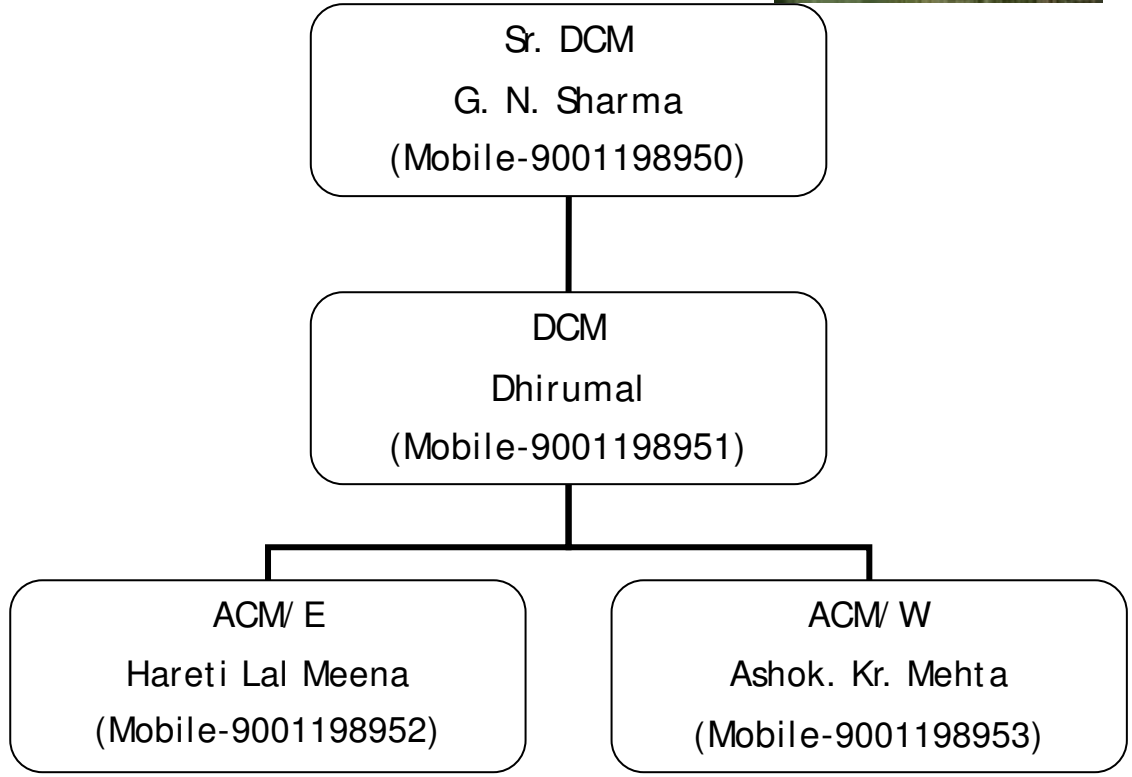


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Organization Structure



ACMs are assisted by team of the Commercial Inspectors (CMI's) 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 border="1"> <tr> <td>"A1" (1)</td> <td>-</td> <td>Jodhpur</td> </tr> <tr> <td>"A" (1)</td> <td>-</td> <td>Jaisalmer</td> </tr> <tr> <td>"B" (5)</td> <td>-</td> <td>Nagaur, Makrana, Pali Marwar, Merta Road, Rai Ka Bagh</td> </tr> <tr> <td>"C"</td> <td>-</td> <td>NIL</td> </tr> <tr> <td>"D" (13)</td> <td>-</td> <td>Balotra, Barmer, Degana, Gotan, Kuchaman City, Luni, Nokha, Phalodi, Pokran, Ramdeora, Samdari, Sujangarh, Uttarlai</td> </tr> <tr> <td>"E"</td> <td>-</td> <td>102 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" (1)	-	Jaisalmer	"B" (5)	-	Nagaur, Makrana, Pali Marwar, Merta Road, Rai Ka Bagh	"C"	-	NIL	"D" (13)	-	Balotra, Barmer, Degana, Gotan, Kuchaman City, Luni, Nokha, Phalodi, Pokran, Ramdeora, Samdari, Sujangarh, Uttarlai	"E"	-	102 Stations	X-ing	-	01 Station	Halt		18 Stations
"A1" (1)	-	Jodhpur																								
"A" (1)	-	Jaisalmer																								
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"E"	-	102 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, Merta Road, Kharia Khangar, Barmer, Bhagat Ki Kothi, Phalodi, Degana, Marwari Chhapri, Merta City, Deshnoke, Bania Sanda Dhora.																								
4.	Main commodities (Outward)	Limestone, Salt, Gypsum, White Cement, Bentonite, PRC/ Sleeper.																								
5.	Main commodities (Inward)	Food Grain, Cement, Fertilizer and Coal.																								
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, Nagaur, Barmer, Jalore																								
9.	TMS (Terminal Management system)	Jaisalmer, Thaiyat Hamira, Nawa City, Merta Road, Gotan, Bhagat Ki Kothi, Degana, Govindi Marwar, Commercial Controller.																								
10.	Touch Screen	Jodhpur, Barmer, Pali Marwar, Jaisalmer, Merta Road, Makrana, Balotra, Degana.																								
11.	Jan Sadharan Ticket Booking Sewak (JTBS)	Jodhpur-02, Pali Marwar -01, Barmer-01, Makrana-01, Kuchaman City-01, Sujangarh-01, Balotra-01, Degana-01																								

