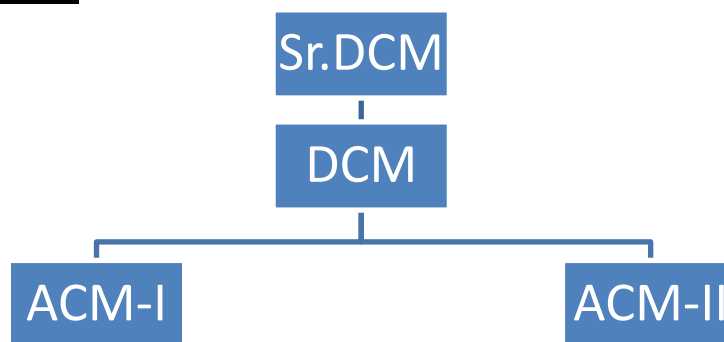


COMMERCIAL DEPARTMENT (Part of 4(b)(i))

ROLE:

The Major function of the Commercial department is to generate revenue through the sale of journey tickets to the travelling public and by carriage of goods. The commercial department also does the booking of parcels offered by the customers for transportation through rail. For customers who wish to transport the goods in large quantities through rail, the commercial department books them through wagon loads and train loads., Provision of catering services, parking facilities and various other passenger amenities, redressal of claims and refunds arising out of cancellation of tickets etc., is also the job of the commercial department. Public grievances arising out of unsatisfactory services provided by the Railway and feedback by the customers are registered and redressed by the commercial department. Moreover the commercial department is ever inclined to coordinate with other departments of Railways in order to provide better services to the passengers.

Organization Chart:



Category-wise Stations over Nanded Division:

Category	No. of stations
A	04
B	03
D	09
E	63
F	24

Passenger Amenities Available over Nanded Division

- **Unreserved Ticketing System (UTS):**

Unreserved Ticketing System has been extended to a total of 64 stations for providing better services to the Passengers and for quick dispensing of tickets. This system enables the passengers to avail the benefit of purchasing general tickets three days in advance for the destination beyond 200 kms.

➤ Passenger Reservation System (PRS):

Passenger reservation system facility has been provided at 32 locations over the division, this includes 06 India Post PRS locations viz. Ambajogai, Bokardhan, Hadgaon Road, Jintur, Kannad and Shivaji Nagar (Nanded). Out of 64 UTS locations, at 22 locations reservation facility has been merged with UTS.

➤ Janasadhan Ticket Booking Sewaks (JTBS):

With a view to extend the general ticket issuing facility to the door step of rail passengers, JTBS are in operation at 3 (Three) locations in Nanded (05 counters), Two locations in Parbhani, 01 location each at Partur and Aurangabad

➤ National Train Enquiry system (NTES):

NTES is provided at 02 locations on the division, viz Nanded Divisional Control Office and Nanded Station Enquiry Office.

➤ Inter Active Voice Response System (IVRS):

Information facilitation through IVRS is outsourced and accessible through 139 (Rail Sampark) for the entire country.

➤ Passenger Operated Enquiry Terminal (POET) and Touch Screen Enquiry Kiosks :

To facilitate the passengers to obtain the required information, 13 POETs have been installed at 09 locations over the division. In addition to the POETs installed, Touch Screen Enquiry kiosks are available at Nanded PRS Building and Station Building over Nanded division.

➤ Vyoma Boards :

For the convenience of the passengers a total of 32 Vyoma Boards are provided through outsourcing at 04 stations which provides Dual Display Information covering Railway and Commercial advertisements and Ticket Fare information.

➤ Installation of surveillance cameras :

To keep a close watch for any antisocial activities and also for better crowd management surveillance cameras are installed at Nanded and Aurangabad Railway stations over the division.

➤ Retiring rooms/Dormitories :

Retiring rooms are available at Aurangabad, Jalna, Parbhani, Nanded and Adilabad stations over Nanded division. Recently single window system is introduced at all the above stations for allotment of Retiring rooms/Dormitories for the better convenience of the travelling passengers.

➤ Cool Drinking water :

For giving improved services to the customer satisfaction, 45 water coolers were installed with potable water at Nanded, Parbhani, Jalna, Aurangabad, Purna, Adilabad, Washim, Hingoli, Partur, Selu, Basmat, Akola, Nagarsol, Rotegaon, Mudkhed, Bokar, Himayatnagar and Kinwat stations.

➤ A/C Waiting Halls :

For the comfort of traveling public air conditioned waiting halls are provided at Nanded station.

➤ Coach indication & Train information boards:

In order to give qualitative information to the traveling public, coach indication boards with electronic display have been provided at Aurangabad, Nanded, Parbhani, Jalna, Purna, Selu, Partur, Adilabad, Nagarsol, Mudkhed, Hingoli and Washim over the division. Train information Boards are provided at Aurangabad, Nanded, Parbhani, Jalna, Purna, Selu, Partur, Adilabad, Nagarsol, Mudkhed, Hingoli, Washim, Gangakhed and Rotegaon.

➤ Public Grievances :

All the stations are provided with complaint/suggestion books for registering the grievances and feedback of the customers. Apart from the complaint /suggestion books available at stations passengers can lodge their complaint through SMS on 8121281212. Moreover complaints /suggestions related to Catering services can be made on the catering helpline number 9701370964.

➤ Battery Operated Cars/Wheel Chairs :

For the convenience of the physically challenged and senior citizen passengers, Battery operated car is available free of cost at Nanded Railway station. Wheel chairs are provided at Nagarsol, Rotegaon, Aurangabad, Jalna, Selu, Partur, Parbhani, Gangakhed, Basmat, Hingoli, Washim, Akola, Akot, Khandwa, Nanded, Mudkhed, Bokar, and Adilabad stations over Nanded division.

➤ Catering Units:

For the convenience of the travelling public catering units are provided as under:

Units	No	Station.
Vegetarian/Non-Vegetarian Refreshment Room	03	Nanded, Purna and Aurangabad
Tea Stalls	35	Amanwadi, Akot, Adilabad, Badnapur ,Bokar, Basmat, Chudawa, Chikalthana, Hingoli, Himayatnagar, Hadgaonroad, Kinwat, Lasur ,Limbgaon, ManwatRoad, Mugat, Rotegaon, Selu, Partur, Tukaithad, Washim, Mukundwadi, Gangakhed, Mirkhel, Bodhadibuzrug, Mudkhed, Nanded(PlatForm-1), Nanded (PlatForm-2/3), Parbhani (PlatForm -1), Parbhani-(PlatForm 2/3), Nagarsol, Purna (PlatForm -2/3), Purna (PlatForm -4) Aurangabd (PlatForm -2/3), Jalna (PlatForm -2/3).
Fruit Juice Stall	02	Nanded and Aurangabad
Milk Booths	05	Nagarsol, Aurangabad, Jalna, Parbhani, Purna & Nanded.
Food cum Tea stall	01	Jalna

➤ **Parking Facility:**

Parking facilities are provided in the circulating area of all the stations over Nanded division. Parking contracts are awarded at certain major stations where movement of vehicles is more viz., Aurangabad, Jalna, Partur, Selu, Parbhani and Nanded.

➤ **ATM Facility:** ATM facility has been provided at Nanded, Parbhani, Jalna and Aurangabad.

➤ **Pay and Use toilets:** For provision of better and hygienic toilet facility Pay and use toilets are provided at Nanded, Parbhani, Jalna, Aurangabad, Mudkhed, Selu and Hingoli.