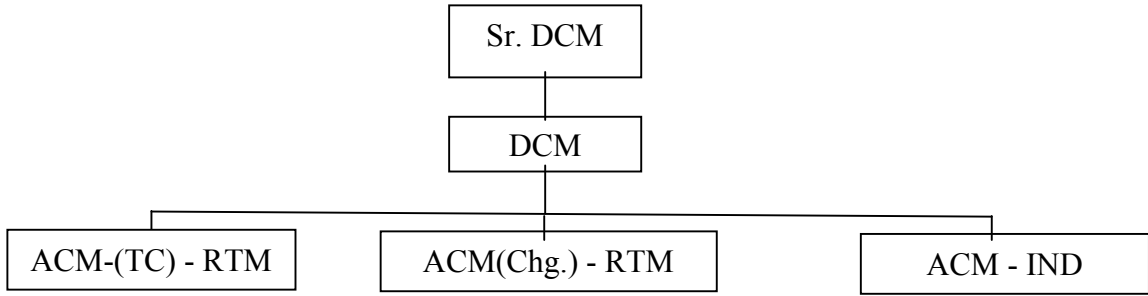


Commercial department – Ratlam division (Western Railway)

Organisation :-



Assets and Activities :-

i) No. of Stations

No. of Stations open for Passenger traffic	119
No. of Stations open for Parcel	41
No. of Stations open for Goods	15

ii) Computerized Passenger Reservation System

There are total 26 PRS locations on this division. Details are as under :-

Rail Head PRS	- 1) Ratlam, 2) Indore, 3) Ujjain, 4) Mhow, 5) Dewas, 6) Nagda, 7) Chittaurgarh, 8) Mandsaur, 9) Neemuch, 10) Dahod, 11) Rajendranagar, 12) Bairagarh
Non-Rail Head PRS	- 1) Banswara, 2) Khargone, 3) Jhabua, 4) Barwani, 5) Dhar, 6) Alirajpur
Satellite PRS location	- 1) Vijaynagar (Indore)
India post PRS	- 1) Neemuch, 2) Pratapgarh, 3) Pithampur, 4) Manawar, 5) Maheshwar, 6) Indore
Defence PRS	- 1) Mhow

In addition to this one PRS (non-cash) counter is also functioning in premises of DRM office, Ratlam for Railway employees.

iii) UTS (Unreserved Ticketing System)

Unreserved Ticketing System (UTS) has been installed at **99 locations** i.e. Ratlam, Indore, Ujjain, Mhow, Dahod, Nagda, Mandsaur, Chittaurgarh, Neemuch, Barnagar, Khachrod, Meghnagar, Jaora, Laxmibainagar, Dewas, Shujalpur, Sehore, Fatehabad, Bairagarh, Maksi, Bercha, Thandla road, Bamania, Kalapipal, Omkareshwar, Nimbahera, Chanderia, Piplia, Malhargarh, Harkiakhil, Shambhupura, Piplod, Tarana Road, Tajpur, Pingleshwar, Pir Umrod, Akodia, Rajendranagar, Kalisindh, Bolai, Rau, Piplodabagla, Unhel, Palsodamakrawan, Asloada, Jabri, Parbati, Naikheri, Baktal, Bhairongarh, Mangliagoan, Panchawan, Jawad road, Limkheda, Naranjipur, Bakania Bhaunri, Sant road, Dhodhar, Dalauda, Mangalmahudi, Phanda, Bangrod, Namli, Raoti, Anas, Runkhera, Amargarh, Bisalwaskalan, Bajrangarh, Panchpiplia, Gambhiri road, Baraylachaurasi, Morwani, Bildi, Berawanya, Barlai, Ranayla Jasmia, Karchha, Vikramnagar, Ajnod, Palia, Gautampura, Usra, Runija, Naugawan, Barwaha, Sanawad, Choral, Mukhtiara Balwara, Jekot, Bordi, Rentia, Chanchelav, Kansudhi, Patalpani, Attar, Ajanti, Kalakund & Nimarkheri stations.

iv) UTS cum PRS :-

UTS cum PRS have been commissioned at 22 locations viz. Khachrod, Jaora, Meghnagar, Shujalpur, Barnagar, Bamnia, Bercha, Kalapipal, Omkareshwar Rd., Piplia, Malhargarh, Sehore, Maksi, Thandla road, Nimbahera, Akodia, Kalisindh, Barwaha, Sanawad, Jawad road, Limkheda and Fatehabad stations.

v) Jansadharan Ticket Booking Sevak (JTBS) –

09 Jan Sadharan Ticket Booking Sevak (JTBS) have been appointed at 05 stations (01 at Ujjain, 01 at Nagda, 01 at Neemuch, 01 at Shujalpur, 05 at Indore).