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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"
Commercial Branch—0291-2431795
Email - srdcmju@nwr.railnet.gov.in

SN	Type of Causes	(Upto April)			2012-13			2011-12		
		Non-Sub	Sub	Total	Non-Sub	Sub	Total	Non-Sub	Sub	Total
1.	Improper behavior of commercial staff	-	-	-	1	-	1	-	-	-
2.	Improper behavior of Rly. Staff & other than commercial staff	-	-	-	-	-	-	-	-	-
3.	Improper behavior of other than Rly. Staff	-	-	-	-	-	-	-	-	-
4.	Booking	-	-	-	-	-	-	-	-	-
5.	Reservation	-	-	-	1	-	1	-	-	-
6.	Allotment of seat & berth by train staff	-	-	-	-	-	-	-	-	-
7.	Refunds of tickets	-	-	-	-	-	-	-	-	-
8.	Unauthorized passengers in coaches	-	-	-	-	-	-	-	-	-
9.	Booking & carriage of Luggage/ Parcel	-	-	-	-	1	1	-	-	-
10	Enquiry office	-	-	-	-	-	-	-	-	-
11	Non availability of water	1	1	2	1	-	1	-	-	-
12	Catering & Vending Services	-	-	-	-	-	-	-	-	-
13	Cleanliness of station	-	-	-	-	-	-	-	-	-
14	Maintenance & Cleanliness of coaches	-	-	-	-	-	-	-	-	-
15	Function of Electric equipment & light, fan, AC plant	1	-	1	-	-	-	-	-	-
16	Punctuality of trains	-	-	-	1	-	1	-	-	-
17	Complaints relating to unauthorized travels	-	-	-	-	-	-	-	-	-
18	Thefts & pilferage	-	-	-	-	-	-	-	-	-
19	Bribery and corruption	-	-	-	-	-	-	-	-	-
20	Non availability of travel bags or poor quality thereof	-	-	-	-	-	-	-	-	-
21	Miscellaneous causes	1	2	3	-	1	1	-	-	-
Grand Total		3	3	6	4	2	6			

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

Stacking Permission

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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

Contractor	Trains awarded	Contract value	Period of contract
M/s Vishakha Enterprises, 30/42, Street No. 8, Main Road, Opp. Andhra Bank Vishwas Nagar, Shahdara, Delhi-1100032.	Jodhpur station	Rs. 97,00,000 (For three years)	01.11.2008 to 31.03.2012

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

Request of M/s Shree cement Ltd. to provide e-payment facility at MTD is under consideration

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Details of UTS, PRS & UTS cum PRS

