

SOUTHERN RAILWAY

TRIVANDRUM DIVISION

PROFILE OF DIVISION AS ON 11/5/2017

Vision

To provide friendly and timely service to all bonafide passengers especially senior citizens, divyango, ladies, children as well as to complement trade and industry to meet their demand and expectations thereby to promote goodwill and earnings for railways.

SERVICES PROVIDED

TICKETING

Unreserved Tickets through booking counters, ATVMs and Co-ATVMs

Reservation of Tickets through Reservation counters

Booking of parcels

Major parcel offices in TVC division

Kanniyakumari

Ernakulam jn

Nagercoil

Ernakulam Town

Trivandrum central

Alwaye

Kottayam

Alleppey

Kollam Jn

Trichur

Booking Goods

Major Goodshed

Nagercoil

Kollam

Tiruvalla

Kottayam

Cochin.

Kalamesseri.

Piravam road

Alwaye

Angamali

Ollur

Trichur

Alappuzha

Retiring room details

1	ALAPPUZHA	NON -AC DOUBLE BED ROOMS	On line
2	CHENGANUR	2 NON AC DOUBLE BED ROOMS 1 NON AC DORMITORY WITH 4 BEDS	
3	ERNAKULAM JN	5 NON -AC DOUBLE BED ROOMS 1 AC DORMITORY WITH 9 BEDS	On line
4	GURUVAYUR	2 NON AC DOUBLE BED ROOMS 1 NON AC DORMITORY WITH 7 BEDS	
5	KOTTAYAM	1 AC DOUBLE BED ROOM 3NON AC DOUBLE BED ROOM 1 NON AC DORMITORY WITH 5 BEDS	On line
6	KOLLAM	6 NON AC DOUBLE BED ROOMS 1 NON AC DORMITORY WITH 6 BEDS	
7	KANNIAYKUMARI	4AC DOUBLE BED, 1NON AC DOUBLE BED 1 NON AC SINGLE BED, 6 AC HUT SINGLE BED, 3 AC HUT DOUBLE BED	
8	NAGERCOIL	1 NON AC DOUBLE BED.	
10	TRIVANDRUM CENTRAL	7 AC DOUBLE BED 5 NON AC DOUBLE BED 1 AC DORMITORY WITH9BEDS 1 NON AC DORMITORY WITH 9 BEDS 13 AC HUT SINGLR FOR LADIES.	On line

Retiring Rooms can be booked online through IRCTC websites at Trivandrum, Trichur, Kottayam and Alleppey. The Station Master or Dy.Station Manager(Commercial) or Retiring room Attendant may be approached for

booking of rooms or booking can be done through website of IRCTC (www.irctc.co.in)

AC Paid waiting hall

AC Waiting Hall management is done in association with Kudumabshree at Ernakulam Jn, Ernakulam Town and Trichur. It is proposed to start at Trivandrum and Kollam.

Complaint Redressal

Only Complaints regarding the above services to be forwarded to COMMERCIAL department at following numbers

Sl no	Station/ Stations between	official	Phone nos
1	Nagercoil jn	Dy Station Manager/commercial	8903584670
2	Kanniyakumar- Nemon- sengulam	Commercial Inspector/ Nagercoil	9003169968
3	Trivandrum central station	Dy Station Manager/commercial	9567869377
4	Trivandrum Pettah – kayamkulam excluding Kollam	Commercial Inspector/ Trivandrum	9746769960
5	Kollam Jn	Dy Station Manager/commercial	9567869386
6	Chenganur	Dy Station Manager/commercial	9496469925
7	Kottayam	Dy Station Manager/commercial	9847353942
8	Mavelikara- tripunithura	Commercial Inspector/ Ernakulam town	9746769961
9	Cheppad- Ernakulam	Commercial Inspector/ Ernakulam Jn	9746769959
10	Ernakulam town , Alwaye and Idapally	commercial inspector/ Ernakulam (s)	9746769956
11	Ernakulam jn	Dy Station Manager/Commercial	9746769966
12	Trichur	Dy Station Manager/Commercial	9567869390
13	Angamali- vallathol nagar- Guruvayur	Commercial Inspector/ Trichur	9746769962
14	Divisional Office	Commercial Inspectors/ Head quarters	9567869392 9746769963
15	official railway twitter	@TVC138	

Contact details of Commercial Officers

Name	Designation	Mobile No.	Email id
V.Sudeesh	Senior Divisional Commercial Manager	09746769950	srdcm@tvc.railnet.gov.in
Ajay Koushik	Divisional Commercial Manager -I	09746769954	dcm@tvc.railnet.gov.in
Madhuker	Divisional Commercial Manager-II	09746769951	Do
S.Sunil Kumar	Assistant Commercial Manager-I	09746769952	acm1@tvc.railnet.gov.in
Prabhu Prem Kumar	Assistant Commercial Manager-II	09746769953	acm2@tvc.railnet.gov.in

EMERGENCY ASSISTANCE PROVIDED

24x7 Help line numbers

138 for service related complaints such overcharging and misbehavior etc.

