

Powers and Duties of Commercial Department

The important matters dealt with in the Headquarters Office of the Commercial Department are:—

- (a) Rates and fares;
- (b) Claims for refund and for compensation;
- (c) Prevention of Claims;
- (d) Marketing & Sales;
- (e) Passenger amenities;
- (f) Inter-model co-ordination;
- (g) Traffic Surveys;
- (h) Research and Development;
- (i) Catering and Vending;
- (j) Ticket checking;
- (k) Commercial Statistics;
- (l) Computerization of Reservation;
- (m) Commercial advertising and publicity.