UTS (Unreserved Ticketing System)		
<u>Category</u>	<u>No. of station</u>	
A-1	01	Jodhpur
A	01	Jaisalmer
B	03	Makrana, Nagaur, Pali Marwar
D	04	Barmer, Balotra, Nokha, Sujangarh
E	85	Ajit, Alai Ashapura Gomat, Badwasi, Bakra Road, Balwara, Bamsin, Banar, Bania Sanda Dhora, Basni, Baytu, Besroli, Bheempura, Bhimarlai, Bishangarh, Bikhamkor Bomarada, Borawar, Chilo, Dudia, Dundara, Gachhipura, Gadra Road, Gole, Govindi Marwar, Gudha, Hanwant, Jagnathji Road, Jalore, Jalsu, Janiyana, Jari, Jenal, Jetha Chandan, Kairla, Kavas, Khajwana, Khatu, Kheduli, Khunkhuna, Kiroda, Ledermer, Mahamandir, Malwara, Mandore, Marwar Bagra, Marwar Chapri, Marwar Kori, Marwar Lohawat, Marwar Mathaniya, Marwar Ratanpur, Munabao, Naya Khardia, Osian, Palana, Parihara, Parlu, Pipar road, Rajkiawas, Rakhi, Ramsan, Ren, Rohat, Salawas, Samrau, Satlana, Shaitan Singh Nagar, Shri Bhadriya Lathi, Surpura, Tilwara, Tiwari, Udransar, Jajiwal, Asaranada, Kherisalwa, Sathin Road, Marwar Bithri, Marwar Khara. Ummed, Kharia Khangar, Jogi Magra, THaiyat Hamira, Odania chacha, Jasai, Bachhbar.
TOTAL	94	

PRS (Passenger Reservation System)		
<u>Category</u>	<u>No. of stations</u>	
A-1	01	Jodhpur
A	01	Jaisalmer
B	03	Makrana, Nagaur, Pali Marwar
D	04	Barmer, Balotra, Nokha, Sujangarh
E	03	Jalore, Mahamandir, Basni,
Non Rail-head	02	Jodhpur Army Area (PJC), Nandanvan Post Office
TOTAL	14	

UTS-cum-PRS		
<u>Category</u>	<u>No. of stations</u>	
A-1	Nil	
A	Nil	
B	02	Raika Bagh Palace Jn., Merta Road
D	09	Degana, Phalodi, Uttarlai, Samdari, Luni, Ramdevra, Pokran, Kuchaman City, Gotan
E	14	Bhagat Ki Kothi, Chhoti Khatu, Dhanera, Deshnok, Merta City, Marwar Mundwa, Ladnun, Nawa City, Sambhar, Mokalsar, Modran, Marwar Bhinmal, Talchapar, Ranivara, didwana
TOTAL	26	

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Details of Compartments leased over JU Division

SN	Train No	Compt	Contractor	Period		Per trip cost (In Rs.)
				From	To	
1.	12308	RSLR/ A	Sh. Rajbir Singh	05.06.11	04.06.14	22955
2.	12462	FSLR/ B	M/ s Vikas Road	15.04.12	14.04.15	6994
3.	12466	RSLR-A	Sh. N K Rathi	12.08.09	11.08.12	3366
4.	12466	FSLR/ A	Sh. Jasjeet Singh	18.04.12	17.04.13	3764
5.	12464	FSLR/ A	M/ s Vikas Road Carriers	17.04.12	16.04.13	2421
6.	12479	FSLR/ A	Sh. Umesh Rathi	02.06.10	01.06.13	11329
7.	12479	FSLR/ B	Sh. N K Rathi	11.05.10	10.05.13	11329
8.	12479	FSLR/ A	Sh. Mukesh Rathi	06.03.11	05.03.14	11329
9.	15631	FSLR/ B	Sh. Rajesh Daryani	29.03.11	28.03.14	29693
10.	16126	FSLR/ A	Sh. Saitan Singh	28.03.11	27.03.14	21521
11.	16507	RSLR-A	Sh. Suraj Singh H. Rajput	02.12.10	01.12.13	19100
12.	16507	FSLR-A	Sh. Saitan Singh	26.03.11	25.03.14	20554
13.	16507	FSLR/ B	Sh. Suresh Sharma	05.05.11	04.05.14	20554
14.	16533	FSLR/ B	Sh. Shaitan Singh	10.03.10	09.03.13	13603
15.	16533	FSLR/ A	Sh. Dharmesh Rathi	09.03.11	10.03.14	14029
16.	16533	RSLR/ A	Sh. Suraj Singh H. Rajput	09.03.11	10.03.14	14026
17.	16533	AGC	Sh. Rajesh Kabra	29.06.11	28.06.12	1701
18.	19066	FSLR/ A	Sh. Mukesh Rathi	14.04.12	13.04.15	3511
19.	19066	FSLR/ B	Sh. Dharmesh Rathi	14.4.12	13.04.15	3511

