members of the public in relation to the formulation of its policy or implementation thereof:**

There is only one forum at divisional level i.e. DRUCC (Divisional Railway user's consultative committee).DRUCC committee has tenure of 2 years and consists of representatives from trade/commercial/passenger associations / cultural bodies / members nominated by states. The committee meets once in a quarter with minimum three meetings in a year. The committee deliberates on the issues concerning the working of railways having a bearing on public importance/concern.

Suggestions given by ZRUCC (Zonal Railway user's consultative committee) at the Zonal level, Station consultative committee, Members of Parliament and Legislative Assembly are given due consideration. Suggestions through public grievances are also considered as per feasibility.

**viii. Statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public**

At divisional level there is only one forum i.e. Participation of Railway Employees in Management (PREM) to involve better management concepts and to ensure its implementation. This forum consists of representatives from administration, various associations and recognized unions. Minutes of the meeting recorded are circulated internally for information and guidance and not meant for public information. These meetings are being conducted twice a year.

**ix.A directory of its officers and employees**

A telephone directory of officers has already been published by Telecom branch. As regards the directory of employees, branch maintains the names, designation and addresses of the employees and can be obtained on demand. For further information [click: Central Railway/Indian Railways Portal](#)

**x. The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations**

Monthly remuneration received by each officer/employee is as under:- Basic pay, DP, DA (permissible), HRA/ CCA etc. other allowances are permissible to individual employee depending upon his/her nature of work such as TA, OT, NDA, mileage, out station allowance etc. the compensation applicable to workman governed by workman compensation act 1923 is as under:-

- If a workman sustains injury during out of and during the course of employment and such injury results in PPD or death of the workmen, then administration is liable to pay compensation under WC Act.
- PPD – 60% of average wages x factor rate x % of PPD min Rs.90, 000/-.
- Death case – 50% of average wages x factor rate min. Rs.80, 000/-.
- Ex-gratia – when workmen run over and killed by a moving object an ex-gratia payment is to be made Rs.15,000/- this is as per Rly. Board's letter no.2002 / rtc-iii/28/3 dated 12.6.2002.

**xi. The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursement made**

**xii. The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes**

**xiii. Particulars of recipients of concessions, permits or authorizations granted by it**

Details regarding concessions to passengers are published every year in the railway time tables. Instructions regarding authorization of travel agents and the policy regarding allotment of stalls, etc. already exist. Concessions are also given to retain and attract additional goods traffic in accordance with the rates circulars issued from time to time.

**xiv. The details in respect of the information, available to or held by it, reduced in an electronic form**

information relating to organization, its evolution, budget speech, budget highlights, tourist facilities, passenger information, train information, availability of accommodation, status of tickets, internet booking of tickets, a number of codes/manuals, seniority list, etc. have already been made available on Indian Railway website

Central Railway/Indian Railway Portal, [www.indianrail.gov.in](http://www.indianrail.gov.in), [www.indianrailways.gov.in](http://www.indianrailways.gov.in) etc.

**xv. The particulars of facilities available to citizens for obtaining information including working hours of a library or reading room, if maintained for public:**

The information relating to the facilities available to the rail users are disseminated through the railway time tables and the railway websites

Central Railway/Indian Railways Portal , [www.indianrail.gov.in](http://www.indianrail.gov.in), [www.indianrailways.gov.in](http://www.indianrailways.gov.in) etc.  
Information can also be obtained through application to the concerned officer.

**xvi. The names, designation and other particulars of the public Information officer:**

**Name and address of PIO and APIO**

<b>Name</b>	<b>Designation</b>	<b>Telephone no</b>	<b>Address</b>
<b>Shri:Rajeev Tyagi</b>	<b>OSD (Services)&amp; Appellate Authority</b>	<b>Rly- 55003 BSNL- 22620222</b>	<b>Divisional Railway Manager's office, Annex Building, CSTM, Mumbai- 400001</b>
<b>Dr Alok Badkul</b>	<b>Sr DCM&amp; CPIO</b>	<b>Rly - 55100 BSNL -22620684</b>	<b>Divisional Railway Manager's office, Annex Building, CSTM, Mumbai- 400001</b>
<b>Shri: S. R.Tripathi</b>	<b>ACM(HQ)&amp; APIO</b>	<b>Rly – 55103 BSNL - 22620685</b>	<b>Divisional Railway Manager's office, Annex Building, CSTM, Mumbai- 400001</b>

**C.RLY FAX NO 55835/55836/54835**

**MTNL FAX NO.22612354**

**xvii. Above information regarding the Names and Designation of PIO'S & APIO's and Appellate Authority is also available in West Zone Timetable.**



MONTHLY RTI STATISTICS (MUMBAI DIVISION)

Month	Applications Received	Cases Disposed	Pending RTI	1 <sup>st</sup> Appeal Received	CIC Received	CIC Decision
April-14	129	118	11	17	1	1
May-14	120	104	16	27	Nil	1
Jun-14	137	127	10	24	1	1
Jul-14	119	107	12	30	3	Nil
Aug-14	133	118	15	28	2	2
Sept-14	201	187	14	25	1	1
Oct-14	116	102	12	13	1	1
Nov-14	127	107	20	34	2	Nil
Dec-14	158	134	24	36	2	1
Jan-15	194	170	24	24	6	4
Feb-15	142	122	20	27	3	3
Mar-15	180	160	20	30	Nil	Nil