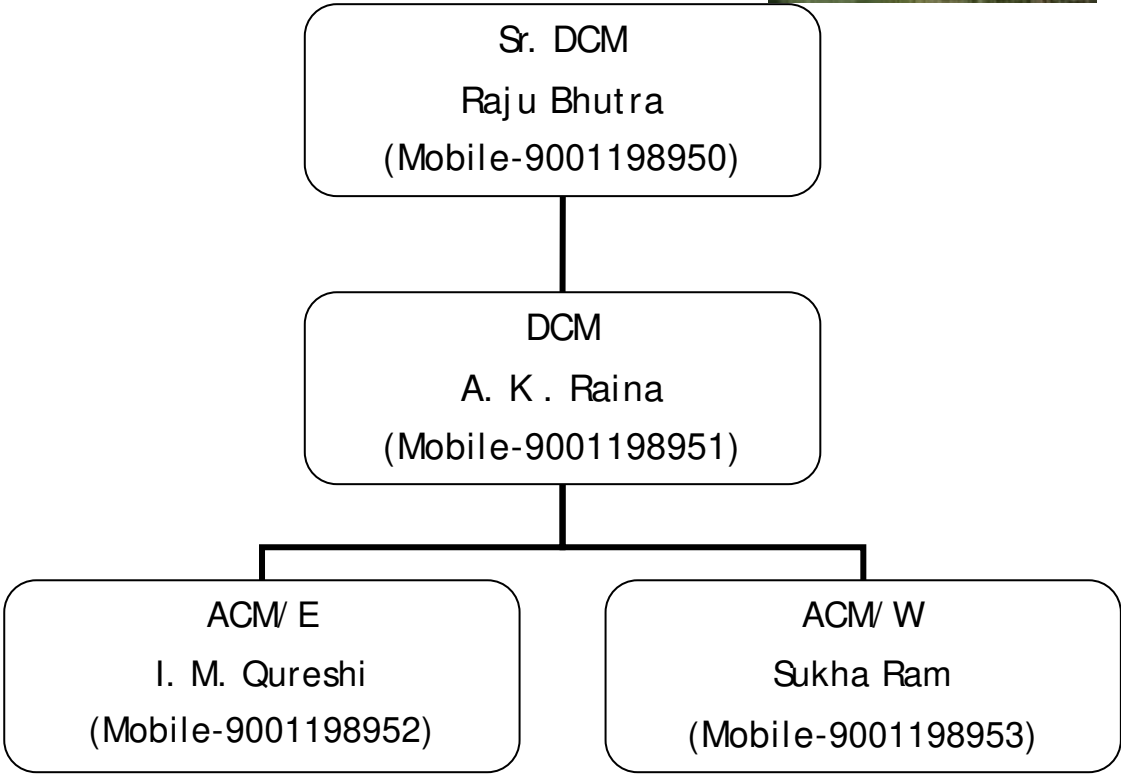


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Organization Structure



ACMs are assisted by team of the Commercial Inspectors (CMIs) and Chief Office Superintendents (COS).



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Objectives of Commercial Department

The commercial Department is the interface between the Railways and its customers, ensuring comfortable, safe and secure journey to its passengers. On Freight side it is looking after marketing and transportation of Goods.

It is also taking care of passenger amenities at the stations and maintaining friendly relation with the passengers and traders. The fixing of rates, fares and other charges and the correct collection, accountal and remittance of traffic receipts are also among its functions.



