

CITIZEN CHARTER

S.No	Service	Time Limit	single window agency to be contacted in case of non-compliance	
1.	Passenger Ticketing			
	1.1 Unreserved Tickets (where exclusive counter facility are provided-after the passenger enters queue at window)			
	(i) Way side stations	10 min		
	(ii) Major Stations - Non peak time	10 min		Divisional Commercial Control-Vijayawada SMS To Mobile:09701373537
	(iii) Major Stations - Peak time	15 min		
	1.2 (a) Reserved Tickets - Reservation and Cancellation (Stations where exclusive Reservation counter are provided-after the passenger enters the queue at window)		30 min	
	1.2 (b) Reserved Tickets - Reservation and Cancellation (Stations where exclusive Reservation and General ticket are issued from unified counter-after the passenger enters the queue at window)		20 min	
2.	Application for coach/train booking on full Rate(FTH)			
	Registration cum security Deposit & Application			
	Not before commencement of journey	6 months	Dy.COM/Chg	dycomchg@scr.railnet.gov.in 040-27786419
	Not later than before commencement of journey	30 days		
	Confirmation before commencement of journey	72 hrs		
3.	Parcels where exclusive Parcel Office is provided			
	3.1 Booking time (after filling up forwarding note)		15 min	
	3.2 Delivery of Parcel / Luggage		10 min	
	3.3 Loading time(for daily trains)		24 hrs	Divisional Commercial Control-Vijayawada SMS To Mobile:09701373537
4.	Freight Services			
	4.1 Registration of inden-after filling up forwarding note			
	4.2 Booking- On completion of Loading		20 min	
	4.3 Supply of Rakes-applicable for unrestricted destinations			
	(a) Covered Wagons			
	To siding	1 week	Sr.DOM	srdcn@bza.railnet.gov.in
	To Goods Sheds	2 weeks		
	(b) open Wagons		1 week	

5.	Refunds in Divisional / Chief Commercial Manager's office			
	5.1 Coaching Refunds (after submission of TDR & claim)	45 days	SCM/Refunds	scmrefunds@scr.railnet.gov.in
	5.2 Goods Refunds	60 days		
	5.3 (a) Claims for non-delivery of wagons	60 days		
	5.3 (b) Claims for non-delivery of parcels	60 days	SCM/Claims	scmclaims@scr.railnet.gov.in
	5.4 Shortage / damage / leading to complaints / open delivery etc.,	45 days		
6.	Allotment of Commercial Plots		Sr.DCM	srpcm@bza.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 conditons and other pre-requisties for rendering the services			
2.	Above time schedule of deliver of services is an earnest attempt by Railways to comply in delivery of services,keeping the citizens/customers expectations.All efforts will be made to delivery 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.			
4.	Disclaimer: Above time limits for delivery of services does not confer any right on citizen/customers for legally questioning Railway when there is some failure to deliver services within the prescribed time limits.These time limits are not justiciable			