

Ref:	NR/L3/OCS/043/4.10
Issue:	1
Date:	01 March 2008
Compliance date:	01 June 2008

National Control Instructions and Approved Code of Practice

Section 4.10

ROC Provision of Customer Information

This section contains:

		Issue	Dated
4.10	Railway Operational Code: Provision of Customer Information		

4.10

4.10 Railway Operational Code

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NR Procedure: ROC Section Provision of Customer Information
 ATOC: ATOC ACOP Provision of Customer Information
 Local documents: Train Operating Companies procedures

4.10 Provision of Customer information

National Control Instruction:

All Network Rail controllers shall be capable of ensuring that customer information is given prominence during normal working and when disruption occurs, in accordance with the Control Instructions for that control office.

Approved Code of Practice:

When monitoring the train service during normal working and attending to disruptive events Controllers shall ensure that;

- Operational information is provided to train operating controllers;
- That information is supplied as appropriate with all the Control Instructions;
- They recognise the importance of providing timely updates and estimates;
- Operate the OIS to comply with this instruction where applicable, and
- Use the ROC standard definitions of disruption in communication.

4.10.1 ROC Section Definitions

The following definitions are taken from the ROC section and apply equally to this and all National Control Instructions

- i) "Communications Plan" is a comprehensive plan in respect of a Passenger Train Operator's area and Network Rail Route that defines the flow of information from Operational Control and other sources, the roles and responsibilities within an organisation for its dissemination and is co-ordinated with standard information terminology that applies across the industry.;
- ii) "Contingency Plan", "Control Office" and "Route Code of Practice" are as defined in the ROC Section entitled "Control Arrangements";
- iii) A "Customer" is the receiver of a service and may include a Passenger;
- iv) "Customer Information ACOP" means a code of practice which sets out the customer information process from end to end and provides guidance on standards that can be applied across the industry and is further described in paragraph 6;
- v) "Customer Service Information" is Operational Information that has been converted into a format that is easily understood by external Customers (that is, Customers of Passenger Train Operators);