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Right To Information

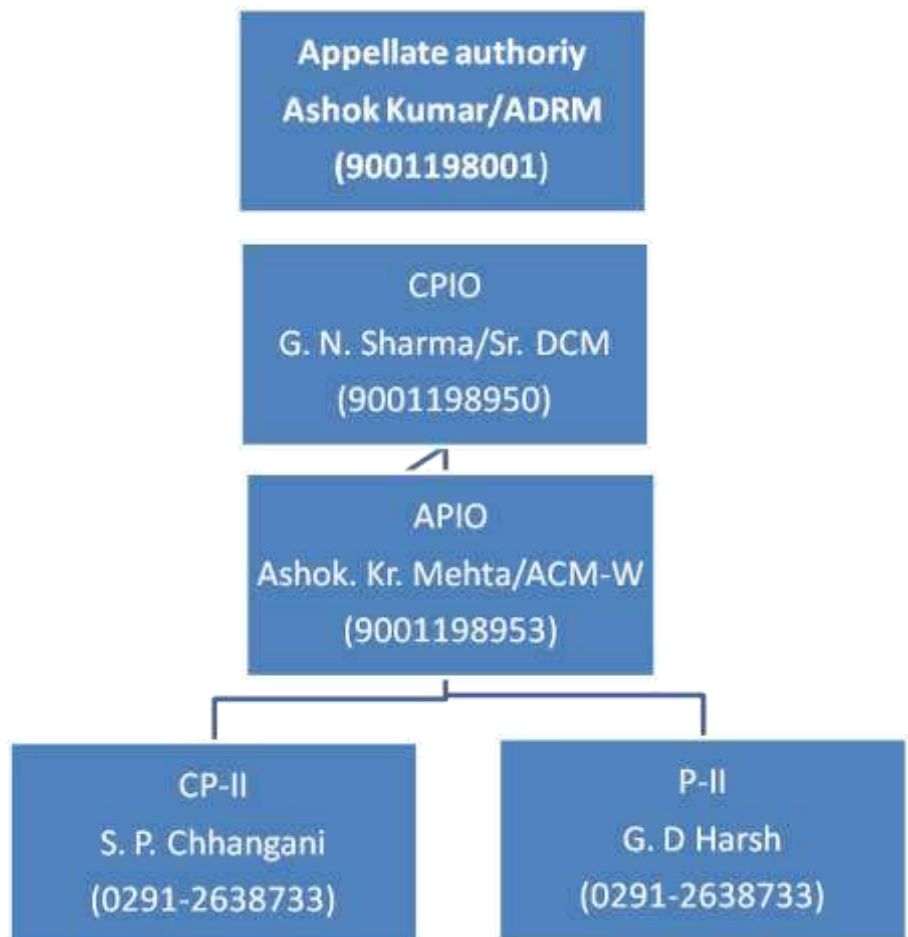
An Act to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority, the constitution of a Central Information 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;

Organisation & hierarchy chart



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List of Commercial Plots

S N	Station	Name of party	No of plots	Status of renewal (For year 2011-2012)
1	Gotan	M/ s Gotan Limestone Khanij Udyog Gotan	84	Renewal done Rs. 4,31,856/- Deposited
2	Gotan	M/ s J. K. White Cement Works Gotan	69	Renewal done Rs. 4,45,056/- Deposited
3	Jaisalmer	M/ s RSMM Ltd	426	Renewal done Rs. 52,70,712/- Deposited
4	Jaisalmer	M/ s RSMM Ltd	140	
5	M e r t a Road	M/ s Ambuja Cement Ltd.	276	Renewal of plots will be done after obtaining NOC from Rajasthan state pollution control board.
6	M e r t a Road	M/ s Ambuja Cement Ltd.	4	
		TOTAL	999	

