

CUSTOMER COMMITMENT CHARTER

SN	Service	ECR time limit	Single window agency(to be contacted for progress/non-compliance).	
1	2	3	4	
1.0	Unreserved ticketing:			
1.1	Unreserved tickets	10/15min	Divisional Commercial Control Danapur division: SMS to mobile: 7759070004 Dhanbad division: SMS to mobile: 9771426669 Mugalsarai division: SMS to mobile: 7388898100 Sonpur division: SMS to mobile: 9771429999 Samastipur division: SMS to mobile: 9771428963	
1.2(a)	Reserved ticket (Reservation & cancellation) (at stns. where exclusive reservation counters are provided- After the passenger enters the queue at window)	30 min.		
1.2(b)	Reserved ticket (Reservation & cancellation) (at stns. where general ticket are issued from unified counter- After the passenger enters the queue at window)	30 (General ticket will be given priority over PRS tickets during train timing.)		
2.0	Parcels: Where exclusive Parcel Office is provided:			
2.1	Booking time: (After filling up the form)	15 min.	Divisional Commercial Control Danapur division: SMS to mobile: 7759070004 Dhanbad division: SMS to mobile: 9771426669 Mugalsarai division: SMS to mobile: 7388898100 Sonpur division: SMS to mobile: 9771429999 Samastipur division: SMS to mobile: 9771428963	
2.2	Delivery of Parcel/Luggage	10 min.		
2.3	Loading time:	Within 24 hrs.of booking for daily train subject to availability of space & direct train service.		
3.0	Allotment of Commercial Plots:			
3.1	Allotment of Commercial Plots:	105 days	Sr.DCM Danapur division: srdcmdnr@ecr.railnet.gov.in Dhanbad division: srdcmdhn@ ecr.railnet.gov.in Mugalsarai division: srdcmngs@ecr.railnet.gov.in Sonpur division: srdcmsee@ecr.railnet.gov.in Samastipur division: srdcmstp@ ecr.railnet.gov.in	
4.0	Refund in Divisional/Chief Commercial Manager Office:			
4.1	Coaching Refunds:	45 days after submission of TDR & Claim.	ACM/Claims	dyccmclaim@ ecr.railnet.gov.in
4.2	Goods Refunds:	60 days	SCM/Claims	
4.3(a)	Claims for non-delivery of wagons.	60 days	SCM/Claims	
4.3(b)	Claims for non-delivery of parcels.	60 days	ACM/Claims	
4.4	Shortage/damage/leading to complains/open delivery etc.	45 days	SCM/Claims	
5.0	Freight Services:			

5.1	Registration of indent: (After filling up Forwarding note)	20 min.	Divisional Commercial Control Danapur division: SMS to mobile: 7759070004 Dhanbad division: SMS to mobile: 9771426669	
5.2	Booking: (On completion of loading)	20 min.	Mugalsarai division: SMS to mobile: 7388898100 Sonpur division: SMS to mobile: 9771429999 Samastipur division: SMS to mobile: 9771428963	
5.3	Supply of Rakes: (Application for unrestricted destinations)	As per priority register maintained	Sr.DOM Danapur division: srdomdnr@ecr.railnet.gov.in Dhanbad division: srdomdhn@ecr.railnet.gov.in Mugalsarai division: srdommgs@ecr.railnet.gov.in Sonpur division: srdomsee@ecr.railnet.gov.in Samastipur division: srdomspj@ecr.railnet.gov.in	
6.0	Opening of new private sidings/private freight terminals:			
6.1	In principle approval	35 days	CTPM	Mob. - 9771425901
6.2(a)	Detailed Project Report (DPR) approval.	30 days	CTPM	ctpm@ecr.railnet.gov.in
6.2(b)	Drawings Approval:	30 days without bridge 55 days with bridge	CGE	06224-272084 (P&T) Mob:9771425207 cge@ecr.railnet.gov.in
6.3	Divisional Certification after execution of the works:	5 days	Sr.DOM	Danapur division: srdomdnr@ecr.railnet.gov.in Dhanbad division: srdomdhn@ecr.railnet.gov.in Mugalsarai division: srdommgs@ecr.railnet.gov.in Sonpur division: srdomsee@ecr.railnet.gov.in Samastipur division: srdomspj@ecr.railnet.gov.in
6.4	Signing of Siding agreement.	5 days	CTPM	Mob. - 9771425901 ctpm@ecr.railnet.gov.in
6.5	Notification after certification.	5 days	CCM/FM	Mob. – 06224-271030 Mob9771425954 ccmfm@ecr.railnet.gov.in
7.0	Full Tariff rate(FTR)-Coach or train booking:			
7.1	Application for coach/train booking on full Tariff Rate (FTR):	1.Registration cum security deposit and application: Not before 6 months or not later than thirty(30) days before commencement of journey. 2.Confirmation 72 hrs. before commencement of journey.	Dy.COM (Chg.) ECR/HJP	06224-273433 (P&T) dycmchg@ecr.railnet.gov.in
8.0	Time frame for attending complaints on cleanliness:			
(i)	A1 & A Category stations.	15 min.	Divisional Commercial Control Danapur division: SMS to mobile: 7759070004 Dhanbad division: SMS to mobile: 9771426669 Mugalsarai division: SMS to mobile: 7388898100 Sonpur division: SMS to mobile: 9771429999 Samastipur division: SMS to mobile: 9771428963	

