

Customer Commitment Charter

4.0 Refunds in Divisional/ Chief Commercial Managers' Office:

Sr. No.	Service	Indicative Time limit	Single Window Agency (To be contacted for progress/ noncompliance)
4.1	Coaching Refunds	45 days after submission of TDR & claim	DY.CCO dyccowr@gmail.com
4.2	Goods Refunds	18 to 20 weeks	DY.CCO dyccowr@gmail.com
4.3(a)	Claims for Non-delivery of wagons	18 to 20 weeks	DY.CCO dyccowr@gmail.com
4.3(b)	Claims for Non-delivery of parcels	18 to 20 weeks	DY.CCO dyccowr@gmail.com
4.4	Shortage/ damage/ leading to complaints/ open delivery etc.	18 to 20 weeks	DY.CCO dyccowr@gmail.com