

Customer Commitment Charter

2.0 Parcels: Where exclusive Parcel office is provided:			
Sr. No.	Service	Indicative Time limit	Single Window Agency (To be contacted for progress/ noncompliance)
2.1	Booking time: (After filling Forwarding note)	20 Minute for generation of PWB/ LT excluding time taken for filling up the Forwarding Note	Divisional Commercial Control Mumbai Central Division Complaint Inspector 09009498965 Ahmedabad Division Commercial controller 09724093961 Vadodara Division Commercial Controller 09724091981 Ratlam Division Commercial Control 09752492970 Rajkot Division Commercial Controller 09724094974 Bhavnagar Division Commercial Control 09724097967
2.2	Delivery of Parcel/ Luggage	15 minutes	Divisional Commercial Control Mumbai Central Division Complaint Inspector 09009498965 Ahmedabad Division Commercial controller 09724093961 Vadodara Division Commercial Controller 09724091981 Ratlam Division Commercial Control 09752492970 Rajkot Division Commercial Controller 09724094974 Bhavnagar Division Commercial Control 09724097967

2.3	Loading time:	Within 24 hrs. of booking (For daily trains)	Divisional Commercial Control Mumbai Central Division Complaint Inspector 09009498965 Ahmedabad Division Commercial controller 09724093961 Vadodara Division Commercial Controller 09724091981 Ratlam Division Commercial Control 09752492970 Rajkot Division Commercial Controller 09724094974 Bhavnagar Division Commercial Control 09724097967
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