182 for RPF Assistance

WOMEN HELPLINE NUMBER-**9567869385** at the Women's Facilitation Centre at Trivandrum Central Station for assistance regarding wheel chair, change of berths and any security related issues etc.

seniordcmtvc@gmail.com- an e-mail ID created for the purpose of making EQ more accessible to the general public.

How To apply –

- PNR number, train no and date of travel to be provided.
- Scanned copy of your ID and purpose of travel to be highlighted.

Preference given:-

- Funeral, medical emergency, official purpose.
- Senior citizen, disabled ,pregnant ladies, patients allotment of berth , change in berth etc.
- STUDENTS attending training, exams, interviews Funeral, medical emergency, official purpose.
- Ladies traveling alone.

OTHER SERVICES PROVIDED

We Care: Station reception TTEs to guide passengers on platforms at Trivandrum.

Emergency Medical Assistance in association with Local Hospitals at Trivandrum, Nagercoil, Ernakulam Jn and Trichur.

Achievements 2016-17

Foldable ramp first introduced at tvr for easy entry and exit of differently abled persons from to trains.

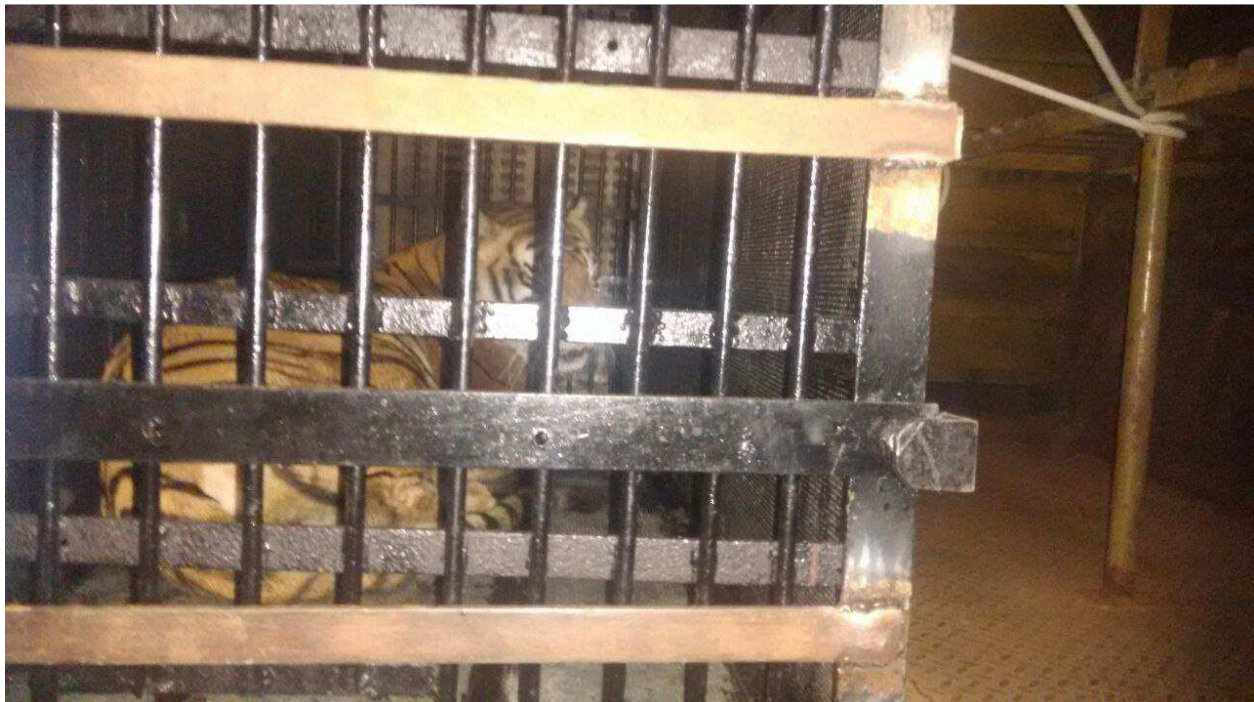


Led-based display boards in advertisement mode at 19 stations with an earnings of rs 36 lakhs to railways.



