

MAJOR FUNCTIONS CARRIED OUT BY COMMERCIAL DEPARTMENT

1. Reservation of seats, berths and compartments
2. Unreserved Tickets services
3. Season tickets
4. Automatic Ticket Vending Machines at station
5. Ticket Checking
6. Jan Sadharan Ticket Booking Sevak
7. Goods and Parcels
8. Passenger Amenities works
9. Catering and Vending arrangements
10. Retiring Rooms at stations
11. ATMs at stations
12. Providing Concessions
13. Public complaints & grievances.
14. Cleanliness at Stations
15. Stands at stations for carts, cycles, motor cars etc.
16. Commercial advertising and publicity
17. Opening of Halts and Flag stations
18. Opening or Closing of stations for public traffic.
19. Claims for compensation
20. Assisted and Private Siding
21. Leasing of plots at stations
22. Disposal of unclaimed articles
23. Marketing & Sales
24. Traffic surveys for opening of new lines
25. Tracing of consignments – NR Cell
26. Census of passengers
27. Out Agencies & City Booking Agencies.
28. Stations-Change in name of