

CUSTOMER COMMITMENT CHARTER

SN	Service	Time limit			Single Window Agency(to be contacted for progress/non-compliance)	DRM/TSK	DRM/RNY	DRM/LMG	DRM/APDJ	DRM/KIR
		South Central Railway	N.F.Railway Earlier proposed	N.F.Railway Now proposed						
1.0	Opening of new Private Sidings / Private Freight Terminals:									
1.1	In Principle approval	30 days	35 days	30 days	CTPM ctpm@nfr.railnet.gov.in 0361-2676041	Agreed	Noted.	Item pertains to HQ.	30 days	
1.2 (a)	Detailed Project Report (DPR) approval	30 days	85 days	60 days	CTPM ctpm@nfr.railnet.gov.in 3612676041	30 days for Division	Noted.	Item pertains to HQ.	60 days	
1.2 (b)	Drawings Approval	30 days (w/o Bridge 60 days (with Bridges)	60 days (w/o Bridge 90 days (with Bridges)	45 days (w/o Bridge 60 days (with Bridges)	CPDE cpde@nfr.railnet.gov.in	For Division: 15 days w/o bridge 25 days with Bridge		Agreed	Agreed	
1.3	Divisional certification after execution of the works	30 days	45 days	30 days	Sr.DEN/Co-rd Katihar Division srdenckir@nfr.railnet.gov.in Alipurduar Division srdencapdj@nfr.railnet.gov.in Rangiya Division srdencrny@nfr.railnet.gov.in Lumding Division srdenclmg@nfr.railnet.gov.in Tinsukia Division srdenctsk@nfr.railnet.gov.in	Agreed	Agreed & Noted.	Agreed	Agreed	Acceptable
1.4	Signing of Siding agreement.	15 days	05 days Working days (after receipt of completion certificate from Engg. Br. and execution of land agreement if any by the concerned Sr.DEN)	15 days Working days (after receipt of completion certificate from Engg. Br. and execution of land agreement if any by the concerned Sr.DEN)	Divisional Commercial Control Tinsukia Division 9957555984 Lumding Division 9957553915 Rangiya Division 9957554968 Alipurduar Division 9002052957 Katihar Division 7541806352	Agreed	Agreed & Noted.	Agreed	Agreed	Acceptable

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1.5	Notification after certification	05 days	07 days working days (After receipt of Completion Certificate and Signing of Siding Agreement & Land Agreement)	07 days working days (After receipt of Completion Certificate and Signing of Siding Agreement & Land Agreement)	CCM/FM ccmfm@nfr.railnet.gov.in	Agreed		Concerned to HQ.	Agreed	Dealt at HQ. level	
2.0	Land licensing	90 days	90 days	90 days	Sr.DEN/Co-Ord. Katihar Division srdenckir@nfr.railnet.gov.in Alipurduar Division srdencapdj@nfr.railnet.gov.in Rangiya Division srdencrny@nfr.railnet.gov.in Lumding Division srdenclmq@nfr.railnet.gov.in Tinsukia Division srdenctsk@nfr.railnet.gov.in	Party to deposit the land license charges within 15 days agftr issuing of the letter & before executing the signing agreement	Agreed & Noted.	Agreed	Agreed	Acceptable	
3.0	Way leave proposals:										
3.1	In principle approval of proposal of Division.	20 days	30 days	20 days	Sr.DEN/Co-Ord. Katihar Division srdenckir@nfr.railnet.gov.in Alipurduar Division srdencapdj@nfr.railnet.gov.in Rangiya Division srdencrny@nfr.railnet.gov.in Lumding Division srdenclmq@nfr.railnet.gov.in Tinsukia Division srdenctsk@nfr.railnet.gov.in	Agreed	Agreed & Noted.	Perused & agreed	Agreed	Acceptable	
3.1(a)	Site verification. [3.1 (a) Added]	30 days	-	-		-	-	-	New item added	-	-
3.2 (i)	Applications under Divisional Powers Not involving Track crossing.	30 days	45 days	30 days		Agreed	Agreed & Noted.	Perused & agreed	Agreed	Acceptable	
3.2 (ii)	Applications under Divisional Power Involving track crossing.	45 days	60 days	45 days		Agreed	Agreed & Noted.	Perused & agreed	Agreed	Acceptable	
3.3 (i)	Application under Divisional power having CRS sanction.	60 days	45 days	75 days		Agreed	Agreed & Noted.	Perused & agreed	Agreed	Acceptable	