List of Parcel handling Contractor

S.no	Station	Name of Contractor	Contract valid upto
1)	Jodhpur Zone (Jaisalmer, Pokran, Phalodi, Rai Ka Bagh)	Shri Shahbuddin Sindh	02.03.2014
2)	Merta Road Zone (Merta Road, Nagaur, Nokha)	Shri Shahbuddin Sindh	02.03.2014
3)	Degana Zone -I (Degana, Makrana)	Shri Shahbuddin Sindh	02.04.2014
4)	Luni Zone (Pali Marwar, Samdari, Balotra, Barmer, Munabao, Marwar Bhinmal)	Shri Shahbuddin Sindh	09.06.2014
5)	Jodhpur station	M/ s Maa Vaishnov Devi Security Services	07.03.2013

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List of Registered Lease Holders

SN	Regist. No	Name of Firm	Period		Catg
			From	To	
1.	244/2006	Sh. Himmat Ram Bhati, 39, transport Nagar, Pali (Raj).	26.03.07	25.03.12	B
2.	246/2006	M/s Jai Industries Near, New Bus stand, Bali Distt, Pali (Raj).	26.03.07	25.03.12	B
3.	251/2006	Sh. J. Bhanwar Lal Jain. M/s Tamilnadu express service. 17-G/ Swamy Narayana Complex, Madhav bagh nagar, Ahmedabad.	28.03.07	27.03.12	B
4.	260/2006	Shri Babulal Salecha, 410 12 th street, Milkman colony, Pal road, Jaipur.	18.05.07	17.05.12	B
5.	266/2006	Shri Tulsi Ram Sharma, M/s sh. Salasar on train service, 5/4 malharraowadai Dadisetth agiary lana, kalbadevi road Mumbai.	14.08.07	13.08.12	B
6.	290/2006	Sh. Ashfaq Hussain, 15/38, Badi Athai, Nai ki mandi, Agra.	21.11.07	20.11.12	B
7.	07/2008	Suresh Sharma, Plot No. 3, Narmada Bhawan, Staram Bazar, Bhramपुरi, Jaipur	05.09.08	04.09.13	B
8.	27/2008	Sh. Rinku Jswal, 7E-327, Basni IInd Phase, House Road.	27.03.08	26.03.13	B
9.	29/2008	M/s Rajesh Carriers, 779/11 C.H.B, Jodhpur.	09.04.08	08.04.13	B
10.	37/2008	Sh. Rajesh Kabra. Jethi Niwas, near Gole Building, Sardarpura, Jodhpur	16.05.08	15.05.13	B
11.	38/2008	Sh. Rajbir Singh, B-5 Vinayak Complex, Station Road, Jaipur.	15.05.08	14.05.13	B
12.	57/2008	M/s G. G Carriers, B-11/14, Automobile Nagar, Jaipur.	16.07.08	15.07.13	A
13.	62/2008	Sh. Rajesh Daryani, House No. 3A, CHB, Jodhpur.	21.08.08	20.08.13	B
14.	67/2008	M/s Prime fast Exxpress Logiostics Pvt. Ltd. 278, B-2, Kanti Nagar, Opp Polovictory, Jaipur	08.09.08	07.09.13	B
15.	17/2009	Smt Manju Kabra, Jethi Niwas, Near Gole Building, Sardarpura, Jodhpur	18.08.09	17.08.14	B
16.	34/2009	Sh. Manish Gupta, 1-B-5, Pratap Nagar, Jodhpur.	15.12.09	14.12.14	B
17.	105/2009	Sh. Suraj Singh H Rajput, A/4 Nilkanth Apartment. Opp Railway Club, Maninagar, Ahmedabad.	23.03.09	22.03.14	B
18.	106/2009	Sh. Mukesh Rathi, Arihant Nagar, Guron Ka Talab, Jodhpur.	23.03.09	22.03.14	A
19.	107/2009	Sh. Shaitan Singh Sodha, 177, Arihant Nagar, Pal Road, Jodhpur.	23.03.09	22.03.14	B
20.	121/2009	Sh. Mehardin, UdaiMandir, Asan, Jodhpur.	02.04.09	01.04.14	B
21.	126/2009	Umesh Rathi, Plot No. 317, Pratap Nagar, Jodhpur	23.06.09	22.06.14	A
22.	37/2010	Shri Gaurang K Prajapati, D-203, Trishla Apartment, near Sakar English Medium School, New C. G. Road, Chandkheda, Ahmedabad.	01.01.10	31.12.14	B
23.	65/2010	Sh. Dharmesh Rathi, K-317, Pratap Nagar, Jodhpur.	07.4.10	06.04.15	B
24.	118/2011	M/s Shree Ganpati Services, B-311, Chowk Khud Mohalla, Ludhiyana.	18.01.11	17.01.16	B
25.	130/2011	M/s Vikas Road Carriers Ltd. VRC House 48 Transport Nagar, Basni, Jodhpur	23.06.12	22.06.16	A
26.	164/2012	Smt Baby PARveen, Udai Mandir asan, Bhistion Ka Bas, Jodhpur	13.02.12	12.2.17	B
27.	166/2012	Sh. Jasjeet Singh M/s Andra Cargo Service, 1st Sen Colony, Power House Road, JAIPUR.	15.02.12	14.02.17	A
28.	169/2012	Sh. Subhash Sharma, VPO Dhingra. Via Jakhod Tehsil. Chirawa, Dist-Jhunjhnu	27.02.12	26.02.17	A

