An Elementary Textbook of

Railway Commercial and Business Development

[Reading Material for Commercial and Business Development Course (CABD)
for Supervisors, Promotional and Induction course for Group B Officers]

by

Hari Shankar Verma, IRTS
Director General, IRITM



भारतीय रेल परिवहन प्रबंधन संस्थान
INDIAN RAILWAYS INSTITUTE OF TRANSPORT MANAGEMENT

AN ELEMENTARY TEXTBOOK OF RAILWAY COMMERCIAL AND BUSINESS DEVELOPMENT

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Hari Shankar Verma, IRTS
Director General, IRITM

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FOREWORD

The senior supervisors of Commercial Department play a pivotal role of representing Indian Railways as the first line of interface with passengers, freight customers and all other stake holders involved in rendering passenger/freight services. I am happy to note that IRITM is running a specialized course **"Commercial & Business Development Course (CABD)"** for Senior Commercial Supervisors and till date, 12 such courses have already been completed. This effort by IRITM is quite commendable.

Having gone through the reading material titled **"An Elementary Textbook of Railways Commercial and Business Development",** I find that all the relevant topics related to the functions of Commercial Department have been explained in great detail. Special emphasis has been laid on passenger business, parcel traffic and freight marketing including strategies and various incentive schemes. Other topics like Non-fare revenue, sundry earnings, passenger amenities and station outstanding have also been covered in detail for comprehensive understanding.

In addition to the above, it is seen that the new topics like Container Traffic, PM's Gati Shakti National Plan, Amrit Bharat Station Scheme, GST and its Accountal, Crowd

Management and Accident Protocol etc. have also been encompassed in the course curriculum to provide first-hand understanding of the new challenges of the modern age to our front-line warriors.

In order to prevent leakage of Railways' Revenue, the "Dos and Don'ts" in Commercial Department from a vigilance perspective, are extremely important topics that have also been covered in this course. It will be is quite helpful for field officials.

I would like to congratulate Shri Hari Shankar Verma, Director General, IRITM for authoring this important book which would be made available to all the senior supervisors undergoing training at IRITM for their better understanding of the Railway working.

I am confident that this book would work as a great repository of commercial segment of Indian Railway's business for all the Railway officials.



Seema Kumar
Member(Operations & Business Development)
Railway Board

PREFACE

The commercial supervisors like Chief Commercial Inspectors, Chief Booking Supervisors, Chief Parcel Supervisors, Chief Reservation Supervisors, and Chief Ticket Inspectors are most important officials of Indian Railways. These supervisors are actually face of the Railways among travelling people's eyes. Most of these officials are never trained once they passed out initial training from Zonal Railway Training Institutes (ZRTIs), occasionally some are chosen for customer care training or any other training but those training are not structured and mandatory. To fill the gape of training, IRITM has organized the training programme for commercial supervisors and named as Commercial and Business Development Course (CABD) for Senior Supervisors from 26th June 2023 and so far, 10 courses have been organized and 382 people had already trained. The feedback of trainee supervisors has remained excellent and feedback also from their superiors found encouraging.

The course has been designed with proper Training Need Assessment (TNA) and FRAC analysis under mission Karma Yogi. The syllabus has been designed in such a way that the trainee supervisors must learn about the things which they come across during their working hours. The reading material has been styled with preliminary knowledge about Commercial Department, its functioning and important definitions and

terminologies used in Commercial working. The great coverage has been done on Passenger Business, booking of luggage, Booking of Party Coaches, Special Train, and Tourist Car. Chapters on Non-Fare Revenue and Parcel Business have been given as there is better scope in this field. A detailed Chapter on Freight Business, Marketing Strategies and Freight Incentive Scheme has been given. Its important to keep Station Outstanding under Check thus a detailed chapter has been given on station outstanding and means to reduce it. Ticketless travel is a social evil and big drain to the Railway Revenue therefore, a chapter has also been kept on the same.

The certain new developments are happening in Railways thus chapter on Prime Minister Gati Shakti National Master Plan, Amrit Bharat Station Scheme, GST and its Accountal, Crowd Management have been given. It's important to supervisors to know about Loss, Frauds and Embezzlement and Dos and Don'ts in Commercial Department with Vigilance Perspective has been given to prevent loss of Railway Revenue. The lesson on Public Relation and Media Management is worth read as subject is most important when any unusual or accident happens at Railway Accident. The Accident Protocol concerning with Commercial Department, especially the Commercial Supervisors given to ensure that the supervisor must know their duties beforehand.

After all the basic objective of Commercial Department to ensure to earn, serve and take care of the passengers thus all effort must be done to get more and more revenue to the Indian Railways. Here, I would like to share a poem about earning to our company, which read as under:

What Sales Should Be

- Raghavendra Ghosarwadkar, 8th Jan 2015.

Selling is an art, but unlike a sophisticated sales-spider,
You do not, your customer, in a word-web, capture.
It is genuine love in your heart, rather,
That you solve his need like a true brother.

Selling is a science. Yet know for sure,
You don't intend a missile attack like a soldier.
It's just that, you make your products and services, clear,
With their specs and prices, to your customer.

His seen or unseen genuine need and your sincere solution-offer
Must mostly match but cut no corner.
Your margin should be good, exorbitant never.
No small print! Your terms should be clear.

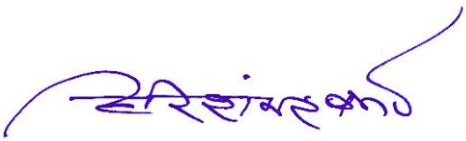
Then, if you have solved his issue, being sincere,
You have not solely sold a solution, know O seller.
You have made a friend and even the world happier!
With issues, by one, fewer; ahead you steer.

Be there, further, as the 'Voice of the Customer'
To your company; for after-sales issues, if any, thereafter.
To you - an optimistic, sympathetic, joyous, problem-solver,
'Customer delight' is everything! Nothing else does matter!

Of course, your company would've asked you for the dollar;
Parted happily, with which, has, your customer.
Your company would then also be happier,
With your successful self, seller-solver, seer dear.

Writing a book while collecting all my previous notes and circulars issued by me in various capacities from time-to-time was a difficult task and it was more difficult to write on the subject which are available in different books and circulars. Most of the things I have observed in fields and described as such for better understanding. I hope trainee supervisors and officers will appreciate my efforts and convey honest feedback to improve the reading material further.

I would like to thank Smt. Neha Ratnakar, IRTS, Professor (Commercial, Training and Vigilance) for helping me in proof-reading and Mrs. Seema for typing and Mr. Rohit Yadav for formatting the contents into printable format. I am also grateful to Shri Rajesh Kumar, IRTS, Sr. Professor (Admin.) and Miss Krishna Tiwari, IRTS, Professor Administration and OSD to Undersigned for getting it published. A thanks to Shri Kishore Mehta and Mr. Mohd. Mohsin Quadir also deserves to be conveyed for arranging the printing in shorter time.



Hari Shankar Verma
Director General
Indian Railways Institute of Transport Management,
Lucknow, UP, India.
Sunday, 31.03.2024

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INTRODUCTION, ORGANIZATIONAL STRUCTURE, FUNCTION OF COMMERCIAL DEPARTMENT

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The Indian Railways is the biggest enterprise of Government of India and functions under direct control of Central Government. The Traffic Department comprises four streams viz., Traffic, Commercial, Coaching and Catering & Tourism. The activities related to these streams are performed by the concerned directorates headed by Additional Members/Executive Director. At the Railway Board level, the Traffic Department is headed by Member Operation and Business Development (MoBD).

The activities such as marketing, traffic development, improvements in quality of railway service provided to customers, regulation of passenger/ coaching/freight tariffs, monitoring of collection, accountal and remittance of revenues from passenger/ freight traffic are managed by Commercial Directorate. The activities such as planning of transportation services – both long-term and short-term, management of day to day running of trains including their time tabling, ensuring availability and proper maintenance of rolling stock to meet the expected demand and

conditions for safe running of trains are, however, managed by Traffic Directorate.

The management of passenger and parcel services is done by Commercial Directorate and activities related to catering and tourism are managed by Catering and Tourism Directorate. Any enterprise or business corporation cannot be run without a strong financial base. Finance is most important for any activity for its sustenance for a longer time. In Indian Railways, this responsibility is given to the Commercial Department, which makes it the most important department in Indian Railways.

The Commercial Department is responsible for selling Railway services which are produced by Indian Railways. The services produced by railways are categorized as coaching services, freight services, and other services like parcels, catering, parking, luggage, etc. On the other hand, while selling these services to the customers, the commercial department becomes interface with public. Therefore, a deep understanding of commercial working is a necessity for all railway officers.

The commercial department is responsible for fixing fare, freight, and other charges. The collection of fares and freight, its accurate accounting and remittance of traffic receipts is also one of the main functions. Besides all these things, the commercial department is also responsible for maintaining good public relations with the media and people at large.

The Railway business is basically consisting of four segments as under:

a) **Passenger Business (Coaching).**
   Passenger Business is basically running of mail express passenger train and remittance collected from these services.
b) **Other Coaching Business (Parcel, ticket checking)**
   The parcel traffic moving through passenger trains and remitted as other coaching earning. The other coaching

earnings consist of Luggage charges, parcels, penalties for irregular tickets, platform tickets, etc.

c) Sundry Business

Sundry business consists of remittance from catering, sidings, various miscellaneous charges collected from passengers and freight customers.

d) Freight Business.

The freight business consists of revenue collected from originating freight loading in form of rake, wagon loads containers, tank wagon loads, etc. and apportionment of revenue in running freight trains across the railways.

1.1 The Functions of Commercial Department

The Commercial Department is responsible for the sale of transportation provided by a railway, for creating and developing traffic, for securing and maintaining friendly relations with the travelling and trading public and for cultivating good public relations generally. The fixing of rates, fares and other charges and the correct collection, accountal and remittance of traffic receipts are also among its functions. Due to its working, the Commercial Department of the Railway is the most visible department as it has public interface and responsible for earning and marketing of the services. The main functions of the Commercial Department may, however, be enumerated as below: -

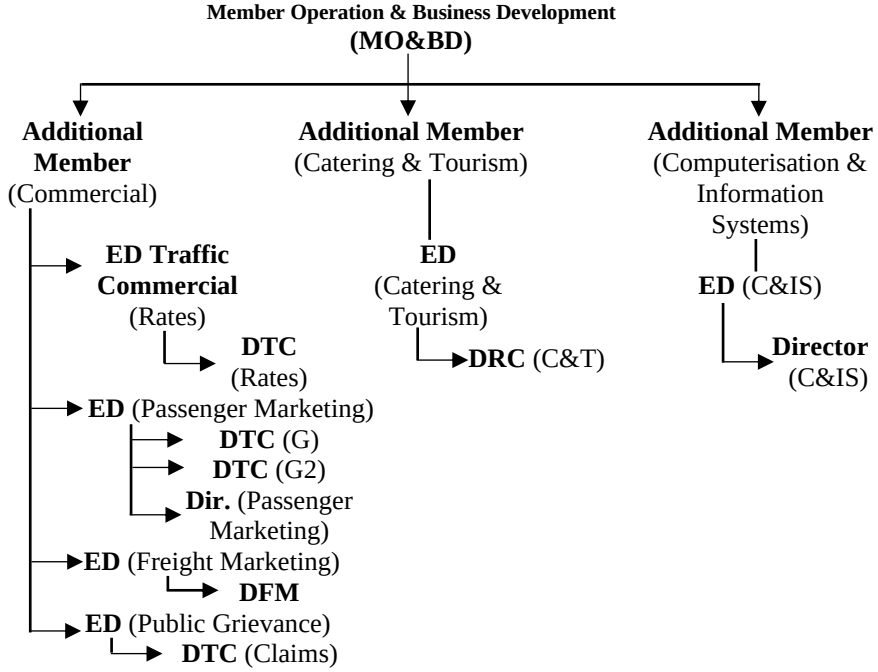
1. Booking facilities for traffic, i.e. opening of booking offices, reservation office, parcel offices, goods sheds, etc. Sale of ticket and booking and delivery of parcels, luggage, and goods.
2. Opening of enquiry, attending passengers' queries including managing electronic interface with customers.
3. Designing, upgradation and implementation of the rating and routing policies for the freight traffic.
4. Time to time issuance of the policies for concession in freight traffic for business development.
5. Maintenance of Passenger Amenities and ensuring their proper up keeps such as waiting rooms, retiring rooms, drinking water supply etc. at every station.

6. Settlement of claims, refund of passenger fares and freight rates. Taking measures for claims prevention.
7. Imposition and waiver of demurrage and wharfage charges.
8. The clearance of the station outstanding i.e. recovery and remittance of dues short-recovered or not recovered.
9. Remittance of station earnings.
10. Ticket checking arrangements at Railway Stations and launching drive for preventing ticketless travelling.
11. Management of departmental catering units, licensing of catering contracts & their supervision.
12. Administration of contractual obligation and collection of siding charges and dealing with siding agreements.
13. Provision of Cloak-Rooms, Lost Property Offices (LPOs).
14. Marketing and sales activities i.e. canvassing for high profit yielding commodities, maintenance of customer-oriented services, like own your wagon scheme, leasing of SLRs scheme, measures for tackling rail-road competition etc.
15. Justification for introduction of new trains, augmentation of coaches, diversion, and extension of mail express trains.
16. Grant of concessions in railway fares and freight rates, including special facilities for tourist coaches etc.
17. Management of Complaints, Customer redressal mechanism and electronic interface with customers.
18. Naming of stations and change of station names etc.
19. Conduction of meetings of SCC (Station Consultative Committee), DRUCC (Divisional Rail Users Consultative Committee), ZRUCC (Zonal Rail Users Consultative Committee), NRUCC (National Rail Users Consultative Council) and correspondence matters related to the same.
20. Managing ‘City Booking Offices’, ‘City Booking Agencies’ and ‘Out agencies’ and other Outreach business.
21. Engaging RTSAs (Rail Travelers Service Agents), JTBSs (Jan Sadharan Ticket Booking Sevaks), GTBSs (Grameen Ticket Booking Sevaks- now discontinued), etc.

1.2 Organization of Commercial Department

a) At Railway Board Level

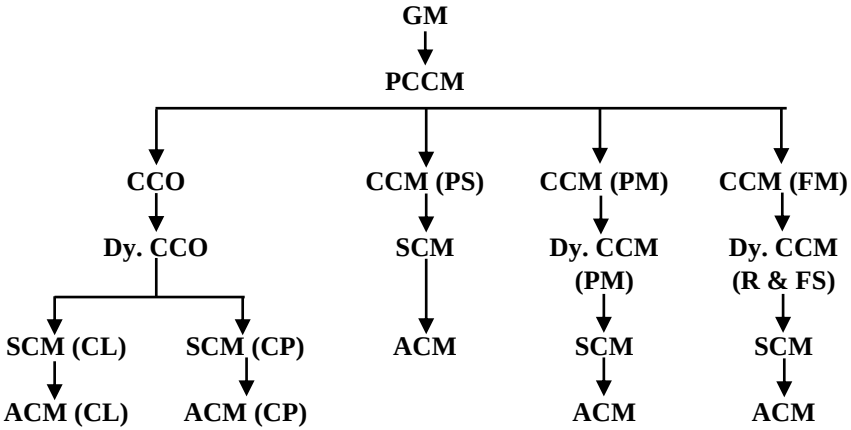
The Member Operation & Business Development (MO&BD), Railway Board is in-charge of Commercial Department in Railways. He/She is assisted by Additional Member (Commercial), Additional Member (Catering & Tourism) and Additional Member (Computerization & Information System). The additional members are further assisted by Principal Executive Directors, Executive Directors, Directors/Joint Directors, and Deputy Directors, who are looking for the various functions of commercial department such as Freight Rates, Coaching Rates, Reservation, Catering, Marketing, Claims & Refunds and Research. The organizational structure of commercial department can be seen as under:



b) Commercial Organization at Zonal Railway Level:

Principal Chief Commercial Manager (PCCM) is the functional head of the Commercial department at Zonal level. He reports to the General Manager of Zonal Railways.

The PCCM deals with all general matters in commercial including rates, catering, refunds, claims and public complaints and grievances. He is assisted by CCM (PS), CCM (PM), CCM (FM) and CCO (Chief Claims Officer). These officers are further assisted by Dy. CCMs and Senior and Assistant Commercial Managers, and inspectorial staff. The organisational structure of commercial department can be understood by the following chart:



Chief Commercial Manager (Passenger Services & Catering) is the nodal officer to monitor passenger amenities related works in the zone. He/ She will look after passenger booking and earnings, ticketing and ticket checking, implementation of Touch & Feel items, model/ Adarsh/ modern World Class/ Amrit Bharat stations, categorizations of stations, halt contract, closure and opening of halt stations, MFCs, Coupon Validating machines, ATMs, cycle stand, car parking, etc. He/ She will also ensure catering services in the zone and will give policy directives. All catering activities including liaising with IRCTC on catering and vending issues, repatriation of staff from IRCTC to Railway, taking over of various catering units, mobile and static catering units, and inspection of catering activities,

monitoring of GMUs & SMUs, agreement with out-agencies, monitoring of pantry cars and base kitchens, financial matters related to catering activities as per SOP. He will also deal with any other items specifically given to him by PCCM or GM.

Chief Commercial Manager (Passenger Marketing) is nodal Officer for monitoring computerized Passenger Reservation System including NRH, UTS and UTS-cum-PRS, monitoring of allotment of Emergency Quota, coaching refund, NTES, IVRS, Touch Screen, Call Centres and hand held ticket checking machines, provision of connectivity for PRS/UTS at ATMs and post offices, interface with IRCTC/CRIS regarding passenger reservation and application of software and related problems, provision and monitoring of ATVMs, implementation and monitoring of JTBS, monitoring augmentation/detachment of coaches on temporary/day-to-day basis, planning new and special trains, PPM activities.

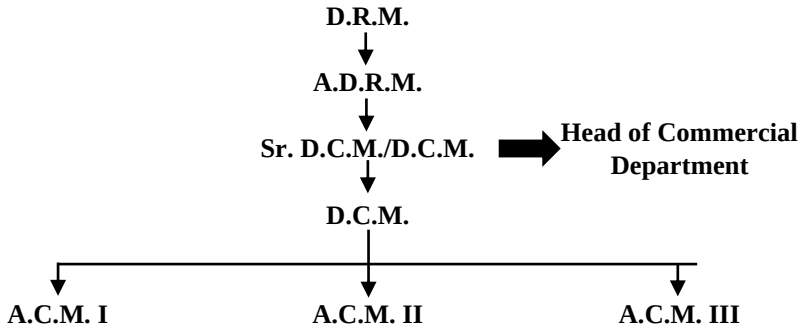
CCM (FM) looks after all the matters pertaining to Goods/Parcel. He is responsible for monitoring all freight loading and its growth, marketing for additional freight traffic, demurrage & wharfage, freight rate and related issues like sidings, siding charges, shunting charges and other ancillary charges, development of Goods Shed and Freight Terminals, implementation of Freight Incentive Schemes, various modes of freight payment like CNCC 'Weight Only', E-payment of freight, issues related to FOIS, TMS, RBS, installation of weighbridges, weighment, recovery of punitive charges, freight refund, warehousing, leasing of plots and go downs, development of agro-retail chain on Railway Stations, examination of Detailed Project Reports for sidings, development of terminals by railway and private parties, uneconomic branch lines, parcel and luggage traffic, leasing of AGCs, SLRs & VPs, running of parcel special trains, parcel handling contract, loading and unloading of parcels, fixation of quota for loading, parcels etc.

Chief Claim Officer (CCO)- The Claims organization under CCO has two wings, viz. - Claims settlement wing and Claims prevention wing. There is also a legal cell to render legal advice in settlement of claims as well as for processing claim cases taken by the Claimants to Railway Claims Tribunals (RCTs) and another Courts/ Forums/ Tribunal.

c) At Divisional Level

At Divisional Level, the Commercial Department is headed by Senior Divisional Commercial Manager (Sr. DCM), who is generally in JA Grade or Selection Grade. The Sr. Divisional

Commercial Manager (DCM) is assisted by few Divisional Commercial Managers in senior scale depending on the size of the division. The DCMs are assisted by Assistant Commercial Managers (ACMs) dealing with various commercial function such as coaching, goods, general, and in some division catering. The primary functions of these officers are to implement all the policies and directions issued by the zonal headquarters office and Railway Board. The Sr. DCM is branch officer and reporting to Divisional Railway Manager (DRM) of Division. These commercial officers are further assisted by the commercial inspectors, office clerks and other supervisory staff dealing with several subjects such as freight, coaching, ticket checking staff, booking staff etc. the organisational chart of commercial department at division is as under:



d) At Station Level

The Railway Station is the main business centre, where the commercial business is transacted. There are around 7500 stations spread all over Indian Railways. The nature of traffic handled at each station differs and these stations are listed alphabetically in the Alphabetical list of Railway Stations published by IRCA (Indian Railway Conference Association), New Delhi. Some important and larger stations are headed by the Station Managers (SMs) in Gazetted Gr. B (JS/SS grade). At several stations, however, they are designated as Station Superintendents (SSs). The rank of a SS can vary from grade of a senior supervisor to a Sr. Scale gazetted officer depending on importance of the station.

At smaller stations (also known as roadside stations) the quantum of traffic dealt with is not very heavy. Therefore, at these stations both the operating and commercial working is handled by the SM assisted by Assistant Station Masters (ASMs) in shift duties. At bigger stations, depending on the workload, separate commercial staff is provided to look after the commercial work. They are generally known by a generic name of Commercial Clerks and may be working as Booking Clerks, Parcel Clerks, Goods Clerks, Ticket Collectors, Enquiry cum Reservation Clerks, Catering Managers etc. At still bigger stations, there are all these categories of commercial staff headed by supervisory staff for each function. The designations of these supervisory staff are such as Chief Reservation Supervisor, Catering Inspector, Chief Parcel Supervisor, Chief Booking Supervisor, Chief Goods Supervisor, etc. depending on their functions.

1.3 Conduct of Commercial Staff

The commercial staff must observe the following conduct as given in commercial manual Volume I (105).

a) All commercial staff must
   1. be alert, prompt, helpful, courteous, and obliging.
   2. furnish correct information, or when not able to do so, be helpful and direct enquirers to the official who can do so.
   3. attend to the comfort of all passengers, especially women and children unaccompanied by male members.
   4. maintain a close watch on the movement of traffic and suggest ways and means to promote the flow of traffic to the railways.
   5. pay special attention to the general cleanliness of the station platforms, offices, refreshment rooms, waiting rooms, waiting halls, bathrooms, lavatories, etc.
   6. give, when asked, their names, designations and/or distinguishing numbers without hesitation.
   7. All commercial staff must not
      a) solicit or accept gratuities.
      b) be in a state of intoxication on duty.
      c) smoke on station platforms while on duty, or in uniform.

Discipline

Station Masters and other supervisory staff must inculcate a strong sense of discipline amongst the staff, not only constant vigilance but

also by example. Lapses of a minor nature must be promptly corrected on the spot and serious ones taken up.

Reporting for duty

Staff must report for duty on time as prescribed.

Hours of duty

Station Masters and other supervisory staff must ensure that all staff work strictly in accordance with their rostered duty hours, and unauthorized changes in duty are not allowed.

Appearance of staff

All commercial staff when on duty must

1. wear clean uniform, wherever prescribed, and put on distinguishing number badge, armlet, headgear, etc., where supplied; and
2. be smart in appearance.

Use of summer and winter uniforms

Station Masters and other supervisory staff must ensure that the staff wherever supplied with uniforms change over to the wearing of summer to winter uniforms and vice versa from the actual dates notified of these changes by the Administration. The appearance of some staff in summer uniforms and others in winter uniforms on the same day must be avoided. Likewise, a combination of winter and summer uniforms such as winter coats and summer trousers should not be allowed.

Display of posters and notices

Station Masters should be attentive to the cleanliness and orderly arrangement of public notices and posters. No unauthorized posters or notices should be displayed or pasted on noticeboards or station walls etc. When a notice is superseded by one of the later dates, or is cancelled, it should be removed. When a poster or notice is disfigured by rain or due to any other cause, it should be replaced by a new one.

Display of notices showing the hours of business

Notices showing the hours of business in regional languages, Hindi, and English must be prominently displayed for the guidance of the public at all booking and parcels offices and in goods sheds.

Exhibition of timetables, fare list, etc.

Every railway administration shall cause to be pasted in a conspicuous and accessible place at every-station in Hindi and

English and in regional language commonly in use in the area where the station is situated.

1. a table of times of arrival and departure of trains which carry passengers and stop at that station, and
2. list of fares from such station to such other stations as it may consider necessary.
3. At every station where tickets are issued to passengers, a copy of the timetable enforced must be kept in the office of the station master.
4. Copies of the Railways Act, Goods, Coaching, Military and Red Tariff should be made available to the public for reference on demand.

Books For Reference

The commercial department is working with various rules, regulations, notifications, and rate tables. There are the following books of reference, which are to be followed.

Railway Board Publications:

a) The Railway Act 1989
b) Indian Railways Traffic Code (Commercial)
c) Commercial Manuals, Vol I (For Coaching Traffic) Vol II (For Goods Traffic)
d) Railway map of India.

Indian Railways Conference Association (I.R.C.A.) Publications:

S.N.	Name of Books	Purpose
1	Alphabetical List	For station codes of 1-4 characters.
2	Coaching Tariff Part I Vol I	General Rules.
3	Coaching Tariff Part I Vol II	Concession
4	Coaching Tariff Part II	Coaching Rate Table
5	Coaching Tariff Part III	Parcel Rate Table
6	Goods Tariff Part I Vol I	General Rules
7	Goods Tariff Part I Vol II	Classification of Commodities
8	Goods Tariff Part II	Freight Rate Table
9	Military Tariff	Rules for Military traffic
10	Red Tariff	Rules for Dangerous goods

Zonal Railway Publications/Notifications

1. Distance Tables
2. Local Coaching Tariff - If required.
3. Local Goods Tariff - If required.
4. Subsidiary instructions issued by individual railways.
5. Timetables and Coaching Guides published by individual Railways.

Important Railway Websites

1. **www.indianrailways.gov.in** –
   Follow the link to 'Railway board directorates' and then 'Traffic Commercial' for all Commercial circulars (Passenger services), Freight Marketing circulars, and the Freight rate circulars.
2. **www.indianrail.gov.in** –
   Website connected to PRS (Passenger Reservation System) and e-ticketing purposes – for reservation & refund rules, PNR enquiry, Train accommodation availability etc.
3. **www.trainenquiry.com** –
   Web site connected to NTES (National Train Enquiry System)- for Spot your train etc.
4. **https://www.irctc.co.in** –
   Website for IRCTC related ticket booking and tourism activities.
5. **http://www.claims.indianrail.gov.in** –
   Website for settling claims and associated activities.

DEFINITIONS AND TERMINOLOGY USED IN COMMERCIAL DEPARTMENT

2

Definitions

The railway terminology concerned with commercial department is important to be understood before reading the commercial rules, policies, The Railway Act, and appreciation of the subject. Some of the important definitions of terms are given as under:

1. **Authorized**
   Authorized means authorized by a railway administration.
2. **Baggage**
   Baggage means personal effects of a passenger entrusted to a railway administration for carriage.
3. **Booking Railway**
   Booking Railway means the railway on which traffic originates.
4. **Carriage**
   Carriage means the carriage of passengers or goods by a railway administration.

5. **Claims Tribunal**
   Claims Tribunal means the Railway claims Tribunal established under section 3 of the Railway claims Tribunal Act, 1987.
6. **Classification**
   Classification means the classification of commodities made under section 31 of the Railways Act, 1989 for the purpose of determining the rates to be charged for carriage of such commodities.
7. **Class rates**
   Class rates means the rate fixed for a class of commodity in the classification.
8. **Commercial Staff**
   Commercial Staff includes joint staff employed on both commercial and transportation duties.
9. **Commodity**
   Commodity means a specific item of goods.
10. **Consignee**
    Consignee means the person, named as consignee in a railway receipt.
11. **Consignment**
    Consignment means goods entrusted to a railway administration for carriage.
12. **Consignor**
    Consignor means the person named in a railway receipt as consignor, by whom or on whose behalf goods covered by the railway receipt are entrusted to a railway administration for carriage.
13. **Cross traffic**
    Cross traffic when used with reference to a railway means traffic which passes over that railway but neither originates nor terminates on it.
14. Day begins and ends at midnight.

15. Demurrage

Demurrage means the charge levied for the detention of any rolling stock after the expiry of free time, if any, allowed for such detention.

16. Destination railway

Destination railway means the railway on which traffic terminates.

17. Endorsee

Endorsee means the person in whose favour an endorsement is, made, and in the case of successive endorsements, the person in whose favour the last endorsement is made.

18. Endorsement

Endorsement means the signing, by the consignee or the endorsee after adding a direction on a railway receipt to pass the property in the goods mentioned in such receipt to a specified person.

19. Excess value

Excess value in respect of any consignment means the amount by which the value declared by a consignor exceeds the amount of liability of a railway administration as specified or calculated under the rules.

20. Fare

Fare means the charge levied for carriage of passengers.

21. Forwarding note

Forwarding note means the document executed under section 64 of the Railways Act, 1989.

22. Freight

Freight means the charge levied for the carriage of goods including transshipment charges, if any.

23. General Manager

General Manager means the General Manager of a Zonal Railway appointed under section 4 of the Railways Act, 1989.

24. Goods

Goods included.

1. containers, pallets, or similar articles of transport used to consolidate goods; and
2. animals.

25. Government railway

Government railway means a railway owned by the Central Government.

26. GTKM: Unit of measure of work which corresponds to the movement, over one kilometer, of a tonne of vehicle and contents, excluding the weight of motive unit.

27. Indemnity Note

Indemnity Note is an agreement executed between the railway administration and the consignee where the Railway Receipt is lost, mislaid or is for other reasons not forthcoming, and wherein the consignee undertakes to indemnify the railway administration against liability for delivery of consignments to other than the rightful owner.

28. Intermediate railway

Intermediate railway means any railway between the booking and the destination railway.

29. In transit

In transit, in relation to the carriage of goods by railway means the period between the commencement and the termination of transit of such goods, and unless otherwise previously determined.

a) transit commences as soon as the railway receipt is issued or the consignment is loaded, whichever is earlier.

b) transit terminates on the expiry of free time allowed for unloading of consignment from any rolling stock and where such unloading has been completed within such free time, transit

terminates on the expiry of the free time allowed, for the removal of the goods from the railway premises.

30. Local traffic

Local traffic, when used with reference to a railway means traffic originating and terminating at stations within the limits of that railway, without passing over any other railway.

31. Local Traffic Wagons- A few other wagons in each railway may also not participate in wagon pooling – these are local traffic wagons, which are usually low-capacity wagons used for internal movements such as departmental trains and which do not venture outside their home zone.

32. Luggage

Luggage means the goods of a passenger either carried by him in his charge or entrusted to a railway administration for carriage.

33. Lump sum rate

Lump sum rate means the rate mutually agreed upon between a railway administration and a consignor for the carriage of goods and for any service in relation to such carriage.

34. Memo waybill

A Memo waybill is a waybill prepared from particulars available on the vehicle labels, marks on packages, guidance, etc., in the absence of the Guard foil or Railway Receipt.

35. Month

Month, the calendar 'month' begins at zero hour on the first day of the month and ends at midnight on the last day of the month.

36. Non-Government railway

Non-Government railway means a railway other than a government railway.

37. Non-Pooled Wagons-

Some wagons may be marked as Non-Pooled Wagons (usually stencilled 'N.P.' on the wagons) – these are usually some special-purpose high-capacity wagons used by various railways that generally earmarked for some operations on that railway or on routes. They do travel to other zones but are not scheduled for further trips by the other railways. When they are loaded to adjoining railways, they are usually marked to be sent back to a station on the route they took, or back to their home railway by any route.

38. NTKM:

Unit of measure of goods traffic which represents the transport of one tonne of goods including the weight of any packing, but excluding the weight of vehicle used for transport, over a distance of one kilometer.

39. Notification

Notification means a notification published in the Official Gazette.

40. Paid-on charges.

Paid-on charges are the charges outstanding at the rebooking station in connection with consignments rebooked from that station to another. These include (besides freight) wharfage, demurrage etc., which may have accrued at the rebooking station.

41. Parcel

Parcel means goods entrusted to a railway administration for carriage by a passenger or a parcel train,

42. Pass

A pass means an authority given by the Central Government or a railway administration to a person

allowing him to travel as a passenger but does not include a ticket.

43. Passenger

Passenger means a person travelling with a valid pass or ticket.

44. Percentage charge

Percentage charge means the percentage charge payable on excess value calculated in accordance with the rate specified.

45. Period

Period, for the purpose of closing the coaching and goods accounts, the month is divided into three periods i.e., from 1st to 10th, 11th to 20th and 21st to the last day of the month.

46. Prescribed

Prescribed means prescribed by rules made under the Railway Act.

47. Printed ticket

Printed ticket, includes all card and paper tickets on which fare is printed, such as, tickets issued from self-printing machines and computers, printed journey extension tickets of fixed denomination, etc.

48. Placement Memo: It is a document made in specified pro-forma (Appendix XV/A of IRCM Volume-II) by the trains clerk, in duplicate, showing the particulars of wagons placed for unloading. The placement memo is the basis for posting the wagon transfer register. A copy is handed over to CGS based on which the CGS posts the wagon details in the wagon transfer register.

49. Railway

Railway means a railway, or any portion of a railway, for the public carriage of passengers or goods, and includes.

a) all lands within the fences or other boundary marks indicating the limits of the land appurtenant to a railway.
b) all lines of rails, sidings, or yards, or branches used for the purposes of, or in connections with, a railway.
c) all electrical traction equipment's, power supply and distribution installations used for the purposes of, or in connection with, a railway.
d) all rolling stock, stations, offices, warehouses, wharves, workshops, manufactories, fixed plant and machinery, roads, and streets, running rooms, rest houses, institutes, hospitals, water works and water supply installations, staff dwellings and any other works constructed for the purpose of, or in connection with, railway.
e) all vehicles which are used on any road for the purposes of traffic of a railway and owned, hired, or worked by a railway; and
f) all ferries, ships, boats, and rafts which are used or any canal, river, lake or other navigable in land waters for the purposes of the traffic of a railway and owned, hired, or worked by a railway administration, but does not include.
    i) a tramway wholly within a municipal area.
    ii) lines of rails built in any exhibition ground, fair park, or any other place solely for the purpose of recreation.

50. Railway administration

Railway administration, in relation to
a) a government railway, means the General Manager of a Zonal Railway; and
b) a non-Government railway, means the person who is the owner or lessee of the railway or the person working the railway under an agreement.

51. Railway receipt

Railway receipt means the receipt issued under section 65.

52. **Release Memo:**
Immediately after the wagons are released, the Goods Clerk prepares a release memo in duplicate, by carbon process, in the pro-forma appearing at Appendix XV/B, showing the particulars of wagons (loaded or empty) available for removal. The pencil copy of the release memo is made over to the Trains branch after obtaining acknowledgement on the carbon copy, which is retained as goods shed record. The release memo should be filed with the Trains branch in the serial order of their receipt.

53. **Railway servant**
Railway servant means any person employed by the Central Government or by a railway administration in connection with the service of a railway.

54. **Rate**
Rate includes any fare, freight, or any other charge for the carriage of any passenger or goods.

55. **Regulations**
Regulations means the regulations made by the Railway Rates Tribunal under the Railways Act.

56. **Station master**
Station master includes station Superintendent, Goods Superintendent Inspector/Supervisor, Chief Goods Clerk, or any other person in charge of booking, parcels, goods, or other offices.

57. **Station to station rate**
Station to station rate means a special reduced rate applicable to a specific commodity booked between specified stations.

58. **Siding Charge:** It is the charge to be fixed by the Railway Administration from time to time for every wagon whether loaded or empty hauled over a private siding in each direction, except in sidings notified on a through distance basis.

59. **Through traffic**
Through traffic means traffic carried over two or more railways.

60. Traffic

Traffic includes a rolling stock of every description, as well as passengers and goods.

61. Tribunal

Tribunal means the Railway Rates Tribunal constituted under section 33 of the Railways Act, 1989.

62. Through Distance Sidings: Through distance sidings are ones which have complete facilities for direct reception and dispatch of trains in such way that trains do not require to be dealt with at the station from which the Siding takes off/serving station but run through to or from the Siding with railway locomotive or originate from or terminate in the exchange/peripheral yard provided by the siding holder.

63. Wharfage

Wharfage means the charge levied on goods for not removing them from the railway after the expiry of the free time for such removal.

64. WTR: is the interval between two successive loadings calculated from the time a wagon is placed for loading till the time it again becomes available for reloading. As the calculations for individual wagons in the manner stated above are not practicable, the following statistical formula is generally used:

Wagon Turn Round (T) = S/ L+R

Where 'S' stands for the effective daily wagon holding or midnight wagon balance of a day (excluding sick, POH wagons in or waiting for shops, like departmental wagons, wagons lent for departmental use, and the wagons used for coaching traffic),

'L' stands for the total number of wagons loaded on the Division/Railways plus the wagons loaded at Transshipment Point,

'R' stands for the total number of loaded wagons received from other Railway/Divisions.

65. Zonal Railway

Zonal Railway means a zonal Railway constituted under section 3 of the Railways Act, 1989.

PASSENGER BUSINESS (COACHING BUSINESS)

3

To a common man in India, the railway means passenger carrying trains, which may be Local trains, Mail Express Trains, Rajdhani or Vande Bharat at present. The people of the country relate themselves with travel by trains. Therefore, it is the prime duty of railway to improve passenger business. The first and foremost thing in the passenger business is to sell tickets and for the customer it is purchasing a ticket.

Ticket is a kind of authority to travel by train. The travel authority may be either a ticket or a free pass. Railway passes are normally issued to railway employees only, barring certain exceptions. In Railway terminology, the sale of a ticket to an intending passenger is called 'booking' of passenger and covered by the authority vested in railways vide section 50 of the Railway Act, 1989.

A passenger may book a ticket at a railway station, a city booking office run by the railways or at other centers authorized by the railways for this purpose such as city booking agency or an out agency or a travel agency. Besides this, he/she can also book a ticket through internet executed by IRCTC and through agents engaged

by IRCTC, and through mobile (pilot project started w.e.f. 01.07.2013)

The names of railway stations, which are open for booking of passengers, as also of other kinds of traffic, are given in the Alphabetical list of Stations, which is published by the General Secretary, Indian Railways Conference Association (IRCA), New Delhi.

At smaller stations a single booking window is provided at the Assistant Station Master's office itself. The hours of opening and closing of booking windows are prominently displayed at the booking window. However, at bigger stations multiple booking windows are provided with different timings. Some of them are open round the clock whereas other windows' timings vary as per passenger rush.

At smaller stations booking windows are open for less time but not less than half an hour before the expected arrival of a train. At bigger stations, booking windows are kept open for all the 24 hours except for brief spells of closure at intervals of 8 hours to enable the booking clerks to change shift duties.

It is necessary that the passenger timetable and a list of fares charges between stations are displayed at the booking offices. Accordingly, all stations are required to exhibit a list of chargeable fares near booking windows, for stations for which tickets are normally in demand, in addition to the timetable.

Clerkage

Clerkage means a charge levied by a railway administration for the clerical work rendered by it in the refund of fares.

Destination

Destination station means the station for which the ticket has been issued.

RAC ticket

RAC ticket means a ticket on which a seat has been reserved against requisition for a berth and a berth may be subsequently provided against cancellation, if any.

Fare

The fare includes basic fare, supplementary charge on superfast

trains and reservation fee.

Reserved ticket

Reserved ticket means a journey ticket on which a berth or seat has been reserved.

Reservation fee

Reservation fee means the charge, in addition to the fare, levied by the Railway administration for the reservation of a berth or seat.

Station

Station means a railway station and includes other reservation offices or booking offices in the same city.

Station master

Station master means a railway employee, by whatever name called, having overall charge of a railway station and includes any other railway employee authorized to grant refund of fare at a Station.

Ticket

Ticket means a single journey ticket or any half of a return ticket but does not include a season ticket, an Indrail Pass ticket or a special ticket for a reserved carriage or a tourist car or saloon, or a special train.

3.1 Classes of Accommodation in Trains

Most of the trains on Indian Railways have the following main classes of accommodation and their codes:

S. N.	Classes of Accommodation	Codes
1	1st AC or 1A	**H**
2	First Class Non-AC	**F**
3	AC Two Tier or 2A	**A**
4	AC Three Tier or 3A	**B**
5	Third AC economy	**M**
6	AC Chair Car or CC	**C**
7	Sleeper Class or SL	**S**
8	Second Class Mail/Express	**II**
9	First Class Ordinary	**FC – rarely used**
10	Sleeper Class ordinary	**Rarely used**
11	Second Class Ordinary	**Used in local conventional commuter trains**

All these classes of accommodation are not necessarily available on each train and tickets are issued subject to availability of the type of

accommodation on a particular train.

- It is a legal requirement that every train must have a compartment of the lowest class (second class) set apart for lady passengers and Divyangjan.

The mail/express trains and super-fast trains and long-distance trains should also have II class sleeper coaches with sleeping accommodation if journeys involve night travel.

3.2 Availability of Berths

The availability of berths in various types of classes in a conventional BG coachis generally as under:

S. No.	Class	No. of berths
1	1A	14/18
2	2A	44/46
3	3A	64
4	FC	22/24/26 berths or 64 seats
5	SL	72/75
6	II	75/80/90 seats

However, the latest design of coaches, including LHB, are having higher number of berths/seats and gives more earnings to Railways when booked.

3.3 Passenger Fare

The fares chargeable for railway tickets are prescribed by the Central Government and published in the IRCA CoachingTariff, Pt. II for all classes for distance from 1 to 5000 kms. The fares for II class are different for Mail/Express trains and ordinary trains. The IRCA Coaching Tariff Pt. IIalso indicates a method by which fares more than 5000 kms can be worked out in a particular case.

Children up to five years of age are carried free and those over 5 years of age but less than 12 years are charged half the fare.

The chargeable fares are, however, subject to a certain minimum chargeable distance as follows (subject to changes from time to time):

Sr. No.	Class	Minimum Chargeable distance
1	AC Class (I AC)	100 km
2	I class	100 km
3	2 Tier AC	100 km
4	3 Tier AC	100 km
5	AC Chair Car	100 km
6	Sleeper class	20 km
7	II class M/E	15 km
8	Ist class (ordinary)	10 km
9	Sleeper class (ordinary)	20 km
10	II Class Ordinary	10 km

In respect of travel in reserved accommodation by certain specified Mail/Express trains known as Super-Fast Trains, an additional charge is also levied in these trains. This charge was introduced to establish the principle that passengers travelling by fast trains should pay for speed and other comforts available on these trains.

In Rajdhani and Shatabdi expresses, however, the fares are higher and different from other trains as these tickets also include charges for food, bed rolls and beverages supplied to passengers during the journey. All these charges are subject to revision every year.

Service tax is also levied @3.708% (3.6% + 0.072% Education + 0.036% Higher Education cess) on the total fare/charge from passengers w.e.f. 01.10.2012. Presently, service tax is levied from all AC classes and First Class only in all regular trains including these classes in special train/coaches, special trains for film shooting, season tickets, Circular Journey Tickets (CJTs) and Excess Fare Tickets (EFTs).

Besides the above, Superfast Charges are also applicable in some identified Mail/Express trains. And, in for classes Reservation Fees and Supplementary charges (details are mentioned in subsequent paras) are also applicable over and above the basic fare.

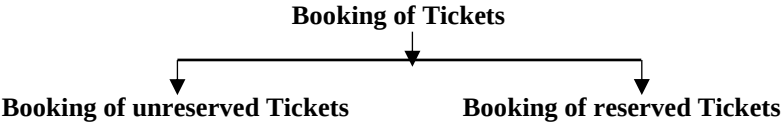
Differential pricing in Railways is not well developed; however, it has beenintroduced to balance the Demand and Supply situation by introducing the concept of 'Busy season' and 'Lean season'.

February, March, and August (03 months) are presently considered as 'Lean season' and rest 09 months/year are considered as 'Busy or Peak season'. Charges also vary as per the various schemes such SOFT

(Scheme of frequent travellers), Tatkal booking etc. Different discounts are also being offered to passengers depending on the season in regular accommodation on the trains, especially for the upper classes. In 2016 Indian Railways introduced Flexifare scheme to include demand pricing. However, it was revised in 2019 by withdrawing certain trains with lesser demands and reducing price hike from 1.5 times to 1.4 times. Certain discounts are also being given for the higher-capacity coaches.

3.4 Booking of Tickets

Every person intending to travel by train should have proper authority to travel. This authority is usually either a ticket or a pass. In Railway terminology, the sale of a ticket to an intending passenger is called '**booking**' of passenger. This is covered by the authority vested in railways vide section 50 of the Railway Act, 1989.



Booking of ticket is an important frontline activity of the Indian Railways. Through booking the passengers buy tickets for their journey on Railways. These tickets are the authorities to travel when they are confirmed ones in case of reserved categories. However, Railway's booking is usually and traditionally been termed as booking of unreserved tickets.

Otherwise for booking of reserved tickets, Passenger Reservation System (PRS) and e-ticketing through IRCTC website, and through mobile phone SMS are used. Thus, in the booking office, practically selling of unreserved tickets, platform ticketsand other such related activities are executed. Since Railways has started using Unreserved Ticketing System (UTS) in a full- fledged manner, booking office activitieshave literally turned into UTS activities.

However, besides UTS, old and manual methods of ticketing through Printed Card Tickets (PCTs), Blank Paper Tickets (BPTs), etc. are also being adopted in case to case and in place specific manner. Ticket supply, PCTs, BPTs or stationary rolls for UTS is received conventionally from the Railway's ticket printing press (and from private vendors) at

periodical intervals. Small stations get their full year's requirement once a year. Others, in the order of their requirements, get them every six months or quarterly or even monthly in case the sales are very heavy for certain stations.

For this purpose, the stations send their ticket indents to the Traffic Accounts Office of therailway sufficiently in advance to ensure that the next supply is received before the current stocks are exhausted. The Accounts Office, after scrutiny of the indents, passes them on to the Ticket Printing Press for printing and supply.

On receipt of the supply, the station should check the correctness of the supply and send acknowledgment to the press within a specified time limit. The stock of tickets must be kept in safe custody.

3.5 Day-To-Day Booking

Every Booking Clerk, while commencing the issue of tickets in his shift of duty makes a note of this number which is called the commencing number. At the end of booking for the train or his shift, he takes note of the closing number, that is the numberof ticket next visible at the bottom of the tube. The difference between the commencing and closing numbers of tickets for each station denotes the number of tickets sold by the Booking Clerk and at the end of his shift he must account for the sale proceeds based on the tickets sold multiplied by the fares, for each station to which sale of tickets has been affected. He hands over this money to the next booking clerk taking over duty, on proper acknowledgment, or to his supervisor in the booking office if any is provided.

The tickets must be issued in serial order each time checking the continuity of the numbers. If any missing number is noticed, he must immediately report this fact to his supervisor or station master, and it must be reported to the authorities in a prescribed manner. Occasionally, a Booking Clerk may come across a duplicate number; in this casehe must cancel the duplicate ticket and account it as "non-issued". A ticket wrongly date- stamped must be cancelled and treated as "non-issued". Non-issued tickets are sent to the Accounts Office in a separate cover.

Printed Card Tickets

Earlier usually the ticket issued to a passenger was a printed card ticket (PCT). Itis a small rectangular piece of card bearing the name

of the issuing railway in small letters, all over the front side, to form a background. It bears a serial number; names ofthe issuing and destination stations in Hindi, English, and the regional language wherever possible; the route i.e., the junction or via by which it can be used for travel; the class of accommodation and if for II class, whether for Mail/Express or ordinary passenger train: the distance in kms., and the fare chargeable. Tickets for through booking (i.e., where the originating and/or destination stations are different Railway Administrations) bear a red wave band.

The card pieces on which the tickets are printed are of different colours for the different classes or accommodation to facilitate identification of the class of travel by visual inspection. There are around 7500 railway stations on Indian Railways, which are open for passenger booking. It should be apparent that it is neither necessary nor desirable and practicable to expect each station to keep a stock of printed card tickets for all these stations. The stations are, therefore, required to maintain stock of card tickets for only those stations for which demand for tickets is more than 10 per day. But a ticket cannot be denied to any passenger on the plea that a printed card ticket for the destinationof his choice is not available. In such cases, the passenger is given a card ticket up to the farthest point in the direction of the desired destination, from the available stock, supplemented by a paper ticket for the balance portion of the distance between the stationfor which card ticket is available and the destination of the passenger. However, Printed Card Tickets are not in much use these days with the successful implementation of UTS (Unreserved Ticketing System). Therefore, the indenting and stock of these are done only on special occasions and for identified stations only. The existing stock, if not in use, should be disposed of quickly to prevent misuse and malpractice.

3.6 Other Kinds of Tickets and Concessions

Besides Printed Card Tickets there are other kinds of card tickets such as Child tickets, concession tickets, solder's tickets, return

tickets, reservation tickets etc.

Child Ticket-

Child Ticket is issued for over 5 years and up to 12 years of age. They are charged for half the fares chargeable for an adult passenger. Separate series of 'child' tickets are printed and kept in stock.

Soldier's tickets

Soldier's tickets are those issued to military and police personnel in exchange for military warrants.

Platform Tickets

Platform Tickets is authority to persons to enter the station platform at stations where entry is regulated.

1. The standard value of Platform Ticket is Rs. 10/- for adults as well as children.
2. It is valid for up to 2 hours.
3. A refund is not granted.
4. Platform ticket holders are not allowed to enter coaches & waiting rooms.

Season Tickets and Vendor's Tickets: -

These are issued for travel in the suburban and other non-suburban sections. These can be either monthly season tickets (MSTs), quarterly season tickets (QSTs), half yearly season tickets (HSTs) or yearly season tickets (YSTs). Any number of journeys can be made on them between the specified stations, within the period of validity.

Circular Journey Tickets

These tickets offer unique travel flexibility, as they are issued for journeys which begin and end at the same station. A maximum of eight breaks of journeys will be admissible on these tickets. Circular journey tickets are of two types:

Standard Circular Journey Ticket -

1. Offered by Zonal Railways.
2. These cover popular destinations for the convenience of tourists.
3. The details of route, fare etc. for these tickets can be obtained from nominated stations in each Zonal Railways.

4. One can purchase these tickets if any one of the standard routes suits their requirement.
5. This facility is available in all the classes.

Non-standard circular journey ticket –

When circular ticket is issued as per proposed program of passenger, it is known as Non-Standard Circular journey ticket.

Concession tickets-

Before COVID pandemic Indian Railways was permitting more than 50 types of concession. However, at present only three types of concession are permitted. These concessions are:

1. Students
2. Patients
3. Divyangjan.

3.7 Unreserved Ticketing System (UTS)

Before COVID more than two crore passengers were travelling by Indian Railways. The facility of UTS was initially provided at 10 stations in the Delhi area as a pilot project on 15 August 2002. UTS provide the facility to purchase Unreserved Ticket in advance of the date of journey. A passenger can buy a ticket for any destination from the UTS counter for all such destinations, which are open for passenger traffic. The cancellation of tickets has also been simplified. Passengers can cancel their tickets one day in advance of the journey from any station provided with a UTS counter.

On the day of the journey, the ticket can be cancelled from the station from which the journey was to commence.

Under this system unreserved tickets are issued to passengers through computer. Features of the UTS are as below.

1. UTS provide the facility to purchase Unreserved Ticket in advance of the date of journey.
2. The UTS system has taken over the Printed Card Tickets or tickets issued by Self Printing Ticket Machines (SPTMs) gradually.

3. 'Universal terminals' which issue reserved (PRS) as well as unreserved tickets (UTS) from the same booking window has also been implemented at many required locations.
4. In this system tickets can be issued 3 days in advance for distances of 200km and more than 200 kms, and for distances less than 200 kms tickets can be issued on the day of journey itself.
5. Due to the presence of thin client, tickets can be issued uninterrupted even in case of link failure.
6. A special UTS number is printed on the ticket.
7. Maximum 4 passengers can be booked on one ticket.

With the introduction of UTS, the Railways also get benefitted in several ways. These are:

1. Keeping pace with the latest technology
2. Encouraging passengers to purchase their tickets in advance.
3. To have online accountal and other statistical facts and details of tickets sales
4. To have a rational analysis of the demand of passengers on various routes in advance, to augment trains as per requirement.

Advantages of Unreserved Ticketing System

1. Tickets can be issued faster resulting in reduced crowds at booking offices and stations, making ticket purchase more comfortable.
2. Required information is readily available to officers and management.
3. Enable advance planning of unreserved journey also.
4. The chances of fraud are very remote.
5. Enables Indian Railways to plan extra trains and coaches as per trend of sales registered in the system.
6. Easy accountal.

3.8 Booking of Reserved Tickets:

For booking of reserved tickets, Passenger Reservation System (PRS) and e-ticketing through IRCTC website and through mobile phone are used. Presently advance booking of Passengers Reservation of seats and berths is permitted up to 120 days in advance of the date of the journey.

Accommodation is reserved on a **'first come; first served**' basis, to the extent of availability. Others can be wait-listed if they so desire. If

reservation is confirmed, a reservation ticket is issued on collection of the reservation fee and other charges such as the supplementary charge for travel by certain super-fast mail/express trains or the sleeper surcharge for reservation in 3-tier or 2-tier sleeper coaches, as may be due.

e-Ticketing:

1. This facility is available through IRCTC on the website www.irctc.co.in.
2. For booking of tickets registration should be done on the website.
3. Payment of fare will be done through Credit card, Debit card, e-banking, or cash card.
4. It is not compulsory to produce a photo Identity card at the time of ticket booking but an Identity card is must while travelling.
5. Passengers can take a printout of ticket on A4 size paper at home which is known as Electronic Reservation Slip (ERS) or they can show soft copy of it.
6. Reservation message on mobile/laptop is also valid.
7. Maximum 6 passengers can be booked on one ERS.

Reservation of Tatkal Ticket

With a view to provide reservation to those passengers who must undertake journey at short notice and to save such passengers from clutches of unscrupulous elements/touts. The Tatkal scheme was introduced in 1997.

The salient features of this scheme as on date are as under-.

1. Tatkal booking for AC classes opens at 10:00 hours and for non-AC classes at 11:00 hrs. on the day previous day of journey excluding the date of journey from the train originating station.
2. This facility is available in all trains as well as in all classes (except AC- I class & Yuva Train).
3. The reservation under this scheme is available only up to the time of preparation of reservation chart.
4. Under this facility reservations will be given to fully paid passengers.
5. No concession will be given.
6. Four passengers can be booked on one requisition form.
7. The same Tatkal charges will be collected from adults and children.

Tatkal Charges –

Tatkal Charges are 10 % of basic fare for IInd class and 30 % for all other classes, subject to minimum and maximum as below:

Class of Travel	Minimum Tatkal Charges (in Rs)	Maximum Tatkal Charges (in Rs)	Minimum Distance for charges (in Km)
Reserved Second Sitting (2S)	10	15	100
Sleeper	100	200	500
Ac Chair Car	125	225	250
AC-3 tier	300	400	500
AC-2 tier	400	500	500
Executive	400	500	250

1. Reservation Charts will invariably be made at least 4 hours before the scheduled departure of train and in case if the same are not made by the charting section, the system will automatically finalize them 4 hours before the scheduled departure of train.
2. The supplementary chart of reservations made, and cancellations done during the intermittent period (between the preparation of first chart and second chart) will be taken out and handed over to on board ticket checking staff.

Objective of preparing Reservation chart –

1. Convenient for passengers to find accommodation.
2. It is easy for ticket checking staff to check the coaches.
3. It is helpful in controlling the transfer of tickets.
4. It proves useful at the time of accident.

Cancellation of reservation and refund of fare-

The Objective of the refund rule are as Under:

1. To plug the scope of misuse.
2. Facilitate passengers with mobile ticketing/proposed paperless ticketing etc.
3. Discourage touts/agents on black marketing of tickets.
4. Automatic refund of fare on e-tickets in case of cancellation of trains (Already implemented w.e.f. 01.07.2015).

Railway Passengers (Cancellation of ticket and Refund of fare) Rules, 1998 have been revised in view of Computerized Passenger Reservation System (PRS), Computerized Unreserved Ticketing System (UTS) and E-ticketing. Accordingly, and have come into force w.e.f. 12.11.2015 The amendments made in the Refund Rules are aimed at simplification, efficiency in processing and reduction of bogus refund claims.

Cancellation of unreserved, RAC and waitlisted tickets-
Levy of clerkage per passenger for cancellation of unreserved, RAC and waitlisted tickets: -

a) Unreserved (second class): Rs. 30.
b) Reserved (Second class) and other classes: Rs. 60

Cancellation charge per passenger on confirmed (reserved) tickets -

1. 48 hours before the scheduled departure of the train minimum cancellation charges as below:

Class	Cancellation Charge
AC first/Executive class	Rs. 240
AC- 2 tier/1st Class	Rs. 200
AC-3tier/AC Chair Car, AC-3 Economy	Rs. 180
Sleeper	Rs. 120
Second class	Rs. 60

2. Between 48 hours and 12 hours before the scheduled departure of the train cancelation charges at the rate of 25% subject to minimum charge.
3. Between 12 hours and 4 hours before the scheduled departure of the train cancelation charges at the rate of 50% subject to minimum charge.
4. No refund after the above prescribed time limit.

Cancellation of Partially confirmed tickets- Up to half an hour before the scheduled departure of the train.

3.9 Refund on unused RAC/WL tickets- Up to half an hour before the scheduled departure of the train subject to deduction of clerkage charge. No refund after the above prescribed time limit.

In case of cancellation of trains- for e tickets w.e.f. 01.07.2015, an automatic refund is granted. Filing for TDR is not required. Counter PRS tickets to be cancelled from PRS counter.

Cancellation of e- tickets

1. The e- ticket may be booked and cancelled through internet and the refund of fare shall be credited to the customer's account after deducting the charges applicable.
2. In the event of a confirmed e-ticket, a refund of the fare shall be granted in accordance with the rule for unused tickets for which a reservation has been made. In the case of RAC e-ticket, a refund of

the fare shall be granted in accordance with the rule for unused waitlists and RAC tickets.

3. In case of the waitlisted e-ticket on which status of all the passengers is on waiting list even after preparation of reservation charts, names of all such passengers booked on that Passenger Name Record (PNR) shall be dropped from the reservation chart and refund of fare shall be credited to the customer's account after deducting the clerkage.
4. In case on a party e-ticket or a family e-ticket issued for travel of more than one person, some persons have confirmed reservation and others are on the list of RAC and waiting list, then in case of passengers on RAC or waitlisted not travelling, a certificate has to be obtained from the ticket checking staff to that effect and refund of fare shall be processed online through TDR, indicating the details of the certificate issued by ticket checking staff.

3.10 VIKALP Scheme

To provide confirmed accommodation to waitlisted passengers and to ensure optimal utilization of available accommodation, Alternative Train Accommodation Scheme (ATAS) known as 'VIKALP' has been introduced in all Mail/Express trains. The features of VIKALP scheme are as under-.

1. Wait listed passenger must give an option at the time of booking of ticket.
2. The passengers can exercise the option for getting shifted to a train up to 72 hours of scheduled departure of original train.
3. No extra charges are taken from passengers, or any refund is provided for difference of fare.
4. Waitlisted passengers of the original train are not allowed to board the original train if allotted alternate accommodation.
5. When a VIKALP opted passenger opts to cancel, after he/she has been given alternate accommodation, he/she is treated as Confirmed passenger and the cancellation rules will apply accordingly.

Reserved tickets are non-transferable and only the people for whom the reservation is made can use the ticket and the accommodation reserved for them. Berths and seats may be reserved up to 60 days in advance of the journey (the date of departure of the train not

being counted). A written application (reservation form) is necessary in a prescribed form, which is available at the reservation offices. This form is to be filled in all respects, i.e., with the train and date of journey, name, age, gender of passengers, the class of accommodation required, the station up to which and number of seats/berths required, train no. and station from which onward reservation is required from an intermediate junction station etc. Any concession or pass should be produced along with the requisition for reservation.

Reservation can also be made on the Internet on the IRCTC website www.irctc.co.in. Two types of tickets are issued, namely I-tickets (wherein normal PRS tickets are delivered through courier service after online booking by the passenger) and e-tickets (wherein no printed form of authority to travel is required, except message/mailfor booking/reservation displayed on mobile or any computer/video screen). Booking by mobile phone is also provided by IRCTC (Pilot Project w.e.f. 01.07.2013), where the mobile of the passenger needs to have internet facilities. Only fully paid tickets/messages are issued/sent from the system. Details can be seen on Railways' websites.

These fees/charges are as follows (w.e.f. 01.04.2013):

Class	Reservation Fees (Rs.)	Supplementary Charges(Rs.)
Second	15	15
Sleeper	20	30
AC Chair Car	40	45
AC-3 Economy	40	45
First Class	40	45
AC-3 Tier	50	45
AC-2 Tier	50	45
Ac First	60	75
Executive	60	75

Reservations in AC I Class and I Class can also be made for journeys from any intermediate station, where the train is scheduled to stop, by purchasing a ticket and tendering a requisition in the prescribed form sufficiently in advance. Similarly, advance reservations can be made for

return journeys by purchasing a return journey ticket and making a requisition at the original station itself.

A second-class compartment in a carriage can also be reserved for a party on payment of fares for the number of persons travelling subject to a minimum number of fares accordingly to the marked seating capacity of the compartment and the normal reservation fee.

Booking of Special Tourist Car/ Coaches/ Saloons/ Special Trains

1. All the trains/coach/saloons, etc. on Full Tariff Rates (FTR) shall now be booked through single window booking system by Indian railway catering and tourism corporation (IRCTC).
2. Any individual/party/Government agency desirous of booking train/coach on FTR can register online directly or approach IRCTC's regional headquarter office, through mail, telephone etc.
3. IRCTC will co-ordinate with Railway for booking and with facilitation charge at the rate of 5% of the total fare of booking special trains/coaches/saloons on FTR.
4. Registration of special trains/coaches/saloons on FTR shall be made a minimum of one month in advance and not beyond six months of date of proposed journey.
5. The charges applicable are as below.
    1. Security Deposit at the rate of Rs. 50,000/- per coach.
    2. Point to point fare on round trip basis.
    3. 30% service charge on a point to point round trip basis.
    4. Empty haulage charge for minimum 200 kms.
    5. Detention charge for detention of coach, if any.
    6. GST at the rate of 5% of total fare in case of AC and First-class coaches are utilized.
    7. Superfast charges for superfast service, etc.
    8. Engine detention charge for detention of engine in case of special train, etc.

3.11 STBA

The STBS (Station Booking Sevak) scheme (Now STBA) was initially launched on E-category stations (now NSG – 6) as a pilot project vide CC No. 66 of 2013 and was later rolled out as a full-fledged scheme under the name STBA vide CC no. 53 of 2015.

1.1 The policy was, in course of time, expanded to NSG- 5 stations vide CC no. 04 of 2020. Recently, vide CC no. 04 of 2022 the STBA scheme has been revised, inter-alia, delineating the following-

a) STBA may be engaged at those NSG- 5 and NSG- 6 category stations where ASMs/Booking clubs/reservation staff are issuing tickets presently.

b) On a Pilot basis, zonal railway may also have engaged STBA at NSG 4 and SG 3 category stations. However, the engagement of STBA on these categories of station shall be initially for a period of only one year.

c) While para 2.1 of CC no. 04 of 2022, it was, inter-alia, spelt-out, "……the policy is valid for a period of one year and performance of a scheme should be reviewed on quarterly basis and the feedback sent to this office (Director Passenger Marketing) for further evaluation."

2. It has now been decided that the pilot of the STBA scheme on NSG- 4 and SG- 3 stations may be extended for another period of 6 months i.e. up to 21.08.2023. However, concerted efforts may be made in order to bring down the dependency on STBA and to divert the same to other sources of ticketing like ATVM where commission outflow is comparatively less.
Zonal Railways may take necessary steps to educate the passengers in the use of ATVMs with more innovative methods. Further, it is also desired that UTSONMOBILE may be promoted to bring unreserved ticketing more into the digital ambit.

3. Zonal Railways were asked to send feedback to the Passenger Marketing Directorate.
Before this vide CC No. 04 of 2022 the Passenger Marketing Directorate has also permitted some major modifications in STBA scheme such as:
   a) Considering the safety related responsibilities of ASMs & shortage of staff in booking cadre, Competent Authority has now decided that STBA may be engaged at those NSG- 5 and NSG-6 category stations where ASMs/ Booking clerks/ reservation staff are issuing tickets presently.
   b) Engagement of STBA shall be strictly on a need basis and due justification for engagement of STBA shall be examined by the competent authority.

c) Zonal Railways can also engage STBA for specific shifts. The number of shifts and its timings can be decided by zonal Railways keeping in view the local conditions.
d) At stations where the booking window is not attached to the on-duty SM/ ASM office so that the supervision of concerned booking office cannot be done by the on-duty SM/ ASM, the STBA shall be engaged in only those shifts where supervisory railway staff such as SS/SM/Booking or Reservation supervisor who are not engaged in ticket selling duties, are already available. Afresh provision of posts/railway staff at stations for such supervisory duties shall not be done for the purpose of engaging STBA.
e) STBA may also be engaged at those stations where the provision of UTS cum PRS has been made. However, at such stations STBA shall only be engaged for unreserved ticketing. The PRS shall be operated only by on-duty Station Master or by supervisory railway staff such as SS/SM/Booking or Reservation Supervisor, if already available on the station, who are otherwise not engaged in ticket selling duties.
f) The staff released if any on this account may be suitably redeployed or surrendered immediately.

Station Ticket Booking Agents (STBA) Scheme for 'NSG-5' and 'NSG-6' Category Stations

i. This scheme is for engaging Station Ticket Booking Agents (STBAs) on commission basis at 'NSG-5' and 'NSG-6' category stations for issue of unreserved tickets through Computerized Unreserved Ticketing System (UTS) of Indian Railways. As a pilot project, this scheme is also being proliferated at NSG-4 & SG-3 category stations.
ii. The number of shifts and the timings for which STBA is to be engaged shall be decided by zonal Railways keeping in view the local conditions.
iii. At stations where the booking window is not attached to the on-duty SM/ ASM office so that the supervision of concerned booking office cannot be done by the on-duty SM/ASM, the STBA shall be engaged in only those shifts where supervisory railway staff such as SS/SM/Booking or Reservation supervisor who are not engaged in ticket selling duties, are already available. Afresh provision of

posts/railway staff at stations for such supervisory duties shall not be done for the purpose of engaging STBA.

iv. Before engaging STBA, Zonal Railways shall explore the feasibility of posting surplus ECRC staff at the booking counters.

v. In case, if it is considered necessary to engage STBA, personal approval of the DRM concerned should be obtained for engaging STBAs on the recommendation of Sr. DCM/DCM. Zonal Railway Headquarters may be advised accordingly.

vi. Selection of Station Ticket Booking Agents (STBA):

   a. The need as well as the number of counters at a station for engaging STBA shall be assessed by a JAG committee consisting of officers from the Commercial, Operating and Accounts Department of the concerned Division. In case there are no JAG level officers in the Division, Zonal Railways may appoint Senior Scale Officers on the Committee. The recommendation of the committee shall be put up to DRM for acceptance.

   b. Applications from eligible persons will be called through newspaper notification asking them to submit their application along with an earnest money of Rs. 2000/, Rs. 5000, Rs. 5,000 &Rs. 10,000 for NSG 6, NSG 5, SG-3 &NSG 4 stations respectively. Applicant shall submit the application along with his/her photograph. Only one applicant can be engaged as STBA at one station. While furnishing bid/application, applicant shall give a declaration that he/she has not been engaged as STBA at any other station. Any individual can be engaged as STBA at one station only.

   c. In case any station has two or more locations panels/booking offices, where trains halt, separate may be engaged for each location.

   d. Mixed manning by railway staff and STBA for selling unreserved tickets at a given location panel/ booking office, in a specific shift shall not be permitted i.e. in a particular shift unreserved tickets shall either be sold by Railway staff or STBA but not both.

   e. The candidate who opts for least commission (in Slab - 3) on monthly sales turnover, shall be engaged as an STBA (Only, the revenue from STBA operated shifts shall be considered for the

purpose of calculating the commission of STBA). In case more than one applicant quotes the same rate, the selection will be based on the draw of lots in a transparent manner in public.

f. A refundable security deposit of Rs. 10,000/- for NSG-6 &Rs. 25,000 for NSG-5 & SG-3 stations and Rs. 50,000 for NSG-4 stations (irrespective of the number of shifts for which STBA is being engaged) shall be deposited by the selected STBA in form of Money receipt or Fixed deposit. However, the security deposit can be enhanced/ reduced by the Railway keeping in view the sale of ticket at the station, with concurrence of associate finance. On completion/termination of agreement, pending dues if any shall be adjusted from the Security deposit and balance refunded to STBA.

g. The selection of STBA through tender shall be done by a committee of 3Assistant Scale Officers of the Division from Commercial, Operating and Accounts Departments.

h. Sr. DCM shall be the accepting authority. Where a JA Grade Officer (Sr. DCM) is not available, the accepting authority shall be at the level of Divisional Commercial Manager who is a Sr. Scale Officer.

vii. Commission payable:

Out of the applicants fulfilling the eligibility conditions, the candidate(s) who opts for the least commission (on the Slab3) will be selected as STBA as stated in para 2(e) above. The commission payable shall be as follows: (Example in annexure - A)

Slabs	Monthly Sales Turnover (in Rs.)	Monthly Commissia %age payable on sales turnover
Slabs 1	11-20,000	25% (subject to minimum of Rs. 2,500)
Slabs 2	20,001-1,00,000	15%
Slabs 3	>1,00,000	(4% in case of NSG-6/NSG-5/SG-3 category stations and 2% in case of NSG-4 category stations) or the rate quoted whichever is lower.

The commission will be calculated on monthly basis as is being done for Halt agents (Board's letter no. 99/TG-IV/Halts/Policy dated 08.09.2000) and as per IRCM Vol. II para 2425 item no. 28. Commission to STBAs

shall be paid from the Station Earnings. The commission shall be paid on the amount credited to Railway's account. In the case of concessional tickets, the commission shall be calculated on the actual fare collected by the railways.

viii. Qualification:

a. The applicant should be a resident of the local district in which the station is located where STBA is proposed to be engaged. Relaxation in this condition can, however, be given by Sr. DCM/DCM, in case no suitable candidate of local district is eligible to be engaged as STBA.
b. The applicant should not be under 18 years of age and should have passed at least the Class-X exam.
c. The selected applicant will also have to produce a certificate from the police station serving his/her locality that he/she has no criminal record, and no criminal case is pending against him/her.
d. STBA and his/her nominated agent should not be ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity.

ix. Operating procedure for STBA:

a. The cost of hardware and software (including maintenance), electricity and hiring of channel will be borne by the Railways. The space will also be provided by the Railways free of cost.
b. STBA, however, if he so desires, may nominate additional persons for sale of tickets. The additional number of persons which can be nominated shall be decided by Sr. DCM/ DCM based upon the quantum of ticket sale at the station. Provision for the same may be made in the standard agreement, with prior approval of the Railway authorities subject to fulfillment of prescribed conditions mentioned in para 4 above.
c. STBA shall not sublet/assign or transfer the rights or obligations arising out of the agreement. In case of death of agent, his/her legal heir(s) will be allowed to act as the STBA for the unexpired period of the agreement by the competent authority, subject to para-4 above.
d. Both the STBA and the additional persons, if any, nominated by him/her to sell tickets shall be issued photo identity cards by the

concerned Sr. DCM/DCM and their name(s) shall also be displayed on a notice Board at the station premises.

e. The STBA operator shall be allowed to sell all types of non-concessional unreserved tickets issued through UTS including platform tickets and season tickets, on a cash basis only. Zonal Railways can also authorize payment through POS/ Digital modes at such locations keeping in view the local conditions. Renewal of season tickets and issue of senior citizen concessional tickets shall also be permitted. All other concessional tickets requiring documentary proof before issue of ticket, can also be issued by STBA only when endorsed and permitted by the SM/ASM/Supervisory Booking clerk or Reservation Supervisor concerned, which shall be done prior to the sale of such concessional tickets.
f. The facility of 'NI (Non-issued) ticket will be available to the STBA only when authorized/endorsed by the concerned SM/ ASM/ Supervisory Booking clerk or Reservation Supervisor.
g. Cancellation of ticket: The facility of cancellation of ticket may be extended to STBA only when authorized/endorsed by concerned Station Master/Assistant Station Master/ Supervisory Booking clerk or Reservation Supervisor beforehand.
h. Money receipts, TTE Cash, Parcel cash etc. can be remitted at the STBA counters only when authorized/endorsed by concerned Station Master/Assistant Station Master/ Supervisory Booking clerk or Reservation Supervisor beforehand. However, the revenue so received shall not be accounted for in the monthly turnover of the station, for the purpose of calculating the commission for STBA.
i. STBA shall deposit the cash collected through sale of tickets, to the concerned Station Master/Assistant Station Master/ Supervisory Booking clerk or Reservation Supervisor of the station on duty on 8-hour shift basis as prevalent on that station.
j. All concession orders should be handed over to the SM/ASM/Super Supervisory Booking clerk or Reservation Supervisor along with cash and cancelled/NI tickets. Failure of

the STBA to do so shall result in the collection difference of fare to be recovered from the STBA.

k. If the ticketing activity stops due to non-availability of STBA or due to his/her negligence resulting in non-functioning of equipment, penalty equal to the average daily turnover from sale of UTS tickets from that location, subject to a minimum of Rs. 2000/- per day shall be imposed. Penalty up to Rs. 500 may be imposed against established public complaints regarding the functioning of STBA.

l. The Railway officer in charge of the station i.e. Station Master/Assistant Station Master/ Supervisory Booking clerk or Reservation Supervisor shall be responsible for the safe custody of the ticket rolls, and it shall be his duty to handover/takeover the ticket rolls daily from the STBA. Proper records of ticket rolls issued to the STBA shall be maintained at the stations.

m. Shift summary and details of daily summary of transaction handled by STBA shall be extracted through UTS and the STBA shall deposit the cash accordingly to the Station Master/Assistant Station Master/ Supervisory Booking clerk or Reservation Supervisor at the end of the shift.

n. A consolidated statement of ticket rolls supplied, and details of tickets sold by STBA shall be submitted by Station Master/Assistant Station Master/ Supervisory Booking clerk or Reservation Supervisor or any other nominated officer to DCM/Sr. DCM every month.

o. Zonal Railways shall have the power to prescribe working guidelines within the framework of this scheme. The Railways shall also frame an agreement to be signed with STBA based on these policy guidelines and as per provisions of Chapter-X of Indian Contract Act, 1872 and in consultation with the concerned Departments on the Railways.

p. In case STBA expresses inability to operate the counter(s) after his/her selection by Zonal Railways, the security deposit furnished by him shall be forfeited and deposited in Railway accounts as per procedure.

x. Checks on Sale of Tickets by STBA:

Apart from all the prescribed checks for sale of tickets from UTS, the following shall be ensured: -

a. A suitable mechanism may be put in place to guard against the possibility of any fraud in the issuance and accountal of UTS tickets.
b. Proper accountal of UTS ticket stationery may be ensured and periodical checks may be conducted by Commercial and Accounts staff on the working of the STBA to avoid any irregularity. All accounting procedures including remittance of cash by the STBA on the same day should be strictly adhered to as per the extant codal provisions and instructions issued from time to time.
c. The concurrent and regular checks of TIA of this activity as per para 3311 of accounts code II may be done and the outcome may be properly analyzed especially in case of NSG-4 and SG-3 stations during the pilot project.
d. A close watch should be kept on the working of STBA and irregularity, if any, must be reported to DCM/Sr. DCM for taking immediate corrective action.
e. Ticket checking staff of the division should keep a watch on the tickets issued. In case of any irregularity, immediate action shall be taken by the Sr. DCM/DCM by informing all concerned.

xi. Backup arrangements by Railways:

Back-up arrangements shall be available to take care of unforeseen circumstances such as non-turning up of STBA or unprecedented/seasonal rush where tickets are required to be disbursed by Railway staff. SMs/ASMs posted at such stations should be made conversant with the functioning of UTS by giving them suitable training/refresher courses, if required.

xii. Period of engagement:

In the case of NSG-5 & NSG-6 category of stations, initially an STBA shall be engaged for a period of 3 years. An agreement shall be executed by the STBA with Sr. DCM or DCM. Fresh tender shall be floated well before the expiry of three years. In case of delay in finalization of tender, existing agreement may be extended for

6months or till finalization of new agreement as per this scheme, which is earlier. However, such an extension shall not exceed three years.

In the case of NSG-4 and SG-3 category of stations, the STBAs shall be initially engaged for a period of one year. The extension of existing contracts or calling of fresh tenders will be based on the guidelines issued by this office after review of this scheme.

xiii. Termination:

Each side can terminate the agreement without assigning reasons by giving a notice of 30 days. However, in case of a fraud/criminal case, Railway shall be at liberty to terminate the contract without giving any prior notice.

xiv. Disabling clause

Engaging an individual as STBA shall not confer any right and/or claim whatsoever on the person to seek employment on Railways. No benefits viz. absorption in Railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the STBA or his/her legal heirs. No claim in this regard shall be entertained. STBA shall keep Railways free for many liabilities in the present or future. Suitable clause to this effect shall be incorporated in the Agreement.

xv. Arbitration:

To resolve any dispute or claim of any kind or nature arising under or in connection with this agreement between the parties, the standard arbitration clause maybe incorporated in the Agreement.

3.12 Jan-Sadharan Ticket Booking Sewak (JTBS)

The JTBS scheme was conceptualized and introduced on Northern Railway as a pilot project to improve dispensation of unreserved tickets in city areas. Later, the scheme was extended on South Central and Western Railways. JTBS is an outsourcing scheme of Indian Railways. It allows entrepreneurs to set up unreserved ticket sale counters near Railway stations. These JTBS counters sale UTS tickets through computerized UTS terminal provided by Indian Railways. This helps passengers to get the unreserved ticket easily without going to the Railway Station. JTBS counters can issue all

types of unreserved tickets accept concessional tickets. JTBS operator collects Rupee one per passenger as service charge. This amount is included in the ticket. This commission is retained by the operator as service fee for running the JTBS counter. They are allowed to renew season tickets. No cancellation or refund of tickets is permitted. They are not allowed to sale platform tickets.
JTBS operator may be permitted to operate an additional counter provided the sale of tickets is more than 800 per day on each counter for at least one month. JTBS operators may be allowed to shift from the original location to a new location to increase sales of tickets.

3.13 YTSK

No. 2022/TG-I/23/1-YTSK New Delhi, Dated: 14.02.2022.

Sub: Delegation of powers to DRMs on matters related to Yatri Ticket Suvidha Kendra (YTSK) scheme.

Ref: Commercial Circulars no. 33 of 2014 and 41 of 2018

The YTSK scheme was launched vide CC no.33 of 2014 and based on feedback, certain provisions of the scheme have been modified from time to time.

1.1 Based on the feedback received from zonal Railways, the issue regarding delegation of powers to DRMs on matters related to functioning of YTSK has been examined in this office. It has been observed that at present acceptance of recommendations of the JAG level divisional screening committee for selection of YTSKs and shifting of YTSK premises require approval at Headquarters level (CCM/PM), which is quite time consuming and warrant clarifications from the divisions. It has been felt that these functions may be delegated to the DRMs of respective divisions, who are better placed in terms of geographical proximity of the proposed YTSK locations, local conditions, and their suitability for the allotment.

2. The matter has, therefore, been examined in consultation with Finance Directorate of Ministry of Railways and the following has been decided: -

S. No.	RB POLICY	Existing	Modified
1	Para 3 of NO. 35 2014	CC CCM(PM) /CCM (PS) of the of concerned Zonal Railway is the accepting authority for accepting the recommendations of the JAG level screening committee.	The words "CCM(PM)/ CCM(PS)" should be replaced with the word "DRM".
2	Para 12 of CC No. 39 of 2014	The licensee shall not reduce the facilities or shift this office to any other locations without the prior written approval of the CCM/CCM(PM)/ CCM(PS) of concerned Zonal Railway.	The words "CCM(PM)/ CCM(PS)" should be replaced with the word "DRM".

2.1 Necessary instructions may be issued to all concerned accordingly.

3. This issues with the concurrence of Finance Directorate of Ministry of Railways.

(Sanjay Manocha)

Jt. Director Passenger Marketing
Railway Board

BOOKING OF LUGGAGE AND DOGS

4

Luggage which is not fully and legibly addressed in English or Hindi will not be accepted for booking and carriage by train. Luggage which is not securely packed will not be accepted for booking and carriage unless the sender or his authorized agent executes a forwarding note and records there in such defects or improper packing.

1. Luggage which is required to travel by the same train with the owner should be presented at the luggage office of the booking station at least 30 minutes before the advertised departure time of the train.
2. Passengers booking their accommodation in advance are permitted to book their luggage in advance at the same time.
3. Bulky surcharge is applicable only on packages weighing above 100 kgs or exceeding 1m*1m*0.7m in outside measurement.
4. Packages exceeding any one of the dimensions specified will be treated as bulky even though the actual weight is less than 100 kgs on volumetric basis.
5. However, if one of the dimensions is exceeded by 10% of the prescribed measurement but weight is within 100 kgs., on volumetric basis, it will not

be treated as bulky. Bulky surcharge will be levied at double the normal rate.

6. Offensive articles, explosive, dangerous, inflammable articles and empty gas cylinders, dead poultry, and game, acids and other corrosive substance are not permitted to be booked as luggage.
7. Trunks, suitcase, and boxes having outside measurement of 100 cms. x 60 cms x 25 cms (length x breadth x height) will be allowed to be carried in the passenger compartments as personal luggage.
8. If the trunks, suitcase, and boxes, which in outside measurement exceed any one of the dimensions, such articles are required to be booked and carried in the brake van and not in the passengers' compartment. The maximum size of the trunks/suitcase that can be carried in the AC-3 tire and AC chair Car compartment is 55 cms x45 cms x 22.5 cms.
9. Oxygen cylinder with its supporting stand with patients under medical certificate can be permitted to be carried in all classes. Free allowance for luggage will be granted on oxygen cylinder and its supporting stand.
10. Merchandized items are not permitted for booking and carriage in the compartment as personal luggage.
11. Luggage of larger dimensions is to be carried only by brake van. The minimum charge for luggage is Rs.30.
12. As per instructions, there is no restriction on carriage of luggage in brake van of passenger trains as far as quantity and type (personal or merchandise) of luggage offered for booking is concerned. However, the excess luggage in owner's charge beyond the free allowance is charged at 1.5 times the rates under scale-L.

Each passenger is allowed a free allowance up to which he can carry luggage with him in the compartment, free of cost. The free allowance varies for different classes of travel. Children aged 5 and below 12 years are allowed half of the free allowance subject to the maximum of 50 Kgs. There is a maximum ceiling on the luggage which can be carried inside the compartment for each class. These are indicated in the table below:

The following maximum limit free allowance, marginal allowance are admissible for carriage of luggage in the compartment:

Class	Free allowance	Marginal allowance	Maximum quantity permitted (including free allowance)
AC First Class	70 Kgs	15 Kgs	150 Kgs
AC 2-Tier sleeper/First class	50 Kgs	10 Kgs	100 Kgs
AC 3-tier sleeper/ AC chair car	40 Kgs	10 Kgs	40 Kgs
Sleeper class	40 Kgs	10 Kgs	80 Kgs
Second class	35 Kgs	10 Kgs	70 Kgs

4.1 The maximum limit includes free allowance.

Passengers are allowed to book and carry excess luggage beyond the free allowance with them in the compartment up to the maximum limit as per class mentioned above on payment of charge at 1.5 times of luggage rate.

