

Citizen Charter

1.0 Passenger Ticketing:			
Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/ non-compliance)
1.1	Unreserved Tickets (At Stations where exclusive Counters are provided - After the passenger enters the queue at window)	<u>Wayside stations</u> -10 min <u>Major stations</u> : Non-peak time - 10 min. peak time - 15 min	Divisional Commercial Control Nanded division SMS to Mobile 09730471955
1.2	Reserved Tickets: Reservation and Cancellation (at Stations where exclusive Reservation Counters are provided - After the passenger enters the queue at window) (Download form)	30 min.	i) <u>Supervisor Phone Numbers of Important Stations</u> ii) Divisional Commercial Controller - for other stations & PRS at remote locations Nanded division SMS to Mobile 09730471955
1.3	Reserved Tickets: Reservation and Cancellation (at Stations where Reservation and General tickets are issued from unified Counter -After the passenger enters the queue at window)(Download form)	20 min. (General tickets will be given priority over PRS tickets during train timings)	Divisional Commercial Control Nanded division SMS to Mobile 09730471955
2.0 Full Tariff rate (FTR) - Coach or Train booking:			
Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/ non-compliance)
2.1	Application for coach/train booking on Full Tariff Rate	1. Registration cum Security Deposit & Application: Not before Six(6) months	Chief Booking supervisor or

(FTR)	or not later than thirty(30) days before commencement of journey. 2. Confirmation: 72 hrs. before commencement of journey.	Station Manager of Concerned Booking station
-------	---	--

3.0 Parcels: Where exclusive Parcel Office is provided:

Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/ non-compliance)
3.1	Booking time: (after filling up forwarding note) (Download form)	15 min. for generation of PWB/LT excluding time taken for filling up the Forwarding Note	Divisional Commercial Control: Nanded division SMS to Mobile 09730471955
3.2	Delivery of Parcel/Luggage	10 min.	
3.3	Loading time:	within 24 hrs. of booking for daily trains	

4.0 Freight Services:

Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/non-compliance)
4.1	Registration of Indent (after filling up forwarding note) (Download form)	20 min.	Divisional Commercial Control Nanded division SMS to Mobile 09730471955
4.2	Booking: (On completion of loading) (E-Payment Agreement proforma)	20 min.	Divisional Commercial Control Nanded division SMS to Mobile 09730471955

4.3	Supply of Rakes: (applicable for unrestricted destinations)	Covered Wagons To Sidings - 1 week To Goodshed- 2 weeks Open Wagons 1 week	Sr.Divisional Operations Manager Nanded division srdom@ned.railnet.gov.in
-----	--	--	---

Note to Customers:-

(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 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 S. C. 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 justiciable.