

DUTY LIST OF OFFICERS IN COMMERCIAL DEPARTMENT

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

Last Updated on 25.09.2020