

| Signal & Telecommunication Department | | | | |
|--|--------------------------------------|--------------------|--------------------------|----------------|
| CHARTER FOR WORKING OF PCSTE's OFFICE | | | | |
| Sr. No. | Item | Normal Time | Maximum Time | Remarks |
| 1. | File disposal by PHOD/HOD | 1 working day | 3 working days | |
| 2. | DAR cases | | | |
| (i) | Minor | 3 days | 7 days | |
| (ii) | Major | 7 days | 15 days | |
| 3. | MCDO – GM | 1 day | First day of month | |
| 4. | MCDO – Railway Board | 1 day | 5 th of month | |
| 5. | MP/MLA reference | 1 day | 7 days | |
| 6. | Parliament Question | 1 day | 3 days | |
| 7. | Public reference | 3 days | 7 days | |
| 8. | Public complaint | 3 days | 7 days | |
| 9. | RTI | 15 days | 30 days | |
| 10. | Assistance required by DRM | 7 days | 15 days | |
| 11. | PNM and informal items | As per targets | | |
| 12. | Clearance of DPR | 15 days | 30 days | |
| 13. | Clearance of ESP | 7 days | 15 days | |
| 14. | Issue of SIP | 15 days | 30 days | |
| 15. | PTCC | 7 days | 15 days | |
| 16. | Technical suitability in store cases | 3 days | 10 days | |
| 17. | Indent signature | 1 day | 3 day | |
| 18. | Technical scrutiny of work proposal | 3 days | 7 days | |
| 19. | Estimate sanction | 3 days | 7 days | |
| 20. | Various drives | 7 days | 10 days | |
| 21. | Joint Safety Certificate | 3 days | 7 days | |