

Customer Commitment Charter

9.0 Way Leave Proposals:			
Sr. No.	Service	Indicative Time limit	Single Window Agency (To be contacted for progress/ non-compliance)
9.1	In principle approval of proposal of Division	15 days	Sr. DEN/ Co-ordination Mumbai Division srdenhqbct@gmail.com srdenco@bct.wr.railnet.gov.in Vadodara Division srdenhqbrc@gmail.com srdenco@brc.wr.railnet.gov.in Ratlam Division srdenhqrtm@gmail.com srdenco@rtm.wr.railnet.gov.in Ahmedabad Division srdenhqadiwr@gmail.com srdenco@adi.wr.railnet.gov.in Rajkot Division srdenhqrijt@gmail.com srdenco@rjt.wr.railnet.gov.in Bhavnagar Division srdenhqbvp@gmail.com srdenco@bvp.wr.railnet.gov.in
9.2(i)	Applications under Divisional powers – Not involving track crossing	45 days	Sr. DEN/ Co-ordination Mumbai Division srdenhqbct@gmail.com srdenco@bct.wr.railnet.gov.in Vadodara Division srdenhqbrc@gmail.com srdenco@brc.wr.railnet.gov.in Ratlam Division srdenhqrtm@gmail.com srdenco@rtm.wr.railnet.gov.in Ahmedabad Division srdenhqadiwr@gmail.com srdenco@adi.wr.railnet.gov.in Rajkot Division srdenhqrijt@gmail.com srdenco@rjt.wr.railnet.gov.in Bhavnagar Division srdenhqbvp@gmail.com srdenco@bvp.wr.railnet.gov.in

9.2(ii)	Applications under Divisional powers – Involving track crossings	60 days	<p>Sr. DEN/ Co-ordination</p> <p>Mumbai Division srdenhqbct@gmail.com srdenco@bct.wr.railnet.gov.in</p> <p>Vadodara Division srdenhqbrc@gmail.com srdenco@brc.wr.railnet.gov.in</p> <p>Ratlam Division srdenhqrtm@gmail.com srdenco@rtm.wr.railnet.gov.in</p> <p>Ahmedabad Division srdenhqadiwr@gmail.com srdenco@adi.wr.railnet.gov.in</p> <p>Rajkot Division srdenhqrjt@gmail.com srdenco@rjt.wr.railnet.gov.in</p> <p>Bhavnagar Division srdenhqbvp@gmail.com srdenco@bvp.wr.railnet.gov.in</p>
9.3	Applications under Divisional powers – In case CRS sanction is required	Additional 90 days on item 9.2(ii)	<p>ADRM's</p> <p>Mumbai Central Division adrm@bct.railnet.gov.in</p> <p>Ahmedabad Division adrm@adi.railnet.gov.in</p> <p>Vadodara Division adrm@brc.railnet.gov.in</p> <p>Ratlam Division adrm@rtm.railnet.gov.in</p> <p>Rajkot Division adrm@rjt.railnet.gov.in</p> <p>Bhavnagar Division adrm@bvp.railnet.gov.in</p>