

Customer Commitment Citizen Charter

Disclaimer: Indian Railways committed to deliver satisfactory services to its customers. Towards this end, it has set itself of benchmarks for service levels. Given the enormous pressure on the System and Network in the face of inadequate infrastructure and human resources, these service levels are guideposts for employees to strive and achieve. Therefore the time limits (service levels) are indicative and the time line for delivery of service levels does not constitute legal commitment nor does it confer any right to challenging Railways in the event of non fulfillment of the prescribed limits.

S.No.	Service	Recommended time limit	Single Window Agency (to be conducted for progress/non compliance)
1	Passenger Ticketing		
1.1	Unreserved tickets	Way side station: 10 minutes Major stations: Non-peak time:10 minutes Peak time: 15 minutes	Divisional Commercial Control Office Contacts No's: DLI : 9717649915 UMB: 9729539980 MB: 9760534983 LKO: 9794834924 FZR: 9779233942
1.2 (a)	Reserved Tickets : (Reservation and Cancellation) (at stations where exclusive reservation counters are provided –after the passenger enters the queue at window)	30 minutes	Divisional Commercial Control Office
1.2(b)	Reservation ticket : (Reservation and Cancellation): (at stations where exclusive Reservation and General tickets are issued from Unified counters –After the passenger enters the queue at window)	20 minutes (General tickets will be given priority over PRS tickets during train timings.	Divisional Commercial Control Office

2	Parcel : Where exclusive Parcel office is provided		
2.1	Booking time: (After filling up the form)	15 Minutes for generation of PWB/LT	Divisional Commercial Control Office
2.2	Delivery of Parcel/luggage	30 Minutes	Divisional Commercial Control Office
2.3	Loading time	Within 24 hours of booking (for daily trains)	Divisional Commercial control Office
3	Refunds in Divisional /Chief Commercial Manager's Office		
3.1	Coaching refunds	90 days after receipt of TDR/Claim Application	System ticket :SCM/ ACM Refunds) Contact number : 9717630989 E-Ticket :IRCTC grievances mechanism
3.2	Goods Refunds	6 months	ACM/SCM refunds
3.3(a)	Claims for non delivery of wagons	6 months	ACM/SCM Refunds
3.3(b)	Claims for non delivery of parcels	6 months	ACM/SCM Refunds
3.4	Shortage/damage leading to complaints/Open delivery etc.	4 months	ACM/SCM Refunds
4	Freight services		
4.1	Registration of indent : (after filling up forwarding note)	20 minutes	Divisional Commercial Control Office
4.2	Booking :(On completion of loading)	20 Minutes	Divisional Commercial Control Office
5	Opening of New Private Sidings/Private Freight Terminals		
5.1	Notification after certification	5 days after receipt of completion certificate and signing of siding agreement & land agreement	CCM/R&M Contact no. 011-23078217
6	Time for attending Complaints on Cleanliness		
	Category of station		
(i)	A1 and A category stations	20 minutes	Public Grievance Channels. A By dialing three digits Helpline number 139. B .SMS by writing <u>Madad < text grievance ></u> to Helpline
(ii)	(a) OBHS Trains	20 minutes	

	(b) Other Trains	Next coaching train examination station after providing reaction time of 20 min.	number 139. C .RailMadad Portal: URL https://www.railmadad.indianrailways.gov.in D. By using APP "RailMadad" E. Tweet to @RailwaySeva F. Public Complaint & Suggestion Book: Customer can record their grievance in the compliant book kept for this purpose with Station Master and Train Superintendent.
7	Reply of Public Complaints/Grievance		
	Resdressed of Public Grievances	General Complaints: 90 Days for disposal of normal complaints.120 days requiring detailed enquiry. Complaints received through MP/MLA and other VIPs/PMO: 30 days Railway Board :30 days CP GRAMS : 45 days SMS Portal : to assign to concerned authority within 90 minutes	<u>ADRM's office contact no. :</u> Delhi Division: 011-23742203 Ferozpur Division: 01632-245490 Lucknow Division: 0522-2234752 Moradabad Division: 0591-2410555 Ambala Division: 9478349798 AGM office: 011-23384298
8	Theft of luggage		
	(i) A Prescribed FIR form is available in the time table or with TTEs/Guards and RPF/GRP escorts. After filing it up, the form may be handed over to one of the officials viz, TTE, Guard or RPF/GRP escort for registration of the report of at the next police station. (ii) All India Security help line no. 182 may be called on all security related assistance.		
9	Cooperation Form Passenger		
	In order to ensure good quality service to passengers, the Indian Railways seeks the cooperation by Rail users by : (i) Observing clean and hygienic behavior at Railway Station and on trains, by proper use of facilities. (ii) Dealing courteously with fellow passengers and Railway staff with whom they come in contact. (iii) Maintaining proper queues while Waiting for purchases of Ticket or at Enquiry counters, etc. (iv) Abstaining from smoking and Drinking in Railway Premises. (v) Travelling light and booking heavy luggage in the brake van. (vi) Using the alarm chain only for good and sufficient reasons and assisting the Railway Administration in apprehending persons who indulge the improper use of the alarm chain apparatus. (vii) Refraining from carrying contraband, inflammable and dangerous items in trains. (viii) Not encouraging unauthorized persons, touts and others unscrupulous elements by purchasing ticket etc, from them and		

promptly reporting any such instances to the Railway Authorities.

- (x) Boarding reserved coaches only if a seat or berth has been allotted in the coach.
- (xi) Refraining from using toilet on board when the train is stationery at station.
- (xii) Protecting Railway property from any misuse, damage or vandalism and reporting any such cases promptly to the Railway authorities.
- (xiii) Refraining from travelling on foot board or roof top of train.
- (xiv) People should not trespass on Railway tracks.
- (xv) Security Help Line no.182 may also be used to inform regarding suspected objects/ persons on trains/Railway Premises.

Note: 1. The above time limits are applicable to Railways for delivering various services, provided the customer has fulfilled all the relevant conditions and other pre-requisites for rendering the services.

2. Above time schedule of delivery of services is an earnest attempt by Railways to comply in delivery of services, keeping the citizen /customers expectations .All efforts will be made to deliver the services with the time limits specified in the Citizen charter, except for special or unusual reasons and for the reasons beyond the control of Railway Administration.

3. For reporting other deficiencies in service provided by Railways through compliant as well as other suggestions, public may access webpage on the subject 'Public grievances' in Railway website.

Disclaimer: Above time limits for delivery of services does not confer any right on citizen/customers for legally questioning Railways when there is some failure to deliver services within the prescribed time limits.

Contact us: Indian Railway Website (www.indianrailway.gov.in) indicates contact numbers and complete address of all concerned Railway officers and employees related to need of customers. Name and contact no. of concerned officials will be displayed at the station.