

## Customer Commitment Charter

<b>6.0 Opening of new Private sidings/ Private Freight Terminals: (Greenfield projects) (When consultant is engaged)</b>			
Sr. No.	Service	Indicative Time limit	Single Window Agency (To be contacted for progress/ noncompliance)
6.1	In Principle approval	30 Working Days	CTPM <a href="mailto:ctpm@wr.railnet.gov.in">ctpm@wr.railnet.gov.in</a>
6.2(a)	Detailed Project Report (DPR)	45 Working Days	CTPM <a href="mailto:ctpm@wr.railnet.gov.in">ctpm@wr.railnet.gov.in</a>
6.2(b)	Drawing Approval	30 days without Bridge 60 days with Bridge	CTPM <a href="mailto:ctpm@wr.railnet.gov.in">ctpm@wr.railnet.gov.in</a>
6.3	Divisional certification after execution of the works	30 Working Days from date of completion of work.	Sr. DOM <b>Mumbai Division</b> <a href="mailto:srdom@bct.railnet.gov.in">srdom@bct.railnet.gov.in</a> <b>Vadodara Division</b> <a href="mailto:srdom@brc.railnet.gov.in">srdom@brc.railnet.gov.in</a> <b>Ahmedabad Division</b> <a href="mailto:srdom@adi.railnet.gov.in">srdom@adi.railnet.gov.in</a> <b>Ratlam Division</b> <a href="mailto:srdom@rtm.railnet.gov.in">srdom@rtm.railnet.gov.in</a> <b>Rajkot Division</b> <a href="mailto:srdom@rjt.railnet.gov.in">srdom@rjt.railnet.gov.in</a> <b>Bhavnagar Division</b> <a href="mailto:srdom@bvp.railnet.gov.in">srdom@bvp.railnet.gov.in</a>
6.4(a)	Signing of Siding agreement	15 days	Sr. DCM <b>Mumbai Central Division</b> <a href="mailto:srdcm@bct.railnet.gov.in">srdcm@bct.railnet.gov.in</a> <b>Ahmedabad Division</b> <a href="mailto:srdcm@adi.railnet.gov.in">srdcm@adi.railnet.gov.in</a> <b>Vadodara Division</b> <a href="mailto:srdcm@brc.railnet.gov.in">srdcm@brc.railnet.gov.in</a> <b>Ratlam Division</b> <a href="mailto:srdcm@rtm.railnet.gov.in">srdcm@rtm.railnet.gov.in</a> <b>Rajkot Division</b> <a href="mailto:srdcm@rjt.railnet.gov.in">srdcm@rjt.railnet.gov.in</a> <b>Bhavnagar Division</b> <a href="mailto:dcm@bvp.railnet.gov.in">dcm@bvp.railnet.gov.in</a>

6.4(b)	Signing of PFT agreement	15 days	CCM(FM) <a href="mailto:ccmf@wr.railnet.gov.in">ccmf@wr.railnet.gov.in</a>
6.5	Notification after certification	05 days (After receipt of completion Certificate and signing of Siding Agt. & Land Agt.)	CCM(FM) <a href="mailto:ccmf@wr.railnet.gov.in">ccmf@wr.railnet.gov.in</a>