

Customer Commitment Charter

6.0 Opening of new Private sidings/ Private Freight Terminals: (Greenfield projects) (When consultant is engaged)			
Sr. No.	Service	Indicative Time limit	Single Window Agency (To be contacted for progress/ non-compliance)
6.1	In Principle approval	30 Working Days	CTPM ctpm@wr.railnet.gov.in
6.2(a)	Detailed Project Report (DPR) approval	45 Working Days	CTPM ctpm@wr.railnet.gov.in
6.2(b)	Drawings Approval	30 days without Bridge 60 days with Bridge	CTPM ctpm@wr.railnet.gov.in
6.3	Divisional certification after execution of the works	30 Working Days from date of completion of work.	Sr. DOM Mumbai Division srdom@bct.railnet.gov.in Vadodara Division) srdom@brc.railnet.gov.in Ahmedabad Division) srdom@adi.railnet.gov.in Ratlam Division srdom@rtm.railnet.gov.in Rajkot Division srdom@rjt.railnet.gov.in Bhavnagar Division srdom@bvp.railnet.gov.in
6.4(a)	Signing of Siding agreement	15 days	Sr. DCM Mumbai Central Division srdcm@bct.railnet.gov.in Ahmedabad Division srdcm@adi.railnet.gov.in Vadodara Division srdcm@brc.railnet.gov.in Ratlam Division srdcm@rtm.railnet.gov.in Rajkot Division srdcm@rjt.railnet.gov.in Bhavnagar Division dcm@bvp.railnet.gov.in
6.4(b)	Signing of PFT agreement	15 days	CCM(FM) ccmfm@wr.railnet.gov.in
6.5	Notification after certification	05 days (After receipt of completion Certificate and signing of Siding Agt. & Land Agt.)	CCM(FM) ccmfm@wr.railnet.gov.in