

## Citizen Charter

### TIME SCHEDULE FOR DELIVERY OF SERVICES RENDERED BY NORTH EASTERN RAILWAY

#### 1.0 Opening of new Private Sidings / Private Freight Terminals

(Greenfield projects) (When consultant is engaged)

#### 2.0 Land Licensing (connected with Railway Siding)

#### 3.0 Allotment of Commercial Plots

#### 4.0 Way Leave Proposals

#### 5.0 Refunds in Divisional / Chief Commercial Managers' Office

#### 6.0 Passenger Ticketing

#### 7.0 Full Tariff Rate (FTR) - Coach or Train booking

#### 8.0 Parcels: Where exclusive Parcel Office is provided

#### 9.0 Freight Services

#### **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 N.E. 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.

Citizen Charter

ANNEXURE-I

**1.0 Opening of new Private Sidings/Private Freight Terminals:**  
(Greenfield projects) (When consultant is engaged)

Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/ non-compliance)
1.1	<b>In Principle approval</b>	45 days	CFTM  ( <a href="mailto:cftm@ner.railnet.gov.in">cftm@ner.railnet.gov.in</a> )
1.2 (a)	<b>Detailed Project Report (DPR) approval</b>	30 days	CFTM  ( <a href="mailto:cftm@ner.railnet.gov.in">cftm@ner.railnet.gov.in</a> )
1.2(b)	<b>Drawings Approval</b>	30 days (w/o Bridges) 60 days (with bridges)	CGE  ( <a href="mailto:cge@ner.railnet.gov.in">cge@ner.railnet.gov.in</a> )
1.3	Divisional certification after execution of the works	30 days	Sr.DOM of concerned Division
1.4	<b>Signing of Siding agreement</b>	15 days	CFTM  ( <a href="mailto:cftm@ner.railnet.gov.in">cftm@ner.railnet.gov.in</a> )
1.5	Notification after certification	5 days (After receipt of Completion Certificate and signing of Siding Agt. & Land Agt.)	CCM/FM  ( <a href="mailto:ccmfm@ner.railnet.gov.in">ccmfm@ner.railnet.gov.in</a> )

**Land licensing:** (Connected with Railway Siding)

Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/ non-compliance)
2.0	<b>Land licensing</b> (Download <a href="#">Check list</a> )	90 days	Sr.DEN/Co-ordination. <b>Lucknow division:</b> <a href="mailto:srdenco@ljn.railnet.gov.in">srdenco@ljn.railnet.gov.in</a>  <b>Varansi division</b> <a href="mailto:srdenco@bsb.railnet.gov.in">srdenco@bsb.railnet.gov.in</a>  <b>Izzatnagar division</b> <a href="mailto:srdenco@izn.railnet.gov.in">srdenco@izn.railnet.gov.in</a>

[Application for Licensing of Railway Land for Private Siding](#)

**ANNEXURE-I**

**Allotment of Commercial Plots:**

<b>Sl. No.</b>	<b>Service</b>	<b>Time limit</b>	<b>Concerned Official</b>
3.0	Allotment of Commercial Plots	-----	Presently allotment of Commercial Plots is not permitted on NER. This item should not be in the indicative list because at present allotment of Commercial Plots is not permissible on NER.

## ANNEXURE-I

### Way leave proposals:

Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/ non-compliance)
4.1	In principle approval of proposal of Division	20 days	ADRM Izzatnagar division: adrm@izn.railnet.gov.in  Lucknow division adrm@ljn.railnet.gov.in  Varanasi division adrm@bsb.railnet.gov.in
4.2 (i)	Applications under Divisional Powers Not involving Track crossing	30 days	ADRM Izzatnagar division: adrm@izn.railnet.gov.in  Lucknow division adrm@ljn.railnet.gov.in  Varanasi division adrm@bsb.railnet.gov.in
4.2(ii)	Applications under Divisional Powers Involving track crossing	45 days	ADRM Izzatnagar division: adrm@izn.railnet.gov.in  Lucknow division adrm@ljn.railnet.gov.in  Varanasi division adrm@bsb.railnet.gov.in
4.3(i)	Applications under Headquarters Powers Not involving CRS sanction	Additional 45 days over 4.2 (i)	CGE cge@ner.railnet.gov.in
4.3(ii)	Applications under Headquarters Powers Involving CRS sanction	Additional 60 days over 4.2 (ii)	CGE cge@ner.railnet.gov.in