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LIST OF STD/PCO OVER JODHPUR DIVISION

S. no	Name of Station	Name of Licensee
1.	DNA	P. Kanwar
2.	MBF	Ishwarar ram
3.	JU	Rameshwari
4.	SMR	Mohanlal
5.	MTD	Kailash
6.	DNA	Bhanwarlal
7.	MKN	Chandrakanta
8.	NGO	Manju
9.	SJJH	Neelam
10.	BME	Hemant
11.	BLT	Om Prakash
12.	LUNI	Amit Kumar
13.	MTD	Charan Singh
14.	DQN	Bhagwati devi

LIST OF RTSA (Rail Travel Service Agents) OVER JODHPUR DIVISION

S. no	Name of RTSA	Address	License Valid upto
1)	Sh. Bhagwan Das, Moti Tours and Travels	Station Road, Jodhpur	18.07.12
2)	Jai Narayan Arora	Station Road Pali Marwar	20.11.12
3)	Sangam Tours and Travel	Choupasani Housing Board, 1 st Puliya, Jodhpur	03.11.12
4)	Aditya Tours and Travels	Basani, Jodhpur	20.05.12

Pay & Use available over Jodhpur Division

S. no	Station	Type of contract
1	Jodhpur	Deluxe
2	Jodhpur	Normal
3	Makrana	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

Station	Head load upto 40 Kg	Wheel barrow		Carrying Sick/ Disable person on wheel chair/ stretcher	
		Upto 120 Kg	More than 120 Kg	2 person	4 person
Jodhpur, Jaisalmer	Rs. 25	Rs. 35	Rs. 40	Rs. 35	Rs. 70
Pali Marwar, Barmer, Nagaur, Merta Road, Degana, Makrana	Rs. 20	Rs. 30	Rs. 40	Rs. 35	Rs. 70
Other remaining station	Rs. 15	Rs. 25	Rs. 30	Rs. 25	Rs. 35

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. 200	Rs. 125
Makrana	-	-	Rs. 200	-
Nagaur	-	-	Rs. 150	-
Pali Marwar	-	-	Rs. 200	-

Enquiry numbers

For any enquiry regarding train running, Arrival/ Departure, Fare , availability etc customers can call on 139

For additional enquiry

Reservation Office—0291-2636407

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Tourist Car, Coach and Train Booking