CCTV surveillance camera and display installed at the commercial department including EQ cell . Also CCTV cameras were installed at BO/CNGR and information centre/CNGR. This helped in better guidance during the sabarimala season.

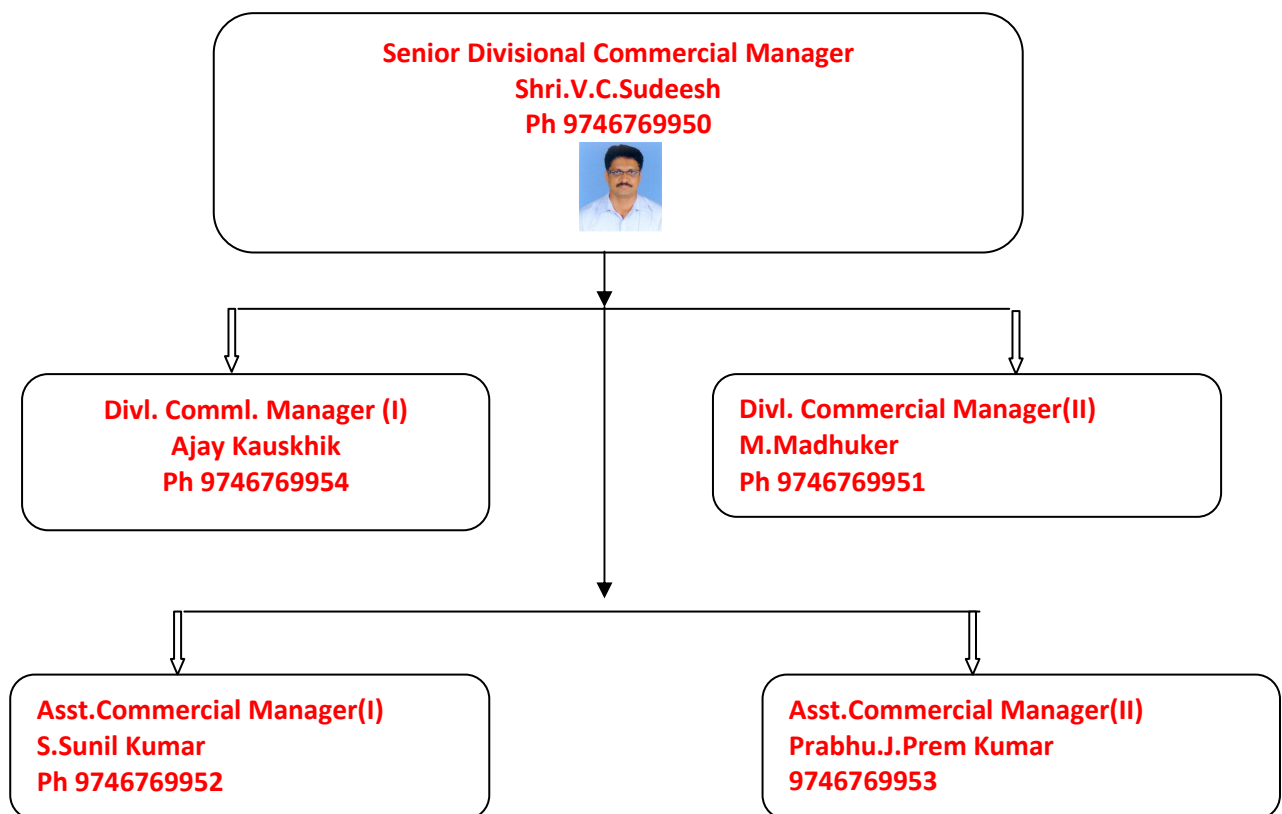
First time in the history of Indian Railways in collaboration with Trivandrum ZOO transported 2 tigers ex TVC -DMV and 2 Himalayan bears from DMV-TVC.



First to introduce the concept of train captain and also WE CARE help desks for passenger reception and despatch by TTEs for reaching assistance to passengers in the station and platforms.

First to enter into a partnership with state government agency-KUDUMBASREE at ERS, ERN & TCR stations. The waiting halls were equipped with innovative designs and facilities. The revenue is shared on the basis of pre-determined revenue sharing ratio subject to review with change in the earnings pattern.

OUR TEAM IN THE COMMERCIAL DEPARTMENT



**FEEL FREE TO CONTACT FOR ANY ASSISTANCE TO THESE
NUMBERS PREFERABLY THROUGH S M S**