## ANNEXURE-I

### 5.0 Refunds in Divisional/Chief Commercial Managers' Office::

Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/ non-compliance)
5.1	Coaching Refunds (Download <a href="#">Coaching Refund form</a> )	45 days from registration of claim	ACM /Computer/Refunds <a href="mailto:acmrefunds@ner.railnet.gov.in">acmrefunds@ner.railnet.gov.in</a>
5.2	Goods Refunds (Download <a href="#">Goods Refund form</a> )	60 days	ACM/Refunds ( <a href="mailto:acmrefunds@ner.railnet.gov.in">acmrefunds@ner.railnet.gov.in</a> )
5.3 (a)	Claims for non-delivery of wagons (Download <a href="#">Form</a> )	60 days	ACM/Claims ( <a href="mailto:acmclaims@ner.railnet.gov.in">acmclaims@ner.railnet.gov.in</a> )
5.3(b)	Claims for non-delivery of parcels (Download <a href="#">Form</a> )	60 days	ACM/Claims ( <a href="mailto:acmclaims@ner.railnet.gov.in">acmclaims@ner.railnet.gov.in</a> )
5.4	Shortage/damage/leading to complaints/open delivery etc. (Submit <a href="#">Form</a> )	45 days	ACM/Claims ( <a href="mailto:acmclaims@ner.railnet.gov.in">acmclaims@ner.railnet.gov.in</a> )



## ANNEXURE-I

### Citizen Charter

#### 6.0 Passenger Ticketing:

Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/ non-compliance)
6.1	<p>Unreserved Tickets</p> <p>(At Stations where exclusive Counters are provided - After the passenger enters the queue at window)</p>	<p>Wayside stations - 10 min.</p> <p>Major stations Non-peak time - 10 min. peak time - 15 min</p>	<p>Divisional Commercial Control</p> <p><b>Izzatnagar division:</b> SMS to Mobile 09760541958</p> <p><b>Lucknow division:</b> SMS to Mobile 09794846963</p> <p><b>Varanasi division</b> SMS to Mobile 09794843966</p>
6.2 (a)	<p>Reserved Tickets: Reservation and Cancellation</p> <p>(at Stations where exclusive Reservation Counters are provided - After the passenger enters the queue at window) (<a href="#">Download form</a>)</p>	30 min.	<p>i) <a href="#">Supervisor Phone Numbers of Important Stations</a></p> <p>ii) Divisional Commercial Controller - for other stations &amp; PRS at remote locations</p> <p><b>Izzatnagar division:</b> SMS to Mobile 09760541958</p> <p><b>Lucknow division:</b> SMS to Mobile 09794846963</p> <p><b>Varanasi division</b> SMS to Mobile 09794843966</p>
6.2(b)	<p>Reserved Tickets: Reservation and Cancellation</p> <p>(at Stations where Reservation and General tickets are issued from unified Counter -After the passenger enters the queue at window) (<a href="#">Download form</a>)</p>	<p style="text-align: center;">30 min.</p> <p>(General tickets will be given priority over PRS tickets during train timings)</p>	<p>Divisional Commercial Control</p> <p><b>Izzatnagar division:</b> SMS to Mobile 09760541958</p> <p><b>Lucknow division:</b> SMS to Mobile 09794846963</p> <p><b>Varanasi division</b> SMS to Mobile 09794843966</p>

## ANNEXURE-I

### Citizen Charter

#### 7.0 Full Tariff rate (FTR) - Coach or Train booking:

Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/ non-compliance)
7.1	<b>Application for coach/train booking on Full Tariff Rate (FTR)</b>	1. Registration cum Security Deposit & Application: Not before Six(6) months or not later than thirty(30) days before commencement of journey. 2. Confirmation: 72 hrs. before commencement of journey.	Dy.COM/Coaching Tel: 0551-2201032 ( <a href="mailto:dycomchg@ner.railnet.gov.in">dycomchg@ner.railnet.gov.in</a> )





