

Customer Commitment Charter

1.0 Passenger Ticketing:			
Sr. No.	Service	Indicative Time limit	Single Window Agency (To be contacted for progress/ noncompliance)
1.1(a)	Unreserved Tickets: (at Stations where exclusive Counters are provided – After the passenger enters the queue at window)	Major station Non-peak time – 05 min. Peak time – 15 min. Other stations - 05 min.	Enquiry: 139 SMS : 139 Lodging complaints suggestions / queries online: https://railmadad.indianrailways.gov.in / Railmadad app (download from play store)
1.1(b)	Unreserved tickets using Mobile application	For any assistance please contact / SMS 139 OR Lodging complaints suggestions / queries online: https://railmadad.indianrailways.gov.in / Railmadad app (download from play store)	
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.	Enquiry: 139 SMS : 139 Lodging complaints suggestions / queries online: https://railmadad.indianrailways.gov.in / Railmadad app (download from play store)
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)	20 min. (General tickets will be given priority over PRS tickets during train timings)	Enquiry: 139 SMS : 139 Lodging complaints suggestions / queries online: https://railmadad.indianrailways.gov.in / Railmadad app (download from play store)