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4.0	Refunds in Divisional / Chief Commercial Managers' Office:									
4.1	Coaching Refunds Down load Coaching Refund.	45 days	90 days	60 days	Divisional Commercial Control Tinsukia Division 9957555984 Lumding Division 9957553915 Rangiya Division 9957554968 Alipurduar Division 9002052957 Katihar Division 7541806352	Presently being done centrally at HQ. Single Window Agency may be nominated at HQ.	Refund/Claim cases dealt at HQ.MLG	Concerned to HQ.	-	All source of Claim cases are being dealt at HQ level (CCM/FM)
4.2	Goods Refunds Download Coaching Refund Forms.	60 days	06 Months	60 days				Agreed	-	
4.3 (a)	Claims for non-delivery of wagons(download form)	60 days	12 Months	60 days				Not concerned to division	-	
4.3 (b)	Claims for non-delivery of Parcels (download form)	60 days	18 Months	60 days				Not concerned to division	-	
4.4	Shortage/damage/loading to complaints/open delivery etc. (submit form)	45 days	06 Months	60 days				Agreed & Noted.	Not concerned to division	
5.0	Passenger Ticketing :									
5.1	Unreserved Tickets (At stations where exclusive Counters are provided - After the passenger enters the queue at window	Wayside stations - 10 Mins. Major stations - Non peak time -10 Mins. Peak time - 15 Mins.	Wayside stations - 10 Mins. Major stations - Non peak time -10 Mins. Peak time - 15 Mins.	Wayside stations - 10 Mins. Major stations - Non peak time -10 Mins. Peak time - 15 Mins.	Divisional Commercial Control Tinsukia Division 9957555984 Lumding Division 9957553915 Rangiya Division 9957554968 Alipurduar Division 9002052957 Katihar Division 7541806352	Agreed	Agreed & Noted	Agreed	Wayside stations - 20 Mins. Major stations - Non peak time -20 Mins. Peak time - 30 Mins.	Acceptable
5.2 (a)	Reserved Tickets : Reserved and cancellation (at stations where exclusive Reservation counters are provided-After the passenger enters the queue at window)	20 Mins.	20 Mins.	20 Mins.	Divisional Commercial Control Tinsukia Division 9957555984 Lumding Division 9957553915 Rangiya Division 9957554968 Alipurduar Division 9002052957 Katihar Division 7541806352	Agreed	Agreed & Noted	Agreed	Agreed	Acceptable

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5.2 (b)	Reserved Tickets : Reserved and cancellation (at stations where Reservation and General tickets are issued from unified Counter-After the passenger enters the queue window)	20 Mins. (General tickets will be given priority over PRS tickets during train timings)	25 Mins. (General tickets will be given priority over PRS tickets during train timings)	20 Mins. (General tickets will be given priority over PRS tickets during train timings)	Divisional Commercial Control Tinsukia Division 9957555984 Lumding Division 9957553915 Rangiya Division 9957554968 Alipurduar Division 9002052957 Katihar Division 7541806352	Agreed	Agreed & Noted	Agreed	Agreed	Acceptable
6.0	Full Tariff Rate (FTR) – Coach or Train Booking									
6.1	Application for coach/train booking on Full Tariff Rate (FTR)	72 Hrs.	72 Hrs.	72 Hrs.	CPTM cptm@nfr.railnet.gov.in 9957550901	Dealt at HQ.	Noted	Agreed	Agreed	
7.0	Parcels: Where exclusive Parcel Office is provided:									
7.1	Booking Time: (after filling up forwarding note) (Download form)	15 Mins.	30 Mins. for generation of P.W. Bill/Luggage Ticket excluding time taken for filling up the forwarding Note.	20 Mins. for generation of P.W. Bill/Luggage Ticket excluding time taken for filling up the forwarding Note.	Divisional Commercial Controller Katihar Division 7541806352 Alipurduar Division 9002052957 Rangiya Division 9957554968 Lumding Division 9957553915 Tinsukia Division 9957555984	30 Mins.	Agreed & Noted	Agreed	Agreed	Acceptable

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7.2	Delivery of Parcel/Luggage	10 Mins.	20 Mins.	15 Mins.	Divisional Commercial Controller Katihar Division 7541806352 Alipurduar Division 9002052957 Rangiya Division 9957554968 Lumding Division 9957553915 Tinsukia Division 9957555984	After arrival of consignment	Agreed subject to receipt of Parcel/ Luggage	Agreed	Agreed	Acceptable
7.3	Loading time	24 Hrs.	Within 36 Hrs. of booking for daily trains.	Within 24 Hrs. of booking for daily trains.	-do-	Subject to availability of space	Agreed subject to availability of space	Agreed	Agreed	Agreed subject to availability of space
8.0	Freight Services:									
8.1	Registration of Indent(after filling up forwarding note) (Download form)	20 Mins.	1 Hour	30 Mins.	Divisional Commercial Controller Katihar Division 75418096352 Alipurduar Division 9002052957 Rangiya Division 9957554968 Lumding Division 9957553915 Tinsukia Division 9957555984	Agreed	Agreed & Noted	Agreed	Agreed	Acceptable
8.2	Booking (On completion of loading) (E-Payment Agreement proforma)	20 Mins.	1 Hour	30 Mins.	-do-	Agreed	Agreed & Noted	Agreed	30 Mins. (In case weightment is not mandatory) 45 Mins.- after getting weightment sheet (In case weightment is mandatory)	Acceptable