**ANNEXURE-I**

<b>8.0 Parcels: Where exclusive Parcel Office is provided:</b>			
<b>Sl. No.</b>	<b>Service</b>	<b>Time limit</b>	<b>Single Window Agency</b> (to be contacted for progress/ non-compliance)
8.1	Booking time: (after filling up the form) ( <a href="#">Download form</a> )	15 min. for generation of PWB/LT	Divisional Commercial Control Varansi division: SMS to Mobile 09794843966 Lucknow division SMS to Mobile 09794846963 Izzatnagar division SMS to Mobile 09760541958
8.2	Delivery of Parcel/Luggage	10 min.	Divisional Commercial Control Varansi division: SMS to Mobile 09794843966 Lucknow division SMS to Mobile 09794846963 Izzatnagar division SMS to Mobile 09760541958
8.3	Loading time:	within 24 hrs. of booking for daily trains	Divisional Commercial Control Varansi division: SMS to Mobile 09794843966 Lucknow division SMS to Mobile 09794846963 Izzatnagar division SMS to Mobile 09760541958

**9.0 Freight Services:**

Sl. No.	Service	Time limit	Single Window Agency (to be contacted for progress/non-compliance)
9.1	Registration of Indent (after filling up forwarding note) ( <a href="#">Download form</a> )	20 min.	Divisional Commercial Control  Varansi division: SMS to Mobile 09794843966 Lucknow division SMS to Mobile 09794846963 Izzatnagar division SMS to Mobile 09760541958
9.2	Booking: (On completion of loading) ( <a href="#">E-Payment Agreement proforma</a> )	20 min.	Divisional Commercial Control  Varansi division: SMS to Mobile 09794843966 Lucknow division SMS to Mobile 09794846963 Izzatnagar division SMS to Mobile 09760541958
9.3	Supply of Rakes: (applicable for unrestricted destinations)	<b>Covered Wagons</b> To Sidings - 1 week To Goodshed- 2 weeks  <b>Open Wagons</b> 1 week	Sr.DOM  Varansi division: <a href="mailto:srdombsb@railnet.gov.in">srdombsb@railnet.gov.in</a> Tel:0542-2224806 Lucknow division <a href="mailto:srdomljn@railnet.gov.in">srdomljn@railnet.gov.in</a> Tel:0522-2233023 Izzatnagar division <a href="mailto:srdomizn@railnet.gov.in">srdomizn@railnet.gov.in</a> Tel:0581-2411403

Back 

▲ Top

# Customer Commitment Charter

## ANNEXURE-II

S.No.	Service	Time	Single Window Agency (to be contacted for progress/ non-compliance)
<b>1.0</b>	<b>Passenger Ticketing</b>		
1.1	Unreserved Tickets	15 min	Divisional Commercial Control BSB -09794843966 LJN- 09794846989 IZN . 09760541958 GKP (HQ) - 09794845955
1.2 (a)	Reserved Tickets: Reservation and Cancellation (at Stations where exclusive Reservation Counters are provided - After the passenger enters the queue at window)	30 min.	Divisional Commercial Control BSB -09794843966 LJN- 09794846989 IZN . 09760541958 GKP (HQ) - 09794845955
1.2(b)	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)	30 min.(General tickets will be given priority over PRS tickets i.e. before 30 min. of the trains arrival to 10 min. after departure of the train	Divisional Commercial Control BSB -09794843966 LJN- 09794846989 IZN . 09760541958 GKP (HQ) - 09794845955
<b>2.0</b>	<b>Parcels : Where exclusive Parcel Office is provided</b>		
2.1	Booking time: (after filling up the Form)	15 min. for generation of PWB/LT	Divisional Commercial Control BSB -09794843966 LJN- 09794846989 IZN . 09760541958 GKP (HQ) - 09794845955
2.2	Delivery of Parcel/Luggage	15 min.	Divisional Commercial Control BSB -09794843966 LJN- 09794846989 IZN . 09760541958 GKP (HQ) - 09794845955
2.3	Loading time:	within 24 hrs. of booking (for daily trains)	Divisional Commercial Control BSB -09794843966 LJN- 09794846989 IZN . 09760541958 GKP (HQ) - 09794845955
<b>3.0</b>	<b>Full Tariff rate (FTR) – Coach or Train booking</b>		
3.1	<a href="#">Application for coach/train booking on Full Tariff Rate (FTR)</a>	1. Registration cum Security Deposit & Application: Not before Six(6) months or not later than thirty(30) days before commencement of journey. 2. Confirmation: 72 hrs. before commencement of journey.	Dy.COM/Coaching Tel: 0551-2201032 (dycomchg@ner.railnet.gov.in)

