

## Customer Commitment Charter

| <b>1.0 Passenger Ticketing:</b> |   |  |   |
|---------------------------------|---|--|---|
| <b>Sr. No.</b>                  | <b>Services</b>   | <b>Indicative Time Limit</b>   | <b>Single Window Agency</b><br>(To be contacted for progress/ non-compliance)   |
| 1.1(a)                          | <b>Unreserved Tickets:</b> (at Stations where exclusive Counters are provided – After the passenger enters the queue at window)   | Major station<br><br>Non-peak time – 10 min.<br><br>Peak time – 15 min.<br><br>Other stations - 10 min.                          | <b>Commercial Control Nos.</b><br><br><b>Mumbai Central Division</b><br>9004499990<br><br><b>Vadodara Division</b><br>9724091981<br><br><b>Ahmedabad Division</b><br>9724093961<br><br><b>Ratlam Division</b><br>9752492970<br><br><b>Rajkot Division</b><br>9724094974<br><br><b>Bhavnagar Division</b><br>9724097969<br><br><b>Feedback &amp; Suggestions through SMS</b> - +91-9717630982<br><br><b>All India Passenger helpline:</b> 138<br><br><b>PNR/ Train Arrival &amp; Departure enquiry:</b> 139<br><br><b>Email:</b><br><a href="mailto:dpgwr@wr.railnet.gov.in">dpgwr@wr.railnet.gov.in</a><br><br><b>Lodging complaints online:</b><br><a href="http://www.coms.indianrailways.gov.in/criscm/home.seam">http://www.coms.indianrailways.gov.in/criscm/home.seam</a> |
| 1.1(b)                          | Unreserved tickets using Mobile application   | For any assistance please email on <a href="mailto:utsonmobile@cris.org.in">utsonmobile@cris.org.in</a> or call on +917045033646 |   |
| 1.2(a)                          | <b>Reserved Tickets: (Reservation and Cancellation):</b> (at Stations where exclusive Reservation Counters are provided – After the passenger enters the queue at window) | 30 min.  | <b>Commercial Control Nos.</b><br><br><b>Mumbai Central Division</b><br>9004499990<br><br><b>Vadodara Division</b><br>9724091981<br><br><b>Ahmedabad Division</b><br>9724093961<br><br><b>Ratlam Division</b><br>9752492970<br><br><b>Rajkot Division</b><br>9724094974<br><br><b>Bhavnagar Division</b><br>9724097969  |

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|        |   |   | <p><b>Feedback &amp; Suggestions through SMS</b> - +91-9717630982</p> <p><b>All India Passenger helpline:</b> 138</p> <p><b>PNR/ Train Arrival &amp; Departure enquiry:</b> 139</p> <p><b>Email:</b><br/><a href="mailto:dpqwr@wr.railnet.gov.in">dpqwr@wr.railnet.gov.in</a></p> <p><b>Lodging complaints online:</b><br/><a href="http://www.coms.indianrailways.gov.in/criscm/home.seam">http://www.coms.indianrailways.gov.in/criscm/home.seam</a></p>   |
| 1.2(b) | <p><b>Reserved Tickets: (Reservation and Cancellation):</b> (at Stations where Reservation and General tickets are issued from unified Counter – After the passenger enters the queue at window</p> | <p>20 min.<br/>(General tickets will be given priority over PRS tickets during train timings)</p> | <p><b>Commercial Control Nos.</b></p> <p><b>Mumbai Central Division</b><br/>9004499990</p> <p><b>Vadodara Division</b><br/>9724091981</p> <p><b>Ahmedabad Division</b><br/>9724093961</p> <p><b>Ratlam Division</b><br/>9752492970</p> <p><b>Rajkot Division</b><br/>9724094974</p> <p><b>Bhavnagar Division</b><br/>9724097969</p> <p><b>Feedback &amp; Suggestions through SMS</b> - +91-9717630982</p> <p><b>All India Passenger helpline:</b> 138</p> <p><b>PNR/ Train Arrival &amp; Departure enquiry:</b> 139</p> <p><b>Email:</b><br/><a href="mailto:dpqwr@wr.railnet.gov.in">dpqwr@wr.railnet.gov.in</a></p> <p><b>Lodging complaints online:</b><br/><a href="http://www.coms.indianrailways.gov.in/criscm/home.seam">http://www.coms.indianrailways.gov.in/criscm/home.seam</a></p> |