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Salient Features

S.N	Item	Remarks																								
1.	Category wise stations (Total 141 stations)	<table><tr><td>“A1” (1)</td><td>-</td><td>Jodhpur</td></tr><tr><td>“A” (4)</td><td>-</td><td>Jaisalmer, Barmer, Nagaur, Pali Marwar,</td></tr><tr><td>“B” (5)</td><td>-</td><td>Balotra, Merta Road, Nokha, Rai Ka Bagh, Makrana</td></tr><tr><td>“C”</td><td>-</td><td>NIL</td></tr><tr><td>“D” (19)</td><td>-</td><td>Basani, Baytu, Bhagat Ki Kothi, Degana, Deshnoke, Gotan, Jalore, Kuchaman city, Luni, M.w. Bhinmal, M.w. Mathania, Merta City, Nawa City, Phalodi, Pokran, Ramdeora, Samdari, Sujangarh, Uttarlai.</td></tr><tr><td>“E”</td><td>-</td><td>93 Stations</td></tr><tr><td>X-ing</td><td>-</td><td>01 Station</td></tr><tr><td>Halt</td><td></td><td>18 Stations</td></tr></table>	“A1” (1)	-	Jodhpur	“A” (4)	-	Jaisalmer, Barmer, Nagaur, Pali Marwar,	“B” (5)	-	Balotra, Merta Road, Nokha, Rai Ka Bagh, Makrana	“C”	-	NIL	“D” (19)	-	Basani, Baytu, Bhagat Ki Kothi, Degana, Deshnoke, Gotan, Jalore, Kuchaman city, Luni, M.w. Bhinmal, M.w. Mathania, Merta City, Nawa City, Phalodi, Pokran, Ramdeora, Samdari, Sujangarh, Uttarlai.	“E”	-	93 Stations	X-ing	-	01 Station	Halt		18 Stations
“A1” (1)	-	Jodhpur																								
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“E”	-	93 Stations																								
X-ing	-	01 Station																								
Halt		18 Stations																								
2.	Main Coaching stations	Jodhpur, Pali Marwar, Jaisalmer, Nagaur, Makrana, Barmer, Rai ka Bagh, Degana, Merta Road, Balotra, Luni, Nokha, Gotan, Phalodi, Merta City, Samdari, Raniwara, Jalore, Marwar Bhinmal, Didwana, Sujangarh, Ladnun.																								
3.	Main Goods Terminals	Jaisalmer, Thaiyat Hamira, Gotan, Nawa City, Govindi Marwar, Kharia Khangar, Barmer, Bhagat Ki Kothi, Phalodi, Degana, Marwari Chhapri, Deshnoke, Merta City.																								
4.	Main commodities (Outward)	Limestone, Salt, Gypsum, White Cement, Bentonite, PRC/ Sleeper, Lime Kali.																								
5.	Main commodities (Inward)	Food Grain, Fertilizer .																								
6.	Model & Modern Stations	Jodhpur, Jaisalmer, Pali Marwar, Nagaur, Makrana, Merta Road, Rai Ka Bagh Palace.																								
7.	Modern Stations	Balotra, Barmer, Degana																								
8.	Adarsh Stations	Jodhpur, Jaisalmer, Nokha, Nagaur, Barmer, Jalore, Choti Khatu, Balotra, Sujangarh, Ladnun																								
9.	Jan Sadharan Ticket Booking Sewak (JTBS)	Jodhpur-03, Barmer-01, Makrana-01, , Sujangarh-01, Degana-02, Nawacity-01, Ramdeora-01, Pali Marwar-02, Dhanera-01, Nokha-01																								
10.	Station Ticket Booking Sewak (STBS)	Borawar, Gachhipura, Kharia Khangar, Asaranada, Khunkhuna, Gadra Road, Ajit, Banar, Bakra Road, Mw. Lohawat, Parihara, Dundara, Gole, Naya Khardiya, Bishangarh, Mw. Bagra																								

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Public Grievance Cell

The functions of this Public Grievances Redressal Machinery is to redress the grievances received. These grievances may be from the general public or from the railway staff. The grievances that are received by the divisions are redressed by the divisions themselves and in case where policy matters are involved, are referred to the Head Quarter level Public Grievances setup for further disposal.

For registering grievances, **Complaint Registers/ Complaint Books** are available at Railway Stations, Reservation Offices, Booking Offices, Pantry Cars and in trains. These complaints are forwarded to the Sr.DCM/ Public grievance cell on the same day the complaint is lodged. Every complaint received is registered , acknowledged and responded to, promptly. A detailed investigation is done before the complainant is addressed. In addition, the reply to the complaint is also pasted on the reverse of the page in the Complaint register.

Complaint Management System over the division is functioning in commercial controller office w.e.f. 03.02.2011 and daily position is being monitored and relayed to headquarter timely.

The names and address of the Officers dealing with the Public Grievances at Zonal and Divisional levels are given below.

Sh. Shaliendra Singh Rathore / Public Complaints Inspector
Commercial Inspector’s Office,
Jodhpur Railway Station
Mobile- 9001198963,

Complaint may be also addressed to
Sr. Divisional Commercial Manager,
DRM’s Office, Jodhpur.