S.No.	Service	Time	Single Window Agency (to be contacted for progress/ non-compliance)
<b>4.0</b>	<b>Refunds in Divisional/Chief Commercial Managers Office</b>		
4.1	Coaching Refunds.	45 days from registration of claim	ACM/Computer/Refunds Mo. No. - 09794840964
4.2	Goods Refunds.	60 days	ACM/Refund Mo. No. - 09794840964
4.3(a)	Claims for non-delivery of wagons.	60 days	ACM/Claims Mo. No. - 09794862017
4.3(b)	Claims for non-delivery of parcels.	60 days	ACM/Claims Mo. No. - 09794862017
4.4	Shortage/damage/leading to complaints/open delivery etc.	45 days	ACM/Claims Mo. No. - 09794862017
<b>5.0</b>	<b>Freight Services</b>		
5.1	Registration of Indent (after filling up forwarding note)	20 min.	Divisional Commercial Control BSB -09794843966 LJN- 09794846989 IZN . 09760541958 GKP (HQ) - 09794845955
5.2	Booking: (On completion of loading)	20 min. (Excluding time taken for weighment)	Divisional Commercial Control BSB -09794843966 LJN- 09794846989 IZN . 09760541958 GKP (HQ) - 09794845955
5.3	Supply of of rakes: (Application for unrestricted destinations)	Coverd Wagons (siding-1 Week, Goods sheds-2 Weeks) Open Wagons (1 Week)	Sr. DOM
<b>6.0</b>	<b>Opening of new Private Sidings/Private Freight Termini</b>		
6.1	In Principle approval	45 days	CFTM (cftm@ner.railnet.gov.in)
6.2(a)	Detailed Project Report (DPR) approval	30 days	CFTM (cftm@ner.railnet.gov.in)
6.2(b)	Drawings Approval	30 days (w/o Bridges) 60 days (with bridges)	CGE (cge@ner.railnet.gov.in)
6.3	Divisional certification after execution of the works	30 days	Sr.DOM of concerned Division
6.4	<b>Signing of Siding agreement</b>	15 days	CFTM (cftm@ner.railnet.gov.in)
6.5	Notification after certification.	5 days (After receipt of completion Certificate and signing of sdg Agt. & Land Agt.)	Dy CCO Mo. No. - 09794840954
<b>7.0</b>	<b>Allotment of Commercial Plots</b>		
7.1	Allotment of Commercial Plots	Presently allotment of Commercial Plots is not permitted on NER. This item should not be in the indicative list because at present allotment of Commercial Plots is not permissible on NER.	
<b>8.0</b>	<b>Time frame for attending complaints on Cleanliness</b>		
I	A-1 & A Category station	15 min.	1. A single window/Agency in major stns & a Telephone helpline no. provided for lodging complaints including complaints on cleanliness of stn. & train respectively. This single window will direct the complaint to the concerned dept/wing: (i) Helpline No. – 138 (ii) Through SMS – 58888 (iii) Website – www.cleanmycoach.com
II	(a) OBHS trais	20 min.	
	(b) Others trains.	Next coaching train examination station after providing reaction time of 20 min.	

<b>9. Reply of public Complaints/Grievances</b>
Railway Administration would ordinarily reply to the complaint within <b>90 days</b> , where detailed enquiries are not required to be made and within <b>120 days</b> , in case of complaints where detailed enquires are warranted. However, the time limit for redressal of complaints received through <b>CPGRAMS</b> is 60 days as fixed by Department of Public Complaints & Public Grievances ( <b>DOAR&amp;PG</b> )
<b>10. Theft of Luggage :-</b>
(i) A Prescribed FIR Form is available in the Time -Table or with TTEs/Guards and GRP escort. After filling it up, the Form may be handed over to one of the officials viz., TTE, Guard or GRP escort for registration of the report at the next Police Station.
(ii) All India Security Helpline No. 182 may be called on for all security related assistance
<b>11. Cooperation from passengers :-</b>
In order to ensure Good quality service to Passengers, the Indian Railway 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 area 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 item 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 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.
<b>Note:</b>
(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 Railway to comply in delivery of services, keeping the Citizen/customers' expectations. All effort 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 website.
<b>Disclaimer:-</b> 1. 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. . 2.As per board's policy/guideline the time limits may be revised suitably.

## **Customer Commitment Charter**

Indian Railways is committed to deliver satisfactory service 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 guidepost for employees to strive and achieve.

Therefore, the time limits (service levels) are indicative and the timeline for delivery of service levels does not constitute legal commitment nor does it confer any right to challenging Railways in the event of non-fulfilment of the prescribed limits.

### **Contact us:**

Indian Railway Website ([www.indianrailway.gov.in](http://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.