When a passenger is detected either en-route or at the destination with un-booked or partially booked luggage weighing more than the free allowance, the excess un-booked weight exceeding free allowance of luggage is charged at six times the luggage scale rate instead of 6 times of scale -R as earlier. However, if un-booked or partially booked luggage is detected more than the free allowance of then luggage but within the marginal allowance, it is charged at 1.5 times the luggage scale rate. when a passenger is detected either en route or at destination with un-booked or partially booked luggage weighing more than the maximum limit permitted the excess weight exceeding free allowance of luggage is charged at six times of the luggage scale rate subject to a minimum of Rs.50/-.

4.2 Luggage beyond the above quantity can be booked in advance and carried in a brake Van.

If luggage marginally exceeds the free allowance, the person will be charged at the normal luggage rates applicable to your class of travel. Above marginal allowance penalty will be charged, if detected. One should make sure to book excess luggage in the luggage office, pay the prescribed charges and get his/her ticket endorsed by cross-referencing the luggage ticket details, before commencing his/her journey. Free allowance is not admissible for articles such as scooters, cycles etc.

4.3 Articles not to be booked as Luggage.

1. Offensive goods: Dried blood, dead bodies, carcasses of dead animals, bones excluding bleached and cleaned bones, municipal or street sweepings or refuse, manures of any kind including mycelium except chemical manures, rags other than oily rags, any decayed animal or vegetable matter, human ashes, human skeleton, parts of human body.

2. Explosives, dangerous, inflammable articles
3. Bulky articles: Exceeding 280 cubic decimetres.
4. Oil, paint, ghee, grease etc.
5. Dry grass and leaves, wastepaper
6. Dead poultry

4.4 Theft of Luggage and En-Route:

In case of theft of luggage, robbery / dacoits in running trains, you can approach train conductors/coach attendant/guards or GRP escort. They will give you the FIR Forms, which may be duly filled in and handed over to them. The complaint will then be forwarded to the Police Station for necessary action. You need not break your journey to lodge a complaint with the police. You can also approach the RPF Assistance Posts at major railway stations, for any assistance in lodging the complaint.

4.5 Luggage Is Lost or Damage:

Where value of the luggage booked has not been declared beforehand by the consignor and the prescribed percentage charge were not paid, the monetary liability of the railways has been limited to Rs. 100/- per Kg. However, where the consignor has declared the value of the consignment and has also paid percentage charges, he will be entitled to get the claimed amount which will not exceed the value of the luggage so declared at the time of booking. The procedure of payment of percentage charge can be enquired from the luggage booking office.

4.6 Rules for Carrying Pet Dogs in Trains

Indian Railways undertakes transportation of animals such as elephants, horses, mules, sheep, goats, dogs and other animals and birds. When it comes to transportation of pet dogs, train is always considered the preferred mode of transport.

Railways provide safe and affordable transport for pet dogs. Passengers have the option of carrying it along with them in first AC accommodation or it can be booked as luggage in luggage-cum-Brake Van under the supervision of the Train Manager (Guard) of the train.

The passenger/pet owner desirous of carrying the pet dog by train is expected to follow the rules laid down by Railways as given below:

4.7 In carriage with passengers:

1. The passenger must book accommodation in AC-First Class or First Class in 2-berth Coupe or 4-berth Cabin exclusively so that the

passenger(s) can travel along with the pet dog. It may be noted that passengers not in possession of AC-First Class/First Class Cabin/Coupe tickets are not permitted to carry their pet dogs along with them during journey. Pet dogs are not allowed to be carried in any other class of accommodation other than AC-first class and first class.

2. Only one dog will be allowed per Passenger Name Record (PNR).
3. The dog must be brought to the luggage office for booking at least 3 hours in advance of the departure of the train, whether the passenger hold PRS ticket or online ticket booked through IRCTC.
4. Prescribed charges in luggage rates as applicable will be collected for the pet dogs to be carried along with the passenger in AC First Class/First Class coupe.
5. Dogs are not allowed to be carried in AC2 tier, AC 3 tier, AC Chair Car, Sleeper Class, and Second-Class Compartments.
6. If fellow passengers subsequently object to the dog remaining in the compartment, it will be removed to the Guard's van, no refund is given.
7. If a passenger is caught carrying dogs without proper booking, penalty will be levied. Owner of the dog will be charged at six times Scale-L luggage rates subject to a minimum of Rs.30 by Indian Railways.
8. Doctor's certificate clearly mentioning the breed, colour and gender of the pet dog is mandatory for booking.
9. Passengers will be solely responsible for the safe carriage of dogs. Owners should make their own arrangements for water and food for the dog during the journey.

4.8 Puppies in basket

1. Puppies can be carried in basket in all the classes of accommodation. Passenger carrying the puppies in basket should hold a confirmed ticket and valid proof of identity. Prescribed luggage charges as applicable will be levied for booking. Doctor's certificate clearly mentioning the breed, colour and gender of the puppies is mandatory. The passenger will be solely responsible for safe carriage of puppies in basket.

4.9 In Brake Van

1. The passengers can book their pet dogs for carriage in the Dog-box available in luggage-cum-Brake Van, under the supervision of the Train Manager (Guard) of the train. only one dog will be allowed in a dogbox at a time.
2. The passenger must hold a confirmed reserved ticket (for journey in the train in which his pet dog is booked) and proof of identity.

3. The dog must be taken to the luggage office, at least 3 hrs in advance of the departure of the train.
4. Prescribed charges in luggage rate will be collected for dog booking. The receipt (Guard's foil) so obtained should be submitted to the Guard of the train at the originating station.
5. At the destination station the passenger foil of the receipt must be produced to the Guard
6. It is the responsibility of the passenger to provide drinking water and food (biscuits etc) for the dog traveling in brake van.
7. Doctor's certificate clearly mentioning the breed, colour and gender of the pet dog is mandatory for booking.

4.10 Liability of Railways

Railways is not liable for the loss, destruction, damage, deterioration, or non-delivery of animals after the termination of transit.



Tails in Trains (Dog accompanying the passenger in Rajdhani Express)

BOOKING OF FTR COACHES/TRAINS/SALOONS

5

Booking of special trains/coaches/saloons etc on Full Tariff Rates (FTR) is from 05.02.2018 onwards is being done through single window booking system by Indian Railways Tourism and Catering Corporation (IRCTC). Henceforth any individual/party seeking to book trains/coaches on FTR shall approach local/reginal IRCTC office and IRCTC shall book trains/coaches online on behalf of the individual/party.

5.1 General Guidelines

1. IRCTC shall place indent online on behalf of the individual/party.
2. IRCTC shall levy facilitation charge at 5% at total fare for booking of special train/saloon/coaches etc.
3. Priority shall be accorded for booking of special train special train/saloon/coaches etc. on FTR over extra coaches to clear waitlisted passengers.
4. Registration for this shall be made minimum 30-days in advance and not beyond 180-days of the date of proposed journey. Registration for less than 1-month shall require specific permission of CPTM.

5.2 Registration of Indent and Security Deposit

1. Registration for booking of special train/saloon/coaches etc shall be made online by IRCTC on behalf of the party. No manual booking/through UTS shall be permitted.
2. Security cum registration deposit shall be taken as Revolving Security Deposit (RSD) uniformly for both booking of coaches and rakes. RSD may be minimum 5-lakh in e-wallet/RSD account of each Zonal Railway. Booking shall not be permitted if the RSD falls below Rs. 5-lakh. Maximum limit for collection of security deposit by IRCTC from individual/party/government agency etc. shall be Rs. 50,000 per coach.
3. All the coordination work shall be arranged by IRCTC.
4. IRCTC will provide a single window facility for FRT facility including notified contact number for redressal of complaints and grievances.

5.3 Fare

1. Minimum chargeable distance shall be 500 kms for outward and return journey separately.
2. In case of hill stations, for chargeable shall be the chargeable distance (inflated) of the whole section subject to minimum distance of 200 kms and minimum composition of special trains.
3. Minimum composition shall be of 18 coaches. However, for the hill sections, the minimum number of coaches will be the maximum permissible load for the concerned section.
4. The fare shall be computed point-to-point in full for adult in Mail/Express/higher category of trains as the case may be of the concerned class on round trip basis. The fare shall be levied for the actual class of coach subject to minimum fare for second class (unreserved) of Mail/Express trains.

   If extra passengers are carried, charges are levied on pro-rata basis per additional passenger declared before or at the time of the commencement of journey at the starting station.
5. **Service Charge**

   A service charge of 30% shall be levied only on the base fare.

Other Charges

Superfast surcharge, GST, Mela surcharge etc. as applicable shall be levied separately. However, reservation charge shall not be levied separately.

Empty Haulage Charge

Empty Haulage Charge shall be levied @ (basic fare+ reservation charge) for the carrying capacity of coaches for the actual empty haulage of rake/coaches or minimum haulage charge for 200 kms, whichever is higher.

Dining Car/Kitchen/Pantry Car/Generator Car

Dining Car/Kitchen/Pantry Car/Generator Car will be charged @ Rs. 85 per car per kilometer uniformly for BG, MG, and NG. In addition, sleeper fare and service charge of 30% for marked carrying capacity of the car or actual number of passengers travelling in car whichever is higher shall be collected.

Charges for SLRs and Luggage Van

SLRs will be charged at carrying capacity of the sleeper class coach with sleeper class fare. However, the utilization of luggage portion to the extent of carrying capacity of SLR coach shall be allowed without any extra charge.

Detention Charge

Detention Charge shall be levied (when detained at party's request) @ Rs 900/hour or part of an hour per coach uniformly for BG, MG, and NG system subject to a minimum charge of Rs 1500 per coach.

Engine Detention Charges:

These charges shall be applicable as notified and as revised from time to time.

Two free hauls for maximum 20 minutes each are permitted for entraining/detraining of passengers, collection of

water/eatables etc. in each block of 1000 kms of journey or part thereof.

Further to above, additional halts/stoppages upto 2 minutes shall be permitted @ Rs. 25000 per halt.

5.4 Other Guidelines

1. No concession shall be allowed. Charges shall be recovered in full even for children/students/Sr. Citizens etc.
2. All charges shall be paid in full, 48-hours in advance of the departure of the train, failing which it will be deemed that the running of the special train has been countermanded by IRCTC.
3. If the requisition of special train/coaches is cancelled two days in advance before the scheduled day for journey or earlier, 10% of Rs. 50,000/- per coach shall be charged against IRCTC. If the cancellation is done one day in advance (excluding the day of journey) and upto 4-hours before the scheduled departure of the train, cancellation charge shall be 25% of the chargeable fare and if journeys is cancelled within 4-hours the cancellation charge will be 50% of the chargeable fare. Applicable cancellation shall be deducted by RSD account/e-wallet of IRCTC.
4. After completion of tour folder/receipt in original shall be deposited by IRCTC in the Zonal Railway office within 30-days of the journey. Zonal railway will permit for refund after deducting all the dues, if any.
5. Station Master of the starting station will issue identity tokens to the passengers.
6. Payment of fare shall be made only online to digital modes viz RTGS/NEFT/net banking etc.
7. Operating Order shall be issued by Operating Department and all fare related issues shall be dealt with by Commercial Department of the Zonal Railway.
8. RSD/e-wallet account of IRCTC shall be maintained by PCCM in consultation with associate finance of Zonal Railway.

NON-FARE REVENUE

6

To monetize assets of Indian Railways and undertake revenue yielding activities, Indian Railways has decided to promote new ideas and concepts for enhancement of non-fare revenue. Non-fare revenue is part of Sundry Earnings.

Indian Railway Finance Code- Volume II, Advance Correction Slip No. 147 define sundry other earnings as under:

S. N.	Description	Account Head	
		Sub-Head	Detailed Head
1.	**Minor Head-600 Miscellaneous**	610-Advertisement fees & Non-Fare Revenue activities	Z-611-Advertisement at Station
			Z-612- Advertisements on coaches/ wagons/ loco-motives (both inside/outside) (Mobile Assets)
			Z-613- Advertisements through hoardings (Out of Home)
			Z-614- Entertainment on board (trains) and off-board (stations) (Content on Demand)
			Z-615-Sponsorships of activities and events at stations, branding etc.

			Z-616-Interactive services (like Video games etc.) in Railway premises including stations
			Z-617-Other NFR Activities including NINFRIS
			Z-618-Various NFR advertisement fees unclassified earnings from advertisement fees
2.	**Minor Head-200 Land**	Z-240-Land	Z-248-Receipt from App Based Cab Services and parking of vehicles in Railway land other than at stations

Explanatory Notes:

Z-611-	Advertisement in station buildings, concourses, platforms, FOBs, but excluding circulating areas, digital display at railway premise including stations (LED screens, video walls, trains slide etc.) and including earnings from Railway Display Network (RDN).
Z-612-	Advertisements on coaches (both inside/outside), Wagons and on locomotives. (Mobile Assets)
Z-613-	Advt. through hoardings includes circulating areas of Railway stations, land near railway stations and on land alongside tracks, FOBS, ROBS, RUBs, Railway buildings, Loco Sheds, Production Units, Structures on railway premises (like water tanks, microwave towers, OHE masts etc.) (Out of Home).
Z-614-	Entertainment on board (trains) and off-board (stations), Radio, Video, Internet, Wi-Fi, Mobile Apps. (Content on Demands)
Z-615-	Sponsorships of activities and events at stations, branding etc.
Z-616-	Interactive services (like Video games etc.) in Railway premises including stations.
Z-617-	Other NFR activities including NINFRIS.
Z-618-	Various NFR unclassified earnings form Advertisement Fees.
Z-248-	Earnings from App Based Cab Services and parking of vehicles in Railway land other than at stations. However, Receipts from car/scooter/cycle parking at stations/Railway premises will continue to be booked under Z-246

In 2016 Non-Fare Revenue Directorate was created to focus on revenue streams from other then freight and passenger business

heads. To have a successful and competitive business strategy RITES was hired by Indian Railways as a professional media market evaluation agency. RITES hired Ernst and Young for seeking suggestions. A broad list of items to be looked after by this directorate was given, which includes the following:

1. Advertisement at stations
2. Commercial exploitation of land including Station redevelopment
3. Advertisements on rolling stocks.
4. Sponsorship of uniforms
5. Advertisement through hoardings on railway land alongside tracks
6. Commercial farming alongside railway track.
7. Monetisation of soft assets
8. Sidings and way leave charges.
9. Operation or licencing of Multi-Functional Complexes
10. Parking; Pay and use toilet on railway land on other than railway station.
11. Advertisements on wagons, FOBs, ROBs, RUBs, Railway Buildings etc.
12. On board and off board entertainment
13. Sponsorships of activities, events at station
14. Radio, video, Wi-Fi, internet, mobile apps etc at railway station

But considering the lack of reasonable progress, few items from above list were deleted from NFR purview since 2018, such as:

1. Commercial Development of Station and its air space
2. Sponsorship of Uniform of railway personnel
3. Commercial farming
4. Advertisement through websites
5. Siding and way leave charges.
6. Operation/Licensing of MFCs
7. Pay & use Toilets.

Further to ensure faster decision making of this directorate, it has been brought under Additional Member/Catering and Tourism in 2017. Now this directorate is renamed as Tourism Catering and NFR directorate. For better planning and execution, a detailed list of subjects for NFR Directorate was issued in 2018 (office order no 36 of 2018). Guidelines on 'New Innovative Non-Fare Revenue Ideas Scheme' (NINFRIS) have also been issued. The scheme is to be executed at the Divisional level on Zonal Railways.

6.1 Non-Fare Revenue Policies

As of now 6 major policies are working under NFR head:

1. **Out Of Home** –
   It monetizes the areas along the railway track for advertisement and revenue generation purposes.
2. **Rail Display Network**-
   It covers the station premises in such a manner that customer amenities are enhanced, and monetization is also possible.
3. **Content On Demand**-
   It is basically related to providing infotainment on board and off board in railway premises. RailTel is made nodal authority to plan and execute such contracts.
4. **Mobile Assets**-
   It offers rolling stock for advertising purposes. It is also known as Train Branding.
5. **Unsolicited NFR Proposals**-
   This policy is brought to encourage new and novice ideas by business minded people.
6. **NINFRIS**-
   This policy is brought to further simplify the implementation process to implement innovative ideas at divisional level. This is one of the most popular NFR policies and many initiatives are implemented under this policy only.

6.2 New and Innovative Non fare Revenue Ideas scheme (NINFRIS)

This is the New and Innovative Non fare Revenue Ideas scheme, popularly called NINFRIS and applicable at divisional level. Any

individual can bring an innovative proposal having the potential to earn non fare revenues, for implementation in the Railways. An idea is classified as innovative if a similar proposal has not been implemented in the concerned division. Projects under the scheme should not infringe upon other NFR policies. The DRMs are given full powers to accept such offers based on the recommendations of a three-member committee consisting of Branch Officers from Commercial, Finance and a third (executive) department. The features of the policy are as under:

To promote new ideas and concepts for enhancement of Non-Fare Revenue and/ or improve passenger convenience on IR it has been decided by Ministry of Railways (MOR) to introduce a 'New, Innovative Non-Fare Revenue Ideas Scheme' (NINFRIS).

1.1 This policy has basically been framed to kickstart generation of NFR through innovative means and/ or brings about improvements in passenger convenience.

2.0 Applicability

2.1 The scheme shall be based at Division level. The focus of this scheme shall be on all new and innovative ideas, concepts, proposals, ideas, themes, etc., that have not been tested before and with potential to enhance non-fare revenue earnings.

2.2 To classify an idea/ concept as innovative, generally a similar proposal should not have been implemented in the concerned Division before.

3.0 Main Features of the scheme

3.1 Divisional Railway Managers (DRMs) of the Divisions shall have full powers for executing innovative ideas/ concepts for generation of NFR on their Divisions. However, projects taken up under this Scheme should not infringe upon any other Non-Fare Revenues Policies.

3.2 The Branch Officer of the Commercial Department shall be the Nodal Officer in the Division for handling such proposals.

3.3 A committee comprising Branch Officers of Commercial, Finance and department holding the assets to be used, as members, shall scrutinize the proposals received and make recommendations to DRM for approval.

3.4 For evaluation purposes, savings in expenditure, if any, likely to accrue from the project may be notionally added to the revenue potential of the project as 'deemed earnings'.

3.5 To eliminate non-serious ideas/ concepts each proposal should be accompanied by a token non-refundable application fee of Rupees one thousand only (1,000/-). Submitting an idea or concept would not give the person making the submission an exclusive right on implementation of the same. However, if the person submitting the idea also intends to implement the same, this should be clearly mentioned in the submission. Based upon the magnitude of revenue possibilities from the said proposal, DRMs are empowered to decide on the amount of earnest money deposit which shall not be less than Rupees ten thousand only (₹10,000/-).

3.6 Detailed terms and conditions for finalizing the agreement to be signed subsequent to the proposal being accepted, should be worked out within the Division by the same Committee with the approval of the DRM.

3.7 Projects may be executed directly by the Divisions, using their own manpower or through any Railway public sector/ outside agency (such as NGOs, Self Help Groups, Cooperative societies, etc.).

3.8 Such ideas which have been tested under the definitions above and have been successful should be institutionalized for which the Division shall have the power to make

necessary rules and determine methods of execution based on the experience gained, subject to any rules that might already be in existence. However, after the idea takes root, its further extension/ expansion should generally be through tendering. Successful projects can be used as a method of price/rate discovery for similar projects in the future.

3.9 The tenure for such NFR initiatives shall be one year or part thereof, but can be extended by further one year, with the approval of DRM. In such cases, the license fee applicable for the extended period may be determined depending on the realization of the potential of the project.

4.0 Safeguards/ Precautions

4.1 Care should be taken that norms of aesthetics, environmental concerns, decongestion, Safety and security and free movement of passengers, all other standards of sanitation, construction (of temporary structures), fire safety, etc. as prescribed under Railway rules are not violated.

4.2 Projects undertaken should not be political or religious in nature.

4.3 No permanent structure should be constructed.

5.0 Others

5.1 Divisions and Zones are encouraged to report success of such initiatives and give wide publicity for possible replication across the Indian Railways.

Reference: Letter no. 2018/NFR/25/New Innovative Ideas scheme dated 21.05.2018 issued and signed by Smita Rawat, Executive Director, Non-Fare Revenue & Tourism.

Though NINFRIS is one of most popular and successful schemes, but many initiatives are taken under other schemes as well. Some of the ideas implemented under NFR schemes or policies are as mentioned below:

1. Display of Advertisement in Passenger Reservation System (PRS) Ticket,

2. Robotic Massage Chair with Foot Massager and Body Mass Index Machines,
3. BMI Kiosk (Body Mass Index) at various Station/Workshops,
4. Light Emitting Diode (LED) Digital Wall/Screens,
5. Reverse Osmosis (RO) Water Purification in Train Coaches,
6. Micro smarts stay Lounge,
7. Mobile Application Based Suburban Tracking System,
8. Three-Dimensional (3D) Product Displays for products & Services,
9. Mobile Tower & Small Cell units' proposal,
10. Projection Mapping Technology,
11. Vinyl Wrapping on Platform Raisers,
12. Advertisement on Pay slips,
13. Advertisement Rights on Bottle Crushing Machines,
14. Advertising in EMU Rakes through Public Information System,
15. On Board Shopping in Mail/Express Trains,
16. Exhibition at Stations, Market Contracts,
17. Promotion of Railway Ticketing App (Unreserved Ticketing System on Mobile),
18. Heritage Café,
19. Health ATM,
20. Jingles at various Stations,
21. Tex Plaza at Station and Setting up of a mobile food court at Railway Station,
22. publicity on panel Truss and Ceiling of platform shelter,
23. Publicity rights on glass façade at Railway Station,
24. dual display infotainment system.

In present scenario when Indian Railway is facing tough competition in passenger and freight business segment, NFR can offer a potential solution to railways.it can not only diversify the revenue resources but can also enhance the passenger experience with Indian Railways.

PARCEL BUSINESS

7

Parcel business is an important segment of Passenger business and categorized as small. The small commodities-households or of business purposes are carried in coaching stock, which is attached in passenger carrying trains, Mail/Express or Passenger.

Small Consignments are loaded in SLRs. If the parcels are in huge quantity, then these are being loaded in Parcel vans, popularly known as VPUs. When parcels are in plentiful for a destination, special parcel trains run like other coaching trains.

Usually, the parcels are loaded in SLRs in piece-meals or smalls, which are loaded and unloaded by Railways. However, parcels to be loaded in leased SLRs and VPUs are loaded and unloaded by the party, consigner/consignee or endorsee concerned.

The space for parcels in any mail express train as under:

Types of space for the movement of Parcels by Indian Railways	
Type of space	**Details**
Assistant Guard Cabin (AGCs)	• Capacity of 1 tonne. • Leased under 'Comprehensive Parcel Leasing Policy'. • Issuance of the lease of 1 tonne parcel space of the AGCs has been called off and no fresh tender shall be called. However, operational contracts for leasing parcel space of AGCs shall be allowed to complete its tenure as per the agreement. (From 2015 loading in AGCs is discontinued)
Brake Vans (SLRs)	• Mail/express trains and passenger trains have 2 brake vans – one at the front and another in rear. Each van has two compartments of 4/5 tonne capacity and available for lease and non-lease operation. • For every four SLRs in a train, Zonal Railways are allowed to lease up to three SLRs and the remaining one is for non-leased traffic booked by Zonal Railways. Leased traffic is governed by the 'Comprehensive Parcel Leasing Policy' and non-leased parcel traffic can be booked departmentally. • Now LHB coaches are left with only 2 SLR compartments of 3.9-ton capacity each.
Parcel Vans (VPs)	• Capacities of 23 tonne (VPH/high-capacity VPs) and 18 tonne (VPU/8 wheel VPs) available. • VPs, carried by mail/express/passenger trains, are governed by the 'Comprehensive Parcel

	Leasing Policy', while leased traffic in parcel trains is governed by policy on 'Parcel Cargo Express Trains'. • Non-leased parcel traffic can be booked departmentally at stations. • Based on demand, a Ventilated Parcel Van is added to the train keeping into consideration the maximum hauling capacity of the engine.
Parcel Cargo Express Trains (PCET)	• Standard rake composition of 20 VPs and one brake van. • Governed by the policy on Parcel Cargo Express Trains. • Leased out on a round trip basis, only on long term contracts through open tender. • Leasing of parcel train is not permitted on short term, temporary or day to day basis.
Refrigerated Parcel Vans (VPRs)	• VPRs are attached to mail/express trains to carry perishable goods like fruits, vegetables, marine products, etc. • As of February 2018, there were only 9 VPRs available with IR.

Handling parcels is like goods traffic. However, there are certain differences as under:

7.1 Steps in Parcel Booking:

1. **Execution of Forwarding Note (F/Note):** There are four types of Forwarding Notes:
   a. Dangerous goods
   b. Explosives for defense
   c. Animals and general merchandise
   d. General Forwarding Note.
2. **Examination of parcels**:
   Examination of parcels must be done by Railways in accordance with details mentioned by consigner in F/Note.

When a consignment is defectively packed or is not packed in accordance with the prescribed packing conditions, or is in a defective condition, the nature of defect should be brought to the notice of the sender, or his agent and suitable remarks obtained from him in the forwarding note. These remarks should be copied out, verbatim, on all the foils of the waybill.

The staff are forbidden to pass any remarks on the parcel waybills that have not been recorded by the consignor on the forwarding note.

3. **Packing of parcels**:

Packing of parcels is to be done by consigner in accordance with required packing conditions prescribed by Railways. All parcels must be securely packed in boxes, rates, trunks, strong baskets, or strong gunny, etc., so as to withstand the strain of handling and transferring incidental to their transportation by rail. For certain commodities special packing conditions have been prescribed in the I. R. C. A. Coaching Tariff.

When a parcel tendered for dispatch is not packed according to the prescribed packing conditions or is insecurely fastened or packed, or shows signs of leakage, or is liable to damage or deterioration in transit, the exact defect in packing or the nature of the defective condition, etc. should be recorded by the sender or his authorized agent. Vague remarks, like, 'consignment not properly packed' should not be accepted, but the actual defect in packing or condition of articles, such as, 'melons overripe, smelling', 'lids loose, contents leaking', 'tins enclosed in wooden boxes without dunnage on all sides', should be obtained on the forwarding note.

4. **Marking of parcels** –

The marking of parcels is to be done by Private Party and Railways both. Private Marking should be done by

consignment on all packages showing names and address of the consigner and consignee, name of forwarding and destination station, trademark, number of packages, etc. Parcel clerk/marker gives identity to each package by mentioning the code initials of the forwarding station, parcel way-bill number, number of packages prefixed "with the letter 'P' and code initials of the destination station. In the case of valuable packages, the destination station's name should be shown in full in block capitals in addition to code initials, as under—

158801

BCT.....DLI (DELHI)

P 15

Here, BCT is the code initial of the booking station, 158801 is the parcel way-bill number, 'P' indicates 'Parcel', 15 denotes the number of packages and 'DLI' is the code initials of the destination station.

In the case of parcels which cannot be marked in this manner, such as baskets of betel leaves, vegetables, etc., the sender must provide a leather, metal, wooden or cardboard label or a gunny strip or tin plates in case of fish consignments, firmly secured to each package at the forwarding station for the purpose of writing railway marks. Packages which are not provided with such labels by the sender should not be accepted for booking. Both the railway and private marks must be shown on the PW. Bill and the Railway Receipt.

5. **Weighment of parcels** –

Weighment of parcels is to be done by Railways at the weighbridge provided in the parcel office. If the weighing machine is out of order, parcels should be charged on the weight declared by the sender and a remark passed on all foils of the parcel waybill as under—

"Weighing machine out of order. Sender's weight accepted. Destination to weigh before delivery and recover undercharges due".

6. **Charging of the parcels** –
   Charging of the parcels is to be done as per extant rate table, scale and other conditions applicable, detailed in the section below.
7. **Preparation of parcel waybill** –
   Preparation of parcel waybill is to be done in 4 or 5 copies - local or foreign; the copy for the consigner is called the Railway Receipt (RR)
8. **Issue of Parcel Waybill:**
   a. Pre-payment of charges is a must.
   b. Local and foreign waybills both have four copies, viz. Record, Waybill, Account &Guard copies.
   c. Percentages charges collected on certain items, for motor vehicles it is compulsory.
   d. Charge is decided by type of service, distance, and weight of parcel.

7.2 Advance Booking for Parcel

To enable major parcel loading parties to plan their logistics in a better way, advance indenting of parcel space in SLRs and in Parcel Vans is allowed. The rules are as under:

1. Advance indenting of Parcel Vans to be attached to passenger carrying trains and time tabled Parcel Special trains are permitted 90 days in advance. This shall be 'date and train specific.'
2. The advance booking of space is permitted in SLRs and Parcel Vans (non-indented) both.
3. Advance booking in SLRs compartment shall be done from the originating station, till the destination station of the train.
4. Loading of consignment shall be permitted only from the station where Advance Booking has been done, after

completion of all commercial formalities (including weighment and issue of PW bill).

5. 50% of the total freight shall be deposited by the customer at the time of Advance Booking. Balance payment of the freight shall be ensured at least 72-hours before the scheduled departure of the train-failing which the advance booking will be cancelled, and advance freight will be forfeited.
6. Half of the advance freight will be refunded in case the advance booking is cancelled at least 72-hours before the scheduled departure of the train.
7. However, there shall be no refund if the cancellation is done after the deadline of the 72 hours before the scheduled departure.
8. Parcel Vans booked under advance booking shall be given preference in allotment of parcel vans, and also in attachment to trains for which advance booking has been made.
9. In case of railways failure to provide parcel space in train on account of cancellation of train or for any other reason, full advance shall be refunded to the party.

SCALE	TYPES OF SERVICE	TYPES OF TRAINS
L	All luggage	All trains
R	Rajdhani service	All Rajdhani trains
P	Premier Parcel Service	Notified Mail/ Express and Shatabdi trains of all types and special parcel trains having utilization of > 60%
S	Standard Parcel Service	Ordinary passenger trains and other Mail/ Express and Shatabdi Express trains

7.3 Re-weighment of Inward Parcels

All parcels should be re-weighed at destination, except at station where the parcels traffic is heavy, in which case the Sr. Divisional Commercial Managers will fix the minimum percentage of short distance (i.e. up to 320 kms) parcels to be re-weighed.

1. All parcels carried over 320 kms. should invariably be re-

weighed.

2. The result of re-weighment should be recorded in the column provided for the purpose in the parcels delivery book and undercharges, if any due, recovered before effecting delivery.
3. The result of re-weighment should also be recorded in a re-weighment register, to be specially maintained for this purpose, indicating the date of re-weighment, booking particulars, number and description of packages, contents, names of the consignor and consignee, weight as per waybill and re-weighment, undercharges due, and delivery book folio number.
4. Cases of frequent under-weighment of parcels booked from a particular station or by a particular consignor or of a particular commodity should be specially brought to the notice of the Senior Divisional Commercial Manager for necessary action.

7.4 Parcel Rates

1. Minimum Distance for booking is 50 km. and minimum charge is Rs. 30/-.
2. In the case of newspapers and magazines the minimum distance for charge is 250km and min. charge is Rs. 2.
3. For distance for charge:
    1. The first slab is 1-50 km.
    2. 10 km slabs (51 kms - 800 km)
    3. 25 km slabs (801- 2050 km)
    4. 50 km slabs (2051- 5000 kms)
4. **Scales for Parcel and Luggage Booking**:
    1. Rates for charging parcel freight are specified for each scale S, P and R separately. These rates are specified according to distance slabs, as specified above and weight slabs of 10 Kgs.
    2. Zonal Railways will notify such Mail/Express/Shatabdi trains for **Premier Parcel Service** whose utilization of parcel space during the preceding twelve months was 60% or more. The notification will be issued by the zonal

railways separately for Up and Down directions of the trains.

3. All special parcel trains, fruit specials to be charged at Scale-P.
4. Reserve price for leasing out Millenium Parcel trains - Scale P.
5. Newspapers and magazines at 45 % of Scale S.
6. However, the Railway Board circulates a detailed list of trains by which parcels under different scales are booked.

5. **Bulky Articles:**
   a) Bulky articles are usually not booked by weight, but by volume. On BG & MG, no package exceeding 1.5 quintals (150Kgs) in weight or 2m x 1.5m x1.25m in outside measurement is accepted except by prior arrangements.
   b) Bulky articles can be booked with prior arrangements but charged 25% extra.
   c) If Bulky articles occupy full vehicle, then charged for 6 tonnes per 4-wheeler (BG) and 4.5 tonnes on MG.
   d) Parcels are charged either by weight or by measurement, whichever is more (28 cubic decimeter= 4Kg)

7.5 Railway Material Consignment (RMC) is also booked in parcel. The chargeable freight is realized by raising debits against concerned Railway department. It is booked as any normal parcel; however, it is accepted in RMC Note.

Articles not Accepted as Parcel

Following articles are not accepted as parcels:

a) Uranium, Uranium concentrate, Thorium, Thorium nitrate, Thorium oxide, Heavy water, and other Radio-active materials.
b) Offensive articles.
c) Wet skins (other than wet skins of wild animals securely packed in air-tight boxes at Owner's Risk).

d) Acids and corrosive substances as provided in red tariff are not accepted as parcels.

7.6 Delivery of Parcel in the Absence of Parcel Waybill (Railway Receipt)

1. When the railway receipt is lost, delivery of parcels may be granted to the consignee on execution of an Indemnity Note executed on a non-judicial stamped paper of the appropriate value. If the consignee is a government official in his official capacity and in case of perishable articles the Railway may allow delivery on unstamped Indemnity Note.
2. Government departments and big firms may use General Indemnity Note also. This is executed for three years.
3. Consignment booked to 'SELF' will not be delivered on the General Indemnity Note.
4. In such cases, delivery may be granted only when the person claiming the consignment produces a stamped Indemnity Note duly executed by the consignor and countersigned by the Station Master of the booking station under his signature and station stamp.
5. The Note must also be endorsed by the sender in favour of the person to whom the consignment is to be delivered. It is further incumbent on the person claiming delivery to execute a second stamped Indemnity Note duly signed by him along with the surety and two witnesses to the satisfaction of the Station Master at the destination station before delivery can be affected. Separate forms will be used by consignor and consignee.
6. Railway receipt in this case must be presented within ten days or an Indemnity Note on Form I should be executed otherwise this facility will be cancelled.
7. SM must take prior permission of the Sr. DCM before allowing delivery on Indemnity Note in cases when, the consignment is claimed by more than one person, consignment is claimed by a person other than invoiced consignee or when consignment is

booked to a sender who is not personally known at the destination station.

7.7 Parcel e-Waybill

The e-way bill, as distinct from the parcel waybill (RR) is a requirement under the GST regime. It is an electronic document that is required to be carried by the person in charge of the conveyance transporting any consignment of goods of value exceeding INR 50,000 (single Invoice/bill/delivery challan). The e-way bill has to be generated by the consignor himself by using the Railway transport ID or the RR number. Where the value of the goods is more than Rs 50,000, both e-way bill and RR must be produced at the time of delivery. Only when the consignee declares in the prescribed format that the value of the consignment is less than Rs 50,000, can the delivery be made only on the basis of RR alone.

7.8 Over Carried Parcels

When parcels are over-carried on the home line, the Station Master of the station to which the parcels have been so over-carried will book them back to the correct destination under a **free parcel waybill.** However, parcels over-carried from other railways should be rebooked to destination **'To pay'** at the ordinary tariff rates, the outstanding being cleared through a certified overcharge sheet.

Over-carried packages must not be returned un-booked. No charges for the distance over-carried should be recovered from the customer.

7.9 Demurrage and Wharfage in Case of Parcels

Type of Station	Parcel/Luggage	Livestock
Permissible free time for removal of consignment (other than leased) from railway premise:		
Notified station	10 hours of working of delivery section of parcel office after consignment is unloaded	6 hours of working of delivery section of parcel office after consignment is unloaded
Other than Notified stations	18 hours of working of delivery section of parcel office after consignment is unloaded	

Under any circumstance, livestock shall be removed from the Railway premises within 24 hours from the time of their arrival at destination, failing which they may be disposed off in accordance with the provisions contained in sub-section 84 of the Railway Act 1989.		
Wharfage charge for excess detention of consignment at Railway premise		
Notified Stations	Rs. 1.00 per 50 kg or part thereof per hour or part of an hour	Rs. 10.00 per head per hour or part of an hour.
Other than Notified stations	Rs. 0.50 per 50 kg or part thereof per our or part of an hour	

- The expenses entailed in feeding the livestock will also be leviable irrespective of the fact whether the livestock was removed within the free time or beyond free time.
- When Parcel is booked on full VPU/BCN rake basis, the extant wharfage rules as applicable for goods traffic are applicable.

Permissible free time for loading/unloading of Parcel Van/ Parcel Rake:

Number of Parcel Vans/ SLRs	Permissible free time (hrs) for loading/unloading of SLRs/ VPs	
	Loading	Unloading
Upto 3 VPs	3	3
4 to 10 VPs + 1 SLR or 2 SLRs	5	5
11 to 15 VPs + 1 SLR or 2 SLRs	6	6
16 to 20 VPs + 1 SLR or 2 SLRs	7	7
More than 20 VPs + 1 SLR or 2 SLRs	8	8
Upto 20 GS + SLR (s)	3	3
More than 20 GS + SLR(s)	4	4

Demurrage charge including penal demurrage charge if any is levied for excess detention of wagon/van at the rate prescribed for goods wagon from time to time. However, in case of detention to individual wagon/van/SLR resulting in detention to entire rake, demurrage is charged on the entire rake. However, demurrage rates for SLR will be 25% of the rate prescribed for goods wagon.

7.10 Evolution of Parcel Policies in Indian Railways

Indian Railway is formulating various policies to consolidate the parcel traffic and make it as a profitable segment. There is huge potential in the parcel business. The evolution of parcel policies can be understood with following table:

Table: Evolution of parcels related policies

Year	Phases	Policies
Before 1991	Era of Minimum Intervention in Parcel Traffic	No dedicated leasing policy formulated by IR
After 1991	Phase of Maximizing Space Utilization	1. Scheme for leasing of SLRs (1991) 2. Comprehensive policy towards greater private participation (1999)
After 2006	Phase of dedicated Policies & Amendments	1. CPLP, March 2006 2. Policy on PCET, February 2007 3. SPTO, 2014 4. Revised CPLP, 2014
After 2014 to 2023	Current Phase	1. No further amendments to the policies 2. No fare revision

7.11 Comprehensive Parcel Leasing Policy, 2006

The policy with regard to parcel space leasing was brought in by the Indian Railways in March 2006. It was focused on leasing AGCs, SLRs, and VPs space in passenger trains, including Shatabdi, Rajdhani, superfast trains, and mail and express trains. Some of the key features of the revised Comprehensive Parcel Leasing Policy (2014) are given below.

1. **Eligibility**: Interested lease holders must be registered with the concerned division/zonal headquarters. Further, the annual turnover of the lease holders should be Rs 2 crore (for category A – all three spaces), Rs 50 lakhs (for category B – AGCs and SLRs), and Rs 10 lakhs (for category C – AGCs).
2. **Registration of lease holders**: Registration fee of Rs 1 lakh for category A, Rs 50,000 for category B, and Rs 25,000 for category C, is required to be submitted along with relevant documents (audited balance sheet, tax submission records, etc.).

3. **Earnest money**: To bid for the space, the registered lease holders are required to deposit earnest money of Rs l lakh for SLR and Rs 4 lakh for VP.
4. Duration: The time duration of the lease agreement varies with the space. For AGCs/SLRs, the lease agreement is of
   a) long-term (5 years),
   b) temporary (30 days at a time) and
   c) day-to-day contract (maximum of 10 days).

   For VPs, the agreement is only for long-term lease (5 years).
5. **Reserve price**: The fixation of reserve price has been entrusted with the divisional/zonal railways.
6. **Loading/unloading points**: Besides originating station, lease holders are allowed to load parcels at a maximum of one intermediate station over each zone through which the parcel train passes. **Theft**: "In case of theft, parcels will be unloaded at destination station in presence of chief parcels supervisor (CPS), RPF and lease holder or his representative, and compared with the manifest."

7.12 Parcel Cargo Express Train (PCET) Policy, 2007

Almost a decade ago, the Ministry of Railways came out with a detailed policy on leased cargo express trains for parcel movement in February 2007.The policy set out the set of rules for the operation of leased trains for parcel movement. Amendments to the policy were brought in June 2010 and June 2016. Some of the key features of the policy are given below:

1. **Service**: Contracts are awarded only for round-trip service on an end-to-end basis, except towards North Frontier Railway.
2. **Contract duration**: Parcel cargo express trains shall be leased out for a period of 6 years. For the first 3 years, there will not be any increase in lumpsum leased freight, with an increase of 10% in subsequent years. Parcel Express trains shall not be leased out on a medium term, short term, temporary or day-to-day basis.

3. **Rake composition**: Minimum composition of 15 VPs + 1 brakevan for the first 6 months of contract which can be increased to 20 VPs + 1 brakevan post initial 6 months. Also, the lease holder can run up to 24 VPs subject to permission from IR.
4. **Eligibility criterion**: The interested lease holder should have a turnover of not less than Rs 10 crore per annum during the last three financial years.
5. **Earnest money**: Bidders are required to deposit Rs 1 lakh as earnest money. This amount shall be forfeited in case the successful bidder fails to start operations within 30 days from the date of receipt of the acceptance letter.
6. **Security deposit**: Successful lease holders need to submit security deposit within 30 days of issuance of 'Letter of Acceptance'. The amount stands at 10% of the annual contract value as per the lumpsum lease freight rate (@ rate 20 VPs + 1 brakevan).
7. **Punctuality of train**: The parcel cargo express trains shall run on fixed path with scheduled timetable as far as possible. Transit time of train should be monitored by the operating department.
8. **Space to lease holders**: Free space of 15' x 15' may be provided, till the period of operation of contract, at suitable location for development of office at originating and destination parcel terminals.
9. **Loading/unloading points**: Besides originating station, lease holders are allowed to load/unload parcels at four stations covering 2,000 km, and one additional intermediate station for trains running beyond 2,000 km.
10. **Theft**: In case of theft, parcels will be unloaded at the destination station in the presence of CPS, RPF and lease holder or his representative, and compared with the manifest.

7.13 Special Parcel Train Operator Scheme, 2014

SPTO scheme is one of the latest policy initiatives of the Indian Railways

to increase parcel loading on to its trains through private participation. It allows private parties to procure rolling stock, including general service parcel vans, refrigerated vans, etc., and operate it as special parcel trains. Some of the key features of the SPTO scheme are given below:

1. **Eligibility**: Companies with experience in the field of logistics, warehousing, manufacturing, terminal operation, and wagon leasing, and with a net worth of Rs 20 crore or annual turnover of Rs 30 crore are eligible.

2. **Categories for procurement**: There are two categories.

   (a) General service parcel vans (freight stock) with a minimum of 20 wagons and maximum of 24 wagons, and

   (b) Special purpose vehicles (coaching stock) with a minimum of 15 wagons and maximum of 24 wagons. Amalgamation of two different stocks in a rake has been allowed under the scheme.

3. **Procurement of stock/wagons**: Indian Railways has allowed private operators to procure wagons other than Indian Railways standard designs, subject to approval from the Research Designs and Standards Organization (RDSO). The wagons could also be procured from the wagon leasing companies, subject to approval from the Railway Board.

4. **Maintenance of wagons/stock**: Maintenance activities will be carried out at Base Depot nominated by the concerned zonal railways and at a predetermined cost. The operator will be charged 5% per annum of the capital cost of private wagons and reviewed every 3 years.

5. **Haulage charges**: IR charges as per the category of stock. Freight stock is charged as per the general service rate for parcel vans notified by the Railway Administration. Under coaching stock, milk tankers are charged as per rates determined specifically for milk movement, while rates for refrigerated vans are 1.45 times the rate charged for VPs for single journey freight.

6. **Operation of SPTs**: It will run on fixed paths with a scheduled timetable. Further, loading and unloading does not require any permission at intermediate stations. Attaching/detaching of coaches is allowed only after approval of Ministry of Railway. However, the minimum composition of rake must be maintained between originating and destination stations.

FREIGHT BUSINESS

8

A consignment may be booked as a wagonload or rake load. The same commodity, if booked as a rake load, is charged at a comparatively lower unit rate than a consignment of wagon load. This is mainly because the Railways' assets areput to better use in moving a rake load consignment; the wagon capacity is fully utilized, it moves faster, and the chances of loss or damage are considerably reduced due to elimination of handling at midpoints. The Railways also do not have to incur expenditure on loading and unloading of wagonload as well as rake load consignments as these operations are required to be done by the owners.

A wagonload consignment is subject to a minimum weight for charge. This is termed as a minimum weight condition. This condition is bound to differ according to thenature of the goods booked because different commodities have different densities and a wagon, even when loaded to its capacity, cannot be given the same weight uniformly in the case of each commodity. Livestock are not, however, subject to any minimum weight conditions but they are booked in wagonloads only.

A consignment can also be booked in terms of 'Train Loads'. There

are various types of fright wagons/stock, which are suitable for loading different types of commodities. However, as per the design and size (length) of the wagons, rake size of different stock varies. Following table illustrates the same:

Block Rake Size			
Sr. No.	Type of Wagon	Standard Rake size	Min.No.of Wagons to be loaded for train load rate.
OPEN WAGONS			
1	BOXN, BOXNHS, BOXNHA	58	56*
2	BOX	35	30
3	BOST	42	40
4	BKCX	32	30
5	BOY/BOYN	52	50
HOPPER Wagons			
6	BOBR	52	50
7	BOBRNHS	59	57
8	BOB, BOBX, BOXK, BOBS	40	40
9	BOBYNHS	54	52**
10	BRN/BRNA/BFNS	43	41
11	BRHNEHS	42	40
12	BFR/BFK/BFKI	35	30
COVERED wagons			
13	BCN/BCNA/BCNAHS/BCXN	40	38
14	BCX	40	35
15	BCCN	30	29
16	NMG	25	24
TANK WAGONS			
17	BTPN	48	46
18	BCCW (Bulk Cement)	40	38
19	BTPGLN	32	30
20	Tank Wagons - 4 wheelers	72	68
21	Tank Wagon TG type - 4wheeler	64	62

*54 for Kullem-Castle Rock sections.

**45 for Dallirajhara-Bhilai sections.

As an exception to the above Mini rakes for covered wagons, for short distances are also permitted by the Railway Board where Train-load rates are charged for smaller rakes (Lesser no. of wagons loaded.)

8.1 Freight Rates and Calculation of Freight

The Railway Board, for the purpose of charging freight classifies every commodity booked as goods traffic. The commodities have been grouped into 18 groups and 4 divisions.

The 'Train-load rates' for charging these groups/divisions of commodities are in terms of 'Classes'.

There are a total of 21 classes out of which 5 are Low Rated (LR1, LR2, LR 3 LR 3A, 100A). Class 100 is treated as the 'Base class', while other classes are arranged at an interval of tens and differ in terms of percentages of the base class. There are 11 classes above the base class corresponding to 110%, 120%…200%at intervals of 10%, and are called as Class 110, Class120 etc. up to Class 200 (Highest class) and five classes below the base class corresponding to LR1 is 95%, LR2 is 76%, LR3 is 67%, LR3A is 61% and 100A is 92% of class 100. LR stands for 'Low-Rated' classes. At present the wagon load consignment charges are 10 percent more than the Train Load.

Earlier, the rates for different distance slabs for various classes are specified in theFreight Rate tables which are published by I.R.C.A. as Indian Railways Freight TariffPart II. Now after the closure of IRCA in 2022, FOIS provides the updated freight rate tables.

This classification of the different commodities is based on several considerations. Costly commodities have a relatively higher classification than that of low value commodities. Raw materials are classified at a lower scale than that applicable to finished products of the same raw materials. Density of the material, i.e., its load-ability by weight is another factor which influences

classification. Certain commodities are liable to break or suffer damage easily requiring a greater amount of care on the part of the railways. The risk involved in transportation and the amount of money that the railways may be called upon to pay in the event of loss or damage to the goods, is yet another factor which influences the higher or lower classification assigned to a commodity. Articles of public consumption are also given comparatively lower classification - as an act of public policy. Needless to say, that the principles of rating and classification are so important that they form a separate subject of study.

The Railway Board also permits departures from these standardized class rates and the Railway Administrations may quote special reduced rates, called station-to-station rates, or lump sum Rates, for specific commodities for movement between specific stations.

Earlier, the general classification of the various commodities is published in the IRCA Goods Tariff No. 45, Part I, Vol. II. Changes in the classification are notified to the stations through Rates circulars issued by the Rates Branch of PCCM office of each zone from time to time. Similarly, whenever a special rate is introduced, it is notified through the Rates circulars that are issued from time to time giving stations information regarding the latest changes in rates and other regulations. However, with the closure of I.R.C.A. in 2022, the decisions regarding any changes or updating in various tariffs are taken by Traffic Commercial Directorate of Railway Board. Same is implemented by CRIS, which is reflected in FOIS.

8.2 Principles of Rating & Routing

There are situations when it is possible to carry the goods, booked from one station to another, by more than one railway route. In such cases, the principle observed is that the goods will be charged on the basis of the cheapest /rationalized route, but they would normally be carried by the shortest/rationalized route. If,

however, the consignor wants goods to be carried by a route, which is not the cheapest, the charges are collected based on the route selected. In this connection, it should be remembered that the physically shortest route is not necessarily the rationalized route also. Rationalized route means a route, which is operationally convenient for the Railways to carry the traffic through.

Normally, the shortest route is the one over, the distance is comparatively less. But, if one or two or more alternative routes available have as break of gauge, transshipment point in between, then the chargeable distance on that route is inflated by 160 kms. for each break of gauge point involved. This inflation is done only for the purpose of comparing the two alternative routes as to their comparative length and not forlevy of charges.

In case the cheapest route is not open for traffic, the charges are based on theroute open (rationalized route) for traffic.

8.3 Books of Reference for Booking & Delivery of Traffic

Every station is invariably provided with the following reference books andcirculars to enable it to book consignments and levy freight charges correctly: -

1. **The alphabetical list of stations** –
   It gives the names of all railway stations in Indian Railways in alphabetical order showing the State and District in which a station is situated, the kind of traffic for which it is open for booking i.e. wagon loads, rake load, whether restricted for certain types of goods, the gauge i.e. BG, MG, NG that serves it, etc.
2. **IRCA Goods Tariff No. 41, Part - I, Vol. I: -**
   This contains the general rules in accordance with which goods may be accepted for booking, charged, delivered, etc.
3. **IRCA Goods Tariff No. 45, Part - I, Vol. II**: -
   This contains the General Classification for the various commodities. Certain commodities are called by different local names, but they are indexed by their most popular names only. If its name is not found in the general classification, the list of synonyms, trade, proprietary and localnames of articles given in Chapter II of this tariff may be consulted. A commodity that is not found classified is to be charged at the higher

class 300.

4. **IRCA Goods Tariff No. 44 - Part II**: -
   These are the Rates Tables showing the amount chargeable towards freight for each class of goods over various distances in kms.
5. **IRCA Red Tariff no. 20-**
   This contains rules regarding booking and delivery of certain commodities categorized as dangerous, such as explosives.
6. **IRCA Military Tariff** –
   This contains the rules regarding booking and delivery as wellas the rates applicable to traffic offered by the Defence Department.
7. **Distance Tables** –
   These are used for ascertaining the chargeable distance. There are local distance tables showing the distance from each station to every other station situatedon the same railway, and the junction distance tables, which show the distance from each station up to the junction through which the goods pass over to the adjoining railway.
8. **Rates circulars**
   Rates circulars are issued by the Railways from time to time.
9. **Rates Branch System (RBS)**
   Is a software used to calculate distance and generation of distant tables. (https://rbs.indianrail.gov.in/ShortPath/ShortPath.jsp),
10. After 2022, FOIS website with the following link is used to refer for commodity classification details which covers item no. 3, 4 of above. (https://www.fois.indianrail.gov.in/foisweb/view/CmdtDtls.jsp)

8.4 Procedure of Booking Goods Traffic

The procedure of booking consignment entails the following steps:

1. Registration of Wagon /Rake demand/Placing Indents.
2. Execution of Forwarding Note.
3. Examination of the goods and their packaging.
4. Weighment of consignments.
5. Marking of packages.
6. Loading the consignment into wagons.
7. Labeling, sealing, and riveting of the loaded wagons and
8. Calculation of freight and issue of Railway Receipts.
9. Unloading of Consignments & Delivery of Goods Traffic

These steps are briefly described below:

1. Registration of Wagon Demand & Supply of Wagon

If the booking of a wagonload consignment is intended, the consignor should register a wagon demand or it is also called "placing an indent" with the Station Master, on payment of a registration fee which is held as a deposit. The W.R.F. (Wagon registration fee) required to be deposited is as below:

Gauge	For wagon	For rake
BG	Rs. 1500	Rs. 50000/-
MG	Rs. 1500	Rs. 50000/-
NG	Rs. 1500	Rs. 1500 X number of wagons in the rake

Wagon Registration fee is not recovered in case of military traffic and railway materials. Major siding owners on the Indian Railways are supposed to deposit alump sum wagon registration fee equal to 3 times average daily loading x W R F per wagon. And they are supposed to recoup only that amount which may get forfeited etc. under the rules.

The Wagon demands registered are noted in a separate register called "Wagon Indent Register" in serial order and wagon is supplied in the order of registration. But, certain categories of traffic are given priority under the schedule of preferential traffic framed by the Central Government under the Railways Act, 1989. For example, military traffic is given the highest priority as Priority A traffic. Other traffic is similarly placed under priority B, C, and D.

The Wagon registration fee is refunded to the indenter if on allotment of a wagon against his indent, he utilizes the wagon for booking his traffic, but it is forfeited if, after physical supply of the wagon, loading is not commenced within the time allowed for loading or if the wagon indent is cancelled within ten days from the date of registration of the demand. This is now done through e-RD (e-registration demand) where the customer registers the demand

indent electronically.

2. Execution of Forwarding Note

The forwarding Note (F/Note) is of the nature of an application by the person tendering the goods for dispatch by rail in a prescribed form. His agent can also execute it. It is addressed to the Station Master asking him to dispatch his goods to a particular station. It contains the names of addresses of the consignor and the consignee, or the endorsee, description of the goods, number of articles and weight and also a declaration as to the condition of the goods and their packing. The consignor may also specify whether the goods may be dispatched in open wagon and by a dearer route and whether at railway risk or owners' risk in case alternative rates are available for the commodity.

All required entries on the front side of the F/Note are filled up by theconsigner, i.e., the person who books the consignment, and the reverse side by the goods clerk/supervisor. the duly filled up F/Note become a contract or legal documentunder the Indian Contract Act, 1972.

Different forms of forwarding notes printed on papers of different colours are used for:

a. General merchandise (buff colour),
b. Animals and articles of special value enumerated in the second schedule to The Railway Act (white colour), and
c. Explosives and Dangerous goods (pink colour)

After the introduction of e-RD the sender shall fill electronic demand note through FOIS web portal.

3. Examination of Goods and Their Packing

If the booking is intended, the goods may be brought to the goods shed by the consignor along with the forwarding note.

Traffic for wagonloads is to be brought for booking after allotment of a wagon against the consignor's indent, for direct loading into the wagon.

When the goods are brought to the station for booking, the Goods Clerk should, as far as possible, see that the description of the goods given in the forwarding note tallies with the commodity offered for booking as there may be a mis-declaration on the part of the consignor either out of mistake or with an intention to avail a lower rate or to circumvent some provision of the law as in the case of contraband articles or inter-state restrictions, etc.

The goods clerk concerned should then check the condition of the goods and if the goods are found in deteriorated or defective condition, he should obtain a remark regarding the specific defect, in the forwarding note, from the consignor. Similarly, the goods clerk should check the packing condition of the goods and for any defect noticed inthis regard also he should obtain remarks from the consignor in the forwarding note, suchas 'gunnies old and torn, contents dropping' or 'case weak, liable to give way during handling', etc.

Railways had earlier prescribed elaborate packing conditions for different types of goods however now these have been simplified and limited to Six Packing conditions (forBagged consignments, Loose consignments etc.) and three special Packing conditions. These are defined as minimum desirable packing conditions.

4. Weighment of Consignments

All articles accepted for booking must be weighed and their weight recorded onthe railway receipt. For this purpose, weighing machines have been provided in all goods sheds and parcel offices. Indian Railways accepts static, electronic in motion weighbridges, weightometers linked to silo loading for weighment of solid commodities and dip measures to weigh liquids. While booking wagonload consignments, it is not always necessary to weigh the entire consignment. If it comprises articles of standard size and weight, only a few articles need to be weighed and then the weight of the whole consignment can be computed. There are, however, several cases in which weighment is not possible on the station

weighing machine as in the case of wagon load consignments of timber logs or loose materials like gypsum, sand, coal etc. Such consignments must be weighed on electronic in-motion weighbridges after being loaded in the wagon.

If a weighbridge is not available at the station at which such consignments are offered for booking, the RR is issued provisionally showing the weight as declared by the sender and the wagon is marked for weighment at the nearest station having a weigh bridge en-route of the consignment. The weighbridge station in question is required to weigh and advise the weighment particulars to the booking and destination stations.

If at all, it is not feasible toweigh the consignment due to loose, bulky nature or some other reasons, sender's declared weight is accepted provided general safety norms after loading is found acceptable. Such consignments are booked under the Senders Weight Accepted (SWA) remark, and the same is endorsed on the Railway Receipt (RR) to avoid any claims by party on the weight account.

5. Marking of Packages

All packages offered for booking either as parcels, luggage or goods must be marked by the sender indicating the names and addresses of the consignor and consignee. In addition, railway marks are also put on the packages in black ink by railways staff. These marks should indicate the names of the booking and destination stations, the RR number and the number of packages booked under the RR. The usual manner of railwaymarks is as follows:

00976

BRCY ----------NDLS

20

In this instance, BRCY is the code name of the booking station viz. Baroda;NDLS is the code name of the destinations station viz. New Delhi, 976 represents the last3 digits of the RR under which

the goods are booked, and the number 20 indicates the number of packages which are booked under this RR (In some zones full 6 digits of RR are written instead of last three digits).

In the case of parcels, there is a slight difference in the railway remark e.g.

345621

BRCY ---------- NDLS

20P

Here, BRCY & NDLS have the same nomenclature but 345621 - indicates the Parcel Waybill No. and 20 'P' indicates 20 packages booked as parcels. Railway mark on luggage has similar system only suffix P is replaced by 'L'.

In the case of wagon load only 10% of the packages need be marked except when the consignment is routed via transshipment point in which case all the individual packages should be marked.

Certain types of goods are not easily susceptible to durable and legible marking in ink, such as rubber goods, iron & steel articles, goods packed in baskets, etc. In suchcases the consignors should stitch or attach pieces of cloth or gunny to the packages to enable marking. Articles of steel may be marked in white paint instead of ink.

6. Loading of Consignments

(a) Consignments of following descriptions are required to be loaded by the owners, i.e., the consignors/senders:

i. Goods consigned loose or in bulk.
ii. Offensive goods.
iii. Goods booked in wagon loads.
iv. Motor vehicles etc. where a minimum weight for charge per article has been fixed.
v. Heavy machinery, long timber or other heavy articles weighing one ton or more per piece.
vi. Goods traffic booked to sidings.

Goods, which are required to be loaded by the owners, are also to be unloaded by them at the destination station. However, presently all the consignments are loaded and unloaded by the consignors/consignees only, and not by the Railways. Mechanized loading is usually promoted by the Railways so that loading/unloading time and wagons availability is saved in addition to accrual of other benefits to both Railways and party.

Subject to the exceptions mentioned above, the principle is that wagonload consignments are to be loaded and unloaded by the owners.

(b) For loading heavy articles, it is sometimes necessary to use a crane. Important railway stations are equipped with this facility. There are cranes of different capacities, 5 tonnes,10 tonnes, 20 tonnes or more. These may be fixed or mobile cranes. A party requiring theuse of crane must pay for it at a prescribed per hour rate. This charge is called cranage. When a station is not provided with a crane and a mobile crane must be brought from a different station at the request of the party, a crane haulage charge is also recovered in addition to cranage. However, this practice by Railways is very negligible these days.

(c) The loading (as well as unloading) by the parties is required to be completed within a prescribed time, call free time from the time of placement of the wagon in position forthis purpose, when loaded with heavy articles. When the 'free time' is exceeded, demurrage is recoverable at the prescribed rates which apply on per-hour-basis on the carrying capacity of the wagon.

(d) A wagon supplied for loading must be reasonably clean and otherwise suitable for the kind of traffic to be loaded. It should not have holes or panel cuts, and in the case of goods damageable by water, it should be watertight. Important stations are given special mechanical staff and materials to

attend to such wagon defects on the spot.

(e) The loading should be performed with due care and caution to avoid damage to the goods. For example, heavier packages should not be placed in a manner which would allow them to roll or fall during wagon movement etc. While loading baggedgoods, a space of 18" from the door side should be left vacant to prevent the risk of pilferage through door crevices; in addition, a few bags filled with straw or hay should be placed in the recent space. This is called 'dunnage'. Packages must be handled carefully, and use of hooks should be avoided in the case of bagged goods, piece goods, etc. Moreover, the wagon should be evenly loaded.

When long articles such as rails, timber logs, etc. loaded on a wagon project beyond the buffer, a dummy wagon should be used. Additional charges for dummy vehicles are recovered from the parties.

(f) Supervision of Loading: All loading operations on the goods shed premises are required to be supervised by the railway goods clerks concerned. At important stations, goods clerks are separately earmarked for this purpose. They are also called Tally Clerks.They should see that the loading is being done in the proper manner and keep a count of the number of articles loaded. They maintain Tally Books in which the number and description of articles pertaining to each RR is entered at the time of loading. The Tally Book also shows wagon No. into which a consignment is loaded.

7. Labeling, Pivoting & Sealing of The Loaded Wagons

(a) Marking:

The purpose of marking is to facilitate dispatch of the consignments to their correct destinations and their linkage to the specific Railway Receipts under which they are booked. A similar purpose is served by labelling, which is done after completion, or loading. There are two types: of labels, viz. -

1. Wagon labels and
2. Caution or pictorial labels.

Wagon labels are prepared on paper cards of a size slightly bigger than post cards, in a prescribed form. They contain the name of the booking Railway, names of the booking and destination stations, name of the consignee, description of the commodity, the Invoice No. under which the consignment is booked, etc. These are to be written in blue pencil so that the impression does not easily fade away or get washed out duringrain. Three types of wagon labels are normally used, viz. paste-on labels, bracket labels and seal labels.

The paste-on labels are pasted on the inner panel of the wagon door on either side. Some of the wagons have an inside pocket in which case this label can be placed andneed not be pasted. The bracket label is placed in the pockets provided outside on the wagon body. The seal label is used in conjunction with sealing after the wagon doors are closed. On open wagons, however, which are not sealed, the seal label is tied to the small handles provided on the wagon doors on either side, in addition to the bracket labels.

Wagons containing fragile, damaging, or dangerous goods are provided with caution labels also some of which are printed in pictorial form. There are intended to attract attention of the railway staff concerned with handling and shunting operation so that precautions in handling, shunting; or movement of the wagons, as may be appropriate to the commodity in question, may be observed and any risk by way of damage or explosion may be avoided. These labels are normally pasted on the wagon doors.

(b) Riveting:

After completion of loading, the doors of all covered wagons are properly closed and they are riveted, this is an important duty of the goods clerks as a precaution against thefts from

loaded wagons. But wagons containing minerals, charcoal, firewood, grass, livestock, offensive, explosive, and other dangerous goods are not to be riveted.

(c) Sealing of wagons:

While riveting of wagons is meant for preventing thefts, sealing serves the purpose of localizing them. After loading is completed and covered wagons are closed, bolted, and secured with rivets, they are sealed. Sealing is done under the supervision of a responsible official in such a way that is not possible for any person to get to the goods without breaking the seals. This is achieved by tying the seal card with a tape or wire and covering the knot with melted wax or lead on which the Railway and station names are impressed. Seals are of two kinds, viz. wax seals, and wire lead seals.

Wagons containing commodities like explosives, gases, inflammable liquids, inflammable solids, oxidizing substances, bhoosa etc. are not sealed with wax, as this necessitates the use of a lamp or a naked light near the wagons. Special lead seals with wire shackles, supplied to stations booking these goods, are used for this purpose.

8. Calculation Of Rates & Issue of Railway Receipt

(a) **Calculation of freight** –

The freight chargeable for a consignment mainly depends on the following three factors, viz.

1. **Weight -.** The weight to be charged is as per the notified Permissible carrying capacityof the wagon.
2. **Distance -** The minimum distance for charge is 100 kms. The distance between two stations is ascertained with the help of the Distance Tables. Or through RBS software.
3. **Classification of the commodity**

   Classification of the commodity in question, as given in the IRCA Goods Tariff No.45, Part I, Vol. II. Or now in

FOIS.

These factors being known, the rate is worked out by consulting the Goods Rates Tables (IRCA Freight Tariff Part II) provided for this purpose. The total freight is then calculated for the given weight, and it is rounded off as per rules given in the GoodsTariff, Par I, Vol. I.

The Freight charges may also differ accordingly as the goods are booked by the consignor at Railway Risk Rate (RR Rate) or Owner's Risk Rate (OR Rate), in caseswhere OR rate is applicable to the commodity. Most of the commodities, however, are booked at RR rate only. A party while booking a commodity normally charged at OR rate can avail RR rate by paying 20% more freight but vice versa is not applicable.

Consignments booked from or to Out-Agencies are subject to an Out-Agency charge.

The freight charges for certain traffic are recoverable at the time of booking itself.This is called 'paid' traffic. In other cases, the party can avail 'to pay' facility by paying 05% extra charges over and above normal freight. This facility enables the party to paydue charges at the destination. Now to pay facility is discontinued by Indian railways.

Besides above, many other factors also affect the calculation of rates, they are – concessions, incentive schemes, rake load or block wagon load, commodity specific concessions, peak season or lean season, type of commodity apart from general classification, like essential commodities as declared by Govt. of India from time to time, etc.

(b) **Issue of Railway Receipt** –

Normally, Railway Receipt can be issued of a wagon load consignment, after it has been loaded into the wagon. Separate RR books are supplied to the stations for 'Local' traffic i.e., traffic originating and terminating on the same Railway and for 'through' traffic which terminates on another Railway. Each of

these categories also has separate RR books for 'To Pay' traffic and 'Paid' traffic. RR is made out in four foils by using the double-sided carbon paper. The first foil is for record; the second is the Receipt foil to be given to the consignor. The third copy is for Accounts, and the fourth copy is called Invoice, which accompanies the consignments in the wagon. A RR for 'through' traffic has one additional foil i.e., the 5th, which is called transit invoices. The invoice copies of a 'through' consignment are sent to the destination station by post and the transit Invoice accompanies the consignment in the wagon.

The Railway Receipts are serially numbered. They contain names of the booking and destination stations, names, and addresses of the consignors and consignees, number of wagons used, description of the goods books, number packages, actual weight, chargeable weight, chargeable distance, classification at which charged, freight rate, incentives and discounts, other charges including GST, total freight etc. Normally, the number of packages should be clearly indicated but in cases where the packages or pieces are so numerous and of varying sizes that they cannot be readily counted, or the tally clerks have not supervised the loading, only a "said-to-contain" RR is issued as per declaration of the sender, such as said-to-condition 600 logs. Similarly, in cases where there is some defect in the packing of the consignment, these must be clearly brought out in the RR such as "P/8 not complied with, bags used are old and torn, contents liable to drop in transit", or "goods in damp condition, liable to deteriorate and lose weight in transit", etc. If the weighment of the consignment is not possible for some reason, a "sender's weight accepted" remark is also passed on the railway receipt. RRs with one or more of such remarks are called **'qualified RRs'**. These remarks are intended to guard the railway against claims for compensation for which the railway is not responsible. A RR without any such remarks is

called a **'Clear RR'**.

A consignment may be booked in favour of a particular consignee mentioned by name. It may also be booked to 'self' in which case the delivery of the goods is given to the person in whose favour it may be endorsed by the consignor. The RR is accordingly made out showing the name of the consignee or 'self' in his place.

Under FOIS (Freight Operation Information System) TMS (Terminal Management System) has been successfully implemented at all the terminals (goods sheds).RRs are issued through the TMS only and payment is realized through e-payment (under tri-partite agreement – Railways, Party/Consignee and Bank).

9. Unloading of Consignments & Delivery of Goods Traffic

At every goods shed, the unloading of consignments is done by the party, i.e. Consignee, and supervised by the **Goods Clerks**. When a wagon/rake is received at the destinations station, its time of placement and release as well as any defect in the seals, and shortage or damage to the consignment, are noted in the Unloading Register maintained for this purpose. The time of placement and release is essential for recovery of demurrage in respect of consignments which are required to be loaded and unloaded by the owners.

Damage and Deficiency Message or DD Message

If any deficiency or damage is noticed, inside wagon itself when opened & before unloading or unloading of a wagon, the Station Master, and a representative of the Railway Protection Force, if available at the station, are to be sent for, and the consignments are checked in their presence. The result of the check is recorded in their presence along with the weight of defective packages found during the check.

The shortage or deficiency noticed in the consignments is reported

by telegram to the booking station, any other station enroute if that station had dealt with the consignment, as may be inferred from the seal on the wagon, and to a representative of the RPF. This message is to be issued within 6 hours from the time of opening the wagon for unloading. If the deficiency is noticed from a wagon whose seals were found defective, a copy of this message is sent to the Railway Police and a written complaint oftheft is also lodged with it. This message is called '**Damage and Deficiency Message or DD Message**'.

Sometimes, excess packages may also be found in the wagons, and these are reported to the booking and last sealing stations as soon as the excess is noticed. This is done with a view to looking at their instructions regarding disposal of excess goods. Party is not allowed to take delivery of excess packages until such instructions are received.

Any damage noticed in the consignment, e.g., damage by wet, is also to be similarly reported on the date of unloading.

Weighment of Goods at Receiving Stations (Re-Weighment)

To guard against deliberate or inadvertent under-weighment at the booking stations, the receiving stations are required to exercise a check on the weight entered on invoices. This check should be made by reweighing immediately after unloading. Reweighing may also have to be done to assess the weight of shortages or for giving partial delivery of consignments. Any variation in booked weight and this weighment up to plus/minus 02% of total weight, subject to a maximum of 02 quintals per wagon for all commodities and 04 quintals in case of jute, is ignored. But if the weight found is in excess, undercharges should be raised.

Appreciable under-weighments which would have resulted in loss of revenue and frequent discrepancies between invoiced weight and the weight found on re-weighment of consignments booked from any particular stations, are reported to the Sr. DCM or

DCM concerned and the PCCM for taking up with the staff of the forwarding station.

Re-weighment At the Request of Owners

Railways do not undertake to weigh the consignments at the destination station as a matter of course. Such weighment can only be considered in exceptional cases when the condition of the consignment or package warrants this.

Requests for re-weighment from the consignee in respect of wagonloads are referred to the Sr. DCM or DCM, who may permit re-weighment at his direction if facilities for re-weighment exist at the destination.

When the request of a consignor or a consignee for re-weighment of wagon load consignments at destination station is accepted on merits of the case, by the Sr. DCM or DCM the charges notified for re-weighment are collected in advance. In addition, demurrage charges due under the rules are also recovered if the request for re-weighment is received after placement of the wagon for unloading.

Check of Inward Invoices & Recovery of undercharges

Immediately on receipt of the invoices, the freight and other charges shownthereon are rechecked at the destination station and undercharges, if any, noticed during this check, are recovered at the time of delivery, along with other charges due.

Station Masters should allow refund of overcharges at the time of delivery in the case of consignments booked freight To Pay, where it is clear that the charges invoiced are incorrect due to any of the following reasons, provided the consignment tallies with the description shown in the invoice.

1. Error in rate not affected by description or condition of carriage.
2. Error in classification i.e., an error where a consignment is correctly described but charged under awrong class; and

3. Error in calculation.

Delivery of Goods on Production of R.R.

The person claiming delivery is required to produce the receipt granted to the sender at the forwarding station. Goods are not to be delivered to any person other than the invoiced or endorsed consignee.

If a person claiming goods as the agent of the invoiced consignee presents an unendorsed railway receipt, delivery should be withheld if such person cannot produce a properly prepared and stamp 'Power of Attorney'.

After delivering the consignment, the signature of the consignee is taken in the Delivery Book.

Delivery Of Goods When RR Is Not Available

When an RR is lost, mislaid, or is for other reasons, not forthcoming, the railway can grant delivery on the authority of an Indemnity Note to be executed on a non-judicial stamp paper of the value chargeable in a State.

An indemnity Bond on un-stamped paper may also be accepted in the following cases, viz.

1. Station Masters may, at their discretion, allow delivery of such articles of trifling value as required, speed delivery, to well-known persons on unstamped indemnity notes.
2. Station Masters may similarly, at their discretion, allow delivery of perishable articles on unstamped Indemnity Note.
3. When a government official is the consignee in his official capacity, he need not execute the Indemnity Note on a stamped paper, but he must execute the same ona standard unstamped Indemnity Bond.
4. Consignments booked to registered co-operative societies.

In case of goods consigned by a sender to 'SELF' when the Railway Receipt is lost or otherwise not forthcoming, delivery may be

granted only when the person claiming theconsignments produces a stamped Indemnity Note duly executed by the consignor and countersigned by S.M. of the booking station under his signature and station stamp. The note must also be endorsed by the sender in favour of the person to whom the consignment is to be delivered. It is further incumbent on the person claiming delivery to execute a second stamped Indemnity Note, duly signed by him along with a surety and two witnesses to the satisfaction of the Station Master at the destination station before delivery can be affected.

An indemnity Note is required to be executed in the presence of the S.M. as provided on the form itself. However, if a consignee is unable to appear personally before the S.M. for the execution of the Note, he may execute it before a Magistrate or a Justice of Peace, who will attest it under his official seal. Such attested Indemnity Notes may alsobe accepted even though they are not executed in the presence of the Station Master.

Parties of repute having regular dealing with railways can get a facility of "general Indemnity Bond". This is extended by PCCM on request for a period of 06 months.Vide such parties need not execute a separate Indemnity Bond for every wagon. They can take delivery of all such wagons on the G.I. Bond provided the relevant RR is produced in ten days. If that is not done a separate I/Bond has to be executed in respect of all such cases.Wagons booked to "Self" cannot be delivered on this General Indemnity Bond.

8.5 Open Delivery and Assessment Delivery

Sometimes, a consignment is received at the destination station with a shortage in the number of packages or a partial shortage of contents in some packages or in a brokenor damaged/deteriorated condition. In such cases, the consignee may ask for verification of the contents or assessment of the damage with a view to recovering monetary compensation from the railway. He may make a request to the Station Master to this effect. He thus may not agree to taking

normal delivery of his consignments but ask for special one through tendering application. These special forms of delivery are called 'Open Delivery' or 'Assessment Delivery', besides some others.

S. No.	Open Delivery	Assessment Delivery
1	If it is a question of verifying theshortages.	If it is a question of assessing the damageor deterioration.
2	A representative of the RPF is also associated for witnessing the shortages.	If the assessment; of damage in a certain case involves technical questions with which the commercial authorities are not conversant, they may associate an independent technical expert in theproceedings
3	The consignment is jointly surveyed, the affected packages are weighed, and an account of the shortage is made out by comparing the contents found with those shown in the party's 'RR' or 'beejuk'.	The damaged goods are segregated and arranged into different lots accordingly as the damage is more or less in the different lots and the loss value due to the damage is expressed in terms of percentage.
4	Then a report is drawn up giving details of the joint observation and it is signed by representatives of the Railways as well as the consignee.	Care is taken to see if the alleged damage had already not occurred before the goods were booked, as may be evident from old stains on the containers and remarks on the RR etc.
5	Care has to be taken to see that the report contains a factual account of all relevant aspects of properly establish specific shortages, if any, and information on other aspects which would enable the claims office to take a decision as to whether the railway is responsible or not for payment of compensation.	Such observations are recorded in the Assessment Report, which is signed by representatives of the Railway and the consignee and a copy thereof is given to the consignee.

	A copy of the Open Delivery Report is given to the consignee.	
6	It occurs due to theft or some otherreasons causing shortage.	It occurs due to inherent property or improper handling of the consignment – damage caused due to moisture, water seepage, very long transit time, breaking, etc.
7	It occurs for general nature commodities.	It occurs for commodities, which have less shelf life, perishables – fruits, vegetable, milk, onion, potato, and fertilizers, cement, cereals, etc.

Station Masters of larger stations are empowered to grant assessment Deliveries in cases where the value of the loss in a consignment is not likely to exceed Rs. 3,000/-. At smaller stations, the Station Masters call the Commercial Inspector of the Section who is vested with similar powers for this purpose. But, in case the shortage or damage ismore extensive and is likely to exceed Rs. 3,000/- in value, the Station Master must call a Commercial Officer from the Divisional Headquarters. A suitable time and date are fixed in advance for this purpose when the consignee is asked to attend the Open or Assessment Delivery.

The Open/Assessment delivery is granted without prejudice, and this is mentioned in the report. The implications are that the report is only a factual statement about the consignment, and it does not, in any way, establish the Railway's liability which isdecided at a later stage in terms of the compensation if the party prefers a claim against the Railways.

8.6 Demurrage and Wharfage

At the time of delivery of consignments, the consignees must pay the freight and other charges due as shown in the R.R. as well as the undercharges due, if any. In addition, they may have to pay

charges called 'demurrage' and 'wharfage', if the time allowed for unloading and removal of the consignments from railway premises is exceeded. These charges are, therefore, in penalties to ensure quick release of the wagons and vacation of the railway premises after expiry of a reasonable timeallowed for these purposes. The time so allowed is called 'free time'.

S. No.	Demurrage	Wharfage
1	It is the charge recovered from a party for detaining a wagon/ wagons for loading or unloading beyond 'freetime'.	Wharfage is charged for non-removal of the goods from the railway premises after the free time allowed for this purpose.
2	The 'Free time' permissible depend on factors, like different types of wagons and certain commodities for Manual and mechanized loading/ unloading, season – lean or busy, etc.	This 'free time' extends till the closing time of goods shed on the day following the day on which they are made available for delivery. In some goods shed any Sundays, 26th January, 15th August and 2nd October are not reckoned in calculating the free time i.e., these are treated as "Dies-non", i.e., if they fall within the "free time", then the free timeis extended by one more day.
3	Demurrage for excess detention is levied on entire rake. The entire group of wagons placed for loading/unloading shall be treated as one unit for the purpose of levy of demurrage charges i.e. even if onewagon out of the group is detained for loading/ unloading beyond the prescribed free time, demurrage will be leviable on all the wagons in the group.	The rate at which wharfage is charged varies according to the importance of the stations.

	In the case of goods sheds and railway sidings where the placement capacity is less than a rake, the free time starts with the placement of 1st part of the rake. However, intervening periods between the time of completion of loading/unloading of the 1st part and time of placement of 2nd part of the same rake for loading/unloading, is treated as *dies-non*. Demurrage for excess detention is levied on entire rake. Excess detention should be calculated by deducting the permissible free time and periods of *dies-non* from the period of total detention (i.e. period from the timeof placement of 1st part to the release time of last wagon) of the rake.	The stations are divided into three groups depending upon the average number of rakes dealt between 1st Jan. and 30th April. **Group I** - More than 12 rakes / month, **Group II**- Between 7 and 12 rakes /month and **Group III** - Less than 7 rakes / month. The Free time for removal of goods is Group I – 12hrs., Group II-15 hrs. and Group III- 48 hrs. from expiry of free time for loading / unloading. However, for livestock it is 3 hrs. from expiry of free time for loading / unloading.
5	Demurrage charge is levied @Rs.150/- per 8-wheeled wagon per hour, or part of an hour, for detentionof wagon in excess of the permissible free time for loading or unloading.	The wharfage charges (w.e.f.01/04/2013) will be levied on per hour basis uniformly for all types of wagons, whether 4-wheeler or 8-wheeler or any other type as given below:

Group I	Rs.150/- per wagon per hour or part thereof
Group II	Rs.120/- per wagon per hour or part thereof
Group III	Rs.75/- per wagon per hour or part thereof

8.7 Rebooking and Diversion

Sometimes, the consignor or the consignee requests change in the destination station of the consignments after booking due to his own business reasons. For these two situations arise primarily due to time factor as when he tenders his request for such change in destination station, which is different from the original one mentioned in the F/Note and RR. Thus, he makes requests either

for ‘Diversion’ or for ‘Rebooking’.

The difference between Diversion and Rebooking is illustrated as below:

S. No.	Diversion	Rebooking
1	Diversion of a consignment is done when the train has not passed the diversion point.	Rebooking to a different station is done after it is received at the original destination.
2	Permissible in respect of train load consignments only with the approvalof the PCOMs.	The consignor or the consignee should apply to the S.M. of the station at which the consignment is stored.
3	The original RR is surrendered, and super sessional RR is issued	The original RR should be forwarded to the S.M. with an application along with a duly executed forwarding note, and a new RR is issued for the new destination.
4	The diversion is granted only if the consignment has not already reached the original destination and subject to the condition that if, despite efforts on the part of the Railway, the goods still happen to reach the original destination, the party would take delivery there.	The goods are re-booked subject to the route being open for rebooking, and only if the consignment required to be rebooking, and only if the consignment required being in defective condition, the S.M. will advise the consignor or consignee of the condition and weight, etc. of the consignment.
5	No fresh Forwarding Note is required.	On receipt of this advice from the S. M., the consignor or consignee should sign a fresh forwarding note entering thereon all the particulars including the remarks given by the S.M., as to the actual condition and weight of the consignment and send it to the S.M. for rebooking.

6	No demurrage and wharfage are involved in this case.	All charges including demurrage and wharfage etc. due at the rebooking station are entered in the rebooking RRs as "Paid-on-to-Pay". Where pre-payment of freight is compulsory, the charges are collected before rebooking.
7	All goods are allowed to be diverted provided the new destination is open for receiving the consignment.	Perishable goods and goods on which percentage charges on value has been paid are not rebooked.
8	A Diversion Fee is required to be paid. And, if diversion takes place, the difference of freight due between the original destination and the diverted point is recovered at the time of delivery.	No such fee except freight for the new distance from the original destination to the new destination is required.
9.	Telescopic rates are extended to the party.	No telescopic rate is extended in this case.

Disposal of Undelivered Consignments

After the termination of transit, a railway administration is accountable for the consignments for a period of seven days as a bailee.

8.8 Transit Terminates

(a) In the case of goods and animals to be unloaded by the consignees:

If the wagon is not unloaded within the free time allowed	On the expiry of such free time
If the wagon is unloaded within free time allowed	On the expiry of free time allowed for removal ofsuch goods or animals from the railway premises
In the case of goods and animals not required to be unloaded by consignee	On the expiry of the free time allowed for removal of such goods or animals from the railway premises

After the expiry of seven days from the termination of transit, the railway is not responsible for any loss, destruction, damage, deterioration, or non-delivery of goods, arising from any cause whatsoever. In the case of 'excepted' articles, that is those mentioned in the Second Schedule to The Railway Act, animals, explosives, and other dangerous goods. However, the railway's responsibility ceases after the termination of transit itself, i.e. there is no bailees liability in respect of these articles.