Email - srdcmju@nwr.railnet.gov.in

Non Receipt Cell

The N.R. Cell is formed for un-connected parcels/luggage functioning at Divisional Commercial Controller’s Office. Any queries regarding un connected parcels/luggage could be made at Commercial Controller’s Office in DRM’s Office, Jodhpur

Commercial Controller Office
0291-2431646

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Stacking Permission

1. Advance stacking of goods at railway premises may be permitted by Zonal Railways without levy of any charge for this purpose.
2. DRMs will notify detailed instructions for advance stacking of goods at stations on their divisions in accordance with the guidelines prescribed herein. Such instructions should inter-alia include names of stations/goods sheds where advance stacking will be permitted, number of days for which tacking can be permitted, type of commodities which can be stacked/ restricted etc.
3. Divisions may specify different stacking periods for different stations, but in no case the stacking period will exceed five days.
4. Permission for advance stacking will be granted to such rail users only, who have indented for the wagons.
5. Rail users desirous of availing the facility of advance stacking, will apply for advance stacking inter alia mentioning the details of indent and giving an undertaking that the stacking will be done at their own risk and responsibility. No claims for loss, damage etc. arising out of stacking will be admissible.
6. Sr.DCMs in consultation with Sr.DOMs will be authorised to grant permission for advance stacking up to a maximum period of five days. Permission for advance stacking may be granted keeping in view the traffic pattern, availability of space etc. at the station/ goods shed concerned. Advance stacking should not lead to hold up of other inward and outward traffic.
7. Records of particulars (e.g. date, time of stacking etc.) should be maintained in all cases where advance stacking has been permitted.
8. Wagons will be supplied against the registered indent only after expiry of the permitted time for advance stacking or completion of stacking, whichever is earlier. After supply of wagons, rules for levy of wharfage charge will apply.
9. Once advance stacking permission has been granted, cancellation of indents will not be permissible upto ten days from the first day of advance stacking. In case Rail User cancels the indent within aforesaid period, stacking charge will be levied for the whole period of stacking.
10. However, if a Rail user cancels his indent after ten days from the first day of advance stacking and the wagons have not been supplied till such time, no stacking charge will be levied. In such case, consignment should be removed within 24 hours of the cancellation of indent, else it will attract levy of wharfage charge for period beyond 24 hours of the cancellation of indent.
11. No stacking charge will be levied till the supply of wagons even if supply is not done immediately after completion of stacking or lapse of advance stacking period.(for instance, if stacking permission is given for four days and the wagons are supplied on 7th day from first day of stacking, no stacking charge shall be levied for 5th day and 6th day).
12. Stacking charge will be levied at the rates of wharfage charge, as prescribed and as amended from time to time.
13. Extant rules for waiver of wharfage charge will continue to apply in the case of waiver of stacking charge also.

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TENDERS

High value contracts

Expenditure Contract

Contractor	Location	Contract value	Period of contract
NIL	NIL	NIL	NIL

Earning Contract

Contractor	Location	Contract value	Period of contract
Sh. Agarsen Advertiser , C-91/9 Wazirpur industrial area, Delhi-52	Commercial Publicity contract at Jodhpur Station	Rs. 2,51,90,137/-	26.09.2011 to 25.09.2016
M/ s Discovery Outdoors , C-28 Subhash Marg, C-Scheme, Jaipur	Commercial Publicity contract at Rai Ka Bagh Station	Rs. 1,24,67,664/-	06.07.13 to 07.07.16

E-payment system

Presently e-payment facility has been provided to following parties over Jodhpur division: -

- M/s Tata Steel** - at Jaisalmer and Gotan
- M/s SAIL** - at Jaisalmer
- M/s Jindal Steel and Power Ltd.** - at Jaisalmer
- CONCOR** - at all CRTs

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Details of UTS, PRS & UTS cum PRS

UTS (Unreserved Ticketing System)		
Category	No. of station	
A-1	01	Jodhpur
A	04	Jaisalmer, Nagaur, Pali Marwar, Barmer,
B	03	Makrana Balotra, Nokha
D	04	Sujangarh, Basni, Marwar Mathaniya, Jalore
E	70	At all stations except Balsamand, Shri Balaji & Jodhpur Cantt.
TOTAL	82	

PRS (Passenger Reservation System)		
Category	No. of stations	
A-1	01	Jodhpur
A	04	Barmer, Nagaur, Pali Marwar, Jaisalmer
B	03	Makrana, Balotra, Nokha
D	03	Sujangarh, Jalore, Basni,
E	02	Mahamandir, Munabao
Non Rail-head	06	Jodhpur Army Area (PJC), Nandanvan Post Office, Sanchore (PO), Jaisalmer Army Area (PRJM), Jasai (Military Area), Jodhpur Main (PO),
TOTAL	19	