- vi) **AUTOMATIC TICKET VENDING MACHINES (ATVM) :-**
Fourteen (14) Automatic Ticket Vending Machines has been commissioned each at Ratlam(3), Indore(4), Ujjain(3), Neemuch(2), Chittaurgarh(2) stations.
- vii) **STATION TICKET BOOKING AGENT (STBA):-**
Station Ticket Booking Agent (STBAs) have been appointed at 17 stations for selling of unreserved tickets at 'E' class stations. 17 STBA's are working at Rau, Piplod, Kalisindh, Tarana, Dalauda, Gautampura, Limkheda, Piplia, Shambhupura, Raoti, Harkiakhil, Jawad road, Chanderia, Unhel, Palsora Makrawan, Piploda bagla and Santroad.
- viii) **Loading / Unloading Points Traffic Dealt :-**

S. No.	NAME OF SIDINGS / GOODS SHED	TRAFFIC DEALT	
		INWARD	OUTWARD
1	Birla Cement Siding, Chanderia	Coal, Clinker	Cement, Clinker
2	Hindustan Zinc Ltd. Sdg., Chanderia	Coal, Container	Zinc Ingot, Zinc Calcine, Sulphuric acid in Containers
3	Aditya Cement Sdg., Shambhupura	Coal, Gypsum	Cement, Clinker
4	J.K. Cement Siding, Nimbahera	Coal	Cement, Clinker
5	Vikram Cement Siding, Nimbahera	Coal, Gypsum	Cement, Clinker
6	RSWM PFT / Siding, Namli	Coal, Container	Container
7	Grasim Industries Ltd. Siding, Nagda	Coal, Salt	Caustic Soda Lye
8	BPCL Siding Outward gantry, Mangliagaon	--	POL
9	IOCL Siding, Bangrod	--	POL
10	IOCL Siding, Mangliagaon	POL	--
11	IOC siding, Bakania Bhauri	POL	--
12	BPCL siding, Bakania Bhauri	POL	--
13	Reliance siding, Bakania Bhauri	POL	--
14	Wonder cement siding, Gambhiri	Coal	Cement
15	Lafarge cement siding, Gambhiri	Coal, Gypsum	Cement
16	Ratlam ICD cont. siding, Ratlam	Containers	Containers
17	J. K. Cement Siding, Gambhiri	Coal	Clinker
18	Container Corp. of India PFT, Tihi	Containers	Containers
19	Ratlam Goods shed	Fertilisers, Food grain, Cement	Soya De-Oil cake, Food grain
20	Vikramnagar Goods shed	Fertiliser, Food grain & Cement	Soya De-Oil cake, Food grain
21	Dewas Goods shed	Fertiliser, Food Grain, Cement, Iron & Steel	Soya De-Oil cake, Food grain
22	Shambhupura Goods shed	Coal, Cement	Cement, Red Ochre, Coal
23	Laxmibainagar Goods shed	Cement, Fertilizer, Iron & Steel	Food grain, Soya De-Oil cake
24	Mangliya Gaon Goods shed	Salt, Edible oil in tank wagons, Fertiliser	Soya De-oil cake, Soya oil in tins, Soya bari, Two wheeler, Molasses
25	Maksi Goods shed	Coal, Fertilizer, FoodGrains, cement	Soya De-oil cake, Food grain
26	Chanderia Goods shed	Fertiliser, Food grain	Cement, Food grain
27	Meghnagar Goods shed	Food grain, Fertiliser, Iron & Steel, Cement	Food grain, Manganese ore
28	Shujalpur Goods shed	Fertiliser & Food grain	Soya De-oil cake, Food grain
29	Neemuch Goods shed	Fertiliser	Soya De-oil cake, Food grain
30	Jaora Goods shed	Fertiliser	Soya De-oil cake, Food grain
31	Dalauda Goods shed	--	Soya De-oil cake, Food grain
32	Sehore Goods shed	Fertiliser	Soya De-oil cake, Food grain
33	Dahod Goods shed	Cement	Cement

Details of Traffic and Earnings :-

(Fig. in Crores)

Earnings / Traffic	Year 2013-14	Year 2014-15	Year 2015-16	Year 2016-17
Passenger earnings	417.48	490.05	519.69	543.25
Other Coaching earnings	46.65	47.96	51.86	49.50
Goods earnings	1126.42	1171.44	1286.40	1155.30
Gross earning	1590.55	1709.45	1857.95	1748.05
Parcel earning	20.02	23.44	24.82	22.16
Ticket checking earning	10.11	11.01	11.22	10.61
Commercial Advertisement earning	02.22	02.18	03.34	02.34
No. of originating passengers	06.54	05.75	05.28	05.43

