

**NORTHERN RAILWAY****उत्तर रेलवे****No.: IC/Duty List/Comml Officers/2007 DRM Office****Date: 20/11/2024 New Delhi****Sub: Duty list of Commercial officers (DCMs & ACMs) of Delhi Division****Ref: 1. GM(P) NR letter no. NR-HQOPERS(GAZ)210/2024-CHOS1GAZ/HQ/ NR (Computer No. 36307) dated 25.09.2024****2. Approval of DRM/DLI on 24.10.24 on proposal of Sr.DCM/PS note no. Sr.DCM/PS/NR/Misc/2024 dated 21.10.24****3. GM(P)NR letter no. NR-HQOPERS(GAZ)210/2024-CHOS1GAZ/HQ/ NR (Computer No. 254266) dated 24.10.24****4. This office letter of even no. dated 25.10.24**

This is with reference to the transfer and posting orders issued vide GM/P letter cited at "1" above, wherein Sh. Shashi Kant Tiwari, ACM/Chg./DLI was transferred and posted as ACM/FS/DLI. DRM/DLI has accorded its approval to the arrangement that even though Sh. Shashi Kant Tiwari, has joined as ACM/FS, his administrative control will rest with Sr.DCM/PS. However, he may be assigned duties of ACM/FS as well after mutual consultation between Sr. DCM/PS & Sr. DCM/FS. In terms of GM/P letter referred at "3" above, Sh Madhukant Kumar & Sh Animesh have also joined.

Accordingly in supersession of duty list issued vide this office letter referred at "4" above, duty list of DCMs & ACMs is as under:-

<b>Duty List of DCMs</b>		
<b>S. No.</b>	<b>Sh Madhukant Kumar DCM/Chg</b>	<b>Sh Animesh DCM/PS</b>
1	Commercial Publicity & Deluxe Pay & Use Toilet contracts management & NFR Proposals  ATM  Marshals	Sanitation contract management  Cleanliness and Sanitation at Stations.  Sanitation staff deployed at stations
2	Monitoring of Ticket Checking earning and manpower management w.r.t. ticket checking staff deployed at stations and at trains	Monitoring of UTS counters and manpower management w.r.t. staff deployed in Booking offices  ATVM, JTBS, STBA, Halts & Flag station (if any).
3	Parking contracts management	Catering contracts management, VIP catering and monitoring of departmental catering Units
4	Section 124-A cases, Passenger Train Accidents, Safety & Disaster Management Ex-Gratia Payment Settlement cases	Monitoring of PRS counters and manpower management w.r.t. staff deployed in Reservation offices  All work related to YTSK & RTSA
5	Overall management of RailMadad cell	Public Complaints related to Booking, Reservation.
6	Overall management of TTEs Running Rooms	Overall management of Stores cell
7	Public Complaints related to Ticket checking & passenger amenities at station	Overall monitoring of Inspections and SIG Inspections of Commercial

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S. No.	Sh Madhukant Kumar DCM/Chg	Sh Animesh DCM/PS
8	Indenting of tickets, money value books and analysis of coaching earnings	Bookstall, STD/PCO Booths.
9	Overall management of Retiring Rooms  Licensed Porters  One Station One Product	Punctuality, Stoppage of M/Exp Trains, Time Tabling and Special Trains.
10	Passenger Train Accidents, Safety & Disaster Management, Ex-gratia payment.	Overall management of APAR Cell & Security Cell
11	RTI - Nodal CPIO of Commercial branch, in case DCM/Chg not available, DCM/PS may sign RTI reply.  Overall management of: Commercial Control Shatabdi Control Concession Cell	Station earning deposit (Return courier cell)  Monitoring of CDRF and consumer forum related cases, Passenger amenities at stations.
12	Overall management of Planning cell and various works dealt in planning cell viz. PH-53 items, Works Programme, Modern Model & World class station	Monitoring of MCDO/PCDO & Audit Para related to Commercial (Coaching) All matters related to DRUCC & ZRUCC, PNM, PREM, POM
13	Any other work assigned by Sr DCM/PS	Any other work assigned by Sr DCM/PS

## Duty List of ACMs

S. No.	Sh Dinesh Sharma ACM/Chg	Sh ShashiKant Tiwary ACM/FS	Sh. Mrityunjay Kumar ACM/TC
1	Parking contracts management	Monitoring of UTS counters and manpower management w.r.t. staff deployed in Booking offices.  ATVM, JTBS, STBA, Halts & Flag station (if any).	Monitoring of Ticket Checking earning and manpower management w.r.t. ticket checking staff deployed at stations and at trains
2	Catering contracts management	VIP catering and monitoring of departmental catering Units	Overall monitoring of Inspections and SIG Inspections of Commercial
3	Overall management of RailMadad cell	Public Complaints related to Booking, Reservation.	Overall management of TTEs Running Rooms
4	Bookstall, STD/PCO Booths.	Overall management of Retiring Rooms  Licensed Porter	Passenger Train Accidents, Safety & Disaster Management, Ex-gratia payment.
5	Commercial Publicity contracts management & NFR Proposals	Indenting of tickets, money value books and analysis of coaching earnings	Punctuality, Stoppage of M/Exp Trains, Time Tabling and Special Trains.



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S. No.	Sh Dinesh Sharma ACM/Chg	Sh ShashiKant Tiwary ACM/FS	Sh. Mrityunjay Kumar ACM/TC
6	Pay & use Toilets contracts management	Monitoring of PRS counters and manpower management w.r.t. staff deployed in Reservation offices  All work related to YTSK & RTSA	Section 124-A cases, Passenger Train Accidents, Safety & Disaster Management Ex-Gratia Payment Settlement cases  One Station One Product
7	ATM contracts management, Marshalls	Overall management of Stores cell	Public Complaints related to Ticket checking & passenger amenities at station
8	Overall management of: Commercial Control Shatabdi Control	Station earning deposit (Return courier cell)  Monitoring of CDRF and consumer forum related cases	Overall management of Concession Cell
9	Manpower management of Commercial branch	Sanitation contract management  Cleanliness and Sanitation at Stations.  Sanitation staff deployed at statoins	Monitoring of MCDO/PCDO & Audit Para related to Commercial (Coaching)  All matters related to DRUCC & ZRUCC, PNM, PREM, POM
10	Overall management of APAR Cell & Security Cell	Overall management of Planning cell and various works dealt in planning cell viz. PH-53 items, Works Programme, Modern Model & World class station	Monitoring of Passenger amenities at stations.
11	Any other work assigned by Sr.DCM/PS	Any other work assigned by Sr.DCM/PS	Any other work assigned by Sr.DCM/PS

(Anand Mohan)  
Sr DCM/PS

**Copy for kind information to:-**

1. Secy to PCCM for kind information of PCCM/NR.
2. CCO, CCM/PS, CCM/PM, CCM/Ctg, CCM/FM & CCM/NFR.
3. PS to DRM for kind information of DRM/DLI.
4. ADRM/Admin, ADRM/Infra & ADRM/OP.
5. Dy CCM/FM, Dy CCM/G, Dy CCM/Ctg. & Dy CCM/HQ.
6. All Commercial officers of Delhi Division.
7. COS/G, Commercial branch to inform all staff of commercial branch.
8. All sectional CMIs of Delhi division to inform the staff deployed at stations.