UTS-cum-PRS		
Category	No. of stations	
A-1	Nil	
A	Nil	
B	02	Raika Bagh Palace Jn., Merta Road
D	16	Degana, Phalodi, Uttarlai, Samdari, Luni, Ramdevra, Pokran, Kuchaman City, Gotan, Bhagat Ki Kothi, Deshnok, Merta City, Marwar Bhinmal, Nawa City, Baytu, Marwar Mathania
E	22	Besroli,Bishangarh,Chhoti Khatu,Dhanera, Didwana, Dundara, Khatu, Ladnun, Mandore, Marwar Bithri, Marwar Lohawat, Marwar Mundwa, Modran, Mokalsar, Odania chacha,Osian, Pipar Road, Ranivara, Sambhar, Sribhadariya lathi, Talchapar, Tiwari.
TOTAL	40	

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Details of Compartments leased over JU Division

SN	Train No	Compt	From - To	Contractor	Period		Per trip cost (In Rs.)
					From	To	
1	12372	FSLR/ A	JSM -HWH	Sh. Subhash Sharma	17.10.12	16.10.15	18940
2	12372	FSLR/ B	JSM -HWH	Sh. Subhash Sharma	17.10.12	16.10.15	18940
3	12372	RSLR/ A	JSM -HWH	Sh. Subhash Sharma	17.10.12	16.10.15	18940
4	12372	AGC	JSM -HWH	Sh. Subhash Sharma	17.10.12	16.10.15	4284
5	12479	FSLR/ A	JU-BDTS	Smt Baby Parveen	14.06.13	13.06.16	14792
6	12479	FSLR/ B	JU-BDTS	Sh. Nand Kishor Rathi	01.07.13	31.06.16	14792
7	14662	FSLR/ A	BME-DLI	M/ s Vikas Road Carriers	02.06.13	01.06.16	3867
8	14662	FSLR/ B	BME-DLI	M/ s Vikas Road Carriers	03.06.13	02.06.16	3867
9	16507	FSLR/ A	JU-SBC	Sh. Shaitan Singh	13.06.13	12.06.16	24786
10	54812	FSLR/ A	JU-BPL	Sh. Manish Gupta	21.11.12	20.11.15	4590
11	16126	AGC	JU-M S	M/ s Vikas cargo	07.04.14	06.04.17	8262
12	14660	FSLR/ A	JSM -DLI	M/ s Vikas cargo	14.05.14	13.05.17	6011
13	12308	RSLR/ A	JU-HWH	Sh. Subhash Sharma	15.4.14	14.04.17	27334
14	16507	RSLR/ A	JU-SBC	Sh. Suraj Singh H. Rajput	05.04.14	04.04.17	30608
15	11089	FSLR/ B	JU-PUNE	Sh. Sandeep Kabra	15.04.14	14.04.17	6301
16	16507	AGC	JU-SBC	Sh. Shaitan Singh	05.04.14	04.04.17	7633
17	16126	FSLR/ A	JU-M S	Sh. Shaitan Singh	07.04.14	06.04.17	32326
18	12479	RSLRA	JU-BDTS	Smt Baby Parveen	10.04.14	09.04.17	18379
19	15013	FSLR/ A	BGKT-KGM	Sh. Anil Malhotra	02.05.14	01.05.17	22287
20	15631	RSLR/ A	BME-GHY	Sh. Rajesh Dariyani	05.05.14	04.05.17	48094
21	16533	RSLR/ A	BGKT-SBC	Sh. Bahadur Singh	23.04.14	22.04.17	31416
22	12466	RSLR/ A	JU-IND	Sh. Umesh Rathi	29.04.14	28.04.17	10445

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Right To Information

An Act to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority, the constitution of a Central Information Commission and State Information Commissions and for matters connected therewith or incidental thereto

WHEREAS the Constitution of India has established democratic Republic;

AND WHEREAS democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to contain corruption and to hold Governments and their instrumentalities accountable to the governed;

AND WHEREAS revelation of information in actual practice is likely to conflict with other public interests including efficient operations of the Governments, optimum use of limited fiscal resources and the preservation of confidentiality of sensitive information;

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List of Commercial Plots

S N	Station	Name of party	No of plots
1	Gotan	M/s Gotan Limestone Khanij Udyog Gotan	84
2	Gotan	M/s J. K. White Cement Works Gotan	69
3	Jaisalmer	M/s RSMM Ltd	426
4	Jaisalmer	M/s RSMM Ltd	140
5	Merta Road	M/s Ambuja Cement Ltd.	276
6	Merta Road	M/s Ambuja Cement Ltd.	4
7	Kharia Khangar	M/s Ultatech (Unit of Birla White)	378