Tourist Car, Coach and Train Booking

Haulage and other charges for Booking of special Coaches and Special Trains are as follows:

1. **Minimum distance for charge:** The minimum distance of charge for Special Trains/ Coaches including Rajdhani/ Shatabdi Express trains will be 500 KMs separately for outward and return journey. In case of hill stations, minimum distance for charge will be the chargeable distance (inflated) of the whole section subject to a minimum distance of 200 KMs. However, the minimum distance for charge for special chartered AC Coaches attached to regular Rajdhani/ Shatabdi type trains will be from end to end.
2. **Minimum Composition of Trains:** Fares for booking of Special Trains including Rajdhani/ Shatabdi Express type trains will be for a minimum composition of 18 coaches. However, for the hill sections, the minimum number of coaches will be the maximum permissible load for the concerned section. The charging should be done for not less than the afore said composition. For instance, if the composition is 16 coaches, charges shall be realized for 18 coaches. However, if the composition is of 20 coaches, charges shall be realized for 20 coaches.
The number of coaches falling short of minimum composition shall be charges at fares for sleeper class coach. For example, if only 16 coaches in the special train are run, fares for sleeper class shall also be charged for 2 coaches falling short of minimum composition.
3. **Fare:** The fares will be computed point to point at full adult Mail/ Express fare of the concerned Class on round-trip basis, which means the fares shall be levied in the return direction up to the point from where the train originates. Fares shall be levied for the actual Class of the Coach subject to minimum fares for Sleeper Class. If the composition of the special train is less than the minimum composition as prescribed above, fares for Sleeper class shall be charged as detailed above.
If the extra passengers are carried, charges are levied pro-rata per additional passenger declared before or at the time of commencement of journey at the starting stations. Extra passengers carried without payment at the starting stations are charged pro-rata with penalty charges as per existing rules.
4. **Superfast charge & Safety Surcharge:** In addition to above, Safety surcharge and Superfast charge are also levied as applicable.
5. **Service charge:** A service charge of 20% will be levied only on the base fare and not on any other charge/ surcharge including safety, super-fast and reservation surcharge.
6. **Empty Haulage charge:** Empty haulage charges will be levied at actual distance of empty haul at 50% of Full Tariff Rate (FTR) during the lean period of 1st July to 30th September and at 75% of Full Tariff Rate (FTR) during the balance period of the year for the carrying capacity of the coaches subject to minimum haul for 200 KMs. FTR will be calculated at fare including safety surcharge and reservation charge but excluding Service Charge. Empty haulage charge will be levied as above irrespective of whether the coaches are available at the station or brought from other base station.
7. **Dining Car/Kitchen Car/Pantry Car/Generator Car:** Dining Cars/ Kitchen Car/ Pantry Car/ Generator Car will be charged @ Rs. 85/- per car per Kilometre uniformly for BG, MG and NG. In addition, Sleeper Class fare and service charge of 20% for marked carrying capacity of the car or actual number of passengers travelling in the car whichever is more will be collected.
8. **Charges for SLR & Luggage Van:** SLR coach will be charged at carrying capacity of the Sleeper Class coach with Sleeper Class Fare. However, the utilization of luggage portion to the extent of carrying capacity of SLR coach may be allowed without levying any extra charge.
9. **Detention Charge:** Detention Charges will be levied for detention of Special Train/ Coaches at the request of the party at the starting, intermediate or destination stations. Detention charges will be levied @ Rs. 600/- per hour or part of an hour per coach during lean season from 1st July to 30th September and @ Rs.900/- per hour or part of an hour per coach during 1st period of the year uniformly for BG, MG and NG systems subject to a minimum charge of Rs. 1500/- per coach without giving any free time.
10. **Engine Detention Charges:** These charges, shall be applicable as notified and as revised from time to time.
11. **Security Deposit:** Security deposit cum Registration charge will be levied at the rate of Rs. 50,000/- per coach. Half of this amount will be adjusted toward the fare and the balance amount will be refunded to the party after completion of the journey and return of the coaches in sound and safe conditions.

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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

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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.

Policies

[For Policies and Rules Regarding Commercial Department Click Here](#)

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