Goods still lying with the railway after the period stated above may be disposed off by public auction after giving a notice under The Railway Act to the consignee or the consignor. This notice stipulates a period of 15 days from its receipt by the party, within which the party should remove the goods after paying the charges due to the railways. If the goods remain undelivered, the railway can dispose them off by auction and the sale proceeds are adjusted towards the charges due to the railway. If any balance amount is still left with the railway, it can be paid to the consignee.

In actual practice, wagon load consignments are auctioned at the destination station itself after giving publicity in the local newspapers unless the local area is so unimportant that the goods are not likely to fetch a reasonable price at the auction. In that case, the consignment is transferred to the nearest important station for auction. Small consignments are, however, not auctioned at the destination station. They are sent to the Railway's Lost Property Office where auctions are conducted periodically.

8.9 eT-RR (e-Transmission of Railway Receipt)

The scheme of eT-RR provides facility for transmission of Railway Receipt to rail users electronically through TMS/FOIS.

Practice

Presently, Railway Receipt (RR) is prepared at the forwarding station after completion of loading through TMS. Four foils are printed namely Receipt (RR), Transit Invoice, Accounts Foil and Record Foil. RR bears the signature of goods shed staff. Its

electronic image can be viewed at the destination by goods shed staff in the TMS. RR printed (on pre-printed stationery) is given to the rail customer (viz. consignor), who further transfers it to the consignee through post or courier. Endorsement of RR is done manually. At the destination station, delivery of consignment is given on surrender of original RR by customer duly taking signature of the invoiced or endorsed consignee(s) on the delivery register.

Concept of eT-RR

Electronic transmission of Railway Receipt (eT-RR) envisages a user friendly and paperless transaction system wherein RR will be transmitted electronically to rail customers. Customers (consignor and consignee both) wishing to avail this facility will have to pre-register themselves as per the procedure laid down for registration of demand for wagons electronically(e-RD) through FOIS. At the time of booking, the customer may opt for eT-RR. After completion of loading, eT-RR will be generated in the system, which can be accessed by the customer on FOIS. The consignor will be able to transfer the eT-RR to a registered user of his organization or to invoiced consignee(s) through FOIS. Delivery of consignment will be given on e-surrender of eT-RR by the consignee as per the procedure prescribed below. The procedure of e-surrender will also be applicable in case of rebooking/diversion. Detailed guidelines are contained in this circular.

Note: To promote electronic RR (eT-RR), it has been decided that in cases where physical RR is permitted, the reason for permitting the same shall be recorded in machine readable form.

(Board's letter No.TC-I/2019/101/1(3318665) dt.26.09.2022)

Registration of Customer

Rail customers wishing to avail the facility of electronic transmission of Railway Receipt(eT-RR) would be required to pre-register themselves (consignor and consignee both) as per the procedure laid down for registration of demand for wagons

electronically(e-RD) through FOIS.

Procedure For Generation and Transmission Of eT-RR

At the time of booking, registered customers will have to opt for issue of eT-RR and this option will be captured in the system.

In case of splitting of Forwarding Notes after demand registration, e.g. in cases of demands registered by customers under Freight Forwarder Scheme, Iron and Steel traffic etc. the customer will be able to exercise the option of eT-RR or normal RR (i.e. RRs issued on pre-printed stationary) against each Forwarding Note at a later stage also, until before RR preparation. In case customer does not select any option, then non-eT-RRs will be issued by default. (Addendum to Rates Master Circular eT-RR/2019/0)

After completion of loading, eT-RR would be generated and transmitted through FOIS. The goods clerk will continue to be responsible for the correct preparation of RR as per extant guidelines. Once eT-RR is generated and freight charges are collected, no correction will be permitted in it. It is, therefore, mandatory for Goods clerks to carry out correction(s), if any, before collection of freight and transmission of eT-RR. Zonal Railways should ensure that all steps are taken to educate the Goods clerks so that the system of manual corrections of RR is eradicated well before the implementation of eT-RR as manual correction(s) will no longer be possible. Commercial officers of Zonal Railways shall ensure accurate and regular updating of source data in the system (TMS/FOIS).

eT-RR will capture the (i) name and designation of the Goods clerk issuing the eT-RR, (ii) time of transaction and (iii) location of transaction. The present practice of an omnibus password for TMS for all the goods clerk posted at a location should be immediately discontinued since the eT-RR system needs to capture the name of the goods clerk preparing the eT-RR.

In cases where more than one RR is issued for a rake, combination of eT-RRs and normal RRs will be allowed as per the choice exercised by the customer.

(Addendum to Rates Master Circular eT-RR/2019/0)

As and when eT-RR is generated, a system generated message (containing the unique Freight Number Record/FNR No.) will be sent to the consignor on registered email ID and/or SMS to registered mobile number stating that it can open and view the details of eT-RR.

The system will also send a PDF copy of eT-RR to the consignor. The consignor can take a print of the eT-RR (PDF format) for the purpose of recording. The eT-RR will carry a disclaimer stating that this is a system generated statement for the purpose of record only.

Procedure for Viewing, Transfer and Surrender of eT-RR by Consignor

Procedure for viewing eT-RR:

For viewing the eT-RR, the consignor shall login the e-demand module on FOIS using his user ID and password and choose eT-RR icon. The system will direct him to fill in the FNR No. and the password. On entering the same, the consignor will be able to view the details of eT-RR. The consignor will be directed to choose any one of the following options: -

a) transfer of eT-RR to any of the registered users of his organization or to the invoiced consignee.
b) surrender of eT-RR to railways for issue of super sessional RR.

Procedure for transfer of eT-RR to any of the registered users of his organization or to the invoiced consignee

a) The consignor will be able to transfer the eT-RR through the FOIS system only. For this, he will need an OTP which will be sent by the system after the request is made.
b) As and when eT-RR is transferred, a system generated message

(containing unique FNR No.) will be sent through email/SMS to the consignee/registered user of consignor's organization, as the case may be, stating that it can open and view the details of eT-RR on FOIS system. A confirmation message of 'successful transfer' will also be sent to the consignor.

Procedure for surrender of eT-RR for the issue of super sessional RR

a) For surrender of eT-RR for the issue of super sessional RR, consignor will need to choose that option and will need an OTP which will be sent to him once the request is made.

(Corrigendum No. 01 to Rates Master Circular/eT-RR/2019/0)

b) On successful e-surrender, a Transaction slip will be generated by the system which shall contain a unique Transaction ID as well as the transaction details like RR number(s), time and location of surrender, name and ID details of consignor or his authorized agent (whose name, ID card type and number will need to be entered), station where it has been surrendered etc. A message to the effect that the transaction is successful will be sent to the Consignor on his registered e-mail ID and registered mobile number. A pop-up message will also appear on the TMS screen of the concerned station.

(Corrigendum No. 01 to Rates Master Circular/eT-RR/2019/0)

c) The consignor/authorized agent will need to have the Transaction Slip (on their mobile/tablet/laptop) and approach concerned Goods clerk for issue of super sessional RR, Goods clerk will enter the Transaction ID into the system and complete the task of diversion. The Goods Clerk will, thereafter, issue a super sessional eT-RR by default if no option otherwise is given by the consignor/authorized agent.

(Corrigendum No. 01 to Rates Master Circular/eT-R/2019/0)

Procedure for viewing, transfer and surrender of eT-RR by consignee.

Procedure for viewing eT-RR

After receipt of message of successful transfer of eT-RR, the consignee shall login to the e-demand module on FOIS using his user ID and password and choose the eT-RR icon. The system will direct him to fill in the FNR No. and the password. On entering the same, the consignee will be able to view the details of eT-RR. The consignee will be directed to choose any one of the following options: -

a) transfer of eT-RR to any of the registered users of his organization.
b) surrender of eT-RR to railways-
   (i) for taking delivery of the consignment or
   (ii) for rebooking of consignment or
   (iii) for issue of super sessional RR

Procedure for transfer of eT-RR to any of the registered users of his organization:

a) The consignee will be able to transfer the eT-RR through the FOIS system only. For this, he will need an OTP which will be sent by the system after the request is made.
b) As and when eT-RR is transferred, a system generated message (containing unique FNR No.) will be sent through email/SMS to the registered user of consignee's organization, stating that it can open and view the details of eT-RR on FOIS system. System will send a PDF copy of eT-RR to the consignee. A confirmation message of 'successful transfer' will also be sent to the consignee.

Procedure for surrender of eT-RR to railways for the purpose of delivery/rebooking/issue of super sessional RR

a) For surrender of eT-RR, consignee/registered user of his organization will need to choose that option and will need an OTP which will be sent to him once the request is made. He

will surrender the eT-RR by choosing the requisite option viz.(i) for taking delivery of the consignment or (ii) for rebooking of consignment or (iii) for issue of super sessional RR.

b) On successful e-surrender, a Transaction slip will be generated by the system which shall contain a unique Transaction ID as well as the transaction details like RR number(s), time and location of surrender, name and ID details of consignee or his authorized agent (whose name, ID card type and number will need to be entered), station where it has been surrendered etc. A message to the effect that the transaction is successful will be sent to the consignee on his registered e-mail id and registered mobile number. A pop-up message will also appear on the TMS screen of the concerned station.

c) The consignee/authorized agent will need to print the Transaction Slip and take the same to the concerned Goods clerk for the purpose of delivery/rebooking/issue of super sessional RR along with a printout of eT-RR (PDF format supplied by the system).

Procedure for Giving Delivery/Rebooking of Consignment/Issue of Super sessional RR by Goods Clerk

Procedure for delivery of consignment

(Corrigendum No.2 to Rates Master Circular/eT-RR/2019/0)

a) Delivery of consignment will be given to the person who produces Transaction slip and eT-RR on his/her mobile/tablet/laptop/ipad or print out of eT-RR (PDF format supplied by the system) to the Goods staff. The Goods staff will match the identification details of the person as captured in the FOIS/TMS

b) Goods staff will fill in requisite details in the delivery option provided in the system. Once Goods staff submits delivered option, a ‘successful delivery’ message will be sent by the system to the consignee through email/SMS.

c) Goods staff will also obtain the signature of the person taking delivery in the delivery register duly mentioning the Transaction ID.
d) At the time of delivery, Goods staff will check the correctness of eT-RR and collect any amount due as per extant rules. The system will provide the facility to capture the details of such recovery and its linkage with the concerned eT-RR.
e) Where railway administration delivers the consignment to the person who produces e-surrender Transaction Slip and eT-RR on his/her mobile/tablet/laptop/i-pad or print out of eT-RR (PDF format supplied by the system), it shall not be responsible for any wrong delivery on the ground that such person is not entitled thereto or that the transfer/surrender of eT-RR is forged or otherwise defective.
f) CRIS/FOIS will enable preservation of eT-RR in the system up-to the prescribed preservation period for physical RR and with an option to retrieve the same by the CGS as and when required. Procedure in case of partial delivery (Corrigendum No.2 to Rates Master Circular/eT-RR/2019/0). In case when delivery of consignment has been withheld by railway administration and/or partial delivery of consignment is given. Goods staff will put relevant remarks in the column provided in the e-surrender transaction slip into the system. A message in this regard will be sent by the system to the customer(consignee).

Procedure in case of rebooking of consignment

(Corrigendum No.01 to Rates Master Circular/eT-RR/2019/0) When consignee/authorized agent approaches concerned Goods clerk for rebooking of consignment along with copy of Transaction Slip and eT-RR on their mobile/tablet/laptop, Goods clerk will enter the Transaction ID into the system and complete the task of rebooking. The Goods clerk will, thereafter, issue a fresh eT-RR in the case of rebooking by default if no option otherwise is given by

consignor/authorized agent.

Procedure for issue of Supersessional RR

(Corrigendum No.1 to Rates Master Circular/eT-RR/2019/0) When consignee/authorized agent approaches concerned goods clerk along with the copy of Transaction Slip and eT-RR on their mobile/tablet/laptop for issue of Supersessional RR, Goods clerk will enter the Transaction ID into the system and complete the task of diversion. A message will be sent by the system to the TMS at the originating station that the eT-RR has been surrendered for the purpose of issue of Super sessional RR. The goods clerk of originating station, on receipt of such message, will issue a Super sessional eT-RR by default if no option otherwise is given by the consignor/authorized agent.

Procedure for surrender of eT-RR and preparation of SRR in case of operational diversion

(Corrigendum No.1 to Rates Master Circular/eT-RR/2019/0) After completion of the task of Operational Diversion in RMS by the competent authority, it is transmitted in TMS for completing commercial formalities. Diversion Order is fed in RMS by the competent authority and the system generates corresponding Diversion Order Number. After getting the Diversion Order Number, the Goods Clerk of originating station will e-surrender the eT-RR and prepares Supersessional eT-RR by default if no option otherwise is given by the consignor/authorized agent. Once the eT-RR is surrendered by Goods Clerk on account of Operational Diversion, further reporting on the eT-RR by the customer will be disabled in the eT-RR module.

General

Accounts Foil of eT-RR will be transmitted to concerned Traffic Accounts office and retained in electronic form. Record Invoice will be retained in electronic form in the system of originating station. The foil intended for destination will be transmitted in electronic form and goods clerk will be able to open and view its

details.

In place of Transit foil, the system will provide the facility of viewing eT-RR details, as and when required, by Tax authority of respective State Government/Central Government.

CRIS will also provide the facility of viewing eT-RR details, as and when required, by the Service Tax authority.

In case of technical error (like system breakdown or network failure) when eT-RR could not be generated or transmitted, the normal RR on preprinted stationery may be given to the customer after Goods clerk has obtained due permission from Sr. DCM/DCM in-charge who will in turn take due confirmation from CRIS.

The system will provide Zonal Railways with the facility to view transaction logs for each transaction, on a real-time basis.

All extant guidelines pertaining to RR will continue to apply in the case of eT-RR to the extent modified by this circular.

Applicability

(Addendum to Rates Master Circular eT-RR/2019/0)

(a) eT-RR is applicable for all freight traffic, including container traffic and iron-ore.
(b) eT-RR is applicable for multiple RRs.
(c) With regard to eT-RR for multiple consignees under an indent, there is a provision in e-RD module for consignor to place e-demand with multiple forwarding notes for different consignment. Here, it may be noted that this is for single consignor indent only.
(d) eT-RR is applicable to single consignor traffic.
(e) As an exception to (d) above, in case of FFS traffic, eT-RR is applicable.
(f) eT-RR is applicable for freight traffic originating from a single point as well as from multiple points.
(g) It is clarified that under e-RD, Divisional Railway Authority

can club more than one mini rake/piecemeal demands from various consigners to form a rake demand, including demands of multiple consigners and/or demands from multiple originating stations.

Zonal Railway must make all efforts to motivate all of its freight customers to get them registered in e-RD module of FOIS and to opt for eT-RR, in place of physical RR.

Role and Responsibility of FOIS/CRIS

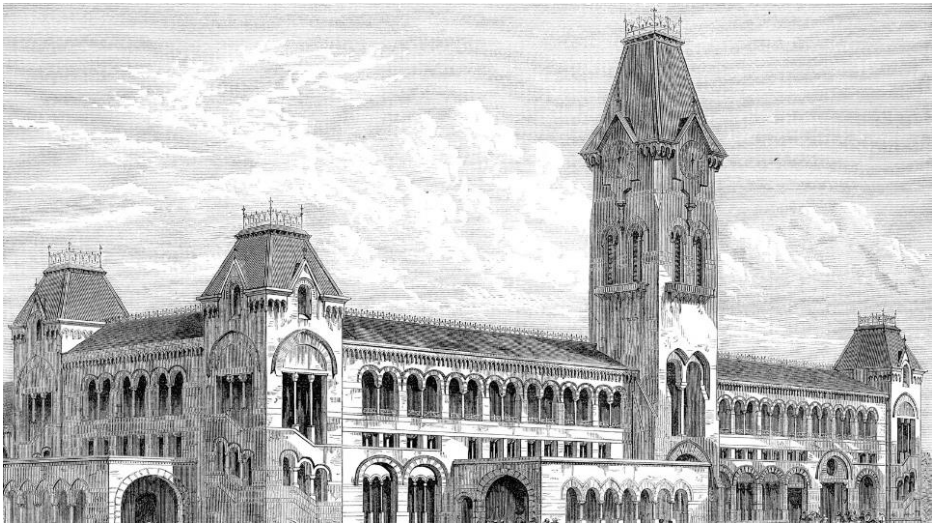
i. CRIS to develop the software for eT-RR and issue secured unique User ID and password for each staff of each goods shed office dealing with the preparation of RR and delivery of consignment. The system should be built in with the features to ensure that all transactions are done in a secure way. The responsibility for obtaining User Id and password from CRIS for all goods staff dealing with the preparation of RR and delivery of goods will lie with the concerned Zonal Railway.
ii. eT-RRs will be issued under different code/series and will have distinct colour code in TMS.
iii. Details of surrendered RRs are already available for viewing by TA office in FOIS module. Now, details of surrendered eT-RR details will also be available in the same format, with a filter for eT-RRs.
iv. All requisite MIS reports shall be made available for Commercial and Accounts officials.
v. Till the system stabilizes, provision for printing PDF copy of eT-RR by TA office will be available, if so, required for internal checks and records as per codal provisions.
vi. FOIS will prepare a detailed action plan and monitor its implementation on a day-to-day basis. It will organize a training program for field officials to facilitate smooth implementation of eT-RR.
vii. As and when TAMS will be implemented, the details of eT-RRs will be shared with TAMS through EDI and be shown in

the Error Sheet Module (ESM); as is being done for other RRs. A filter may be provided in the ESM for eT-RRs.

viii. After launch of claims module, integration of it with TMS shall include provision flagging of eT-RRs against which refund has been processed/passed by Accounts Department.

Secure Implementation and Reconciliation of eT-RR

Secure implementation of eT-RR, protection of user IDs etc. will be done as per the instructions issued by C&IS Directorate and reconciliation of eT-RR will be done as per the guidelines prescribed by Accounts Directorate of Railway Board.



Madras Railway Station

FREIGHT BUSINESS MARKETING - INCENTIVE SCHEMES

IMPORTANT POLICY MEASURES FOR
FREIGHT CUSTOMERS
(UPDATED UP TO 31ST MARCH 2024)

9

To promote movement of goods traffic through railways, Ministry of Railways have taken a number of freight policy measures. More relaxations have been provided to the customers by slew of incentives announced by Indian Railways. These incentives are expected to boost the economy of the country. Details of the initiatives duly referring circular/policy letter are given below. For details of the initiatives, customers may visit the Traffic Commercial Directorate of Indian Railway's website (www.indianrailways.gov.in). Customers may get in touch with Sr. Divisional Commercial Manager at division level or Chief Commercial Manager (FM) at zonal railway level for any freight traffic related query. Customers may also visit the website of FOIS (www.fois.indianrail.gov.in) to know more about freight traffic and policies.

A. FREIGHT INCENTIVE SCHEMES:

i) Automatic Freight Rebate Scheme for traffic loaded in Traditional Empty Flow Directions (TEFD)-

Railway identifies the routes where it operates a certain number of empty wagons annually. In an endeavour to convert these empty movements to loaded, it offers discounted freight in these empty flow routes, i.e. 15% to 20% discount on applicable NTR. Discount is granted automatically through system on Railway Receipts itself, i.e., no action to be taken by customer. Details of notified routes and terms & conditions are as per the Rates Circular no.13 of 2021 and further extended vide Corrigendum no.5 to Rates Circular no.13 of 2021. *(Rates Circular No.13 of 2021 dated 31.03.2021 and Corrigendum no.5 to Rates Circular no.13 of 2021.)*

These Instructions regarding Liberalised Automatic Freight Rebate Scheme for traffic loaded in Traditional Empty Flow Directions (TEFD) have been now extended w.e.f 01.04.2023 to 31.03.2024.(TCR/1078/2019/2/TEFD/3318144 Rates Circular No.7 of 2023 dated 31.03.2023). Further certain additional empty flow streams have also been added in extant TEFD scheme w.e.f. 05.05.2023 till 31.03.2023. (Corrigendum no.01 to Rates Circular no.7 of 2023 dated 04.05.2023)

Further certain additional empty flow streams have also been added in extant TEFD scheme w.e.f. 02.08.2023 till 31.03.2024.
(Corrigendum no.02 to Rates Circular no.7 of 2023 dated 31.07.2023.)

Further certain additional empty flow streams have also been added in extant TEFD scheme w.e.f. 26.12.2023.
(Corrigendum no.03 to Rates Circular no.7 of 2023 dated 26.12.2023.)

ii) Long Term Traffic Contract (LTTC)

Long Term Traffic Contract (LTTC) is a policy which provides freight stability to its customer in the current year of the agreement. It also offers rebate in freight based on incremental growth in Gross Freight Revenue GFR as well as for retention of traffic volumes. Freight rebate is also available for retention of GFR in each year of the agreement period.

Customers are required to apply for and sign contracts with Zonal Railways to avail this scheme.
(Rates Circular No.14 of 2017)
However, at present LTTC policy is on review and Zones has advised that no new LTTC contract shall be executed on zonal railways w.e.f. 18.12.2020.
(Letter No. TCR/1078/2020/LTTC-Review/3336979 dated 18.12.2020)

iii) Busy Season Charge

Busy Season Charge was withdrawn from 01.10.2019 for all traffic, except Iron Ore and POL traffic. Now Busy Season Charge is leviable as it was in force prior to 01.10.2019 i.e. it is leviable on transportation of all commodities except Coal & Coke, Container Traffic and Automobile Traffic moved in NMG, BCACM, BCCNR & BCACBM wagons w.e.f. 01.10.2022.
(Corrigendum No.4 dt.27.09.2022 to Rates Master Circular/Dynamic Pricing Policy/2015/0)
Policy Guidelines on levy of Busy Season Charge (BSC) during the period from 1st April to 30th June and 1st October to 31st March has been reviewed and the period of levy of BSC has been extended during the month of July 2023 also.
(Corrigendum No.5 dt.30.06.2023 to Rates Master Circular/Dynamic Pricing Policy/2015/0)
Busy Season charge has been levied on Container traffic @ 10% during period from 1st April to 30th June and from 1st October to 31st March w.e.f. 01.10.2023 till further advice.
(Corrigendum No.6 dt.29.09.2023 to Rates Master Circular/Dynamic Pricing Policy/2015/0

iv) Revised Round Trip Tariff (RTT)

Revised Round Trip Tariff (RTT) policy has been implemented from 24.10.2020 and will remain valid upto 23.10.2021. Under this policy, freight discount is granted to traffic if customer offers to book traffic in onwards as well as return direction. The return traffic under this traffic is charged at lower of the two classes of onward vis a vis return traffic, effectively both onwards at return traffic/commodities are charged at

lower class among these, subject to terms and conditions applicable, except for coal and coke for which maximum discount is capped at 10%. Rail users desirous of availing incentives under RTT policy shall be required to apply to Zonal Railway.
(Rates Circular No.27 of 2020)
RTT policy has been now extended beyond 31.10.2022 till 30.04.2023.
(Corrigendum no.02 to RC.27 of 2020 dated 31.10.2022)

v) Incentive to Fly Ash:

It has been decided to grant 20% discount in freight is granted to Fly ash/Bed ash traffic booked in Open Stock: both in bagged condition as well as bulk/loose condition. Fly ash/Bed ash loaded in flat wagons is also granted 40% concession, if loaded in bagged condition. Fly ash in covered wagons in bagged condition is now charged at Class LR1.
(Corrigendum no.03 to Rates Circular no.09 of 2020 dated 18.05.2023)
Earlier the concession was 40%.
(Rates Circular No.09 of 2020 and its corrigendum No.1 dt.03.08.2020)

vi) Short Lead Concession has been re-introduced from 01.07.2020 under which discount in freight at the rate of 50%, 25% and 10% is granted to the traffic booked upto 0-50KM, 51-75KM and 76-90 KM respectively except Coal & Coke and Iron ore traffic. Further, Zonal Railways have been empowered to get into long term contracts with customers for short lead traffic. The scheme further extended up to 30.06.2023 and again upto 31.12.2023.
(Rates Circular No.16 of 2020 and its corrigendum No.3 dt 30.6.2022, Corrigendum no.4 dt.30.06.2023)
Short lead concession has been further extended for a period of one-year upto 31.12.2024
(Corrigendum no.5 dt.22.12.2023 to Rates Circular no.16 of 2020)

vii) Graded Concession in charging of freight for Short Lead Traffic has been extended up to 30.06.2022.
(Corrigendum No.2 to Rates Circular No. 16 of 2020 dated 30.06.2021)

vii) Concession on Long Lead Traffic

Concession on long lead traffic has been introduced from 01.07.2020 for Coal & Coke, Iron ore and Iron & Steel traffic under which discount in freight is granted for long lead traffic. Coal & Coke traffic for distance >1400KM is granted 20% concession, Iron & Steel for distance >1600KM and >700KM is granted 20% concession and 15% concession, respectively; and Iron Ore traffic for distance >1500 Km is granted 20% concession. Details may be seen in the circular attached.
(Rates Circular No.15 of 2020)

viii) Concession in Freight Charges for long lead traffic has been extended up to 30.06.2022 in respect of traffic of Iron Ore and Iron or Steel and up to 31.12.2021 in respect of coal and coke traffic. (Corrigendum 1 to Rates Circular No. 15 of 2020 dated 29.06.2021) viii) **viii)** Terminal Access Charge (TAC)- Concession @50% has been granted on container traffic handled at Group-III CRTs (Container Rail Terminals). It may be noted that some Railway goods sheds are notified as CRTs which container traffic may use on payment of TAC. Group-III terminals are those that handle less than seven rakes a month. These are categorized by concerned Zonal Railways.

(Corrigendum No.37 dt.14.07.2020 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0)

ix) Stabling Charge For Privately Owned Wagons

Rate of Stabling Charge in case of all privately owned wagons including wagons owned by container operators will be Rs.650/- per wagon per day or part of a day from 01.04.2024 till 31.03.2025.

(Corrigendum No.52 dt.07.03.2024 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0)

Guidelines have been issued for stabling charge in case of Road Railer Train.

(TC-I/2023/201/2 (3423880) dated10.04.2023)

x) Non-levy of Terminal Charges at Unloading Point

Non-levy of Terminal charges at unloading point for the traffic booked to and from notified alternate goods shed instead of busy goods shed. Terminal charge is otherwise levied at Rs.20 per tonne for goods sheds and PFTs. This intends to offer efficient and faster handling of goods at less busy terminals for benefit of customer. This will also help Indian Railway in better utilization of its terminal infrastructure.

(Rates Circular No.14 of 2020)

Guidelines have been issued regarding incentivize utilization of Alternate Goods Sheds

(Board's letter No.TCR/1078/2020/06(3321001) dt.21.09.2023)

xi) Inventive Scheme for loading of Bagged consignment in open and flat wagons –

This scheme endeavour to utilize open and flat wagons for loading of commodities that otherwise favour covered wagons. Rebate of 20% on cement, china clay, chemical manure, food grain etc.; and rebate of 30% on fly ash, urea is offered. Further, as industry demanded for permitting large sized bags so that it could result in cost savings to customers, same has been permitted upto 2.5 tons per bag for open wagons (only). These instructions have been extended beyond 31.03.2024 for a further period of one year i.e. up to 31.03.2025.

(Corrigendum no.9 to Rates Circular no.27 of 2016 dated 19.02.2024)

xii) Rates for NMG rakes have been notified for movement to Bangladesh Railway

(Board's letter No.2020/TT-VI/71/BDR/01 dated 19.08.2020)

xvi) 25% concession extended

25% concession extended with retrospective effect i.e. from 30.04.2020 from new loading point Lingraj SILO siding of MCL (LSST) for movement of NTPC's coal traffic over East Coast Railway. This is a special case of MGR (Merry Go Round) operation system for

transportation of coal. *(Board's Letter No.1078/2020/10 dated 13.08.2020)*

xvii) Rebate in freight for commodities loaded in privately owned wagons notified initially for the period from 01.10.2020 to 30.09.2021 vide RC.24 of 2020. These are the private wagons procured before currently prevailing wagon investment schemes. The same has now been extended till 31.03.2023.

(Rates Circular no.10 of 2022.)

xviii) Free time for loading/unloading increased in case of bagged consignment in open wagons at EOL terminals from three hours to six hours, extended till further advice.

(Corrigendum No.19 dated 12.03.2021 to Rates Master Circular/Demurrage-Wharfage Waiver/2016/0)

(Corrigendum No.27 to Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 dated 30.03.2022)

(Corrigendum No.51 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0)

xix) Additional free time of one hour per rake has been permitted for covering open wagons with tarpaulins during loading of loose/bulk commodity (e.g. Coal & Coke etc., for which packing condition P2(a) is prescribed in the Goods Tariff) at all kinds of freight terminals e.g. goods sheds, sidings (including EOL sidings), PFTs etc.

(Corrigendum No.14 dated 21.10.2020 to Rates Master Circular/Demurrage-WharfageWaiver/2016/0)

xx) Penalty for Overloading- Detention Charge levied @5000/- per overloaded wagon has been withdrawn. Punitive Charge rules have been revised such that on detection of overloading at other than originating point, if customer carries out load adjustment at such point, Punitive Charge will be levied for the distance travelled by the train from originating station to the load adjustment point, rather upto destination point as was the previous rules.

(Corrigendum No.2 dt.16.09.2020 to Rates Master Circular/Weighment/2019/0) Rationalization of Punitive Charges policy. (Rates Circular No. 08 of 2022 dated 21.03.2022)

xxi) PCC and loading tolerance of BCFC and BCFCM wagons notified. Since these wagons are loaded using precision loading mechanism using controlled discharge techniques, therefore, loading tolerance for these wagons have been reduced. This results in higher permissible carrying capacity (PCC). It benefits both customer and railways by increasing the throughput. These wagons are largely used to carry cement, fly ash etc.

(Corrigendum 6 dated 17.09.2020 to RMC/PCC/CC+8 etc./2020/0)

xxii) Freight Incentive Scheme for loading of Bed Ash was notified.

(Corrigendum no.02 to Rates Circular no.9 of 2020 dated 15.12.2020)

xxiii) Power has been delegated to DRMs to implement round the clock working at goods sheds/sidings.

(Corrigendum No.15 dated 04.01.2021to Rates Master Circular/Demurrage-WharfageWaiver/2016/0)

xxvii) Inclusion of PFTs under Freight Incentive Scheme extended upto 31.03.2022.

(Corrigendum No.11 dated 12.03.2021 to Rates Master Circular/FIS/2015/0)

The power for waiver/write off of Demurrage and Wharfage are delegated to DFCCIL also.

(Board's letter No.TC-1/2020/103/efile/l-Pt. (2) (3341820) dt.20.04.2022)

xxix) Board's letter has been issued to notify provision regarding diversion, re-booking and delivery short of destination under the TEFD policy.

(Board's letter no.TCR/1078/2019/TEFD Pt 3 – part (1) dated 28.07.2021)

xxx) Board's clarification letter issued to PCCM/All Zonal Railways regarding applicability of TEFD for wagons indented to the actual wagons supplied.

(Board's letter no. TCR/1078/2019/2/TEFD Pt.4 dated 18.08.2021)

xxxi) Certain streams of TEFD have been deleted (Liberalized Automatic Freight Rebate Scheme for traffic loaded in Traditional Empty Flow Directions (TEFD).

(Corrigendum No. 02 to Rates Circular No. 13 of 2021 dated 10.09.2021) with effect from 15.09.2021 to 31.03.2022).

xxxii) Instructions have been issued regarding rebate in Freight Transported in privately owned wagons w.e.f. 01.04.2023 till 31.03.2024.

(TCR/1644/2020/1/3329133 Rates Circular No. 06 of 2023 dated 31.03.2023)

xxxiii) Free time for loading/unloading for parcel rake comprising of GS Coaches has been prescribed.

(Corrigendum 2 to Rates Circular No. 69 of 2009)

xxxiv) Additional free time for cleaning activities of tank wagons in private sidings in case of edible oil when there is change of product has been extend for a period of one year i.e. upto 31.03.2025

(Corrigendum No.21 to Rates Master Circular/Demurrage-Wharfage-Waiver/20/6/0),

Vide *Corrigendum No 22 to Rates Master Circular/Demurrage-Warfage-Waiver/2016/0 dated 10.11.20.21,*

(Corrigendum No.48 dt.21.02.2024 to Rates Master Circular/Demurrage-WharfageWaiver/2016/0)

In addition to above, the process of cleaning activities will be applicable in case of goods sheds also. (Corrigendum No.25 to Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 dated 30.03.2022)

xxxv) Permissible Carrying Capacity of wagons for loading of Wheat and Rice has been revised w.e.f. 19.01.2022 and shall remain in force till further advice.

(Corrigendum 56 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 18.01.2022)

xxxvi) Provisions of Liberalised Automatic Freight Rebate Scheme have been modified.

(Corrigendum 4 to Rates Circular No. 13 of 2021 dated 06.01.2022).

xxix. Guidelines regarding free time for loading of rakes of Coal and Iron Ore extend beyond 31.03.2024 till further advice.

Corrigendum No.50 dt.29.02.2024 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0

(Corrigendum No.40 dt.27.03.2023 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0)

Guidelines have been issued wherein Zonal Railways have been empowered to reduce permissible free time for mechanized unloading of open rakes of coal and/or iron-ore at goods sheds/sidings from 7(seven) hours to 5(five) hours.
(Corrigendum No.30 to Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 dt.27.05.2022)

Clarification regarding restoration of normal free time for loading of coal and iron ore rakes has been issued.
(Board's letter No.TC-I/2019/201/6-Part (2) (3328629) dt.22.01.2024)

xxxviii) Revision the free time for removal of goods from Group-III Goods shed –Wharfage rule.
(Corrigendum No.28 to Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 dated 31.03.2022)
(Board letter No.TC-I/2021/201/efile/wharfage(3347317) dated 01.04.2022)

xxxix) The extant guideline regarding inclusion of Private Freight Terminals (PFTs) under Incentive Scheme for Freight Forwarders has

been extended beyond 31.03.2023. Further Gati Shakti Terminals has also been included under permitted terminals w/e/f/ 20.04.2023 to 31.03.2024. *(Corrigendum no.13 dated 17.03.2023 to RMC on FIS/2015/0.) and (Corrigendum no.14 to RMC on FIS/2015/0 dated 18.04.2023)*

xxxxx) Instruction have been issued to Guidelines for implementing revised "Station to station" (STS) Rates Scheme with effect from 10.06.2022 and shall remain valid till further advice. (Rates Circular No. 15 of 2022 dated 03.06.2022).

xxxxi) Guidelines regarding free time and allowances (except Debit/Credit Hours) in case of seven old steel plants has been extended with slight modification, beyond 29.02.2024 upto 28.02.2025.
(Corrigendum No.49 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 dt.27.02.2024)
(Corrigendum No.43 to Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 dt.31.08.2023)
(Corrigendum No.37 to Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 dt.28.02.23)
(Corrigendum No.31 to Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 dated 03.08.2022)

xxxxii) Guidelines to incentivize utilization of Alternate Goods Sheds has been issued.
(Corrigendum to Rates Circular No.14 of 2020 dated 23.08.2022)

(xxxxiii) Withdrawal of Busy Season Surcharge on the traffic of Iron Ore and PoL was not found feasible. Letter to ZRs issued. (Letter no.TCR/1078/2020/16 dated 16.09.2022.)

(xxxxvi) PCC and loading tolerance of BCNHL wagons for loading of Sugar revised w.e.f. 31.10.2022 to 31.10.2023 vide Corr.no.70 dated 11.10.2022. The same has now been extended upto 31.10.2024

(Corrigendum no.94 to RMC on PCC/2020 dated 18.10.2023).

(xxxxv) The revised commercial specifications of BOST, BOSTHSM1, BOBRNM1 w.e.f. 22.03.2023 and BOBRNHSM1 23.03.2023 till further advice.

(Corrigendum no.79 dated 21.03.2023 to RMC on PCC, Corrigendum no.80 dated 21.03.2023 to RMC on PCC and Corrigendum no.81 dated 22.03.2023 to RMC on PCC/)

(xxxxvi) The commercial specification of BFNSM1 e.g. PCC as 65T, 67T , 69T on CC+6, universalized CC+6, CC+8 respectively, Loading tolerance as 0.5T , Standard Rake Size as 58 wagons and minimum 57 wagons have been notified issued w.e.f. 01.04.2023 till further advice.

(Corrigendum no.83 to RMC on PCC/2020, Cor.no.45 to RMC on Block rake/2020 and Cor.no.10 to RMC on Weighment /2019 dated 29.03.2023).

(xxxxvii) Commodity

Silica Sand has been included under Freight Incentive Scheme as bagged consignment @ 20% discount w.e.f 08.06.2023.

(Corrigendum no.8 dated 06.06.2023 to RC.27 of 2016)

(xxxxviii) The commercial specification of BFAT, BWTA, BWTB, BCNM2, BCNHSM2, BCFCM1, BRHNEHSM1, BRNM1, BRNAM1, BOBRNM2, FLATCOIL3, TAP2, BRNHA/BRNAHA/BRNAHSHA, FMPA and FMPAB wagons have been notified w.e.f.17.09.2023 till further advice.

(Corrigendum no.91 to RMC on PCC/2020, Cor.no.47 to RMC on Block rake/2020 and Cor.no.11 to RMC on Weighment /2019 dated 13.09.2023).

(xxxxix) Standard Rake Size and Minimum number of wagons to be loaded of BLSSA and BLSSB type of wagons has been notified as 48 & 45 respectively w.e.f. 06.10.2023 till further advice.

(Cor.no.49 to RMC on Block rake/2020 dated 03.10.2023)

(xxxxx) The commercial specification of ACT1, ACT2, A-Car, B-Car, C-Car have been notified issued w.e.f. 10.10.2023 till further advice. *(Corrigendum no.93 to RMC on PCC/2020, Cor.no.50 to RMC on Block rake/2020 and Cor.no.12 to RMC on Weighment /2019 dated 06.10.2023).*

(xxxxxi) 20% rebate for automobile traffic and other permitted commodities has been allowed in NMG group of stocks, BCCNR, BCACM stocks.

(Corrigendum no.04 of Rates Circular no.07 of 2023 dated 04.01.2024.)

(xxxxxii) A new Freight incentive scheme namely "**Cargo Aggregator Transportation Product**" has been launched facilitate Cargo aggregation w.e.f. 15.03.2024 till further advice.

(Rates Circular no.03 of 2024 dated 15.02.2024) and its corrigendum no.01.dated 27.02.2024)

B. TRANSPORTATION PRODUCT

Indian Railway has encouraged full rake load traffic so as to promote efficiency of operations and economy of scale. Standard composition of various type of wagons is laid down in RMC/2020 for block rake/mini rake/two-point rake etc. However, certain transportation products have been designed for use of less than full train load traffic, which largely permits booking of piecemeal traffic at trainload rates subject to certain terms and conditions.

Recent relaxations granted in conditions governing these transportation products are as below:

i. **Supplementary charge** which was levied @5% on Mini Rake and Two-point rake was withdrawn from 01.10.2019. The charge was modified w.e.f. 01.01.2021 till 30.06.2021 in graded form for Mini Rakes as NIL up to 500km; beyond 500KM upto 1000KM @5%; beyond 1000km up to 2000km @7.5%; and beyond 2000km @10%. *(Corrigendum No.22 dt.12.09.2019 and Corrigendum No.24 dt.20.09.2019 to Rates Master Circular/2016 dated 14.07.2016 on block rakes/mini rakes/two-point combination etc.)*

   (Corrigendum no.11 dated 24.12.2020 and Corrigendum no.13 dated 31.12.2020to RMC/block rakes/mini rake/two-point combination etc.2020 and)

ii. **Distance, for operation of Mini Rake (20 wagons):** At present Mini rakes have been permitted on payment of supplementary charge @ 0

to 1000 km @ 5%, beyond 1000KM upto 2000KM @ 7.5%, and beyond 2000KM on payment of supplementary charge @10%, respectively. This charge is levied on graded manner, i.e. only for the relevant distance. This is valid upto 30.06.2023.

(Corrigendum No.34 dt.30.06.2022 to Rates Master Circular on block rakes/mini rakes/two-point combination etc./2020)

iii. Two-point destination terminals should not be more than 500KM apart in lean season as well as in busy season. Further, two-point originating/destination terminals should not be more than 500KM apart. This distance restriction was earlier 200KM. It has now been relaxed to 500KM. The validity of this policy is up to 30.06.2023 with 5% supplementary charge. All two-point combination for steel traffic (for covered wagons) and for other than steel traffic (for other than covered wagons) allowed with supplementary charge @5%. Two-point combinations for Anhydrous Denatured Ethanol also allowed with supplementary charge @5%.

(Corrigendum No.34 dt.30.06.2022 to Rates Master Circular/2016 dated 14.07.2016 on block rakes/mini rakes/two-point combination etc.; (Corrigendum no.24 dated 23.07.2021 and Corrigendum no.26 dated 06.09.2021 to RMC/block rakes/mini rake/two-point combination etc.)

iv. Two-point/Multi booking of automobile traffic has been permitted in NMG, BCCNR and BCABM wagons. These are allowed in terms of RC.19 of 2020 shall be subject to levy of supplementary charge @ 5% for two-point rake and @20% for multi-point rake. This is valid from 17.02.2023 upto 30.06.2023.

Corrigendum no.01 to Rates Circular no.19 of 2020 & Corrigendum no.42 to Rates Master Circular on Block Rakes/Mini Rake/Two Point Combination etc./2020.

v. Automatic Freight Rebate Scheme for traffic loaded in traditional empty flow direction (TEFD). The scheme lays down minimum number of wagons in a rake that are eligible for availing this scheme. Recently, this number has been reduced to 10 wagons for BCN and

BCNHL rakes. BCN and BCNHL are covered wagons usually used for transportation of bagged commodities like food grains, sugar, cement etc.

(Corrigendum No.2 dated 18.08.2020 to Rates Circular No.8 of 2020)

vi. Running of freight trains over seven CC+8 routes are included over Northern Railway. Higher payload helps railways as well as customers with better stock utilization and higher throughput.

(Corrigendum No.5 dated 14.08.2020 to RMC/PCC/CC+8etc./2020/0 and Board's letter No.TCR/1394/2020/4)

vii. NMG rakes allowed with two point unloading destinations for automobile traffic.

(Rates Circular No.19/2020 and Board's letter No.TCR/1017/2020/2 dt.05.08.2020)

viii. Standard Rake Size and Minimum number of wagon to be loaded in case of BAFRDR wagons validity extended up to 31.03.2021 *(Corrigendum No. 05 dt. 14.09.2020 to Rates Master Circular on Block Rakes/Mini Rakes/Two-point combination etc./2020)*

ix. Two CC+8 routes were notified over Northern Railway

(Corrigendum No.11 to RMC/PCC/CC+8/2020/0 dated 23.11.2020).

x. Routes of running of 25 tonne Axle load wagons were notified *(Corrigendum no.12 to RMC/PCC/CC+8/2020/0 dated 25.11.2020).*

xi. Routes of running of 25 Tonne Axle load wagons/SER were notified *(Corrigendum no.13 to RMC/PCC/CC+8 etc/2020/0 dated 11.12.2020)*

xii. 04 routes of Two Point Combination for steel traffic were notified *(Corrigendum no.10 to RMC on Block Rakes/Mini Rake/Two Point Combination etc./2020 dated 17.12.2020)*

xiii. Four routes as CC+8 notified over Western Railway

(Corrigendum No.14 dated 29.12.2020&No.15 dated 30.12.2020 to Rates Master Circular/PCC/CC+8 etc/2020/0)

xiv.02 Routes of running of 25 Tonne Axle load wagons over DFCCIL were notified.

(Corrigendum no.16 to RMC/PCC/CC+8 etc/2020/0 dated 07.01.2021)

xv. One route of 25-ton axle load were notified over E.Co.R.

(Corrigendum No.17 to RMC/PCC/CC+8/2020/0 dated 14.01.2021)

xvi.03 routes of CC+8 were notified over NER

(Corrigendum No.18 to RMC/PCC/CC+8/2020/0 dated 14.01.2021)

xvii.02 routes of Two Point Combination for steel traffic were notified *(Corrigendum no.14 to RMC on Block Rakes/Mini Rake/Two Point Combination etc./2020 dated 19.01.2021).*

xviii.04 routes of CC+8 routes were notified over SER & ER *(Corrigendum No.19 to RMC/PCC/CC+8/2020/0 dated 19.01.2021)*

xix.02 routes of CC+8 routes were notified over WR.

(Corrigendum No.20 to RMC/PCC/CC+8/2020/0 dated 20.01.2021)

xx.02 routes of Two Point Combination for steel traffic were notified *(Corrigendum no.15 to RMC on Block Rakes/Mini Rake/Two Point Combination etc./2020 dated 22.01.2021).*

xxi.03 routes of CC+8 over SECR/NCR/WR were notified.

(Corrigendum No.21 to RMC/PCC/CC+8/2020/0 dated 25.01.2021).

xxiv.04 routes of CC+8 over ER& 1 route over SECR.

(Corrigendum No.22 dated 02.02.2021, Corrigendum No.25 & 26 dated 26.02.2021 to RMC/PCC/CC+8/2020/0)

xxv.BOXNHL25T wagon was notified as fit for 25 tonne axle load route, Excepted CC+6, Universalized CC+6 and CC+8 route.

(Corrigendum No.23 dated 02.02.2021&Corrigendum No.24 dated 15.02.2021to RMC/PCC/CC+8/2020/0)

xxvi.01route over ER, 02 routes over WR, 01 route of SECR & 05 routes over SR of notified. CC+8

(Corrigendum No.29 dated 09.03.2021, Corrigendum No.32 dated 12.03.2021 to RMC/PCC/CC+8/2020/0).

xxvii.02 routes of 25 tonne axle load notified over ER and SER/SECR *(Corrigendum no.27 dated 02.03.2021andCorrigendum no.30 dated 10.03.2021 to RMC/PCC/CC+8/2020/0)*

xxviii.BOXNS wagons notified as fit for 25 tonne axle load route. *(Corrigendum no.28 to RMC/PCC/CC+8/2020/0 dated 08.03.2021)*

xxix. Reduced PCC notified for BCN, BCNA, BCNAHS for loading of paddy.

(Corrigendum No.31 dated 10.03.2021 to RMC/PCC/CC+8/2020/0).

xxx. Guidelines regarding specifications of BAFRDR wagon extended upto 31.07.2021.

(Corrigendum No.17 to RMC/Block rake/Mini rake/Two-point combination dated 19.03.2021).

xxxi.PCC, loading tolerance, rake size and tare weight of BOBRNHSM2 wagon notified.

(Corrigendum No.35 to RMC/PCC/CC+8 etc/2020/0 dt.27.04.2021, Corrigendum No.18 to RMC on Block Rakes/Mini Rake/Two Point Combination etc./2020; and Addendum No.04 to Annexure of RMC/Weighment/2019/0 dt.27.04.2021)

xxxii. Concessional rates for left over wagons of BCNHL (rake of 58 but can be loaded 42 so left over 16 wagons) notified.

(Rates Circular No.15 of 2021 dt.16.04.2021)

xxxiii. Reduced PCC of Wagons for loading of Pet Coke extended upto 15.10.2021.

(Corrigendum No.34 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 16.04.2021)

xxxiv. Reduced PCC of Wagons for loading of Steel Pipes extended upto 30.06.2021.

(Corrigendum No.33 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 14.04.2021)

xxxv. One additional route each on WR w.e.f. 06.05.2021, SWR w.e.f. 12.05.2021 and ER w.e.f. 20.05.2021 has been notified as CC+8 routes to be remain in force till further advice. *(Corrigendum 36 to Rates Master Circular/PCC/CC+8 etc/2020/0 dt.05.05.2021, 12.05.2021 and 18.05.2021) (Corrigendum 37to Rates Master Circular/PCC/CC+8 etc/2020/0 (dt.05.05.2021, 12.05.2021 and 18.05.2021) Corrigendum 38 to Rates Master Circular/PCC/CC+8 etc/2020/0 dt.05.05.2021, 12.05.2021 and 18.05.2021)*

xxxvi. Certain combination of SER for other than covered stock (for steel traffic only) notified under Two Point combination w.e.f. 14.05.2021 and shall remain in force till further advice. *(Corrigendum No. 19 to Rates Master Circular on Block Rakes/Mini Rake/Two Point Combination etc./2020 dated 12.05.2021)*

xxxvii. Certain routes of ER have been added for running of 25 Tonne axle load wagons w.e.f. 27.05.2021 to be remain in force till further advice. *(Corrigendum 39 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 25.05.2021)*

xxxviii. Validity regarding conditions for traffic- of Mini Rake; of Two Point Rake; to/from congested goods sheds; anything other than trainload traffic; and reduced rake size of BCNHL wagons has been extended up to 30.06.2022. (Corrigendum 20 to Rates Master Circular on Block Rakes/Mini Rake/Two Point Combination etc/2020 dated 25.05.2021) xxxix) Certain routes of SER have been added for running of 25 Tonne axle load wagons. *(Corrigendum 40 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 15.06.2021)*

xl. Instructions regarding Permissible Carrying Capacity (PCC) and Loading Tolerance on various routes for 'BOST' wagons for carrying 'Steel Pipes' has been extended till 30.06.2022. *(Corrigendum 41 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 15.06.2021)*

xli. Exemption on the applicability of Terminal charge on automobile traffic extended up to 31.12.2023 vide in terms of Corrigendum 03 to Rates Circular no.14 of 2019. Now the same has been extended upto 31.12.2024. *(Corrigendum 04 to Rates Circular No. 14 of 2019 dated 26.12.2032).*

xlii. Certain Two-point combinations have been notified for loading of Bentonite in jumbo bags in open wagons w.e.f. 01.07.2021 till further advice. *(Corrigendum 21 to rates Master Circular on Block Rakes/Mini Rake/Two Point Combination etc./2020 dated 28.06.2021)*

xliii. Route of DFCCIL has been added for running of 25 tonne axle load wagons. *(Corrigendum no.42 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 02.07.2021.)*

xliv. One route of CC+8 route over Western Railway included in CC+8 route list *(Corrigendum no.43 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 09.07.2021.)*

xlv. Instruction regarding Two Point Combination – for other than covered stock for steel traffic has been notified. *(Corrigendum no.22 to Rates Master Circular on block Rakes/Mini Rakes/Two point combination dated 12.07.2021.)*

xlvi. Instruction issued to allow BOXNHL25T wagon on 25 Tonne Axle load routes when loaded with Limestone. *(Corrigendum no.44 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 14.07.2021).*

xlvii. Instruction issued regarding extension of reduced Standard Rake Size for BAFRDR till 31.03.2022 *(Corrigendum no.23 to Rates Master Circular on Block rake/Mini Rake/Two Point combination dated 23.07.2021).*

xlviii. Instructions issued to allow Zonal Railways to notify Two and multi Point Rake (other than covered wagons) for steel traffic subject to certain conditions. *(Corrigendum no.24 to Rates Master Circular on Block Rake/Mini Rake/Two Point combination dated 23.07.2021).*
xlix) wagons Nine routes over East Coast Railway included in the list of running of 25 tonne axle load *(Corrigendum no.45 to Rates Master Circular/PCC/CC+8 etc./2020/0 dated 26.07.2021).*

l.Two routes of CC+8 over North-Eastern Railway notified *(Corrigendum no.46 to Rates Master Circular on/PCC/CC+8 etc./2020/0 dated 12.08.2021*

li. Instructions issued to notify Permissible Carrying Capacity (PCC), Loading Tolerance, Standard Rake Size etc. of BFNV wagon *(Corrigendum no.47 to Rates Master Circular on/PCC/CC+8 etc./2020/0 dated 19.08.2021)*

lii. Instruction have been issued to Policy Guidelines Transportation Products-Two Point Combination Rake (BTPN wagons)-Anhydrous Denatured Ethanol (meant for blending with fossil fuels) Traffic. *(Corrigendum No. 26 to Rates Master Circular on block Rakes/Mini Rake/Two Point Combination etc/2020 dated 06.09.2021) with effect from 08.09.2021 to till further advice)*

liii. Instruction have been issued to Running of freight trains on CC+8 routes six routes over Northern Railway & one route on SECR. *(Corrigendum No. 48 (dated 06.09.2021), 50(dated 06.09.2021) & 51(29.09.2021) to Rates Master Circular/PCC/CC+8 etc/2020/0 with effect from 08.09.202, 09.09.2021 & 01.10.2021 respectively to till further advice.*

liv. Instruction have been issued to Routes of running of 25 Tonne Axle load wagons-DFCCIL. Section of WDFC along with connecting lines with North-Western Railway *(Corrigendum No. 49 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 07.09.2021) with effect from 09.09.2021 to till further advice)*

lv. Instruction have been issued to Running of freight trains on CC+8 routes two routes over East Central Railway. *(Corrigendum No. 54 (dated 14.12.2021), to Rates Master Circular/PCC/CC+8 etc/2020/0 with effect from 16.12.2021 till further advice.*

lvi. Instruction have been issued to Routes of running of 25 Tonne Axle load wagons over four routes of East Coast Railway. *(Corrigendum No. 55 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 21.12.2021) with effect from 22.12.2021 to till further advice).*

lvii. Instruction have been issued to Running of freight trains on CC+8 routes two routes over North-Western Railway. *(Corrigendum No. 57 (dated 11.02.2022), to Rates Master Circular/PCC/CC+8 etc/2020/0 with effect from 12.02.2022 till further advice.*

lviii. Instruction have been issued to revise the rake size of BOST wagons from number 45 to number 46. *(Corrigendum No. 29 (dated 07.03.2022), to Rates Master Circular on Block Rakes/Mini Rake/Two-point Combination etc./2020 with effect from 09.03.2022 till further advice.*

liv. Instruction have been issued to Routes of running of 25 Tonne Axle load wagons over one route South-Eastern Railway. *(Corrigendum No. 58 to Rates Master Circular/PCC.CC+8etc./2020/0 (dated 25.03.2022) with effect from 28.03.2022 to till further advice*

lv. Instruction have been issued to revise Standard Rake Size of BAFRDR as 51 and Minimum no. of wagons to be loaded 47(including EAB) *(Corrigendum No. 30 to Rates Master Circular on Block Rakes/Mini Rakes/Two Point Combination etc./2020 (dated 30.03.2022.) valid till further advice.*

lvi. Instruction have been issued to Notification of PCC, Standard Rake size, Loading Tolerance and Tare weight of various wagons. *(Corrigendum No. 59 to Rates Master circular/PCC/CC+8 etc./2020/0 dated 11.04.20-22) and (Corrigendum N0. 31 to Rates Master Circular on Block Rakes/mini–Rakes Two-point combination dated 11.04.2022) and (Addendum No.03 Rates Master circular/Weighment/2019/0.)*

lvii. Instruction have been issued to Route of running of 25 Tonne axle load wagons over SER with effect from 21.04.2022 to till further advice. *(Corrigendum No. 60 to Rates Master circular/PCC/CC+8 etc./2020/0 dated 19.04.2022)*

lviii. Instruction have been issued to Transportation Product-Block Rake/Mini Rake/Two Point combination to reinstate the minimum no. of wagons as 57 for BCNHL wagons (*Corrigendum No. 31 to Rates*

Master Circular on Block Rake/Mini Rake/Two Point Combination etc./2020 dated 19.04.2022)

lvi. Instruction have been issued to notify Designed tare weight of tank wagon-BTAP as 27.319Ton. *(Corrigendum No. 5 to Rates Master Circular/Weighment/2019/0 dated 06.06.2022)*

lv. Instruction issued to allow BOXNHL25T wagon on 25 Tonne Axle load routes when loaded with Bauxite and Slag. *(Corrigendum no.61 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 17.06.2022).*

lvi. Instruction have been issued for charging 70% inflated mileage on Tori-Shivpur rail line for a period of 14 years. *(Board's letter no.TCR/1099/2022/Tori-Shivpur/3392303 dated 14.06.2022).*

lv. Instruction have been issued to extend the guidelines contained in Cor.no.22 to RMC/PCC/2019/0 dated 26.02.2020 regarding Permissible Carrying Capacity (PCC) of BOST Wagons-Steel pipes beyond 30.06.2022 vallid till 30.06.2023. *(Corrigendum No. 62 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 30.06.2022).* Further Instruction issued to extend Permissible Carrying Capacity (PCC) of BOST Wagons-Steel pipes beyond 30.06.2023 vallid till 31.12.2023 in terms of Corrigendum no.85 to Rates Master Circular/PCC/CC+8 etc/2020/0. The same has now been extended upto 31.12.2024. *(Corrigendum No. 98 dated 29.12.2023 to Rates Master Circular/PCC/CC+8 etc/2020/0).*

lvi. Instruction have been issued regarding various relaxation to Transportation product-Block Rake/Mini Rate/Two Point combination etc. with effect from 01.07.2022 valid till 30.06.2023. *(Corrigendum No. 34 to Rates Master Circular on Block Rakes/Mini Rakes/Two Point Combination etc/2020 dated 30.06.2022.*

Instruction have been further issued to extend various relaxation to Transportation product-Block Rake/Mini Rate/Two Point combination etc. with effect from 01.07.2023 valid till 30.06.2024. *(Corrigendum No. 46 dated 30.06.2023 to Rates Master Circular on Block Rakes/Mini Rakes/Two Point Combination etc/2020*

lvii. One route over NWR w.e.f.04.07.2022 and one route over NER w.e.f.13.07.2022 notified as CC+8 routes upto till further advice. *(Corrigendum No. 63 dt.01.07.2022 & 65 dt.11.07.2022 to Rates Master Circular/PCC/CC+8 etc/2020/0)*

lviii. One route of SER upgraded for running of 25 Tonne Axle load wagons with effect from 04.07.2022 to till further advice. *(Corrigendum No.64 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 01.07.2022)*

lix. Instructions have been issued to notify Standard Rake Size as 51 wagons and Minimum no. of wagon of required to be loaded as 36 wagons of Road Railer Type "BAFRDR" *rake (Corrigendum No. 35 to Rates Master Circular on block Rakes/Mini Rakes/Two Point combination etc./2020 dated 18.07.2022) with effect from 20.07.2022 and valid up to 31.03.2023.*

lx. Instruction have been issued to notify PCC etc of wagons available in FMM wagon master to get them reflect in FOIS wagon master. *(Corrigendum No. 66 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 27.07.2022) with effect from 30.07.2022 to till further advice.*

lxi. Instruction have been issued to notify designed Tare Weight of wagons available in FMM wagon master to get them reflect in FOIS wagon master. *(Corrigendum 06 Rates Master Circular/Weighment/2019/0 dated 27.07.2022) with effect from 30.07.2022 to till further advice.*

lxii. Instruction have been issued to notify Standard Rake size and Minimum no. of wagons to be loaded of wagons of some wagons available in FMM wagon master to get them reflect in FOIS wagon master. *(Corrigendum No. 36 to Rates Master circular on Block Rake/Mini Rakes/Two-point combination etc.2020/0 dated 27.07.2022) with effect from 30.07.2022 to till further advice*.

lxiii. Instruction have been issued regarding charging of newly introduced NMGH/NMGHS wagons on line of NMG wagon for automobile and related traffic. *(Corrigendum N0. 02 to Rates Circular No. 32 of 2021 dated 29.07.2022) with effect from 02.08.2022 to till further advice.*

lxiv. One route i.e. SIKR-CUR over NWR w.e.f.16.09.2022 notified as CC+8 route upto till further advice. *(Corrigendum No. 67 dt.14.09.2022 to Rates Master Circular/PCC/CC+8 etc/2020/0)*

lxv. Two routes of ECoR with effect from 23.09.2022 and one route of EDFC/DFCCIL w.e.f.01.10.2022 upgraded for running of 25 Tonne Axle load wagons to till further advice. *(Corrigendum No.68 dated 21.09.2022 and Corrigendum no.69 dated 29.09.2022 to Rates Master Circular/PCC/CC+8 etc/2020/0)*

lxvi. Instruction have issued to allow two-point rake for Anhydrous Denatured Ethanol from any point of IR to Guwahati/Digboi at an average loading of two rakes w.e.f. 28.09.2022 to 30.09.2023 vide Corrigendum no. 37 dated 26.09.2022. Now the same has been extended w.e.f.01.10.2023 to 30.09.2024 *(Corrigendum no.48 dated 29.09.2023 to Rates Master circular on Block Rake/Mini Rakes/Two-point combination etc.2020/0)*

lxvii. The extant guidelines regarding transportation product- two-point rake for POL traffic of NFR has been extended beyond 31.03.2024 for a further period of one year i.e. up to 31.03.2025. *(Board's letter No. TCR/1017/2020/2 Pt.1/3325609/3391422 dated 28.02.2024).*

lxviii. Guidelines contained in para 4.0 of Corrigendum no.34 to RMC on Block rake/2020 has been deleted w.e.f. 22.10.2022 till 30.06.2023. *(Corrigendum no.39 to RMC on Block rake/2020 dated 20.10.2022)*

lxviii. Five routes of NWR with effect from 12.11.2022 upgraded as CC+8 routes till further advice. *(Corrigendum No.71 dated 10.11.2022 and to Rates Master Circular/PCC/CC+8 etc/2020/0)*

lxxi. Two routes of SER w.e.f. 12.12.20200 upgraded as 25ton axle load routes. *(Corrigendum No.72 dated 09.12.2022 and to Rates Master Circular/PCC/CC+8 etc/2020/0)*

lxxii. Commercial specification of BOMN wagon notified – PCC-35.85T, LT-1T, Strandard Rake Size-32 and Designed Tare Weight – 29.77T. *(Corrigendum No.73 dated 05.01.2023 to Rates Master Circular/PCC/CC+8 etc/2020/0).*

lxxii. Commercial specification of BCNAHSM1 wagon notified – PCC-66T for CC+8, LT-1T, Strandard Rake Size-44 and Designed Tare Weight – 24.3T. *(Corrigendum No.74 dated 17.01.2023 to Rates Master Circular/PCC/CC+8 etc/2020/0).*

lxxiii. Revision of PCC of BOXN type of wagons for loading of Red Mud for CC+8 routes: BOXNM1-68, BOXNR-69, BOXNHL-70, BOXNCR-68T, BOXNLW-70T and BOXNHAM-67T. *(Corrigendum No.75 dated 17.01.2023 to Rates Master Circular/PCC/CC+8 etc/2020/0).*

lxxiv. Two routes of WR upgraded as CC+8 route till further advice. *(Corrigendum No.76 dated 06.2.2023 w.e.f. 08.02.2023 and Corrigendum no.77 dated15.02.2023 w.e.f.17.02.2023 to Rates Master Circular/PCC/CC+8 etc/2020/0). The validity is till further advice.*

lxxv. Commercial notification of Seven new high-speed wagons namely BOXNM2, BOXNHSM2, BOXNRM2, BOXNLWM2, BOSTHSM2, BOSTHSM3 and BCNAHSM1 has been done at par with their equivalent wagons. *Corrigendum no.78 dated17.02.2023 w.e.f.20.02.2023 to Rates Master Circular/PCC/CC+8 etc/2020/0). The validity is till further advice.*

lxxvi. Guidelines has been issued regarding revised composition for movement of Road Railer type BAFRDR, the Standard rake size as 51 including (EAB) End Articulated Bogie and minimum no. of wagons as 47 including (EAB). These shall come into force w.e.f. 01.04.2024 and shall remain in force till further advice. *(Corrigendum no.51 dated 29.02.2024 to RMC on Block rake/2020).*

lxxvii.one route over Western Railway have been notified as CC+8 route with effect from 31.03.2023 and will remain valid till further advice. *(Corrigendum No. 82 to RMC on PCC/CC+8 etc/2020/0 dt 29.03.2023).*

lxxviii. One route over North-Western Railway and Western Railway have been notified as CC+8 route with effect from 28.05.2023 and will

remain valid till further advice. *(Corrigendum No. 84 to RMC on PCC/CC+8 etc/2020/0 dated 26.05.2023)*

lxxix. Two routes of ECoR w.e.f. 08.07.2023 upgraded as 25ton axle load routes. *(Corrigendum No.86 dated 06.07.2023 and to Rates Master Circular/PCC/CC+8 etc/2020/0)*

lxxx. Revised PCC of BOXN type of wagons as BOXNEL-67T, BOXN-68T, BOXNHS-68T, BOXNHSM1-68, BOXNHL25T-70T, BOXNHA-67T and BOXNLWM1-70T notified w.e.f. 08.07.2023. *(Corrigendum no.87 to RMC on PCC/CC+8etc./2020/0 dated 06.07.2023)*

lxxxi. Two routes of ER w.e.f. 21.07.2023 upgraded as CC+8 routes. *(Corrigendum no.88 to RMC on PCC/CC+8etc//2020/0 dated 19.07.2023).*

lxxxii. One route over SER has been upgraded for running of 25-ton axle load wagons w.e.f. 01.09.2023 till further advice. *(Corrigendum no. 89 to RMC on PCC/CC+8 etc/2020/0 dated 30.08.2023)*

lxxxiii. One route over SECR has been upgraded for running of 25-ton axle load wagons w.e.f. 16.09.2023 till further advice. *(Corrigendum no. 92 to RMC on PCC/CC+8 etc/2020/0 dated 14.09.2023)*

lxxxiii. One route over NER has been upgraded as CC+8 route w.e.f. 23.10.2023 till further advice. *(Corrigendum no. 95 to RMC on PCC/CC+8 etc/2020/0 dated 20.10.2023).*

lxxxiv. **One route over WR has been upgraded as CC+8 route w.e.f. 14.12.2023 till further advice.** *(Corrigendum no. 96 to RMC on PCC/CC+8 etc/2020/0 dated12 .12.2023)*

lxxxv. **Permissible Carrying Capacity of various wagons has been revised upto one decimal point.** *(Corrigendum no. 96 to RMC on PCC/CC+8 etc/2020/0 dated12 .12.2023)*

lxxxw. One route over Eastern Railway notified as CC+8 route. *(Corrigendum no.99 to RMC on PCC/CC+8 etc/2020/0 dated 08.01.2024)*

lxxxx. One route over South Central Railway notified as CC+8 route. *(Corrigendum no.100 to RMC on PCC/CC+8 etc/2020/0 dated 15.01.2024)*

lxxxy. Four routes over South-Eastern Railway notified as 25-ton axle load route. *(Corrigendum no.101 to RMC on PCC/CC+8 etc/2020/0 dated 01.02.2024)*

lxxxz. Three routes over East Coast Railway has been notified as 25 tonne axle load route. *(Corrigendum no.102 to RMC on PCC/CC+8 etc/2020/0 dated 01.02.2024)*

lxxxza. Thirteen routes over various Railways have been notified as CC+8 route w.e.f.05.03.2024 till further advice. *(Corrigendum no.103 to RMC on PCC/CC+8 etc/2020/0 dated 27.02.2024)*

EASE OF DOING BUSINESS

i) Registration of demand for wagons electronically (e-RD) has been implemented to provide electronic demand note facility through FOIS website wherein, customer can register their demand for wagons electronically. This facility has been extended to Container traffic, Freight Forwarders, Iron & Steel, Iron Ore, Salt, and Granite traffic. The process for registration of customer has been eased out. The requirement of customer to visit Sr. DCM's office for verification of document has been done away with. Customer will now be asked to upload self-attested documents and indicate choice of his/her Division. Sr. DCM will download the documents and complete the process of registration. The IRCTC payment Gateway for payment of WRF has been done away with in view of implementation of Online Payment System. Guidelines issued for Integration of CHiMMS with FOIS for e-RD in case of Iron Ore traffic and its beneficiated product and Inclusion of Company Identification Number (CIN) in FOIS.

(Rates Master Circular/e-RD/2019/0 and its addendum dt.03.04.2020)

(Corrigendum dated 29.12.2020 to Rates Master Circular/e-RD/2019/0)

(Board's letter No.TC-I/2020/101/eRD/Misc (3319111) dated 25.01.2021)

(Corrigendum No. 02 dated 29.07.2021 to Rates Master Circular/e-RD/2019/0)

(Board's letter No. TC-I/ 2020/101/Ironore (3319155) dt. 17.08.2021)

(Board's letter No.TC-V2020/101/e-RD/Misc (3319111) dt. 26.08.2021)

Guidelines for showing of soft copy of e-Forwarding Note on the completion of loading on mobile/laptop/Tablet.

(Corrigendum No. 03 dated14.01.2022 to Rates Master Circular/e-RD/2019/0)

Guidelines has been issued on e-RD submission of Letter of Credit (LC) in case of good traffic pertaining to Bangladesh.

(Addendum No. 03 to Rates Master Circular/e-RD/2019/0 dated 04.03.2022)

(Board's letter No. TC-1/2019/101/1 Pt. (3316676) dated 31.03.2022)

Guideline has been issued regarding submission of multiple LCs in case of 'Motor Vehicles' traffic pertaining to Bangladesh.

(Board's letter No.TC-1/2019/101/1 Pt. (3316676) dt.19.05.2022)

Guidelines regarding refund of WRF due to prohibition of export of wheat has been issued.

(Rates Circular No.14 of 2022 dated 02.06.2022)

The extant guidelines regarding e-RD –clarification regarding submission of Letter of Credit (LC) in case of goods traffic pertaining to Bangladesh traffic issued.

(Board's letter No. TC-I/2012/101/1 Pt. (3317058) dated 05.09.2022)

Guidelines regarding demand confirmation on e-RD module in case of container traffic has been issued and implemented w.e.f.01.06.2023. (Board's letter No.TC-I/2012/101/1 Pt. (3317058) dt.15.05.2023)

(xxv) Policy guidelines issued regarding registration of demand for wagon electronically (e-RD) through FOIS- Mandatory.

(Board's letter No.TC-I/2019/101/1(3318665) dated 26.09.2022)

Guidelines regarding e-RD- Submission of LC in case of Bangladesh Traffic-clarification issued to FOIS and Zonal Railways.

(Board's letter No.TC-I/2012/101/1 Pt. (3317058) dt.29.11.2022)

Guidelines regarding e-RD-Submission of LC in case of Bangladesh traffic issued.

(Board's letter No.TC-I/2019/101/1 Pt. (3316676) dt.08.12.2022)

Guidelines have been issued regarding registration of demand under e-RD in case of Silica Sand.

(Addendum No.4 of Rates Master Circular/e-RD/2019/0 dt.20.06.2023)

It has been decided that in e-RD module, a provision may be made for giving a pop message to the customer at the time of placing indent that "in case of non-availability of the type of wagon indented, its other variant(like…..) will be supplied.

(Board's letter No.TC-I/2019/101/1(3318665) dt.11.09.2023)

Guidelines have been issued regarding refund of WRF collected through IRCTC gateway.

(Board's letter No.TC-I/2023/efile/101/5/WRF (3435037) dt.16.11.2023)

Guidelines have been issued for modification in e-RD module. Board's letter No.TC-I/2019/101/1(3318665) dt.17.01.2024

ii) Electronic Transmission of Railway Receipt (eT-RR) has been launched to provide paperless transaction system where Railway Receipt is generated and transmitted electronically to customer through FOIS, and even delivery of goods is given through e-surrender of eT-RR. This facility has been extended to container traffic, Freight Forwarders, Iron & Steel, Iron Ore, Salt, and Granite traffic. eT-RR has been allowed in case of SRR also. Creation of additional field in the format of eT-RR to capture LC details etc. of the customer. Guidelines have been modified to allow delivery to the customer on showing the transaction slip and eT-RR on mobile/Tablet/laptop the goods clerk.

(Rates Master Circular/eT-RR/2019/0 and its addendum dt.03.04.2020)

(Board's letter No.TC-I/2019/103/1 (3318687) dated 18.01.2021)

(Corrigendum No.1 dated 28.04.2021 to RMC/eTRR/2019/0)

(Board's letter no. No.TC-I/2019/103/1(3326889) dated.31.08.2021)

(Board's letter no. No.TC-I/2019/103/1(3318687) dated.31.08.2021)

It is also clarified that Zonal Railway may allow change of consignee name in the Forwarding Note until preparation of Railway Receipt except in case of traffic pertaining to Bangladesh. However, number of Forwarding Notes cannot be changed.

(Board's letter no. No.TC-1/2020/101/e-RD/Misc (3319111) New Delhi, dt.01.02.2022)

(Board's letter no. No.TC-1/2020/101/e-RD/Misc (3319111) New Delhi, dt.14.02.2022)

i) Terminal Management System (TMS) provides system-based preparation of Railway Receipt for freight traffic. Two new features have been added to promote digital working (a) Preparation and submission of online goods balance sheet and (b) System generated Money Receipt for ancillary charges e.g. Demurrage, Wharfage etc.

(Board's letters No.TC-I/2016/201/5 Pt. dt.29.11.2019&dt.31.01.2020; No.TC-I/2020/103/efile/1PartI dated 04.9.2020)

Instructions have been issued regarding closure/deletion of pending invoices in TMS.

(Board's letter No.TC-I/2020/103/efile/1(3326889) dt.16.02.23)

Instructions have been issued regarding Online Goods Balance Sheet and Electronic Cash Remittance Note(e-CR Note)

(Board's letter No.TC-I/2020/103/efile/1-Part (1) (3328202) dt.24.02.23)

ii) Online interface to Freight Customers through Freight Operation Information System (FOIS) to provide all requisite information e.g. freight class and rate; position of indent/demand for each station; outstanding indents, shortest/popular routes, terminal handling facilities; freight calculator; facility to track and trace rakes

iii) E-Drishti updation for goods sheds- Zonal Railways have been directed that details of facilities at all goods sheds and recent photographs (including night photographs for lighting levels) be uploaded on E-Drishti portal.

(Board's letter No.TC-I/2019/304/7 dt.20.03.2020)

iv) Electronic payment system enables collection of freight charges directly from customer's bank account. Customers have to enter into tripartite agreements with bank and zonal railways for the same. It enables fast, safe, efficient and transparent mode of payment for freight charges, which normally are large value transactions. In recent past, Automobile Freight Train Operators (AFTOs) have been allowed single agreement e-payment facility with base terminal Railway.

(Corrigendum No.3 to Rates Master Circular/E-Payment/2014/1) and (Rates Master Circular/EPayment/2019/0)

Revised Guidelines issued regarding validity period of LC/BG and payment agreement.

(Corrigendum to Rates Master Circular/E-Payment/2019/0 dated 26.11.2021)

Now, Under electronic payment system, AXIS bank, HDFC bank and ICICI bank are also authorized to enter into Tri-partite agreement

(Corrigendum No. 2 to Rates Master Circular/E-payment2019/0 dated 16.02.2022)

"Kotak Mahindra Bank Ltd." is also authorized to enter into Tripartite agreement under electronic payment system".

Corrigendum No. 3 to Rates Master Circular/E-payment/20 I 9/0 dated 12.05.2022.

Policy guidelines regarding E-Payment /Online payment system –same mode for collection and refund was issued.

(Board's letter No.TC-I/2002/104/SCR/1(3317550) dated 19.09.2022)

Guidelines have been reiterated regarding payment of freight and other dues.

(Board's letter No.TC-I/2021/109/efile/1(3365542) dt.15.05.2023)

Clarification has been issued regarding E-payment system.

(Board's letter No.TC-I/2023/104/efile/2(3450827) dt.09.01.2024)

v) Freight Advance Scheme offers Tariff certainty in lieu of freight advance. Under this scheme, Railway shall accord priority in allocation of rakes within same class to freight customers who have signed agreement. The scheme is open to customers who are e-payment customers for freight payment and have given minimum annual freight revenue of ₹ 500 crore as freight payee in previous calendar year.

(Rates Circular No.1 of 2020)

vi) Issue of Money Receipt in the name of handling agent of freight customer has been permitted. Handling agents were already recognized as freight payee entity under e-payment agreement. It has now been taken into cognizance that handling agents in certain cases are appointed by customers for payment of demurrage, wharfage and other charges. Now under GST regime, it is important to issue Money Receipt in favour of handling agents, so as to ensure proper implementation of GST and also so that handling agents are able to avail input tax credit as due.

(Rates Circular No.23 of 2020)

vii) FOIS has developed Freight Business Development Portal wherein the facility for uploading application by customer for various freight activities have been provided. To ease out the business process, it has been decided that freight customers (registered/non-registered/new customer) may be allowed to upload his/her signed application on the FBD Portal itself for various freight activities like stacking permission, diversion, rebooking, short of destination delivery, waiver of demurrage/wharfage, Station to Station Rates etc. System will forward the same to the concerned Sr. DCM or Sr. DOM, as the case may be, on his mail ID. Sr. DCM/Sr. DOM may download the same and will process

it further according to the extant guidelines. This will facilitate the customer and make business process hassle free.

(Rates Circular No.34 of 2020)

viii) Guidelines regarding **preparation of online goods balance sheet** have been reiterated. Zonal railways have been directed to ensure correct feeding of data and timely submission of balance sheet in FOIS.

(Board's letter No.TC-I/2020/103/efile/1-Part (1) (3328202) dated 13.01.2021)

ix) Preparation of Demurrage & Wharfage bill through the system- Zonal Railways have been directed for correct feeding of data in respect of Demurrage & Wharfage in TMS/FOIS and also to ensure system-based preparation of Demurrage & Wharfage bill.

(Board's letter No.TC-I/2020/103/efile/1-Part(1)(3328202) dated 28.01.2021)

(Board's letter No.TC-I/2020/103/efile/1-Part(1)(3328202) dated 16.02.2021)

(Board's letter No.TC-I/2020/103/efile/1(3326889) dated 18.02.2021)

x) Generation of Money Receipt through system (TMS/FOIS) - Guidelines has been issued that with effect from 15th February 2021, all Money Receipts should be generated through the system (TMS/FOIS) only and no manual Money Receipt should be issued.

(Board's letter No.TC-I/2020/103/efile/1(3326889 dated 29.01.2021)

xi) Online Payment System- Guidelines have been issued on 30th April 2021. Online Payment System will be provided through Freight Business Development (FBD) portal via SBI's payment gateway. It will provide the facility for collection of freight and all kinds of ancillary charges e.g. Premium Charge (in case of premium indent), Wagon Registration Fee, Demurrage, Wharfage, Siding Charge, Shunting Charge, Rebooking Charge, Diversion Charge, etc. Online Payment System through FBD shall be available 24x7. Consignor/Consignee willing to avail the facility shall be required to register themselves on the FBD portal. Customers

already registered in e-RD need not to register again for this facility. Customer will be able to register his Endorsee/Handling Agent as Secondary Customer and indicate the name of charges (like Freight, Premium Charge in case of premium indent, Wagon Registration Fee, Demurrage, Wharfage, Siding Charge, Shunting Charge etc.) which will be paid by such Secondary Customer, on behalf of the Customer. However, as per extant guidelines, the liability for payment of Railway dues lies with the Customer (Consignor/Consignee) and shall be responsible for all payments. Online payment shall be available through all modes like Net Banking/RTGS/NEFT, Credit card/Debit card/UPI through customer's Dashboard at the TMS location. In case of any discrepancy found after reconciliation, like double debit or payment deducted from customer's account but not settled in FOIS/TMS system, Zonal Railway shall refund the transaction amount to the customer following due procedure. These guidelines will be implemented from 01.06.2021. Memorandum of Understanding has been executed between Ministry of Railways and State Bank of India on 2nd June 2021 regarding Online Payment System for Freight Charges. This payment system has been launched from the same date. Further as, the Online Payment System of Freight Charges is now functional and stabilized. Zonal Railways have been asked to take all necessary steps to cover offline payments to online payment mode by better customer interface.

(Rates Circular No.18 of 2021)

(Board's Circular No.TC-I/2021/104/online Payment(3353038) dt. 23.08.2021)

xiv) Operation of Merry-Go-Round (MGR) system - The scheme has been extended beyond 30.04.2023 for a further period of one year i.e. Up to 30.04.2024

(Rates Circular no.08 of 2023 dated 28.04.2023) (Rates Circular No. 12 0f 2022 dated 28.04.2022)

(Rates Circular No.17 of 2021 dated 28.04.2021)

xv) Loading of commodities other than motor vehicle like spare parts, lubricating oil allowed in NMG rakes and rates thereof notified w.e.f.

30.11.2020 till 30.11.2021 i.e. at par with validity of rates for automobile traffic when loaded in NMG rakes.

(Corrigendum no. 06 to RC/24 of 2019 dated 27.04.2021)

xvi) Classification of JCB notified at par with motor vehicle till 05.04.2022. Instruction have been issued to extend the same beyond 05.04.2023 to 05.04.2024.

(Rates Circular No.14 of 2021 dated 05.04.2021) & (Corrigendum No. 2 to Rates Circular No. 14 0f 2021 dated 05.04.2023

xvii) Rates of Wagonload class for automobile traffic when carried on NMG, BCCNR, BCACM wagons notified.

(Corrigendum No.5 of RC 24 of 2019 dated 01.04.2021)

xvii) Generation of electronic Cash Remittance Notes (e-CR Notes) through System (TMS/FOIS)

(No. TC-I/2020/103/efile/1-Part(1) (3328202) dated 02.09.2021)

Revised guideline regarding generation of CR note through the system (TMS/FOIS) will be effective from 1st August 2022.

(No. TC-I/2020/103/efile/1-part(1) (3328202) dated 14.07.2022)

xviii) Classification of 'Rig Mounted Trucks' notified at par with motor vehicle w.e.f. 29.12.2021.

(Rates Circular No.33 of 2021 dated 28.12.2021)

xviii) Guidelines has been issued regarding capturing HSN code of commodities for transportation of containers by rail

(Board's letter No.TC-I/2020/302/efile(3333729) dated 08.06.2022)

xxi) Classification of Quartizite notified at Class-150 with effect from 09.09.2022 till further advice

(Rates Circular No.19 of 2022 dated 07.09.2022)

xxii) Classification of Hexene-1 notified at Class-180 with effect from dated of gazette notification i.e. 29.09.2022 till further advice

(Rates Circular No.21 of 2022 dated 26.09.2022)

xxiii) Classification of Liquefied Natural Gas notified at Class-200 with effect from 29.09.2022 till further advice

(Rates Circular No.22 of 2022 dated 29.09.2022)

xxiv) Classification of Stainless Steel in Coil form notified at Class-165 with effect from 03.10.2022 till further advice

(Rates Circular No.23 of 2022 dated 29.09.2022)

(xxvi) Instructions have been issued for integration of EIMWBs with FOIS- Hosting of application software of EIMWB OEMs on Railway cloud server.

(Board's Letter No. TC-I/2020/108/efile/1 (3323287/3323065) dated 22.09.2022)

(xxvii) Classification of Refuse Derived Fuel Waste notified at Class-130 with effect from 07.10.2022 upto 31.10.2023 vide Rate Circular no.24 of 2022. Now the same has been extended upto 31.10.2024. Corrigendum no.01 dated 29.09.2023 to Rates Circular no.24 of 2022

(xxviii) Classification of Dolochar notified at Class-130 with effect from 14.10.2022 upto 31.10.2023 vide Rates Circular no.26 of 2022. The same has now been extended till further advice.

(Corrigendum no. 01 to Rates Circular No.26 of 2022 dated 31.10.2023)

(xxxi) Classification of Ferrochrome revised and notified at Class-180 beyond 10.10.2022 upto 31.10.2023.

(Corrigendum no.03 to Rates Circular No.30 of 2021 dated 18.10.2023)

(xxx) Classification of Cattle Feed notified at Class-120 w.e.f. 29.10.2022 till further advice.

(Rates Circular No.28of 2022 dated 26.10.2022).

(xxxi) Classification of Hydrogenated Pyrolysis Gasoline at Class - 200 was issued through Gazette Notification and shall remain in force till further advice.

(Board's letter no.TCR/1015/2022/gasoline/3402414 Rates Circular no.04 of 2023 dated 24.03.2023).