List of Parcel handling Contractor

S N	Station	Name of Contractor
1)	Jodhpur Station	M/ s Shiv Handling
2)	Jodhpur Zone (Jaisalmer, Pokran, Phalodi)	Shri Shahbuddin Sindhi
3)	Merta Road Zone (Merta Road, Nagaur)	Shri Shahbuddin Sindhi
4)	Degana Zone (Degana, Makrana) (on quotation bases)	Shri Shahbuddin Sindhi
5)	Luni Zone (Bhagat Ki Kothi, Pali Marwar, Balotra, Barmer, Munabao)	Shri Shahbuddin Sindhi

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List of Registered Lease Holders

Registered Lease Holder over Jodhpur Division

SN	Regist. No	Name of Firm	Period		Catg
			From	To	
1	118/ 2011	M/ s Shree Ganpati Services, B-311, Chowk Khud Mohalla, Ludhiyana.	18.01.11	17.01.16	B
2	130/ 2011	M/ s Vikas Road Carriers Ltd. VRC House 48 Transport Nagar, Basni, Jodhpur	23.06.12	22.06.16	A
3	164/ 2012	Smt Baby PARveen, Udai Mandir asan, Bhistion Ka Bas, Jodhpur	13.02.12	12.02.17	B
4	169/ 2012	Sh. Subhash Sharma, VPO Dhingra. Via Jakhod Tehsil. Chirawa, Dist-Jhunjhnu.	27.02.12	26.02.17	A
5	214/ 02	Nand Kishor Rathi, Bhajan Chowki Jaal Niche, Kabutaron Ka Chowk, Jodhpur.	01.08.12	31.07.17	B
6	225/ 12	Jang Bahadur,5/ 34, Light Industrial Area, New Power House Road, Opp SBBJ Bank Jodhpur.	04.09.12	03.09.17	B
7	236/ 12	Bahadur Singh S. Rajput, Nilkanth Apartment Opp Railway Club, Maninagar Ahmadabad.	26.12.12	24.12.17	B
8	69/ 13	Bhola Singh, Plot No. 22, Sagar Vihar, Nirwa Road, Jhotwara, Jaipur	18.02.13	17.02.18	B
9	70/ 13	Vikram Kumar of M/ s Vikas Cargo Movers, 102A, Vasudev Puri, Kalwar Road, Jhotwara, Jaipur	18.02.13	17.02.18	B
10	93/ 13	Rajesh Dariyani, H.No.-3-A-8, CBH, Jodhpur	21.08.13	20.08.18	B
11	104/ 13	Narendra Kumar 154, Fatiyabad, Ghaziabad	25.09.13	24.09.18	B
12	126/ 13	Sh.Imran Khan Solanki, Udai Mandir Asan, Jodhpur	26.12.13	25.12.18	B
13	127/ 13	Sh. Shokat Ali, 1387/ 15 Gali No. 15- Mustafabad Rajeev Gandhi Nagar, Delhi.	26.12.13	25.12.18	B
14	148/ 14	Shree Om Express Cargo, 17,18 Shyam Tower lind Floor, A-5 Sikar House, Jaipur	08.01.14	07.01.19	B
15	163/ 14	Shre Sandeep Kabra, Jethi Niwas, Near Gole Building, Sardarpura, Jodhpur	15.01.14	14.01.19	B
16	165/ 14	Shree Anil Kumar Malhotra, R-48 B, R-Block, Dilshad Garden, Shadra, Delhi	15.01.14	14.01.19	B

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Pay & Use available over Jodhpur Division

S. no	Station	Type of contract
1	Jodhpur	Normal
2	Jodhpur	Normal

Charge for pay & use are as following

SN	Description	Rates
1	Use of Lavatory	Rs. 2.00 per passenger
2	Use of Bathroom	Rs. 5.00 per passenger
3	Use of Urinal	FREE
4	Child below age of 12 Years	FREE
5	Handicapped persons	FREE

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Coolies

Coolies are available at all important stations of Jodhpur Division

Type of station	Rates for head load weighing upto 40 Kgs per trip	Rates for wheel barrow’s per trip		Rates for carrying sick or disabled persons on two wheeled chair/stretcher		Waiting Charges (For 1 st 30 minutes free & next ½ hour or part thereof)
		Upto 120 Kgs	Over 120 Kgs	When carried by two persons	When carried by four persons	
Large stations (JU, BME, JSM, NGO & PMY)	60.00	60.00	60.00	60.00	100.00	40.00
Medium stations (BLT, MKN, MTD, NOK & RKB)	50.00	60.00	60.00	60.00	100.00	40.00
Small/ Branch line station (all remaining stations)	40.00	40.00	40.00	45.00	60.00	30.00

