

## DUTY LIST OF OFFICERS IN COMMERCIAL DEPARTMENT

Officer	Subjects	Assisted by	Subjects
<b>CCM</b>	<b>Overall In-charge for functioning of Commercial Department of South Central Railway</b>		
<b>CCM/FS</b>	<p>All matters related to Parcels &amp; Goods traffic, Issue of Commercial Circulars/Through Rates Circulars, Issue of Rates quotation.</p> <p>All matters related to unreserved&amp; reserved ticketing systems i.e. UTS,PRS, Unified(UTS &amp;PRS) Counters, ATVMs, JTBS, STBS, YTSK etc, Enquiry systems for dissemination of information to passengers. Additional trains, Special trains (Summer &amp; Holiday), Augmentation of coaches, New trains, Stoppage of Passenger carrying trains etc, Passenger Profile Management (PPM)</p>	<b>Dy.CCM/FS</b>	<b>Assisting CCM/FS, Public Information Officer under Right to information Act</b>
		<b>ACM/M&amp;D</b>	<b>Assisting CCM/FS &amp; Dy.CCM/FS</b>
		<b>Dy.CCM/PRS</b>	<b>Assisting CCM/PM</b>
		<b>DBM/PRS</b>	<b>Assisting CCM/PM &amp; Dy.CCM/PRS.</b>
<b>CCO</b>	<p>All matters related to compensation claims of goods carried by Railways, NR Cell, Goods refunds, Coaching Refunds (Tickets), Railway Claims Tribunal cases relating to Sec.124 &amp; 124 A cases, Consumer Protection Act Cases, Waival of demurrage/wharfage Charges at CCM level, Appellate Authority under Right to information Act.</p>	<b>Dy CCM/Spl</b>	<b>Assisting CCO in compensation claims arising due to Train accidents u/s 124., Coal claim cases.</b>
		<b>Dy CCM/CI&amp;PO</b>	<b>Presenting Officer of RCT/SC &amp; assisting CCO in all matters other than Section 124 cases and Coal claim cases</b>
		<b>ACM/Court &amp; Refund</b>	<b>Assisting CCO, Dy.CCM/CI &amp;PO/Dy.CCM/Spl in Court &amp; Refund matters.</b>
<b>CCM/C&amp;PS</b>	<p>Passenger Amenities/ Works Programmes, Emergency Quota, Cleanliness at stations, Ticket Checking, Public Grievances/Public Complaints, Comml. Contracts, Catering service.</p>	<b>Dy.CCM/G</b>	<b>Assisting CCM/C&amp;PS.</b>
		<b>SCM/Resv</b>	<b>Release of Emergency quota and Assisting to CCM/C&amp;PS,&amp; Dy.CCM/G in all matters related to reservation / Emergency quota.</b>
		<b>SCM/Catg</b>	<b>Assisting CCM/C&amp;PS &amp; Dy.CCM/G in Catering related issues.</b>
		<b>SCM/G</b>	<b>Assisting CCM/C&amp;PS &amp; Dy.CCM/G in all matters other than Catering, Reservation/ Emergency quota, Assistant Public information Officer under Right to information Act.</b>