

FUNCTIONS AND OBJECTIVES OF COMMERCIAL DEPARTMENT

- **PROVIDING TRANSPORTATION SERVICE: GOODS & PUBLIC.**
- **CREATION AND DEVELOPMENT OF TRAFFIC**
- **SECURING AND MAINTAINING FRIENDLY RELATIONS WITH THE TRAVELLING AND TRADING PUBLIC.**
- **CULTIVATING GOOD PUBLIC RELATIONS.**
- **FIXING OF RATES, FARES AND OTHER CHARGES.**
- **CORRECT COLLECTION, ACCOUNTAL AND REMITTANCE OF TRAFFIC RECEIPTS.**
- **SETTLEMENT OF CLAIMS.**
- **PROVIDING FOR AMENITIES TO PASSENGERS AND TRADERS.**
- **TRAFFIC SURVEYS FOR JUSTIFICATION OF NEW LINES.**
- **REDRESSING OF PASSENGER GRIEVANCES AND COMPLAINTS.**