

Customer Commitment Charter

5.0 Freight Services:			
Sr. No.	Service	Indicative Time limit	Single Window Agency (To be contacted for progress/ non-compliance)
5.1	Registration of Indent: (After filling up forwarding note)	20 min.	<p>Divisional Commercial Control</p> <p>Mumbai Central Division Commercial Control 09004499990</p> <p>Ahmedabad Division Commercial controller 09724093961</p> <p>Vadodara Division Commercial Controller 09724091981</p> <p>Ratlam Division Commercial Control 09752492970</p> <p>Rajkot Division Commercial Controller 09724094974</p> <p>Bhavnagar Division Commercial Control 09724097967</p>
5.2	Booking: (On completion of loading)	20 min.	<p>Divisional Commercial Control</p> <p>Mumbai Central Division Commercial Control 09004499990</p> <p>Ahmedabad Division Commercial controller 09724093961</p> <p>Vadodara Division Commercial Controller 09724091981</p> <p>Ratlam Division Commercial Control 09752492970</p> <p>Rajkot Division Commercial Controller 09724094974</p> <p>Bhavnagar Division Commercial Control 09724097967</p>

5.3	Supply of Rakes: (Applicable for unrestricted destinations)	Covered Wagons (To Sidings – 1 week To Goods Sheds – 2 weeks) Open Wagons (1 week)	Sr.DOM Mumbai Central Division srdom@bct.railnet.gov.in Ahmedabad Division srdom@bct.railnet.gov.in Vadodara Division srdom@bct.railnet.gov.in Ratlam Division srdom@bct.railnet.gov.in Rajkot Division srdom@bct.railnet.gov.in Bhavnagar Division srdom@bct.railnet.gov.in
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