(ii)(a)	OBHS trains.	40 min. (After sending information through SMS or on clean my coach app.)	58888	
(ii)(b)	Others trains	Next coaching train examination station after providing reaction time of 20 min.	HQ TXR Control	06224-271104 9771425433
9.0	Reply of Public Complaints/Grievances:	Railway Administration would ordinarily reply to the complaint within 90 days , where detailed enquiries are not required to be made and within 120 days , in case of complaints where detailed enquiries are warranted.		
10.0	Theft of Luggage:	<p>1) A prescribed FIR form is available in the time-table with TTEs/Guards and GRP escort. After filling it up, the form may be handed over to one of the official viz., TTE, Guard or GRP escort for registration of the report at the next police station.</p> <p>2) All India Security Helpline No. 182 may be called on for all security related assistance.</p>		
11.0	Cooperation from passengers:	<p>In order to ensure Good quality service to Passengers, the Indian Railways seeks the co-operation of Rail users by: (i) Observing clean and hygienic behaviour at railway stations 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 tickets or at Enquiry counters, etc. (iv) Abstaining from smoking and drinking in railway premises areas where this is prohibited as a courtesy to fellow passengers.(v) Travelling with light luggage and booking heavy luggage in the brake-van. (vi) Using the Alarm chain only for good and sufficient reason and assisting the railway administration in apprehending persons who indulge in improper use of the alarm chain apparatus. (vii) Refraining from carrying contraband , inflammable dangerous items in trains. (viii) Not encouraging unauthorized persons, touts and other unscrupulous elements by purchasing tickets etc. from them and promptly reporting any such instances to the Railway Authorities. (ix) Boarding reserved coaches only if a seat or berth has been allotted in the coach. (x) Refraining from using toilets on board when the train is stationary.(xi) Protecting Railway property from any misuse, damage or vandalism and reporting any such cases promptly to the Railway authorities. (xii) Refraining from travelling on foot-board or roof top of train. (xiii) People should not trespass on railway tracks. (xiv) Security Help Line No.182 may also be used to inform regarding suspected objects/persons on trains/railway premises.</p>		
	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 service.			
(2)	Above time schedule of delivery of services is an earnest attempt by Railways to comply in delivery of services, keeping the citizen/customer's expectations. All efforts will be made to deliver the services within 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 complaints as well as other suggestions, public may access webpage on the subject 'Public Grievances' in Railway administration.			
	Disclaimer:- Above time limits for delivery of services does not confer any right on citizen/customers for legally questioning Railways when there is failure to deliver services within the prescribed time limits and cannot be made base for challenging before the court of law.			