Retiring Rooms

[\(Charges for 24 Hrs\)](#)

Station	Deluxe	AC	Non AC	
			Double Bed	Single Bed/ Dormitory
Jodhpur	Rs. 750	Rs. 450	Rs. 300	Rs. 100
Barmer	-	Rs. 400	-	Rs. 100
Jaisalmer	-	Rs. 450	Rs. 210	Rs. 130
Makrana	-	-	Rs. 200	-
Nagaur	-	-	Rs. 150	-
Pali Marwar	-	-	Rs. 200	-

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APPLICATION FOR PREFERRING COMPENSATION CLAIMS FOR
DAMAGE, SHORTAGE OR LOSS OF GOODS/ PARCELS

Letter No.

Dated:

To,

The Chief Claims Officer,
North Western Railway,
Jaipur..

Dear Sir,

Sub: Claims for compensation: Railway Receipt/ Parcel Way Bills/ Luggage.
Ticket No _____ From: _____ to _____ under Section 106B
and 192 of the Railways Act, 1989

I/ We prefer a claim on the Railway as per particulars of Railway Receipt/ Parcel Way
Bill/ Luggage Ticket given below:

From _____ (Station) to _____ (Station)
via _____.
Invoice and Railway Receipt/ Parcel Way Bill/ Luggage Ticket No. _____ Dated: _____.
No. of packages and description of consignment booked as shown in the Railway Receipt/
Parcel Way Bill/ Luggage Ticket: _____.
Name of the Consignor: _____
Name of the consignee: _____
Date of Delivery: _____
Details of shortage, damage or loss _____

Full particulars of the contents of the missing or damage package/ packages showing the
value of each article packed therein. (Copy of Short or Open Delivery Certificate, if any,
should be enclosed) _____

The Amount claimed and how it is arrived at (The original trade invoice or other proof of
value of the goods together with a copy thereof should be enclosed)

My/ Our title to the claim (A letter of authority from the consignee, if necessary, the Railway
Receipt in original and Partial delivery certificate either in original or a certified copy
should be enclosed) _____.

Other remarks, if any _____

Yours faithfully

- Organization Chart
- Objectives
- Salient Features
- Public Grievance / NR Cell
- Right To Information
- Coolies/ Retiring Room
- UTS, PRS, UTS Cum PRS
- Registered Lease Holders
- Leased Compartments
- Comml. Plots/ Handling
- Pay&Use
- Tenders & e-Payment
- Stacking Permission
- Claim Compensation Form
- Application Form for Refund

Application form for Refund

A) **Application form for Refund of Freight arising out of error in calculation, error in distance, error in rate etc.:**

To
The Chief Commercial Manager (Refunds)
North Western Railway
JAIPUR

Sir,

Sub: Refund of freight.

..

I/We, the undersigned would like to prefer claim for refund of freight. The relevant details are as under:

RR No. _____ Date: _____
From Station _____ To Station _____
Commodity _____
Consignor _____ Consignee _____
Amount of freight paid Rs. _____
Amount of refund claimed Rs. _____
Ground for Refund claim _____
Enclosures _____
Any other information _____

Address for communication _____

I request you to refund the excess freight _____

Thanking you,

Yours faithfully,

(_____)

-----*-----

(B) **Application Form for Refund of Fare:**

No. C508/II _____ Date: _____

Address:

To

**The Chief Commercial Manager (Refunds),
North Western Railway,
Jaipur**

Sir,

Sub: Refund of Fare.

Under Section 106 & 102 of the Indian Railways Act, I hereby prefer a Claim for Refund of Fare on North Western Railway.

Particulars of Ticket are detailed below:

- | | | | |
|----|--------------------------|---|-----|
| 1. | From Station to Station | : | |
| 2. | Ticket No./ PNR No. | : | |
| 3. | Train No. | : | |
| 4. | Class | : | |
| 5. | Date of Journey | : | |
| 6. | Fare Paid | : | Rs. |
| 7. | Details of Claims | : | |
| 8. | Reasons for cancellation | : | |
| 9. | Remarks, if any | : | |

Enclosures:

Yours faithfully,

1.