

CUSTOMER COMMITMENT CITIZEN CHARTER

DISCLAIMER: Indian Railways is 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	Indicative time limit	Recommended time limit	Justification
1	Passenger ticketing			
1.1	Unreserved tickets	10 Minutes	10 Minutes	
1.2(a)	Reserved ticket:(Reservation and cancellation): (at stations where exclusive Reservation Counters are provided - after the passenger enters the queue at window)	30 Minutes	30 Minutes	
1.2(b)	Reservation ticket:(Reservation and cancellation): (at stations where Reservation and general ticket are issued from unified Counters -After the passenger enters the queue at window)	30 Minutes (General tickets will be given priority over PRS tickets during train timings)	30 Minutes (General tickets will be given priority over PRS tickets during train timings)	
2	Parcels: where exclusive Parcel office is provided			
2.1	Booking time:(After filling up the form)	5 Minutes for generation of PWB/LT	15 Minutes for generation of PWB/LT	a. Checking the Packing condition. b. Weighing of consignment. C.Working of charges

2.2	Delivery of Parcel / Luggage	10 Minutes	30 Minutes	a. Verification of unloading register. b. Locating its place. c. Identifying the parcel. d. Issue of Gate pass. e. Passing through gate
2.3	Loading time	With in 24 Hours of Booking (for daily trains)	With in 24 Hours of Booking (for daily trains)	Subject to availability of Room
4	Refunds in Divisional / Chief Commercial Manager's Office			
4.1	Coaching Refunds	45 days after submission of TDR & Claim	System ticket - 15 days e-ticket - 90 days	
4.2	Good Refunds	60 days	60 days	
4.3(a)	Claims for non delivery of wagons	60 days	90days	
4.3(b)	Claims for non delivery of Parcels	60 days	90 days	
4.4	Shortage / Damage/Leading to Complaints /Open Delivery etc.,	45 days	60 days	
5	Freight Services			
5.1	Registration of indent: (after filling up Forwarding Note)	20 Minutes	20 Minutes	
5.2	Booking:(On completion of Loading)	20 Minutes	20 Minutes	
6	Opening of New Private Sidings/Private Freight Terminals:			
6.5	Notification after Certification	5 days (After visit of Completion Certificate and Signing of Siding Agreement & Land Agreement)	5 Days	
7	Allotment of Commercial Plots			
7.1	Allotment of Commercial Plots (Please see Check list)	75 days	75 Days	
8	Time for attending Compliants on Cleanliness:			
S.No	Category of Station	Time taken to attend compliant		
(i)	A1 & A Category Stations	15 Minutes	15 Minutes	

9	Reply of Public Complaints / Grievances: Railway Administration would ordinarily reply to the complaint within 90 days, where detailed enquiry are not required to be made and within 120 days, incase of complaints where detailed enquires are warranted. However, the time limit for redressal of complaints received through CPGRAMS is 60 days as fixed by Department of Public Complaints & Public Grievances (DOAR & PG)		90 days for Disposal of Normal Complaints. For Complaints requiring detailed enquiry - 120 days for complaints received through CPGRAMS- 60 days	
11	Cooperation from Passengers:			

In order to ensure Good Quality service to Passengers, the Indian Railways seeks the cooperation of Rail users by: (i) Observing clean and hygienic behaviour 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 areas where this is prohibited as a courtesy to fellow Passengers. (v) Travelling light 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 engaging unauthorised person, touts and other unscrupulous elements by purchasing ticket 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 toilet 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.

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 complaints 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. These time limits are not justifiable.

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.