(xxxii) Guidelines have been issued regarding system based working at goods sheds (No.TC1/2020/103/efile/1-Part (l)(3328202) dt.18.08.2023)
(xxxiii) Classification of Waste Marble Powder at Class-150 was issued w.e.f. 18.08.2023 till further advice.

(Rates Circular no.10 of 2023 dated 16.08.2023)

(xxxiv) Transportation and Charging of 'Track Machine' owned by other than Indian Railways has been notified Self-propelled @ Rs.260/km per Track Machine (minimum Rs.26000/- per Track Machine) non-self-propelled @ Rs.500/km- per Track Machine (minimum Rs.50000/- per Track Machine) and Trainset @ Rs.3,720/km (minimum Rs.3,72,000/-) *(Rates Circular no.11 of 2023 and its Corrigendum no.1 dated 18.08.2023)*

(xxxv) Revised transportation and charging of 'Track Machine' owned by other than Indian Railways has been notified.

(Corrigendum no.02 to Rates Circular no.11 of 2023 dated 24.01.2024)

(xxxvi) Classification of LD and GCP SLUDGE has been notified at Class 165 under main Commodity head IRON ORE in Goods Tariff no.49 Part-I w.e.f. 25.02.2024 till further advice.

(Rates Circular no.04 of 2024 dated 21.02.2024)

C. CUSTOMER-FRIENDLY RATIONALIZATION OF WEIGHMENT POLICY

Following policy measures have been taken to lower operational time and improve fluidity-

a) In case of variation between two weighment results of a rake, the **weight of second weighment will be the chargeable weight and not the higher of the two.** Under previous policy, higher of the two weight readings was taken as final.

(Para 2.2 of Rates Master Circular/Weighment/2019/0)

b) On detection of overloading in a rake, if load adjustment is not feasible at originating point, then it may be permitted at nearby location and transit time from weighment point to load adjustment point for levy of **Detention Charge has been capped to maximum of two hours** plus actual duration of load adjustment. Prior to this modification, the detention charge was levied for actual time taken for rake to transit from overloading detection point to load adjustment point plus actual duration of load adjustment.

(Para 4.3(iii) of Rates Master Circular/Weighment/2019/0)

c) **DRMs have been vested with full powers** to permit loading if a weighbridge gets out of order for three months.

(Para 2.8 of Rates Master Circular/Provision of Weighbridge/2019/0)

d) Zonal Railways have been empowered to permit installation of **Preweighbin or Weightometer** for weighment of goods traffic in private sidings. (Para 5.0 of Rates Master Circular/Provision of Weighbridge/2019/0) Revised guidelines regarding permission for Weightometer/Pre-weighbin system of weighment in private sidings. *(Corrigendum No.2 to Rates Master Circular/Provision of Weighbridge/2019/0 dated 11.01.2022)*

e) **Exemption from mandatory weighment** has been permitted in case of loading of Standard Bags of uniform size in container, low density commodities like Pet Coke, Met Coke, Chuni and De oiled cake. The random sample checks at 5% shall continue.

(Para 3.0 of Rates Master Circular/Weighment/2019/0)

Exemption from mandatory weighment in case of import containerized traffic to eight container operators (CONCOR, GRFL, DLI, Adani, ICT&IPL, HTPL, IILPL and PMLPPL) on the basis of transmission of SMTP details from Custom server to FOIS via EDI. Further, Nepal bound containerized import traffic has also been exempted from mandatory weighment from 02.09.2019 on the basis of Custom document submitted by Private Container Operator (PCO). Revised guidelines issued on above subject.

The above-mentioned exemption has also been permitted to M/s Pipavav Railway Corporation Ltd.(PRCL).

(Addendum No.4 dt.06.02.2024 to Rates Master Circular/Weighment/2019/0)

(Para 3.3 of Rates Master Circular/Weighment/2019/0 and its addendum dt.02.09.2019)

(Corrigendum No. 04 to Rates Master Circular/Weighment/2019/0 dated 08.11.2021)

f) Integration of all weighbridges with FOIS is being taken up on urgent basis. All General Managers of Zonal Railways have been asked to monitor the progress and ensure implementation. *(Board's letter No.TC-I/2019/108/1 dt. 27.07.2020)*

g) Power delegated to DRMs for permitting installation of private weighbridge on railway land (private sidings as well as goods sheds). *(Corrigendum dated 13.08.2020 to Rates Master Circular/Provision of Weighbridges/2019/0)*

h) Permission has been given for electronic static weighbridge at six sidings of Bhillai Steel Plant over SECR. *(Board's letter No.TC-I/2020/108/efile/1 dated 02.11.2020)*

i) Integration of weighbridges with FOIS – Read only access to private siding. *(Board's letter No.TC-I/2020/108/efile (3323287) dated 27.07.20201)*

j) Exemption from mandatory other steel consignment issued. weighment in case of HR/CR Sheet and Guidelines *(Corrigendum No. 3 to Rates Master Circular/Weighment/2019/0)*

k) regarding installation of road weighbridge on railway land near goods shed is applicable to both loading as well as unloading points. *(Board's letter No.TC-I/2021/108/efile/3 (3378884) dated.03.01.2022) (Board's letter No. No.TC-I/2021/108/efile/3(3378884) New Delhi, dt.15.02.2022)*

l) Guidelines regarding System generated weighment sheet has been issued. *(Board's letter No.TC-I/2021 /I09/efile/l (3365542) dated 10.06.2022)*

m) Guidelines have been reiterated regarding procedure for dealing with overloaded wagons *(Board's letter No.TC-I/2021/109/efile/1(3365542) dt.15.05.2023)*

n) Guidelines have been issued with regard to maximum net weight of consignment in a wagon after load adjustment. *(Addendum dt.28.03.2024 to Rates Circular No.1 of 2019)*

D. ENCOURAGING CONTAINER TRAFFIC

RELAXATION IN HAULAGE CHARGE

i) To promote containerizations following measures have been taken, ninety additional commodities have been de-notified and brought under Haulage Charge per TEU rates. Out of 641 commodities notified in goods tariff, 507 commodities are allowed to move in containers at FAK and 38 commodities at Container Class Rate (by applying 15% concession on applicable class rate). *(Corrigendum No. 24 dt.13.05.2019, Corrigendum No. 25 dt.31.05.2019&Corrigendum No. 28 dt. 22.07.2019 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0)*

ii) Chemical Gypsum, a restricted commodity, which was initially allowed to move in containers at CCR upto 20.10.2020. This permission has been extended till further advise *(Corrigendum No.39 dated 08.10.2020 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0)*

iii) Charging Kota Stone and Toluene at Haulage Charge per TEU rates extended till further advice. *(Corrigendum No. 33 dt. 20.04.2020&Corrigendum No. 36 dt. 13.07.2020 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0)*

iv) Charging of CR Coils by applying 20% concession on applicable class rate extended till further advice. *(Corrigendum No.34*

dt.30.04.2020 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0)

v) New delivery model of Double Stack Dwarf Container to be charged by applying 17% concession on Haulage Charge per TEU rate extended upto 31.03.2025. *(Corrigendum No.5 dt.04.03.2024 of Rates Circular No.22 of 2017)*

vi) Round trip-based charging implemented to provide an economical and reliable alternative for ultra short lead (upto 50Kms) container traffic which are moving at Haulage Charge per TEU rates, initially valid upto 14.09.2020. Container train operators are required to apply to concerned zonal railways to avail this scheme. This policy has extended beyond 30.04.2023 for a period of one year i.e. upto 30.04.2024. *(Corrigendum No.44 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0 dt.30.03.2021)*

(Corrigendum No. 50 to Rates Master Circular/CRT-CCR-Hub &Spoke/2015/0 dated 29.04.2022)

(Corrigendum No.52 of Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0 dt.30.04.2023)

vii) Loading of 'Zinc Concentrate, Lead Concentrate, Soap Stone Powder' in containers has been permitted by levying Haulage Charge at Container Class Rate i.e. by applying 15% concession on applicable class rate as published in IRCA Goods Tariff No.49 Pt.I Vol-II and as amended from time to time. *(Corrigendum No.42 dated 29.12.2020 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0)*

viii) Revised Guidelines for levy of Haulage Charge for movement of cube containers issued w.e.f.05.03.2022 valid till further advice. *(Corrigendum No.17 to Rates Circular No.20 of 2018 dt.14.02.23) (Corrigendum No.13 to Rates Circular No.20 of 2018 dated 28.02.2022)*

ix) Discount on Haulage Charge for movement of empty tank containers meant for transportation of Bulk Cement *(Corrigendum No. 10 dated 16.07.20.21 to Rates Circular No. 20 of 2018)*

xxv) Haulage charge for roundtrip movement of container traffic – Power to Zonal Railways. *(Corrigendum No. 46 to Rates Master circular/CRT-CCR-Hub & Spoke/2015/0)*

xxvi) Rates of "Haulage Charge per TEU' for movement of 22feet, 24feet, 25feet and 45 feet containers in privately owned wagons issued, valid till further advice. *(Corrigendum No. 11 to Rates Circular No. 20 of 2018)*

xxvi) Introduction of 12 feet high container of 20 feet length (TEU) and charging thereof. *(Corrigendum No.12 to Rates Circular No.20 o/2018 dated 15.11.2021)*

xxvii) Bulk Cement (cement in loose form) when transported in containers will be charged at Haulage Charge per TEU basis, instead of Container Class Rate. These instructions are valid upto 20.05.2023. *(Corrigendum No.51 to RMC/CRT-CCR-Hub&Spoke/2015/0 dt.21.02.23)*

(Corrigendum No. 48 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0 dated 21.02.2022)

xxviii) Revised guidelines have been issued regarding Rate of 'Haulage Charge per TEU' for movement of 42 feet containers in privately owned wagons. *(Corrigendum No.15 to Rates Circular No.20 of 2018 dated 24.05.2022.)*

LIBERALIZATION IN USAGE OF RAILWAY OWNED TERMINALS

i) Revised guidelines for operation of container trains in railway terminals by notifying as Container Rail Terminal (CRT). *(Corrigendum No.49 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0 dated 31.03.2022)*

ii) Methodology for levying of Terminal Access Charge from 1.5 times to one time for double operation (i.e. unloading followed by loading) extended till further advice. *(Corrigendum No.27 dt.08.07.2019 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0)*

iii) Rate of Terminal Access Charge reduced in case of Group-III CRT to be levied @ 50% of the base rate. *(Corrigendum No.37 dt.14.07.2020 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0)*

iv) CRT. Benefit of night incentive at par with goods traffic extended to container traffic handled at (Corrigendum No.26 dt.26.06.2019 to Rates Master Circular/CRT-CCR-Hub&Spoke/2015/0)

v) The facility of 'multiple RRs for a single container train' will be permitted under Hub&Spoke movement. *(Board's letter No.TC-I/2022/302/efile/1/MultipleRRs(3412086) dt.11.09.2023)*

vi) Rates for empty 40 feet container will be the rates prescribed for empty flat wagon *(Corrigendum No.18 of Rates Circular No.20 of 2018)*

E. OTHERS

a) Rates of Hire Charges on wagon interchanged for inter-zonal financial adjustments and for non-railway user notified *(Rates Circular No.21 of 2020)*

b) Classification of new commodity Viscose Staple Fibre notified w.e.f. 23.09.2020 valid up to 22.09.2021. *(Rates Circular No.22 of 2020 and its corrigendum dt.29.09.2020)*

c) Procedure laid down for correction in case GSTIN is not mentioned *(Board's letter No.TCR/1078/GST/2020/15/3325222 dated 22.09.2020)*

d) Illustration given for calculating ODC charges *(Board's letter No. TCR/2201/2020/1/3310697 dated 28.09.2020 Rates circular no.5 of 2020)*

e) In case of mixed train (coaching + goods), the total charge should be worked out for actual number of coaches/wagons used subject to minimum charge for 30 bogie wagons (including a minimum of one coach). This relaxation will remain valid till further advice. *(Corrigendum dated 16.10.2020 to Rates Circular No.32 of 2014)*

f) Classification of 'Bed Ash' at Base Class – 120A *(Rates Circular no.28 of 2020 dated 06.11.2020)*

g) Empty Haulage Charge for newly manufactured privately owned wagons levied on the basis of Designed Tare Weight of the wagon. *(Rates Circular no.29 of 2020 dated 11.11.2020).*

h) Rates for Automobile traffic when carried on NMG BCCNR, BCACM wagon were prescribed/extended beyond 30.11.2022 till 30.11.2023 in terms of Corrigendum no.03 to Rates Circular no.32 of 2021. The said rate has now been revised and notified upto 31.05.2024. *(Corrigendum no.04 to Rates Circular No. 32 of 2021 dated 30.11.2023).*

Further Rates for automobile traffic carried in single stack on BCACM have also been notified. *(Corrigendum no.05 to Rates Circular No. 32 of 2021 dated 16.01.2024)*

i) Rates for Automobile traffic when carried on NMG BCCNR, BCAM wagon beyond 3500 km distance limit were fixed. *(Corrigendum no.2 to Rates Circular No. 24 of 2019 dated 27.11.2020).*

j) Classification of 'Pet Coke Cinder' at base class – 145A *(Rates Circular No.30 of 2020 dated 23.11.2020).*

k) Rebooking/Diversion of traffic permitted considering Punjab situation. *(Letter No.TCR/1078/2020/13 dated 10.11.2020).*

l) Automobile traffic does not qualify for concession under STS. *(Letter no.TCR/1618/2020/STS(Automobile)NER dt.11.11.2020).*

m) Permission granted for Diversion of Iron Ore traffic within port area. *(Letter no. TCR/1078/2010/13 dt.12.11.2020)*

n) Premium indent has been implemented for benefit of freight customers in sidings and son payment of 15% premium on base freight. The scheme is optional. Further, it has been decided that the premium indent will stand cancelled and premium amount shall be refunded in case of rake is not supplied to the customer on the requested date, except in case where stacking permission has been granted, the premium amount shall be retained until supply or rake.

The refund of non-fructified premium indents will apply to both prospective and the already registered indents. Further the number of premium indents that can be registered at the loading point for a particular day should not exceed the daily loading capacity of the terminal, as decided by PCOM in consultation with PCCM of the

Zonal Railway. Zonal Railways have been requested to widely publicize the Scheme so as to popularize it and attract time sensitive cargos such as export.

The present rate of Premium Charge i.e. 15% on normal freight has been applicable till further advice.

If a rake, initially booked under Premium Indent Scheme, is rebooked or diverted on the request of customer, then Premium Charge will be-recalculated and additional Premium Charge will be collected at the point of rebooking or diversion.

(Rates Circular No.32 of 2020) (Board's letter No.TC-I/2020/101/efile/1(3323942) dated 25.01.2021 & dated 01.02.2021) (Corrigendum dated 26.02.2021 to Rates Circular No.32 of 2020) Corrigendum No.02 dt.11.03.2021 to Rates Circular No.32 of 2020 Corrigendum No.03 dt.25.05.2021 to Rates Circular No.32 of 2020 Corrigendum No.04 dated 13.12.2021 to Rates Circular No.32 of 2020

o) Rates for Automobile Traffic – Illustration advised for correct charging of freight *(Corrigendum no.3 dated 03.12.2020 to RatesCircular No. 24 of 2019)*

p) Rates for Automobile traffic when carried on BRN wagons were prescribed from 12.12.2020 till 31.01.2021 *(Corrigendum no.4 dated 10.12.2020to RatesCircular No. 24 of 2019)*

q) Classification of 'Coriander Seeds' at Base Class – LR-3 *(Rates Circular no.33 of 2020)*

r) Methodology of calculation on concession under STS elaborated. *(Letter no.TCR/1618/2020/02 dated 10.12.2020)*

s) FOIS was advised to treat SEZ invoices as Inter-state supplies *(Letterno.TCR/1078/GST/2020/15 dated 15.12.2020)*

t) Commercial Protocol for DFCCIL have been prescribed *(Letter no.TCR/1618/2020/DFCCIL/1 dated 24.12.2020)*

u) Clarification-Ministry of Railways is exempted from issuing E-invoice. *(Letter no.TCR/1078/2020/GST/E-Invoice/CONCOR dated.11.01.2021)*

v) Classification of 'Talc Powder'. Trainload Base Class – 145 assigned *(Rates Circular no.01 of 2021 dated 19.01.2021)*

w) Zonal Railways can extract information of NTKM on their own. *(Letter No.TCR/1618/2020/1/3318858 dated 25.01.2021)*

x) Designed Tare Weight of BCACBM wagon notified *(Letter No.TCR/2205/2020/01/part(1)\3337090 dated 15.01.2021)*

y) Clarification - Over Dimensional Consignments over Indian Railways are not over DFCCIL network *(Letter No.TCR/2201/2020/01/3310697 dated 22.01.2021)*

ab) Methodology of calculation under STS clarified *(Board'sletter no.TCR/1618/2021/STS/NWR dated 02.02.2021*

ac) Iron Ore rejects classified at class 165 (Rates Circular no.03 of 2021 dated 04.02.2021

ad) Permission for inter-circuit loading of Adani owned BCBFG wagons granted *(Board'sletterno.TCR/1394/2020/7(Part) dated 08.02.2021)*

ae) The extant guidelines regarding Congestion Surcharge on Goods Traffic originating from Ports has been extended beyond 31.03.2024 till further advice. *(No.TCR/1078/2020/portTraffic/3336854 Rates Circular no.01 of 2024 dated 07.02.20224)*

af) Classification of 'Water for Industrial use' in BTPN wagons over NWR at Base Class – 140(A) notified as special case. *(Rates Circular no.06 of 2021 dated 15.02.2021).*

The same has been extended beyond 31.08.2022 at Class 140A till further advice. *(Corrigendum no.03 dated 30.08.2023 to Rates Circular no.06 of 2021)*

ag) Petroleum Coke segregated from Main Commodity Head "Coal and Coke" and made eligible for STS concession. *(Board's letter no.TCR/1015/2020/03 dated 16.02.2021)*

A letter has been issued to all zonal railway clarifying that Petroleum Coke is a separate commodity and not part of main commodity head "Coal & Coke"" *(Board's letter no.TCR/1015/2020/03 dated 06.09.2023)*

ah) RO-RO Services between New Palanpur – New Rewari stations over DFCCIL approved. Further clarification regarding non levy of ancillary charges i.e. Busy Season Surcharge, Development Surcharge, Terminal charge also issued vide *Board's letter no.TCR/1078/2020/RoRo/DFCCIL/3333602 dated 15.05.2023 and its correction slip dated 23.05.2023 (Board's letter no.TCR/1078/2020/RO-RO dated 16.02.2021)*

ai) Approval was granted to execute agreement with M/s Adani Agri Logistic Ltd (*Board's letter no.TCR/1394/2020/7 dated 16.02.2021)*

aj) Designed Tare Weight of BOXNHL25T wagon notified *(Letter No.TC-I/2020/109/efile/1 (3323589) dated22.02.2021)*

ak) Revision in Wagon Registration Fee in case of Iron Ore/Pellet-With the implementation of Programming of Iron Ore traffic, the Wagon Registration Fee in case of Iron Ore/Pellet has been revised to Rs.2 lakh per rake w.e.f. 20.03.2021. *(Rates Circular No.02 of 2021 and its corrigendum dated 09.02.2021)*

Wagon Registration Fee in case of Wheat traffic booked for port destination has been revised to five lakhs per rake. *(Rates Circular No 11 of 2022 dated 14.04.2022)*

al) Classification of 'Red Mud' at Class-120 extended upto 31.03.2022(Corrigendum no.26 dated 02.03.2021 to Rates Circular no.8 of 2015. The same commodity notified at Class-100 w.e.f. 30.09.2022 to

330.09.2023 vide Corrigendum no.28 dated 29.09.2022 to Rates Circular no.8 of 2015

Now classification of this commodity has been revised as Class-110 beyond 30.09.2023 upto 30.09.2024 *(Corrigendum no.29 to Rates Circular no.08 of 2015 dated 29.09.2023)*

am) Two originating-points loading for automobile traffic for NMG, BCCNR, BCACM introduced. *(Addendum no.02 dated 05.03.2021 to Rates Master Circular no.19 of 2020).*

an) Terminal charge @ Rs.29.68 continued for Port Trust Railways upto 31.03.2022. *(Rates Circular no.08 of 2021 dated 10.03.2021)*

ao) Hiring cum Haulage charges for Test Wagons reviewed and notified w.e.f.15.03.2021till further advice. *(Corrigendum no.02 to Rates Circular no.17 of 2018)*

ap) Re-booking/diversion of traffic – force majeure guideline issued to ZRs. *(Board's letter no.TCR/1078/2010/13 dated 22.03.2021)*

aq) Guidelines regarding classification of wagonload of commodities along with revised Freight Rate Tables issued. *(Rates Circular no.09 of 2021 dated 25.03.2021)*

ar) Rates of Miscellaneous charges revised and notified w.e.f. 01.04.2021 upto *(Rates Circular no.10 of 2021 dated 26.03.2021).*

as) 31.03.2022. Classification of 'Thermo Mechanical Treated (TMT) Bars' at Class-165 notified. *(Rates Circular no.12 of 2021 dated 30.03.2021).*

at) Designed Tare Weight of BTPGLN wagons @ 41.60 tonne communicated to ER. *(Board's letter no.TCR/2205/2020/01 dated 30.03.2021)*

au) Instructions issued to extend the currency of instructions to inflate the distance for charge by 30% for the purpose of charging freight on Banspani-Tomka section on ECoR and SER beyond 31.05.2021 for a period of 4 years i.e. up to 31.05.2025. *(RC 19 of 2021 dated 17.05.2021)*

av) All India Engine Hour Cost (AIEHC) for recovery of Siding, Shunting Charges have been revised w.e.f.15.08.2023 until further orders. *(Rates Circular No.09 of 2023)*

aw) Classification of Anhydrous Denatured Ethanol at Class -200 notified. *(Rates Circular no.21 of 2021 dated 16.07.2021)*

ax) Classification of Anhydrous Denatured Ethanol meant for blending with fossil fuels at Class 180A notified. *(Rates Circular no.22 of 2021 dated 09.08.2021.*

ay) Classification of Poultry Feeds at Class -100 notified. *(Rates Circular no.24 of 2021 dated 12.09.2021)*

az) Classification of "Water for Industrial Use" at Class – 140A *(Corrigendum no.1 to Rates Circular no.06 of 2021 dated 12.08.2021)*
aaa) Classification of "Fly Ash Block" at Class – 120A *(Rates Circular no.25 of 2021)*

aab) Rates of Hire Charges on wagon interchanged for inter-zonal financial adjustments and for non-railway user notified *(Corrigendum no.03 to Rates Circular no.21 of 2020)*

aac) Classification of "Putty" at Class – 150 w.e.f.12.09.2023 *(Rates Circular no. 13 of 2023 dated11.09.2023*

aad) Classification of "Nano Fertilizers-all type" at Class – 130A *(Rates Circular no. 27 of 2021 dated13.09.2021)*

aae) Classification of "Cycles or Cycle Parts" at Class – LR2 *(Rates Circular no. 28 of 2021 dated28.09.2021)*

aaf) Classification of "Red Mud" at Class – 100 *(Corrigendum no. 27 to Rates Circular no.08of 2015 dated 29.09.2021)*

aag) Classification of "Polyhalite (All Types)" at Class-130A. The same has been extended beyond 15.02.2024 till further advice. *(RC no. 02 of 2022 dated 14.02.2022 and its Corrigendum no.02 dated 07.02.2024*

aah) Classification of "Truck Mixers" at LR3. The validity of the same has been extended beyond 17.02.2023 till 17.02.2024. *(RC no. 03 of 2022 dated 16.02.2022) and its Corrigendum no.01 dated 13.02.2023.*

aai) Classification of Tender Coconut' at Class-LR3 *(RC 04 of 2022 dated 16.02.2022)*

aaj) Permissible Carrying Capacity (PCC) of BG bogie container flat wagon type BLCS (A-car & Bcar) for movement of container traffic has been issued with effect from 28.02.2022 till further advice. *(Corrigendum 02 to Rates Circular No. 5 of 2015 dated 24.02.2022)*

aak) Introduction of Rail Green Point *(Carbon saving while transportation by Rail) (Rates Circular No. 6 of 2022 dated 15.03.2022)*

aal) The extant guidelines regarding rates of terminal charges to be collected by Port Trust Railways directly from customers has been further extended beyond 31.03.2023 till 31.03.2024. *(Rates Circular No. 03 of 2023 dated 21.03.2023).*

aam) Instruction have been issued to notify percentage of Rebate in freight for traffic transported in privately owned wagons for certain commodities. *(Rates Circular No. 10 of 2022 dated 31.03.2022 with effect from 01.04.2022 to 31.03.2023.*

aan) Instructions have been issued to revise the rates of the various miscellaneous charges w.e.f. 01.04.2024 and shall remain valid upto 31.03.2025. *(TCR/2201/2004/1/3345689 Rates Circular No. 05 of 2023 dated 29.03.2023).*

aao) Guidelines have been issued regarding charging freight on through distance basis in case of bulb type sidings wherein it has been decided that PCCM, in consultation with PCOM and with the concurrence of associate finance, will decide the point to be treated as "specified loading/unloading point" duly keeping in view the working pattern of the bulb type siding. These guidelines will be applicable for both EOL and non EOL bulb type sidings which fulfill the criteria of through distance basis. *(Board's letter No.TC-I/2020/214/efile/1(3323427) dt.05.04.2022)*

aap) Guidelines have been revised regarding Advance Stacking vide which, now cancellation of indents will not be permissible upto fifteen days from the time of advance stacking permission granted by the Railway Authority. *(Corrigendum No.29 to Rates Master Circular/Demurrage-Wharfage-WaIver/2016/0 dt.05.04.2020)*

aaq) Vide Board's letter dt.6.6.2022, Zonal Railways have been requested to take necessary steps for upgradation/modernization of infrastructure at all goods sheds. *Board's letter No.TC-I/2021/304/GoodsSheds(3367130) dt.6.6.2022*

aar) Detailed instruction have been issued to notify the rates for RO-RO service to be operated over Indian Railways including DFCCIL. Now provision for levy Terminal Access Charge has been prescribed with effect from 12.04.2023 till further advice. *(Rates Circular no.17 of 2022 dated 06.07.2022 w.e.f. 15.07.2022 till further advice and its Addendum no. 01 dated 10.04.2023)*

Further Guidelines/Clarification in r/o Security deposit and freight for RORO movement issued to all zones on 27.07.2023. *(Corrigendum no.01 to Rates Circular no.17 of 2022 dated 27.07.2023).*

aas) Instructions have been issued to Levy of Goods & service Tax (GST) on transportation of Goods by Rail. *(Corrigendum No. 1 to Rates Circular No. 19 of 2017 dated 15.07.2022) with effect from 18.07.2022 to till further advice.*

aat) Rates of Hire Charges on wagon interchanged for inter-zonal financial adjustments and for non-railway user notified and now has been extended w.e.f. 01.09.2022 upto 31.08.2023. *(Corrigendum no.02 of Rates Circular No.21 of 2020 dated 31.08.2022).*

aau) Classification of 'Water for Industrial use' in BTPN wagons over NWR at Base Class – 140 notified as special case in terms of Rates Circular no.06 of 2021 dated 15.02.2021). The same has now been extended w.e.f. 31.08.2022 upto 31.08.2023. *(Corrigendum no.02 to RC.06 of 2021 dated 03.08.2022)*

aav) Notified that the movement of empty containers/ goods train, from Nepal and Bhutan after delivery of goods there, is a service associated with the transit cargo to Nepal and Bhutan and therefore, covered by the exemption. *(Board's letter No.TCR/1078/2022/transit cargo/3394213 dated 16.09.2022)*

aaw) Policy guidelines regarding Demurrage, Wharfage and Waiver-Review of the guidelines was issued. *(Corrigendum No.32 to Rates*

Master Circular/Demurrage-Wharfage-Waiver/2016/0 dated 13.09.2022)

Modalities for refund of Demurrage/ Wharfage charges were issued. *(Board's letter No.TC-I/2022/201/efile/2(3394909) dated 13.10.2022)* Clarification on waiver of Demurrage/ Wharfage was issued on 31.10.20 *(Letter No TC-I/2022/201/efile/2(3394909) dt.31.10.2022*

aax) Modalities for implementation of Penal Demurrage Charge have been prescribed. *(Board's letter No.TC-I/2022/201/efile/2(3394909) dt.19.09.2022)*

Guidelines have been issued regarding implementation of Penal Demurrage Charge *(No.TC1/2022/201/efile/2(3394909) dt.16.08.2023)*
aay) Revised guidelines regarding waiver- Prepayment of Wharfage was issued w.e.f. 01.10.2022 *(Corrigendum No.35 to Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 dt.27.09.2022)*

aaz) Guidelines for methodology for prepayment of Demurrage Charge has been issued vide *Board's letter No.TC-I/2021/201/efile/2(3346322) dt.17.11.2022*

aaza) Guidelines have been issued for free time for loading / unloading of Hopper wagons when supplied in place of Open wagons and valid upto 31.12.2024 *(Corrigendum No.45 dt.27.12.2023 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0)*

aazb) Revised Wagon Registration Fee was issued w.e.f.01.11.2022. (Rates Circular No.27of 2022 dated 17.10.2022)

aazc) Clarification on DFCCIL growth strategy-capturing new freight segment-RORO traffic was issued on 13.10.2022 reg. powers of DFCCIL to qote rates. *(Letter no. TCR/1078/2022/RORO/Rep./1 dated 13.10.2022)*

aazd) Instructions have been issued regarding disposal of waiver of Demurrage/Wharfage cases. AM(T)'s letter No.TC-I/2022/201/efile/2(3394909) dt.04.01.2023

aaze) Instructions have been issued for timely recovery of Demurrage and Wharfage Charge *(AMC's letter No.TC-I/2022/201/efile/2(3394909)*

dt.12.01.2023 & dt.27.01.2023) (AMC's letter No.TC-I/2022/201/efile/2(3394909) dt.06.03.2023)

aazf) Guidelines have been reiterated regarding goods traffic pertaining to LC Bangladesh *(Board's letter No.TC-I/2019/101/1 Pt.(3316676) dt.17.01.2023)*

aazg) Instructions have been issued for disposal of waiver cases of Demurrage/Wharfage expeditiously. *(Board's letter No.TC-I/2022/201/efile/2(3394909) dt.14.12.2022*

aazh) Instructions have been issued to Zonal Railways for timely completion of task in the system *(Board's letter No.TC-I/2022/201/efile/2(3394909) dt.28.12.2022*

aazi) Instructions have been issued to Zonal Railways for waiver of Demurrage/Wharfage cases. *(Board's letter No.TC-I/2022/201/efile/2(3394909) dt.28.12.2022)*

aazj) Mapping of Goods tariff commodities with Harmonized System of Nomenclature (HSN) Code. *(Board's letter no. TCR/1078/2022/TT/BDU/HSNcode/3415228 dated 11.01.2023*

aazk) Clarification on fixation of benchmark NTKM under STS issued . *(Board's letter no.TCR/1618/2020/STS/misc/3334806 dated 15.03.2023).*

aazl) Instruction on inflation in freight rates @70% over Jharsuguda (JSG) - Barpali (BRBC)Sardega(MFSJ) notified. *(Board's letter no.TCR/1099/2022/Jharsuguda-Sardega/3392303 dated 17.03.2023)*
aazm) Clarification on STS benchmark, supplementary charge on two point Rake, Mini Rake notified. *(Board's letter no.TCR/1618/2020/1/3318858 dated 17.03.2023)*

aazn) FOIS has been advised to facilitate the provision of necessary documents alongwith Digital pay loaders through IRePS (TC-I/2022/201/efile/WaiverModule(3385529) dt.10.04.2023)

aazo) Detailed instructions on customer facilities at Goods Shed were issued. *(TC-I/ 2023/304/1(3421419) dated 13.04.2023)*

aazp) Instructions were issued for strict implementation of the Policy issued regarding capturing of Harmonised System of Nomenclature (HSN) Codes of commodities for transportation in containers by rail. *(No.TC-I/2020/302/e file(3333729) dated 21.04.2023)*

aazq) Guidelines were reiterated regarding advance stacking at Railway premises. *(TC-I/2021/201/AdvanceStacking(3356743) dated 24.04.2023)*

aazr) Guidelines have been issued regarding methodology for calculation of Demurrage charges. *(TC-I /2022/201/efile/2(3394909) dated 26.04.2023)*

aazs) Special Rates for RO-RO operations on DFCCIL New Palanpur – New Rewari Section earlier notified vide Board's letter dated 19.04.2023 has now been revised as Rs.29191 for 0-45 tonne, Rs.32000 for >45-58 tonne and Rs.21894 for Empty truck w.e.f. 18.09.2023 to 17.09.2023. *(TCR/1078/2020/RoRo/DFCCIL/3333602 dated 14.09.2023)*

aazt) Clarification has been issued regarding charging freight on through distance basis *(Board's letter No.TC-I/2020/214/efile/1(3323427) dt.30.05.2023)*

aaztu) Clarification has been issued regarding Custom Examination Charge in case of goods traffic pertaining to Bangladesh *(Board's letter No.TC-I/2019/101/1 Pt. (3316676) dt.23.05.2023)*

aaztv) Guidelines have been issued regarding change of commodity after registration of indent *(Corrigendum to Rates Circular No.13 of 2022)*

aaztw) Guidelines have been issued regarding additional free time to ports *(Board's letter No.TC-I/2022/201/efile/3(3403201) dt.06.07.2023)*

aaztx) Guidelines have been reiterated regarding fixation and review of Siding Charge *(Board's letter No.TC-I/2021/214/efile(3344078) dt.07.07.2023)*

aazty) Clarification regarding methodology e.f. Definition of Normal Tariff (NTR), Grant of Concession, Admissibility of concurrent concesion for various concessions in the context of court case /RCT-GHY/Salt Traffic issued on 17.07.2023. *(Board's letter no.TCR/1078/2022/Salt/3396153 dated 17.07.2023).*

aaztz) Detailed guidelines have been issued for levy of GST on transportation of goods in trucks under RO-RO services w.e.f. 01.09.2023 till further advice. *(Addendum to Board's letter no.TCR/1078/2017/16 dated 17.07.2019).*

aaztza) Guidelines regarding wavier of Demurrage/Wharfage have been revised wherein it is mentioned that AGM will be the final authority for consideration of application/appeal for waiver. *(Corrigendum No.44 dt.31.10.2023 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0)*

aaztzb) Guidelines have been issued regarding stacking of consignment in case of inward rakes at Group-III terminals *(Corrigendum No.46 dt.18.01.2024 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0)*

aaztzc) Guidelines regarding reckoning of free time for removal of consignment has been issued Corrigendum No.47 dt.24.01.2024 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0

aaztzd) Guidelines have been issued regarding counting number of rake for the purpose of classification of Railway Premises *(Board's letter No.TC-I/2020/302/1(3314290) dt.26.02.2024)*

aaztze) Guidelines have been issued for South Central Railway regarding Acceptance of weight provided by Static Weighbridge *(Addendum to Rates Master Circular/Provision of Weighbridge/2019/0 dt.23.02.2024)*

aaztzf) A clarification issued to DFCCIL and all zones regarding "Composite Supply' exempt service under GST, if the principal supply is exempt. *(Board's letter no.TCR/1078/2021/GST/Dcharge/3371933 dated 03.01.2024)*

aaztzg) PCC of BOST type of wagons over CC+8 route has been revised upto one decimal point from 29.02.2024 till further advice. *(Corrigendum no.104 to Rates Master Circular/PCC/CC+8 etc/2020/0 dated 27.02.2024)*

SOCIAL OBLIGATION:

(i) A letter dated 24.06.2022 has been issued regarding Guidelines for transportation of relief material to flood affected entire North-Eastern Region valid upto 24.08.2022 or till further order, whichever is earlier. *(Board's letter no. TCR/1147/2022/RMC/NE region/3397916).*

aaztzh) Guidelines have been issued for Bangladesh Traffic moving through Nischintapur *(Board's letter No.TC-I/2023/101/efile/1 (3444676) dt.12.12.2023)*

aaztzi) The extant guidelines regarding rates of terminal charges to be collected by Port Trust Railways directly from customers has been further extended beyond 31.03.2024 till 31.03.2026. (Rates Circular No. 06 of 2024 dated 04.03.2024).

aaztzj) New commodity 'Sulphur Coated Urea' has been added in Goods Tariff w.e.f. 10.03.2024. *(Rates Circular No. 07 of 2024 dated 06.03.2024).*

aaztzk) Instructions have been issued regarding notification of one CC+8 route on SER. *(Corrigendum No.105 to RMC/PCC/CC+8 etc/2020/0 dated 08.03.2024)*

aaztzl) The extant guidelines regarding charging of JCB has been extended beyond 05.04.2024 till 04.04.2025. *(Corrigendum No. 03 to RC. No. 14 of 2021 dated 22.03.2024)*

aaztzm) Instructions have been issued regarding rebate in freight transported in privately owned wagons w.e.f. 01.04.2024 till 31.03.2025. *(Rates Circular No. 08 of 2024 dated 22.03.2024)*

aaztzn) Revised instructions have been issued for Automatic Freight Rebate Scheme for traffic booked in Traditional Empty Flow Directions (TEFD) w.e.f. 01.04.2024 to 31.03.2025. *(Rates Circular No. 09 of 2024 dated 26.03.2024)*

STATION OUTSTANDING AND HOW TO REDUCE IT

10

The station outstandings represent those amounts for which Station Master has become accountable but he has not liquidated his liability either by remittance of cash or vouchers or by taking special credits as authorized under the rules up to the close of the month. These outstandings generally relate to—

1. imprest cash.
2. disallowances by the cashier.
3. admitted debits.
4. objected debits; freight on To-pay consignments on hand awaiting delivery.
5. freight on To-pay consignments not on hand availing delivery.
6. freight on To-pay consignments not on hand, the invoices/waybills for which have been accounted for.
7. freight on To-pay consignments delivered at the siding awaiting payment of the freight charges by the siding user.
8. freight on To-pay consignments requiring clearance by overcharge sheets due to the consignments having

been diverted to other stations or over-carried to and returned by other railways.

9. freight on To-pay invoices not appearing in the delivery books and copied out from machine prepared abstracts.
10. demurrage or wharfage, for the remission of which sanction of the competent authority is awaited; and
11. other miscellaneous items including unsold indemnity notes, timetables, tariffs, etc.

10.1 Register of outstandings. —

All outstanding items referred to in para 2701 in IRCM Volume II should be entered by stations in the register of outstandings. In the case of freight outstandings relating to way-bills invoices accounted for in the same month to which the balance sheet relates, only the lump sum total of such outstandings may be entered in the register of outstandings; in other cases, full details of each item of the outstanding should be entered in the register of outstandings.

(a) The register of outstandings should be prepared in such a way to bring out separate year-wise totals for outstanding against each of the following items:

1. Admitted debits including disallowances by cash office.
2. Objected debits.
3. Freight outstandings in respect of goods on hand.
4. Freight outstandings in respect of goods not on hand.
5. Freight outstandings in respect of invoices enforced in the goods delivery book based on machine prepared abstracts.
6. Goods delivered at the siding, but freight not paid.
7. Wharfage and demurrage; and
8. Other miscellaneous items.

(b) A summary of all the parts referred to above should be prepared on the last page of the register of outstandings, and the grand

total of all the outstandings struck. This grand total should be reconciled with the closing balance shown in the balance sheet.

To keep the outstandings register up to date, as soon as an item of outstanding is cleared in the succeeding month, the particulars of clearance should be recorded against the relevant item.

10.2 Outstanding list

At the close of the month, a list of outstandings should be prepared in the prescribed forms from the register of outstandings. This list will be prepared in triplicate, by carbon-process. One copy of the list should -be submitted to Traffic Accounts Office along with the relevant balance sheet and the other two copies sent to the "Senior Divisional Commercial Manager". Sr. DCM will submit one copy of each list received from the stations to the Principal Chief Commercial Manager.

The measures taken for clearance of outstandings including reference to the correspondence with the Divisional Headquarters Office or with the Traffic Accounts Office should be recorded against each item in the outstanding list.

If any items are to be cleared by means of an overcharge sheet, reference to number and date of the letter under which sent, to whom sent and the reasons why an overcharge sheet has been prepared, should be indicated against the relevant item in the outstanding list.

In the case of admitted debits, the name of the person responsible, his father's name, designation, staff No. and the name of the station at which working, together with the reference to statement of recoveries in which the item is shown for recovery from the salary bill, should be given. These details are required to guard against the possibility of any incorrect recovery.

10.3 Clearance of Items of Station Outstanding.

1) **Floating Cash: -**

   All stations which are opened for traffic are provided with some amount in shape of small coins. This amount is known

as floating cash. This amount is supplied to the station with the object that the passenger if comes to purchase a ticket and if they do not have sufficient change, to enable the banking clerk to refund the balance amount in the shape of small coins. This amount should always remain at station forever and as it is. No addition/deletion is permitted from this amount.

2) **Cashier's Debit: -**

This debit is raised by chief cashier for the amount short received or the defaced coins or spoiled or torn notes received along with station remittance through cash remittance note. The cashier debit is to be cleared immediately with in three days by remitting the shortages or replacing the notes and coins because their debit are always accepted debits.

3) **Admitted Debit or Admitted error Sheet: -**

Error Sheet is documents issued by the Account's Office. It is the result of the internal check conducted by Account's Office on the written/documents submitted by the station. Any short Account, Short collection notice by the Account Office is advised to the station through this document. The Error sheet after scrutiny may be admitted or disputed. Admitted error sheet can be cleared as under: -

a) Clearance by payment in cash.
b) Recovery through paysheet.
c) Write off ---under competent authorities' sanction.

4) Not Admitted Debits: -

If the undercharges shown by the accounts office in error sheet is not acceptable to the station staff, the Station staff should write on the back side of the error sheet 'Not Admitted. This (not admitted) error sheet must show clear remark on the back side for disputing the debit raised. Non admitted error sheets are cleared as under.

a) Credit advice issued to accounts office to withdraw the debit on paying the convinced by the reason put forth by the special station staff.

b) Credit advice note/credit authority letter being issued by the Travelling Inspector of Accounts on verification of the concerned document and having convinced of wrong/irregular debit.

c) When not admitted debits are returned back by accounts debit for not accepting the reason put forth by the station staff such error sheets are cleared according to the admitted debit or admitted error sheets.

d) Undercharges in inward paid parcel traffic: - Areas of undercharges means the undercharges pertaining to the way of bills or invoices of previous month or and parcel or goods not delivered in end of the current month. All such undercharges should be shown as accounts and whenever the parcels or goods are delivered amount should be forwarded to chief cashier and accounts should be cleared.

5) Freight Outstanding on inward to pay consignment for which consignments on hand –

Such outstanding will be cleared on collection of freight at time of delivery or a notice will be issued to the party concerned and in response to the notice if the application are received for rebooking, the station master in such case will issue a fresh waybill or invoice for the rebooking of the consignment to new station. All charges due at the rebooking station in addition to the fresh freight are shown in this fresh waybill or invoice. The outstanding due on account of paid or to pay charges at the rebooking station will be cleared by accounting them under special credit in the concerned Balance Sheet. If no responses are received from party, the outstanding may be cleared by auction sale or transferring to the lost property office, only after obtaining the approval of the competent authority.

6) **Inward to pay freight for which consignment not on hand:** Wagon load consignment may get delivered with the approval of Sr. DCM to some other destination. In such cases the freight changes if any outstanding and the old destination station will be cleared by the exchange of document called certified overcharge sheet. The overcharge sheet will be prepared and certified by booking station and sent to the station when the debit outstanding and required to be cleared. The amount shown in the overcharged sheet will be taken under special 'Credit' to clear the outstanding.

7) **Govt. Publication for sale and indemnity bonds: -** The unsold Govt. publication will be cleared when they are sold out by taking cash credit. If more stock is received than the requirement of the station such stock of sellable publication should be transferred to printing press or Sr. Divisional Commercial Manager's office to clear the outstanding.

8) **Other Misc. Items: -** Generally, Wharfage & demurrage worked on for which authority issued by the competent authority if not forwarded to traffic accounts office. Traffic account office will object such 'credit' entries; in such cases wharfage, demurrage for gone authority for the competent authority should be obtained and a copy should be sent to traffic account office to clear the outstanding.

10.4 Measures for preventing accumulation of outstandings. — It is of utmost importance that the outstandings at stations are reduced to as low a figure as possible. The Station Master must, therefore, personally interest himself in this important work and periodically scrutinize the outstandings at his station with a view to arranging for their expeditious clearance. Action on the following lines would help in preventing the accumulation of outstandings.

1. Error sheet including disallowances by Cashier should be taken to account immediately on receipt in the first balance sheet in hand.
2. The advice of internal check received from the Traffic Accounts Office should be checked to see if all the error sheets, etc., noted therein, have been brought to account. If not. they should be accounted for immediately and copies of the missing error sheets, if any, called for.
3. Admitted debits should be paid up by the staff immediately on being noticed.
4. In case objected debits, the matter should be pursued with the Traffic Accounts Office concerned and with the Sr. Divisional Commercial Manager.
5. Where the Inspectors of Station Accounts are authorized to issue credit advice notes on the spot, the Station Master should get the objected debits outstanding at the station scrutinized by the former, when he visits the station for regular inspection or otherwise and obtain credit advice notes from him, wherever due.
6. Where objected debits are subsequently found to be correct, the same should be transferred to the admitted debits' list.
7. Extant rules and orders on the clearance of freight outstandings should be strictly observed by all the staff.
8. Siding charges where these are recovered locally in accordance with the terms of agreement with the siding users must be recovered regularly. In cases of default, an immediate report should be made to the Divisional Office to prevent any accumulation of outstandings. Similar action should also be taken for freight outstandings, if any. in respect of traffic delivered at the sidings.
9. Special efforts should be made to obtain certified overcharge sheet from the Headquarters Office or from other stations and in case there is any delay, telegraphic reminders should be issued.
10. Special efforts should be made to obtain reply from the forwarding stations in respect of freight on invoices enforced based on machine prepared abstracts and in cases of delay telegraphic reminders should be issued and matter reported to the Divisional Railway Manager and Traffic Accounts Office.

11. If there is any delay in obtaining acceptance of debits from the staff transferred to other stations, a special report should be made to the Divisional Office. reference being quoted against the respective items in the outstanding list.
12. Tariffs and rate books must be kept up-to-date and rate advice and other circulars involving changes in rates and fares must be promptly studied and acted upon by the staff.
13. All inward invoices waybills should be checked and undercharges, if any, should be taken to account immediately.
14. Before an invoice or a waybill is accounted for, inward index registers and/or delivery books should be scrutinized to ensure that it had not been ahead accounted for.
15. Recovery of freight and other charges due from other departments of the railway as well as Government Departments, is as important as the recovery of due from the Public and the commercial staff should be ever vigilant and prompt in collecting the necessary credit notes or cheques from them towards payments charges due before the delivery of the consignment is affected.



VGL Jhansi Station

TICKETLESS TRAVELLING
AND TICKET CHECKING IN RAILWAYS

11

The commercial department's prime responsibility is to ensure that the customers travel with valid tickets. It is important for revenue of railways at one end and at other end it ensures that valid ticket holders are not getting problem from ticketless travellers and un-authorise people. The principal objective behind ticket checking and collection of tickets is as under:

1. ensuring that every passenger is in possession of a proper ticket (or other authority) entitling him to travel by the particular class or train or to enter railway premises.
2. examining whether the tickets have been issued in conformity with the prescribed rules and instructions; and
3. seeing (ultimately) that the tickets have been correctly accounted for in railway books.

The practice of collection of card ticket is given away as now card tickets are not issued but seeing the ticket or travelling authority is the practice followed. The commercial department always makes Vigorous and sustained efforts towards combating ticket less traveling. The tickets of the passengers should be checked:

1. when they are entering the platform for entraining.
2. en-route, by the ticket checking staff; and
3. at destination, where the tickets are again checked then passenger are allowed to leave the station premise.

To facilitate effective check and collection of tickets, all important stations should, as far as possible, be properly fenced or barricaded so that no person may be able to enter or leave the platform without having to pass through the gate and showing his ticket. Station Masters should frequently inspect the fencing and arrange to have unauthorized outlets closed.

Station Masters of stations not provided with proper fencing should, when trains stop at their stations, depute one or more members of their staff, to assist the Ticket Collector or any other member of the staff performing the duties of ticket checking in seeing that no person enters or leaves the train without his ticket or pass being examined or collected.

11.1 Duties of Traveling Ticket Examiner

The duties of Travelling Ticket Examiners are to travel over their 'beats' to check irregularities of all kinds connected with passengers travelling without tickets. The TTE must perform following duties-

1. The people travelling without ticket, out of date or otherwise irregular, overriding or travelling in higher class carriages than they hold tickets for, or travelling by trains by which their tickets are not valid,
2. To check the luggage of passengers, to see that it is correctly booked and to detect and prosecute or to report against persons who cheat or attempt to cheat the railway of its legitimate dues, and to recover such dues.
3. They must examine the luggage tickets held by passengers and see on how many tickets the free allowance has been given and whether such tickets are held by the passengers.

4. The tariff rules about the carriage of over-sized packages, dogs, birds, etc., with owners should also receive attention.
5. In their dealings with the travelling public, the Travelling Ticket Examiners should always bear in mind that passengers holding proper tickets some time feel annoyed at being called upon to produce their tickets, particularly if this is required frequently during their journey, and such passengers are likely to look on the work of ticket checking as causing harassment.
6. Ticket checking staff should, therefore, note that in the performance of their duties, the greatest tact and politeness is no less important than the necessary firmness.
7. Similar checks should be conducted in respect of brake vans of goods and passenger trains and engines to apprehend irregular travelling.

Faqirs, sadhus and other mendicants, who travel without ticket and have no money, should be sent up for trial under section 137, and not under section 138 of the Railways Act, as they obviously intend to defraud the railway. The charge-sheets with which such persons are made over to the police, must be carefully prepared showing that prosecution is, to be undertaken under section 137 of the Railways Act.

The staff must prevent, as far as possible, such persons coming on to platforms, and boarding trains, unless they are in possession of proper tickets. Checking staff and Guards should make it a point to ascertain whether or not such men have tickets whenever they see them in their trains, and, if without tickets, remove them from trains and make them over to the station staff at the first stopping station for prosecution.

In all cases where indigent persons are found traveling without tickets, the staff should obtain particulars of the station at "which such individuals entrained. This information should be verified, if possible, by reference to other passengers traveling in the same

carriage. The matter must then be reported to the Divisional Commercial Manager, who will take suitable action against the staff at the entraining station for allowing the passengers to entrain without tickets.

11.2 Penalties and offences as described in Railway Act 1989

Sections	Description	Fine/Imprisonment
137	Fraudulently travelling /attempting to travel without proper pass or ticket.	Fine up to Rs. 1000/-, imprisonment up to 6 months or both and Excess fare + Excess charge.
138	Travelling without ticket or pass or insufficient ticket or pass or travel beyond authorised distance or in higher class	Excess fare + Excess charge. Difference of fare paid & payable + Excess charge, in default of payment of fine imprisonment up to 1 month.
141	Needlessly interfering with the means of communication of a train without reasonable & sufficient cause.	Fine up to Rs. 1000/- or imprisonment up to 1 year or both.
142	1) Persons who sells or parts with Reserved ticket, any ticket, season ticket or any half of return ticket	Fine up to Rs. 500/- or imprisonment up to 3 months or both, forfeiture of ticket.
	2) Person who purchases and travels on such tickets.	Fine up to Rs. 500/- or imprisonment up to 3 months or both, forfeiture of ticket and Excess fare +
143	Penalty for unauthorized carrying on business of procuring & supply of reservation tickets abetting.	Fine up to Rs. 10000/- or imprisonment up to 1 year or both, forfeiture of ticket.
144	Prohibition on hawking and begging upon a railway premises.	Fine up to Rs. 2000/- or imprisonment up to 1 year or both, removal from railway premises.
145	Drunkenness or nuisance upon a railway premises.	Fine up to Rs. 500/- or imprisonment up to 6 months forfeiture of ticket & removal from railway premises.

146	Obstructing Railway servant in the discharge of his duties.	Fine up to Rs. 1000/- or imprisonment up 6 to months or both.
147	Trespass and refusal to desist from trespass	Fine up to Rs. 1000/- or imprisonment up to 6 months or both, removal
155	1) Entering into a compartment reserved 2) Resisting entry into a compartment not reserved	Fine up to Rs. 500/- & removal Fine up to Rs. 200/-
156	Travelling on roof, step and footboard or at place not meant for travel.	Fine up to Rs. 500/- or imprisonment up to 3 months or both, removal
157	Altering or defacing pass or ticket	Fine up to Rs. 500/- or imprisonment up to 3 months or both.
162	Entering reserved carriage or other place reserved for exclusive use of females without lawful excuse.	Fine up to Rs. 500/-forfeiture of ticket & removal
164	Unlawfully bringing Dangerous goods on a railway premises.	Fine up to Rs. 1000/- or imprisonment up to 1 year or both, responsible for loss, injury or damage.
165	Unlawfully bringing offensive goods on a railway premises	Fine up to Rs. 500/-responsible for loss, injury or damage.
167	Prohibition on smoking	Fine up to Rs. 200/-

11.3 Important Sections of The Railway Act 1989 related to Ticket Checking staff.

Sections	Provisions
49	Exhibition of certain timings and fares at stations.
50	Supply of tickets on payment of fares.
51	Provision for case in which ticket issued for class/train not having accommodation for additional passengers.
52	Cancellation of ticket and refund.
53	Prohibition against transfer of certain ticket.
54	Exhibition and surrender of passes and tickets.
55	Prohibition against travelling without ticket or pass, provision for issue of GC.

56	Power to refuse to carry persons suffering from infectious and contagious diseases.
57	Fixation of maximum number of passengers for each compartment.
58	Earmarking of compartment etc. For exclusive use of females.
67	Provision of carriage of dangerous or offensive goods.
100	Responsibility of Railway administration as carrier of luggage.



October 9, 1956, President Dr Rajendra Prasad, accompanied by Shri Lal Bahadur Shastri, Minister of Railways and Transport inspecting the Western Railway Training Institute at Udaipur, Rajasthan

CUSTOMER AMENITIES
(PREVIOUSLY PASSENGER AMENITIES)

12

The railway station is the first point of contact between the railway and its passengers. This is the gateway through which people find their way into a town or city. World over Railway stations are undergoing a major shift. Hence, special attention is required to passenger facilities at stations. Stations of Indian Railways have been classified in several categories depending upon the passenger earning which is an indicator of the passenger traffic. As the passenger traffic is increasing day by day, it is the duty of the administration to consider the growing demand of passengers and to provide the required customer amenities, while planning for provision/augmentation of stations.

The annual passenger earnings are an important parameter for deciding upon the category of a station. It consists of earnings from both reserved and unreserved passengers. With the introduction of PRS, the earnings accruing at a PRS center may not reflect the actual earnings of the station. Therefore, earnings in respect of reserved passengers should be taken based on passengers boarding the trains from the station and same should be obtained from various PRS centers from where the passengers for

those stations are booked.

In respect of earning from the unreserved passengers, the data should be collected from the tickets sold through UTS/ ATVM/ CoTVM/ JTBS/ STBA/ UTS on Mobile App, etc. The method for calculating earnings from UTS for passengers boarding the trains at a station would be the same as that for PRS.

In a recent change (28/09/21), Customer amenities has now been renamed as '**Customer Amenities'**. Creation/upgradation of freight customer amenity works have also been included as part of overall customer amenities works.

12.1 Categorization of Stations

Categorizations of Railway stations are revised after every 5 years. Earlier categorization was done in 2012 and provided for 7 categories of stations, namely, A1, A, B, C, D, E and F, based on annual passenger earnings. In 2018, the categorization was revised based not just on passenger earnings but also on the number of outward passengers handled. Data for originating passengers and originating earnings was used in the new categorization.

Railway stations have now been categorized into three groups based on earning and outward passenger handed. The customer amenities keep changing as per development of the stations and need. The Railway Board has also revised the guidelines based on the requirements of the public from time-to-time. However, the basic amenities are constant, and Railway needs to provide the same for travelling people's benefit.

- Non-Suburban Group (NSG 1 to NSG 6)
- Suburban Group (SG 1 to SG3)
- Halts Group (HG1 to HG3)

Categorization of stations for the period 2017-18 to 2022-23					
Category of stations	**Criteria of Earnings**	**Number of stations based on earnings**	**Criteria of outward Passengers handled**	**Number of stations based on passenger handled**	**Total number of stations**
Non-Suburban stations					
NSG 1	> 500 Crore	14	> 20 million	7	21
NSG 2	> 100 crore ≤ 500 Crore	70	> 10 million ≤ 20 million	7	77
NSG 3	> 20 Crore ≤ 100 Crore	218	> 05 million ≤ 10 miliion	9	227
NSG 4	> 10 Crore ≤ 20 Crore	210	> 02 million ≤ 05 million	76	266
NSG 5	> 01 Crore ≤ 10 Crore	1046	> 01 million ≤ 02 million	10	1056
NSG 6	≤ 01 Crore	4238	≤ 01 million	0	4238
Suburban stations					
SG 1	> 25 Crore	24	> 30 million	11	35
SG 2	> 10Crore ≤ 25 Crore	52	> 10 million ≤ 30 million	22	74
SG 3	≤ 10 Crore	398		0	398
Halt stations					
HG 1	> 50 lakhs	18	> 03 lakh	12	30
HG 2	> 05 lakh ≤ 50 lakh	538	> 01 lakh ≤ 03 lakh	30	568
HG 3	≤ 052 lakh	1728	≤ 01 lakh	0	1728
Total		**8554**		**184**	**8738**

12.2 Classification of Customer amenities

The latest classification has been put in place by the Comprehensive Instruction for Provision of Customer amenities, issued by Railway Board on 09.04.18.

There are four classes of customer amenities:

A. Minimum Essential Amenities (MEA)
B. Recommended Amenities (RA)
C. Desired Amenities (DA)
D. Amenities for Physically Handicapped Persons (Divyangjan)

12.3 A. Minimum Essential Amenities:

When a station is constructed, certain minimum amenities are required to be provided at each category of station. These were earlier termed as basic amenities/ infrastructural facilities and now called Minimum Essential Amenities (MEA).

Minimum Essential Amenities are required to be provided in each category of stations. The Availability of these amenities must be ensured. The list of Amenities is as under:

1. Booking Office/ Booking Facility
2. Drinking Water
3. Waiting Hall/ Shed
4. Platform Shelter or Shady Trees
5. Urinals
6. Latrines
7. Platforms
8. Lighting
9. Fans
10. Foot Over Bridges
11. Timetable and Fare-list Display.
12. Clock
13. Water Cooler
14. Public Address System/ Computer based Announcement.
15. Parking-cum-Circulatory Area with Light
16. Electronic Train Indicator Board
17. Public Phone Booth
18. Standardized Signage

1. Booking Office/ Booking Facility

A booking window or booking facility is to be provided at all types of stations. The booking windows may be distributed function-wise or destination-wise by the Commercial Department. The booking offices should be specially brightened up at all the stations.

The booking windows should be so located that the circulation at the entrance or exit from the station or the waiting hall is not affected by the queues in front of the booking windows. The length of the queue can be estimated at the rate of half a meter per person waiting in the queue.

Partition between passenger and booking clerk may be provided by toughened sheet glass or clear acrylic sheet with a hole for inter-communication at suitable height above the countertop and a suitable gap between the partition and the counter for collection of fare and issue of tickets. The partition should be protected on the passenger side with steel grill.

2. **Drinking Water**
   Drinking water facilities are to be provided at all stations.
3. **Waiting Hall/ Shed**
   Except C class stations, all stations having waiting halls or waiting sheds may be facilitated with the seating arrangements for the passenger's comfort. Seating arrangements will be provided at all stations except halt stations.
4. **Platform Shelter or Shady Trees**
   All Categories of stations need platform shelters and category.
5. **Platform Covers:**
   Depending on the climatic conditions, number of passengers and nature of traffic, platform covers should be provided. At important and suburban stations, the whole platform should be covered. Large-scale covering of platforms should be confined to
   1. Junction stations.
   2. Stations at Civil District Headquarters.
   3. Stations in cities and towns with a population of more than 1 lakh.
   4. Stations in heavy rainfall areas.
   5. Suburban stations.

a) Shady Trees on Platforms

1. The planting, protection and upkeep of the trees will be the responsibility of the Engineering Department. The Traffic Department should associate in watering of plants at wayside stations wherever feasible.
2. The species and spacing of the trees should be properly decided.

3. The trees should be so planted that they do not obstruct the visibility of signals or infringe Schedule of Dimensions or infringe the Overhead Electric wires (Traction or General Service) or obscure the platform lights or signs.
4. If the trees are already in existence, the positioning of the new equipment should be adjusted as to avoid cutting of trees as distinct from trimming their branches.
5. It would be advantageous to provide suitable raised masonry platforms around the fully grown trees as additional seating accommodation for the passengers.

6. Urinals

Except halt station, urinal should be provided at all the stations.

7. Latrines

Latrines should be provided at stations of all categories except halt stations.

8. Platforms

Platforms are to be provided at all types of stations. Platforms may be of High level, medium level, and Rail level depending on the categories of stations. The level of platforms and the heights for various levels of platforms shall be as under:

Level	**B.G.**	**M.G**	**Category of Station**
High Level	760 mm above Rail level (840 mm above Rail Level in case of Suburban stations and stations in cutting)	405 mm above Rail Level	A1, A & C
Medium Level	455 mm above Rail Level	305 mm above Rail Level	B and D
Rail Level	At Rail Level	At Rail Level	E and F

a) Length of Platforms:

The length should be adequate to accommodate the longest train received at the station.

b) Width of Platforms:

The width should be determined based on the clearance specified in the Schedule of Dimensions. The platform width should be adequate to permit free and unhampered movement of passengers.

c) Platform Surfaces:

1. The platform surfaces should be of such material that it is dust free in dry weather and mud free in rain. At important stations, the surface of main platforms should be paved with Kota Stone or Interlocking Pavers. To keep the platform surface smooth and clean, all trollies plying at the station should be provided with rubber coated wheels.
2. In case of single face platforms, the platform surface should have a slope of 1 in 60 away from the coping up to the edge of the berm, with the berm and the slope of the platform filling being protected by turfing or pitching as considered adequate.
3. In the case of two face (island) platforms the platform surface should have a slope of 1 in 60 away from the center of the platform up to the coping on either side.
4. The ends of the platforms should be provided with ramps at a slope not steeper than 1 in 6.
5. A demarcation line should be drawn 1.8 m from the edge of platform. In an area so demarcated, trolleys shall not be allowed to enable free movement of passengers in that area.

d) Platform Fencing:

All single face platforms should be provided with suitable fencing or hedging of a height of 1.8 m with a berm of at least 600 mm beyond the fencing or the hedging.

e) Whenever platforms are extended, washable aprons, if already existing, shall also be extended simultaneously.

9. Lighting

All stations must be electrified as per the provision of Rly. Bd's Circular No. 95/Elec.(G)/109/1 dated 01/02/1995. Some provision of lighting arrangement at halt stations should also be made if trains stop at night at that station.

10. Fans

Electric Fans should be provided at all electrified stations.

11. Foot Over Bridges

Foot Over Bridges should be provided at stations where high-level platforms are available. Foot over bridges or sub-ways as convenient and techno-economically feasible should be provided keeping in view the following factors:

12. Timetable and Fare-list Display

A display of the Timetable is provided at all categories of stations. Timetable and Fare-list should be displayed on boards or cement plaques, with or without wire netting. These should be provided at suitable places, in consultation with the Commercial Department, for posting timetable and fare-list thereon.

13. Clock

All stations should have a clock for time display at stations.

14. Water Cooler

Water coolers should be provided.

15. Public Address System/ Computer based Announcement.

A public address system/ computer-based announcement should be provided.

16. Parking-cum-Circulatory Area with Light

Parking-cum circulatory area, with lighting arrangement should be provided.

17. Electronic Train Indicator Board

Electronic train indicator boards should be provided at stations where more than one platform is available and same to be located at station entrance /concourse on Foot over bridge at landing location and on platform located appropriately to guide passengers at every stage.

18. **Public Phone Booth**
    Public phone booths will be provided at A1 and A category stations.
19. **Standardized Signage**
    Standard Signage will be provided at A1 category stations only.

12.4 B. Recommended Amenities

The availability of amenities at the station as per norms of Minimum Essential Amenities (MEA) as above may not be commensurate with the actual passenger traffic dealt at the station. Hence, the requirement of actual amenities based on traffic as per the norms laid down.

Provision of recommended level of amenities at stations, which is a parameter of adequacy of scale of amenities provided as per actual passenger strength has not received adequate attention. Railways should review the existing facilities vis-a-vis requirements for recommended amenities and a time bound action plan be made for augmenting shortfalls, as a thrust area.

12.5 C. Desirable Amenities

Desirable Amenities are those amenities which are considered desirable to improve customer satisfaction and interface at the station. The quantum of these amenities would depend upon the category of the station and time-to-time instructions of the Railway Board.

Following are the Desirable Amenities at stations:

1. Retiring Room
2. Waiting Rooms
3. Clock Room
4. Enquiry Counter
5. NTES
6. IVRS
7. Public Address System
8. Bookstalls and other Stalls for Essential Goods
9. Water Cooler
10. Refreshment Room
11. Parking cum Circulatory Area with Light
12. Washable Apron with Jet Cleaning
13. Train Indicator Board
14. Coach Indicator Board

15. Public Phones Booth
16. Catering and Vending Stall
17. Touch Screen Enquiry System
18. Water Vending Machines
19. Signages
20. Modular Catering Stall
21. Automatic Vending Machine
22. Pay and Use Toilets on Platforms and Circulating Area
23. Computerization of Complaints
24. Cyber Café
25. Provision of ATMs (preferably with ticketing facility)
26. Provision of at least one AC VIP Lounge:
27. Food Plaza
28. Train Coach Indication System
29. CCTV for Announcement & Security
30. Coin Operated Ticket Vending Machine
31. Prepaid Taxi Service
32. Static Mobile Charging Facility
33. Face-lift of Station Building including Façade

In 2018, following amenities were categorized as recommended amenities:

- Coach guidance system (NSG 1-4, SG 1-3)
- Fly catchers in Waiting rooms, refreshment halls (NSG 1-3)
- Infant nursing cubicle in ladies waiting hall /common waiting hall (where separate waiting hall is not available. (NSG 1-5)
- Universal mobile charging points inside waiting halls.
- Platform shelters with solar panels for lighting and fans (NSG 1-4, SG 1-3, HG1)

GMs and DRMs are fully empowered to issue need-based modifications to prescribed amenities in specific cases, duly recording the justification thereof. DRMs are empowered to mobilize CSR funds for the provision of customer amenities.

12.6 D. Amenities for Physically Handicapped Passengers

Provisions of facilities for Persons with Disabilities (Divyangjan) are to be provided at all stations over Indian Railways based on the needs of travelling public and availability of funds. As per guidelines issued in 1998, short Term Facilities and Long Terms facilities have been planned at all stations (including erstwhile B

category stations), beginning with Non-Suburban Group 'NSG1', 'NSG2', 'NSG3' & 'NSG 4' category stations. These guidelines were revised in 2013. As per extant instructions, short term facilities consisting of following 7 items are to be provided at all stations:

1. Provision of standard ramp with railing for barrier free entry.
2. Earmarking at least two parking lots for vehicles used by disabled persons.
3. Provision of a non-slippery walkway from parking lot to building.
4. Provision of signage of appropriate visibility.
5. Provision of at least one drinking water tap suitable for use by a disabled person.
6. Provision of at least one toilet on the ground floor.
7. "May I help You" booth.

(Detailed drawings/ guidelines for the above were laid down in RDSO's report of Nov.1998, circulated under Board's letter No. 96/LM (B)/2/404, dated 30.12.1998).

The above facilities need to be provided at all important stations and as per time-to-time instructions. The effort must be made to progressively improve these amenities. The long-term facilities comprising of following 2 items are to be provided:

1. Provision of facility for inter-platform transfer.
2. Engraving on edges of platforms.

The above facilities are planned to be taken up after the provision of short-term facilities. Regarding inter-platform transfer, provision of 1 in 12 ramps/ lifts to existing FOBs/ Subways may not be feasible as a general solution. This facility must be mainly provided through pathways at the end of platforms for divyangjan passengers, on wheelchairs (to be provided free of cost), duly escorted by coolies (on payment), as per present practice. Accordingly, pathways at platform ends, wherever not existing presently, should be provided in a time bound manner, beginning with A1 and A category stations. Moreover, these should be properly provided with pre-cast cement concrete blocks at track crossings etc. and laid to an accurate level, to ensure a smooth ride for divyangjan people in wheelchairs, without need for lifting at any

stage. The other long-term facility, viz., engravings on platform edges may also be taken up progressively beginning with A1 and A category stations.

12.7 Other Important Aspects regarding customer amenities

Island platforms should be treated as single platform for provision of Minimum Essential Amenities. (Circular No. 2000/LMB/2/212, dated 23.06.2000).

Following aspects should also be kept in view while up-grading amenities at the stations:

1. All toilets should be gradually converted to Pay & Use toilets as per guidelines issued under Board's letter No. 05/TGIV/10/SAN/32/Pay& Use Policy, dated. 07.06.06.
2. All the signage at the station should be standardized in terms of Railway Board's circular No. 97/TGII/39/11/Signage, dated. 11.03.99.
3. For the location of signage, a plan should be made for each station.
4. All stalls should be made modular and reduced in size as per the Board's circular no. 99/TGIV/10/P/NID, dated. 15.03.99.
5. Efforts should be made to avoid cooking activities on the platform and instead beverage vending machines and the sale of precooked and packed food should be encouraged. Effort should also be made to reduce the number of trolleys to a minimum.
6. Ban-merries should be provided at A & B class stations.
7. The number of trolleys and catering stalls under the platform shelter should be reduced to a minimum.
8. There should be an effort to reduce the stalls to the bare minimum.
9. In the circulating area, proper traffic movement flow plan should be made. Proper landscaping in the circulating area should also be developed. Wherever circulation areas are redesigned, altered, or whenever stations are congested, the possibility of providing FOB landings directly into circulating area should be examined as it decongests main platforms. There should be proper segregation of incoming and outgoing passengers, wherever considered necessary (Detailed guidelines have been issued under Board's letter No. 2005/LMB/02/267, dated 07.12.05).
10. Automatic vending machines should be encouraged to replace existing vending stalls.
11. The enquiry and Booking Offices should be specially brightened up at all the stations.
12. The illumination at the stations should be improved.

13. All unauthorized entry points into the stations irrespective of their class should be closed excepting the specified exit and entry.

12.8 Display of Available Amenities

At each station, a list shall be displayed in the station manager/ masters room showing the quantum of minimum essential amenities required to be provided for that category of stations per these guidelines, vis- a-vis, the amenities available. Details of other amenities available at the station should also be displayed.

12.9 The Customer amenities available in trains

These are the amenities which must be provided in the trains. These include internal fittings such as lighting, fan, comfortable seats and toilets and external fittings like display board, reservation charts etc. Regular upkeep of all passenger amenity items identified as per class of coaches is carried out during laid down maintenance schedules in open line as well as periodical overhauls in the Railway Workshops. Identified coaches are also subjected to a 'Mid-life' rehabilitation to restore the amenity fittings as per norms. Railways have recently added the following customer amenities in train coaches:

1. Provision of cushioned seats on General Second-Class Coaches.
2. Provision of bottle holders in non-AC Sleeper Class coaches.
3. Provision of dustbins on Non-AC Coaches.
4. Provision of mugs with chain in Non-AC Coaches.
5. Provision of health faucets in AC and Non-AC Sleeper Class coaches.
6. Provision of GPS based digital display inside coaches.

12.10 Monitoring Mechanisms of Customer Amenities

To ensure that the prescribed amenities in adequate number are available at the stations, the following mechanisms are in place:

1. **Service Improvement Group Inspections**: SIGs are multi-disciplinary groups comprising of supervisors of various departments available at the stations to monitor amenities and cleaning and overall upkeep of major

stations. They carry out inspections of major stations. These Groups focus on the deficiencies observed in the existing Customer amenities, Cleaning, and upkeep as well as Passenger complaints. SIGs are conducted by officers also.

2.**Passengers Amenities Committee**: Statutory organization under the Railway Board, constituted once in two years. It consists of representatives from recognized passenger associations, Consumer associations, persons of eminence, representatives of NGOs, and any other distinguished person.

3. **Passenger Services Committee:** The Passenger Services Committee (PSC) is a statutory Organization body under the Ministry of Railways (Government of India). It is tasked with grievances of passengers for the ease of railway transport in India.



Guna Junction Railway Station

CATERING IN INDIAN RAILWAYS AND ROLE OF INDIAN RAILWAYS CATERING AND TOURISM CORPORATION (IRCTC)

13

Catering is an important activity of Indian Railways Passenger Service. Other than the travel, the satisfaction of passengers is largely depending on the quality of food is provided to the passengers at platform and on running train. Traditionally Indian Railway has been one of the earliest caterers of the country and most of the dishes used by Indian population have been made popular by Indian Railway only.

Historical Development of Catering Policy

Catering Policy in Indian Railways has seen frequent changes over the years in principles and guidelines governing it. Prior to 2000, the catering services were managed through departmental operations and through licensing of catering services. During 1999, IRCTC was set up under the Companies Act and from 2002 onwards, catering services were given to IRCTC. As per the Catering Policy 2005, IRCTC took over management of departmental caterings units of IR with a commitment to bring down the losses of departmental catering units to zero and to

improve the quality. As IRCTC was not able to turn around these catering units and there were many complaints regarding catering services, Railway Board decided to take back catering services from IRCTC and formulated a new Catering Policy 2010 with the objective of providing hygienic, good quality affordable food to the travelling public. As the quality of catering services was not enhanced as expected, Railway Board has formulated a new Catering Policy 2017.

The new Catering Policy provides for transfer of catering services through mobile catering units, base kitchens, cell kitchens, refreshment rooms at A1 and A Category of stations, Food Plazas, Food Courts, Train Side Vending, Jan Ahaars to IRCTC. All other catering units like Refreshment Rooms at B and below category stations, Automatic Vending Machines, Milk Stalls, Trolleys shall remain with Zonal Railways.

Food preparation and food distribution has been delinked. Food will be cooked by kitchens operated and maintained by IRCTC. IRCTC is permitted to engage service providers from hospitality industry for serving food in trains.

IRCTC will develop/refurbish new or existing kitchen units. These kitchens are expected to be modern, mechanized and quality ensured through a valid ISO Certification. IRCTC shall retain the ownership and shall be fully accountable for all the issues pertaining to setting up and operation of the base kitchens and quality of food.

The old catering stalls will be replaced gradually with the compact modular stalls of superior quality material. The menu and tariff of catering units (other than Food plazas etc.) will be fixed by IRCTC in consultation with the Zonal Railways/ Railway Board. Rates for meals in the trains served by the IRCTC will be fixed by the Railway Board.

Officials of Railway Board, Zonal Railways and Division shall be authorized to inspect the kitchen units/ mobile catering units and taking penal action for the deficiencies noticed in catering services.

Criteria for license fee has been retained at 12 per cent of turnover. The fixation of license fee has to be done by Zonal Railways. The formula for fixing the license fee is to be devised by each Zonal Railway. Revised criteria for ceiling of catering units allotted to private contracts has also been prescribed.

The new catering policy has been issued on 27th February 2017 wherein inter-alia IRCTC has been mandated to carry out the unbundling by creating a distinction primarily between food preparation and food distribution. In order to upgrade quality of food preparation, IRCTC is to set up new kitchens and upgrade existing ones. The salient features of the new Catering Policy 2017 are as under:

1. IRCTC to manage catering service on all mobile units. Pantry car contracts awarded by zonal railway to be reassigned to IRCTC.
2. Meals for all mobile units to be picked up from the nominated kitchens owned, operated and managed by IRCTC.
3. IRCTC not to outrightly outsource or issue licenses for provision of catering services to private licensees. IRCTC to retain the ownership and be fully accountable for all the issues pertaining to setting up and operation of the Base Kitchens and quality of food.
4. IRCTC to engage service providers from hospitality industry for service of food in trains.
5. Under Catering Policy, 2010 four Base Kitchens at Nagpur, Chhatrapati Shivaji Terminus (CSTM), Mumbai Central (BCT) and Balharshah were to be kept under departmental operation of Zonal Railways and all kitchen units i.e. Refreshment Rooms at A1 and A category stations, Jan Ahaar, Cell Kitchens were to be handed over to IRCTC on ‘as is where is basis’. IRCTC to set up its own Kitchens at additional stations, if required.

6. Kitchen structures/land/space to be handed over by zonal Railways to IRCTC, for a period of 10 years extendable for another period of 5 years, on a token license fee.
7. IRCTC to be responsible for management of Food Plaza, Food Courts, Fast food units within the ambit of this policy.
8. The setting up/ development / refurbishment of new or existing Base Kitchens/Kitchen units to be undertaken by IRCTC as per latest Catering Policy of 2017. These kitchens are to be owned, operated, and managed by IRCTC.
9. IRCTC to develop different types of kitchens keeping in view supply of food and usage assessed.
10. IRCTC to develop the Business model for the kitchens so that they can expand and enhance the service. IRCTC to prepare a detailed concession agreement for setting up/development of the kitchens.
11. Zonal railway to manage static unit (catering stall /milk stalls/ trolleys etc.) except base kitchens and kitchen units to be handed over to IRCTC.
12. For the purpose of allotment, a Refreshment Room (at B and below category stations) or a stall or a trolley to be deemed as one unit. As such, a single unit is to be awarded through a single license.
13. Provision of perpetual renewal has been done away with. Now it has been envisaged that tenure of all static units (except kitchen units and Food Plaza) shall be 5 years only. Tenure of Food Plaza shall be for a period of 9 years.
14. Allotments of General Minor Units at all category stations to be done through open, competitive, two-packet tendering system from the eligible bidders by divisions.
15. For the first time, it has been envisaged that allotment of Special Minor units (reserved category) at all category stations will be done by divisions through open tendering system within the similar reserved category. The technical eligibility criteria have been simplified.

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD

No. 2016 / TG-III /600/1/Pt. New Delhi dated 27/02/2017.

The General Managers
All Indian Railways
The Chairman & Managing Director
Indian Railway Catering & Tourism Corporation Ltd.
New Delhi

(Commercial Circular No. 20/2017)

Sub: Catering Policy 2017

Hon'ble MR during Rail Budget 2016-17 has announced as under:

"69(1) IRCTC would begin to manage catering services in a phased manner. IRCTC would unbundle catering services by creating a distinction primarily between food preparation and food distribution.

69(iv) Adding 10 more IRCTC operated, mechanized, sophisticated base kitchens to ensure fresh and hygienic supply of food on trains.

In light of the above, a new catering policy, in supersession of Catering Policy 2010 and related guidelines, has been formulated and is enclosed for implementation. The revised policy guidelines will be implemented with immediate effect.

This has the concurrence of Finance & Legal Directorates of Ministry of Railways

Kindly acknowledge receipt of this letter.

Hindi version will follow.

DA: As above.

(Shelly Srivastava)
Director/Tourism & Catering
Railway Board

No. 2016 / TG-III/600/I/PL New Delhi, dated 27/02/2017.

Copy to:

1. FA & CAO, All Indian Railways
2 ADAI/Railways.

27/2/17.
For Financial Commissioner/Railways

GOVERNMENT OF INDIA

MINISTRY OF RAILWAYS
RAILWAY BOARD

No. 2016/TG-III/600/1/Pt. New Delhi dated 24/02/2017.

The General Managers
All Indian Railways
The Chairman & Managing Director
Indian Railway Catering & Tourism Corporation Ltd.
New Delhi.

(Commercial Circular No. 20/2017)
CATERING POLICY 2017

1. Objectives

With the objective to provide quality food to our customers unbundling of catering services on trains has been envisaged in Catering Policy 2017. This policy supersedes Catering Policy 2010 and related instructions, unless specifically referred to in this policy document.

IRCTC has been mandated to carry out the unbundling by creating a distinction primarily between food preparation and food distribution. In order to upgrade quality of food preparation IRCTC shall be setting up new kitchens and upgrade existing ones.

Modifications have been necessitated in the management of catering service on mobile and static units to implement social objectives of the Government besides encouraging fair competition in allotment of catering units over stations.

IRCTC shall be responsible for catering services through mobile catering units, Base Kitchens, Cell Kitchens, Refreshment Rooms at A1 & A category of stations, Food Plazas, Food Courts, Train Side Vending, Jan Ahaars. All other catering units like Refreshment Rooms at B and below category of stations, AVMs, Milk Stalls, trolleys shall be managed by the Zonal Railways.

2. Definitions: As Annexure-I

3. Management of Catering Services in Mobile Units

3.1 All pantry car service contracts awarded by zonal railways shall be reassigned to IRCTC on the same terms and conditions, as per the plan decided mutually by IRCTC and Railways. Sharing of license fee between IR and IRCTC shall be in the ratio of 40:60 in all cases other than departmentally managed units by IRCTC wherein revenue shall be shared in the ratio of 15:85. Also all such reassigned contracts should be got vetted by Legal Deptt. of Zonal Railways.

3.2 IRCTC shall submit its business plan for approval of Railway Board, for managing mobile catering services on the trains after the issuance of this policy. Business plan may be prepared by IRCTC separately for those trains in which cost of meals is included in the ticket and for those where catering, is optional. While framing the Business Plan IRCTC may take into consideration the terms and conditions of existing contracts re-assigned to IRCTC and time frame required to put into effect various provisions contained in paras 3.7, 3.8 and other relevant provisions of this policy.

3.3 IRCTC shall manage catering service on all mobile units having pantry car service presently with IRCTC shall also take over management of catering services on trains for which contracts have not been awarded by zonal railways due to various reasons or trains are being run departmentally by zonal railways.

3.4 Management of catering services on all new trains/ trains started on short notice shall also be done by IRCTC.

3.5 Since all trains are not provided with pantry cars, Train Side Vending will be provided from a suitable unit of nominated station/stations enroute. For this purpose, arrangements will be made through static kitchen units under the management of IRCTC by either segmentation of run or on end-to-end basis, as practicable, IRCTC shall manage Train Side Vending as per instructions entailed in this policy.

3.6 IRCTC should submit the Business Plan within a period of 30 days from the date of issuance of the policy, which shall be approved by Railway Board within 30 days from the date of submission by IRCTC.

3.7 Method of Operation of Mobile Catering Service

3.7.1 Preparation of Food: To ensure quality, hygiene and cleanliness, meals for all mobile units will be picked up from the nominated kitchens owned, operated and managed by IRCTC. IRCTC, This The is subject to Business Plan for mobile catering as well as Base Kitchens, as approved by Board.

3.7.2 Service of Food in Trains: IRCTC can engage service providers from hospitality industry for service of food in train.

3.7.3 IRCTC shall supervise catering services on each mobile unit through its own supervisors directly employed by IRCTC.

3.7.4 IRCTC shall determine the menu of standard meals, in consultation with zonal railways, keeping into consideration the local taste and cuisine. The standard meals served in trains shall be within the fixed tariff approved by Railway Board.

3.7.5 Sale of a-la-carte items, Ready-to-Eat (RTE) Meals shall be permitted both through e-catering and onboard services by IRCTC.

3.7.6 The rates of standard, a-la-carte and RTE items shall be prominently displayed in coaches and Railways' websites and shall be made available through mobile apps.

