

संख्या 1-C/Duty List/ Comml. Officers/2007

दिनांक 15.03.2022

Office Order 001 of 2022

**Subject:-Duty list of Commercial Officers of Delhi Division.**

**Ref: - Office Order letter even no. dated 22.07.2019 (Copy enclosed).**

With the Posting of Sh. Dinesh Kumar Sharma/ACM (SS) as ACM/Frt., the Post of ACM/SS is lying vacant. Hence, the work assigned to ACM/SS as per duty list issued vide letter referred above, is redistributed between ACM/TC and ACM/Chg. as under:-

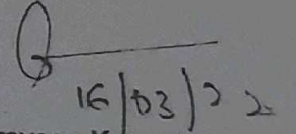
S. No.	ACM/Chg.	ACM/TC
1.	S. No. 1, 6, 7, 10, 11, 13 of office order referred above	S. No. 2, 4, 5, 8, 12 of office order referred above

Following stations/sections are nominated to the officers for detailed inspection and attending site in case of accidents.

ACM/Chg: DLI-SRE Section & DLI-SMQL section	ACM/TC: DLI-ROK & DLI-RE Section
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In addition to the above redistribution of duty, the duty assigned vide above referred Office order will be the same till further orders. Also S. No. 3 & 9 of referred Office Order will be looked after by respective DCMs.

DA: (as above)

  
16/03/22

(Praveen Kumar)

Sr. Divisional Commercial Manager/PS

**Copy to:**

- > All Commercial Officers Delhi Division.
- > DRM/DLI, ADRM/Admin, ADRM/Infra, ADRM/OP-for kind information.
- > COS/G, All COS/OS/CMI Commercial Branch and CCNL Delhi Division.
- > All Commercial Inspectors and Senior Supervisor of the Division.

**उत्तर रेलवे**  
**NORTHERN RAILWAY**

(273)

DRM Office  
New Delhi 110055

**No-IC/Duty List/Comml Officers/2007**

Dated: 22 July 2019

Subject: Duty list of Commercial Officers of Delhi Division  
 Reference: 1 DRM/P Notice no 939-E-224/Pt-VI/P-9 (Gaz) dated 20.11.2018 and GM (P) letter number 22.11.2018  
 2 IC Duty List Comml Officers 2007 dated 10.01.2018

The post of ACM Chg-I Delhi is temporarily re-designated as ACM/SS. The post of ACM Chg-II is temporarily re-designated as ACM/Chg. In modification of earlier office order of 2018 dated 10.12.2018, the redistribution of duties amongst commercial officers of the coaching side is under

	ACM/SS	ACM/Chg	ACM/IC
1	Catering Vending, Working of Pantries/Mini Pantries and VIP catering and monitoring of Catering Units	Booking/UTS, ATVM & Reservation, JTBS, STBS. Booking, Reservation & Enquiry officers, RTSA	Ticket Checking and Settlement cases
2	ATM, Marshalls, Outsourcing of waiting rooms	Cleanliness/ Sanitation at Station.	Section 124-A cases, Passenger Train Accidents, Safety & Disaster Management, Ex-Gratia Payment
3	Commercial Publicity and all NFR Proposals	Bookstall, STD/PCO Booths.	TTEs Running Rooms
4	PNM, PREM, POM	Parking contracts	Inspections and SIG Inspections
5	DRUCC ZRUCC	Pay & use Toilets.	Commercial Control Commercial Branch, CR Cell & Shatabdi Control
6	PCDO & Audit Para	Halts Flag station	Punctuality Stoppage of M Exp Trains, Time Tabling and Special Trains
7	Works Programme, Modern and Model station & World class station & Planning of Passenger amenities.	Public Complaints, SMS, Web Portal and all other complaint related activities	Passenger Train Accidents, Safety & Disaster Management, Ex-gratia payment
8	Stores and Office modernization	Station earning deposit, Hybrid Rail Shakti Scheme	Monitoring of Catering Linen and Cleanliness of coaches
9	Licensed Porters	Indenting of tickets, money value books and analysis of coaching earnings	Availability of water in Toilets, working of fans lights in coaches

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SN	ACM/ SS	ACM/ Chg	ACM/ TC
11	Concessions Cell		
12	Information display and providing recorded information in the coaches.		
13	Training & Customer Care, Work Study Report		
14	Commercial Publicity and all NFR proposals		
15	Public Complaints. SMS, Web Portal and all other complaint related activities		

Following stations / section are nominated to the officers for detailed inspection and attending site in case of accident.

DCM/ SS: DLI-UMB section	ACM/ Chg: DLI-SRE section
ACM SS: DLI-SMQL & DLI-PWL sections	ACM OBS: DLI-ROK & DLI RE section.

1. The 3-tier system of reporting is restored for all other subjects.
2. All disciplinary action, originating out of vigilance case/ complaints/ reference and D&AR action originating due to a complaint or otherwise, would continue to be dealt as per the competence of the officer who shall initiate and dispose of disciplinary action in various Grade Pay as already circulated vide this office notice dated 18.6.2014
3. All tender files will be dealt as per the Schedule of Power. Opening of tenders, processing of files/ brief note etc will be done in ACM level and thereafter processed at the DCM/ Sr DCM level
4. Court cases and RTI files should be dealt with respective officers to whom the subject pertains. DCM/ SS shall remain as the Nominated CPIO for Commercial Branch as circulated vide this OO no 3 of 2014.
5. In the absence of any office following links would be enforced: DCM (SS)/ DCM (Chg) ACM (SS)/ ACM (OBS). Files should be processed accordingly.
6. All officers will perform all other duties assigned to them from time to time.

(Sunil Beniwal)  
Sr Divisional Commercial Manger (C)

Copy to:

1. All Commercial Officers, Delhi division
2. DRM Delhi, ADRM/ Infra, ADRM/ Admin, ADRM/ Op for kind information
3. COS/ G, All COS, OS/ CMI, Commercial Branch and CCNL Delhi Division
4. All Commercial Inspectors and Senior Supervisors of the division.

**Position of Vigilance and Non Vigilance D&AR Cases of DLI Division (28-03-22)(Coaching)**

		Opening Balance	Accured during the month	Finalized during the month	Closing Balance at the end of the month	Pending for less than 1 month	pending for more than 1 month and less than 3 month	pending for more than 3 month and less than 6 month	pending for more than 6 month and less than 1 year	pending for more than 1 year and less than 3 year	pending for more than 3 years	Total
Major	Vig	15	1	2	14	5	2	2	2	0	3	14
Major	Non Vig	16	1	0	17	2	8	4	1	1	1	17
Minor	Vig	24	1	5	20	11	6	3	0	0	0	20

**Position of Vigilance and Non Vigilance D&AR Cases of DLI Division (28-03-22)(Freight)**

Nature of Disciplinary cases		Opening Balance	Accured during the month	Finalized during the month	Closing Balance at the end of the month	Pending for less than 1 month	pending for more than 1 month and less than 3 month	pending for more than 3 month and less than 6 month	pending for more than 6 month and less than 1 year	pending for more than 1 year and less than 3 year	pending for more than 3 years	Total
Major	Vig	5	0	0	5	3	0	0	0	1	1	5
Major	Non Vig	1	2	0	3	3	0	0	0	0	0	3
Minor	Vig	0	0	0	0	0	0	0	0	0	0	0
Minor	Non Vig	18	0	0	18	18	0	0	0	0	0	18



*[Handwritten signature]*  
OS/S.C.M