Classification of stations of Ratlam Division :-

Class of station	No. of stations	Name of stations
A – 1	1	Indore
A	4	Ratlam, Ujjain, Chittaurgarh, Nagda
B	5	Dahod, Dewas, Dr. Ambedkar Nagar, Mandsaur, Neemuch
C	0	NIL
D	17	Akodia, Bairagarh, Bamnia, Barnagr, Berchha, Jaora, Kalapipal, Khachrod, Laxmibainagar, Maksi, Meghnagar, Nimbahera, Omkareshwar, Rajendranagar, Sehore, Shujalpur, Thandla road
E	72	Ajnod, Ajanti, Amargarh, Anas, Asloada, Attar, Bajrangarh, Bakania Bhauri, Bangrod, Barwaha, Barayla chaurasi, Barlai, Berawanya, Bhairongarh, Bakhtal, Bildi, Bolai, Bordi, Chanchelav, Chanderia, Choral, Dalauda, Dhodhar, Fatehabad Chandrwati Ganj, Gautampura, Harniyakheri, Harkiyakhal, Jabri, Jawad road, Jekot, Kalakund, Kalisindh, Kansudhi, Karchha, Limkeda, Malhargarh, Mangal mahudi, Mangliagaon, Morwani, Mukhtiara balwada, Mohammedkhera, Naikheri, Namli, Naranjipur, Naugawan, Nimarkheri, Panchawan, Palia, Palsoda Makrawan, Panchpiplia, Parbati, Patalpani, Phanda, Pingleswar, Piplia, Piplod, Piploda bagla, Pir umrod, Ranayla jasmia, Raoti, Rau, Rentia, Runija, Runkhera, Sanawad, Sant road, Shambhupura, Tajpur, Tarana, Unhel, Usra, Vikramnagar
F	20	Ajtkheri, Balauda takun, Bhatiusuda, Bisalwas kalan, Chakrod, Chintaman Ganesh, Donta, Kachnara, Kisony, Kotlakheri, Gambhiri road, Lekoda, Lokmanyagar, Osra, Pir jhalar, Pritamnagar, Saifeenagar, Shivpura, Sunderabad, Undasa madhavpur
Total stations	119	

**Important phone numbers / Information to be contacted for utilities of
Commercial department – Ratlam Division, Western Railway**

<u>Office Address – Ratlam :-</u> Sr. Divisional Commercial Manager, Divisional Rail Manager's office, Do-batti, Ratlam. Tel no. 07412-224255	<u>Office Address – Indore :-</u> Assistant Commercial Manager, Indore Railway Station, Indore.
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1. **News information by Press :-**
Public Relation Officer – Indore
CUG Mobile no. – 097524-92006
Public Relation Inspector – Ratlam
CUG Mobile no. – 097524-92007
2. **Group Booking / Reservation permission :-**
Chief Office Superintendent (Coml.) - Ratlam
CUG Mobile no. – 097524 - 92956
3. **Railway Coaching Concession Certificates :-**
Chief Office Superintendent (Coml.) - Ratlam
CUG Mobile no. – 097524 - 92956
4. **Public Complaints :-**
Complaint Inspector - Ratlam
CUG Mobile no. – 097524 - 92961
5. **Right to Information :-**
Complaint Inspector- Ratlam
CUG Mobile no. – 097524 - 92961
6. **Jansadharan Ticket Booking Seva (JTBS) / Halt station ticket Agent :-**
Chief Office Superintendent (Coml.) - Ratlam
CUG Mobile no. – 097524 - 92956
7. **Commercial publicity at stations :-**
Commercial Inspector (Coml. Publicity) - Ratlam
CUG Mobile no. – 097524 - 96956
8. **Catering :-**
Commercial Inspector (Catering) - Ratlam
CUG Mobile no. – 097524 - 96955
9. **Tenders of Cleanliness, STD / PCO, Vehicle parking lots :-**
Commercial Inspector (Tender cell) - Ratlam
CUG Mobile no. – 097524 - 92956
10. **Leasing of SLRs / Pay & Use contracts :-**
Chief Luggage Supervisor - Ratlam
CUG Mobile no. – 097524 - 96966
11. **Emergency Quota :-**
a) Emergency quota (EQ) at Ratlam & Indore –
EQ applications are to be dropped in EQ box kept at Divisional office-
Ratlam and Indore Railway station respectively.