3.8 Setting Up and Operation of Kitchen Units

3.8.1 All four Base Kitchens under departmental operation of Zonal Railways (Nagpur, Chhatrapati Shivaji Terminus, Mumbai Central and Balharshah) shall be handed over to IRCTC on 'as is where is basis' i.e. the infrastructure including equipments shall be transferred to IRCTC. All kitchen units le. Refreshment Rooms at A1 and A category stations (l.e. excluding Refreshment Rooms at B and below category stations being minor units that will remain with Railways), Jan Ahaar, Cell Kitchens shall also be handed over to IRCTC on 'as is where is basis ie. the infrastructure including equipments shall be transferred to IRCTC.

3.8.2 Contracts awarded by zonal railways for kitchens units viz., Refreshment Rooms at A1 and A category stations, Jan Ahaar, Cell Kitchens shall be reassigned to IRCTC on the same terms and conditions with sharing of license fee between IR and IRCTC in

the ratio of 40:60 in all cases other than departmentally managed units by IRCTC wherein revenue shall be shared in the ratio of 15:85. Also all such reassigned contracts should be got vetted by Legal Deptt. of Zonal Railways

3.8.3 The setting up/ development / refurbishment of new or existing Base Kitchens/Kitchen units (after contract ceases to exist in case of units discussed in Para 3.8.1) shall be undertaken by IRCTC on the following broad parameters: -

i. IRCTC shall develop different types of kitchens keeping in view supply of food and usage assessed.

ii. Kitchen should be on a business model so that they can expand and enhance the service. Revenue sharing, operational modalities are to be submitted by IRCTC for prior approval of Railway Board. Land license fee for such cases shall be decided as per the plan submitted by IRCTC and terms agreed by Land & Amenities (L&A) Directorate.

iii. IRCTC shall prepare a detailed concession agreement of the Business Model proposed for setting up of the kitchens, which shall be approved by Board,

The services provided currently through Refreshment Rooms, Jan Ahaars and Cell Kitchens shall be provided by IRCTC.

3.8.4 IRCTC shall not outrightly outsource or issue licenses for provision of catering services to private licensees. IRCTC shall retain the ownership and shall be fully accountable for all the issues pertaining to setting up and operation of the Base Kitchens and quality of food,

3.8.5 The kitchens set up/ developed/ refurbished by IRCTC shall be modern and mechanized. IRCTC shall ensure that the kitchens acquire valid ISO certification within the specified fixed time period including compliance of all statutory guidelines and food safety norms issued from time to time.

3.8.6 Apart from kitchen units handed over by zonal railway, IRCTC may set up its own Kitchens at additional stations identified by it

preferably within the railway premises and as per availability of land.

3.8.7 Kitchen structures/ land handed over by Zonal Railways to IRCTC for setting up/ development/refurbishment of Kitchen units shall be done on a token license fee of Re.1/- (Re. one) per sqft. p.a. subject to minimum of Rs.100/- (Rs. One Hundred) p.a. However, the concessional land license fee will be applicable only for Railway related catering work and not for any other purpose. In case IRCTC use these base kitchens for the purpose other than mandated in the catering policy, land license fee shall be decided as per the plan submitted by IRCTC and terms agreed by Railway Board.

3.8.8 It shall be mandatory for IRCTC to establish the kitchens in a time bound manner as stipulated hereunder. The location and area of the land for construction of Base Kitchens shall be decided mutually by the Divisions and IRCTC to be approved by Zonal Railways. IRCTC and Divisions shall jointly prepare a General Agreement Drawing (GAD) of the proposed kitchen duly showing addition/ alteration. Sr. DCM in the Division and CCM (Catering)/CCM will be the nodal officer for matters relating to handing over of the land and setting up of the kitchens. Following timeframe shall be followed for setting up of the kitchen: -

Activity	Timeframe	Responsibility
(i) Identification of site	10 working days from 21 days after the issue of the policy	Sr. DCM, Sr. DEN and IRCTC. Any delay will require condonation by DRM along with a speaking order.
(ii) Preparation of GAD plan	21 working days after identification of the site	Sr. DEN, Sr. DCM, Sr. DEE, Sr. DSTE, IRCTC and any other official, if required. Any delay will require condonation by DRM along with a speaking order.
(iii) Approval of GAD	21 working days after preparation of GAD	CEE, PCE, CSTE, CCM and any other official, if

		required. Any delay will require condonation by GM along with a speaking order. This will be deemed to be the approval of Zonal Headquarters.
(iv) Handling over of the land/site	10 working days after approval of GAD	Sr. DEN, Sr. DCM and IRCTC. Any delay will require condonation by DRM along with a speaking order
(v) Signing of agreements (Land Licensing Agreement and O&M Agreement)	10 working days after over handing of land/site the	DRM and IRCTC. Commencement/setting up up of kitchens will start only after signing of the agreement. GM shall ensure that the agreement is signed within the given timeframe.
(vi) Setting up of the Kitchen	**(a)** 3 months where basic structure is provided by Railways, and **(b)** 6 months where only vacant land is provided by Railways. From the date of handing over of Land/ute	CMD/IRCTC shall be responsible for setting up of kitchens in fixed timeframe. Reasons for delay shall be reported by the CMD/IRCTC to Railway Board.

3.8.9 The existing railway operated Base Kitchens/kitchen units and the land allotted for setting up of new kitchens shall be handed over to IRCTC for a term period of 10 years which shall be extendable for another period of 5 years at a time subject to mutual agreement. There shall be a provision for taking back the Base Kitchens/kitchen units/land handed over to IRCTC in case said premises are required for integrated development of stations. The shifting shall take place only after the alternative site is made

functional in all respects for which both parties shall act proactively as per laid down timeframe. This condition should be incorporated in the agreement to be executed between Zonal Railway and IRCTC before handing over the kitchen unit/land to IRCTC.

3.8.10 A separate land licensing agreement will be signed by the Zonal Railways and IRCTC for all the above purposes.

3.8.11 There shall be no lease/ licensing of land to third party for the purpose of setting up of Base Kitchens/Kitchen Units. IRCTC will design its model for operation and maintenance without assigning any right/ lien to third party over the space allotted.

3.8.12 Electricity and water charges shall be charged based on actual consumption basis and the same shall be payable by IRCTC. Additional capital cost involved in augmenting utilities, if any, shall also be bome by IRCTC.

3.8.13 For the mobile units already licensed out by the Zonal Railways, IRCTC shall take over those contracts and monitor the management of catering services by licensee by deputing IRCTC supervisors in each train who shall be accountable for the performance of the contractor.

3.8.14 The mobile and kitchen units proposed to be handed over to IRCTC in this policy are presently being managed either through a licensee or departmentally or through a temporary arrangement. Zonal Railways and IRCTC, shall finalize and submit to Railway Board an action plan within 30 days of issuance of this policy, wherein the list of units along with the status and the timeframe in which it shall be handed/taken over shall be stated.

3.8.15 Delay in setting up of kitchen by IRCTC, as defined in para 3.8.8 (vi), shall invite a minimum penalty of Rs. One Lakh per month per unit.

3.8.16 IRCTC should submit the Business Plan for Base Kitchens within 30 days of the issuance of this policy and Board shall approve the same within 30 days of submission of the Business Plan by IRCTC.

3.9 Inspection and Supervision by IR

3.9.1 Officials of Railway Board, Zonal Railway & Division shall be authorized to inspect the kitchen units/mobile catering units. If any violation of the provision of the policy or deficiencies is noticed in the service, suitable penal action as decided by Zonal Railways will be taken as per the provision of agreement signed between IRCTC and Zonal Railways or IRCTC, Zonal Railway and Licensee for tripartite agreement (In case of licenses which are to be reassigned to IRCTC).

3.9.2 IRCTC and CCMs of the concerned Zonal Railways shall enter into an agreement with respect to each unit to be handed over to IRCTC. Railway Board shall issue a draft model agreement incorporating appropriate penal action against IRCTC for the violation of extant policy guidelines/deficiency. This agreement shall be executed between IRCTC and Zonal Railway before handing over of the contract.

3.10 General Instructions

3.10.1 IRCTC may involve/empanel Self Help groups for providing catering related services. However, IRCTC shall not outsource or issue licenses for provision of catering services to SHGs.

3.10.2 IRCTC shall ensure compliance of all statutory guidelines viz. FSSAI norms of food safety in Base Kitchens/kitchen units and mobile catering units, pollution control, Green Tribunal etc. (the statutory bodies mentioned are indicative in nature, not exhaustive). Further, it shall be entirely responsible for payment of any penalty imposed for non-compliance of these guidelines.

3.10.3 IRCTC shall ensure payment of all taxes, as applicable from time to time.

3.10.4 Third Party Audit of mobile units and base kitchens shall be done by Zonal Railway periodically by an independent agency as per Board's instructions issued vide letter no. 2013//TG-III/600/17 dated 12/08/2014 and any other instructions issued from time to time. Cost of the audit shall be bome by IRCTC.

3.10.5 IRCTC and Zonal Railways shall ensure compliance of extant policy guidelines issued from time to time.

3.10.6 In view of change in role of IRCTC in terms of management of catering service, the existing MoU between Ministry of Railways and IRCTC shall be redefined, and a revised MoU shall be issued.

3.10.7 In case of any issues of interpretation of any clause/expression referred to in this policy the interpretation of MoR shall be final and binding.

3.10.8 IRCTC shall be responsible for ensuring that the standards, as laid down for different services, are maintained and policy directives issued by Railway Board from time to time are strictly complied with. Concerned Zonal Railways shall monitor the performance of IRCTC over their jurisdiction.

3.10.9 IRCTC shall ensure computerized billing in a phased manner to the extent feasible for all the items sold in mobile and static units under the management of IRCTC. Facility for cashless transaction viz. POS/Swipe machine etc. shall be compulsorily available in all the mobile and static units.

3.10.10 Railways' share of revenue shall be realized division/station/unit wise on monthly 3.10. basis and reflected in monthly station balance sheet of the concerned station. A procedure Order for accountal of the revenue share shall be issued by Railway Board.

4. Management Of Catering Service in Static Units:

4.1 As already decided, IRCTC would begin to manage catering services over IR in a phased manner. However, catering services in static units (except units mentioned in Para 3.8.1 & 4.2) shall continue to be awarded and managed by Zonal Railways.

4.2 IRCTC will be responsible for management of catering units mentioned in Para 3.8.1 and for operations of Food Plaza, Food Courts, fast food units within the ambit of this policy.

5. Scale of Catering Services Through Static Units:

5.1 Zonal Railways, in coordination with Divisions and IRCTC, will prepare a comprehensive blueprint for the catering units (under the control of Zonal Railways and IRCTC) at each station taking into consideration bans as notified from time to time. Further, Zonal Railways should ensure that adequate facilities are available for

providing affordable food to passengers before permitting any other type of outlets. in case of banned stations, Zonal Railways shall be empowered to make provisions for catering units with concurrence of Finance and approval of General Manager.

6. Infrastructure at Static Units:

6.1 There should be no cooking on platforms at suburban stations and for other stations there should be efforts to progressively reduce cooking on stalls and trolleys on the platforms, except for items which could be prepared through electrically operated equipments. Railway Board's instructions issued vide letter no. 2011/TG-III/600/14 dated 25/04/2012 and other instructions issued from time to time may be followed in this regard.

6.2 No new Khomcha or alike shall be allotted, however, trolleys/khomchas (already allotted) may be continued on selective basis. In order to reduce congestion. these should be made area specific. Care should be taken not to place them near FOBs or doors of trains, Preference should be given towards providing them at the ends of platforms so that General Service Coaches and unreserved passengers have easy access to them. Such trolleys/khomchas must have adequate availability of the low priced Janta Khana.

6.3 Gradually all old catering stalls should be replaced with compact modular stalls of superior quality material to ease congestion on the station platforms and circulating area and improve on aesthetics, durability and convenience for maintenance.

6.4 Static Catering Units should have service across the counter only. There shall be compulsory and prominent display arrangements of rates and FSSAI certification.

6.5 Zonal Railways shall ensure computerized billing for all the items sold at static units under its management in a phased manner to the extent feasible. Facility for cashless transaction viz. POS/Swipe machine etc. shall be compulsorily available in all the static units.

6.6 All systems and processes and equipments such as deep freezers, hot cases, microwave ovens, refrigerated storage units, bain-maries

should progressively replace the existing traditional equipments and manual methods in static units.

7. Automatic Vending Machines (AVMs):

7.1 Zonal Railways shall manage through licensee the automatic self-vending machines. Automatic Vending Machines shall be permitted only in the form of stand-alone self-dispensing units. They shall not be permitted to sell any other item except those to be dispensed through these machines. The operations of the AVMs shall not involve any manual interface except for the purpose of refilling/repair/maintenance of machine. However, all dispensation related operations shall be through coin/currency/card only.

7.2 The AVMs that are not stand alone self-dispensing units should be closed down forthwith taking into account the provisions of contract Other existing AVMs would be allowed to continue only until the currency of the existing contract and no extension should be given.

7.3 New AVMs, adhering to current norms, shall be awarded through two-packet tender system. Allotment will be done by e-tendering method. Till the finalization of e-tendering module and issuance of procedure order by Railway Board normal tendering process shall be followed.

7.4 The allotment of new AVMs should be done by following SBD guidelines for major units issued by Railway Board on 05/07.09.2012. Fixation of license fee shall be governed by Para 12 of this policy. Specification of machine and other modalities may be decided by zonal railway.

8. Milk and Milk Product Stalls:

8.1 Milk Stall license shall be awarded to apex dairy cooperative societies approved by Government, dairy cooperative federations/members of National Cooperative Dairy Federation of India Limited (NCDFI) and/or developed under the aegis of Operation Flood Programme, bodies/agencies registered/certified by FSSAI for sale of milk and milk products.

8.2 Allotment at all categories of stations shall be done through tender system. The process of allotment, tenure, fixation of license fee and ceiling shall be governed by Para 9 (except conditions stipulated in 9.3.1), 11, 12 and 13 respectively of this policy. Allotment will be done by e-tendering method. Till the finalization of e- tendering module and issuance of procedure order by Railway Board normal tendering process shall be followed.

8.3 Sale of Packaged Drinking Water (Rail Neer) shall be permitted at Milk Stalls and instructions issued vide letter no. 2015/TG-III/631/8 dated 12.02.2018 shall be followed in this regard.

9. Allotment Procedure for Static Catering Units (except static units mentioned in Para 3.8.1):

9.1 For the purpose of allotment, a Refreshment Room (at B and below category stations) or a stall or a trolley shall be deemed as one unit. As such, a single unit shall be awarded through a single license.

9.2 No new license for khomcha / Dallah / Chhabba/Wheelbarrow/ Hand Barrow / Tray/Table/Tea Balta (or any other similar unit by a different name) shall be awarded by Zonal Railway.

9.3 Zonal Railways shall have an effective and transparent contract awarding system for static catering units at A1, A, B & C category station. Allotment of static catering units will be done by e-tendering method. Till the finalization of e-tendering module and issuance of procedure order by Railway Board, normal tendering process shall be followed.

9.3.1 Allotments of all major static units (except units mentioned in Para 3.8.1) and of General Minor Units at A1, A, B & C category stations will be done through open, competitive, two-packet tendering system by divisions in accordance with the Standard Bid Documents issued vide Board's letters No. 2010/TG-III/ 600/ 12/SBD/Pt.3 dated 05/09/2012 and No. 2010/TG-III/600/12/ SBD/1Pt 05/07/2011, duly following all the procedures/instructions issued by Government of India/Railway Board from time to time.

9.3.2 Allotment of Special Minor Units at A1, A, B & C category stations will be done by divisions through open tendering system within the similar reserved category. The technical eligibility criteria, however, shall be as under -

(a) Turnover of applicant's business in catering (to be supported by Income Tax Return for the last 3 years) duly certified by Chartered Accountant (Exempted in case of BPL category).

(b) Previous experience in catering business (to be supported by certificate/letter of experience/allotment from concerned agencies for the last 3 years).

(c) The bidder shall be an Individual/sole proprietor who shail furnish relevant certificate from competent government authority as a proof of being a member of the particular reserved category in which he/she is bidding.

(d) Government approved identity proof and residence proof such as Aadhaar Card/PAN/Voter ID etc. to ensure genuineness of the bidder and VAT registration, if required.

(e) Affidavit to the effect that the applicant is solvent, there are no pending dues of railways, no debarment of the bidder by any zonal railways and that there is no conviction of the bidder in any criminal case by Court.

(f) Medical certificate on allotment to certify that those handling preparation and service of food are not suffering from infectious diseases.

(g) Any false declaration by the bidder on affidavit shall be treated as "Material Breach and would result in termination of the license and debarment/blacklisting of the licensee from participating further in allotment of catering units on any-zonal railway/IRCTC.

(h) Any other special condition considered relevant by Railways with the approval of the concerned CCM.

Allotment should be made to the highest eligible bidder subject to the fulfillment of all the above criteria.

9.3.3 Standing Tender Committee, to be nominated by DRM, shall comprise of three members one each from Commercial and Finance department and third member from any other department. The level of committee members as per category of stations shall be as under.

Category of stations	Level of Committee	Accepting Authority
A1, A, B, & C	Sr. Scale level officers	Next Higher-Grade officer
D, E & F	Jr. Scale level officers	Next Higher-Grade officer

9.3.4 Any amendment in the above delegation of powers by Zonal Railway shall be carried out with the approval of the Chief Commercial Manager.

9.4 Allotment of Special Minor Units at D, E, F and General Minor Units at D, E, F category stations will be made by Divisions through open tender system from the eligible bidders. In case of SMUs at D, E, F category stations, tenders shall be called from the similar reserved category applicants. The eligibility criteria shall be as under.

(a) General Minor Units at D, E & F category stations: Divisions will call for tenders through press notifications from Individuals/partnership firms/companies/Co-operatives/ Self Help Groups etc. In case of partnership firms, a certified copy of legal partnership deed should be submitted.

(b) Special Minor Units at D, E and F category stations: Divisions will call for tenders through press notifications from an Individual/sole proprietor who shall furnish relevant certificate from competent government authority as a proof of being a member of the particular reserved category in which he/she is applying. Benefit of reservation shall be admissible only in case of individual or sole proprietor.

(c) Experience in catering business to be supported by turnover (Income Tax Return/bank statements) in that business for the last three years duly.

(d) certified by Chartered Accountant (Exempted in case of BPL category). Government approved identity proof and residence proof such as Aadhaar Card/PAN/Voter ID etc. to ensure genuineness of the bidder and VAT registration, if required.

(e) Affidavit to the effect that the applicant is solvent, there are no pending dues of railways, no debarment of the bidder by any zonal railways and that there is no conviction of the bidder in any criminal case by Court.

(f) Medical certificate on allotment to certify that those handling preparation and service of food are not suffering from infectious diseases.

(g) Any false declaration by the bidder on affidavit shall be treated as 'Material Breach' and would result in termination of the license and debarment/blacklisting of the licensee from participating further in allotment of catering units on any zonal railways/IRCTC.

(h) Any other special condition considered relevant by Railways with the approval of the concerned CCM.

Allotment should be made subject to the fulfilment of all the above criteria by the nominated Tender Committee as stated in Para 9.3.3.

9.4.1 Minimum licence fee will be fixed as 12% of the estimated annual sales turnover for the respective static unit. Minimum license fee will be fixed by Zonal Railways/Divisions based on criteria mentioned in para 12.1.

9.4.2 Divisions shall maintain the vacancy position of units allotted under reserved categories. In case no application is received against a particular reserved category as per break up specified in this policy, one re-notification will be done for allotment of units to reserved category applicants. In case no reserved category applicant turns up, the earmarked unit shall be treated as GMU and shall be allotted for one term of 5 years only. However, after completion of that 5-year term, the re-notification exercise shall be repeated for allotment of reserved category stall to reserved category applicant.

9.4.3 Total allotment to a particular category should not exceed the specified percentage reserved for that particular category. The total number of allotments of minor units to the various reserved categories should not exceed 49.5% of the total allotments of minor units made on a particular Division at D. E and F category stations and 25% of the total allotments of minor units made on a particular Division at A1, A, B and C category stations. Record of allotments based on reservation will be maintained by the concerned division.

10. Reservation in Allotment:

10.1 RESERVATION IN A1, A, B & C CATEGORIES

10.1.1 There shall be no reservation for major units.

10.1.2 There shall be 25% reservation for minor units in A1, A, B & C categories of stations with the following break up.

S. No.	Category	%age reservation
1.	Scheduled Caste	6%
2.	Scheduled Tribes	4%
3.	Other Backward Classes	3%
4.	Minorities*	3%
5.	Divyang	2%
6.	Freedom Fighters/war widows and widows of railway employees, persons who have been disclosed/displaced due to their land having been taken over by the railways for its own use.	4%
7.	People below Poverty Line	3%
	Total	**25%**
	*the term minorities will include the communities namely (i) Muslims, (ii) Christians, (iii) Sikhs, (iv) Buddhists, (v) Zoroastrians (Paris) (vi) Jain	

10.2 Reservation in D, E & F Category:

There shall be 49.5% reservation for allotment in D, E & F categories of stations with following breakup.

S. No.	Category	%age reservation
1.	Scheduled Caste	12%
2.	Scheduled Tribes	8%
3.	Other Backward Classes	20%
4.	Minorities*	9.5%
	Total	**49.5%****
*the term minorities will include the communities namely (i) Muslims, (ii) Christians, (iii) Sikhs, (iv) Buddhists, (v) Zoroastrians (Parsis) (vi) Jain		
**Out of this 49.5%, there will be sub quota of 10% for freedom fighters & war widows & widows of Railway employees and another sub quota of 2% will be for physically challenged people. Within 49.5% of total reservation 2% sub quota will be provided to the persons who have been dislocated/ displaced due to their land having been taken over by the railways for its own use.		
The sub quota of 10% for freedom fighters & war widows & widows of Railway employees; sub quota of 2% for physically & mentally challenged people will also apply in the general category of 50.5%.		

The issue of reservations is at present sub-judice in the Hon'ble Supreme Court. Any allotment/extension in the case of reservations will be subject to the final order of the Hon'ble Supreme Court in Civil Appeal No.7513 of 2005 and analogous case referred to the Constitutional bench.

10.3 There shall be a provision of 33% sub quota for women in allotment of each of the reserved category of minor catering units at all categories of stations. The sub quota of 33% for women will also apply in general category.

10.4 For the purpose of reservation, one division will be considered as one entity for which a one-time station-wise exercise will be done for the whole division and reservation percentage will be progressively achieved as and when either new units are provided, or old units get vacated due to any reason.

11. Tenure

11.1 Tenure of all major units being handed over to IRCTC will be governed as per Catering Policy 2010 till the expiry of the contracts. IRCTC shall further manage these units as per the provisions of this policy.

11.2 Tenure of Food Plaza shall be for a period of 9 years. Tenure of all other catering units (Major Units & Minor Units) will be for a

period of 5 years only. There will be no further extension/renewal, except for units specifically referred to in para 3.8.1.

12. Fixation Of Licence Fee for Static Units (Except Units Mentioned in Para 3.8.1)

12.1 Minimum license fees / minimum reserve price shall be fixed as 12% of the annual sales turnover for static units. Annual sales turnover shall be based on the following factors (i) category of station, (ii) type of licence, (iii) number of originating passengers, (iv) number of trains stopping (day & night), (v) duration of stoppages (vi) location of the unit at the station, (vii) approximate licence fees of a similar type of unit at a similar category of station in proximity. In case of Static Units on Category 'A1' and 'A' stations of Metro cities, and 'C' Category stations having high purchasing power, the fixation of minimum licence fee will apart from all other factors take into account the Circle rates notified by the competent authority of the State Government as fixed from time to time. The zonal railways shall evolve a formula based on the above parameters for fixing the licence fees for the units falling within their jurisdiction. A Committee comprising three SA Grade officers from Commercial, Finance and Civil Engineering shall be nominated by the General Manager which shall fix the formula for each category of stations. The formula so fixed by the zonal railway shall be applicable to the entire zonal railway. Apart from the above zonal railways may include and consider any other factor/s unique to the unit/units. General Managers shall have full discretionary powers on recommendation of CCM and concurrence by FA&CAO of the zonal railways to revise/modify the minimum licence fee calculated as per the SAG formula also keeping in view the Last Accepted Rate (LAR) of the completed contract.

12.2 In the case of static units there will be no separate charges payable towards rent for building /land, vender's fee and conservancy charges etc, except electricity and water charges, which will be based on actual consumption and payment of applicable taxes.

12.3 The licensee will be required to pay all the charges as per the contract agreement and all statutory duties/charges/levies/taxes. etc. (including Service Tax on Licence Fee) would also be bome by the licensee as and when due or any new tax (including GST) is notified.

12.4 In case of all units under the management of IRCTC, land license fee for land leased to IRCTC will be payable by IRCTC and revenue sharing will be as stipulated in para 3.1 and 3.8.2 above.

13. Ceiling Limits on Holding of Catering Licenses:

13.1 Zonal Railway and Divisions shall maintain a data base of the various catering establishments to ensure that the under mentioned ceiling on holding of catering licenses are complied with. The data base should be reconciled by Zonal Railway Headquarters on six monthly basis. As and when a tender is finalized, the information may be circulated to all concerned for updating the data base, Railways shall consolidate and circulate a list of all catering establishments as on 1st January of each year to be circulated latest by 31st March and as on 1st July of each year to be circulated latest by 31st October of that year. Such information should be updated and accordingly uploaded on 1st January and 1st July of every year on the websites of the Railways.

13.2 Stand-alone AVMs: An entity will be allowed to hold a maximum of 10 AVMS over each zonal railway.

13.3 For Milk Stalls, authorized franchisee/agencies of allottees (apex dairy cooperative societies approved by Government, dairy cooperative federations/members of NCDFI and/or developed under the aegis of Operation Flood Programme, bodies/agencies registered/certified by FSSAI) will be allowed to hold a maximum of five milk stalls per Division.

13.4 A licensee will be allowed to hold a maximum of five minor catering units per Division.

13.5 Food Plaza, Food Courts, and Fast-Food Units: An individual/firm/company will be allowed to hold maximum two units per division, subject to a further limit of 25 units over Indian Railways.

13.6 If a licensee holds more than one unit under a single or multiple licences, for the purpose of implementation of ceiling limit, one RR (at B & below category stations), one stall or one trolley or one khomcha shall be equivalent to one unit.

13.7 No new license for khomcha/Dallah/Chhabba Wheelbarrow/ Hand Barrow/Tray/ Table/Tea Balta (any other similar unit) shall be awarded by Zonal Railway

13.8 Modification of the above limits may be done only with prior approval of Railway Board.

14. Menu and Tariff:

14.1 Menu and Tariff of food items will be fixed as follows:

14.1.1 For Rajdhani/Shatabdi/Duronto trains and such other trains in which catering charges are inbuilt in the passenger fare, the menu shall be decided by IRCTC in consultation with Railway Board to make it commensurate with the tariff, which will be fixed by Railway Board.

14.1.2 For controlled segment items/standard menu/Janta Meals on units handed over to IRCTC, the menu shall be decided by IRCTC in consultation with Zonal Railways within the fixed tariff approved by Railway Board.

14.1.3 Menu and tariffs for Food Plaza, Food Courts and fast-food units will be decided and fixed by IRCTC.

14.1.4 Menu of controlled segment items including regional cuisine on minor static catering units shall be decided by Zonal Railways within the fixed tariff approved by Railway Board.

14.1.5 Menu & Tariff of a-la-carte items served through static catering units managed by Zonal Railways as well as IRCTC, will be fixed by Zonal Railways in consultation with IRCTC.

14.1.6 The Menu & Tariff of a-la-carte meals on mobile units handed over to IRCTC shall be decided by IRCTC. However, in cases where the contracts for mobile units are being re-assigned to IRCTC, the same terms and conditions including menu and tariff shall be applicable till the reassigned contracts cease to exist.

14.1.7 Adequate emphasis should be laid on availability of regional cuisine all over Indian Railway.

14.1.8 Instructions issued vide CC No. 78/2012, CC No. 63/2013, CC No. 32/2014 and issued vide letter no. 2012/TG-III/631/2 dated 11/07/16 and related instructions to ensure availability of diabetic/patients/ailing passengers/jain food on demand and availability of food to infants at stations, shall be followed.

14.1.9 The procedure for regular revision of tariff based upon certain index, parameters, inflation etc. would be finalized by Board from time to time.

15. Quality Assurance Programme:

Zonal Railways/IRCTC shall frame an efficient quality assurance programme to ensure good quality and hygienic food to the passengers. Progressively, ISO 22000 Standards & relevant international standards in vogue from time to time will be implemented for all catering units.

16. Disposal of Garbage

Zonal Railways and IRCTC shall ensure compliance of instructions on waste management already issued vide Commercial Circular No. 45/2011 dated 13/09/2011 and instructions issued in this regard from time to time. Instructions issued in this regard from time to time should be incorporated in all agreements.

17. Mechanism for Monitoring of Catering Services

17.1 Inspections/Quality checks and monitoring of complaints

17.1.1 Endeavour should be made that all catering services are ISO certified as per latest norms.

17.1.2 To provide hygienic and quality food to the rail passengers a strict and effective system of monitoring of catering services should be adhered to. Monitoring of quality should be made through inspections and food quality checks. If any violation of the provision of the policy or deficiencies is noticed in the service, suitable penal action shall be taken as per the provision of agreement.

17.1.3 System for complaint redressal for catering services for static and on-board services that is already in place providing proactive and effective complaint redressal mechanism shall be strengthened.

17.1.4 Complaint Monitoring Cells set up at zonal railway headquarters and divisional offices wherein all complaints received through toll free number, complaint books, emails, SMS, and other online platforms etc. should be collected and forwarded to concerned Zonal Railways/IRCTC for necessary action. A mechanism be devised to acknowledge the complaints/feedback within 24 hrs. Action taken on complaints should be monitored by the CCM of the zonal railway and DRMs of the divisions on a monthly periodical basis. Complaints of repetitive nature should be taken up sternly.

17.2 IRCTC will conduct passenger satisfaction surveys by means of third-party audits. In case of deficiencies noticed by Third Party

Audit Agency, suitable penal action shall be taken as stated in paras 17.3 & 17.4.

17.3 If any violation of the provision of the policy or deficiencies is noticed in the service, suitable penal action as decided by Zonal Railways will be taken as per the provision of agreement. In case of continued failure in performance, Railways will have the right to close down any unit. The event of continued failure may be explicitly defined in the tender document/agreement.

17.4 Zonal Railways and IRCTC will take corrective action for deficiency in services, which may include D&AR action against the concerned employees.

18. Transfer of License:

Transfer of license to the legal heir would be allowed only in the event of death of the original licensee. The license shall be transferred in the name of the legal heir for the unexpired period of the contract as per General Conditions of Contract (GCC) of Railways. No subletting will be allowed.

19. Exclusion Of Govt. Employees and Their Dependents:

As per extant instructions, no catering /vending license should be awarded to any Government employee or railway servant or any other member of his/her family (as defined in rule no 103 para 17 of the Indian Railway Establishment Code Vol.-I). The existing catering/vending licensees who are coming under the above category, should also not be allowed to continue their license on confirmation of the above position.

20. Applicability of the New Policy:

20.1 The revised catering policy will be applicable with immediate effect i.e. from the date of issue. This policy supersedes all prior policy circulars issued from time to time unless specifically referred to in this policy document.

20.2 Tenders that have been finalized and LoA issued prior to the date of notification of this policy, shall be allowed to continue as per policy guidelines prevailing at that time. Zonal Railways will cancel all such tenders and return the earnest money to the tenderers in cases, where LoA has not been issued before issuance of this circular.

20.3 Any other special condition including provision of catering service during unforeseen circumstances including accidents, as considered relevant by Railways with the approval of the

concerned CCM, shall form part of the agreement to be entered into, which shall be binding on the IRCTC/static units' licensees.

20.4 Pending litigation and any new litigation on existing units being handed over to IRCTC, shall be defended/contested by IRCTC on behalf of Indian Railways before all courts/forums.

21. New Initiatives

Zonal Railways shall be permitted to introduce innovative/new initiatives in catering on stations, with the concurrence of Associate Finance and approval of General Manager. Tenure for such initiatives shall be one year extendable to second year with the approval of General Manager. Further, extension for remaining period of the full tenure (i.e. five years) shall be with the approval of Railway Board.

22. Arbitration

For units being managed by zonal railway contract agreement should have arbitration clause for the case of any dispute, difference, or question arising between Railways and the licensee as to the respective rights, duties, obligations of the parties hereto or as to the construction or interpretation of any of the terms and conditions of the agreement or as to its application the same shall be resolved amicably failing which GMs of the Zonal Railways will be nominating authority as per GCC of the railways. The disputes referred for arbitration shall be dealt as per the procedure laid down in the Arbitration and Conciliation Act, 1996, as amended from time to time. The place of arbitration would be Zonal Railways Headquarters and language for arbitration proceeding shall be English.

ANNEXURE-I

DEFINITIONS OF THE TERMS USED IN THE CATERING POLICY

1. **A-la-carte Menu:** These are popular food items served through static/mobile units and decided by market/customer, the rates for which are fixed by zonal railways/IRCTC, CCMs of the zonal railways will be the competent authority to decide the A-La-carte rates. Zonal Railways, after taking into consideration the regional tastes and cuisine, will approve such items. A-la- carte menu and standard items shall be mutually exclusive to ensure that passengers are not overcharged.
2. **Automatic Vending Machines (AVM):** These are automatic vending machines for dispensing hygienically packaged catering items e.g. PAD items, PDW, eatables, tea/coffee, cold drinks, etc. AVM stalls should not be permitted to sell any other item except those to be dispensed through these machines.
3. **Base Kitchen:** Base Kitchen is a large cooking and packing facility set up in the vicinity of railway premises whether inside or outside Railway premises from where food is prepared and distributed in trains or to the static units. There will be no sale of food directly to the passengers from a base kitchen. All base kitchens should be ISO certified.
4. **Category of station:** Stations are categorized on the basis of passenger earnings as follows:

Category A-1	Non-sub-urban stations with an annual passenger earning of more than Rs.60 Crores.
Category 'A'	Non-suburban stations with an annual passenger earnings of more than Rs.8 Crores and upto Rs. 60 Crores.
Category 'B'	**I.** Non-suburban stations with an annual passenger earnings between Rs. 4 crores to Rs. 8 Crores. **II.** Stations of tourist importance or an important junction station (to be decided by G.M.)
Category 'C'	All-suburban stations
Category 'D'	Non-suburban stations with an annual passenger earnings between Rs. 60 Lakhs and Rs. 4 Crores
Category 'E'	Non-suburban stations with an annual passenger earnings less than Rs. 60 Lakhs.
Category 'F'	Halts

5. **Catering Stalls:** These are of three different types of stalls selling catering products like beverages, snacks, and other light refreshments. First is the tea stall where tea, biscuits and snacks are served. The second type of stall is milk bar, which are specially meant for various milk products and the third type of stall is juice bar meant for juices and fresh fruits.
6. **Ceiling Limit:** It is the upper limit put on holding of major/minor units by a company/firm/individual to prevent monopolistic tendencies.
7. **Cell Kitchen:** Cell Kitchens are Mini Base Kitchens which supply food to other catering units, static/mobile, and at the same time can sell food and beverages directly to the passengers.
8. **Earnest Money:** It is the amount of money to be deposited along with tender for consideration of tenders. Tenders submitted without the prescribed earnest money are liable to will be summarily rejected.
9. **Food Courts:** It is a cluster of stalls at a nominated place, where food items such as branded products/eatables are provided.
10. **Fast Food Units:** Fast Food Units are major units synonymous to Snack Bar, where through self-service counters, fast food items are sold.
11. **Food Plaza:** Food Plaza is a multi-cuisine plaza giving a variety of choice for eating. The quality and rates for items of food plazas are market driven.
12. **Island Platform:** It is the platform located between two lines and it serves trains opposite each other.
13. **Jan Ahaar:** Jan Ahaar meals comprise economy combo meals that may be served and vended from a Jan Ahaar outlet or any major/minor unit. They comprise a variety of regional and local items.
14. **Khomcha:** It is generic term used for small vending unit, which is usually made of sarkhanda and could be in a form of Dallah/ Chhabba Wheelbarrow/ Hand Barrow/Tray/Table/Tea Balta etc.
15. **License:** It is a document issued by either Indian Railways or IRCTC giving authorization to the licensee to operate a particular service. This license can be for a stipulated period defined for that unit. The license can be issued open tendering system.
16. **Licensee:** An agency which can be a company or a firm/society/cooperative or an individual, as the case may be. The firm can be a proprietorship or partnership. The licensee is the entity authorized by railway administration or IRCTC to carry out the particular service.

17. **Main Platform:** It is the platform adjacent to the concourse and usually includes the main entrance hall.
18. **Major Units:**
    - Fast Food Units, Food Plaza, and Food Courts at all categories of stations.
    - Jan Ahaar
    - Refreshment Rooms at 'A1' & 'A' category stations.
    - Mobile catering units.
    - AVMs at all categories of stations
    - Base kitchens
    - Cell Kitchens
    - Train Side Vending
19. **Minor Units:**
    All other units at A1, A, B, C, D, E & F category stations which are not covered in major units as above are known as minor units, i.e.:
    - Stalls, Trolleys and Khomchas at all categories of stations.
    - Refreshment Rooms at 'B'& below categories of stations.
    - Minor Units are of two types.
        - **General Minor Unit (GMU):**

(i)	75% unreserved Refreshment Rooms at 'B' & 'C' categories stations
(ii)	75% unreserved stalls, trolleys, khomcha at A1, A, B & C Category stations
(iii)	50.5% unreserved stalls, trolleys and Khomchas, etc. at D, E & F category stations.

        - **Special Minor Unit (SMU):**

(i)	25% reserved Refreshment Rooms at B deg and 'C' category stations
(ii)	25% reserved Stalls, Trolleys and Khomcha (wherever licensed independently) at A1 at A, B & C Category stations
(iii)	49.5% of reserved stalls, trolleys and Khomchas, etc. at D, E & F category stations.

20. **Mobile Units:** All catering service through pantry cars/ mini pantry cars are collectively known as mobile units.
21. **Quoted license fee:** This is the license fee quoted by a licensee including mark up over minimum license fee.
22. **Refreshment Room:** It is a place where a-la-carte items, Ready-to-Eat meals and "thali meals' are also served.

23. Sales Turnover of Static Units: The sales turnover of any static unit is considered for the purpose of making assessment of volume of business and for fixing of minimum floor prices.

24. **Static Units:** All units at the stations including Food Plazas, Food Courts, fast food units, refreshment rooms, stalls, trolleys, Jan Ahaar, base kitchen, cell kitchen, AVMs, etc. are collectively called as static units.

25. **Controlled Segment Items/Standard Menu:** Consists of standard meals, breakfast, tea, coffee, packaged drinking water for which quantity and rates are fixed by Railway Board.

26. **Trains Side Vending (TSV):** A large number of trains do not have pantry cars or mini pantries attached to them. From the static units of important station/stations, food is supplied to the train during mealtime through vendors, who travel on the trains and take orders.

27. Two packet Tendering consists of Packet-A and packet-B In packet-A, technical details received from the licensee are detailed and the Packet-B is the financial offer, which is considered only for those bidders who qualify as per short listing based on all the laid down eligibility criteria for Packet-A.

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Indian Railways has recently decided (FMC No.15 of 2022) that Special Minor Units (SMU) at A1, A, B & C category stations and both General Minor Unit (GMU) and SMU at D,E & F category stations shall be awarded under e-Auction policy for commercial Earning and Non-Fare Revenue(NFR)contracts.



Kanpur Railway Station

RAILWAY CLAIMS AND ITS PREVENTION

14

Railway claims arises due to Loss, destruction, damage, deterioration or non-delivery of animals and goods booked by railway. The railway claims not only involve the loss of revenue to the railway, but it dents the image and public good will to the railways. The reduction in the claims bill is one of the indices of efficiency in railway working. Therefore, all officers and staff working in railway must work hard to reduce the claims as best as possible.

14.1 General responsibility of the railway administration

The responsibility of Railway Administration is defined in Section 93 of the Railways Act, 1989, which described that railway administration is responsible for the loss, destruction, damage, deterioration or non-delivery of animals or goods delivered to the administration for carriage by railway arising from any cause except the following:

a) act of God.
b) act of war.
c) act of public enemies.
d) arrest, restraint, or seizure under legal process.

e) orders or restrictions imposed by the Central Government or a State Government or by any officer or authority subordinate to the Central Government or a State Government authorized in this behalf.
f) act or omission or negligence of the consignor or the consignee or the endorsee or the agent of servant of the consignor or consignee or the endorsee.
g) natural deterioration or wastage in bulk or weight due to inherent defect, quality, or vice of the goods.
h) latent defects; and
i) fire, explosion, or any unforeseen risk. Where such loss, destruction, damage, deterioration, or non-delivery is proved to have arisen from any one or more of the aforesaid causes, the railway administration can seek protection from liability for compensation only, if the administration further proves that it has used reasonable foresight and care in the carriage of the animals or goods.

14.2 The liability of railway for claim

The Railway's liability is as given above and maintained when consignments are in transit. After termination of transit, the railways become liable only as bailee under sections 151, 152 and 161 of the Indian Contract Act and that also for a period of 7 days after the termination of transit.

If the consignment is not taken delivery of within 7 days of the termination of transit, no liability whatsoever will attach to the railway. If the consignment is at the owner’s risk rate the railway shall not be responsible as bailee unless misconduct on the part of the railway is proved.

The railways have no responsibility even that of a bailee after termination of transit in the case as under:

i. explosives and other dangerous goods.
ii. animals; and
iii. articles prescribed in Part I of Schedule II of Railways (Extent of Monetary Liability and Prescription of Percentage Charge) Rules, 1990.
iv. Perishable goods.

Further under **Section-100** of **The Railways Act,** 1989, Railway administration shall not be responsible for the loss, destruction, damage, deterioration or non-delivery of any luggage unless a railway servant has booked the luggage and given a receipt therefore and, in the case of luggage which is carried by the passenger in his charge, unless it is also proved that the loss, destruction, damage or deterioration was due to the negligence or misconduct on its part or on the part of any of its servants.

Under Section-101, Railway administration shall not be responsible for any loss or destruction of, or injuries to, any animal carried by railway arising from fright or restiveness of the animal or from overloading of wagons by the consignor.

14.3 Bailee's liability

Under Section 99 of the Railways Act, 1989, the responsibility of Railway administration after termination of transit. Transit commences as soon as the Railway receipt is issued, or the consignment is loaded. When consignment to be unloaded by the customer -

1. If unloaded within free time the transit will terminate on the expiry of the free time allowed for removal of goods from the railway premise.
2. If not unloaded within free time allowed, the transit will terminate on the expiry of free time for unloading.

Railway administration shall be responsible as a bailee under Section 151, 152 & 161 of the Indian Contract Act, 1872, for the

loss, destruction, damage, deterioration, or non-delivery of any consignment up to a period of seven days after the termination of transit. Provided that where the consignment is at owner's risk rate, the railway administration shall not be responsible as a bailee for such loss, destruction, damage, deterioration, or non-delivery except on proof of negligence or misconduct on the part of the railway administration or of any of its servants.

The Claims are preferred by claimants against Railways for compensation due to any damage or loss, etc., to their commodities or themselves while consuming the services of Railways as bona-fide buyers. Railways is liable to compensate them due to the liabilities they bear being a service provider.

The office of the Chief Claims Officer (CCO) deals with all types of settlement of claims including refunds in passenger business and dealings with Railway Claims Tribunal (RCT), different courts, Consumer Forums, etc. for settling claims compensation cases.

14.4 Who Can Claim?

1. **Consignee**
   At the destination the rightful claimant who is entitled to compensation is the consignee.
2. **Endorsee**
   Endorsed consignee that is the person for whom endorsement is made in the Railway Receipt for delivering the same to him.
3. **Consignor**
   Will have to produce the authority from the consignee to receive the claim.

14.5 Railway Claim Settlement:

1. **Claim for compensation**- Should be made to booking Railway, destination Railway, or the Railway on which loss, damage or partial shortage has taken place.
2. **Place of Claim Settlement**
   Claim settlement is always done in **destination railway.**

3. **Filing of Claims** – Claim must be filed either with General Manager, Chief Commercial Manager, Chief Claims Officer of the concerned Railway or at station goods shed or parcel office.
4. **Time limit for filing claim-** Claim should be filed within 6 months from the date of booking of goods or animals or else Claim becomes Time barred (generally not entertained). The General Managers of zonal railways are, however, empowered to settle time-barred cases at their discretion after satisfying themselves about the reasonableness of late filing of claims.
5. **Suit-Barred-** A claims case which becomes three years old is termed as suit-barred and thus, no suit can be filed against the railways for want of relevant documents (not accompanying the claims notice), or for want of some clarification from the party, etc. after which the claim is normally repudiated. The General Managers of zonal railways enjoy the discretionary powers for waiver of suit-bar aspect.
6. **False Claims**- Under Section 149 of the Railways Act, 1989 if any person requiring compensation from a railway administration for loss, destruction, damage, deterioration or non-delivery of any consignment makes a claim which is false or which he knows or believes to be false or does not believe to be true, he shall be punishable with imprisonment for a term which may extend to three years, or with fine, or with both.
7. **Compensation of accident claims**- Application to be submitted within 1 year of the occurrence of the accident/incidence. No liability in the case of collision between trains and road vehicles at level crossings in which railway passengers are not involved and cases of persons run over by the trains. However, in such cases damages can be sought under the Law of Torts.

14.6 Organizational Set-Up of Claims Organization:

Each Zonal Railway has a regular Claims Settling Office headed by a Chief Claims Officer to deal with claims for compensation and each officer has been assigned the Monetary Limit to settle claims. There are railways where claim work is not substantial than the responsibility of Chief Claim Officer is assigned to any Head of the department in commercial department and preferably to Chief Commercial Manager, Freight Services or Freight Marketing (CCM/ FS or CCM/FM). The monetary limit of deciding the compensation is as under and keep changing with time.

Authority	Monetary Limit (Rs.)
General Manager	Unlimited
CCM (PHOD/CHOD)	4,00,000/-
CCO/CCM (HOD)	2,00,000/- 4,00,000/- for compensation claims)
Dy CCM/CCO	60,000/-
SCM	15,000/-
ACM	8,000/-

14.7 Compensation for train accidents/untoward incidents:

All bona-fide passengers are required to be compensated against their claims for any injury or death occurring to them. Two sections, 124 and 124-A of the Railways Act, 1989 illustrate the details regarding this.

Section 124	If a passenger suffers any injury or loss of life due to a train accident Railway Administration is liable to pay compensation to such passenger. The amount of the compensation is to be fixed by the Government of India.
Section 124 A	Includes responsibility of Railways in case of untoward incidence (U/I) causing injury – simple or grievous.

Indian Railways have insured every rail passenger against her/his death or injury in train accidents as defined under section 124 of the Railway Act, 1989. Similarly, every rail passenger and platform ticket holder is also insured against death or injury on account of 'untoward incident' as defined under Section 124-A of the Act, such as death / injury on account of commission of a terrorist act, violent attack, robbery, rioting, shoot out, arson by any person in or on any train carrying passengers or in the waiting hall, cloak room, reservation office or booking office or on any platform or in any places within precincts of a railway station or accidental falling of any passenger from a train carrying passengers.

The Railway Board circulates a list of all loss/injury, viz. death, other injury related losses, etc. against which amount of compensation is prescribed. The dependents of the dead or injured passenger or his authorized agent have to approach Railway Claims Tribunal which decides the claims. Compensation for death or permanent disability is Rs 8 lakhs. In case of injury, maximum is Rs 7.2 lakhs depending upon the gravity of injury as per the decision given by the RCT.

14.8 Not Received (NR) Cell

All Railways and Railway Board maintain a separate cell for dealing with non-receipt of consignment or wagon or rake and chase the same throughout the route. Such cells are called **Not Received Cells** (NR Cells). This Cell's responsibilities include tracing and connecting shipments that fail to arrive at their intended destination within reasonable transit-time. At the Railway Board, an NR Cell is also employed to provide better monitoring. A dissatisfied client can get in touch with the NR Cell/concerned officer immediately by phone or email. However, the post-FOIS, the role of NR Cell is getting limited and only helping the parcel traffic booked at railway station.

14.9 Railway Claims Tribunal (RCT)

The Railway Claims Tribunal Act is to provide for the establishment of a Railway Claims Tribunal for inquiring into and determining claims against a Railway Administration for loss, destruction, damage, deterioration or non-delivery of animals or goods entrusted to it to be carried by railway or for the refund of fares or freight or for compensation for death or injury to passengers occurring as a result of railway accidents or untoward incidents and for matters connected therewith or incidental thereto.

Although Railway Administration made a way to compensate the consignor/consignee of goods etc. and for compensation for loss of lives, yet people were not often satisfied and they went to Courts, which took very long time to decide the claims and litigation was protracted for indefinite period. Therefore, the necessity was felt to expedite the disposal of claims at the earliest, which resulted in the establishment of the Claims Tribunal, which would exclusively deal with such claims and speedily dispose of the same. As a result, the burden of Courts was reduced, and speedy relief was made available. Even the refund of fares and freight was also brought within the purview of Tribunal.

The scheme of the Act shows that it made provisions for the establishment of a Tribunal, its Benches, officers and staff, their term, eligibility, the jurisdiction, powers and authority of Tribunal, its procedure, execution of its orders and appeals. In this way, the Act is a self-contained Act, which has solved the problems of the public at large.

14.10 Aim and Objective of RCT:

The aim and objective behind creation of Railway Claim Tribunal is to decide the substantive liability of the railway administration for loss, destruction, damage, non-delivery, or deterioration of goods entrusted to them for carriage and for death or injuries or loss to a passenger in a railway accident or untoward incident is laid down in The Railways Act 1989.

1. The consignor/consignees and passengers or their representatives prefer claims for compensation for loss of and damage to booked goods and are not satisfied with the decisions of the railway administration, file suits in courts of law.
2. Claims for compensation for death of or injury or loss etc. to passengers in train accidents are at present settled by claims commissioners.
3. As the litigation in the courts of law and before the claims commissioners is very protracted, it has been decided to set up a specialized Tribunal for speedy adjudication of such claims. The setting up of such a claims Tribunal with Benches in different parts of the country, and with judicial and technical members, will provide much relief to the rail users by way of expeditious payment of compensation to the victims of rail accidents and to those whose goods are lost or damaged in rail-transit.
4. For death and injury in case of railway accident & untoward incident – the claimant has to file the claim directly before the Railway Claims Tribunal.
5. For loss, destruction, damage, deterioration, non-delivery of animal/goods booked by railway or for the refund of fare or freight in case the claimant is not satisfied with the relief provided by the railway administration.

14.11 Power and Authority of RCT

The Railway Claims Tribunal has the powers of a District Court and appeals against its decision in the High Court. It is not bound by procedure laid down by the Code of Civil Procedure, 1908 but guided by principles of natural justice. Powers and authority of RCT are as of civil courts like:

1. Summoning any person and examining on oath
2. Requiring of production of documents
3. Receiving evidence on affidavits

4. Requisitioning any public record
5. Issuing commissions for examination of witness
6. Reviewing its decision
7. Dismissing an application for default or deciding ex-party
8. Setting aside any order or dismissal or ex-party decision



Kacheguda Railway Station

BUSINESS DEVELOPMENT ACTIVITIES IN INDIAN RAILWAYS

15

Historically, IR has been the main mode of moving freight traffic in India. Almost 85% of freight traffic was transported by rail in 1950. However, this trend has seen a major reversal over the years with the growth of the trucking industry and road transport. Although the freight turnaround has been on a rise, the share of the railways in total land freight transport has come down from 39% in 2000–01 to 27% in 2017–18.2 As of 2020, the modal share of railways in the freight transportation was only 18% and road sector grabbed the largest market with 71% share. If railway must survive then we need to increase the volume of freight cargo.

15.1 Creation of Business Development Units in IR

At present Indian Railways is loading around 1600 to 1700 million tons which is not sufficient. We need to grow more aggressively than any other mode of transport to catch up with the pace of the transport market. Indian Railways has a vision to double the cargo. To do so Indian Railways has set-up Business Development Units at Zonal and Divisional level for increasing

volume of freight being carried by Railways with following purpose:

(i) To Increase Rail Co-efficient in traditional commodities

(ii) To Increase Railways' Modal Share - especially "miscellaneous" non-bulk goods, that comprise a large volume, mostly moving by Road.

There is an urgent need to work towards doubling the freight volume being carried by Railways by 2024. This would be possible only if Railway's share is strengthened in the traditional commodities being carried and a strong foray is made into miscellaneous non-bulk goods. This is a segment in which Railways have limited knowledge and experience. However, this traffic is very large in volume and is mostly moving by road. To attract this traffic the Ministry of Railway has decided as under:

1. All GMs would set up a multi-disciplinary Business Development Unit (BDU) comprising of officers from Operating, Commercial, Finance and Mechanical Departments of SAG level at Zonal Level to be coordinated by CFTM. A similar BDU comprising of JAG level officers at the Divisional level will be set up and coordinated by Sr DOM. These groups will have frequent interaction with trade and industry to scout for and attract traffic.
2. Advertisements shall be released frequently in the local and national media to publicize the fact that such BDUs are available, and Railways is keen to attract new streams of traffic. The name and contact details of Coordinator shall be widely publicized,
3. Any proposal received shall be promptly analyzed and developed and assistance required, if any, from other

Zonal Railways and Railway Board shall be immediately sought.

Reference: Letter no. 2020/TT-IV/2/1, dated 1.7.2020 is issued and signed by S.K.Mishra, Addl. Member (Traffic), Railway Board.

15.2 Launch of Freight Business Development Portal

Indian Railways has also launched the portal for Freight Business Development on 05.10.2021 and focus was to ease the business with railways. The features of portal are as under:

1. Easy to Register
2. Professional Support
3. Advanced Services for Customers
4. Convenient Tools & Services
5. Commodity Information Pages
6. Welcoming Logistics Partners

It is a dedicated portal and has brought a paradigm shift. It is first of its kind initiative and ensures that the railways freight business must -

1. Be customer centric
2. Reduce the costs for logistics providers**,**
3. Provide online tracking facility for suppliers and simplify the process of goods transportation**.**

The Freight Business Development Portal is a "One Stop – Single Window" solution for all the needs of Freight customers. The purpose behind this portal is to ensure that customer must feel ease of doing business with Railways. The portal aims to provide ease of doing business, to bring **more transparency** and to provide professional support.

Indian Railways is the backbone of the country's logistics sector. During 2020, when most of the activities were under lockdown, Indian Railways was providing relentless services in Freight transportation in the country. Indian Railways achieved highest ever

loading continuously in Sept, Oct, Nov, and Dec 2020. The 'Customer-First' Principle is based on following principal-

1. Track Consignment Online
2. Smart Freight Calculator
3. Single Click Applications for Various Services

Indian Railways has embraced a **"Freight on Priority" policy** by pushing for an aggressive customer-centric approach to expand the freight carried not only from the traditional segments but also by attracting new customers to its fold.

Freight Business Development Portal has been designed to replace physical processes with online ones to minimize the need of human-to-human interaction.

15.3 Benefits to the Customers

The Portal has been specially designed and developed keeping in mind the varied needs of all existing as well as potential customers with focus on ease of doing business, to bring more transparency and to provide professional support. The distinguishing features of the Portal are as below:

a) New to Rail

This portal welcomes all the prospective customers of Indian Railways, introducing our freight business and listing various benefits, guiding them to search the most suitable terminal with detail of various terminal facilities and logistics services available, assisting them to choose the right wagon, presenting the expected charges and estimated time for their planned freight transportation. A new customer can register on this portal and place demand for wagons in the most convenient way.

b) Existing Customers

Our prestigious freight customers are our most valuable assets. we're committed to offer them

the best-in-class services, the personalization and vital information that plays a key role in their business developments, sustenance, and expansions. The personalized dashboard of Freight Business Portal shall bring you the single view, which gives you access to your entire business with Indian Railways, your outstanding indents, on-run consignments, status of various interactions, facility to apply for various services and raising concerns. Live Track your on-run consignments through our GIS views, single click applications for various services: discount schemes, diversion, rebooking, demurrage, and wharfage waivers, stacking permissions and many more. Get to know about rake allotments and pendency/maturity of indents at various freight terminals.

c) Commodity Pages

The portal has commodity pages on major commodities transported by Railways: Coal, Minerals and Ores, Food Grain, Flour & Pulses, Cement & Clinker, Chemical Manure, Iron and Steel, Petroleum products, Container services, Automobile and more.

One can find most suitable terminals, suitable wagon, freight charges, expected transit time and incentive schemes for a selected commodity, that handle your commodity near you, in your district or state. Introducing you with different types of wagons that carry your commodity and their loading preferences, presenting variety of incentive schemes to facilitate your logistics

requirements and flexibility of two-point loadings/unloading.

d) Tools and Services

Your business is of utmost importance for us, we value your time and are committed to offer you the frequently accessed tools and services to provide direct access to vital information.

Get access to various tools and services for planning your optimum freight transportation with Indian Railways. Our rate slabs for various commodity movements, wagon catalogue, terminal selector, smart calculator and track & trace. Information on various important services like timetabled movements, mini rake services and approved two-point rake combinations are just a click away now.

e) Logistics Partners

Indian Railways invites and welcomes the partnerships in Indian Railways freight operations across the country. You may join our network through investments in Private Sidings, Private Freight Terminals, or Railways Owned Goods Sheds to make railways, a part of your supply chain. Investments in rolling stock could fetch you numerous benefits like assured availability and incentives in freight charges. We invite aggregators, truckers, warehouse owners and labour providers to offer their services for our 9000+ freight customers at 4000+ freight terminals.

f) Professional Support

Indian Railways is always committed to provide professional support to our valued

customers. The customers can contact Indian Railway officials on phone or in writing. The customers can send their suggestion, query, or complaint to Indian Railways through contact us option. For every request received in writing, a unique request ID is sent to the customer to track the status of the request. Indian Railways will be happy to serve queries of the customers.

It needs to be appreciated that though IR has a high level of fixed costs, revenue remains a direct function of NTKMs. IR can thus sharply increase its network's surplus with little incremental costs by maximizing asset utilization to increase traffic transportation.

The BDUs would have to play a very important role given the highly competitive transportation / logistics market space and if the dwindling rail co-efficient is to be reversed so as to achieve 3 billion tonnes by 2027. They have a significant role to play in the crucial task of tapping growth potential of non-traditional as well as incremental traffic. IR can no longer take its monopoly status for granted.

It has been decided that in supersession to any other instructions / practice being applied and in order to bring uniformity across all BDUs, henceforth following instructions would govern:

1. Rating / Concession / BDU proposals would be formulated by applying IR's Freight Unit Expense per NTKM with commensurate escalation factor to bring costs to the level of year in consideration.
2. BDU's effectiveness requires de-layered working and, BDUs at all levels would decide on business proposals within 7-days of the receipt of such proposals.
3. Divisional BDUs would submit their report through the DRM to Zonal BDU.

4. A strong monitoring mechanism should be put in place to track the output of BDUs at all levels. BDU proposals referred here should quantitatively fulfil objectives as laid down in policy.
5. Zonal BDUs would submit recommendations direct to the GM who may refer the recommendations to Rly Board. MCDOs of the GMs and concerned PHODs would reflect the status.

It may be generally kept in view that costing is not alone the final determinant and rather important parameters like competing demand for that type of wagon stock, line-capacity, better turn-around and optimum economic opportunities often govern pragmatic business decisions to maximise output out of sunk investments in assets (track-infra & rolling stock).

15.4 Business Development Efforts by Freight reforms in Indian Railways

For reducing logistic Costs of Customers and Capturing Market Share (Tariff and Non-tariff Measures), Some of the important Tariff reforms undertaken to reduce transportation cost:

1. **Liberalized Automatic Freight Rebate Policy in Empty flow Directions** Loaded traffic in empty flow direction is being charged at LR1 (with certain conditions), which amounts to an average discount of 30-40%.
2. **Rationalisation of distance slab** (Apr 2015): The distance slab above 1500 km to 3500 km have been rationalised from the existing 250 km to 125 km. By this step, freight rate was reduced in the range of 3 to 5% in the distance slab which gave big relief to customers dealing with long lead traffic.
3. **Station to Station Rates-Decentralization of power** (Sep 2016): Zonal railways empowered to grant concessions up to 30% depending upon their local conditions.

4. **Discount for loading of bagged consignment in open and flat wagons** (Oct 2016): In order to garner additional volumes of traffic and revenue 20 to 40% discount was granted go loading of commodities as bagged consignment in open and flat wagons. Bag size up to 2.5 ton is allowed.
5. **Policy on Long Term Tariff Contract with key freight customers** (Mar 2017): This was issued to attract additional traffic to Railways by giving a stable tariff rate as before this various concession policies to attract/ retain traffic was short term in nature. So far, 31 LTTC agreements have been executed on different zonal Railways with customers like TATA Steel, SAIL, RINL, Ultratech Cements, ACC, JSW etc.
6. **Levy of Busy Season Charge (BSC) Deferred** (Sep 2019): BSC levied at 15% from Oct to June, has been deferred till further advice (Except for iron ore and POL). Coal & coke and container traffic are already exempted.
7. **Short lead concession- reintroduced** (July 2020): Earlier, Short lead traffic whether moved even for a few kms was subject to charge minimum for 100 km. Discount in freight at the rate of 50%, 25% and 10% has been granted to the traffic booked up to 0-50 KM, 51-75 KM, and 76-90 KM respectively except Coal & Coke and Iron ore traffic to attract short lead traffic.
8. **Concession on long lead traffic** (July 2020): To facilitate long lead traffic of Coal & Coke, Iron ore and Iron & Steel traffic, discount in freight is granted. The long lead concession has been extended to Clinker (cement) traffic also with certain conditions.
9. **Round Trip Traffic (RTT)** (Oct 2020): Incentive for customers offering traffic in both directions. The return traffic under this traffic is charged at lower of the two classes of onward vis-a-vis return traffic.
10. **Incentive to fly ash** (May 2020): Discount of 40% in freight granted to fly ash traffic booked in Open Stock; both in bagged condition as well as bulk/loose condition.

11. **Non-levy of Terminal charges at unloading point** (July 2020): The traffic booked to and from notified alternate goods shed instead of busy goods shed exempted from levy of Terminal charge of Rs. 20 per tonne for goods sheds and Private Freight Terminal (PFTs). This intends to offer efficient and faster handling of goods at less busy terminals for the benefit of customers.
12. **Long lead discount for clinker traffic** (Dec 2020): Clinker being moved above 1000kms is being offered a 20% discount for incremental NTKMs over 2019-20 in the current financial year and 25% over 2020-21 in FY 2021-22.
13. **Tapping E-commerce Business:** Though E-commerce has gained immense popularity there was hardly any business given by this segment to IR. Transportation of E-Commerce consignments through sub-urban trains (EMU/DMU/MEMU trains) has been permitted with certain terms and conditions. As a result, around 12000 tonnes of e-commerce consignment have been loaded by IR (upto December 2020)

Apart from tariff measures, some important **non-tariff measures** were also undertaken to capture market share for Rail transportation:

1. **Mini Rake Loading distance restriction** (Mar 2016; revised further during the year): To remove restriction in transportation of non-bulk commodities due to previous policies, distance for mini rake operations enhanced from 400 km to 600 km. Due to this, average increase in loading and earnings during 2016-17 & 2017-18 was around 310% and 355% respectively as compared to 2015-16. The restriction further relaxed and now can be loaded up to 1500km with train load benefit, beyond 1500 km up to 2000 km.
2. **Freight Advance Scheme** (Jan 2020): Intended to establish long term commitments from customers, it offers tariff certainty in lieu of freight advance. Under this scheme, Railway shall accord

priority in allocation of rakes within the same class to freight customers who have signed agreement.

3. **Debit/Credit system of Demurrage** (Oct 2020): Allows banking of release time of wagons by process of debit/credit. It has been permitted in case of private sidings, up to one year.
4. **Additional free time for covering wagons with Tarpaulins** (Oct 2020): To ensure pollution free transportation of loose commodities, additional free time of one hour per rake may be permitted for covering open wagons with tarpaulins during loading of loose/bulk commodity at EOL siding.

15.5 Private investment in Rolling Stock (Wagons)

Changes brought about in wagon investment policies are as follows:

Liberalized Special Freight Train Operator (LSFTO) scheme:

Aims at inducting more high-capacity and special-purpose wagons, by targeting end-users (producers or consumers) as well as transport and logistics companies, port and land-terminal operators, warehousing companies, CTOS and wagon-leasing companies.

General Purpose Wagon Investment Scheme (GPWIS):

Launched in April 2018 to promote private investment in induction of general-purpose wagons (BCN Box, etc) by end-users, PSUs and CPSES, logistics providers etc.

Automobile Freight Train Operator policy (AFTO):

AFTO policy was modified and re-launched in Jan 2015 to bring-in private entities to induct special purpose wagons for transportation of automobiles. The policy has been further liberalized by removing the minimum net worth criteria from eligibility conditions and the response from the industry has been quite encouraging. So far, 06 AFTOS have been granted license.

The investment by private sectors in wagons generates demand for steel and engineering goods having multiplier effects on the economy. Further, since most of the wagon manufacturing in India is under private sectors (unlike coaches and locomotives) this

investment fuels the growth of the private sector and contributes through capital formation in the economy.

To sustain increased level of improved transit times IR is taking the following steps:

a. Creation of dedicated freight paths through Zero Based timetable.
b. Increasing the Maximum Permissible Speed of freight wagons to 75Kmph for loaded and 100 Kmph for empty wagons.
c. Completion of two Dedicated Freight Corridors by June 2022.
d. Completion of targeted supercritical and critical doubling, multi tracking, traffic facility works.
e. Introduction of time tabled container and parcel trains.

15.6 Reforms in Freight Terminals, Good-Shed & Parcel

Private Freight Terminal Policy (PFT): Revised Private Freight Terminal (PFT) policy was issued in June 2020 with Important changes like reimbursement of Terminal Charges to PFT owners for all traffic handled, reduction of application fee for establishing PFT from Rs. 10 lakhs to Rs. 20,000 only, etc. More than 71 PFTs have been commissioned over Indian Railways.

Private Siding policy: With a view to commission more number of Private Sidings, the revised policy was issued in Aug 2016. Including important changes like removing limits on co-users of Private Sidings removed, streamlining approval and construction procedure with establishment of standing Committees at Divisional and Zonal levels etc.

Development of goods-sheds through private investment: Launched in Oct 2020, it aims at developing existing goods-sheds (and commissioning new Greenfield goods-sheds) without any investment from Railways. Following steps have been taken in the parcel business.

1. Powers delegated to zones for revision of reserve price even downwardly. (June 2016)
2. Increase in duration of contract from 3 years to 5 years (June 2016)
3. Permission to lease parcel Vans in Ordinary/ Passenger trains (Sep 2019)
4. Opening of all terminals for handling of Parcel Traffic (Aug 2020)
5. Formation of dedicated teams at Zonal & Divisional Levels for dealing with Parcel related issues (Aug 2020)
6. Advance booking of Parcels up to 120 days in advance (Sep 2020)
7. 8% discount on Base freight rate of P-scale applicable on Indented Parcel Trains for composition 24+1 (Oct 2020)

Under the Kisan Rail project, announced in the budget for 2020-21, movement of vegetables, fruits and other perishables have started in a big way. First Kisan Rail was run in August 2020 from Devlali to Danapur. After that 11 more routes of Kisan Rail have been operationalized across the country.

More than 7,000 Parcel Special trains have been run, transporting 6.13 lakh Tonnes of consignments. Currently, train services are operational over more than 40 routes.

Trains under the Kisan Rail scheme and time-tabled Parcel special trains have given a much-needed assurance and reliability to farmers.

15.7 Digital Enablement in Freight Business

With a focus to minimise the need of human-to-human interaction following initiatives have been taken:

1. **Electronic Registration of demand for wagons (e-RD):** Provides facility to customers to register their demands for goods electronically instead of having to

visit the goods sheds physically. It is simpler, convenient, speedier, and transparent.

2. **Electronic transmission of Railway Receipt (eT-RR**): A paperless transaction system where Railway receipt is also generated and transmitted electronically to customer through Freight Operation Information System (FOIS), and even delivery of goods is given through e-surrender of eT-RR.
3. **Terminal Management System (TMS):** It provides system-based preparation of Railway Receipt for freight traffic. Two new features have been added to promote digital working- (a) Preparation and submission of online goods balance sheet and (b) System generated Money Receipt for ancillary charges e.g. Demurrage, Wharfage etc.
4. **Online interface to Freight Customers:** New Business Developmental portal launched in Jan 2021 provides all requisite information e.g. freight class and rate; position of indent/demand for each station; outstanding Indents, shortest/popular routes, terminal handling facilities; freight calculator; facility to track and trace rakes.
5. **Electronic payment system:** It enables fast, safe, efficient, and transparent mode of payment for freight charges, which normally are large value transactions. In the recent past, Automobile Freight Train Operators (AFTOs) have been allowed single agreement e-payment facility with base terminal Railway.

GOOD SHEDS, SIDINGS AND FREIGHT TERMINALS

16

The declining share of IR in freight movement has been largely attributed to capacity constraints of railways to carry additional traffic. Railways have been only a bulk carrier at present and their share in a non-bulk traffic has declined to less than 5% from healthy share of nearly 40% in the late 1980s. Lack of investments in capacity augmentation has forced railways to deliberately move towards bulk commodities.

For last 10–15 years there has been an emphasis on capacity augmentation, that is, construction of dedicated freight corridors, provision of doubling and additional lines on important routes, construction of new lines, conversion of meter-gauge and narrow-gauge systems to broad gauge under unification of gauges programme, and accelerated electrification of all important routes. There has been increased investments, especially in the last 6–7 years in railways aimed at capacity augmentation, modernization of assets and enhancing safety of operation.

Railways is the key player in India's efforts towards a sustainable transport system. Railways are more energy efficient than roads. For instance, greenhouse gas (GHG) emissions from a freight train

carrying 190 automobiles are 80% lower than the emissions generated by 19 trucks required as an alternative. On average, GHG emissions from rail freight are 8 times lesser than by road and almost 7 times lesser than inland shipping.

The IR is constantly working on improving the infrastructural facilities and framing better policies to attract more freight traffic. Apart from improving route capacity to carry additional trains it is necessary to increase terminal capacity. Railways have introduced Private Freight Terminal (PFT) Policy in 2010 that has been improved substantially in the subsequent years to increase the interest of private investors in developing PFTs. However, the development of PFTs has not taken place at the expected pace. Very recently, Railways have announced major changes in their sidings and PFT policies with the stated objective of increased investments in terminal development.

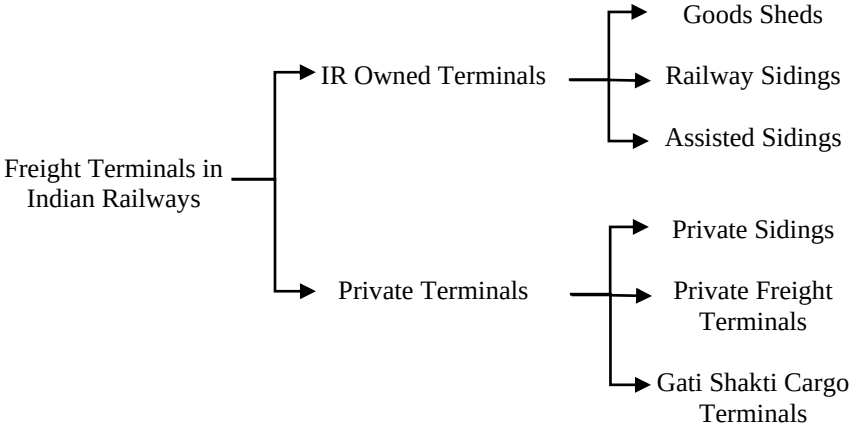
16.1 Types of Freight Terminals

Freight terminals in IR can be classified into two broad categories—terminals owned by Indian Railways and the terminals owned by private parties. The freight terminals are developed under different policies and have distinct sharing of roles and responsibilities with IR. Broadly, private terminals are categorized into private sidings and PFTs. These terminals majorly function under the Private Siding Policy and Private Freight Terminal Policy. Recently, IR has introduced two new policies on developing freight terminals with private investment, namely Development of Goods Sheds on Road-side Terminals and Gati Shakti Cargo Terminals (GCTs) in 2020 and 2021, respectively.

16.2 Presence and Share of Freight Terminals

Goods Sheds account for the highest numbers in freight terminals in India, followed by private sidings and PFTs. As the policy on goods shed development and GCT is relatively new, no freight terminals are yet operational under these schemes. Many of the freight terminals are not operational due to a decline in the

demand/production, inadequate terminal facilities, and shift to road transport. According to the freight data of 2010–2011, 76% of the all the freight terminals were used for movement of freight traffic. Under this study, all the terminals which handled more than 10 rakes/year were considered as operational.



Freight terminals in Indian Railways

Currently, IR is largely a bulk commodity carrier. Ninety per cent of the freight traffic is bulk traffic, coal contributing to 46% share in the total freight traffic. For railways, it is high time to expand the commodity basket, which has been discussed in more detail in the National Rail Plan, 2020. Looking at the current trends of rapid growth in e-commerce market, the movement of smalls, parcels, and other non-bulk freight by railways will not only contribute to revenues of railways but will largely help in reducing current emissions. To facilitate the movement of such goods, it is crucial for IR to develop and maintain efficient goods terminals, especially those closer to consumption centers—cities.

While goods sheds have the highest share in number of freight terminals, private sidings lead the volume of traffic handled. The higher share of freight traffic on the private side is mainly due to the assured need for freight movement and efficient freight-handling systems. The PFTs also have a higher share of the freight movement as compared to that of goods sheds.

The significant gap in the share of number of goods sheds in railway systems and the freight traffic handled by goods sheds indicate underutilization of the resources developed by IR. A number of factors are responsible for the smaller share of goods sheds in freight handling, the major reason being unavailability of suitable infrastructure.

16.3 Sidings

Siding is a short stretch of railway track connected to a main line, used for storing rolling stock or to enable trains on the same line to pass and a short railway line giving access to the main line for freight from a factory, mine, quarry, etc. There are four types of sidings as per the ownership i.e., Private, Assisted, Departmental (Railway) and Defense (Military). The details of these sidings are given in subsequent section.

1. **Assisted sidings:** An assisted/private siding is a siding laid out to serve a Government Department factory, mill or other industrial premises other than a colliery or a mining area, under a special agreement. The cost is borne jointly by Railways and owners of the siding.
2. **Private sidings:** For the use of owners of the sidings, for which cost is borne by the owners of the sidings.
    - **a)** Private Sidings laid before PFT policy.
    - **b)** Private Freight Terminals
    - **c)** Gati Shakti Cargo Terminals
3. **Departmental (Railway) siding:** For departmental use.

4. **Military siding:** Military purpose. The criteria for locating siding mostly depend upon the bulk cargo origination or destination like industrial hubs, mineral region, and ports etc.

16.4 Policies Related to Private Investment in Freight Sector by Indian Railways

Indian Railways, from time to time has introduced and updated different policies to involve the private operators in the freight business and to increase the efficiency and scale of operation.

The incorporation of private operators in handling of goods and terminal management has widely reduced the responsibilities of IR and has helped in increasing the freight business efficiency. Majorly, the Private Siding Policy and PFT Policy have contributed the most in augmenting private investment.

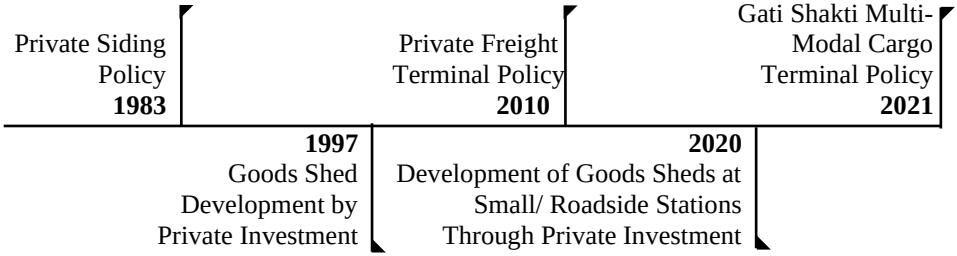
16.4.1 Private Siding Policy, 1983

The policy on private sidings was introduced almost 40 years ago, which allows industries, public sector undertakings (PSUs) and major production units to set up their own freight terminals for movement of raw materials and finished products.

Initially, the Private Siding Policy also had the provision of railway siding and assisted sidings. The railway sidings were developed and maintained by railways on railway land only. On the contrary, assisted sidings are developed on the private land, where track infrastructure is constructed and maintained by IR and superstructure of terminal and goods-handling facilities, etc. are developed and maintained by private party. Currently, private sidings are only in operation and all new sidings are being made under Gati Shakti Cargo Terminals Policy. The features of private siding policy are as under:

1. The private parties interested in availing the railway services to their doorsteps have to procure land and develop all the required terminal and freight handling infrastructure at their own cost.

2. The common user facilities such as additional loop lines, V connections, crossing station, etc. will be provided and maintained by IR.
3. The maintenance of signalling and telecommunication (S&T) infrastructure and track infrastructure will be done by the railways and the cost will be recovered from the siding owner.
4. Along with the freight, demurrage and stabling charges siding owners must pay siding charges also.



Policies of Indian Railways on freight terminals

The Private Siding Policy has undergone numerous changes, keeping the core of the policy intact. The major changes that are brought into the policy are regarding levy of certain cost/charges.

Several PSUs and manufacturing units have developed private sidings for the movement of their raw materials and finished products. Currently, as on January 2024, India has around 1179 private sidings, out of which 616 and 941 are operationally active for inward and outward traffic, respectively.

Sidings contribute the largest share in freight incomes of IR. Private sidings alone handle around 75% of the total freight traffic of IR, in terms of tonnage and NTKMs.

The major reason behind the wide adoption of the Policy is the ease of freight movement from the source. The railway freight rates are more suitable and cheaper as compared to roadways for longer distances, which encourages private players to opt for railways.

16.4.2 Goods Sheds Development by Private Investment, 1997

Railway had introduced the policy for augmenting private investment for terminal development in 1997. The policy enabled the private parties to redevelop the terminal infrastructure such as full-length platform, covered shed and warehouses, goods-handling mechanism, pucca circulation area, and basic facilities for the labourers and staff. The features of policy are as under:

1. The capital cost of terminal infrastructure development is to be borne by private party and the provision of track infrastructure would be taken care of by the Railways.
2. Freight, demurrage, wharfage, and stabling charges are levied as directed in engineering code.
3. The private developer does not get any share in freight-handling/ terminal management charges.

The policy failed to take off as no incentives were provided to the private players to recover the capital cost of infrastructure development. The policy was rolled back in 2005.

16.4.3 Private Freight Terminal Policy, 2010

PFT Policy has been launched in 2010 and aimed at enabling rapid development of freight terminals to attract more traffic to Railways. This policy enables the private parties to set up their own freight terminal on private land to facilitate the freight movement by Railways. It was thought that this policy will stimulate development of privately owned freight terminals which are not on railway land for dealing with railway traffic including parcel traffic and containers.

Initially, the policy did not allow the handling of outward loading of coal and coke of 'D' priority and outward iron ore, iron or iron ore pallet traffic, however, the later amendments have subsequently allowed the freight movement of iron, iron ore and iron ore pallet traffic. The features of policy area as under:

1. Terminal management company has to bear all the capital costs including land procurement, development of terminal and related infrastructure from the take off point.

2. The cost of common user facilities is also to be borne by TMC. The policy has a provision of reimbursing the cost of common user facilities.
3. The maintenance of track and overhead equipment (OHE) inside the PFT premises is to be taken care of by TMC.
4. The freight charges, demurrage charges, and stabling charges will be levied as directed in the engineering code.
5. TMC will have to bear the cost of one commercial staff per shift to carry out the railway functions.
6. TMC can charge the users for the additional facilities they are providing for freight handling.

In the last 11 years, the policy has been revised 3 times and undergone 13 amendments. The periodic changes in the policy are focused on streamlining the process of setting up PFTs. The major changes are focused on the finances of PFTs.

As of August 2021, a total of 73 PFTs are set up in different zones of IR and are contributing around 2% to the total freight business.

As per stakeholder interaction the success of PFTs was the reduction in the occurrences of restrictions and detentions in the divisional railways after operation of PFTs. It was emphasized that PFTs are highly efficient in freight management.

PFTs policy has seen relatively slower adoption due to a number of issues in policy. The distinct constraints are discussed as below, while the general issues are listed at the end of the section.

16.4.4 Development of Goods Sheds at Small/ Road-side Stations through Private Investment, 2020

The policy on Development of Goods Sheds on Roadside Terminals allows the private parties to invest in developing new goods sheds at existing railway terminals or redevelop the existing goods sheds for better functioning. The party has to develop the infrastructure for efficient loading/unloading of goods, such as covered platforms for full rake, pucca approach road and circulation area, warehousing/storage facilities, drainage, lighting and basic facilities for workers.

The facilities so developed will be common user facilities and each user will have the equal right and opportunity to access these facilities. The private party has to quote the desired share in terminal charge and terminal access charge as a reimbursement to investment made. The selection of the developer is done through a tendering system. The party demanding the lowest share in TC and TAC will be awarded the tender. The features of policy are as under:

1. The policy has provision for green field and brown field development, where in both the cases, the ownership of land and railway terminal will vest with railways.
2. The private party will bear all the cost of development, operation, and management of infrastructure facilities.
3. The provision, operation and maintenance of track infrastructure will be undertaken by IR.
4. The freight, demurrage, stabling charges, etc. will be levied as directed in the engineering code. The private party will get the share in TC and TAC.
5. The private party can use the available space for setting up canteen, advertisement facilities and generate own revenue from the same.

The policy was launched on 14 October 2020; and within one year of the launch, the policy received an encouraging response from private parties. As of July 2021, a total of 32 goods sheds had shown interest in redevelopment of goods sheds in 5 zones, of which, Letter of Acceptance (LOA) has been issued for 12 terminals.

The duration of the work contract as per policy was initially kept at five years and in January 2021 extended up to ten years which is to be decided by DRM on a case-to-case basis. This time-period is less than the efforts and cost private party is investing. This can be a demotivator for wider adoption.

16.8.5 Gati Shakti Multi-Modal Cargo Terminal Policy, 2021

The Ministry of Railways launched the new Gati Shakti Multimodal Cargo Terminal Policy on 15 December 2021 as an over-arching policy related to Private Siding Policy and Private Freight Terminal Policy. The aim of the policy is to promote the proliferation of new cargo terminals and improve existing cargo terminals to accelerate the growth in railway's cargo traffic. The important features of this policy are as under:

1. This policy is applicable to all new PFTs and sidings, private terminals, and sidings under construction.
2. The private terminals and siding which are currently operational under the old policy can be migrated to GCT Policy if the owner wishes to do so.
3. The GCT Policy has addressed many of the issues faced by private players for developing rail freight terminals and has also brought parity between private siding and PFT.
4. The new policy has also allowed to lease railway land to private players for constructing freight terminals.
5. GCT Policy has also diluted the stringent eligibility criteria of old policies and any Indian citizen/registered company/ LLP/joint venture/partnership firms or registered societies/trusts can apply for setting up a cargo terminal.

The Gati Shakti Cargo Terminal Operator (GCTO) can set up the terminal on private land or on railway land (to be taken on lease). The entire cost of developing the terminal and freight-handling mechanism starting from land procurement is to be borne by GCTO. The cost of track infrastructure from the take-off point is to be borne by GCTO, the maintenance of the same will be taken care of by IR. The common user facilities at the serving station will be developed by IR at their own cost. Indian Railways will levy the freight, demurrage, and stabling charges as directed in engineering code. GCTO can levy suitable charges for value-added services provided.

Though the GCT Policy is a good step towards bringing all privately owned freight terminals under one umbrella and has eased out many clauses of the PFT and Private Siding Policy, there are still certain points which could be investigated.

CONTAINER TRAFFIC IN RAILWAYS AND ICDS

17

A container is a uniform metal box of standard size in which goods of any kind can be packed at any location. Container as a load unit is used by several transport modes and provides complementarity between modes and facilitates multi-model operations. A container can be placed on wheels or chassis and moved by truck, rail, or ship. On Rail Containers are transported on flat wagon or trailer is loaded on flat wagons.

At present the technological improvements to link seas, rivers, roads, and railways are still inadequate the containers-based traffic becomes increasingly relevant to transport commodities across different regions of the world. Some of the advantages are standard transport product, flexibility of usage, speed, security, and low cost and some of the disadvantages are space occupation, large infrastructural cost and gestation periods in building terminals need to stack the container and management of logistics across different modes.

There are two broad types of containers operate in the industry: Conventional Dry Cargo containers and speciality containers.

The container is generally of two sizes: 20feet and 40feet containers. Indian Railways operates the following type of rolling stock to transport containers: BFK, BFKN, BLCA/BLCB, BLLA/BLLB and BLCAM/BLCBM, etc.

Across the Indian Railway Network both normal and high cube 20/40 feet containers are operated but in Dedicated Freight Corridor lines, double stack containers are in operation.

Containers are dealt at terminals with specialized facilities, such as DCT (Domestic Container Terminal), ICD (International Container Depot), CFS (Container Freight Stations), CRT (Container Rail Terminal) and Gate Way Ports.

The commodities that can be transported in containers are divided as Restricted, Notified and Non-Notified Commodities. The Restricted Commodities cannot be moved by the containers such as minerals and ores. Based on differences in-charging commodities are divided into Notified and Non-Notified Commodities.

Permission

Guidelines regarding operation of container trains by Private Container Operator (PCO) in Railway owned terminals notified as Container Rail Terminal (CRT) are given below. These guidelines are valid up to 30.09.2021 (and as amended from time to time).

(Rates Circular No.11 of 2021)

General Guidelines

Operation and handling of conventional trains will be given preference over container trains. It must be ensured that railway's business interests are not compromised.

Depending upon assessment of requirement, Zonal Railways may notify one or more Container Rail Terminals (CRTs) at a railway owned terminal in accordance with procedure laid down under Para 4 of this circular. Every CRT will have a capacity of dealing with one container train only at a time.

The CRTs will provide Common User Facilities for all PCOs. No PCO will be provided 'exclusive use' of any Rail Facility except under relevant guidelines specifically issued by Railway Board to regulate provision of such facilities for PCOs. All PCOs will have access to any CRT on a non-exclusive basis on a 'first come first served' basis.

Use of ground at a CRT will be permitted to only one PCO at a time. CRTs will provide facilities for handling container trains by all PCOs. However, the handling of railway rakes will get priority over container rakes.

In order to ensure that handling of railway rakes get priority over container rakes and for otherwise also, the extant policy and practices regarding imposition of restriction for loading to and from a terminal will also be applicable for container train operation at CRTs.

No CRT will provide container or cargo storage facilities (akin to an ICD or DCT). No staff should be deployed on exclusive basis for any CRT. No permanent container or cargo storage facility will be provided at any CRT.

All CRTs will function round the clock for which necessary facilities should be provided.

However, relaxation may be granted from round the clock functioning at any CRT with the personal approval of GM.

17.1 Night Incentive:

At Container Rail Terminal (CRT) where round the clock working is implemented, 50% of the time during 22:00 to 06:00 Hours will be reckoned for calculation of free time so as to incentivize CTOs to handle container traffic expeditiously. This incentive will be admissible for calculation of permissible free time for loading and/or stuffing the containers and/or unloading and/or de-stuffing containers on a container train and/or usage of ground at CRTs. This

incentive shall not be permitted on excess detention beyond free time falling during 22:00 to 06:00 Hours.

(Corrigendum No.26 dated 26.06.2019 to RMC/CRT-CCR-Hub&Spoke/2015/0)

Custody, security and responsibility for the containers and cargo on ground awaiting removal, stuffing, de-stuffing, unloading, or loading will be with the PCO.

17.2 Charges

The following charges are collected in relation to containers.

1. Haulage charges.
2. Stabling charges.
3. Shunting charges.
4. Detention charges.
5. Terminal Access charges.
6. Ground Usage charges.

Following charges will be paid by PCOs for handling containers at any CRT.

17.3 Terminal Access Charge

Private Container Operators (PCOs) dealing with their container trains at railway owned terminals notified as Container Rail Terminals (CRTs) will be required to pay Terminal Access Charge (TAC) at the rates as notified from time to time by Railway Board. Rate of Terminal Access Charge is Rs.1,60,000/- per rake per terminal. In case of terminals owned by PCO, TAC is not leviable.

(Corrigendum No.17 dated 18.06.2018 to RMC/CRT-CCR-Hub&Spoke/2015/0)

Competent authority has decided to grant incentive in Terminal Access Charge for handling of container traffic at Group-III CRT by charging it @50% of the prevailing rate of Terminal Access Charge as given below

Type of Container Rail Terminal (CRT)	Rate of Terminal Access Charge (TAC) (per rake per terminal)
Group-I CRT	Base rate (which at present is Rs.1,60,000/- per rake per terminal)
Group-II CRT	
Group-III CRT	50% of the base rate

Zonal Railway must ensure timely review of classification of CRTs as per Para 3.3.3 of Chapter-I and levy Terminal Access Charge accordingly.

(Corrigendum No.37 dated 14.07.2020 to RMC/CRT-CCR-Hub&Spoke/2015/0)

Charges mentioned above will be levied on per rake basis, irrespective of the actual rake composition or actual number of containers on a train or actual number of wagons or containers handled at the CRT.

Terminal Access Charge (TAC) will be collected at the time of preparation of RR. The methodology for levy of TAC is given below:

Type of rake handling at CRT	Terminal Access Charge (TAC)
Loaded rake in and empty flats out	1 x Rate of TAC
Empty flats in and loaded rake out	1 x Rate of TAC
Loaded rake in and loaded rake out	1 x Rate of TAC
Chassis handling	1 x Rate of TAC

Note: Here, 'loaded' mean flats loaded with either empty containers or containers loaded with goods.

17.4 Permissible Free time and Detention Charge for Use of CRTs

Total Permissible Free time at CRTs for loading and/or stuffing the containers, and/or unloading and/or de-stuffing the containers on a container train will be 9 (nine) hours, irrespective of the activity or activities done on the rake and number of operations performed (chassis stuffing and de-stuffing, single operation, double operation etc).

Free time will commence from the time of placement of the first wagon of the container train.

A container train will be considered to be released at the time at which the last wagon of the rake is released i.e. at the time at which the rake has been released in its entirety and is available for removal from the placement line(s).

Detention Charge will be levied for occupation of CRTs beyond the permissible free time up to the time of release of the rake.

Detention Charges will be levied for 45 BLC wagons irrespective of the actual number of wagons or containers in the rake or the number of wagons or containers actually dealt with at the CRT concerned.

Detention charge would be levied at the prevailing rate of Demurrage Charge, which at present is Rs.150/- per wagon per hour or part thereof.

PCCM/PCOM (whoever is designated for dealing with demurrage) of a Zonal Railways may notify a higher Detention Charge (up to six times the normal rate). Higher Detention Charge will be applied for those PCOs who take excessive time to release their rakes or do so repeatedly.

17.5 Ground Usage Charge

Ground Usage Charge will be levied for the use of ground at CRT.

PCOs will be permitted a free time for use of ground at the CRTs.

Permissible Free time for use of ground for dealing with a container train will be same as is permitted under Wharfage rule for goods traffic, irrespective of the activity or activities done on the rake and number of operations performed (chassis stuffing and de-stuffing, single operation, double operation etc.), which at present is as under:

Type of goods shed*	Free time (in hours)
Group-I	12
Group-II	15
Group-III	30

*Type of goods shed will be determined as per the guidelines prescribed under Wharfage rule

Free time for the purpose of Ground Usage Charge will commence from the expiry of the free time for loading and/or unloading the container traffic. Ground Usage charge will be levied after expiry of the Permitted Free time till the time all containers and cargo are

removed from the ground by the PCO, and ground becomes available to be allotted to the next PCO.

However, if advance stacking has been availed by the PCO, Ground Usage Time will commence from the time advance stacking has been permitted to the time all-cargo and containers are removed, and ground made free for use by the next container train. Ground Usage Charge will be levied after making allowance for permissible free times for advance stacking and for ground usage.

Ground Usage Charge will be levied on per train per hour basis irrespective of the number of container or the goods on the ground. Ground Usage Charge will be levied for full rake of 45 wagons at the prevailing rate of Wharfage charge, as under:

Type of goods shed	**Present rate of Wharfage charge (per wagon per hour or part thereof)**		**Rate of Ground Usage Charge (per rake per hour or part thereof)**
Group-I	Rs.150/-	150 x 45 = 6750	Rs.6750/-
Group-II	Rs.150/-	120 x 45 = 5400	Rs.5400/-
Group-III	Rs.75/-	75 x 45 = 3375	Rs.3375/-

CCM of a Zonal Railway may apply higher Ground Usage Charge (up to six times the normal rate applicable for the 6th Day). Higher Ground Usage Charges will be applied for those PCOs who repeatedly fail to release the ground at the CRT within two days.

17.6 Ground Usage Charge for advance stacking

PCOs may be permitted advance stacking of cargo and/or containers on the ground of any CRT for 24 hours free of any charge for loading on an incoming train.

Ground Usage Charge at the rates mentioned in Para 3.3.7 will be levied in accordance with Para 3.3.5 if the ground is not cleared at expiry of the free time for advance stacking.

However, no ground usage charge will be levied till the placement of the empty container rake for loading even after lapse of the

advance stacking period. The empty container rake will be supplied only after expiry of the permitted time for advance stacking or completion of stacking, whichever is earlier.

At Group-III CRTs, if an operator makes a written request seeking advance stacking permission for more than 24 hours for its incoming train; Sr. DCM, in consultation with Sr. DOM, may grant permission for advance stacking of cargo and/or container for 24 hours free of charge and, thereafter, on levy of charge @20% of prevailing rate of Ground Usage Charge up to four days only, duly keeping in view the traffic pattern, number of rakes handled, availability of space etc. at the CRT concerned.

Advance stacking shall not lead to hold up of other inward/outward traffic. Also, space provided for stacking for container traffic should not infringe the loading/unloading of railway wagons.

Further, if an operator fails to load its train within the permitted advance stacking period, Ground Usage Charge at normal rate shall be levied for the entire period i.e. from the time of commencement of stacking till the time of removal of all cargo/containers from CRT unless rake placement is delayed on account of operating constraint or force majeure, reasons for the same shall be recorded in writing by Sr. DOM and Sr. DCM.

In case of underutilized Group-III CRTs, advance stacking permission for more than above mentioned five days period may be permitted by PCCM, in consultation with PCOM, the Ground Usage Charge for such underutilized Group-III CRT will be decided by PCCM and PCOM in consultation with PFA.

These guidelines are valid upto 25.10.2021.

(Corrigendum No.40 dated 26.10.2020 to RMC/CRT-CCR-Hub&Spoke/2015/0)

17.7 Waiver of Detention Charge and Ground Usage Charge

Detention Charge and Ground Usage Charge will be treated on par with Demurrage Charge and Wharfage Charge for the purpose of

consideration of waiver etc. under justified circumstances as per extant instructions as applicable to waiver of Demurrage/Wharfage charge.

17.8 Development Surcharge

Development Surcharge as applicable on goods traffic will be leviable on container traffic. This surcharge will be leviable on Haulage Charges. At present, Development Surcharge is 5%.

17.9 Multiple Railway Receipts

(Addendum dated 20.04.2017 to RMC/CRT-CCR-Hub&Spoke/2015/0 and Board's letter No.TC-I/2016/103/1 dated 14.09.2018)

Multiple Railway Receipts (RRs) in the name of more than one container operators for a single container train may be issued if owner of the rake offers it for the use by other CTOs provided that the liability for Terminal Access, rake detention and Ground Usage shall be borne by the owner of the rake. In other words, when multiple Railway Receipts in the name of more than one operator for a single container train are issued, then Terminal Access Charge, Detention Charge and Ground Usage Charge, wherever applicable, shall be paid by the owner of the rake. Following procedure/condition may be followed for implementation of afore-said guidelines –

i. 'Multiple RRs in the name of more than one container operator for a single container train' shall be issued if owner of the rake offers it for the use by other CTOs.
ii. In the forwarding note, the details of Lead CTO and other CTOs shall be furnished. Goods clerk will capture such details in TMS.
iii. RR should be prepared on container (TEU/FEU) basis for each CTO.
iv. RR of Lead CTO will be treated as primary RR, and RRs of other CTOs as secondary RRs
v. Terminal Access Charge, Detention Charge and Ground Usage Charge shall be billed in the primary RR.
vi. Haulage Charge for 'empty flat wagon/underload running' in the rake shall be billed in the primary RR.

vii. In the case of a notified commodity, the lead CTO will advise the goods clerk as to total number of such containers (with notified commodities) in the rake CTO wise) & identify container number which will avail the benefit of 'Haulage Charge per TEU rate upto 50TEUs' in a rake' (instead of Container Class Rate). Further, the above dispensation of benefit shall be applied on the basis of number of containers in the rake (and not on the basis of containers pertaining to a TO).

viii. The facility of 'multiple RRs for a single container train' will not be permitted under Hub & Spoke movement till relevant issues are sorted out.

ix. Enroute encumbrance arising out of transshipment, accident or any other reason shall be borne by Lead CTO.

x. Liability of taxation shall be borne by individual CTOs participating in loading the rake. However, all the other related issues/liabilities (including those mentioned in (v) above) shall be borne by lead CTO. In case there is any failure on the part of Lead CTO/other CTOs, all related liabilities shall be borne by the/Lead CTO.

xi. Lead CTO shall ensure for transmission of EDI details (of the full rake including of containers) to FOIS.

xii. Each wagon must contain all TEUs/FEUs of one CTO only, as far as possible.

xiii. It may be ensured by lead CTO that all CTOs booking wagons on a rake for a particular route are eligible for movement on that route as per the categories of the route permitted to them under the Concession Agreement signed with them by Indian Railways.

17.10 Recovery of dues

(Board's letter No.TC-I/2016/201/5Pt. dated 11.07.2019)

Division officers should be asked to enforce the extant rules regarding collection of railway dues from freight customers including Container Train Operators (CTOs). All dues must be raised to customers at the earliest as per schedule and all efforts must be made to prevent outstanding. Zonal Railways must undertake a review of mechanism for regular monitoring of

outstanding dues; and accordingly, system improvement may be taken up.

17.11 Procedure for notifying a railway owned terminal as Container Rail Terminal

If there is a demand for creating a CRT at any railway owned location, it will be processed by PCCM in consultation with PCOM to examine whether such demand is considered necessary and justified. If it is found justified, such a terminal will be notified as a Container Rail Terminal (CRT) with the personal approval of GM.

Before notifying any rail facility as a CRT, it must be ensured that the contemplated container handling activity will not in any way hinder or restrict or hamper handling of inward or outward traffic in rail wagons at present and as far as possible, even in the foreseeable future.

Preferably stations and goods sheds not currently open for goods booking or unused yard lines (including unused yard line at goods sheds notified in Groups I and II) with adequate road access should be considered for notification as CRT.

(a) Container Rail Terminal at Group-I & II goods sheds/stations for Chassis stuffing/de-stuffing operation:

Stations and goods sheds notified in Group-I & II in terms of Wharfage rule may also be considered for notification as CRT. Chassis stuffing/de-stuffing operation may be permitted at all Group-I & II railway terminals, unless and otherwise notified to the contrary by PCOM of Zonal Railways due to operational constraints. Zonal Railways may allow such chassis stuffing/de-stuffing operation of container rakes at such stations and goods sheds only if it does not affect the Railway's operation of loading/unloading of its own stock.

(b) Container Rail Terminal at Group-I & II goods sheds/stations for Lift on-Lift off:

Lift On-Lift Off may also be permitted at Group-I & II terminals by PCCM in consultation with PCOM duly taking into account the

existing pattern of traffic at such terminal, possible effect on the detention of railway owned wagons and the future possibility of diverting traffic from road to rail.

(c) Zonal Railway in their notification for CRT should clearly indicate whether Lift On-Lift Off operation or Chassis Stuffing/De-stuffing or both is permitted at such CRT. While giving permission for CRT, it may be kept in view that required infrastructure is available at such station/goods shed for handling container traffic.

These guidelines are valid upto 30.06.2021.

(Corrigenum No.35 dated 20.04.2017 & No.41 dated 09.12.2020 to RMC/CRT-CCRHub&Spoke/2015/0 and

Every CRT will have a capacity of dealing with one container train only at a time. If suitable placement lines and adequate ground area is available for dealing with more than one container train concurrently in a Terminal or Yard, the available lines and ground area should be demarcated for notifying more than one separate and independent CRTs at such railway goods sheds or unused yard lines.

Permission to use any railway owned terminal as CRT can be terminated by the concerned Zonal Railway after giving a notice of two weeks, if circumstance so warrant in the opinion of the concerned GM. Such decisions will be binding on the PCOs.

For the purpose of giving permission to use any station/goods shed as CRT, the classification of station/goods shed will be done excluding the number of all types of privately owned trains like container trains, automobile trains under AFTO policy and other specialized trains such as road-railers etc. dealt at such station/goods shed. However, for the purpose of granting free time and levy of Ground Usage Charge as prescribed in Para 19.5, the classification of station/goods shed will be done by covering all types of trains including container trains, automobile trains under AFTO policy and other specialized trains such as road-railers etc. dealt with at such station/goods shed.

(Corrigendum No.5 dated 12.07.2016 to RMC/CRT-CCR-Hub&Spoke/2015/0)

17.12 Haulage Charge

Haulage Charge is levied for movement of containers in privately owned wagons. At present, there are two types of rates for levy of Haulage Charge for movement of containers in privately owned wagons, as under:

(a) 'Haulage Charge per TEU' for commodities other than notified commodities.
(b) 'Container Class Rate' for notified commodities.

17.13 'Haulage Charge per TEU' for commodities other than Notified Commodities

Haulage Charge per TEU for commodities other than notified commodities is levied as per the rates notified by Railway Board from time to time. Extant Rate Table for Haulage Charge per TEU for loaded container single deck, empty container single deck and empty flat wagon are given in the ANNEXURE-1.

(Rates Circular No.20 of 2018 and Corrigendum dated 14.11.2018)

With effect from 01.01.2019, it has been decided to (i) grant 25% discount on the extant Haulage Charge per TEU for movement of empty containers and (ii) grant a similar discount of 25% on the extant Haulage Charge per TEU for movement of empty flat wagons. These guidelines are valid upto 30.04.2021.

(Corrigendum No.2 dated 12.12.2018, No.5 dated 30.04.2020, No.6 dated 01.05.2020 to Rates Circular No.20 of 2018; Rates Circular No.6 of 2019)

Haulage Charge for power packed containers should be levied as loaded containers.

With effect from 01.11.2019, it has been decided that Haulage Charge for 22 feet and 24 feet containers will be levied at par with 20 feet container and for 45 feet containers at par with 40 feet containers.

17.14 Double Stack Dwarf Container:

(Rates Circular No.22 of 2017, Corrigendum dated 03.03.2020, Corrigendum No.2 dated 10.03.2021)

With effect from 14.07.2017, it has been decided that Double Stack Dwarf Container (DSDC) shall be charged by applying 17% concession on Haulage Charge per TEU for movement of containers in privately owned wagons. The aforesaid guidelines are valid upto 31.03.2022 (and as amended from time to time).

All ISO Double Stack Container routes will be opened for transportation after assessing the feasibility of the route as well as after conducting trial runs. All such routes shall be mandatorily notified by Railway Board. New Double Stack Dwarf Container freight structure shall be applicable for all routes other than the ISO Double Stack Container routes. However, as O-D route/routes where ISO Double Stack Containers are already in operation, the new structure shall apply, if such container trains run 100 kms beyond (together or at either end) such notified O-D pair route/routes.

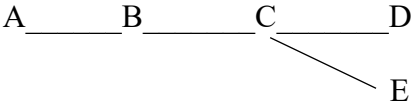
Illustration:

Case (a):

A_____B_____C_____D

In this case, suppose Double Stack ISO container runs from B to C. If Double Stack Dwarf Container moves from A to D then distance from A to B and C to D should be minimum 100 kms (together or at either end).

Case (b):



In this case suppose ISO Double Stack container route is A – D, then Double Stack Dwarf Container route from A to E via C for (taking a diversion from station C) which lies on the route A – D, shall be

eligible for discounted freight, only if the distance from C to E is minimum 100 kms.

17.15 Haulage Charge on Roundtrip basis

(Corrigendum No.30 dated 06.06.2019, Corrigendum No.38 dated 14.09.2020 and Corrigendum No.44 dated 30.03.2021 to RMC/CRT-CCR-Hub&Spoke/2015/0)

In order to provide an economical and reliable alternative for ultra-short lead (i.e. up to 50 Km) container traffic (either EXIM or Domestic or both) which are moving at 'Haulage Charge per TEU' basis, Roundtrip based Charging has been introduced with effect from 15.05.2019, as per the guidelines given below and is valid upto 30.04.2022 (and as amended from time to time) –

A. Charging for Roundtrip container traffic:

i. The charging for movement of container traffic on roundtrip basis shall be equivalent to notified haulage charge for distance slab of 51-100 km (to & fro) for both legs (roundtrip); provided to and fro distance is less than or equal to 50 Km. (For example- if any O-D pair is at a distance of say 32 Km the charging now is

1-50 Km slab on each way. Under roundtrip charging, the rake will be charged under 51-100 Km slab for total of to and fro movement)

ii. Rake of container wagons is of 45 BLC and they will be thus uniformly charged for 90 loaded TEUs, as per weight slab of 26-31T with all other applicable charges. Rake length composition as notified from time to time shall be applicable. The charging will be irrespective of the actual number of containers loaded and irrespective of the weight slab. (An illustration for charging at existing rates is given at ANNEXURE-2)

iii. Container Train Operator (CTO) shall furnish forwarding note for first leg clearly indicating that 'Roundtrip Movement' is envisaged. For the second leg, the CTO at the time of submitting the forwarding note for second leg shall indicate the RR of the first leg that has to be linked to avail the roundtrip charge.

iv. The first leg of the Railway Receipt (RR) shall be prepared on the normal rating for 1-50 km. For return trip, the first-leg RRs shall be tagged/linked with second leg Railway Receipt, and difference in freight between roundtrip charge for 1-100 km & charge of first leg of 1-50 Km will be collected. GST as applicable shall be charged.
v. The Forwarding Note for second leg (return) shall have to be mandatorily submitted and second-leg Railway Receipts (RRs) are to be issued within 72 hours of the issue of the first-leg RRs to avail roundtrip benefit beyond which linking would not be permitted.
vi. All relevant commercial rules and charges as amended from time to time, would be applicable, unless specifically mentioned to the contrary.

B. Operation of Roundtrip:

The guidelines specifying procedure and terms & conditions for operation of Roundtrip in container traffic are given below:

i. PCOM & PCCM of the Zonal Railway shall approve the Originating-Destination (O-D) pair. In case the destination falls on another railway, consent of other zone shall be necessary.
ii. The maximum distance (one-way) between Originating and Destination (O-D) shall not be more than 50 Km. Zonal Railway shall clearly identify the Originating and Destination point station/siding codes.
iii. Zonal Railways shall advise FOIS/CRIS of the approved O-D pair, for roundtrip charging.
iv. Hub and Spoke movement shall not be permitted.
v. No rebooking/diversion of rake shall be permitted under any circumstances.

17.16 Haulage Charge for movement of Cube Containers

Competent authority has decided that Haulage Charge for Cube Container(s) loaded on a container wagon (BLC etc) will be levied at par with the notified Haulage Charge for 40 feet container in "weight slab 10T-20T" irrespective of the fact whether the wagon

is fully loaded or partially loaded with cube container. At present, Haulage Charge for 40 feet container is 1.8 times of Haulage Charge per TEU.

Discount currently permitted for loaded containers and/or empty flats/empty wagons will not be allowed in case of rake loaded with cube containers. Further, notified commodities are not allowed to move in cube containers.

(Corrigendum No.43 dated 07.01.2021 to RMC/CRT-CCR-Hub&Spoke/2015/0)

17.17 'Container Class Rate' for Notified Commodities

1. Notified Commodities

(a) Haulage Charge for the movement of Notified Commodity group namely Alumina; Bricks and Stones; Cement; Iron & Steel; Petroleum Products & Gases and Slag; Chemical Gypsum; Zinc Concentrate, Lead Concentrate, Soap Stone Powder [as classified in Goods Tariff (No.49 Pt.I Vol.II)] in container will be levied as per Container Class Rate prescribed below. Container Class Rate will be applicable for movement of notified commodities in containers except custom bonded EXIM containers.

(Corrigendum No.32 dated 17.04.202; No.39 dated 08.10.2020; No.42 dated 29.12.2020 of RMC/CRT-CCR-Hub&Spoke/2015/0)

(b) Certain commodities have been excluded from the Notified Commodity group as listed in the ANNEXURE-3 and such commodities will be charged at Haulage charge per TEU basis instead of Container Class Rate.

2. Container Class Rate

(a) Container Class Rate for Notified Commodities (except CR Coils under Notified Commodity group 'Iron & Steel') will be levied by applying 15% concession on Applicable Class Rate as published in Goods Tariff (No.49 Pt.I Vol.II), and as amended from time to time.

(b)CP Coke when transported in containers shall be charged at Container Class Rate (CCR) i.e. by applying 15% concession on applicable class rate as published in Goods Tariff and as amended from time to time, subject to the condition that entire container rake shall contain only CP Coke i.e. no other commodity (whether notified or otherwise) shall be loaded along with CP Coke in the said container rake. While booked under 'Hub&Spoke', CP Coke container rake shall not have any other commodity.

(Corrigendum No.18 dated 06.07.2018 of RMC/CRT-CCR-Hub&Spoke/2015/0)

In the case of CR Coils (Cold Rolled Coils), which falls under the notified commodity group 'Iron and Steel', the container class rate will be levied by applying 20% concession on applicable class rate (i.e. GTR minus 20%) as published in Goods Tariff (No.49 Pt.I Vol.II) subject to fulfillment of following terms and conditions:

i. CR Coils upto 5000 tonnes per month will have to be moved from a steel plant (private siding) at existing CCR (GTR minus 15%), after which the concessional rate of GTR minus 20% will be applicable on the additional CR Coil traffic moved in container for that month.

ii. The threshold figure of 5000 tonnes per month may be offered by a single CTO or combined from more than one CTO from a steel plant (private siding). However, an individual CTO is required to offer a minimum volume of 2500 tonnes per month per steel plant and only then it would be able to get the concessional rate of GTR minus 20% once the threshold figure of 5000 tonnes are exceeded.

iii. The rake on which threshold limit as mentioned at (i) above is crossed, will not be eligible for concessional rate. The concessional rate of GTR minus 20% will be levied on the next rake onwards. For example, if threshold limit of 5000

tonnes or 2500 tonnes whichever the case may be, is crossed on second rake, then concessional rate will be applicable from third rake onwards.

iv. Zonal Railways should take special care so as to ensure implementation of this facility scrupulously.

(Corrigendum No.34 dated 30.04.2020 of RMC/CRT-CCR-Hub&Spoke/2015/0)

(i) Container Class Rate for 20' container (TEU) and 40' container (FEU) will be levied on the basis of chargeable weight notified by Railway Board from time to time which at present are notified vide Rates Circular No.5 of 2015, as under:

Type of wagons	Chargeable weight per TEU (in tones)	Chargeable weight per FEU (in tones)
BLLA	30	60
BLCA, BLLB	30.5	61
BLCB	31	62
BFKN	29.85	59.7
BLCAM	33.95	67.9
BLCBM	34.5	69

(ii) Haulage Charge for empty flat wagons will be levied as per prevailing Haulage rates.

(iii) Rounding off of Haulage Charge will be done as per extant guidelines stipulated vide Rule 191 of Goods Tariff No.41 Part-I (Vol. I) and as amended from time to time.

(iv) In accordance with the prevalent instructions, transportation of notified commodity groups remain dis-allowed under double stack operation.

When a notified commodity is loaded in more than 50 containers (TEUs) of a container train either as a single commodity or mixed with other commodity (including other than notified commodity), Haulage Charge for such containers will be levied as per Container Class Rate. For the containers containing single notified commodity, Haulage Charge will be levied as per Container Class Rate of that commodity and for the container loaded with two or more than two notified commodities, Haulage Charge will be levied on the basis of highest Container Class Rate of the commodities which the container contains.

(Corrigendum No.10 dated 10.04.2017 and Corrigendum No.22 dated 27.03.2019 of RMC/CRT-CCR-Hub&Spoke/2015/0)

If 50 or less than 50 containers (TEUs) in a rake are loaded with any of the notified commodity groups either as a single commodity or mixed with other commodity (including other than notified commodity), Haulage Charge for such container will be levied as per prevailing Haulage Rate per TEU. (refer illustration at ANNEXURE-4)

(Corrigendum No.10 dated 10.04.2017 and Corrigendum No.22 dated 27.03.2019 of RMC/CRT-CCR-Hub&Spoke/2015/0)

CTOs should declare the details of commodities loaded in containers in the forwarding note. Concerned Railway staff should verify the correctness of the commodity details furnished by the CTO at the time of booking.

In case mis-declaration is detected in any container, Haulage Charge on the entire rake shall be levied at four times of the highest Container Class Rate. This will be in addition to the Haulage Charge otherwise leviable on the rake. If five cases of mis-declaration are detected for a particular CTO, suitable action may be initiated under Article 17 of Concession Agreement.

The terms and conditions as prescribed vide Board's letter No.2008/TT-III/73/8 dt.01.07.2008 (and as amended from time to time) will continue to be applicable for movement of commodities including notified commodity groups in containers, to the extent modified herein.

17.18 Hub & Spoke System of Charging

General

i. At the time of first booking, the container train operator (CTO) shall declare the list of containers that are to be transported to destinations through designated Hub(s). Stuffing/de-stuffing of such containers at any time during transit will not be permissible.

ii. RRs shall be generated for each leg of the movement separately. However, the linkage of RRs so generated for movements under the Hub & Spoke System shall be maintained for all in-transit containers; all adjusted RRs will have reference to the previous RRs and this information shall be displayed on the container-wise Annexure sheets that form part of the RRs even presently.

iii. In the case of traffic booked under the Hub & Spoke System, diversion and/or rebooking shall not be permissible.
iv. Hubs can also be the final destination of any container.
v. Loaded containers that idle at a designated Hub during transit for a period of five days (which shall be a parametric value) or more would be treated as having been delivered short of destination. In case such containers are ultimately dispatched to their original destinations, through distance or telescopic benefit would not be applicable.
vi. The minimum/standard composition prescribed for different types of stocks would continue to be reckoned for the purposes of generating each RR and also for levy of Haulage Charge for a rake.
vii. Notified commodities moving in a container rake under Hub & Spoke System will be charged as per Container Class Rate (CCR). However, the benefit of levying Haulage Charge per TEU for 50 or less container in the rake will be applicable, subject to the condition that during movement of rake the number of containers loaded with one type of notified commodity will not exceed 50 TEUs at any point of time.

(Corrigendum No.10 dated 10.04.2017 and Corrigendum No.22 dated 27.03.2019 of RMC/CRT-CCR-Hub&Spoke/2015/0)

viii. Other charges such as Punitive Charge, Development Surcharge and Terminal Access Charges applicable on a RR shall not be adjusted in subsequent RRs. These charges will be calculated for point-to-point movements on a single RR basis.

17.19 Methodology for Charging for Single Stack Operations Under Hub & Spoke System

A. In case of container transiting via just one transit Hub:

a. The RR issued at the point of origin (say, S1) would be for its movement to the designated Hub (say, H1). However, the stated destination of the container (say, S2) would be indicated on the RR (and/or the Annexure sheet referred to in Para (ii) above).
b. At H1, the CTO would be required to surrender the RR that was issued at S1.
c. At the time of dispatch from H1, 'freight already collected at S1' would be deducted from the 'freight chargeable for transportation

of the container from S1 to S2 on through distance basis' and 'balance freight' so arrived at would be collected.

d. The (balance freight) RR issued at H1 would reflect linkage to the original RR that was issued at S1.

B. In case of container booked through two transit Hubs:

a. The RR issued at the point of origin (say, S1) would be for its movement to the designated Hub (say, H1). However, the stated destination of the container (say, S2) would be indicated on the RR (and/or the Annexure sheet referred to in Para (ii) above).

b. At H1, the CTO would be required to surrender the RR that was issued at S1.

c. At the time of dispatch from H1, a second RR would be issued; the 'freight chargeable for transportation of the container' would be the 'freight on through distance basis from S1 to H2' minus the 'freight already charged and collected at S1'.

d. The RR issued at H1 would reflect linkage to the original RR that was issued at S1.

e. At H2, the CTO would again be required to surrender the RR that was issued at H1.

f. At the time of dispatch from H2, a third RR would be issued; the 'chargeable freight for the transportation of the container from H2 to S2' would be the 'freight on through distance basis from S1 to S2' minus the 'freight on through distance basis from S1 to H2'.

g. The RR issued at H2 would reflect linkage to both the original RR that was issued at S1 as well as the other, intermediate RR that was issued at H1.

17.20 Methodology for Charging for Double Stack Operations Under Hub & Spoke System

A. In case of containers carried on the lower/bottom deck, charging principle outlined in Paras A & B, as the case may be, for single stack operations under Hub & Spoke System would apply.

B. In case of containers carried on the upper deck, freight for the distance over which the containers are transported on upper deck would be levied @50% of the freight chargeable in line with the

principles outlined above in Paras A and B, as the case may be, for single stack operations under Hub & Spoke System; for example, in case of the containers loaded on upper deck at H1 and transported as such to H2, 50% of the freight as computed under the provisions contained Para B(c) above would apply. The methodology prescribed in Paras A and B above, in respect of issue of RRs at S1 and H1/H2 as well as their surrender at the intermediate Hubs would also apply equally in the case of the double stack operations under the Hub & Spoke System.

ANNEXURE - I

Annexure to Rates Circular No. 20 of 2018

RATE TABLE
FOR
HAULAGE CHARGE PER TEU
FOR
MOVEMENT OF CONTAINERS IN PRIVATELY OWNED WAGONS

Applicable in the case of commodities other than notified commodities (w.e.f. 15.11.2018)

Distance	Haulage Rate per TEU					Empty Container Single Deck	*Empty Flat Wagon
	Loaded Container Single Deck						
	Upto 10T	more than 10T and Upto 20T	more than 20T and upto 26T	more than 26T and upto 31T	more than 31 T		
(Kms)	(₹)	(₹)	(₹)	(₹)	(₹)	(₹)	(₹)
1 - 50	1338	2112	2263	2340	2493	1307	1207
51 - 100	1991	2517	2882	3038	3241	1559	1439
101 - 150	2645	3197	3753	4128	4520	1984	1852
151 - 200	3298	4035	4775	5276	5798	2474	2309
201 - 250	3952	4873	5799	6424	7077	2964	2767
251 - 300	4606	5711	6822	7572	8356	3455	3225
301 - 350	5259	6548	7845	8720	9635	3945	3682
351 - 400	5914	7386	8868	9868	10914	4436	4140
401 - 450	6567	8224	9891	11017	12193	4926	4597
451 - 500	7221	9062	10914	12164	13472	5416	5055
501 - 550	7875	9899	11937	13312	14750	5907	5513
551 - 600	8528	10737	12960	14461	16028	6396	5970
601 - 650	9182	11575	13983	15608	17307	6887	6428
651 - 700	9835	12413	15007	16757	18586	7377	6885
701 - 750	10490	13251	16029	17905	19865	7868	7343
751 - 800	11144	14089	17053	19052	21144	8358	7801
801 - 850	11797	14927	18076	20201	22423	8848	8258
851 - 900	12451	15765	19098	21349	23702	9339	8716
901 - 950	13104	16603	20122	22497	24980	9828	9173
951 - 1000	13758	17441	21145	23645	26258	10319	9631
1001 - 1050	14412	18278	22168	24793	27537	10809	10089
1051 - 1100	15065	19115	23191	25941	28816	11299	10546
1101 - 1150	15720	19953	24214	27089	30095	11790	11004
1151 - 1200	16373	20791	25237	28238	31374	12280	11462
1201 - 1250	17027	21629	26261	29385	32653	12771	11919
1251 - 1300	17681	22467	27283	30533	33932	13261	12377
1301 - 1350	18334	23305	28306	31682	35210	13751	12834
1351 - 1400	18988	24143	29330	32829	36489	14241	13292
1401 - 1450	19641	24981	30352	33978	37767	14731	13749
1451 - 1500	20295	25818	31375	35126	39046	15222	14207
1501 - 1550	20950	26656	32399	36273	40325	15713	14665
1551 - 1600	21603	27494	33422	37422	41604	16203	15123
1601 - 1650	22257	28332	34444	38570	42883	16693	15580
1651 - 1700	22910	29170	35468	39718	44161	17183	16037
1701 - 1750	23564	30008	36491	40866	45440	17673	16495
1751 - 1800	24218	30846	37514	42014	46719	18164	16953
1801 - 1850	24871	31683	38537	43162	47998	18654	17410
1851 - 1900	25526	32521	39560	44310	49277	19145	17869
1901 - 1950	26179	33359	40584	45459	50555	19635	18326

31.10.18

Distance	Haulage Rate per TEU					Empty Container Single Deck	*Empty Flat Wagon
	Loaded Container Single Deck						
	Upto 10T	more than 10T and Upto 20T	more than 20T and upto 26T	more than 26T and upto 31T	more than 31 T		
(Kms)	(₹)	(₹)	(₹)	(₹)	(₹)	(₹)	(₹)
1951 - 2000	26833	34196	41606	46606	51834	20125	18784
2001 - 2050	27487	35034	42629	47754	53113	20616	19241
2051 - 2100	28140	35872	43653	48903	54391	21105	19698
2101 - 2150	28794	36710	44675	50050	55670	21596	20156
2151 - 2200	29447	37548	45698	51199	56949	22086	20613
2201 - 2250	30101	38386	46722	52347	58228	22576	21071
2251 - 2300	30756	39224	47745	53494	59507	23067	21530
2301 - 2350	31409	40062	48767	54643	60786	23557	21987
2351 - 2400	31874	40900	49791	55791	62064	23906	22312
2401 - 2450	32716	41738	50814	56939	63342	24537	22902
2451 - 2500	33370	42575	51836	58087	64621	25028	23359
2501 - 2550	34024	43413	52860	59235	65900	25518	23817
2551 - 2600	34677	44250	53883	60383	67179	26008	24274
2601 - 2650	35331	45088	54906	61531	68458	26499	24732
2651 - 2700	35985	45926	55929	62680	69737	26989	25190
2701 - 2750	36639	46764	56952	63827	71016	27480	25648
2751 - 2800	37293	47602	57975	64976	72295	27970	26106
2801 - 2850	37946	48440	58998	66124	73572	28460	26563
2851 - 2900	38600	49278	60021	67271	74851	28950	27020
2901 - 2950	39253	50115	61045	68420	76130	29440	27478
2951 - 3000	39907	50953	62068	69568	77409	29931	27935
3001 - 3050	40562	51791	63090	70716	78688	30422	28394
3051 - 3100	41215	52629	64114	71864	79967	30912	28851
3101 - 3150	41869	53467	65137	73012	81246	31402	29309
3151 - 3200	42522	54305	66159	74160	82525	31892	29766
3201 - 3250	43176	55143	67183	75308	83803	32382	30224
3251 - 3300	43829	55981	68206	76457	85083	32872	30681
3301 - 3350	44483	56818	69229	77604	86360	33363	31139
3351 - 3400	45137	57656	70252	78752	87639	33853	31596
3401 - 3450	45791	58493	71275	79901	88918	34344	32054
3451 - 3500	46445	59331	72298	81048	90197	34834	32512

* The haulage charges for empty flat wagons/under-load running shall be calculated at two times the per TEU rates, taking one wagon as equivalent to 2 TEU in each case.

Note

(1) Rates in the above tables are published for distance upto 3500 kilometres. The rates for distance beyond 3500 kms will be calculated by adding to the rates for 3500 kms the amount of variation between the rates in the distance slabs of 3401-3450 and 3451-3500

(2) The upper stack in case of double stack container train will be charged at 50% of the above rates

(3) Double stack container rates are for BLC/BLL stock of 60 tonne CC

(4) Rates for 40 feet container will be 1.8 times the rates for a TEU

(5) Haulage rate per TEU upto 10 tonnes, 10 to 20 tonnes, 20 to 26 tonnes, 26 to 31 Tonnes and above 31T includes weight of containers also

31.10.18

ANNEXURE- 2

(Corrigendum No.30 dated 06.06.2019 and Corrigendum No.38 dated 14.09.2020 to RMC/CRT-CCR-Hub&Spoke/2015/0)

ILLUSTRATION for Haulage Charge on Roundtrip basis (refer Para 1.1.6 of Chapter-II)

I. Haulage Charge calculation for movement under Roundtrip in container traffic from A to B and return to A

Originating Point	A
Destination Point	B
Distance (from A to B)	Less than or equal to 50 Kms
Roundtrip	From A to B and return back to A

II. The entire rake of 45 BLCs will be charged for 90 TEUs loaded container rake in the weight slab of 26-31T.

III. Total charges for roundtrip (≤100 Km) will be ₹3038 per TEU which is the haulage rate for 51-100 Km distance slab

Haulage Charge for container rake with composition 90 TEUs = (₹3038 x 90) x 1.05 = ₹2,87,091/- (inclusive of Development Charge @5%)

IV. First-leg Railway Receipt shall be issued on extant Haulage Rate

Haulage Charge per TEU for 1-50 km distance slab for First-leg Railway Receipt = ₹2340/- (weight slab 26-31T)

Total Haulage Charge for container rake with composition 90 TEUs = (₹2340 x 90) x 1.05 = ₹2,21,130/- (inclusive of Development Charge @5%).

V. Second-leg Railway Receipt shall be issued on 'Roundtrip movement' basis and shall be tagged/linked with first-leg Railway Receipt.

VI. Charging for second leg (charges for roundtrip minus charges for first leg) = (₹2,87,091 - ₹2,21,130) = ₹65,961/-.

Note:

(i) The charging will be irrespective of the actual number of containers loaded and weight slab.

(ii) The above illustration is for guidance. It has been worked out based on prevalent rates of Haulage Charge per TEU. If there is any change in Haulage Rate in future, the same will be taken into account for charging.

ANNEXURE-3

(Corrigendum No.6 dated 01.09.2016; No.13 dated 06.11.2017; No.21 dated 18.03.2019; No.24 dated 13.05.2019; No.25 dated 31.05.2019; No.28 dated 22.07.2019; No.29 dated 25.07.2019; No.33 dated 20.04.2020; No.36 dated 13.07.2020 to RMC/CRT-CCR-Hub&Spoke/2015/0)

List of commodities excluded from Notified Commodity Group (w.r.t. Para 1.2.1 of Chapter-II) *(valid until further advise except where validity date is mentioned)*

Bricks and Stones	
1.	Ballast chips
2.	Bricks broken
3.	Ceramic tiles
4.	Chakkees
5.	Fire bricks
6.	Flooring stone
7.	Flooring tiles
8.	Glass stone
9.	Granite
10.	Granite boulders undressed
11.	Gravel
12.	Kota stone
13.	Kunker
14.	Mill stone
15.	Marbles
16.	Polished granite slab
17.	Quartz (chips, stones, gravel, and powder)
18.	Roller stone
19.	Sanitary wares
20.	Slate
21.	Slate stone
22.	Slates in tiles
23.	Stone, cut and/or engraved
24.	Stone dust
25.	Stone grit
26.	Stone pillars
27.	Stone ware

Cement	
28.	Acid resisting cement
29.	Asbestos
30.	Asbestos jointing and packing sheets
31.	Beams (prestressed cement concrete)
32.	Bulk cement (cement in loose)
33.	Cement manufactured
34.	Cement pipes
35.	Cement plaster
36.	Cement tiles
37.	Cement sheets
38.	Coloured cement
39.	Columns (prestressed cement concrete)
40.	Fly ash
41.	Oil well cement
42.	Post sleepers (prestressed cement concrete)
43.	Prestressed cement concrete
44.	Super fine cement
45.	Super masonry cement
46.	White cement
Iron and Steel	
47.	All types of metal and steel scrap
48.	Alloy constructional steels
49.	Angles
50.	Axles iron or steel NOC
51.	Bands
52.	Bars iron or steel galvanised
53.	Beams
54.	Cable wires
55.	Castings NOC
56.	Chains iron NOC
57.	Channels
58.	Cold rolled sheets
59.	Colliery arch and z-pilling
60.	Corrugated sheets
61.	Dog spikes
62.	Elastic rail clips
63.	Fish plates
64.	Flat iron or steel girders

65.	Galvanised coils
66.	Galvanised sheets (corrugated)
67.	Galvanised sheets (plain)
68.	Gutters
69.	Heavy rolls spoils
70.	Hot rolled sheets
71.	Ingots
72.	Iron or steel material used old defacted for rerolng melting
73.	Iron or steel slab
74.	Iron & steel pipe cuttings
75.	Iron and steel sheet cuttings
76.	Joints
77.	Lattice/transmission tower parts
78.	Mill scale iron & steel
79.	Nickled steel bars
80.	Permanent way materials NOC
81.	Piles screws
82.	Pipes all types
83.	Poles
84.	Ribbed wire rod in coils
85.	Rods including high carbon steel rods
86.	Safes iron
87.	Safes steel
88.	Sheets
89.	Shell blooms
90.	Sleepers (cast iron)
91.	Spoons (iron)
92.	Springs
93.	Squares (cast iron)
94.	Squares (other than cast iron)
95.	Stainless steel
96.	Stainless steel bars
97.	Stainless steel rods
98.	Stainless steel sheets
99.	Stainless steel slabs
100.	Steel sheet cuttings
101.	Steel sheets pilings
102.	Structural cobbles
103.	Stainless steel ware

104.	Tacks
105.	Ties
106.	Tin bars
107.	Tyres (iron)
108.	Weights
109.	Wheels
110.	Wire (iron)
Petroleum Products and Gases	
111.	Alkylate
112.	Aviation spirit
113.	Ammonia (anhydrous liquefied gas)
114.	Ammonia liquified gas
115.	Argon gas
116.	Bitumen
117.	Carbon black feed stock
118.	Coal tar
119.	Coal tar pitch
120.	Coal tar pitch (solid)
121.	Compressed gases
122.	Diesel oil
123.	Fusel oil
124.	Hexane
125.	High speed diesel (HSD) blended with biodiesel
126.	Liquefied butane
127.	Liquefied propane
128.	Low sulphur heavy stock
129.	Lubricating oils NOC
130.	Methane gas
131.	Nitrogen gas
132.	Paraffin oil
133.	Petrol (motor spirit) blended with ethanol
134.	Reformat
135.	Residual fuel oil (RFO)
136.	Toluene
137.	Waxy crude oil
138.	Xylene

ANNEXURE-4

Case -I	**Applicable Rates**
45 containers (TEUs) loaded with one type of notified commodity, say Iron/ Steel slab	Haulage Rate per TEU
45 containers (TEUs) loaded with other type of notified commodity, say Alumina	Haulage Rate per TEU
Case-II	
50 containers (TEUs) loaded with one type of notified commodity, say Iron/ Steel slab	Haulage Rate per TEU
40containers (TEUs) loaded with other type of notified commodity, say Alumina	Haulage Rate per TEU
Case-III	
51 containers (TEUs) loaded with one type of notified commodity, say **Iron/ Steel slab**	Container Class Rate for Iron & Steel
39 containers (TEUs) loaded with other type of notified commodity, say Alumina	Haulage Rate per TEU
Case-IV	
50 containers (TEUs) loaded with one type of notified commodity, say **Iron/ Steel slab**	Container Class Rate for Iron & Steel
1 container (TEU) loaded with two types of notified commodity, say **Iron/ Steel slab** and Cement Sheets	Container Class Rate for Iron & Steel
39 containers (TEUs) loaded with other type of notified commodity, say Cement Sheets	Haulage Rate per TEU
Case-V	
50 containers (TEUs) loaded with one type of notified commodity, say **Iron/ Steel slab**	Container Class Rate for Iron & Steel
1 container (TEU) loaded with one type of notified commodity, say **Iron/ Steel slab** and non-notified commodity	Container Class Rate for Iron & Steel
39 containers (TEUs) loaded with other type of notified commodity, say Alumina	Haulage Rate per TEU

Case-VI	
30 containers (TEUs) loaded with one type of notified commodity, say Iron/ Steel slab	Haulage Rate per TEU
30 containers (TEUs) loaded with other type of notified commodity, say Alumina	Haulage Rate per TEU
30 containers (TEUs) loaded with another type of notified commodity, say Petroleum Products & Gases	Haulage Rate per TEU
Case-VII	
20 containers (TEUs) loaded with one type of notified commodity, say **Iron/ Steel slab**	Container Class Rate for Iron & Steel
26 containers (TEUs) loaded with two types of notified commodities, say **Iron/ Steel slab** and Cement Sheets	Container Class Rate for Iron & Steel
25 containers (TEUs) loaded with one type of notified commodity, say **Iron/ Steel slab** and non-notified commodities	Container Class Rate for Iron & Steel
19 containers (TEUs) loaded with non-notified commodities	Haulage Rate per TEU



Re-development of Railway Station, Habibganj

PRIME MINISTER
GATI SHAKTI NATIONAL MASTER PLAN

18

Traditionally, there was lack of coordination between different Departments, for example, once a road was constructed, other agencies dug up the constructed road again for activities like laying of underground cables, gas pipelines etc. This not only caused great inconvenience but was also a wasteful expenditure. To address this, efforts were made to increase coordination so that all cables, pipelines etc. could be laid simultaneously. Steps have also been taken to address other issues like time-taking approval process, multiplicity of regulatory clearances etc. In the last few years, the Government has ensured unprecedented focus on infrastructure through a holistic outlook. This helps to address the past issues through institutionalizing holistic planning for stakeholders for major infrastructure projects. Instead of planning & designing separately in silos, the projects will be designed and executed with a common vision.

PM Gati Shakti is a digital platform, and a holistic infrastructure development programme, aiming to improve the productivity of industries and employment opportunities, through the medium of synergizing various government ministries, it is an integrated step

towards developing modern India, consisting of railways, aviation, waterways, and roadways. Hon'ble Prime Minister on 15th August 2021 announced the "Pradhan Mantri Gati Shakti National Master Plan', which means **"the power of speed"**, marking **"Azadi ka Mahotsav** as India enters its Amrit Kaal.

Hon'ble PM mentioned that the purpose of **Amrit Kaal was to improve the lives of India's citizens, lessen the divide between cities and villages, introduce the latest technologies and opt for minimum government and maximum governance.** It includes four priority areas, namely.

1. PM Gati Shakti,
2. Inclusive Development,
3. Productivity Enhancement and Investment, Sunrise Opportunities, Energy Transition and Climate Change, and
4. Financing of Investments.

Pegged at a budget of Rs. 100 lakh crores, this national master plan for multi-modal connectivity will break departmental silos and institutionalize holistic planning for stakeholders across major infrastructure projects This would enable departments to have visibility of each other's projects and to beat the categorized bureaucratic system, through integrated planning and coordinated execution.

18.1 Objective of PM Gati-Shakti

The PM Gati-Shakti aims to create Next Generation Infrastructure by learning from the past. The PM Gati-Shakti National Master Plan is as an integrated plan which will address the missing gaps to ensure seamless movement of people, goods & services.

1. It aims to enhance ease of living, ease of doing business, minimize disruptions and expedite completion of works with cost efficiencies.
2. PM Gati-Shakti will help in achieving the objective of an ‘Aatmanirbhar Bharat’ by providing visibility to various stakeholders.
3. Instead of planning & designing separately in silos, the projects will be designed and executed with a common vision.
4. It will incorporate the infrastructure schemes of various Ministries and State Governments like Bharatmala, Sagarmala, inland waterways, dry/land ports, UDAN.

5. Economic Zones like textile clusters, pharmaceutical clusters, defence corridors, electronic parks, industrial corridors, fishing clusters, agri zones etc. will be covered to improve connectivity & make Indian businesses more competitive.
6. This will boost economic growth, attract foreign investments, and enhance the country's global competitiveness.

18.2 Vision of the PM Gati-Shakti

The vision of this priority area is to incorporate schemes of various Ministries and State Governments like Bharatmala, Sagarmala, inland waterways, dry/land ports, UDAN, etc., and increase the range of Economic Zones such as textile clusters, defence corridors, pharmaceutical clusters, electronic parks, industrial corridors fishing and agricultural zones to improve connectivity and ensure that Indian businesses become more competitive. It would also extensively use spatial planning tools with ISRO (Indian Space Research Organization) imagery developed by BISAG-N (Bhaskaracharya National Institute for Space Application and Geoinformatics) as one of the ways in which to leverage technology for a coordinated execution of the projects.

18.3 The PM Gati-Shakti National Master Plan

The Union Cabinet cleared the PM Gati-Shakti - National Master Plan for multi-modal connectivity to economic zones on 21st October 2021. It is a giant stride in India's ambitious goal of achieving US $5 trillion economy.

Announced during the Prime Minister's address to the nation on the 75th Independence Day from Red Fort, The PM Gati-Shakti (speed and power) focuses on India's citizens, industries, manufacturers, farmers, villages among others. The PM Gati-Shakti is supposed to break departmental silos and institutionalize holistic planning for take holders across major infrastructure projects.

The PM Gati-Shakti will ensure that India of the 21st century does not waste money or time due to lack of coordination in infrastructure projects. Under the PM Gati-Shakti National Master Plan, everything, from roads to railways, from aviation to agriculture, various ministries and departments would be linked. A technology platform has also been prepared for every mega project so that every department has accurate information on time.

PM Gati Shakti shall bring in various stakeholders together and help integrate different modes of transportation. It will give new energy to the present and future generations of the country to build India of 21st century and lay the foundation of Aatmanirbharta for the next 25 years.

The master plan takes a holistic approach to sector-specific developments by integrating 16 ministries in a joint committee to implement and monitor Rs. 100 lakh crores of investment.

A closer look at the sector-wise take outs are as follows:

1. **Telecommunication sector**
   In the Telecommunication sector, a total length of 35,00,000 km of optical fiber cable network is to be laid down by 2024-25. Connecting all 2,50,000 Gram Panchayats with high-speed internet and 4G mobile connectivity by 2022.
2. **New and Renewable Energy sector capacity**
   New and Renewable Energy sector capacity is to be increased from 87.7 Gigawatt to 225 Gigawatt by 2024-25. 50 per cent of India's power generation capacity is to be met by renewable energy sources by 2024-25.
3. **Power transmission network**
   Power transmission network is to be upgraded from 4,25,500 circuit km to 4,54,200 circuit km by 2024-25. Transmission network performance parameters to match the best global standards.
4. **Petroleum and Natural Gas sector**
   In Petroleum and Natural Gas sector, 17000 km long trunk pipeline, connecting major demand and supply centers for industries, is to be added by 2024-25 making a total length of 34500 km of pipeline across the country. All states to be connected with the trunk natural gas pipeline network by 2027.
5. **Sagarmala**
   Powered by Sagarmala, shipping sector to see an increase in cargo capacity at the ports to 1759 million Metric Tonnes per Annum (MMTPA) by 2024-25 from 1282 MMTPA in 2020. Cargo movement on all national waterways will be 95 million Metric Tons (MMT) by 2024-25 from 74 MMT in 2020. Cargo movement on Ganga to be increased from 9 MMT to 29 MMT by 2024-25.
6. **Powered by Regional Connectivity Scheme –**
   UDAN, civil aviation sector to see an increase in the aviation footprint globally. 220 airports, heliports, and water aerodromes to be operational by 2024-25. 109 airports including existing 51 airstrips, 18 greenfield airports, 12 water aerodromes and 28 heliports to be developed by 2024-25.
7. **Bharatmala**
   Powered by Bharatmala, in the road transport and highways sector two lakh km route of national highway network to be achieved by 2024-25. Along the coastal areas, 5590 km of four & six-lane national highways to be

completed by 2024-25. All state capitals in North-Eastern Region to be connected with either four-lane National Highway or two alternate alignments of two-lane configurations each by 2024-25.

8. **Indian Railways**
   By 2024-25, Indian Railways to see a decongestion by 51 per cent due to completion of critical projects. Cargo to be handled by Indian Railways will be 1600 million tonnes up from 1210 million tons in 2020. Western and eastern dedicated freight corridors for faster movement of freight trains to be completed.

18.4 Six Pillars of The PM Gati-Shakti National Master Plan

There are six pillars supporting the Master Plan and facilitating coordination between Ministries and Departments:

1. **Comprehensiveness:**
   All Departments would have access to visibility of projects of each other's activities, providing critical data for planning and execution in a comprehensive manner. The centralized portal would include all the existing and future projects of various Ministries.
2. **Prioritization:**
   The Ministries would now be able to prioritize their projects through cross-sectoral interactions made through the Gati Shakti portal.
3. **Optimization:**
   The National Master Plan will assist different Ministries to coordinate their projects after identification of critical gaps Transportation of goods would also be easier as the plan would help select the optimum route, redating time, and cost.
4. **Analytical:**
   It will provide all the data in one place using GIS based spatial planning and analytical tools with over 200+ layers, as a means of enabling better coordination and execution of projects.
5. **Synchronization:**
   Ministries often work at individual capacities and in silos, leading to a lack of coordination in planning and implementation of projects, resulting in delays. The plan is to synchronize the activities of such departments, as well as the different layers of governance in a holistic manner.
6. **Dynamic:**
   All the various Ministries and Departments will be able to visualize, review and monitor the progress of cross-sectoral projects, using the GIS platform as the satellite imagery will give on-ground progress

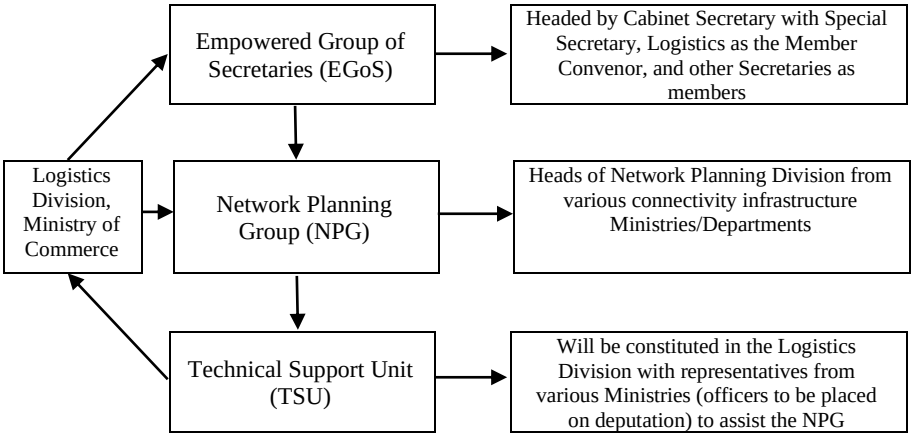
periodically and which would be updated regularly on the portal. This will help in identifying the vital interventions required for enhancing and updating the master plan.

18.5 Institutional Framework

The National plan will give impetus for the rolling out of government policies related to infrastructure, for planning and execution. It would employ the usage of next generation technology, multimodal connectivity, and modern infrastructure to gain momentum from its initiation. Hence, the institutional framework for rolling out, monitoring and implementation of projects is designed to be supported by a three-tier system:

1. **Empowered Group of Secretaries (EGOs):**
   EGOs will be headed by the Cabinet Secretary and consist of the Secretaries of 18 Ministries as members, and the Head of Logistics Division as the Head Convenor. It has been mandated to review and monitor implementation of the PM Gati Shakti National Master Plan to ensure logistics efficiency,
2. **Network Planning Group (NPG):**
   It will consist of heads of Network Planning wing of respective Infrastructure Ministries and assist the EGOS.
3. **Technical Support Unit (TSU):**
   It is approved for providing the required competencies for the complexities involved in the overall integration of networks, enhancing optimization to avoid duplication of works for holistic development of any region and reduces cost of logistics through micro- plan detailing.

Governance framework



Besides the institutional framework, the implementation of the plan also depends on stakeholder synergies, financing infrastructure and status of credit information. Bringing in local municipalities and state governments into the folds of this plan would ensure a smooth coordination and facilitation for projects, increasing connectivity and mobility.

S. No.	Ministry/Department
1	Ministry of Railways
2	Ministry of Road, Transport & Highways
3	Ministry of Ports, Shipping and Waterways
4	Ministry of Civil Aviation
5	Ministry of Petroleum & Natural Gas
6	Ministry of Power
7	Department of Telecommunications
8	Ministry of Coal
9	Ministry of Mines
10	Department of Chemicals & Petro-Chemicals
11	Department of Fertilizers
12	Ministry of Steel
13	Department of Expenditure
14	Department for Food and PDS
15	Ministry of Agriculture and Farmer Welfare
16	Ministry of Fisheries, Animal Husbandry & Dairying
17	Ministry of Tourism

18	Ministry of Commerce and Industry
19	NITI Aayog
20	Ministry of Housing and Urban Affairs
21	Ministry of Electronics and Information Technology

To design and maintain such modern infrastructures, financing bodies can help enhance capital base, speeding up of debt resolution system and ensuring higher scalability for banks and non- banks to participate in. And finally, the sharing of credit information by a credit institution to a central agency is in public interest and can be used to mitigate credit risk.

18.6 Role of state governments in PM Gati-Shakti

The State governments have large infrastructure responsibilities spread across departments and agencies. Success of The PM Gati-Shakti National Master Plan for multi modal connectivity largely depends upon the coordination between:

i. Various Central Ministries/Departments with various State Government/Departments.
ii. Various Departments within a State.
iii. Various Departments of a State with various Departments of another States.

It is essential that a The PM Gati-Shakti State Master Plan be prepared for providing multi-modal connectivity infrastructure for various economic zones in the State. It is further envisaged that State-level EGOS headed by Chief Secretary on the pattern of EGOS is also constituted. Similarly, creation of NPG at State Level and TSU in industries departments of State Governments are required.

18.7 Role of district administration

The District Administration will help in ground-level implementation of the planned initiatives/projects under PM Gati-Shakti including expediting the district level approval processes. It is essential that required layers of data are mapped on GIS platform. Its visualization and utility by district administration will help in attaining the objective. Also, it will

help in identifying district level projects which will complement the initiatives/projects of the Central Ministries/ Departments and State Governments.

18.8 How Gati-Shakti will be beneficial for the common man.

1. The multi-modal connectivity will provide seamless movement of people, goods, and services from one mode of transport to another.
2. National Master Plan will facilitate the last mile connectivity of the infrastructure so that road, rail, power, optic fiber cable, gas pipeline etc. are available to the people.
3. Public transport platforms such as the Indian Railways, Metro Trains, Regional Rapid Transit System (RRTS), Interstate Buses, Bus Rapid Transit (BRT) as well as Aviation can no longer operate in isolation and must come together to provide integrated and seamless connectivity to commuters.
4. This needs to start with integrated planning for implementation of efficient interchanges. For example, Sarai Kale Khan and Anand Vihar RRTS stations have been planned by dovetailing the existing infrastructure and the proposed projects, like Bus Terminal, Metro, Railway Station, Taxi Stand, Shopping Complex, Office Spaces etc., of various agencies for development of the Multi Modal plans for this area.
5. This will provide safe & weather protected transit with seamless interchanges thus promoting ease of living for the people. This concept is proposed to be replicated at important interchanges as prioritized under the plan.

18.9 How will Gati-Shakti facilitate Ease of Doing Business

1. The plan will provide the public and business community information regarding the upcoming connectivity projects, other business hubs, industrial areas, and surrounding environment.
2. This will enable the investors to plan their businesses at suitable locations leading to enhanced synergies.
   For example, Bargur SIPCOT Industrial Estate in Krishnagiri District was established in 1993 in an area of 1,093 acres. However, on account of non- availability of road and rail connectivity, the response of industrial land was very weak due

to which only 30 percent land could be allotted till 2020. If the road and rail connectivity had been ensured beforehand while developing an industrial estate, the take-off of the project would have been faster.

3. National Industrial Corridor Programme where new greenfield industrial cities are getting developed, the multi modal connectivity is planned from the very beginning in coordination with various line departments/ ministries so that once the Industrial Area is ready with all the plug n play infrastructure facilities, the to and fro connectivity through various modes is also available.
4. Environmental clearances, common facilities and single window clearance systems required by industries are being provided upfront facilitating ease of doing business for the industries.

18.10 Establishing Economic Zones

One of the important features of the National Master Plan, is the establishment of Economic Sector Zones, to boost India's ease of doing business. Some sectors where they have been proposed are:

1. For promotion of industry and internal trade, 11 industrial corridors comprising 32 nodes/projects to be developed in four phases by 2024-25. Greenfield smart industrial cities are to be created for reliable, sustainable, resilient, and quality infrastructure for industries.
2. 90 textile clusters/mega textile parks to be developed by 2024-25. 10 mega integrated textile regions/parks to have plug and play facilities, common facilities, and integrated value chain to boost scale and efficiency with two parks partly dedicated to machinery manufacturing.
3. 109 pharma and medical device clusters to be developed by 2024-25. 10 pharma clusters to be developed by financing common facilities worth Rs. 20 crore each. Further, three bulk drug parks and four medical device parks to be developed.
4. For electronics manufacturing, 38 Electronic Manufacturing Clusters (EMCs) to be developed by 2024- 25. Among them, 23 new clusters to have plug & play and CFC facilities.

5. By 2024-25, two defence corridors to be developed with a target investment of over Rs. 10000 crore each. A turnover of Rs. 170000 crore including export of Rs. 35000 crores in aerospace and defense goods and services to be achieved by 2024-25.
6. By 2024-25, 197 mega food parks and agro-processing centers to be developed increasing the food processing and preservation capacity from 222 lakh MT to 847 lakh MT. Further, a value chain development of agri-food produce on cluster basis would be done.
7. By 2024-25, 202 fishing clusters/fishing harbors and major fishing landing centers to be developed with an additional fish production of 70 lakh metric tonnes and doubling of fisheries exports. Integrated aqua parks as hubs of multifarious fisheries activity to be developed.

18.11 Focus on Logistics

The logistics sector has been recognized for the first time in the Union Budget of 2022, and for the significant role it plays in the economy. Focusing on this sector will attract more investments from institutional funds and developers, led by the PM Gati Shakti plan to set up multimodal logistics parks and other initiatives. Following this, logistics hubs in tier 2 and tier 3 cities will reap the benefits, apart from the major metropolitan cities such as Mumbai, Delhi NCR, Kolkata, Bangalore, etc.

This recognition has been lauded by several industry leaders and Ministries as a transformative step towards an integrated network for monitoring and coordination of projects and the Finance Minister's efforts to simplify the tax structure. This would bring together 16 ministries, including railways and roadways, and 24 digital systems of six ministries through Unified Logistic interface Platform (ULIP), creating a National Single Window Logistics Portal that would effectively reduce logistic cost.

One of the primary examples of the Centre's focus on connectivity would be the first freight train reaching Manipur's Rani Gaidinliu Railway Station, Tamenglong, after 75 years of independence, allowing for further transformation in the North-Eastern region of the country.

The Union Minister for Commerce and Industry, Shri Piyush Goyal, notes that the export target of US $650 billion with 2022's financial year would be achievable, as a target of $400 billion merchandise exports is within sight and the services sector should strive for US $250 billion in exports. India had recorded its highest ever monthly merchandise exports in December 2021, with $37.29 billion, indicating a rise of 37 per cent over USS 27.22 billion in December 2020 and an increase of 37.55 per cent over US$ 27.11 billion in December 2019.

By encouraging private participation in the market, India aims to capitalize on the advantage of its geographical location and create a robust system of catering to domestic and international market demands and investments. The plan aims to boost warehousing and logistics facilities within the country, expanding the depth of reach to new age consumers, who are rapidly increasing as the country's digital/internet reach increases.

Apart from the infrastructure developments, experts have also focused on the sustainability initiatives of the plan. The Amrit Kaal initiative conceptualized by the government to boost ease of doing business would aid in Improving productive efficiency of capital and human resources. The announcement of a battery swapping policy, the introduction of a uniform standard of batteries for e-vehicles, while encouraging the public and private sectors towards a sustainable and eco-friendly approach has also been deemed commendable by many.

18.12 Benefits of the Plan

1. The higher share of freight for the railways and railroad multi-modal connectivity shall provide multiple benefits such as:
   a) Reduced cost of logistics to GDP that has prevailed at about 14% to an aspirational 8%.
   b) Addresses the challenge us reducing vehicular emissions from road freight growth to meet climate change

commitments and containing input costs due to extraordinarily high taxes on diesel.

2. Integration of postal and railways network would greatly facilitate easier mobility for parcels, helping lead to One Station One Product
3. Will introduce 400 new generation Vande Bharat trains, as well as National Ropeways Development Plan as sustainable alternative to conventional roads.
4. With respect to efficiency in port operations, it has:
   a) Increased cargo handling capacity
   b) Reduced vessel turnaround time

A holistic and integrated transport connectivity strategy will greatly support Make in India and integrate different modes of transport.

18.13 Challenges

1. The COVID-19 pandemic has brought about large unemployment in the country and affected global markets and businesses. It would be challenging to ensure that a vast majority of the population is able to receive employment through the plan, to meet the lagging demand and supply of the markets.
2. Even after employment, capacity building and skill training would need to be imparted to ensure that they can meet global standards, India's workforce largely is within the informal sector, who may have limited training and education. This would hamper their chances for gaining skillful employment and increase the gap between white-collar and blue-collar jobs.
3. While the Central Government has announced a grand budget for the plan, ensuring infrastructure development and increasing India's manufacturing capabilities would still require investments from global groups. For eg, developing manufacturing hubs to meet global market demands for goods, or upgrading other sectors like aviation, technology, etc. would require huge investments.
4. Issues may arise from incompatible or hostile land acquisition to develop projects. While large projects require huge plots of land, the population and wildlife living within its vicinity may be affected.

Alienation of people from their land may lead to socio-political issues as well as have consequences on the environment.

18.14 The Role of Logistics Division in PM Gati-Shakti

To achieve its mandate to develop and integrated cost-effective, reliable, sustainable, and digitally enabled logistics ecosystem in the country in coordination with the respective line Ministries/Departments, the role of Logistics Division will be as under:

a. Further develop and monitor the National Master Plan (NMP) in co- ordination with the respective line Ministries.
b. Operationalise the Network Planning Group (NPG) & the Technical Support Unit (TSU).
c. Handhold all stakeholders and provide capacity building on the use of the Monitoring Tools for updating and sharing data.
d. Identify projects which are vital or critical from multimodal connectivity point of view through Network Planning Group (NPG).
e. Coordinate for upgradation of the NMP portal from time to time and use the monitoring tools for review by the EGoS, NPG, and other stakeholders.
f. Act as Secretariat to the Empowered Group of Secretaries (EGoS) for its ToR.

The PM Gati-Shakti - National Master Plan provides an integrated platform where all the economic zone and their multimodal connectivity infrastructure have been depicted with an aim to boost the economic and overall development of the region. The same will provide physical linkages to promote comprehensive and integrated multimodal national network of transportation and logistics thereby enabling smooth transportation of goods, people, and services to create efficiency gains and avenues for further developments, value addition and creating employment opportunities.

The Plan holistically look at the interventions required to be taken for reduction in the cost of logistics like encouraging higher use

of alternate fuels like LNG/methanol and rationalization of taxes/GST on improving procedures for seamless multimodal transport as well as consider transportation of high value items by air. It also looks at the interventions required to efficiently transport bulk goods based on the demand side requirement of various Ministries like Steel, Coal, Fertilizer etc.

The challenges being faced by the logistic sectors.

Few challenges being faced by the logistic sector o India are as follows:

i. **High Logistics Cost:**
India's Logistics cost approx. 14% of GDP. Transportation and Warehousing contributing more than 60% of the cost.

ii. **Performance in Global Rankings:**
India's Ease of Doing Business ranking (2019): 63, Logistics Performance Index (2018): 44 The ranking can be improved with an optimized logistics sector.

iii. **Standalone Digital Systems:**
Even though the departments serving logistics sector adopted the digitization, information flow between the systems is limited, making documentation and approval process very complex.

18.15 The Role of Indian Railways in the Prime Minister Gati-Shakti National Master Plan

Creation of the Gati-Shakti Directorate in the Railways

It has been decided to create a new Directorate namely 'Gati Shakti Directorate' by clubbing Plan Heads (PH)- 11, 14, 15, 16, 33, 35 & 81 presently dealt with by Works, Signal, RE Directorate into one Directorate as named above to bring synergy and to improve efficiency of the system so as to create additional rail infrastructure and thereby enhance railway market share in country's cargo loading and reduce logistic cost.

1. The new Gati Shakti Directorate is headed by AM/PED designated as AM/PED(GS). The composition and brief duty list of the Gati Shakti Directorate is enclosed at Annexure-I.
   1.1 Gati Shakti Directorate will work with the existing strength of Works, RE and Signal Directorate and of Project Branch included in the Gati Shakti Directorate. Further strengthening of Gati Shakti Directorate would be undertaken in due course as per need.
   1.2 As regards, Financial Powers it would be in line with the extant instructions issued vide Office Order No. 01 of 2017 and the same procedure as enclosed at Annexure-II would be followed for Appraisal and Approval of Public Funded Umbrella Projects dealt with by Gati Shakti Directorate.
2. All proposals emanating from the Gati Shakti Directorate are being concurred by its own Associate Finance. For technical approval of the project under PH-33 & 35, the proposal now be routed through concerned AMs.
3. The Survey proposals/DPRs/Survey Reports after examination and concurrence of associate finance will be put up to Board through Board memorandum/Note and same will be presented to the Board, if required. The Board may approve or modify. Thereafter, proposal, if required, will be processed to Hon'ble MR as per the extant provisions.
4. The newly created Gati Shakti Directorate reports to Member Infrastructure, Railway Board. However, APAR of concerned EDs will be initiated by AM/PED (Gati Shakti), reviewed by concerned Board Member and accepted by CRB & CEO, Additional Member/RE will continue to report to Member Infrastructure regarding all policy matter and technical approvals of RE projects. ED/Electrical will report to AM/RE on these matters.
5. For implementation purpose, all the officers working in Gati Shakti Dte. will also work concurrently in their existing Directorate for other works listed in their subject list till the new system stabilize. The existing Directorate will mainly be involved in policy formulation in their subject matter, sanction, and monitoring of works other than Gati Shakti works, Parliament related works, RTI etc.

Composition and Board Duty List of Gati Shakti Directorate

1. The Directorate is headed by AM/PED (GS) and assisted by the other officers.

S.N.	Officers	Brief Duty List
I	AM/Principal Executive Director (PED)	Overall coordination including arranging meetings of the Expanded Board for Railways (EBR), Interface with all ministries including NITI Aayog, Ministry of Finance, Ministry of Statistics and Programme Implementation etc.
II	ED/GS (Civil 1) (IRSE) with 2 Directors	Appraisal and Sanctioning of Projects, Detailed estimate/Revised estimated, Sanction and examination of surveys, DPRs. Plan Head 11 – New Line Plan Head 13 – Gauge Conversion Plan Head 15 – Doubling Plan Head 16 – Traffic Facility
III	ED/GS (Civil 2) (IRSE) with 3 Directors	Progress & Monitoring of sanctioned Projects Plan Head 11 – New Line Plan Head 14 – Gauge Conversion Plan Head 15 – Doubling Plan Head 16 – Traffic Facility Plan Head 81 - Sanction and Progress, Monitoring of MTP Projects, State JVs
IV	ED/GS (Traffic) (IRSE) with one Director	Scrutiny of survey reports, DPRs of New Line, GC, Doubling, Traffic Facilities from Traffic requirement and overall Planning perspective, recommending investment proposals (Planning). Prioritizing the works as per operational requirements.
V	ED/GS (Electrical) (IRSE) with one Director	Plan Head 35 – RE Works
VI	ED/GS (S&T) (IRSE) with one Director	Plan Head 33 – S&T

VII	ED/GS (Finance) (IRSE) with one Director	Associate Finance
VIII	Economic Adviser (IES) (Part-time)	For all projects
IX	Dy. CSC/GS (RPF JAG SG Officer)	Security related matters for all projects

2. Board functions of Gati-Shakti Directorate would be as under:
   a. Planning and prioritization of projects related to Gati Shakti Directorate.
   b. Sanctioning of Survey Preliminary Engineering Technical Survey (PETS), Final Local Survey (FLS)
   c. Examination of Survey reports and Detailed Project Report (DPRs)
   d. Appraisal and Sanctioning of New individual works/Umbrella Works by Competent Authority depending upon the cost of project.
   e. Arranging meeting of the Expanded Board for Railways (EBR) and taking necessary actions thereafter Interface with NITI Aayog and Ministry of Finance, Ministry of Statistics and Programme Implementation.
   f. Preparation of the Cabinet Note for approval of the Cabinet Committee on Economic Affairs (CCEA) for projects.
   g. Sanction of detailed estimate, revised estimate including material modification.
   h. Audit of various projects if there are delays and bringing out reasons for taking corrective actions.
   i. Monitoring of the projects through Project Management Unit (PMU) Co-ordination with State and Central Government for Forest Clearance, Wildlife Clearance, Land Acquisition, Power Supply.
   j. ending review meetings regarding sanction/progress of railway projects being held by PMO, Cabinet Secretariat and the concerned Ministries wherever required.

k. Dealing with all related Parliamentary matters, RTI and Standing Committees.
l. Policy matters related to project management, Gati Shakti initiative.

3. Some of the activities like preparation of reports, presentations liaisoning, co-ordination with various stakeholders etc, would be undertaken through outsourced staff by hiring young professionals through service contracts for Gati Shakti Directorate to assist the officers in their day to day working.

Financial Powers for Appraisal and Approval of Public Funded Umbrella Projects dealt with by Gati-Shakti Directorate.

Cost of the Project	IPA**	Appraised by	Approved by
Up to Rs. 100	MF*	MF	Chairman & CEO, RB
More than Rs. 100 Crore and up to Rs. 500	MF	Railway Board	Minister of Railways after examination and recommendation of Board
More than Rs. 500 Crore and up to Rs, 1000 crore	MF	NITI Aayog, Expanded Board for Railways chaired by CRB & CEO, RB	Minister of Railways
More than Rs. 1000 crore	MF	NITI Aayog, Expanded Board for Railways chaired by CRB & CEO, RB	Cabinet Committee on Economic Affairs

*MF- Member Finance
**In Principle Approval
Reference- Letter No. 2022/O&M/6/1 dated 26/05/2022 is issued and signed by B. Mjumdar, Joint Secretary, Railway Board

18.16 Operationalization of Gati-Shati Units in the Divisions

Gati Shakti Units have been operationalized all division of Indian Railways as per instructions issued dated 27.07.2022. The following policy decision has been taken to ensure proper working of Gati Shakti Units and same to be ensured by the GM/DRMs.

1. It is decided that AGM should be uniformly nominated as Zonal coordinator (to be assisted by CPD/CE(SD)] for the Divisional Gati Shakti Units in the respective Zones:
2. House retention is allowed to the officer posted in Gati Shakti Units at the previous place of posting for one year or scholastic year whichever is earlier.

3. CPM/GS will be eligible for house retention at previous place of posting. Outstation CPM/C posted in field under CAO/C will also be eligible for house retention at previous place of posting on similar basis.
4. The CPM/GS and CAO/C units may engage project office support service agency/ General Consultants for technical support/assistance in office management.
5. This provision is in addition to PSSA (provision for works on BOQ basis) and PMS (provision for EPC contacts). The project office support service agency / General Consultants being deployed for office work also will assist the officers of Gati Shakti Units in coordination with the project specific PSSA/PMS within estimate provisions.
6. The Division Gati Shakti Units have already been permitted to engage retired Senior Supervisors below age of 65 years with approval of GMS.
7. GM/DRMs to ensure posting of JS/SS officer by suitably redistributing the work among officers of HQ, Divisions, Extra Divisional units and releasing surplus officer for posting in Gati Shakti Units. Care, however, has to be taken that officers and staffs in construction organizations who are executing major infrastructure projects are not depleted Wherever there is still shortage, retired JS/SS/JAG officers of age below 65 years can be engaged in Gati shakti units and construction organization with approval of GMs. However, the number of such retired re-engaged officers can be limited to 2 (two) for each Gati Shakti Units and 5 (five) for each CAO/C Unit.
8. Fresh candidates from RRB have already been allotted to Zonal Railways. Board has also advised to GMs vide letter No. E(NG)/2022/TR/32 dated 24.08.2022 to depute adequate number of SSE/JE to CPM/GS and CAO/C Units GMs office to distribute these supervisors by name to CAO/C and CPM/GS of Divisions duly taking into account their requirements, in order to ensure that there is no delay in allocating this manpower for execution of projects.
9. It was noted that in a number of the Divisions, the CPM/GS and Dy CPMs are yet to be posted Most of the Electrical and S&T officers are

posted on looking after basis This will hamper the works assigned to divisional Gati Shakti Units GMs may ensure posting of required officers in place duly redistributing the workload among available officers.

10. Exclusive JS/SS officer and section officer of Finance department may be posted to the extent possible in the Gati Shakti Unit. His/Her overall supervision will continue to be with Sr. DFM as per Para 1.7 of the letter dated 27.07.2022.
11. Like CPM/GS power for CPM/Const. also being utilize working in field. The provisions in Para 1, 2 and 3 above and powers given in letter dated 27.07.2022 can accordingly be utilized for CPM/Const posted in field.
12. The constitution of Tender Committees falls under the purview of Zonal Railway For uniformity among all Gati Shakti Unit of Divisions, GM may nominate SAG level T.C. for works cost above 20 crore & up to Rs.50 crore. Whenever SAG finance officer is not available locally, local JAG/SG finance officer may be nominated as per similar provision in para 3.1 of Model SOP, Part-D & Rly Bd. letter no 85/F(S) VPW/7/1 of 27-05-1987.
13. Network Planning Group (NPG) should be formed at Zonal HQ & Division level as advised vide letter no 2021/W-1/Genl/Gati Shakti dated 28.10.2022 to have synergy and integrated projects planning.
14. The transfer of works to Gati Shakti Units should be done judiciously by GMs keeping in view relative capacity of GSU and construction organization to execute the concerned work, to avoid delays in completion/targets. However, Amrit Bharat Station works which do not involve large scale upgradation, will be generally assigned to Gati Shakti Units of Division in view of day-to-day coordination with divisional officers during execution of such brown field works.

Reference: Letter no. 2021/W-I/Genl./Gati Shakti pt (e-3397961) dated 20.02.2023 is issued and signed by Mohit Kumar, Director Gati Shakti (Civil)-III, Railway Board

18.17 Issuance of policy for Gati-Shakti Multi-Cargo Terminal

A new policy has been issued to promote proliferation of new Cargo Terminals and improve existing Cargo Terminals to accelerate the growth in Railways' cargo traffic. All new as well as under-

construction/ under-approval Cargo Terminals (approved/ proposed under Private Siding or Private Freight Terminal policies) shall be covered by this 'Gati Shakti Multi-Modal Cargo Terminal (GCT) policy.

Existing Cargo Terminals can migrate to this new GCT Policy by submitting a request to the Divisional Railway Manager (DRM) of the concerned Division of Railway, after clearing pending Railway dues and withdrawing all pending arbitration cases/ court cases, if any. The provisions of this Policy shall be applicable on such Cargo Terminals from the date the request is approved by the DRM.

The brief about the policy has been explained in Chapter 16- Good Sheds, Sidings and Freight Terminals.

18.18 Opening of Gati-Shakti Vishwavidyalaya by Indian Railways

Gati Shakti Vishwavidyalaya (GSV), a newly created Central University, is India's first University in the Transportation and Logistics sectors. The University offers a unique value proposition in applied education, training, skilling and research through experiential learning and academia-industry interface to build top quality manpower. Being an Industry-driven and Innovation-led University with a relevant mandate to significantly impact national development, the University has established and in process of establishing national and international collaborations across prestigious universities and leading industries.

COMMERCIAL INSPECTION

19

There are many ways of doing a job. But there is only one way of doing it in a precise and correct manner. Station Masters and Superintendents, as also Inspectors and Officers of the Commercial Department, have to ensure that all the jobs at all the stations within their jurisdiction are done in that correct and precise way. For this, it is essential that the Commercial Officers and Inspectors as also the Station Masters should have an effective control over the working of the stations within their area of control. They must know how well their subordinates are functioning; whether the staff have done as they have been directed, whether they are putting out work of a satisfactory quality and in a satisfactory quantity. Such a check-up is possible through inspections.

The utility of inspections lies not only in the detection of faults. lapses and irregularities already committed but, in the steps, taken for avoiding their recurrence. One of the ways to achieve this is that the inspecting officials give proper directions to the staff regarding the correct and concise way of doing a particular job during the course of the inspection itself.

19.1 Objective for Commercial Inspections

A Commercial Inspection has a multipronged objective, and its scope is wide. The principal objective of an inspection by the commercial officials, however, would include the following: —

(i) To check up whether a high standard of cleanliness and orderliness is being maintained at the station platforms, in retiring rooms and waiting rooms including waiting halls, in catering establishments, such as, restaurants and refreshment rooms and in various booking and delivery offices, go-downs, etc., as also in the bathrooms and lavatories.

(ii) To observe whether the commercial staff are prompt, alert, civil and obliging, and that they pay adequate attention to the comforts and conveniences of the railway's users.

(iii) To check up whether the commercial staff are fully conversant with the rules and regulations laid down for the performance of their respective duties.

(iv) To see whether the rules laid down for the booking, handling, despatch, storage, and delivery of various items of traffic, including explosives and other dangerous goods, are being carefully observed.

(v) To see whether the rules and instructions prescribed for prevention of loss of or damage to consignments are properly observed.

(vi) To check up if adequate steps are taken for connecting the unconnected packages.

(vii) To see whether adequate arrangements exist for prevention of leakage of railway revenue through ticketless travel, misdeclaration, under-weighment or any other cause.

(viii) To see whether proper attention is being paid to the clearance of station outstanding.

(ix) To see that initial records and documents at stations are maintained properly and in accordance with the extent rules and orders, and that the various returns are being submitted to the traffic accounts office on due dates.

(x) To see whether the procedure prescribed for handling and taking and making over of cash at the stations is being rigidly followed by

the staff concerned under security arrangements appropriate for handling the cash and travelling cash safes at all stations:

(xi) To examine if any loss or leakage of railway revenues is taking place through evasion, misapprehension or abuse of rules:

(xii) To examine and analyse the causes of diversion of traffic, if any, to other means of transport; and

(xiii) To see if any improvements in the methods of working at the station are necessary to achieve efficiency and economy or to retrieve the traffic, if any. diverted to other means of transport.

19.2 Frequency of inspections

Every station, including an out-agency, a city booking office and a tourist agency should be inspected by a Commercial Officer and/or a Commercial Traffic Inspector at specified intervals as notified by the Principal Chief Commercial Manager, who will also decide as to which stations are to be inspected by each Divisional Assistant Commercial Manager. Even where the Principal Chief Commercial Manager has allotted the inspection of a particular station to a Divisional Assistant Commercial Manager, such a station must also be inspected regularly by the Commercial Inspector: in other words, the inspection of such stations by the Officers will be in addition to, and not in substitution of, the inspection by the Commercial Inspectors.

19.3 Inspection by Station Masters

As stated in para 2904, the inspections by Inspectors & Officers have to be periodic and at certain specified intervals of time. As against these, Station Master's inspection should be a continuing process. His inspection should be so phased as to cover all aspects of working over a period of the month. His inspections, therefore, will be month-wise rather than monthly. The Station Masters, therefore, should work out a roster of inspection for himself from day-to-day, fixing as to how he will distribute the various items to be inspected during the course of a month. This, however, will be

in addition of the details of work that should receive his attention every day.

19.4 Inspection by Commercial Officers and Inspectors. — The general procedure to be observed by a Commercial Inspector during the course of his inspection has been dealt with in this Chapter. Besides, in certain cases the checks to be exercised by the Commercial Inspectors have also been dealt with at appropriate places in Chapters of this Manual. Although care has been taken to include all items requiring attention of the Commercial Inspectors, it may be appreciated that any set of rules, however, elaborately detailed, cannot meet every contingency. Much, therefore, depends upon the personal interest, intelligence, and initiative of the officials in their conducting a station inspection.

Unless otherwise notified by the railway administration, the procedure for inspections by Commercial Officers should be on the same lines as indicated in this Manual for Commercial Inspectors.

19.5 Check of books and documents. —

(a) In examining the various books and documents required to be maintained at the station, the Commercial Inspector should pay personal attention to the way in which these have been maintained. He should specially scrutinize cases of erasures, disfiguring, overwriting and corrections in all the books and other documents so as to ascertain whether these are merely the result of careless or indifferent working or a deliberate attempt to falsify or confuse the records with a mollified intention.

(b) All books and documents examined by the Commercial Inspector must be initialled and dated by him in ink, indicating the designation under his initials. All items checked should be ticked off in ink, the ticks being neat and tiny. Whenever two corresponding entries of different books |documents are checked, both the entries should be ticked off and not merely one. It is important that evidence should be on record of all checks exercised by the Inspector, as in the absence of such evidence, the normal

assumption would be that these items had not been checked or inspected.

19.6 Cleanliness and orderliness. —

The general appearance of the station as a whole should receive special attention of the inspecting officials. It should be seen that the station premises are kept clean and well-lit. The arrangements for eradicating the nuisance of beggars and stray cattle within the station premises should also be checked to ensure that these are adequate.

19.7 Duty lists

It should be seen by the Commercial Inspector that the duty lists of all the staff approved by the competent authority are properly displayed at appropriate places and that the staff are attending to their duties in time and are in uniform with proper badges and insignia, where provided. Any cases of incivility and indiscipline on the part of the staff, whether within or outside their duty hours, coming to the notice of the Commercial Inspector, should be taken up.

19.8 Public complaints

(a) In regard to the public complaints and suggestions, it should be seen that—

(i) 'Complaint and suggestion books' supplied by the Divisional Office are kept on the racks provided for this purpose at various places including refreshment rooms and other catering and vending installations.

(ii) Station Master has examined and initialled the 'complaint and suggestion book' every day and that appropriate action has been taken on the complaints and suggestions recorded therein.

(iii) reference to letter from the competent authority advising the final disposal of the complaint suggestion has been recorded against each item in the complaint and suggestion book; and notice indicating that the 'complaint and suggestion book is

available with.....' has been conspicuously displayed at appropriate places.

(b) The date of the oldest complaint/suggestion, which has not been finally disposed of under orders of the competent authority, should be indicated in the Inspection Report and cases of inordinate delay in the disposal of the complaints should be brought to the personal notice of the Sr. Divisional Commercial Manager.

The general nature of complaints and suggestions should be examined and remedial measures for removing the difficulties experienced by the public should be suggested to the Station Master through the Inspection Book. Repeated complaints of uniform nature or against a particular member of the staff should be specially reported to the Sr. Divisional Commercial Manager for necessary action.

19.9 Tariffs, manuals, and circulars

(a) All the tariffs, manuals, and other books of reference at the station should be examined to ensure that they are kept up to date, with all correction slips duly posted, and that the instructions notified from time to time are understood and correctly carried out by the staff (see para 117) also. For this purpose, the inspecting officials should keep a list of file latest correction slips issued to various tariffs, manuals, etc., readily available with them for comparison with the register of correction slips appended to the respective tariffs, manuals, etc. The inspecting officials themselves should have knowledge of the instructions conveyed under these correction slips to satisfy themselves on their application by staff.

(b) Similarly, the files of rate advice, rate circulars, gazettes, etc., should be scrutinized to see that these are properly maintained and that their contents have been noted by staff and are understood and followed by them.

19.10 Money value books

At least ten series of the money value books should be checked with the relevant stock book to see that the balance on hand is correct.

The series of money value books checked should be indicated in the Inspection Report. It should also be seen that the stock on hand is adequate to meet with the day-to-day requirements at the station, that the instructions regarding the indent, receipt, examination, custody and issue of money value books are being correctly followed by the stall and that the stock book is properly maintained.

19.11 Other books, forms, and stationer

In respect of other books and forms and items of stationery, it should be seen that the indents are placed on due dates according to requirements and that the stock on hand is neither insufficient nor excessive in comparison with the requirements of the station. In case the stock of books and forms is in excess of the normal requirement of the station, arrangements may be made for transferring the same to other stations on the Division where these could be utilized advantageously. It will be expedient for the Commercial Inspectors to keep a note of the stations where the stock of books and forms is either too low or very high so that transfer of the excess stock could be arranged without any difficulty. In case where the stock of books forms cannot be utilized by inter-station transfers, the same should be returned to Stores Department.

19.12 Attention to correspondence. —

(a) In respect prompt attention to correspondence, it should be seen that the relevant registers are correctly maintained of prompt attention to correspondence, it should be seen that the relevant registers are correctly maintained and that there is no delay in disposing of the letters received at the station.

(b) In the case of letters received from distinguished or important persons including Members of Parliament and State Legislatures and various Consultative Committees, it should specially be seen that these receive Station Master's immediate and prompt attention. It should further be ensured that whenever a letter received at the station cannot be finally disposed of immediately, an interim reply

acknowledging the receipt of the letter is sent whenever circumstances would appear to call for such a reply.

19.13 Fluctuation in earnings

(a) The earnings under various heads of accounts at the station should be reviewed for the last three years and the causes for abnormal fluctuations analysed. In case the earnings have been dwindling, this fact together with the reasons therefore and the remedial measures which could augment the railway revenues, should be specially indicated in the Inspection Report. It would be available to send a report personally to the Divisional | Assistant Commercial Manager.

(b) If the fall in the earnings is attributed to competition from other means of transport, such as road or river, it should be critically examined if this is the result of change in the policy of issue of licences or permits for the operation of such other means of transport. The result of this examination indicating the fall in the earnings should be reported to the Sr. Divisional Commercial Manager for necessary action. Any other suggestions for increasing the railway revenues, which the Inspector may feel necessary to make as a result of his experience of the local conditions obtaining in the area, should be specially brought out in the Inspection Report.

19.14 Custody and handling of cash and travelling cash safes

(a) The arrangements for making and taking over of cash between the various members of the staff should be checked up to see that there is no lacuna in the procedure and that in case of deficiency or loss of cash, responsibility could be properly fixed. It should be seen if the security arrangements existing for handling the cash at various stages including the handling of travelling cash safes at the station, are adequate.

(b) the cash remittance notes for at least one calendar month should be examined to see that, these had been correctly filled in and that the cash receipts had been correctly pasted with the block foils of the relevant cash remittance notes. The calendar month selected for this check should be indicated In the Inspection Report.

While travelling by the train carrying traveling cash safes, the Commercial Inspector should make it a point to keep a watch over the depositing of cash bags in the travelling cash safe and see that instructions issued on this subject are being correctly followed by the Station Master Assistant Station Master and the Guard. Any disregard of rules noticed in such checks should be specially reported to the Divisional Railway Manager for taking up suitably with the staff at fault. The staff should also be suitably activated to follow the correct procedure.

19.15 Submission of returns. —

(a) Transmit mean for various returns should be examined for at least three calendar months to see that all the returns were correctly submitted to the Traffic Accounts Office on due dates and that the acknowledgements received therefore have correctly been pasted with the recode foils of the relevant transmit memo.

(b) The actual dates of submission of various returns as per transmit memo should be compared with the entries in the 'calendar of returns' for at hast one calendar month to see that the latter is correctly posted. The 'calendar of returns' should be examined to see that it had been posted up-to-date and that all the returns due till the date of inspection had been submitted correctly. If the submission of any returns is in arrears effective steps should be taken for their submission to the Traffic Accounts Office without further delay.

(c) The period for which the checks prescribed in (a) and (b) above have been exercised should, be indicated in the Inspection Report.

19.16 Preservation of records

It should be seen that various items of initial records and registers prescribed under the rules are being preserved neatly and methodically so that there is no delay in producing the same wherever required. If any lapses art noticed specific instructions should be given to the Station Master through the Inspection Book for improving the preservation of such records.

19.17 Recovery of rent, licence fee, etc.

The registers of recoveries from vendors, stall-keepers, plot-holders, licensed Porters, etc., should be examined to see that these are properly maintained and that no amount fallen due has remained unrealized. The non-collection or late recovery of rent or licence fees, etc., should be taken up with the staff at fault and arrangements made for the recovery of the arrears, if any, without further delay.

19.18 Supply of drinking water

The adequacy of the number of watermen and the arrangements for storage and supply of clean drinking water to passengers should be reviewed and shortcomings, if any, reported through the Inspection Report. During the summer season, it should also be seen that proper arrangements exist for supply of cool drinking water to the passengers.

19.19 Licensed Porters

It should be seen that the number of licensed Porters engaged at the station are adequate to meet with the requirement of the travelling public and that the licensed Porters, attend to all trains in proper uniform and with metal badges provided for the purpose.

19.20 Public announcement system

The public announcement system, if provided at the station, should be watched to see that it serves the purpose for which it is introduced. The Commercial Inspector should satisfy himself that the equipment is in perfect working order and that the voice is clear and not jarring to the ear. Regular announcement regarding late running of trains, if any, in the prescribed languages by rotation, should be specially watched.

19.21 Catering and vending services

In the restaurants, refreshment rooms and other catering and vending services, whether run departmentally or through contractors, it should be seen that—

(i) proper lighting and ventilation have been provided.
(ii) arrangements for sanitation and protection from flies arc satisfactory.
(iii) wire mesh is used for protection of foodstuffs.
(iv) the vendors bearers wear clean and tidy uniforms and badges.
(v) medical and character certificates as required are available at the station for the persons engaged.
(vi) water is stored properly and is used after boiling and cooling, and that ladles are used for recovering water from the storage post.
(vii) utensils and crockery are clean, and art sterilized as per extant orders.
(viii) table clothes and other linen are washed and cleaned properly.
(ix) provisions and other stores are neatly arranged in the storerooms and protected from in section etc.
(x) quality and quantity of eatables served are in accordance with the minimum standards prescribed by the administration.
(xi) articles on sale are in accordance with the list approved by the competent authority and that rate lists have been properly exhibited as per extant orders.
(xii) actual number of salesmen vendors, trays trolleys, etc., does not exceed or fall short of the sanctioned number.
(xiii) notice regarding the cooking media is properly exhibited:
(xiv) hawking during night hours is done in a subdued voice so as to avoid disturbance to sleeping passengers.
(xv) vendors do not pester the passengers in any way for selling their goods or otherwise; and
(xvi) catering service is otherwise being run satisfactorily and that all rules and instructions issued by the administration from time to time are being correctly followed.

19.22 Bookstalls

In the bookstalls, it should be seen that—

(i) adequate number of books and newspapers, both in English. Hindi and regional language are available for sale at all times.

(ii) no obscene or prescribed picture or literature, is put up for sale or otherwise exhibited.
(iii) second-hand books or other literature is not put up for sale.
(iv) selling price has been indicated on each book and that it is reasonable; and
(v) other instructions issued by the administration from time to time are being correctly followed by the bookstall-keeper.

19.23 Stock of tickets in tubes and store

The inspecting official must check and count the tickets in tubes and stock for at least ten series which should be selected at random and not in any particular order from the local and through printed card and season tickets. This check should be exercised as early as possible after arrival at the station. The series checked, together with the result of check, should be indicated in the Inspection Report. Any serious irregularities noticed in this regard should be investigated on the spot and a detailed report submitted.

In UTS and PRS officers sufficient ticket roles and other stationary items should be available.

19.24 Booking Office

In the inspection of a booking office, the following points should merit special attention: —

(i) Whether the number of booking windows provided is adequate and whether separate booking windows for ladies and upper-class passengers have been provided wherever the traffic offering would warrant this.
(ii) Whether the booking windows are opened in time and whether there is any necessity for altering the time for opening the booking windows to cater to the needs of the traffic offering.
(iii) Whether the passengers queue up before the booking windows at the time of purchasing the tickets and wherever necessary, staff educate the travelling public in this regard.
(iv) Whether the booking windows are properly lit up at night to enable the passenger to check: their tickets and change before leaving the booking window.

(v) Whether sheet timetables and fare lists (see para 113) have been conspicuously exhibited neat the booking windows or at other places within the station buildings to which the passengers have easy access before taking their tickets.

(vi) Whether the notices regarding the hours of business and examination on change and tickets before leaving the booking window are properly exhibited.

(vii) Whether the estimate of tickets (see para 219) has been correctly prepared and whether any revision is necessary due to abnormal fluctuation of traffic.

(viii) Whether the indents are submitted properly on due dates, in accordance with the estimate of tickets and whether the stock o: tickets on hand is adequate.

(ix) Whether the ticket cases, tubes and almirahs are properly cleaned and are free from dust and insects.

(x) Whether random check of tickets in tubes supplied to the station is adequate and whether they are in perfect working order.

(xi) Whether random check of tickets in tubes and stock is correctly exercised by the station master and the result recorded in the daily trains cash book-cum-summary.

(xii) Whether he fares on tickets have been corrected, wherever necessary, before replenishing tie tubes.

(xiii) Whether excess fare tickets, blank paper tickets, etc, are legibly and correctly prepared.

(xiv) Whether the imprest cash at the station is adequate to meet with the demand of passengers in respect of small change.

(xv) Whether the passenger fare notebooks for through traffic (see para 261) are correctly maintained.

(xvi) Whether he train-wise shift-wise cash is collected from the booking clerks by the station master or any other staff authorized in this behalf.

(xvii) Whether the notice regarding 'availability of platform tickets', when stocked at the station has beer correctly exhibited.

(xviii) Whether the daily trains cash book-cum-summary is posted up-to-date and signed by the staff concerned,

(xix) Whether the station master or any other authorized staff has signed the certificate in the daily trails cash book-cum-summary (see para 714).

(xx) Whether there are repeated deficiencies in cash by a particular booking clerk and whether this is due to intentional falsification of accounts, with a mala fide intention.

(xxi) Whether the deficiencies in cash are made good by the staff immediately as per extant orders.

19.25 Reservation Office

(a) In the reservation office, it should be seen that the reservation registers are properly maintained and that regret slips are issued when accommodation is not available. A few entries in the reservation charts should be checked with the reservation register to ensure that the berths seats are allotted in accordance with the rules laid down by the railway administration.

(b) Where a booking and reservation office has been work-studied and consequent recommendations like the introduction of Kardex Book Units, and combining the booking and reservation functions at the same counter have been introduced, it should be seen that the working of the reservation office is carried on according to the revised procedure since introduced, and that there is no slipping back to erstwhile methods of working on any detail.

(c) Tatkal timing should be followed without fail. Precaution should be taken to avoid touts' activities. Rotation of the staff should be ensured.

(d) Reservation requisition slips should be filled properly by passengers. These slips should be preserved for the specified period.

(e) Special monitoring on non-issued and special cancelled tickets to be ensured.

19.26 Collection of tickets and Ticket Collectors Report

(a) While at the station, the Commercial Inspector should watch collection of tickets preferably by the train by which he has arrived to see if the tickets of the incoming passengers are being correctly checked and collected wherever necessary. The percentage of

tickets missing in such a collection should be compared with the corresponding figures of the previous days and causes of abnormal fluctuation, if any, should be investigated. If any deficiency exists in the existing arrangements, the same should be removed and concerned staff imparted suitable advice in the matter.

(b) It should also be seen those arrangements for the check and collection of tickets, including luggage tickets, are adequate and that the collected tickets are properly cancelled and kept under lock and key till they are submitted to the Traffic Accounts Office along with the relevant Ticket Collectors' Report.

(c) The statement of missing tickets (see para 514) should be examined to see if the percentage of missing tickets is high. If so, the causes thereof should be analysed, and remedial measures suggested.

19.27 Outward goods and parcels and luggage

(a) With a view to ensure that the railway receipts are not issued in advance of the receipt of the packages, a few way-bills invoices issued on the date of inspection or on the previous day should be examined to see that either the relevant packages are on hand, or they have been correctly despatched from the station.

(b) The outward booked consignments lying on hand should be examined to see that the instructions regarding packing, marking, and labelling have correctly been observed. Similarly, the outward loaded wagons, waiting despatch, should be examined to see that they have been correctly labelled, sealed, riveted and E. P. locked as required under the rules and other instructions in force. If the case of open loaded wagons, it should further be seen that, wherever necessary, check lines have been provided on the top layer of the consignment and that they have been covered with wagon sheets and tied with ropes as per extant orders.

(c) Forwarding notes to the extent of one full working day's transactions in each office (goods, parcels and luggage) should be examined in detail vis-a-vis the relevant invoices, way-bills or luggage tickets to ensure that they have correctly been executed by the senders or their authorized agents, and that they have been completed and signed at appropriate places by the staff responsible for various operations

involved in the booking and despatch of the consignment. In the case of general forwarding notes, it should be seen that they have approved by the competent authority and that they are not date expired. It should also be seen that the waybills, invoices, etc., are being prepared legibly and correctly as per extant orders.

(d) A few consignments of goods parcels already booked and awaiting despatch should be examined with a view to detecting misdeclaration of goods.

19.28 Weighing machines and weighbridges

(a) All the weighing machines and weighbridges provided at the station should be tested to see that they are in perfect working order and are being maintained properly. It should also be seen whether the number of weighing machines and weighbridges provided is adequate to cope with the quantum of traffic dealt with at the station. The date on which each weighing machine or weighbridge was last tested by the representative of the Mechanical Department should be indicated in the Inspection Report. In case any weighing machine or a weighbridge is found defective, the Station Master should be advised to take immediate steps for rectification of the defect.

(b) At weighbridge stations, it should be seen that the wagons required to be weighed on the weighbridge are correctly weighed as per extant orders and that the weighment advice and a copy of the weighment register are regularly sent to the destination stations and the Traffic Accounts Office respectively.

19.29 Reweighment of consignments

(a) The reweighment registers should be examined' for at least one calendar month to ensure that these are being correctly maintained and that requisite percentage of inward consignments prescribed for this purpose is being correctly weighed. A few of the items recorded in the reweighment registers should be traced into delivery books to ensure that the results of reweighment have been recorded therein and undercharges, wherever due, have been accounted for. Similarly, a few of the telegraphic messages received from

weighbridge stations should be traced into the delivery books with a view to ensure that the result of reweighment has been recorded therein and undercharges, wherever due, have been accounted for.

(b) The Commercial Inspector should get at least ten outward booked consignments lying on hand re-weighed in his presence to ensure that the booked weight was correctly shown by the staff. Similarly, ten inward consignments lying on hand, preferably those which were already reweighed by the staff at the destination station, should be got reweighed to ensure that there is no leakage of railway revenues. The result of reweighment should be recorded in the Inspection Report. The consignments on which undercharge becomes due as a result of reweighment by the Commercial Inspector should immediately be brought to the notice of the Station Master for recovery of the amount due. The result of the reweighment should also be recorded in the reweighment register and respective delivery books or unloading tally books.

(c) Similarly, five full load wagons each of outward, inward and transit goods, should be reweighed on the weighbridge, wherever provided, and further action taken as indicated in (b) above.

19.30 Inward goods and parcels and luggage

In respect of inward consignments, it would be seen that—

(i) inward way-bills invoices are taken to account immediately on receipt.

(ii) notices of arrival are issued to consignees as per extant orders.

(iii) railway receipts and freight and other charges as due are collected before effecting delivery.

(iv) collected railway receipts or indemnity notes in lieu thereof are properly preserved as per extant orders.

(v) inventory of goods and parcels is properly taken and checked by the Station Master, or any other staff authorized in this behalf, in his own handwriting; and

(vi) rules regarding disposal of unclaimed and unconnected packages are properly followed.

19.30.1 Parcel Management System

Wherever PMS is introduced in Parcel office proper functioning of PMS equipments should be ensured. Any kind of failure in connectivity or system should be recorded without fail. Sufficient spares should be made available to ensure uninterrupted parcel business.

19.30.2 Pre-payment of lease to be ensured wherever SLR or parcel vans are leased out.

19.31 Check of goods and parcels on hand. —

(a) The Commercial Inspector should take an inventory of goods and parcels on hand in the relevant register and check the same with the delivery books, unloading tally books, register of unconnected packages wagons and other relevant records. The inventory should be taken in full, in the handwriting of the Commercial Inspector himself, immediately after his arrival at the luggage and parcels office or goods sheds, as the case may be.

(b) The provision regarding taking full inventory is sometimes relaxed under the orders of the Principal Chief Commercial Manager in respect of larger stations which are notified by the railway administration for the purpose. In such cases, the Commercial Inspectors will take a partial inventory of not less than 50 consignments in each such parcels office | goods shed and check the same as indicated in (a) above. Further, the Commercial Inspector should also pick up at least 50 items of parcels goods on hand from the delivery books and/or unloading tally books and see that the consignments are actually on hand. The items so checked will be identified in the respective delivery books/unloading tally books and also recorded in the inventory books.

(c) A few inward consignments of goods' parcels lying on hand should be examined to see that they have not incorrectly described with a view to securing benefit of lower rates or booking against restrictions.

(d) A few items of left luggage on hand in Cloak Room should be checked with reference to the relevant record foils of left luggage tickets to check their correctness.

19.32 Recovery of wharfage and demurrage charges accrued

(a) In order to ensure that wharfage and demurrage charges are being correctly levied, the Commercial Inspectors should check—
   (i) wagon transfer registers in detail for 10 days transactions and trace the amount of demurrage charges due in the cash books.
   (ii) at least 50 entries subject to a maximum of five days transactions in the wagon exchange book with the relevant placement| release memo and the wagon transfer registers in respect of correctness of the time of placement and release.
   (iii) delivery books in detail for 10 days' transactions and trace the amount of wharfage charges due in the cash books.
   (iv) unloading tally book for two days transactions with the delivery books in respect of dates of arrival and availability for delivery.
   (v) dates of removal as entered in the delivery book with the relevant gate passes and the register of goods passed out (see para 1857), wherever the gate pass system is in force.

(b) The dates for which the above transactions are checked should be indicated in the Inspection Report.

19.33 Station outstanding

(a) The station outstandings in the closed period preceding the inspection should be examined in detail to ensure that adequate steps as per orders in force are being taken by the station staff for clearance of the outstanding specially those outstanding for more than three months.

(b) The last advice of internal check received at the station should be examined to see that all the debits and credits mentioned therein had correctly been taken into account in the station book. If any item is not found to have been so accounted, the Commercial Inspector should get the same accounted during the course of his inspection; repeated failures in this respect on the part of the station staff should be reported to the Sr. Divisional Commercial Manager.

19.34 Check of pay orders for petty claims—

At stations, where Station Masters are authorized to issue pay orders in respect of petty claims, it should be seen that the relevant record for settlement of claims is being properly maintained and that the claims have been settled judiciously as per extant orders. Pay orders issued on four dates, subject to a minimum of 10 pay orders, should be checked in detail with the relevant record and irregularities, if any, taken up with the staff at fault. The dates selected for this check should be indicated in the Inspection Report.

19.35 Checks for goods sheds and luggage and parcels offices

In the goods sheds and luggage and parcels offices, it should also be seen that—

(i) Accommodation provided is adequate to cope with the traffic offering at the station.
(ii) Arrangements for the safety and security of goods and parcels against theft, pilferage, damage, etc., are adequate.
(iii) Approach roads are in good condition,
(iv) Station buildings, particularly where the consignments are slacked, arc not leaky.
(v) Number of booking and delivery windows provided is adequate.
(vi) Other arrangements for booking, clearance and delivery of consignments are adequate.
(vii) Various prescribed notices particularly in relation to restrictions in booking, working and business hours, allotment of wagons, etc., are correctly exhibited.
(viii) Instructions regarding the protection of consignments from damage by wet are being properly followed.
(ix) Tarpaulins provided at the station are adequate and are maintained in serviceable condition.
(x) There is no avoidable delay in loading and unloading of traffic.

(xi) Prescribed check on gate passes., wherever in force, is correctly exercised.

(xii) Sweepings and grain and other materials are collected and correctly accounted for:

(xiii) Outward and inward summaries are prepared correctly and legibly and are properly filed.

(xiv) Efforts are made to detect mis-declaration of goods and parcels.

(xv) Missing and damaged goods reports are submitted promptly.

(xvi) Damage and deficiency registers are maintained, and relevant advice are despatched promptly as per extant orders.

(xvii) Particulars of payment of claims are entered in the various records as per extant orders.

(xviii) A copy of the agreement for handling contracts/out-agencies sidings, wherever necessary, is available with the station master and that the terms and condition's stipulated therein are being followed and

(xix) At stations where traffic is likely to increase due to coming up of new industries, etc, in its vicinity, appropriate action has been initiated with an end in view that the additional traffic can be lifted without difficulty when the time comes.

Additional checks for goods sheds -in the case of goods sheds, it should additionally be seen that

(i) Register of invoices received (see para 1807) is properly maintained.

(ii) Priority registers (see paras 1405 and 1406) properly maintained and that the rules regarding registration of goods, allotment of wagons and collection and refund of wagon registration fee are being correctly observed.

(iii) Instructions regarding selection of wagons for loading (see para 1506) and precision to be taken when loading wagon (see para 1507) are being correctly followed.
(iv) Wagons are correctly labelled, sealed and riveted and that full use is made of the e. P. Locking system, if available at the station.
(v) Inward and outward index registers are properly maintained (see paras 1441 and 1813) regular non-receipt of invoices from a particular station being brought out in the inspection report for necessary remedial measures; and
(vi) Invoices are regularly dispatched to the destination stations arid to the Traffic Accounts Office as per extant orders.

Note. —The check in respect of deposits and refunds of wagon registration fees should be exercised for at least four days' transactions subject to a minimum of 10 entries, the dates selected being indicated in the Inspection Report.

19.36 Repacking and transhipment sheds

In the case of repacking and transhipment sheds, it should also be seen that-

(i) Vans are being prepared in accordance with the extant orders on the subject.
(ii) There is no undue detention to wagons or consignments.
(iii) There is proper ordering of work and distribution of staff and labour.
(iv) There is proper co-ordination between the commercial and transportation staff and
(v) Working hours are adequate and proper to cope with the work involved.

19.37 Commercial Inspection Book

All irregularities noticed during the course of inspection should, as far as possible, be set right on the spot. On completion of the inspection, the Commercial Inspector should enter in brief detail, in the Commercial Inspection Book, the particulars of irregularities noticed, together with instructions and suggestions for avoiding

repetition of such irregularities. At the time of the next inspection, the Commercial Inspection Book should be called for and perused to see that the instructions have been complied with by the staff.

19.38 Commercial Inspection Report

(a) After completing the inspection, and as far as possible before leaving the station, the Commercial Inspector should fill in the Inspection Report in the prescribed form as notified by the railway administration. These Inspection Reports are normally in the form of a questionnaire embodying the points meriting special attention during the course of inspection. Any other point of commercial importance requiring attention of the higher authorities should be indicated on separate sheets, which should be stitched with the Inspection Report.

(b) A detailed statement of undercharges detected during the course of inspection should be prepared in triplicate, by carbon process, showing fall particulars of the undercharges, as also their remittances and the name of the staff responsible for the same. If the amount is not made good before the inspection is completed, remarks of the staff responsible for the undercharges should be obtained and attached with the statement. All three copies of the statement should be submitted to the Sr. Divisional Commercial Manager, who will arrange to forward two copies of the same to the Traffic Accounts Office for verifying accounts of the undercharges or raising debits, as the case may be. The third copy of the statement will be retained in the Divisional Office along with the relevant Inspection Report.

19.39 Submission of the Commercial Inspection Reports

The Commercial Inspection Reports should be submitted by the Commercial Inspectors to the Divisional Office immediately after the completion of the inspection. As the serious irregularities pointed out in the Inspection Reports, as also the outstanding

Inspection Reports awaited from the Commercial' Inspectors for the inspection completed by them, are discussed in the monthly commercial meetings, the Commercial Inspectors should be punctual in the submission of the Inspection Reports to the Divisional Office lest the efficiency of their working be commented upon adversely.

19.40 Accounts Inspections

The earnings of railways are chiefly derived from the transport of passengers and merchandise traffic and are realized through the agency of stations. The main headings under which these earnings are classified are 'coaching', 'goods' and 'sundries'. To ensure that income on account of the services rendered by the railways is properly and correctly accounted for and remitted by station's, internal checks and test checks are exercised in the Traffic Accounts Office, on the basis of returns and documents submitted be stations at specified intervals as laid down in this Manual or as notified separately by individual railway administrations. These checks cannot by themselves eliminate the possibility of frauds, defalcation; and malpractices resulting in leakage of railway revenues, unless supplemented by regular vigilant and effective 'on the spot' cheeks over the initial records and documents at stations specially those which are not made available to the Traffic Accounts Office at the time of internal checks. These 'on the spot' checks are conducted periodically by the Inspector of Station Accounts in-charge of the section. The object of such 'on the spot' checks is also to ensure that the returns rendered by the stations to the Traffic Accounts Office reflect the true state of accounts on the basis of the initial documents maintained at the stations.

In addition to the periodical inspections by the sectional Inspectors of Station Accounts, refined to in para 2945 above, inspections are also conducted by the Accounts Officers and the Inspectors of Station Accounts attached to the Traffic Accounts Office, Further,

the initial books and documents as also other records maintained at the stations are also subjected to checks by the officials of the Audit department.

The periodicity and the extent of checks by the officials of the Accounts and Audit departments are determined by their respective Heads of Department and these are not divulged to the station staff. It is, therefore, incumbent upon the Station Master, as also his subordinates to extend full co-operation to the inspecting officials. It is the duty of the Station Master to ensure that all books and other records maintained at the station are always kept posted up to date. It will be appreciated that the arrear in the accounts work at the station tends to hamper the progress of the inspection.

All the books, documents, correspondence, and cash vouchers on hand, as also the unconnected and undelivered consignments and other records maintained at the station, should be made available to the inspecting officials as and when demanded by them. Similarly, clarification in relation to any transaction sought by the inspecting officials should be given to them promptly.

Undercharges or other short remittances pointed out during the course of the inspection should be made good on the spot. In case the Station Master feels that the debit pointed out is not correct, he should bring it to the notice of the inspecting officials, quoting reference to the tariffs or any other authority in support of his arguments. In the case of a difference of opinion between the Station Master and the inspecting official in regard to the interpretation of a particular rule, the matter should be referred to appropriate higher authorities.

(a) Irregularities noticed by the inspecting officials will, as far as possible, be brought to the notice of the Station Master at their earliest through irregularity statements. It is the duty of the Station Master to obtain the explanation of the staff responsible for each such irregularity in the irregularity statement itself. He should also

ensure that the explanations given by the staff are brief and to the point, quoting reference to rules and instructions, wherever necessary.

(b) Irregularity statements bearing observations of the Station Master against such item in the statement should be returned to the inspecting official before he leaves the station after completion of the inspection.

The Station Master should make it a point to seek clarification from the inspecting officials on any points of doubt in relation to the accounting matters. He may also discuss with them the maintenance of accounts in general to see if any steps for streamlining the procedure at his station are necessary to bring about an all-round efficiency.

19.41 Accounts Inspection Book

A separate Inspection Book should be maintained at each station for the officials of the Accounts and Audit Departments. Brief particulars of the irregularities noticed during the course of the inspection as also instructions and suggestions, if any, for eliminating the repetition of such irregularities will be recorded by the inspecting officials, whenever considered necessary, in the Inspection Book. It is the duty of the Station Master to see that the irregularities pointed out and the instructions recorded in the Inspection Bock are noted by all the staff particularly those who are directly concerned with them, the Station Master should also ensure that the instructions recorded in the Inspection Book are subsequently acted upon by the staff concerned.

The Officers and Inspectors of the Commercial Department, while at a station, should call far the Accounts Inspection Book to see that the instructions have correctly been noted and that the irregularities pointed out therein are not being repeated.

The purpose of inspection should not be fault finding but to look for the scope for system improvement.

AMRIT BHARAT STATION SCHEME

20

It is always thought that Railway Stations must be developed, upgraded, and modernized with modern facilities. Over the years various developmental schemes viz. Model, Modern, Adarsh Station and Umbrella work Schemes have been launched over a period. These schemes were small and scattered in nature which, generally, did not involve major architectural planning to improve the overall aesthetic look of the stations.

Consequently, the Railway Board reviewed the progress of ongoing works related to Upgradation/ Modernization/ Beautification of Railway station buildings under various schemes/umbrella. As a parallel measure, it has been decided to introduce a new scheme for Major Upgradation of Railway Stations. Since the country is celebrating 75th years of Independence, the scheme is named Amrit Bharat Station Scheme.

The Ministry of Railways has formulated the policy for Major Upgradation of Railway Stations vide its letter no. 2021/Stn. Dev.-1/08/18 dated 04.05.2022 and 03.10.2022 which envisages complete redevelopment of Railway stations, creation of city centers

along with provision of Roof Plazas. While creation of city centers and Roof Plazas is the ultimate target for development of stations, it is essential that development at stations gradually moves in this direction with minimal duplication of expenditure. In view of the above, a new policy for modernization of stations named "Amrit Bharat Station Scheme" has been conceptualized. Amrit Bharat Station scheme envisages development of stations on a continuous basis with a long-term vision. It is based on Master Planning for long term and implementation of the elements of Master Plan as per the needs and patronage of the station.

20.1 Modality of scheme:

The Amrit Bharat Station scheme shall generally be executed through various umbrella works for Customer Amenities Plan Head (PH-53) sanctioned from time to time. Existing Umbrella works of PH-53 can also be used to achieve the objectives of the scheme. DRMs can phase the hiring of suitable experts at different times as per the needs of the station and engaging all experts in one go is not mandatory. Works may also be planned in different stages under different umbrellas as per the needs of the Master Plan.

20.2 Broad objectives:

1. The scheme aims at preparation of Master Plans of the Railway stations and implementation of the Master Plan in phases to enhance the facilities including and beyond the Minimum Essential Amenities (MEA) and aiming for creation of Roof Plazas and city centers at the station in long run.
2. The scheme shall aim to meet the needs of the stakeholders, station usage studies as far as possible based on availability of funds and inter-se priority.
3. The scheme shall cater for the introduction of new amenities as well as upgradation and replacement of existing amenities.
4. This scheme may also cover the stations where detailed techno-economic feasibility studies have been conducted or are being

conducted but the work for construction of Roof Plazas has not been taken up yet, ensuring the phasing of Master Plan being suitably implemented and relocation of structures and utilities being given more emphasis in the phasing plans.

20.3 Scope of Work:

To meet the above objectives, following broad scope of work is envisaged for stations selected under the Amrit Bharat Station scheme in order to achieve the Instructions issued vide letter no. 2021/Stn. Dev.- 1/08/18 dated 04.05.2022 and 03.10.2022.

1. All improvement plans shall be made with the help of architects/traffic planners and/or user experience consultants as decided by DRMs. The Master Plans should have elementary details of the most appropriate location of Roof Plaza to be created in future,
2. The scheme envisages cost efficient Improvement to facades, provision of wide, well-lit aesthetically pleasing entrance porches.
3. Existing building usage shall be reviewed, and space should be released in favour of passengers near the station entrances and the Railway offices should be suitably relocated.
4. The scheme aims to relocate redundant/old buildings in a cost-efficient manner so that space is released for higher priority passenger-related activities and future development may be carried out smoothly. Creation of new buildings should generally be avoided other than those required for relocation of old structures or relocation of structures to improve circulation or provision of structures to improve the size of waiting halls. Decision in this regard shall be taken by DRM considering all relevant factors.
5. Attempts shall be made to club different grades/types of waiting halls and provide good cafeteria/retail facilities as far as possible. Suitable low-level partitions may be given in waiting halls if required.

6. Provision for a minimum of two stalls for One Station One Product shall be made.
7. Space shall also be created for Executive Lounges and places for small business meetings.
8. At least one aesthetically designed hoarding (signage) on each side of the circulating area at a prominent location shall be erected for display of important information etc. The size of such hoarding shall not be less than 10mx20m.
9. Station approaches should be improved to ensure smooth access by widening roads, removal of unwanted structures, properly designed signages, dedicated pedestrian pathways, well planned parking areas, improved lighting etc. Necessary liaison should be established with local authorities for necessary improvements to be carried out by local authorities in their areas.
10. Elements of landscaping, green patches and local art and culture should be used to create a pleasant experience for the station users. This should be done with the help of suitable professionals.
11. Second the Entry Station Building and circulating area shall be improved as per the needs of the station. Wherever second entry building is not being provided presently, space for circulating area will be well planned and a liaison shall be established with the local bodies so that approach roads for second entry are kept in the city's Master Plan and development around the station is suitably controlled.
12. High level platforms (760-840 mm) shall be provided at all categories of stations. The length of the platforms shall generally be 600m.
13. Length, location and phasing of Platform shelters shall be decided by DRM based on usage of the station. Generally,16m long bays at not more than 100 m center to center distance may be taken as a reference.
14. Ballast Less Tracks (BLT) should be provided on platform lines and lines with train maintenance facilities. Proposals

and execution of works should be planned in suitable phases. Due care should be taken that provision of 13LT on platform lines, which are also mainlines should not lead to reduction of speed potential or cause imposition of any speed restriction in future.

15. Drainage of platform areas is of utmost importance. Special emphasis shall be given to achieve self-cleansing of drains as far as possible. Suitable cross drains, sump and pump arrangement may be provided where natural slopes are not adequate. Drains may be covered with aesthetically designed theft resistant covers.
16. Cables should be laid in aesthetically designed duct or cable trays and should have provision for future cables as well.
17. The Master Plan shall mark the space for Parcel handling spurs, storage, and handling facilities etc. Works should also be proposed and executed in suitable phases.
18. Provisions may be made such that the station provides free WIFI access to its users following all guidelines Issued by DoT. The Master Plan should have suitable spaces earmarked for 5G tower/pole mounts.
19. Material finishes of elements, such as flooring, walls, structures, furniture, sanitary fittings, etc. within the public areas of the station where surfaces either come in direct physical contact of passengers or are visible to them should be highly durable (preferably washable), generally dustproof and need low maintenance.
20. The furniture available on Waiting halls, Platforms, Retiring Rooms, Offices shall be reviewed, and intervention planned for more comfortable and durable furniture suitable to the Railway Stations of that area. In a phased manner, it shall be planned to eliminate multi-design furniture. Released furniture etc. may be suitably utilized in other stations/locations, if deemed fit.
21. All signages/display boards including Train Indication Boards and coach guidance systems/boards should be

positioned for intuitive way finding, should have good visibility and be aesthetically pleasing. A public announcement system should be designed with the help of suitable professionals to ensure quality.

22. Escalators may be provided at NSG/1-4 and SG/1-2 category stations irrespective of footfall. Mode of procurement(works/stores) may be decided by DRMs. Planning for approval of GADs should be done well in advance to speed up the work of installation of escalator/lift and optimize the overall time schedule of commissioning.
23. Amenities for Divyangjan at stations shall be as per guidelines issued by Railway Board from time to time.
24. Ceremonial flags may be provided at appropriate space in the station.
25. At least two station name boards should be LED based with good visibility for the passengers of trains passing through the station.
26. Circulating area boundary wall normally should not block the view of the station from outside. Access may be controlled by Iron/steel grill fencing.
27. Sufficient number of toilets shall be provided at all categories of stations with separate provisions for women and Divyangjan. Location of toilets should be appropriate to station usage, easily visible and accessible.
28. Gradual shift to sustainable and environmentally friendly solutions as per availability of funds and condition of existing assets.
29. Illumination levels specified vide Railway Board's letter no. 2008/Elect(G)/172/1 dated 08.03.2019 for the then Al and A category stations shall be applicable for Amrit Bharat Stations (Annexure-I). To further improve the overall look of a station through facade lighting, the Railways can decide on their own type of facade lighting based upon the layout of a particular station.

30. CCTV surveillance system along with panic button at various locations in the Stations to be provided in consultation with security branch.
31. Any other item as considered necessary by DRM/GM.

20.4 Scale of amenities:

The scale of amenities and facilities to be provided shall be finalized based on the broad guiding principles given above, footfall at the station, stakeholder consultations including users, different departments, and local authorities and with approval of DRM.

20.5 Selection of station

It may be done based on suggestion of a committee comprising Sr DEN/Co, Sr DCM, and Sr DFM with the approval of DRM, and as per the instructions given by Railway Board from time to time.

Reference: Letter no. 2022/GS/Stn. Dev.-I/08/70, dated 23.12.2022 is issued and signed by Rakesh Choudhary, Executive Director (SD & Trans.), Railway Board.

The Railway Board has decided that Phase -1 of the stations identified under Amrit Bharat Station Scheme should be completed preferably by end of FY 2023-24. Important points to be considered in Phase-1 are mentioned below, which may be planned as per necessity of individual station:

1. Improvement to traffic circulation and beautification of circulating area.
2. Entrance porches (work done at Khurda Road station may be referred)
3. High Level Platforms, Cover Over Platforms
4. Improvement to facade & elevation
5. Improvement to interiors, waiting halls etc.
6. Improvement to toilets (work done at Bhubaneshwar station may be referred)
7. Good quality durable Furniture

8. 12 m wide central Foot Over Bridge along with ramps (as per RDSO drawings)

Improvement to the second entry including station buildings (wherever such buildings are feasible and do not exist presently), may be planned with a reasonable time frame, keeping in view station specific requirements.

In order to ensure a high level of due diligence, DRMs should visit the nominated stations along with concerned officers and finalize the scope of work, the estimates may be prepared accordingly, and tenders invited. DRMs may like to include other items as per the extant policy already circulated.

Phase-1 works shall be sanctioned under respective umbrellas for the identified items. Works for which provisions are not otherwise available in existing Umbrella, may be planned under the Umbrella for Soft Upgrades at the stations.

The preparation of Master Plans and detailed drawings by consultants may continue as a parallel exercise duly taking into account the tenders already invited, if any. Photographs of the existing condition of stations and works in progress may be maintained meticulously in a chronological order.

Zonal Railways has also been asked to plan centralized fabrication of FOB and ramp elements to ensure quality and completion of the project in time.

Uniform signage is to be provided at all the stations covered under Amrit Bharat Station Scheme on the pattern of signage at Chhatrapati Shivaji Terminus (CSMT) station. For uniformity these may be provided by a common tender at Divisional or Zonal level covering all the identified stations in the Division or Zone.

IT APPLICATIONS IN COMMERCIAL DEPARTMENT

21

21.1 Passenger Reservation System (PRS)

Computerization of Railway reservation has been a success story for Indian Railways. Passenger Reservation System is the world's largest online Railway reservation system that has been developed, implemented, and maintained by Centre for Railway Information Systems (CRIS). It has greatly help in better passenger convenience and transparency in Indian Railway reserved ticket booking system. With implementation of PRS, Indian Railways had ensured-

1. Reservation system for the world's second largest populous country.
2. Anywhere to anywhere ticket booking across the country.
3. Multiple delivery channels - Counters, e-ticketing, etc.
4. Hassle free reservation services during peak hours.
5. Leveraging the state-of-art technological solutions to bring about better passenger convenience and more transparency in Indian Railway reserved ticket booking system.

Objective of PRS:

1. Transparent Modern Technology based Reserved ticket booking system.
2. Analytics and AI based fraud detection.
3. Efficient utilization of available assets and services.
4. Improve ticket distribution efficiency and earnings of Indian Railways.

Function of PRS:

The main function of the PRS window is to help the passengers to book train tickets in advance, making the passenger's journey easy and comfortable. The PRS counters located at the railway junction tend a requisition form to fill up the details of the passenger and facilitate computerized reservation based on the provided information.

The features of PRS

1. CONCERT (Country-wide Network for Computerized Enhanced reservation and Ticketing)
2. Next Generation e-Ticketing (NGeT)
3. Reservation Charts
4. Mobile App
5. Passenger Reservation Information Management Enhanced System (PRIMES)
6. PRS Data Warehouse
7. GUIDBA
8. Data Analytics
9. Waitlist Prediction

1. CONCERT (Country-wide Network for Computerized Enhanced reservation and Ticketing)

CONCERT (Country-wide Network for Computerized Enhanced reservation and Ticketing) is a mission critical Online Transaction Processing Application based on a

distributed database model. It has been implemented using 3 tier Client Server architecture with 4 data centers at New Delhi, Mumbai, Kolkata, and Chennai. These data centers provide access to end user terminal locations in their respective geographical territory. Besides other ICT infrastructure, each of these data centers hosts databases for trains belonging to the Railway zones that come under the specific data center.

2. **Next Generation e-Ticketing (NGeT)**

   The Next Generation e-Ticketing (NGeT) System has brought a paradigm shift in online rail reservation service simplifying day to day life of millions of citizens, Railway being one of the most popular transport mediums and lifeline of our country. This system has about 04 crore users spread all over the country and provides them with the facility of doing train berth/seat reservation from their homes/offices or through mobile phones without requiring going to the rail reservation centers.

3. **Reservation Charts**

   To enhance travel experience and to bring greater transparency for the Indian Railway passengers, the Reservation Charts are now available for public view on the internet. This will facilitate the prospective passengers in getting the information of the vacant berths available in the train after chart preparation. Complete information of vacant berths from train source as well as intermediate locations will be available to the user. Prospective customers can use the information for onboard booking of vacant berths by TTE as per business rules. This feature is available on the web as well as the mobile version.

4. **Mobile App**

   Indian Railway's e-ticketing System is one of the most essential services running in the country today. It caters to over 10 lakhs passengers daily (comprising 57 percent of total reserved passengers) who can book Railways reserved tickets without leaving their homes/offices. To increase the ease to users, an Android & iOS based mobile app for reserved booking "IRCTC Rail Connect" has been developed to bring the power of Next Generation E-ticketing System like High Performance and Enhanced Security.

5. **Passenger Reservation Information Management Enhanced System (PRIMES)**

   Passenger Reservation Information Management Enhanced System (PRIMES) is developed with an objective of providing a one-stop destination for all types of reports to Indian Railways including MIS reports, DSS reports and analytics reports for reserved passengers, unreserved passengers, and other IT systems of Indian Railways. PRIMES is available to Railway officials with live data of PRS and some of the data of UTS. The website provides a tool to the Indian Railway officials to analyze and deep dive into the vast volume of data available with PRS with respect to passengers, utilization, and train and berth inventory details etc.

6. **PRS Data Warehouse**

   Data Warehouse system of PRS serves as Decision Support System (DSS) for Railway Managers by furnishing trend analysis for utilisation and earnings of reserved segment of passenger traffic based on historical data. There are more than 250 reports available in Data Warehouse system of PRS which provides access to the

past data of more than 10 years based on PNR records available in the system.

7. **GUIDBA**

   Database management system for PRS provides a graphical user interface to the Railway users for changes in train, fare, stations, users and terminals definitions in the database. This is a back-office application used by Railway database administration staff.

8. **Data Analytics**

   The ever-increasing demand for transportation of goods as well as the rise in passenger traffic is pushing Indian Railways to increase its capacity while managing its assets across vast network spread across the country. Given this need, the industry is focusing on effective asset utilization, improving operational efficiency, and enhancing safety and reliability. The aim and relevance of having a data analytics vertical is to move from reactive strategy to proactive strategy. Hence, the aim is to use Data Analytics in determining heavy demand routes for the purpose of planning coach augmentation in existing trains and new train planning, coach production forecasting and customer segmentation among many others on Indian Railways.

9. **Waitlist Prediction**

   One of the critical functionalities that has also been developed is Waitlist Confirmation Prediction. A new system has been developed using advanced analytics concepts of machine learning. The model is prepared using the actual PNRs of more than 2 years. A web service-based application has been developed to serve the real time Waitlist Confirmation Prediction enquiries.

The benefits of PRS

1. **Digital Transformation of Indian Railways**
   PRS system has brought about a digital transformation in the working of Indian Railways. The system enabled computerization of complex business rules and a transparent and fully connected system for anywhere-to-anywhere ticket booking in Indian Railway
2. **Enhanced passenger experience**
   Multiplicity of end-user touch points for greater passenger convenience e.g. booking counters at Railway stations, e-ticketing website, mobile app, agents etc.
3. **Promotes Cashless ecosystem.**
   The system is capable of handling cashless transactions to promote a cashless economy. Currently, 73% of the overall transactions done in the system are cashless transactions.
4. **Automation for better utilization**
   Better utilization of train berths and facility to automatically release vacant accommodation during preparation of train charts to downstream stations.
5. **Optimized Decision Support System**
   Data Warehouse and analytical system to provide visual dashboards for top managers with access to Distilled information obtained through the system.

21.2 Unreserved Ticketing System (UTS)

UTS facilitate for challenging task of addressing ticketing needs for unreserved passengers on Indian Railways network. The unreserved ticketing system began as a pilot project in August 2002 on Northern Railway. UTS on Mobile Project has been launched with paperless ticket option on 22nd April 2015. The one stop objective of UTS system is to use the latest technologies and alleviate the plight of common man who stands in long queues for ticket bookings.

Objectives of UTS:

1. To provide a hassle free and convenient way of ticket issuance mechanism with added transparency and accountability.
2. To provide a system having Centralized Change Management System and Centralized Accounting System.
3. To adopt leading technologies and serve commuters with quick ticketing experience resulting in queue size reductions.
4. To promote Digital India and Cashless Economy through Mobile ticketing, integration of e-wallets, PoS (Point of Sale) machines at Counters, Automatic Ticket Vending Machine (ATVM) etc.

Facilities provided by UTS.

1. 24*7 booking facility.
2. To deliver tickets to the remote corners of the country.
3. To provide a ticketing system for the masses (small distance travelers, daily commuters, suburban passengers, etc.).
4. To enable Railways in prompt and speedy issuance of tickets.

The Benefits of UTS

1. Convenience

Customer convenience/choice for purchase of ticket through different modes of Sale, reducing booking counters at stations.

2. Self-Employment

Jan Sadharan Ticket Booking Sewa (JTBS) & YTSK (Yatri Ticket Suvidha Kendra) scheme. These outlets provide self-employment opportunities, and the operators are offered a commission per passenger.

3. **Scheme for agents.**
   A scheme has been launched for outside parties/agents, namely Station Booking Agents (STBA) who work over UTS counters on Railway premises and get a commission based on collections.
4. **Digital Payment**
   UTSonMobile Project has been launched for Android, Windows, and iOS phones. Payments can be made through credit/debit card and Net banking. Various e-wallets have been integrated with the App.
5. **Mobile Application**
   The mobile application covers 9120 stations (6333 stations as source). Appx. 2.34 lakhs tickets are booked daily, covering appx. 14.21 lakh passenger travel & generating revenue of appx. Rs 1.33 Crore

21.3 The features of UTS

1. UTS at Railway Counters
2. Mobile Ticketing
3. Automatic Ticket Vending Machines (ATVM)
4. Cash-Coin & Smart Card operated ticket vending machine (CoTVM)
5. Jan Sadharan Ticket Booking Sewak (JTBS)
6. Yatri Ticket Suvidha Kendra (YTSK)

1. **UTS at Railway Counters**
   The unreserved ticketing system began as a pilot project in August 2002 on Northern Railway. A precursor to this centralized ticketing system was the Self Printing Ticket Machines (SPTMs), a standalone system that was phased out with the arrival of UTS. Initially, the central hardware architecture was supported with station level servers to ensure business continuity in the event of network failures. The booking office operator dispensed the tickets using dumb terminals and dot matrix printers.
   Over the years with improved reliability of the network, a newer design came into force with the introduction of thin clients provided to the operator.

Zonal Railways are responsible for manning the UTS counters and running the services, while CRIS maintains the application and ensures continuity of business at the system level. There are various ticket types that are sold through the system based on class of travel, child ticket, season tickets, etc. The business rules and fares are determined by the policies of the Ministry of Railways.

2. **Mobile Ticketing**

UTSonMobile Project has been launched with paperless ticket option on 22nd April 2015 for Android and Windows smart phones. App for iOS smart phones have also been launched on 8th Feb.2018. The App named "UTSonMobile" can be downloaded from Google Play Store, Windows Phone Store and Apple App Store.

A website named www.utsonmobile.indianrail.gov.in is available for passengers for registration and creation/recharge of R-wallet. Payments can be made through credit/debit cards and Net banking. Various e-wallets like Paytm, Mobi Kwik and Free charge have been integrated with the App. Both paperless and paper tickets can be booked.

To prevent booking of ticket in Railway premises, the Railway tracks and stipulated surrounding area are Geo-Fenced. This preventive measure is one of its kind for ticketing in India to prevent booking of tickets on seeing TTE/TC at platform or in train.

This prevents revenue leakage. Currently, the mobile application has been proliferated at Pan India level. Journey, platform, and season tickets can be booked through this App. Currently, inter-zonal mobile ticketing is also enabled in all zones.

3. **Automatic Ticket Vending Machines (ATVM)**

Apart from manned counters for dispensing tickets, there are also automatic ticket vending machines (ATVM) that are operated using smart cards and touch screens. This technology was first introduced in Mumbai in Oct 2007 and its success led to proliferation to other metropolitan cities. Chennai, Secunderabad, Delhi and Kolkata are the other cities where these machines are

currently commissioned. Presently, ATVMs are operational across 14 Zonal Railways viz. NR, NCR, NWR, NER, CR, WR, WCR, SR, SWR, SCR, ER, SER, ECOR and SECR.

4. **Cash-Coin & Smart Card operated ticket vending machine (CoTVM)**

   To prevent standing in queues at counters and to promote self-service based quick dispensing of tickets, the concept of Cash-Coin & Smart Card operated ticket vending machine (CoTVM) was evolved. These kiosks are operational across 9 Zonal Railways viz. NR, CR, WR, SR, SWR, SCR, ER, SER and SECR.

   The CoTVM is an unmanned kiosk which is operated by passengers themselves. It has the feature of issuing Journey tickets & Platform tickets and renewing Season tickets. It can also be used to recharge Smart cards used in ATVMs (Automatic Ticket Vending Machines). Payment is in the form of coins, banknotes, and smart cards.

   The machine can accept specific coins of Rs.5 and Rs.10 and banknotes of Rs. 5, Rs.10, Rs.20, Rs.50 and Rs.100 of Gandhi series. The machine does not accept currency notes with Ashoka Chakra Emblem.

5. **Jan Sadharan Ticket Booking Sewak (JTBS)**

   Ticketing services for the unreserved sector were also outsourced as per Railway Board's Jan Sadharan Ticket Booking Sewak (JTBS) scheme launched in January 2007. These outlets provide self-employment opportunities, and the operators are offered a nominal commission per passenger. The terminals at these counters connect to the central servers for issuing the tickets.

6. **Yatri Ticket Suvidha Kendra (YTSK)**

   Ticketing services for the unreserved sector were also outsourced as per Railway Board's Yatri Ticket Suvidha Kendra (YTSK) scheme launched in August 2014. These outlets provide self-employment opportunities, and the operators are offered a commission per passenger. These counters are permitted to issue both UTS and PRS tickets. The terminals at these counters connect to the central servers for issuing the tickets.

21.4 National Train Enquiry System (NTES)

At times, for reasons beyond the control of Indian Railways, the trains get delayed, rescheduled, cancelled, or diverted. It is a challenging task, and the need of the hour is to communicate the same to commuters immediately and systematically. The principal objective of NTES system is to empower passengers and citizens by consistently disseminating near real time passenger train running information on IR in an effective, reliable, and user-friendly manner keeping in view the changing user needs and technology advancements. The National Train Enquiry System (NTES) is fulfilling the following requirements of passengers.

1. To keep the passengers informed about updated train schedules.
2. Dissemination of information to passengers about trains cancelled / diverted.
3. To facilitate passengers by providing expected Trains Arrival / Departure timings at Stations.
4. To track Live Current Running status of any train on Indian Railways Network.

The Goal of NTES

1. To provide passengers complete schedule of single/all trains with all stoppages enroute.
2. To provide commuters with the expected train arrival / departure in next 2,4,6 or 8 hours at a station.
3. Facilitate information dissemination through multiple channels viz. Display Boards, Mobile Apps, Enquiry Counter, etc.
4. To keep travelers informed about live Train running status & partial / fully cancelled, route diverted trains along with end-to-end train availability.

Features of NTES

1. **Spot your Train.**
   This option provides information about a running train. Current running status and expected time of arrival/expected time of departure (ETA/ETD) at the queried station can be easily known through this query. Google Map feature has also been made available to track the running of trains on the run. Partially Cancelled routes and Diverted routes are also shown in case of such exception.
2. **Train Schedule**
   This provides the complete schedule of a given train with all its commercial stoppages en-route and scheduled arrival/departure at the stations, distance, and day count.
3. **Live Station**
   This option replicates the display boards at the station. One can see the trains expected to arrive/depart at any station in the next 2,4,6 or 8 hours.
4. **Trains between Stations**
   This option covers all trains defined on IR. Using this option one can find out the list of all types of trains available between any two stations.
5. **Exceptional Trains**
   This option provides information about all the exceptions in the day-to-day running of trains including cancelled trains (both completely or partially cancelled), rescheduled trains and their modified timings and diverted trains with modified routes.
6. **Website**
   The new light weight mobile compatible web interface (enquiry.indianrail.gov.in), which offers quick and easy access to essential information for passengers, has been largely appreciated for its speed, simplicity and richness of information and enhanced user experience.

7. **Mobile App**
   First official Mobile App of Indian Railways for train enquiry was indigenously developed by CRIS for the most used mobile platforms viz. Android, Windows, and iOS.
8. **Display Board at Stations**
   Train Arrival/Departure timings, delay and platform number information is disseminated to passengers through display boards installed on platforms and station premises through NTES services.
9. **Enquiry**
   The public can do face to face enquiry at enquiry counters at stations facilitating train related information through NTES terminals or IVRS based 139 call centers.

21.5 Terminal Management System (TMS)

The Terminal Management System deals with the whole gamut of commercial transactions pertaining to the sale of freight service to all users. TMS provides on-line Railway Receipts (RRs) to the customers and has paved the way for electronic transfer for money. At present system generated RRs are being generated/ printed and handed over to customers at all locations in Indian railways.

Features of TMS:

1. TMS relates to computerization of different activities pertaining to Goods shed working.
2. Computerized booking and delivery of consignments.
3. Station Accounting.
4. RR generation and transmission.
5. Keep an account of goods and freight between booking and destination stations through data captured in real time.
6. Link the stock demand captured and handled by RMS to wagon based booking particulars in real time to further optimize tracking of consignments and day to day supply of wagons.

7. e-payment of freight and other charges by customers to Railways' account.

21.6 Parcel Management System (PMS)

To offer state-of-art technological solutions to facilitate parcel booking activities in Indian Railways. The objective has been to implement a technology driven Parcel Management System for parcels handling in Indian Railways. The major features of PMS are as under:

1. Direct capture of parcel weight electronically
2. Universal windows for all destinations for booking
3. Single window for weighment and cash payment
4. Advance unloading guidance about inward parcel from the system at destination
5. Tracking parcel with help of barcode technology and through SMS
6. Train Master entry along with scales by Railways

The goals of PMS are as under:

1. IT enablement of Parcel booking and tracking system throughout Indian Railways.
2. Automatic calculation of undercharge, demurrage, and wharfage etc. penalties or concessions.
3. Online access to General public to facilitate parcel booking activities using internet.
4. Tracking parcel with help of barcode technology and through SMS.

The advancement features of PMS

1. **Parcel Booking**

   This module covers forwarding note generation, Railways Receipt generation for Luggage, Parcel Waybills, Parcel Van Booking and Lease MR. Feeding of Railways Receipts of City booking agency and FSLA Booking for registered newspaper and magazines. After booking SMS based alerts are also sent to consignor and consignee.

2. **Barcode Printing (IR)**
   Through this utility, Printed 2D Barcode Stickers are generated from Barcode printer on a particular system generated RR no. or Non-System PWB No. This barcode contains Receipt no. along with source and destination, and is pasted on each item of consignment, which is scanned at the time of loading and unloading, thereby helping in tracking of consignment.
3. **Loading/ Unloading**
   This module covers prioritized loading of packages, advance information of packages to be unloaded at platform. Handheld Terminals are used at platform for real time updating of status of packages. After consignment is loaded/ unloaded, SMS based alerts are sent to consignor and consignee.
4. **Delivery Module**
   This module facilitates generation of delivery gate pass and automatic calculation of undercharge, demurrage, and wharfage. After the consignment is delivered, SMS based alerts are sent to consignor and consignee.
5. **MIS Reporting**
   The MIS reporting module generates reports for daily transactions in various formats required by station, division, TA, and zonal offices.
6. **Lease e-Registration.**
   Through this module, new Lease holders can register online and upload their relevant documents to participate in e-tendering of luggage compartments.
7. **e-Forwarding Note**
   The public can provide details of the parcel to be booked from the internet which enables faster and accurate booking and payment at parcel offices, as details entered will be fetched into parcel application at stations.

The Benefits of PMS

1. **Ease to Customers**
   a) Track latest status of the parcel through internet and SMS.
   b) Reduction in time required for weighing and booking.
2. **Assistance to Staff**
   a) Automatic freight calculation based on the latest rules.
   b) Reduction in human errors.
3. **Benefit to customers.**
   a) Loading as per priority thereby curtailing malpractices and complaints
   b) Beneficial to Accounts for internal check
   c) Reduction in Claims
   d) Potential for revenue generation based on improvement in service.

21.7 e - Auction

e - Auctions are a means of discovering the market price of a commodity, whose price is otherwise not fully ascertainable by the seller.

What is the difference between auction and tender?

TENDERS	AUCTION
Sealed bids	Open bids. Bidders can see the highest current bid.
All lots of ends at the same time	Lots end in a staggered way
Bid cannot be changed once submitted	Bid can be increased in real time.
Discovery of value against a reserve price	Discovery of price against an estimated potential.
Reserve price is disclosed.	Earning potential is not disclosed. Thus, no bias is created in the market.
Long process of assessment and award	On the spot allotment of asset.

Auctions can be categorized in the following ways:

- **Forward Auctions:** Auctions initiated by sellers where bidders bid up the purchase price of the commodity offered for sale.
- **Reverse Auctions:** Auctions initiated by the buyer where the supplier bid in real time, driving the price down. Typically, the only point of concern here is the price and the supplier capabilities have already been confirmed.

The Change brought by e-Auction.

Indian Railways moved from the system of tenders for earning contracts to e-auction as there were several issues in the tendering system:

1. It was time taking. An open tender for earning contracts meant that it would take at least 90 days to allot an asset on contract. All this while, Railways lost potential revenues.
2. There was always a possibility that an open tender for an earning asset would receive no response. This information was known only on completion of the tender notice period, which would be a minimum of 21 days. Re-tendering also took time. All this while, Railways lost potential revenues.
3. The reserve price or the estimated earning potential was critical in determining the success of the tender. Since this reserve price was put in public domain at the time of tendering, it had the impact of introducing bias in the market response to the tender. If the price was on the higher side, the tender would get no bids. In such a scenario, the administration had no way of finding out the actual market expectation of the earning potential of the asset tendered. If the reserve price was on the lower side, bids offered were only marginally higher than it, causing potential revenue losses to the Railways.

4. A tender offered only limited choice to the bidder as only one asset was tendered at a time. In case of auctioning, the entire Auction catalogue is visible to the bidders. They may optimize their bids depending on the choices they would like to bid for.
5. Auctions are more competitive than tenders. In tenders, each bidder knows only about his own bid which depends on his valuation of the asset. In an auction, the bidders are aware of the bids of other bidders. This drives up competition.
6. Provides a unified approach to all earning contracts with uniform eligibility criteria. The eligibility criteria are simplified and unified for all kinds of earning contracts. There are no technical eligibility criteria. Only a minimum annual financial turnover criterion is specified.
7. Since offers are available at pan India level, it explores bigger market and is accessible to more numbers of bidders.
8. It has simplified the bidding process and expedited the contract finalization process. Overall, a huge positive impact can be seen over commercial business of IR.



Mumbai Train

LOSS, FRAUDS AND EMBEZZLEMENT

(REPORTING AND INVESTAGATION OF LOSS OF CASH, STORES OR OTHER RAILWAY PROPERTY)

22

22.1 Responsibility for Losses

Every public officer should exercise the same vigilance in respect of public expenditure and public funds generally as a person of ordinary prudence would exercise in respect of the expenditure and the custody of his own money. Means should be devised to ensure that every railway servant realises fully and clearly that he will be held personally responsible for any loss sustained by Government through fraud or negligence on his part and also for any loss arising from fraud or negligence on the part of any other railway servant to the extent it may be shown that he contributed to the loss by his own action or negligence.

22.2 Report of Losses

Any defalcation or loss of cash, stores or other property belonging to Government should be reported immediately it is discovered to the head of the division or department as the case may be, and in serious cases to the General Manager also, copies of the reports being sent simultaneously to the Financial Adviser and Chief Accounts Officer who will forward a copy to the Chief Auditor. If any irregularity or loss is detected by or is

brought to the notice of the Accounts Officer in the first instance, it will be his duty to apprise immediately the administrative authority concerned of the facts of the case and ask for a proper investigation; the Accounts Officer will send a copy of his communication on the subject to the Chief Auditor. If, however, the irregularity or loss is discovered by, or is brought to the notice of the administrative authority in the first instance, that authority should immediately report the matter to the Accounts Officer, who will forward a copy of the report to the Chief Auditor. Petty cases, that is cases involving losses not exceeding Rs. 500 each need not be reported to the Financial Adviser and Chief Accounts Officer nor by him to the Chief Auditor unless there are important features which require detailed investigation and consideration. Every important case involving loss of cash, stores, or property, whether caused as a result of frauds perpetrated or negligence shown by the railway servants, or caused purely by accidents such as fire, etc., should be brought to the notice of the Railway Board by the General Manager through a preliminary report (to be followed by a detailed report see Para 22.3) within six weeks from the date of detection of the loss and a copy of the report endorsed to the Chief Auditor simultaneously through the Financial Adviser and Chief Accounts Officer. When the loss involved does not exceed Rs. 50,000 the case need not be reported to the Railway Board unless it represents unusual features or reveals serious defects in procedure.

The preliminary report, which should be based on the facts and first-hand information available, should bring out-

(i) the nature of the loss,
(ii) whether the matter has been reported to Civil/GR Police/RPF and Departmental Enquiry Committee.
(iii) amount involved, actual or approximate.
(iv) steps taken to plug the loopholes, if any; and
(v) the name of the staff apparently responsible.

22.3 General Manager's detailed report should clearly bring out-

(a) the amount involved and recovered,
(b) the modus-operandi of the fraud,

(c) the nature of checks which ought to have been exercised under any rule or order and which were omitted, thereby facilitating the fraud.
(d) whether the procedure in force is ineffective in preventing such frauds and, if so, what modification are suggested therein,
(e) disciplinary action taken against the party at fault and the adequacy or otherwise of such action,
(f) whether the Financial Adviser and Chief Accounts Officer agrees to the reports submitted. In the case of his disagreement with the administration on any aspect of the case such disagreement should be reported verbatim to the Railway Board.

The detailed report should be accompanied by Police Report and the findings along with a copy of the proceedings of the Departmental Enquiry committee in all cases involving more than Rs. 50,000 and should contain comments of the railway Administration on all points brought out by the enquiring officer(s). The proceedings of the Enquiry Committee need not, however, be sent to Railway Board where the losses do not exceed Rs. 50,000 but instead these cases, on finalisation, be put up for review by a committee of two Deputy heads of Departments (including a Deputy Chief Accounts Officer) and the Board furnished with (i) the main gist of the recommendations of the Enquiry Committee, (ii) special features brought to light in the report of enquiry and (iii) the result of review indicating, inter-alia, the detail of action taken by the railway administration.

22.4 Losses involving the Reserve Bank

Whenever any case of loss, in which there is a possibility of the Reserve Bank being made liable to Government either in respect of operations on Government Accounts conducted by itself or by its agents or otherwise, comes to notice, a report of the loss should also be made, without delay, to the Railway Board. On receipt of the report, the Railway Board will arrange to have the facts examined, while they are fresh, by officers of the Bank and of Government with a view to reaching an amicable settlement or, if this is impossible at least to clearing the ground as far as

possible, so that a stated case may be referred to some outside arbitrator or legal authority. This examination will be undertaken at once and independently of any departmental or police inquiry.

22.5 Investigation of Losses

It is of the greatest importance to avoid delay in the investigation of any loss due to fraud, negligence, financial irregularity, etc. Should the administrative authority require the assistance of the Accounts 0fficer in pursuing the investigation, he may call on that officer for all vouchers and other documents that may be relevant to the investigation, and if the investigation is complex and he needs the assistance of an expert Accounts Officer to unravel it, he should apply forthwith for that assistance to the General Manager who will then arrange with the Financial Adviser and Chief Accounts Officer for the services of an investigating staff. Thereafter, the administrative authority and the accounts authority, will be personally responsible, within their respective spheres, for the expeditious conduct of the inquiry.

22.6 Legal Advice

In any case in which it appears that recourse to judicial proceedings is likely to be involved, competent legal advice should be taken as soon as the possibility emerges. In the case of losses involving a reasonable suspicion of fraud or the criminal offence, a prosecution should be attempted unless the legal advisers consider that the evidence available is not such as will secure a conviction. The reasons for not attempting a prosecution should be placed on record in all such cases.

22.7 Laxity of Control

In cases where loss is due to delinquencies of subordinate officials and where it appears that this has been facilitated by laxity of supervision on the part of the superior officer, the latter should also be called strictly to account and his personal liability in the matter carefully examined.

22.8 Recoveries of Losses

The question of enforcing pecuniary liability should always be considered as well as the question of other forms of disciplinary action. In deciding the degree of the railway servants, pecuniary liability it will be necessary to look not only to the circumstances of the case but also the financial circumstances of the railway servant, since it should be recognized that the penalty should not be such as to impair the railway servant's future efficiency.

22.9 In particular if the loss has occurred through fraud, every endeavour should be made to recover the whole amount lost from the guilty persons, and if laxity of supervision has facilitated the fraud, the supervising officer at fault may properly be penalised either directly by requiring him to make good in money a sufficient proportion of the loss, or indirectly by reduction or stoppage of his increments of pay.

22.10 It should always be considered whether the value of Government property or equipment lost, damaged, or destroyed by the carelessness of individuals entrusted with their care should not be recovered in full up to the limit of the railway servant's capacity to pay.

22.11 Withholding of Pension and Provident Fund Bonus

One reason why it is important to avoid delay is that in the course of a prolonged investigation, Government servants who are concerned may qualify for pension and a pension once sanctioned cannot be reduced or withheld for misconduct committed prior to retirement. As a primary precaution, steps should be taken to ensure that a railway servant concerned in any loss or irregularity, which is the subject of an inquiry, is not inadvertently allowed to retire on pension while the inquiry is in progress. Similar precaution should be taken in the case of a person entitled to the benefits of the State Railway Provident Fund. Accordingly when a railway servant is concerned in any irregularity or loss, the authority investigating the

case should immediately inform the Accounts Officer and the administrative authority concerned and it will be the duty of the latter to make a note of the information and to see that pension is not sanctioned or the Provident Fund Bonus is not allowed to be withdrawn before either a conclusion is arrived at as regards the railway servant's culpability or it has been decided by the sanctioning authority that the result of the investigation need not be awaited.

Note. - In sanctioning the pension of a railway servant, who is involved in any loss or irregularity which is the subject of an inquiry, the provisions of Rule 2308 of the Indian Railway Establishment Code, volume II and Government of India's decision under Rule 2534 of the same Code reproduced in Appendix XXX thereof should be borne in mind.

22.12 The fact that persons who were guilty of frauds or irregularities have retired and have thus escaped punishment, should not be made a justification for absolving those who are also guilty but who still remain in service.

22.13 Police Investigation

As soon as a reasonable suspicion exists that a criminal offence has been committed, the senior officer of the department concerned present in the station will report to the District Magistrate and ask for a regular police investigation under the Code of Criminal Procedure.

Note- Cases of corruption and malpractice have to be referred to the Chief Vigilance officer/ Vigilance Officer of the Railway Administration/ Organisation and if there is no such officer, to the Vigilance Directorate of the Railway Board. The Chief Vigilance Officer/Vigilance Officer /Vigilance Directorate will, in keeping with the instructions on the subject, refer to the Special Police Establishment such of these cases as require investigation by them. As a rule, allegations involving offences of bribery, corruption, forgery, cheating, criminal breach of trust, falsification of records or other serious criminal offences or those requiring expert Police investigations such as cases of possession of disproportionate assets or cases in which a number of non-official witnesses are to be examined, should be referred to the Special Police Establishment for investigation. In such cases a prompt reference to the Special Police Establishment is necessary to guard against the possibility of material evidence being tampered with or destroyed. Once a case is referred to and taken up by Special Police Establishment for investigation, further investigation must be left to them. Parallel investigation by the administrative authority should be avoided. There would, however, be no objection to investigations being undertaken by the administrative authority to deal with ancillary matters like examination of existing procedures having a bearing on the cases under investigation by the S. P. E Further action on the main case

should be taken by the department on the completion of the investigation by the S.P.E. and on the basis of their report. However, in the event of delay in completion of investigations by the S. P. E., the department also should move the appropriate authorities to have the finalization of the cases by the S. P. E. expedited.

22.14 If the District Magistrate agrees that an investigation may be made, the Senior Officer of the department concerned present in the station will (a) request the District Magistrate to arrange for the investigation to proceed from day to day ; (b) see that all witnesses and documents are made available to the investigating Officer, and (c) associate with the investigating officer an officer of the department who is not personally concerned with the irregularity leading up to the loss, but who is fully cognizant of the rules and procedure of the office in which the loss has occurred.

22.15 Prosecution

When the investigation has been completed, an officer of the department (accompanied by the officer who attended the investigation) must be made available for conferences with the authority who will decide whether a prosecution should be instituted. If it is decided not to prosecute, the case must be reported through the usual channel to the General Manager for orders.

22.16 If it is decided to prosecute, the departmental representative will ascertain from the prosecuting officer, having regard to the engagements of the prosecuting staff and the state of work in the Court which would ordinarily hear the case, whether it is necessary to move the District Magistrate to make special arrangements for speedy trial, and will request the prosecuting officer to make any application that he may think necessary.

22.17 Witness

When the case is put into Court by the Police, the Senior Officer of the department concerned present in the station will see that all witnesses serving in the department and all documentary evidence in the control of the Department, are punctually produced, and will

also appoint an officer of the department (preferably the officer who attended the investigation) to attend the proceedings in Court and assist the prosecuting staff.

22.18 Appeal against Acquittals

If any prosecution results in the discharge or acquittal of any person, or in the imposition of sentences which appear to be inadequate, the Senior Officer of the department concerned will at once consult the State Government concerned as to the advisability of instituting further proceedings in revision or appeal, as the case may be, and if the State Government is of opinion that further proceedings are necessary, the State Government shall direct the Public Prosecutor to proceed in the matter. Appeals against acquittals if advised by the state Government should be made only after obtaining the order of the General Manager.

22.19 Reports to the General Manager

The Senior Officer of the department concerned present in the station will see that, in addition to the reports required under paragraphs 22.2 and 22.15 above, prompt reports are submitted to the General Manager through the usual channel regarding-

(a) the commencement of a police investigation,
(b) the decision to prosecute in any particular case,
(c) the result of any prosecution,
(d) the decision to proceed further in revision or an appeal in any case,
(e) the result of any proceedings in revision or appeal.

22.20 Notwithstanding anything contained in the foregoing paragraphs, the senior Officer of the department concerned present in the station may, if he thinks fit, refer any matter through the usual channel for the orders of the General Manager before taking action.

22.21 Where fraud or embezzlement of Government funds has occurred, the institution of criminal proceedings should not be regarded by the officer responsible as absolving him from the often-

laborious task of conducting immediately a thorough departmental inquiry. The natural reluctance to hold an inquiry, enhanced by an apprehension that it may prejudice the result of the trial in a Court of law, has sometimes led to great delay in taking departmental proceedings and the results have been inconclusive. Departmental inquiries should not be delayed pending decision of criminal cases, as at a later stage, the evidence might disappear, and the departmental inquiry could not be brought to any conclusion at all. (Also refer to the Note under para–22.13).

22.22 Prosecution should be the general rule in all those cases which are found fit to be sent to Criminal Court after investigation and in which the offences are of bribery. corruption or other criminal misconduct involving loss of substantial public funds. In such cases, departmental proceedings should not precede prosecution. In other cases, involving less serious offences or involving malpractices of a departmental nature, departmental action only should be taken, and the question of prosecution should generally not arise. Whenever, however, there is unresolved difference of opinion between the Central Bureau of Investigation and the administrative authority concerned as to whether prosecution in a court or departmental action should be resorted to in the first instance, the matter should be referred to the Railway Board who will consult the Central Vigilance Commission for advice.

22.23 Where a number of persons are involved, one or more criminally, and others in such circumstances as to show negligence, or warrant the suspicion of criminal abatement without sufficient proof to justify prosecution, or have similar features which necessitate, a criminal prosecution of one or more and a departmental inquiry against others, the neglect to institute a formal departmental inquiry, or to carry it to the requisite stage, before criminal proceedings are taken, has the result that many month

later, when the criminal case is over, effective departmental action becomes impracticable. The administrative authority concerned should therefore decide on the basis of the facts and records of each case how far and in what cases he can proceed departmentally at once against the subsidiary offenders. Care should also be taken to ensure that as far as possible the offenders are not transferred to another Railway till after the finalization of the criminal/ departmental proceedings against them.

In some cases where action is required against subsidiary offenders it may be possible to take suitable action without assuming or even referring to the guilt of the principal offender and without pre-judging the issues before the Court. For this purpose, the authorities may find that the evidence already available is sufficient and, in any case, they may retain copies (Photostat copies if necessary) of such documents as may have to be put in Court. If action is taken accordingly and it is found later that there is a divergence in the penalties imposed by the Court on the principal accused and those imposed by the departmental authorities on the subsidiary offenders, further departmental action can be taken to suitably revise the penalties already imposed.

22.24 The proceedings contemplated in these instructions are those which are regulated by the rules in Appendix XVII to the Indian Railway Establishment Code, Volume I. Where action is taken under the Public Servants (inquiries) Act, XXXVII of 1850, this ordinarily takes the place of a criminal prosecution as regards the person or persons accused; but the procedure as regards other persons involved, against whom this Act is not employed should be in accordance with the instructions given above.

DOS AND DON'TS FOR RAILWAY OFFICIALS WITH VIGILANCE PERSPECTIVE

23

23.1 General

DOs

1. Maintain a good image before the public/staff by being honest, impartial, and just.
2. Always be punctual.
3. Be conversant with the current rules and regulation before taking any decision.
4. Be conversant with the relevant clauses of the Conduct Rules and ensure that these Rules are not infringed.
5. Use discretionary powers carefully to avoid any contentious decision.
6. Be dispassionate while taking decisions so that no undue favour accrues to anyone.
7. While occupying Rest Houses, ensure filling up the Register and indicating whether on duty/leave.
8. Maintain proper record of CL/LAP availed and ensure that it is properly debited to your account.

DON'Ts

1. Do not delay files/papers put up for remarks or decision.
2. Do not forget to put a date under the signature. Absence of date may give rise to doubt about your motives in certain situations.
3. Do not misuse staff cars/vehicles, Railway labour, Railway materials, catering etc.
4. Do not misuse Duty passes for personal movements or for persons not entitled to such travel.
5. Do not sit on the Selection Board before whom any relative of yours is appearing for selection.
6. Do not take part in the Tender Committee meetings if any of your relative is one of the tenderers.
7. Avoid sanctioning a privilege to yourself even if it is within your competence. Let such sanction be accorded by your superior.

23.2 The item concerned with Accounts

DOs

1. Ensure that all corrections / alterations in bills are attested by the competent person, authorized to do so.
2. Prepare checklists for each type of expenditure / bills and follow them scrupulously.
3. Ensure that the expenditure incurred by an officer is within his competency.
4. Ensure that the payments made are witnessed by the authorized person only.
5. Preserve vouchers / documents, as prescribed in the code of Accounts Department.
6. Ensure that no time barred cases are admitted without condonation / sanction, from competent authority.
7. Follow prescribed time schedule for passing of accounts and financial bills.
8. Ensure vetting of quantity to be purchased with proper justification.
9. Vetting of estimate should be realistic.

10. Before issue of tender inquiry, ensure the existence of the firm.

DON'Ts

1. Do not pass duplicate bills without investigating / verifying the reasons, for submission of duplicate bills.
2. Do not admit and pass supplementary bills without properly verifying the main claim and making necessary endorsement in the main / original bill.
3. Do not entertain bills with corrections / alterations, which have not been attested by the competent authority.
4. Do not admit and pass bills out of turn unless the officer concerned has authorized to do so.
5. Bills which have some discrepancy, in emergent cases, should not be passed without approval of the officer concerned. It may also be ensured that the amount is entered in "objectionable items".
6. Do not allow amount passed as advance, for incurring expenditure beyond the reasonable period and call for the final bills, for clearing the suspense head (MAR).
7. Do not allow unconnected items in PF accounts to figure in the PF ledger for a long time, as passage of time would affect PF account of employee.
8. Do not forget to conduct periodical checks, wherever prescribed.
9. Do not pass pay orders for short, passed amounts until written communication is received from the DCP and after through verification of the bill.

23.3 The item concerned with Electrical

DOs

1. Ensure safety of train operations and passengers.
2. Ensure cleanliness of trains, stations, and offices.
3. Ensure correct technical evaluation of the offer.
4. Ensure assessment of quantity realistically.
5. Ensure proper verification of credential of the firm.
6. Finalize tenders within validity period.

7. Be vigilant about requests for change of inspection clauses as request may come from the supplier for such a change. However, inspection agency should not be changed frequently and in no circumstances after issuing of LOA.
8. Please ensure that items procured under non-stock must be consumed in timely manner.
9. Always maintain Site register (Daily works progress register & Material register) and Hindrance register for works contract at the site.
10. Before inspecting any material procured through works/stores contract please make yourself aware of the specified standards and inspect the materials as per the contracts.
11. Ensure PG in works contract must be submitted within the stipulated period as per GCC clause 16(4).
12. Ensure proper supervision of works at site.
13. Mark the item numbers have been checked for transparency before signature.
14. Before issue of tender inquiry, ensure the existence of the firm.
15. Before awarding of contract, ensure the existence of the firm.
16. Ensure good workmanship by proper supervision.
17. Keep proper accountal of Railway materials issued to the contractors at the site of work.
18. Issue materials to the contractors only through authorized agents and control the issues commensurate with progress works.
19. Ensure that the installation register for electrical fittings provided in Quarters/Service buildings are maintained upto date.
20. The average electric consumption of different type of quarters should be worked out and in case of very low consumption, the reasons for it should be sorted out.
21. Ensure that the defective house service meters are promptly repaired/replaced.
22. Carry out inspections in workshops to ensure compliance of work allotted to individuals.

DON'Ts

1. Don't sub divide/split a bigger work into smaller work.
2. Don't relax tender conditions as it will create a discriminatory treatment to others.
3. Don't allow delays in passing contractor's/supplier's bill.
4. Don't delay refund of Earnest Money to the unsuccessful tenderers on finalization of the tenders.
5. Don't split demands for stores procurement for avoiding accounts vetting.
6. Don't certify in MB or Bill without checking of Measurement physically.
7. Do not tamper with the electrical wiring of Quarter/Service building for additional points.
8. Do not take temporary connections without depositing the necessary fee/charges with Railway.
9. Do not accept the material of other 'make' which is not included in work order.
10. Do not miss to note the proper chainage/kilometers in MB for cable laying work to facilitate site checks at a later date.
11. Do not issue excess quantity of Railway materials/equipment to the contractor.
12. Do not accept the unused i.e. left over material, which is defective/deteriorated in condition, from contractor after completion of work.
13. Do not mention such 'makes' of electrical items in works contracts that are not equivalent cost-wise or quality – wise.
14. Do not increase the standard number of electrical points in any type of quarter without competent authority's sanction.
15. Do not indent electric items, which do not conform to IS.
16. Do not take anything for granted and verify it personally.
17. Do not allow staff under your control to work for the contractors under any pretext.

18. Do not allow a second/third contractor to start execution of a terminated work before recording measurements & preparing completion plan for the work already executed by the previous contractor. The measurements & completion plan should also be signed by the new contractor as a token of acceptance.
19. Do not accept the material if the same does not confirm to specification/drawing.

23.4 The item concerned with Tenders and Contracts

Dos

1. Ensure that justification of work and estimate for requirement of material/stores to be procured, are properly done with proper care in a realistic manner, with the approval of the competent authority.
2. Survey the market rates, consider the rebates offered by the manufacturers/suppliers on the rates quoted in the price list and make a proper/realistic rate analysis before finalization the estimate and tender schedules.
3. Ensure adequate publicity of tender notices through newspapers and website.
4. Ensure adequate time for participation in tender.
5. Clearly mention the eligibility criteria in the tender notice as well as in the tender document.
6. Ensure that the reasonableness of rates is examined critically, logically, and technically, economically, practically, both in respect of total cost and rates of important individual items.
7. Ensure that tender committee constituted is of competent level of officers, specified as per extant rules and nominated at an appropriate level.
8. Ensure that all special conditions having financial implications are evaluated, to arrive at correct inter se position of the offers.
9. Ensure that comparative statement and briefing note have been prepared and duly signed by the concerned officials on each page, with dates.

10. Record the relevant and valid reasons, both technical and /or financial, for by passing the lowest offer, if it is not acceptable.
11. Before awarding of contract, ensure genuineness of the credential certificates including financial credential in original.
12. Ensure proper supervision of site works.
13. Before issue of tender inquiry, ensure the existence of the firm.
14. Before awarding of contract, ensure the existence of the firm.

DON'Ts

1. Do not split work or split the quantity to be procured, to call for separate tenders, to keep the value of the work within the powers of a particular executive.
2. Do not draft tender conditions/eligibility criteria or specification of material or working schedule, favouring a particular tenderer/contractor.
3. Do not alter the eligibility criteria laid down while calling tender during consideration of the offers received, after opening of the tender.
4. Do not advice the tender committee prior to their deliberations on the suitability or otherwise of any particular offer.
5. Do not operate/incorporate any new non-schedule items without sanction of the competent authority. In exceptional cases where it must be done, maintain necessary site records, with the approval of the competent authority.
6. Do not accept a single tender received in response to a call for a limited tender unless it is very urgent and permission from the competent authority is obtained.
7. Do not twist, suppress, exaggerate, or manipulate facts in the T.C.
8. Do not incorporate any items for maintenance, which are not existing on site.

23.5 The item concerned with Medical

Dos

1. Follow rigidly the procedure regarding issue of sick/fit certificates and in case of departure, give specific reasons.
2. Specify period of sickness, indicating period of absence if any and enter date, in the fit certificate. Maintain attendance register, as applicable.
3. Ensure sample test for drugs, to guard against procurement of substandard/ spurious drugs.
4. Keep proper accountal of all medicines, irrespective of the cost involved.
5. Purchase less shelf-life drugs as per requirement.
6. In case of bulk purchase, ensure staggered delivery of medicines at regular interval.
7. Ensure utilization of medicine well before expiry.
8. Keep records of each medicine in the register, showing their date of expiry. Keep separate register for high value medicines.
9. Ensure proper procedure for purchase of high value medical instruments/ apparatus.
10. To prevent theft/misuse, ensure that name of unit/Railway, date of receipt & stamp of medical unit, is labelled on the medicine.
11. Ensure that pharmacist of unit/ hospital checks actual stock of medicines, on periodic basis.
12. Medical officer should conduct surprise checks in regard to the quantity available in ledger balance and physical/ground balance and ensure that both are matching correctly.
13. Ensure regular checking of available stock of linen/bed sheets/blankets, etc. and follow the prescribed procedure for declaring linen/bed sheets/blankets, etc., as scrap.
14. Ensure proper maintenance of vehicle/ambulance and accountal of petrol/diesel etc.
15. All re-imbursement cases should be recorded in a register. Reimbursement should be made on first cum first serve basis

except in exceptional cases with the approval of the Competent Authority.

16. Before passing the bills, it must be ensured that all contract conditions are compiled properly.
17. Before issue of tender inquiry, ensure the existence of the firm.
18. Before awarding of contract, ensure the existence of the firm.
19. Ensure proper cleanliness in all medical units and Hospital premises

DON'Ts

1. Avoid leaving blank entries in the Medical Attendance Register.
2. Avoid issuing back dated certificates, without specifically recording reasons.
3. Avoid delay in sending the certificates pertaining to Railway employees, to the concerned department.
4. Avoid simultaneous use of two sick/fit certificate books, in one unit.
5. Do not use medical pass in a routine manner.
6. Do not purchase spurious/ inferior quality of medicine.
7. Do not show wrong transaction of medicine, so as to hide some lacuna.
8. Do not put signature on scrap register, without physical verification of scrap items and duly observe the prevalent procedure for disposal of scrap.
9. Do not handover sick/ fit certificate book other than the nominated employees of the hospital.

23.6 The item concerned with Operating / Commercial

Dos

1. Keep the money value books under safe custody of Station Master.
2. Make sure usage of double-sided carbon for issuance of EFT. All columns of EFT must be filled legibly, and passenger's signature obtained therein.
3. Avoid over writing and alteration in DTCS.

4. Declare personal cash in figure and words in prescribed register. Any amount of personal cash which is excess to that permitted codal provisions must be verified by the Shift-In-charge.
5. Keep the standing order book up to date and acknowledged by the staff.
6. Deposit cash at the end of the shift with supervisor/station master under clear acknowledgement.
7. Ensure entry of non-issued token in appropriate register.
8. Supervisor/Station Master should check special cancellation and non-issued register on daily basis.
9. Ensure safety of train operations and passengers.
10. Ensure cleanliness of station, booking office and other offices and facilities.
11. Announce through PA system for passengers' guidance in case of unusual occurrences.
12. Ensure issuance of correct token with correct fare.
13. Before issuance of smart card against RTC booking clerk must compare the signature with the authorized signatories and validity of the RTC coupons.
14. Ensure deduction of one ride plus a penalty of rupees 250/- when card holder of student smart card oversteps his station of exit or detrains short of his exit point.

DON'Ts

1. Do not consume any intoxicating drinks or drugs while on duty.
2. Do not use single sided carbon to prepare EFT.
3. Do not mix private cash with Railway cash.
4. Do not fail to keep safety circular updated.
5. Do not keep cancelled journey token in hand without proper cancellation.
6. Do not make special cancellation of token without the knowledge of Station Master.
7. Do not make short cut method in train operation.
8. Do not suppress any unusual occurrence.

9. Do not allow to carry offensive and dangerous materials in train and station premises.
10. Any refund on card purchased through RTC is to be made only to state government not to the card holder/individual member.
11. Do not adopt dilatory tactics in your dealings with public.

23.7 The item concerned with Personnel.

DOs

1. Maintain all basic documents, records, policy instructions and secure files properly and keep them up to date.
2. Ensure the correct verification of educational certificate, birth certificate, caste certificate, etc. before appointment.
3. Ensure original voucher & signature before paying any bill.
4. Ensure self-contained notes are put up, connecting relevant instructions.
5. Have an Action Plan for filling up both Direct Recruitment and Promotee Quota vacancies, duly assessing anticipated vacancies and lead time required for filling up of posts.
6. Attend to employee grievances with promptness and a positive attitude.
7. Educate employees on their dues and benefits and ways to avail the same.
8. Remember to follow check lists for important activities, like selections, promotion, settlement dues of staff etc.
9. Ensure before accepting the bills that the bills are in original and signed by the claimant.
10. Plan in advance. Do not keep delaying till the last minute.
11. Remember that you are a service department and meant to look after staff welfare.
12. Service record of the employee should be kept with up-to-date entry with signature & date of the concerned staff & officer.
13. Leave record of the employee to be kept with up-to-date entry in regular manner.
14. Before issue of tender inquiry, ensure the existence of the firm.

DON'Ts

1. Do not cause delay in disposal of pending matters. It can harm an employee severely.
2. Do not accept any favours for doing / completing a work.
3. Do not ill-treat or misbehave with an employee.
4. Do not give un-due favours, not due to an employee. Check all claims properly.
5. Do not work casually - mistakes can occur, causing serious problems.
6. Do not close your mind to new ideas or new ways of doing things, keep abreast of technological developments.
7. Do not neglect to prepare and send periodic reports and statements.
8. Do not expect others to complete your work or allow others to handle your work.
9. Do not fail to update yourself on changes in policies, instructions, etc.

23.8 The item concerned with Signal & Telecom

Dos

1. Ensure correct quantity estimate and correct description & specification for procurement of materials and correct and realistic estimate for works to be executed.
2. Ensure to receive correct materials as per description, specification, drawing number, quantity etc. as per the purchase order/ contract.
3. The execution of work should be documented chronologically in work site register.
4. While laying new cables check the depth, bricks, sand filling, protective pipes etc. before filling up the earth.
5. Follow guidelines published by Railway Board strictly.
6. Before issue of tender inquiry, ensure the existence of the firm.
7. Before awarding of contract, ensure the existence of the firm.

8. During receiving of material Inspected by RITES / RDSO the inspection mark / Hologram affixed on the materials should be verified carefully.
9. Be vigilant about requests for change of inspection clauses, as request may come from the supplier for such a change. However, inspection agency should not be changed frequently and in no circumstances after issuing of LOA.
10. Tender file should be scrutinized thoroughly, and the document should be kept in file chronologically.

DON'Ts

1. MB (Measurement Book)-Overwriting should be avoided and measurements should be specific.
2. Don't forget to make "No claim certificate" from both the concerned executive & Contractor as a part of final bill.
3. Don't change description & specification after award of the work.
4. Don't forget to prepare vitiation statement while doing variation.

23.9 The item concerned with Stores

DOs

1. Ensure correct description, specification, drawing numbers, quantity etc. in the purchase order.
2. Indicate quantity, both in figures and words.
3. Ensure that the quantity and quality indented is as per approval of the approving authority.
4. Ensure stock verification of materials as per schedule programme.
5. Receipt and issue of materials must be entered in the BIN card/Register/Ledger properly with date & signature.
6. Ensure delivery of scrap only from the sold lot.
7. Specify a reasonable delivery period. Avoid items like "Urgent" and "Immediate" and be specific about the date by which the material is required.
8. Avoid calling for supplies to sample as far as possible.

9. While approving quantity on indents, ensure that the quantity is fully justified in relations to the asset (s) for which the procurement is to be made.
10. Ensure attestation of corrections if any in quantity, estimated last purchase rates and description on the indent by the competent authority.
11. Before signing/countersigning any indent, satisfy yourself for the requirements, estimated rates, description, and specification.
12. Ensure correct description & specification of materials as per Purchase order & Drawing while accepting the materials.
13. Before issue of tender inquiry, ensure the existence of the firm.
14. Before awarding of contract, ensure the existence of the firm.
15. Estimated rate should be based on last purchase rate or budgetary quotation collected after survey supported by price list.
16. Indicate rate and quantity both in words and figures on indent.
17. Genuine likely supplier should be incorporated on the indent.
18. Funds available should be enclosed.
19. Get the non-stock certificate for indenting item from concerned Stores Officer.
20. Purpose and indenting quantity should be clear and justified.
21. Rate reasonableness should be carefully examined before accepting the offer.
22. Restricted items of RDSO/CLW/ DLW/MSME/GeM etc. should be procured only from restricted sources.
23. DP extension should be granted only after receipt of request either from firm or consignee.
24. In case of acceptance of offer in deviation to firm's original offer, Purchase Order should be issued only after obtaining consent from the tenderer.
25. Procurement of commonly used goods and services restricted to GeM should be invariably from GeM platform.
26. Power of purchase and procurement to be followed as stipulated.

DON'Ts

1. Do not furnish specifications that are tailor made to attract offers from only one or two suppliers.
2. Do not submit more than one indent for each quantity approval.
3. Do not submit non-stock indent for a stock item, except under special circumstance recording the reasons for the same.
4. Do not split the demand to bring within certain limit.
5. Do not certify 'urgency' unless you are fully and personally satisfied about it as this may lead to purchase at a higher rate.
6. Do not delay in disposal of tender cases.
7. Do not receive & issue materials without proper/relevant documents.
8. Do not furnish names of fictitious/non-existent vendors on the indent.
9. DP should not be re-fixed to mere benefit of the supplier.
10. Do not procure any item from open market which is enlisted in GeM.

23.10 The item concerned with Security

DOs

1. Ensure safety & security of passengers & Railway Personnel.
2. Contract vigil to all stations & offices regarding movement of passengers & Railway Personnel.
3. If any suspicious thing is noticed, immediately inform to the higher authority.
4. Ensure safety of Railway Property.
5. Ensure to keep proper record for entry and exit of the persons, materials & vehicles in the Railway premises, workshops etc.
6. Before issue of tender inquiry, ensure the existence of the firm.
7. Before awarding of contract, ensure the existence of the firm.

DON'Ts

1. Do not allow any unwanted things inside the Railway Stations, trains and offices.
2. Don't allow anybody in the office without entry in the visiting register.
3. Don't allow anybody inside Railway platform without proper valid ticket.
4. Don't allow vehicle & materials inside the workshop and Railway premises without proper entry in the RPF gate register kept at entry gate.
5. Don't allow to pass any material & vehicle from the Railway workshops / sheds without proper gate pass & other relevant documents and also without entry in the RPF gate register.



Charbagh Railway Station, Lucknow

GST AND ITS ACCOUNTAL

24

24.1 About Indian Railways (IR)

Indian Railways is India's national railway system operated by the Ministry of Railways. It manages the fourth-largest railway network in the world by size, with 121,407 kilometres (75,439 mi) of total track over a 67,368-kilometre (41,861 mi) route.IR runs more than 20,000 passenger trains daily, on both long-distance and suburban routes, from 7,349 stations across India. In the freight segment, IR runs more than 9,200 trains daily. There are Production units like DLW, CLW, ICF, RCF, DMW, RWF, RWP, RE etc. and 17 Zonal Railways which operate under the administrative control of Railway Board and each of the Railways have multiple Divisions, Carriage Repairing Work Shops (Diesel Locomotive Works) and a Head Quarter.

24.2 Applicability of GST Law to IR

IR is registered under GST law as Central Government though it is a business entity. A PAN was taken by IR only for registration under GST law for each State and UT. Today IR has 36 registrations, and each State/UT has been assigned with a Nodal Officer who is responsible for compliance to GST law. Though a particular Zonal Railways are independent and operates in more than one State, for GST purpose, only

state wise transactions are captured and reported for payment of tax, return filing and compliance to GST law.

Transportation of passengers and transportation of goods are the two principal outward supply of services that IR is engaged with. Sl. No. 17 of Notification No. 12/2017, Central Tax (Rates), dated 28.06.2017, service of transportation of passengers, with or without accompanied belongings, by railways in a class other than (i) first class; or (ii) an air-conditioned coach, are taxable. It means travel by passengers in general class, sleeper class or non-AC coaches are not subject to GST. The applicability GST rate for passenger travel and transportation of goods except the following goods attract GST @ 5%.

a) relief materials meant for victims of natural or man-made disasters, calamities, accidents, or mishap.
b) defence or military equipments.
c) newspaper or magazines registered with the Registrar of Newspapers.
d) railway equipments or materials.
e) agricultural produce.
f) milk, salt, and food grain including flours, pulses, and rice; and
g) organic manure.

24.3 Forward Charge and Reverse Charge Mechanism (RCM)

As per Sl. No. 5 of Notification No. 13/2017, Central Tax (Rates), dated 28.06.2017, services supplied by Railway (Central Government) to a business entity excluding renting of immovable property and transport of goods and passengers shall come under Reverse Charge Mechanism. Sl. No. 5(a) of Notification No. 3/2018, Central Tax (Rates), dated 25.01.2018 further brought in under RCM renting of immovable property services supplied by Railway (Central Government) to a person registered under the CGST Act, 2017. As per this provision, services relating to passenger and freight service and any other service rendered to unregistered persons only come under forward charge and services like land licensing, parking contracts, renting out of immovable properties, Way leave charges etc. comes under RCM.

24.4 Accounting System that IR follows.

IR maintains the following CRIS managed soft wares which are customised to the need of IR and also records the transactions relating to all payments and receipts.

1. PRS (Passenger Reservation System)
2. PRS-Catering
3. PMS (Passenger Management System)
4. UTS (Unified Ticketing System)
5. FOIS (Freight Operating Information System)
6. IREPS (Indian Railway e-Procurement System)
7. EPS (Electronic Payment System)
8. WARR
9. IPAS (Integrated Pay Roll Accounting System)

There are a few manual transactions like Parcel Waybill, sundry earnings etc. which are recorded using Offline Utility.

24.5 ITC Provisions as Applicable to IR

IR is eligible to ITC on services only and the applicable provision is as under:

T1 – Non-business related
T2 – Exempt
T3 – Restricted
T4 – Eligible fully can only be related to services.
C2 – Partial Credit/Common Credit can only be related to services.

All input services used for business purpose are apparently available for ITC except restricted items under T3 subject to availability of Original and Valid Tax Invoice. Goods are not eligible for any ITC i.e. it can be either T1, or T2 or T3. However, sleepers purchased by IR for onward supply to RVNL, where tax invoice is raised on RVNL, ITC is available only in respect of purchase of such sleepers against the tax liability arise in form of supply of sleepers to RVNL.

24.6 T1 (Non-business supply)

a. Hospital/Health/Clinical related services
b. School/education related services
c. Colony cleanliness/maintenance related services
d. Staff welfare related services

24.7 T2 (Exempt supply related)

a. Goods or Services which are used exclusively for exempt supplies like non-AC Coach/ Sleeper/Second class passenger service.
b. Goods or Services which are used exclusively for exempt supplies.

24.8 T3 (Restricted items)

a. Motor vehicles/Hiring charges of vehicles.
b. Food/Catering services
c. Works Contract (except services in respect to plant and machinery)
d. Motor vehicles
e. Life insurance and health insurance of employees
f. LTC benefit given to employees.

24.9 T4- Full Credit in respect of exclusive taxable supply like

24.9.1 AC Coach and taxable Freight

a. AC Coach Maintenance
b. Linen services/Bed Roll Services for AC Coach
c. AC maintenance/AMC in AC Coach
d. On-board housekeeping services in AC Coach

24.9.2 C2 (Partial Credit)

Input services except T3 items like

a. Telephone
b. Mobile phone
c. Mechanising Station cleaning
d. Cleaning of equipment's
e. Running room
f. Consultancy charges
g. OBHS
h. Bank charges
i. AMC of all types
j. Maintenance Contracts
k. Courier Service
l. Data Transmission services
m. Goods Transport Agency Services
n. Security Services
o. Police and Fire Protection Services

p. Hotel stay by employees/staffs/officers inside Odisha where Invoice contain GSTIN of Ministry of Railway-Odisha

24.9.3 Debit Note & Credit Note Issued By IR

IR issues Debit Note for the following:

a. Excess Fare Ticket
b. Railway Receipts
c. Money Receipts

IR issues Credit Note for the following:

a. Cancelled Tickets
b. Cancelled Railway Receipts
c. Cancelled Money Receipts

24.10 Provisions of e-Way Bill as Applicable to IR

As per provisions of Rule 138 (2A), where the goods are transported by railways (whether goods train or passenger train), the e-way bill shall be generated by the registered person, being the supplier or the recipient, who shall, either before or after the commencement of movement, furnish, on the common portal, the information in Part B of FORM GST EWB-01. Where the goods are transported by railways, the railways shall not deliver the goods unless the e-way bill required under these rules is produced at the time of delivery.

As per provision of Rule 138A, copy of e-Way Bill is not mandatory to carry when goods are in movement by rail. However, copy of Invoice or Bill of Supply or Delivery Challan is to be carried for movement of goods by rail. e-Way Bill is not required if Railway is transporting its own goods by rail i.e. when Railway is the Consignor of goods {Rule 138 (14)(l)}

24.11 Tax Neutralization

Railways apart from Railway Electrification Divisions, Railway Construction Divisions and Wagon Manufacturing Units (Rail Coach Factory) usually outsource many of their services and award hundreds of contracts at each Division and Office. Contracts in Railways are awarded for Supply of Goods or under Works Contract every year. Usually Works Contracts are awarded on all-inclusive basis and payment of all taxes and duties is the responsibility of the Contractor. After implementation of GST, Railway Board advised all Railways to make an impact analysis of GST on the Works Contracts which were awarded before 01.07.2017 (administered date for GST) but execution/payment of which is pending

in part or full after this date. Each of the Railway issued an extensive guideline (Joint Procedure Order) for making such impact analysis and tax neutralisation thereof. In a recent Circular bearing No. 2017/CE-I/CT/7/GST, dated 16.04.2017, Railway Board has considered Practicing Cost Accountants to certify the Work Sheet of tax liability before GST and after GST. A Contractor can engage a Practicing Cost Accountant for such tax impact analysis and certification which is required to make a supplementary agreement based on which payments will be released to the Contractor.

An in-depth study of the Contract Agreement awarded to the Contractor along with Supplementary Agreements or Revised Agreements, if any needs to be studied by the CMA to understand the type of work, period covered, cost elements in respect to manpower, material, machines, and tax components etc. under each Schedule. Payments made up to 30.06.2017 can be ascertained from the last Bill cleared by the Railway or considering period of completion if the pricing is firm and can be ascertained in terms of period left.

All the taxes and duties which the Contractor was liable to pay during the pre-GST regime like Excise Duty on material and equipment, CST/VAT on material which was levied at different stages in the value chain, VAT on Works Contract, Entry Tax, Service Tax liability of the Contractor etc. needs a detailed analysis. Rate of taxes and duties, exemption, abatement are to be considered as per their applicability during pre-GST regime. Purchase Invoice, Quotations, Scheduled Rate of material of different authorities are the likely sources to know the unit rate and applicable tax rates in many cases. VAT Returns, CST Returns, Entry Tax Returns, Service Tax Returns, Excise Returns filed during the pre-GST regime can help one to understand the applicable tax rate for inward and outward supply made by a Contractor in the erstwhile tax regime.

Input Tax Credit (ITC) available to the Contractor (whether availed or not by the Contractor by filing return), both in pre-GST and GTS regime on the balance value of Works Contract is to be adjusted while making such tax impact analysis.

PUBLIC RELATION
AND MEDIA MANAGEMENT IN INDIAN RAILWAYS

25

25.1 Authority to Deal with the Media

25.1.1 At the Railway Board level

At the Railway Board level only Ministers, Chairman, Members, Secretary Railway Board, Director Public Relations (DPR), Director Information & Publicity (DIP) or any other Officer(s) especially authorized by the Minister of Railways may give information or be accessible to the representatives of the media. Any other officer, if approached by the representatives of the media is to refer them to the DPR (**the official Spokesperson for the Ministry of Railways**) or in his absence to the Information Officer. The Chairman is to be kept informed of the press conferences, if any, being held by any Member of the Board.

25.1.2 At the Railway/Production Unit Headquarters level

At the Railway/Production Unit Headquarters level the General Managers and the CPROs are authorized to meet the media in a formal Press Conference or informally depending upon the importance of the nature of the information to be given. However,

the General Managers may especially authorize the PHODs to give information or be accessible to the representatives of the media. Any other officer, if approached, by the media, is to refer them to the CPRO.

25.1.3 At the Divisional level

At the Divisional level Divisional Railway Managers (DRMs) are permitted to meet the representatives of the media approaching them for factual information on specific subjects. They may also send news items concerning the working of the Railways (particularly in their division and other matters of local interest) to the media directly or through the local office of Press Information Bureau (if available). DRMs may also hold press conferences **occasionally**. However, in respect of queries on wider policy matters concerning the Zonal Railway or the Indian Railways, the representatives of the media may politely be directed to GM/CPRO or DPR/Railway Board. In order to ensure that no unauthorized information/ material is supplied to the press, the DRMs should **generally not** delegate this work to a Divisional Officer except to ADRMs. All such information/ material should have **DRMs approval** before it is supplied to the press. Services of PROs (wherever positioned) may be utilized for the purpose.

It is made clear that **no unauthorized person should speak to or interact with the media** as it may amount to un-becoming of a railway servant. In this connection, the provisions relating to official documents and responsibility of railway servants (contained in **Rule-11** of Railway Servants (Conduct) Rules, 1966) may also be kept in view.

25.2 Disseminating Information to Media, Media-Feedback & Rejoinders

1. Notices of all important meetings, conferences, visits of delegations and VIPs shall, as a matter of routine, be sent to the DPR/CPROs for organizing appropriate media publicity. Even if the executive

department feels that the subject matter does not warrant publicity, the decision to publicise in the media or otherwise shall be taken in active consultation with the CPRO.

2. All PHODs/DRMs must feed the PR Department regularly with information/ material about activities, projects, and achievements for making suitable 'handouts' and 'features' or for arranging audio-visual coverage as and when such information is available with them.
3. DPR/CPROs will be responsible to develop an appropriate **data bank** on various subjects for their use from time to time on the basis of information received and get it updated by executive departments from time to time.
4. An **annual action plan** of PR events may be made at the beginning of each financial year on the basis of major works being undertaken on the Railways and the performance targets laid down for various executive departments. In addition, the PR Department should project specific items of achievement which would be undertaken during the year and keep the concerned departments advised in advance for inflow of data at appropriate time.
5. As a routine, PR Department should ensure that concerned departments are fed with **extracts of press reports** deserving attention of the concerned PHODs/DRMs. **Rejoinders**, if necessary, on any new report, must be issued **within a week** of its publication. If need be, some of the information required for such rejoinders can be collected even on telephone from the concerned executive Departments to avoid delays. PR Department as well as the concerned executive Departments shall be jointly responsible for timely rebuttals of undue press criticism.

25.3 Publicity During Accidents/ Other Unusual Occurrences

1. **In the event of accidents**, resulting in damage/causalities, the image of Railways invariably suffers because of adverse reactions in public and media. In such situations, Railways must **display greater responsibility** not only in relief and rescue operations but also in interacting with the media with correct and updated information.

2. Sometimes, newspapers publish **contrary versions** relating to any accidents attributing them to railway sources. It is, therefore, necessary that only the authorized officers (mentioned in **para 25.1.1 to 25.1.3**) interact with the media. Unauthorized person **should not** speak to the media (as mentioned in **para-25.1.3**).
3. It has **to be ensured that the media is kept informed** of the relief and rescue measures, passengers injured and dead, restorations of traffic, etc. to avoid breeding of gossip, rumours and sensational reporting in the absence of authentic information. CPROs must depute an official to monitor and scan through all the print and major electronic media reports, analyse them and take appropriate action immediately to correct any adverse trend for any report aimed at mere sensationalizing the untoward incident.
4. The media persons must be **briefed** at the accident site and if necessary, **at least once every day** at the Divisional/ Zonal Headquarters on regular basis. For this purpose, the executive departments should ensure that the PR Department is fed with the latest information and update at top priority.
5. Appropriate **rejoinders and contradictions** must be issued, and copies thereof should be sent to DPR, Railway Board for briefing the media at the national level. During such emergencies, a **close contact should be established with DPR** Ministry of Railways. It is of prime importance that PR activities have a **common strategy and one voice**.
6. Sometimes train services are disrupted badly because of other reasons such as **bandh calls, rail roko agitations, etc** by political/ pressure groups etc. for causes many a time not even remotely connected with railway operations.
7. In situations mentioned in **25.3.6**, where **advance information** of such agitations is available, zonal railways must publicise about the possibility of train services getting affected from the relevant date through suitable press notifications. These notifications must make it amply clear that the agitations and bandh calls are responsible for the cancellations/ diversions of the train services, if any. Wherever necessary advertisements can also be brought out in the newspapers, TV, and Radio in this regard. Apart from conveying

information, such initiatives may also generate opinion against such bandh calls/ agitations.

8. A similar action (as mentioned in **point 25.3.7**) may be taken for publicizing **disruption of traffic due to floods, fog, etc** regretting inconvenience caused to the passengers and stating clearly that the reasons for such disruptions are beyond the control of Railway Administrations.

25.4 Hospitality, Press Conferences/ Receptions/ Tours

Information boom and expansion of media networks leading to extensive reporting of various facets of railway working is at times characterized by a lack of understanding of the complexities involved therein, and therefore, reportage of one-sided stories. With a view to placing such misapprehensions in the correct perspective, so as to encourage and facilitate objective reporting, there is a need for maintaining cordial relations with media and creating awareness amongst them, through press conferences/ receptions, conducted press tours and also through exploring informal relations by extending hospitality for entertaining them.

It may be noted that all expenditure on hospitality and press conferences/ receptions/ tours should be with the purpose of education and creation of awareness amongst the opinion makers within the media. Therefore, the process of education and awareness needs to be undertaken in a scientifically designed and structured manner.

25.4.1 Hospitality

1. Hospitality is aimed at offering courtesies, which might entail expenditure. Accordingly, DIP, DPR & CPROs have been authorized to maintain a hospitality fund for the purpose. This fund is meant for entertaining press correspondents, media personnel, agencies and persons involved in TV/Radio publicity as also advertising agencies **in or out of office** in an informal manner in small **number not exceeding 20**.

2. The nature and place of entertainment, the likely expenditure on each occasion and the actual number of invitees (*who may include officials not exceeding 50%*) will be as per the discretion of the CPROs under the general guidance of the General Managers. CPROs can also arrange personal level entertainment **at their residences** provided that it has **prior approval of the General Managers**.
3. The guests entertained should be restricted to the minimum number necessary on such occasions and entertainment done as economically as possible within the prescribed limits. Any restrictions imposed by the respective State Governments on the number of guests to be served etc. should be observed. Adequate documentation as to the purpose of the expenditure, number of media persons entertained, amount of expenditure, etc should be maintained.
4. The ceiling on expenditure is **Rs.250/- per meal per head or Rs.500/- per head per day** subject to the conditions mentioned in **para-25.4.1.5 – 25.4.1.7.**
5. The rates mentioned in **para-25.4.1.4** are **inclusive of alcoholic drinks** which may be served with **prior** approval of the General Managers.
6. In respect of the **DIP/DPR** and the **CPROs** of **Zonal Railways,** the **annual ceiling** of expenditure on hospitality is **rupees one lakh.** They are authorized to maintain a **cash imprest** of **Rs.8000/-** for the purpose.
7. In respect of the **Production & other Units,** the **annual ceiling** of expenditure on hospitality is **Rs.50000/-**. The CPROs of these units are authorized to maintain a **cash imprest** of **Rs.4000/-** for the purpose. Wherever no officer is designated as CPRO and PR Unit is headed by a Sr.PRO or a PRO, these provisions will equally apply to them.
8. The expenditure incurred from the imprest may be recouped on submitting vouchers, cash memo or bills etc (or appending a certificate for smaller amounts less than Rs 20) to the Accounts Office.

9. If it is not possible or expedient to support a payment by a voucher, the expenditure incurred will be reimbursed on furnishing a Certificate as follows:

> *"Certified that the number of guests charged for is, to the best of my knowledge, correct. Certified further that the rates accepted had been previously agreed upon and are found fair and reasonable after verification and that no more than the usual charges have been claimed. It is also certified that the catering arrangements were made with due regard to the status of the guests, the availability of accommodation and/or other facilities and consideration of economy."*

25.4.2 Press Conferences / Receptions / Tours

1. Organising Press Conferences/ Tours and Receptions, etc. are accepted means of interacting with media persons. They can be invited over morning tea/ breakfast/ lunch/ evening tea/ dinner by the CPROs.
2. The ceiling for the **number of invitees** on a particular occasion (including officials) at **lunch/ dinner** is **50 (fifty)** and for **morning tea/ breakfast/ evening tea** is **60 (sixty)**. The ratio of officials to non-official guests should not exceed 50% of the total number of invitees. The limit of maximum number of invitees can be relaxed with the prior approval of the General Managers.
3. Care should be taken to ensure that the expenditure is kept to the minimum without affecting the quality of the entertainment. The expenditure per head should also be kept to the minimum possible within the prescribed ceilings.
4. The ceiling for expenditure on **meals per head per day** is **Rs.500/-** within the overall PR Budget. The expenditure on this account can be incurred by the CPROs with the **administrative approval of the AGMs/GMs** without finance concurrence. In exceptional circumstances, expenditure, **not exceeding Rs.750/- per head per**

day, may be incurred for meals with **prior finance concurrence**. If the expenditure on any occasion does not exceed **Rs.25000/-**, it can be incurred by the CPROs with the administrative approval of the AGMs/GMs without finance concurrence. The expenditure **beyond Rs.25000/-** on any occasion, in addition, requires **prior finance concurrence**.

5. Ordinarily **alcoholic drinks may not be served.** However, where the General Manager considers it necessary, such drinks may be served with his **prior permission in writing**. The ceiling for serving alcoholic drinks is **Rs 50/- per head** and the expenditure incurred on this account will be outside the **ceilings per head** mentioned in **para-25.4.2.4**.
6. When the arrangements for entertainment are made at places other than hotels, where bill for items of food presented are exclusive of tipping charges, an amount, not exceeding in any case **5%** of the total entertainment charges, may be paid as **tip**.
7. For entertaining the media (*if the party exceeds **10 (ten)** in number*) and for organizing conducted press tours, **prior approval of the General Managers** is necessary.
8. The expenditure on **lodging, transportation, etc** may be incurred by CPROs with the **administrative approval of the AGMs/GMs**. The expenditure so incurred would be subjected to rendering appropriate accounts in the usual manner.
9. Wherever no officer is designated as CPRO and PR Unit is headed by a Sr.PRO or PRO, these provisions will equally apply to them.

Authority:
PARA-1-3: BOARD'S LETTERS **NO.** 2004/O&M/1/4 DATED 26.6.2004, **NO.**2002/PR/4/9 DATED 24.10.2002, **NO.**88/PR/9/7 DATED 26.9.1988, **NO.**88/PR/1/1 DATED 01.8.1988 & 25.10.1988 AND **NO.**76/PR5/2 DATED 12.6.1979; BOARD'S OFFICE ORDERS NO. 30 OF 1999 AND NO. 9 OF 2007
PARA-4: BOARD'S LETTERS **NO.**2007/PR/4/5 DATED .13.7.2007, **NO**.2003/PR/4/11 DATED 18.8.2003 AND **NO.**89/PR/4/9 DATED 24.4.1989.

CROWD MANAGEMENT AT RAILWAY STATION

26

Railway stations and trains are witnessing a manifold increase in footfall during the festive season. To tackle the challenges posed by increased footfall, Railways are always taking various measures to control and regulate crowds at Railway Stations. Some of the efforts are as under:

1. As far as possible, all efforts are being made to run trains smoothly, with prior display of platform numbers. Platforms shall not be changed. All rakes, including special trains, will be placed on the platform at least 30 minutes before the scheduled departure.
2. A proper train enquiry system and announcement system is being ensured. All train information boards will be in working condition and will show updated information.
3. Manning of escalator.
4. Regular monitoring through a dedicated WhatsApp group is being done.
5. Railway Hospitals, Railway dispensaries near Railway Station have been directed to be prepared in case of any possible untoward incident at Railway Station.

Opening of Mini Control Room:

Mini control rooms are being set up (from 06.00 hrs to 24.00 hrs) with designated staff of Operations, Commercial, Mechanical, Engineering, Electrical, RPF and Medical at Terminal stations. These well-equipped mini-control rooms have facilities like telephone, train information, panel room connectivity, platform, and CCTV feed of the circulating area.

The officers are posted as Officers of Special Duty (OSDSDO) at stations during peak hours for overall supervision and coordination.

Additional Passenger Waiting Areas and Amenities:

At Terminal Stations, provision of tents in a circulating area with a capacity of more than 500 passengers is being made. The temporary waiting area, mobile toilets, extra water taps in front of tent area, extra reservation counters and UTS booking counters, enquiry counters, large size LCD screens for train information and public address system, stall for food and snacks and RPF help desk counters have been provided.

Medical facilities:

Posting of Doctor is from 06.00 hrs. to 24.00 hrs. Doctors are available on short notice 24 hours a day at Terminal stations as well as at all major stations. Provision of first aid posts with paramedical staff, adequate stretchers and wheelchairs at stations has been made. Availability of Ambulance at major Stations has been ensured.

Deployment of additional staff:

Deployment of additional commercial staff, RPF and RPSF, GRP personnel, civil defense volunteers and Scouts and Guides has been made to control the crowd and assist the passengers.

Inspite of all above, there are potential of injuries and casualties of people if uncontrolled rush comes to railway stations. In order to understand the crowd and its management, we need to study and appreciate certain crowd disaster in India as under.

Table: Important Crowd Disasters in India

S. N.		Place and Date of Disaster	Casualties
1	23.12.1995	Fire broke at a school function held in a *shamiyana* (tent) at Dabwali, Haryana	446
2	24.02.1997	Fire at a religious congregation at Baripada, Odisha.	206
3	13.06.1997	Movie goers trying to come out of a smoky cinema hall at Uphaar Cinema, Delhi.	59
4	14.01.1999	Sabarimala Stampede, Kerala.	52
5	28.09.2002	Charbaug Railway Station Stairs, Lucknow, Uttar Pradesh,	19
6	27.08.2003	Nasik Mahakumbhamela , Maharashtra	29
7	25.01.2005	Wai, Satara, Shri Kalubai Yatra Mandhardev,Maharashtra,	293
8	3.08.2008	Naina Devi temple stampede in Bilaspur, Himachal Pradesh,	162
9	30.09.2008	Chamunda Devi temple, Jodhpur, Mehrangarh Fort Rajasthan,	249
10	4.03.2010	Ramjanaki Temple, Pratapgarh, local ashram, Uttar Pradesh,	65
11	14.01.2011	Sabarimala stampede, Kerala	102
12	10.02.2013	Railway Station, Allahabad, while boarding train Uttar Pradesh (During Maha Kumbh Mela)	36
13	13.10.2013	A stampede on a bridge where a section of railings broke Madhya Pradesh at Ratangarh, Datia.	121

Causes and Triggers for Crowd Disasters

Broadly, these have been categorized into 6 categories as under: -

1. Structural
2. Fire/Electricity,
3. Crowd Control,
4. Crowd Behaviour,
5. Security
6. Lack of coordination between various stakeholders.

1. Structural

Structure collapse of

1. Barricades/ bamboo railings/wire fence/ Metal barrier Makeshift bridge.
2. Temporary structure.
3. Railings of the bridge caused by panic triggered by rumours.
4. Barriers on the way
5. Poor guard railings, poorly lit stairwells
6. Difficult terrain (famous religious sites built on top of hills that are difficult to access)
7. Slippery/muddy roads
8. Narrow streets with illegal vendors on sides; sloped gradient; bad weather leading to crushing.
9. Windowless structure, narrow stairs
10. Narrow and very few entry/exits.
11. Absence of emergency exits.
12. Unauthorized construction surrounded by high brick walls prevents evacuation.

2. Fire/Electricity

1. Fire in a makeshift facility or a shop.
2. Cooking in a makeshift facility
3. Wooden structure/ quick burning acrylic catching fire.
4. Fire at illegal structure
5. Non-availability of fire extinguisher/fire extinguishers not in working condition
6. Unauthorized fireworks in enclosed places
7. Inappropriate points of manufacturing and sale of fireworks
8. Building and fire code violations
9. Lack of adequate flood lighting of the assembly area and the pathways used by the crowd.
10. Electricity supply failure creates panic and triggers a sudden exodus.
11. Illegal electric connections
12. Inappropriate fittings such as MCB, Aluminum wires instead of copper wires etc.
13. Short circuit from electrical generator, (synthetic) tent catching fire.
14. Elevators catching fire, people on higher floors panic, steep stair designs.

3. Crowd Control

1. More than anticipated crowd at store/mall/political rallies/ examinations/ religious gatherings/ public celebrations
2. Underestimation of audience, staffing, services
3. People allowed in excess of holding capacity due to overselling of tickets for an event.
4. Limited holding area before the entrance
5. Lack of access control
6. Closed/locked exit.
7. Sudden opening of entry door
8. Reliance on one major exit route
9. Uncontrolled parking and movement of vehicles
10. Callous indifference in regulating traffic.
11. Lack of adequate and strong railings to marshal the queue.
12. Lack of sectoral partitions to segregate assembled crowd.
13. Lack of proper public address system to control crowd.

4. Crowd Behaviour

1. A wild rush to force the way towards entrance/exits.
2. Crowd attempting to enter a venue after the start/closing time.
3. A collision between large inward flows and outward flows
4. Rush during distribution of disaster relief supplies
5. A large number of pilgrims are trying to board a ferry for a sacred island site.
6. Free distribution of gifts /toys/ food/ Prasad/alms/ blankets/ cash/clothes triggering a surge and crush.
7. Tussle to catching a glimpse/autograph of a celebrity.
8. A large (much more than expected) anxious and competitive crowd gathering because of limited period promotional events at malls.
9. Rush to get covered/free/unnumbered seats at the venue.
10. Scramble to get event tickets.
11. Crowd trying to re-enter the venue (flows inward/outward flows mixed)
    i. Religious leaders taking a route (in wrong directions) in violation of orders in force.
    ii. Unruly and irresponsible crowd behaviour.
    iii. Angry crowd due to delay in the start of the event/late trains

iv. Last minute change in platform for train arrival/ departure resulting in lots of movements within short time window.
v. Mad rush to leave school.
vi. Mad rush to exit/parking space.
vii. Sudden flow of people in reverse direction.
viii. Rush during distribution of disaster relief supplies.
ix. Sudden mass evacuation because of a natural disaster.
x. Rumours of landslides caused by rains leading to rush down a narrow stairway.

5. Security

1. Under deployment of security personnel to regulate or to control crowd.
2. Lack of adequate scientific planning in making police arrangement to deal with crowd with proper sectoral deployment under an officer with adequate manpower and each sector reporting to the senior police personnel in charge of the police arrangement.
3. Lack of proper wireless deployment with clutter free call arrangement between sector in-charge and officer in-charge of the police arrangement.
4. Inadequate briefing of security personnel on crowd control before deployment.
5. Lack of adequate dress rehearsals before actual deployment.
6. Lack of adequate observation towers with PA system and back up force with proper wireless communication with the tower to monitor and regulate crowd.
7. Lack of adequate CCTV surveillance of the crowd with PA system to control monitor and guide as and when required.
8. Lack of adequate briefing of the personnel manning the observation towers, CCTV and PA system on dealing with problems in an effective manner as and when they see and observe the crowd.
9. Absence of walkie-talkies for the police on duty.
10. Absence of public announcement systems or effective wireless system with the police.
11. Lack of adequate anti sabotage check of the entire area and sanitizing the same against terrorist, extremist, and separatist attack.
12. Lack of adequate road opening parties to secure the routes of pilgrimage.

13. Lack of adequate door frame metal detectors and frisking of pilgrims entering the pilgrimage area or persons entering the gathering area.
14. Fights within groups of the crowd and with police, other officials etc.
15. Weapon brandished in the crowd.
16. Ineptitude of the police in effectively managing the crowd and enforcing prohibitory orders.
17. Security agency firing/teargas/using force leading to panic and stampede.
18. The crowd forced against sharp metal fencing.

6. Lack of Coordination between Stakeholders

1. Coordination gap between agencies (e.g. Commissioner / Superintendent of Police and District Magistrate; PWD, Fire Service, Forest officials, Revenue officials, medical officers, and shrine management etc.)
2. Poor infrastructure (Plans on paper but no implementation due to lack of funds, resources, or will)
3. Inadequate water, medical assistance, public transport/parking facilities
4. Lack of understanding of the range of duties entrusted.

Communication delays Vacant/late/delayed posting of key personnel, local decision to remove barricades on administrative route to allow a small group of pilgrims.

Understanding the crowd psychology

The basic element of event/venue planning is to understand the visitors. This, however, is largely determined by the type of event (religious, youth festival, school/university event, cricket/sports event, music concerts, political gathering); season in which it is conducted; and the type and location of the venue (temporal/permanent, open/confined spaces, bus stand, rail/metro station, plain/hilly terrain). Based on this and from prior knowledge and experience, one can and should attempt to determine the type of crowd expected (age, gender, region, locals/visitors, people with special needs etc.) and their estimated numbers. An attempt has to be made and the intelligence has to be gathered about the motives of various visitors (social, entertainment, political, religious, economic etc.) and unwanted visitors (theft, disruption, terror etc.).

Event/venue managers must identify the various stakeholders and acknowledge their objectives as well. For example, while planning the events, shrine management and security personnel desire high degree of

orderliness but local shop owners, priests, and their economic interests cannot be ignored. Certain routes habitually used by locals must be kept in mind. An arrangement has to be made for the media personnel. Community stakeholders (PRIs, CBOs, NGOs, business associations, schools/colleges, and neighbourhood societies/ associations/*mohalla* committees) should be encouraged to take ownership in events.

Crowd Management Strategies and Arrangement.

The integrated approach for crowd management can be pictorially represented as given in the figure. 1:

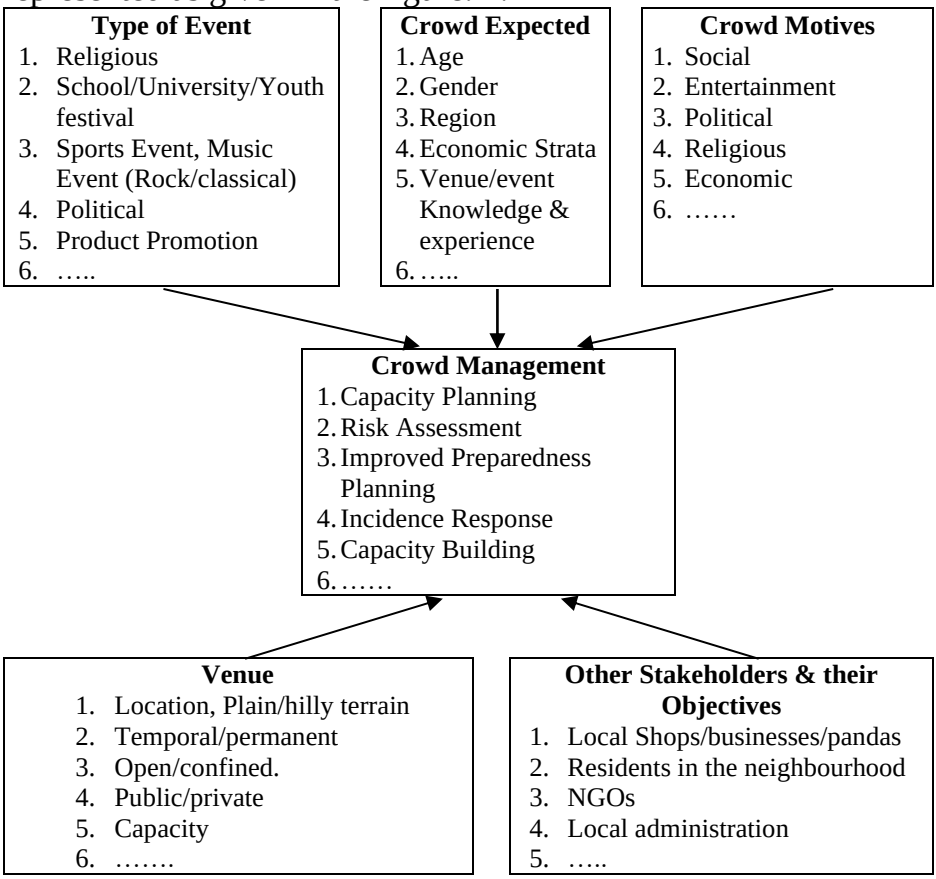


Figure: - 1: An Integrated Approach for the Crowd Management

The various elements of crowd management strategy are:

1. Capacity Planning (long term and short term),
2. Understanding Crowd Behaviour,
3. Crowd Disaster Process
4. Crowd Control
5. Stakeholder approach.

1. Capacity Planning

In India, religious places have high probability of crowd disasters. Obviously, their locations have also played some role in crowd disasters. A large number of religious sites in the country have following characteristics:

1. Located atop hills/mountains with difficult terrain.
2. Mostly narrow, winding uphill pathways along steep hillsides.
3. Access routes encroached by vendors making the access narrower.
4. Lack of adequate flood lighting during night fall.
5. In existence for many centuries.
6. Access routes are prone to landslides and other natural dangers; Chances of accidents are high.

Development of Shrine locality could be difficult in many places, but it is absolutely necessary to develop infrastructure for Crowd Management, as these places are seeing a huge increase in number of visitors. There is a need for **Long Term Perspectives** for infrastructure development which should depend on popularity, periodicity of event, weather, terrain, local population etc. Staging points should be planned for physical or virtual locations through which each visitor must pass. Each staging point should have sufficient facilities for rest, food, water, hygiene. An effective way of counting/monitoring visitors passing through a staging point should be installed to regulate the flow. Plan for physical or virtual locations through which each visitor must pass. An

effective way of counting/monitoring visitors passing through a staging point should be installed to regulate the flow. **Multiple routes** should be encouraged (normal, express, emergency) with varying "route gradient". This will also help in the movement of typically vulnerable groups (children, people with special needs etc.)

2. Understanding Crowd Behaviour

Individual behaviour in a crowd is sometimes influenced by the behaviour of others. The individuals within a crowd may act differently than if they were on their own. The unlawful actions of a few people can result in larger numbers following them. Research has shown that understanding crowd behaviour has led to a community-based approach to crowd control instead of force-based control. For example, the excessive wait at places of worship may result in a few devotees climbing up the fences which could lead to a large number following them causing overcrowding in another area. It is therefore essential to identify and separate such miscreants at the earliest. Such miscreants should be immediately quarantined and removed. Action should be taken immediately with tact and firmness, without inviting undue attention from the general public, which may be there if force is used.

Inappropriate or poorly managed control procedures may precipitate crowd incidents rather than preventing them. For example, police reacting to a group of unruly people may chase them in a direction opposite to the incoming crowd, which may create a collision, and hence a disaster. Special attention should also be given to the border of the venue and the floating crowd moving there because the mischief is usually caused at such places.

3. Crowd Disaster Process

The reasons mentioned in the previous section can again be classified into a) Structural Failure, b) Human errors, c) Natural

causes. On occasions, these have been caused by a) High attendance Levels, b) as a reaction to Action by Performer, or c) Improper/inadequate arrangements. As a result, there is either panic or excitement in visitor's mind which further leads to evacuation or crowding respectively. When this happens, as explained by Fruin (1993), the FIST circumstances namely crowd **F**orce, the **I**nformation (false or real) upon which the crowd acts, the physical **S**pace (seating area, chairs, corridors, ramps, doors, lifts etc.) involved, and the **T**ime duration of the incident (rapid ingress/egress) play a very important role resulting in either overcrowding (high crowd density: a large number of people per unit area) or high desired velocity (accelerated movements). On occasions, this has led to deaths because of crushing, suffocation, and trampling. Historically, **compressive asphyxia has been the most common reason for deaths in crowd disasters.** This crowd disaster process adapted from Fruin, 1993; Zhen et al, 2008 is as given below in figure 2.

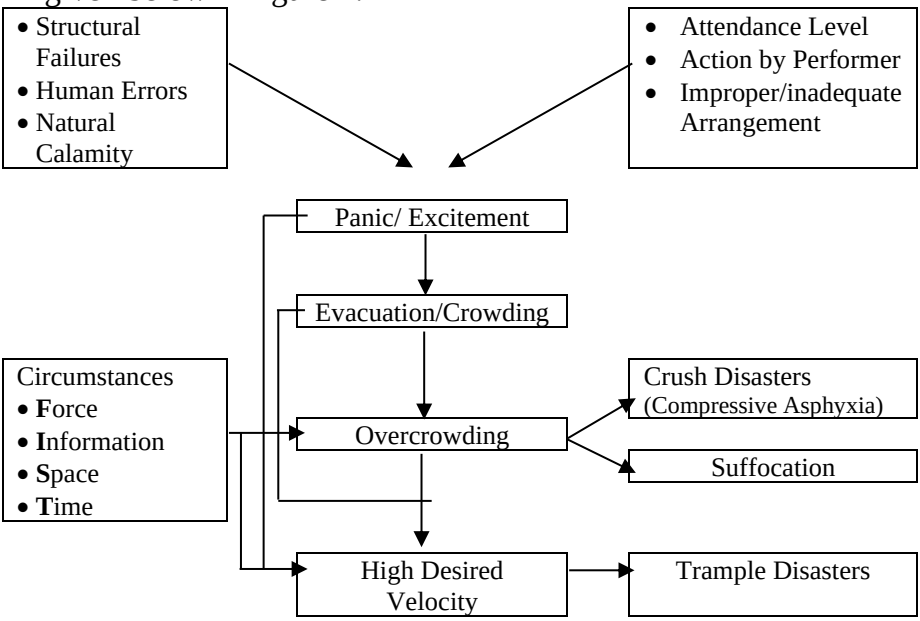


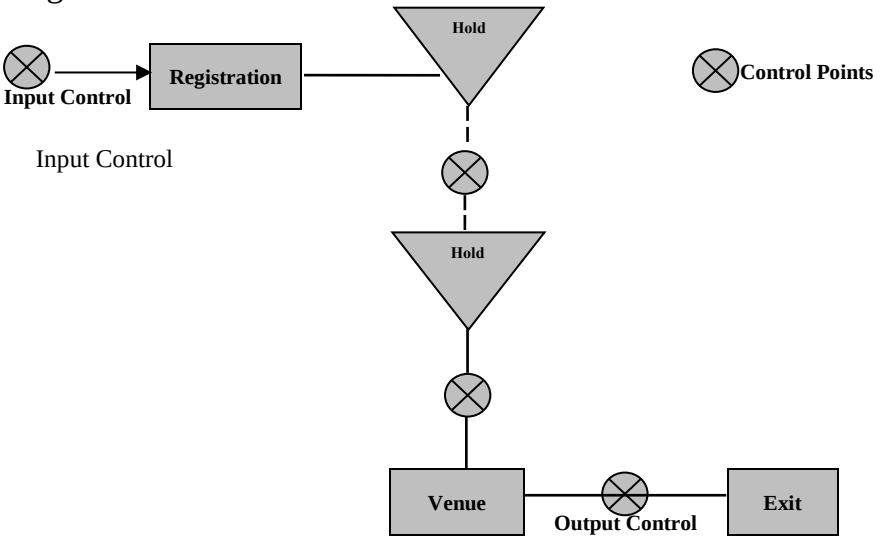
Figure 2: Crowd Disaster Process

A mere glance through the list of causes of crowd disasters suggests that most of them are man-made, which can be completely prevented with proactive and holistic planning and flawless execution. A thorough assessment of arrangements made at places of mass gathering against the above list of potential causes should dramatically reduce the chances of a disaster.

Majority of the crowd disasters in India and developing countries have occurred at religious places while stadia, venues of music concerts, night clubs, & shopping malls have been the typical places of disasters in the developed countries. With population explosion and rapid urbanization, Indian cities are likely to be susceptible to crowd disasters at such venues in the days to come.

4. Crowd Control

The guiding principle for crowd control should be managing demand – supply gap through i) Controlling the crowd inflow, ii) Regulating the crowd at the venue, and iii) Controlling the outflow, if needed. The same is represented in the diagram given below:



Hence in order to **Understand the Demand** we need to understand the (i) historical numbers, crowd arrival patterns, growing popularity, type of visitors (ii) to Identify mass arrival time windows creating peaks (season, days of the week, time in the day, festivals, holidays etc.), (iii) Advance ticket booking/registration (iv) Public transport timetables.

In order to **Understand the Supply,** we need to calculate (i) the capacity at the venue: seating capacity; worships, offerings or prayers possible per hour etc. (ii) Calculate the capacity of holding areas/ queue complex.

At number of places, demand simply outstrips supply, leading to overcrowding. Because of this, there is a need for input control i.e. restricting the number of entries. A mandatory registration process makes this possible. The other possibilities are through influencing arrivals. This can be done through:

1. Informing off-peak times.
2. Have priority queues, visitors with advanced/internet booking, VIP visits during off- peak times.
3. Promote use of a certain mode of transport.
4. Adjusting the event time, keeping in mind regular peak traffic times around the venue.
5. Informing current crowd strength and the expected wait time.

With demand outstripping supply, queues cannot be avoided. At number of places, it is impossible to increase supply capacity because of religious beliefs or the topological reasons. In such cases, since the wait is unavoidable the only possibility is to make it comfortable. The crowd psychology studies (e.g. Chase et. al. 2010) recommend the following softer aspects of managing queues:

1. Do not overlook the effects of perceptions management.
2. Determine the acceptable waiting time for your visitors.
3. Install directions that entertain and physically involve the visitors.
4. Get visitors out of line (e-service etc.)
5. Only make people conscious of time if they grossly

overestimate waiting times
6. Modify visitor arrival behaviour (e.g. inform non-peak hours)
7. Keep resources not serving visitors out of sight.
8. Segment visitors (by personality, age, special needs etc. to provide differentiated attention and/or service)

Hence there is an urgent need to have the following aspects in mind while planning for crowd control.

1. Adopt a long-term perspective.
2. Never underestimate the power of a friendly server (Attempt to) Identify the makeup and motivations of the expected crowd ahead of time to anticipate challenges.
3. Crowd Control Staff should be uniformly dressed (high visibility)
4. Crowd Control Staff Should be in a position to communicate with each other and also to the crowd.
5. Make sure that there are ample entrances and exits (including administrative/ emergency route) at the event, and they remain unobstructed.
6. Monitor Crowd.

5. Stakeholder Approach

Organizers/Temple trusts, Law enforcement agencies must rethink crowd control and encourage community stakeholders (NGOs, Business Associations, Schools/ colleges, Neighbourhood societies/associations/Mohalla committees) to take ownership in events for unity of purpose, faster decisions/response, better coordination etc. a **Unified Control Structure** is recommended.

A Unified Control System brings the agencies with different functional authorities, roles, and responsibilities to work together effectively without affecting individual accountability. Under a Unified Control System, a single, coordinated Incident Action Plan will direct all activities. The control room in charge of the Incident Response System will exercise a single control and all stakeholders will seek the same purpose in conducting emergency operations.

Understanding Risk Potential

1. **Risk Analysis and Preparedness**
   It is widely acknowledged that "Prevention is better than cure", and the first aim of any Crowd Management process is to prevent a serious situation from developing. Disasters may often be prevented from happening through careful identification of causes/threats; assessing the risks posed by them.
2. **Identify the threats and causes of development of crowd.**
   Planners can draw upon a wealth of existing information to identify the range of threats/causes of disasters at a given place of mass gathering. First, the planning team members should share their own knowledge of threats the venue and its surrounding community has faced in the past or may face in the future. They should work with the administration or SDMA/DDMA to get information regarding the potential threats/causes in the community that can cause a disaster. This process must include ex- officers/administrators, involved in past events in that area, who can bring a wealth of knowledge about the demography, resources available, limitations, gaps, possible problem areas etc.
3. **Risk Assessment and Planning of crowd.**
   Once the potential threats/causes of disasters are identified, their risk should be assessed. Assessing risk should involve understanding the probability that a specific potential threat/cause will occur; its effects and their severity; the time the visitors need to be warned about the threat; and how long the threat may last. A site assessment may include a review of the site access/exit; structural integrity of buildings; compliance with applicable architectural standards for access and functional needs; emergency vehicle access.
   It is recommended that all event organizers/planners conduct Failure Mode and Effect Analysis (FMEA). This methodology

involves rating every possible hazard on the dimensions of a) Severity, b) Frequency of occurrence, and c) Difficulty of detection on a scale of 1-10 to arrive at an overall Risk Priority Number (RPN). The higher the severity, higher the frequency of occurrence, higher the difficulty of detection, the score assigned would be higher.

The basic premise is that if a disaster can be foreseen, the probably of occurrence is high. For every hazard, actions are then warranted to reduce/remove the risks. See Table below. This exercise should be taken up by every functional department as well.

Table: Sample Emergency Preparedness Assessment Indicators

Category	Indicator
Fire Protection	1. Average Response Time 2. Number of Fire Stations, Distance between them
Emergency Medical Services	1. Average Response Time 2. Number of Medical Personnel 3. Number of first-aid kits available
Other Emergency Functions	1. Established Emergency Operations Centre, Facilities 2. Drills and Exercises
Risk Assessment of Potential Hazard Conditions	**1.** Frequency of Crowd Assembly (Routine, Periodic, One-off) **2.** Risk Priority Number for each of the hazard (failure) mode. **3.** Frequency of Hazard Occurrence, Severity, Difficulty of Detection/Control

Develop Course of Action

A course of action should be prepared by answering the following questions for every threat/cause/gap identified (Source: FEMA 2013)

- What action should be taken for a given cause?
- Who is responsible for the action?
- When does the action take place?
- Where does the action take place?
- How long should the action take and how much time is actually available?

- What has to happen before the action?
- What happens after the action?
- What resources and skills are needed to perform the action?
- How will this action affect specific populations, such as children, the elderly, and individuals with disabilities and others with access and functional needs?

After selecting courses of action, the planning team should identify the resources necessary to accomplish each course of action, and then match them against the available resources. This step helps planners identify resource gaps that need to be bridged.

4. **Information Management and Dissemination**

   The review of past disasters indicates that in the absence of necessary information, people may slow down/panic; change their direction during their movements leading to undesired flows and/or undesirable behaviour. While the absence or poor information management in itself can be a source of crowding, the appropriate information and its dissemination can be a useful weapon in managing crowd. Communicating with visitors and providing them with the correct information is a very critical factor in all situations viz. normal, disaster/emergency, and disaster recovery. Similarly, timely information exchange between various stakeholders viz. event management, government administration, security agencies, NGOs, media, and local population etc. will go a long way in ensuring that crowd gathering events run smoothly and successfully without any untoward incidents.

5. **Information System for Visitors:**

   1. A proper briefing by the organizers, administration and the police making the crowd control arrangement in the local electronic media/press as curtain raiser before the event so that the persons attending the gathering are aware of the arrangements and no way to contact for relief.
   2. Terrain, weather, and climate (a medical fitness certificate may be required at certain places).

3. An advisory on what is recommended, allowed, and not allowed to be carried along (torch, food, water, medicine, winter clothing etc.).
4. Maps with places of importance (event venues, hotels, food joints, hospitals police stations etc.).
5. Event route maps with entry/exit points, locker rooms etc.
6. List of activities at the venue(s), and opening times.
7. Typical peak days/times; expected waiting time.
8. Police, Fire, Ambulance numbers.
9. Registration requirements, virtual queue if any.
10. Transport mode choices to go to/from the venue.

6. During the visit:

1. Dos and don'ts to ensure smooth movement of crowd.
2. Food, Water, toilets, police posts, information points.
3. Routes in and around event venue.
4. Access to first-aid facilities.
5. Suitable entry/exit for emergency situations.
6. Time to join virtual queue and approximate waiting time.

7. Information / Data for Venue/Event Organizers

Venue/Event Organizers and administrators should have the following data/information.

1. Past data on number of arrivals, patterns.
2. Likely arrival times, means of arrival and needs (e.g. Sabarimala Special Trains).

8. Documentation for Process Orientation

1. The venue/event managers may follow the documentation as given below to bring in process orientation to crowd management:
2. Site planning, Master Plan.
3. Contingency Planning Document.
4. Process for identifying hazards.
5. Process for managing hazards.
6. Preparedness assessment check lists for fire/electrical safety for building/structures, queue control and management procedures.
7. Time and motion studies to determine holding capacity.
8. Communication plan (internal/external, before the event/in case of emergency).

9. Capacity building plan, involvement of community, NGOs, Training Need Assessment.
10. Key contacts.
11. Process for the end of event meeting and documentation. This is very important as these documents will preserve the institutional memory and can act as a knowledge source for the generations to come.

9. Information / Data for Security Personnel

Security Personnel should have the following information with them; carry out through briefing and dry run of the entire department one/two days before the event and also carry out mock drill for disaster management:

1. A detailed map showing entry/exit routes, holding areas, location of emergency services etc.
2. Intelligence on visitors, likely problematic visitors.
3. Timing of peak activities, the routes and venue details.
4. Critical control points.
5. Fire safety drills.
6. Command and control chains.
7. Evacuation and response plans.

10. Information / Data for Local Residents

Local Residents should be provided with the following information.

1. Various events, activities, and their timings.
2. Evacuation and response plans.
3. Channels for information to be passed.
4. Temporary road closures, parking restrictions etc.

11. Information Management

1. If appropriate, delay the sharing of information. For example, if it is preferred that passengers should wait in the large holding areas in the railway station rather than on the crowded, congested platform, the platform number information need not be displayed or announced too much in advance.
2. Train/bus timetables may be displayed at various locations and in local dailies and not just at railway stations and bus stands. Up-to-date train running status, especially for the

trains running late, can be displayed at appropriate locations to avoid crowding at the railway stations.

3. Avoid putting the information source at or close to entry/exit point or other bottlenecks where information seekers are likely to block the movement of the other visitors.

12. Signage

The event organizers have lots of option for information dissemination-

1. Type of sign information (e.g., security, medical, lost and found, promotions).
2. Size and dimension, shape, height, width, depth.
3. Material (e.g., cloth, plastic, flag panels, billboards, streamers, colours, audiovisual).
4. Wording and language specifications; and
5. Location.

13. Information delivery & Choice of Media/Mode

As mentioned earlier the choice depends on type of the event (religious, festival, school/university event, cricket/sports event, music concerts, political gatherings), type of venue (bus stand, railway/metro station, school/college, Open ground/closed hall), type of crowd expected (sex, age, region, regular/occasional visitors, locals/outsiders etc.).

14. Safety and Security Measures

Crush Disasters happen for variety of reasons like

a) The Game/Event starting without crowd control,
b) Overbooking,
c) Mad rush by few in panic/excitement,
d) No assigned seat numbers,
e) Door Buster i.e. heavily discounted retail sales etc.

It is postulated that most of these incidents are avoidable by deploying various safety and security measures.

15. Generic Safety and Security Guidelines

1. Watch towers at all vantage locations with reserve with wireless communication network to assist in case of problem.
2. CCTV monitoring of the entire crowd sector wise at the main control room.
3. Mini UAV for observing the overall crowd in case the crowd spread is too big.
4. Deployment of sector wise proper barricades based on crowd pattern and terrain wise.
5. Have communication channels (PA system etc.) to send a message to the crowd.
6. Monitor crowd for developing into hazard points.
7. Deploy snake line approach Ensure that the areas, where barricades like chains are erected, are kept well-lit and visible to visitors during night lest they may trample upon it and if there is heavy rush, that could result in stampede.
8. At a number of religious places of mass gathering located atop hills/mountains, it is frightening for pilgrims to do their religious journey along with the speeding ponies/horses in both directions. Shrine authorities should explore and expedite the possibilities of alternate track for pilgrims on pony/horses. Until this is completed, arrangements should be made to deal with the route cleaning issue and staff associated with it.
9. Discourage general admission.
10. Have alternative routes for releasing excessive crowd pressure.
11. Have plans to take care of VIP visitors. Do not hesitate to refuse entry to VIPs if assessment indicates that it will add to safety concerns.
12. Ask foreigners to register and report regularly.
13. Ensure emergency exits are not barricaded, blocked or otherwise inaccessible.
14. The shops, if possible, have to be confined to one side of the road and there should be a space of 3 or 4 meters in between cohorts of 5-6 shops so that one could escape through such space in the event of unexpected rush.
15. The visitors should be encouraged to throw food waste, plastic

bottles etc. in clearly identified garbage bins lined up in large numbers across the roads. This will not only help in creating hygienic conditions but will also avoid panic situations arising out of any dog/monkey/elephant menace.

16. Specific Fire and Electrical, Structural Safety Guidelines

1. Enforce fire safety standards.
2. Ensure that generators, distribution boxes, circuit breakers are in isolated places away from the mischievous crowd elements. There should be adequate fencing and security, if required. The electrical appliances should have protection from the weather too.
3. There should be safe and clearly labelled storage of fuel (e.g. diesel to be used by generators).
4. Attempts should be made to minimize tripping hazards (electrical cables, wires) coming in the way of crowd movements and ensure that these are covered.
5. Ensure that there is sufficient number of fire extinguishers at critical control points and those are of the appropriate type (water/foam/powder) for use.
6. Sufficient number of Fire hydrants and First aid Kits should be available at site.
7. Sufficient number of water tanks should be erected.
8. Only authorized vendors should be involved in cooking and catering. Identity cards may be issued. Random checks should be conducted by police and/or event organizers so as to ensure that only genuine licensees are engaged in sales. NGOs should be encouraged to report the irregularities observed.
9. Establish the load bearing (holding) capacity of the structures. Ensure that the structure is capable of handling the anticipated crowd turnout. Have a factor of safety.
10. Ensure that lifts stairways are well-lit, are in working condition and have unblocked access.
11. Ensure that all the structures and electrical wiring/appliances are certified for safety by technically qualified personnel as designated by the government or as specified in the orders as to who should certify.

17. Cautious Use of Ropeways, Helicopter services

At a number of places of mass gatherings, venue managers have (or have proposed) alternate routes for visitors in the form of ropeways and helicopter services. While these will definitely help in emergency situations, and normally reduce a) the congestion on the regular routes, b) journey time, a mad rush for these services is observed. There should be, in general, stricter security norms for these. These services should be reasonably priced, else there will merely be a shift in crowding from the regular routes to ropeways and helicopter services.

Deployment of Barriers

Barricades, roadblocks, and fencing may be deployed in target areas as deemed fit. These can be deployed to control the flow of pedestrians, hostile groups, and vehicles. The type and material of the barriers (refer to the table below) should be in line with the intended purpose, crowd density and force expected. For example, roadblocks for vehicular movements should be made up of large, heavy objects and should cover the complete width of road including footpath, if any. Care should be taken that the barriers should be strong and safe as people, at time, may lean against them. The flexible barrier design should be preferred at the exits. All the barriers should be visible and the area lighted properly in case the gathering is for the night.

Type of Barrier	Material	Purpose
1. Barrier/fencing 2. Portable (temporary)/permanent 3. interlocking/standalone	1. Wire mesh 2. Steel 3. Plastic 4. Concrete bollards 5. Wood 6. Bamboo 7. Sandbags etc.	1. Controlling flow of pedestrians/vehicles 2. Directing the flow 3. Blocking the movement 4. Area delineation: Separating the groups, marking the boundaries. 5. Safety and Security etc.

Facilities and Emergency Medical Services

Although it is commonly known that immediate medical attention after a fatal incident can save lives; presently, probably, there is no official requirement or standard for first aid rooms and on-duty medical personnel at places of mass gatherings. No wonder that some of the event/venue managers avoid/postpone investments in medical services/staffing

infrastructure to save their funds. The shortage of medical, paramedical, public health professionals adds to the woes of others. The implications are loud and clear: Medical Preparedness is one of the weakest links in crowd disaster management.

The need is to develop mechanism for awareness creation, ensure availability of trained first-aid staff, kits, adequate stretches, emergency lifesaving medicines and devices, ambulances, mobile hospitals/teams, hospital disaster management plans, and addressing concerns in public health. The state/district administration should accordingly equip, train, and prepare the doctors and the other staff of the medical department.

Similarly, there are no standards on requirements of food, drinking water, and sanitation facilities. Improvements on these fronts too can go a long way in managing visitors' experience and perception.

Emergency Medical Services

It is recommended that all the venue/event managers should document their current Facilities and Emergency Medical Plans for disaster management and prepare a Roadmap for improvement in Facilities and Emergency Medical services in the next 5 years. For an elaborate discussion on hospital emergency medical planning, please refer to GOI-UNDP (2008).

Transportation and Traffic Management

Consideration of available transport facilities, parking and traffic flow is very important in event site selection, crowd control, and also in emergency evacuation. The guiding principles in transportation and traffic management should be to use public transport as much as possible and minimize the impact of undesirable crowd and traffic.

The following section provides generic traffic management guidelines for police/traffic control staff, visitors, and local residents/NGOs.

Inform the traffic control staff about the event requirements, expected turnout, key event location and timings. Assess the impact of location, events close to the main venue, construction work (if any) on traffic.

1. Assess the parking space required.

2. Erect observation towers with PA system, wireless communication with the traffic police controlling the movement of vehicles in the parking space and binoculars for identifying vehicle numbers, for observing and regulating the traffic in the parking area.
3. Clearly identify parking spaces for 2/3 wheelers, cars, and buses. The public transport system needs to be terminated a reasonable distance away from the venue of interest. This will help in avoiding a direct rush into the venue.
4. The above principle applies for private vehicle operators and private vehicles also. This termination of vehicular movement must be supported by other means of transport (for the elderly/handicapped as per needs) towards the venue or by walk. The idea is to ensure gradual entry into the queuing system rather than a surge.
5. Restrict entry of vehicles (and type) beyond parking lot.
6. Regulate and arrange parking of vehicles. Maintain orderliness.
7. The venue of termination of public/private transport system must be large and must have clearly marked ingress and egress route.
8. Visit/check parking spaces regularly before the event.
9. Are visitors aware of the nearest railway station and bus stand and existing timetables? Are there any special buses/ trains arriving/ departing? Ensure that the visitors are aware of the peak times.
10. Coordinate with railways and bus operators well in advance so that they don't announce too many special trains/buses unilaterally.
11. Calculate the staffing requirements at parking spaces, railway stations, bus stands, road intersections and pedestrian crossings.
12. Prohibiting vehicular traffic on certain roads around the event is, generally, helpful in avoiding uncontrollable rush of people.
13. If roads leading to/from venue are narrow and sans divider, consider one-way movements only. Avoid inbound/outbound crossings.
14. Introduce shuttle bus services between key locations.
15. Clearly identify and label administrative/emergency routes which would be closed for vehicular and pedestrian movements. Pick appropriate fencing on these routes to prevent possible blocking by unauthorized movements.
16. Ensure that the emergency routes are weatherproof.
17. Consider charging high parking fees for private vehicles to discourage them from using those.
18. Consider charging a high halting fee to discourage overstay.
19. Provide shelters on the routes/ bus stop.

20. Ban unnecessary shops; remove illegal structures on the roads.
21. Movement of VIPs, foreign dignitaries, and diplomats should be on a separate route, if available. Consider using administrative/emergency route, otherwise.
22. Ensure that the routes are well lit.
23. Construct barricades to streamline flows or block movements at appropriate places as deemed fit.
24. Consider constructing temporary waiting halls en-route the venue. Ticketing, numbering, and registration systems can be put up at these gateways to limit the number of visitors or regulate their movements.
25. Inform the local residents/NGOs about the timing of the events and key locations and possible congestion areas.
26. Inform them about route planning around the event dates. Clearly mention the no entry zones, one-way etc. Distribute route maps in the form of pamphlets, publish in local dailies, TV channels and put the same on hoardings at key locations.
27. Consider introducing free/subsidized shuttle services for locals a few days before the event so that they won't get no entry/one-way surprises which they may while using their own vehicles.
28. Introduce a traffic control plan a few days before the event so that the locals can get used to it.

Emergency Transportation Plan

1. Create a contingency/emergency plan to allow quick deployment of buses, ambulances, vans etc.
2. Calculate the inventory required of such vehicles, drivers required and clearly establish instructions for their use.
3. Identify the appropriate locations for standby ambulances.
4. Clearly define emergency routes from the venue to the hospitals nearby.
5. Involve locals, NGOs, CBOs, PRIs, Ward members etc. to use their local knowledge.
6. Clearly lay down the procedures for removal of barricades: under what circumstances, who decides that etc.

Railway Board Guidelines about Crowd Management

The Railway Board has issued guidelines vide RSMS message No. 2017/ SEC(INT.) / 51/ 3/4-442 dated 08.1/2018 and letter No. 2018/ SEC (INT.) / 51/ 3/ 4-442 dated 15.10.2018 for proper crowd control at the railway

stations in view of the upcoming festive season. Necessary security arrangements must be in place at all important stations by now.

Refer to the incident of stampede at FOB of Santragachi Railway station /SER on 23.10.2018 resulting into death of 2 passengers and injury to about 12 passengers. There may be several reasons for this stampede for which an Enquiry Committee has been set up. Such incidents have occurred in the past also: Structural, procedural, and operational shortcomings often lead to stampedes. The Solution lies in comprehensive planning and collective work of different branches. There is an immediate need to have a security protocol which addresses the issues of over-crowding at FOB, platforms and last-minute change of platforms which generally result in such stampedes.

The following advisory is being issued for strict compliance to all concerned: -

1. FOBs need to be kept clear of any obstruction. No one should be allowed to squat / sit on the FOB and the stairs leading to it. There should be continuous movement of passengers on the FOBs. Action should be taken to ensure that there are enough CCTV cameras fixed at proper angles to watch the movement of passengers on FOBs, stations, platforms, entry/ exit points and circulating area. The CCTV control room staff should, round the clock, watch the movements of passengers and whenever there is a crowd on FOB or at the platforms, it should be regulated by deploying enough security staff.
2. In case of rush at the FOBs, security staff should use ropes to ensure one way movement of passengers. Passenger crowd should be controlled at the entry points of the stations, so that platforms and FOBs are not dangerously crowded. For this purpose, holding areas should be identified outside the stations. Proper shades with seating arrangements should be provided in these holding areas.
3. It should be ensured that wherever elevators are fixed, it does not reduce the capacity of FOB. Efforts should be made to have separate FOB with elevator. FOBs of inadequate size should be identified and brought to the notice of the concerned officers for increasing their size or numbers. FOBs are to be treated as Safety items with no restriction of budget instead of passenger amenity as per instructions of Hon'ble MR communicated vide Railway Boards letter no.

2017/E86R/8(1)/4 dated 4.10.2017.

4. Ensuring announcement / display about arrival and platform position of trains well in advance to reach the passengers at platform instead of waiting on the FOBs to know the platform number.
5. Most of the old FOBs are very narrow in space. Bidirectional movement in such narrow FOBs is one among the major reasons for stampede. New FOBs with adequate width are to be constructed to cater the volume and it should have physical partition to have bidirectional movement.
6. If the position of old FOB is strategically located in a place where it is more convenient for passenger movement, an additional FOB along its side must be constructed so that both FOBs can be used for passenger movement in different directions.
7. During festive occasions and mela times when there is an unusual hike in the volume of passengers, it is advisable to extensively use the pathways at the end of PFs in both UP and Down directions with rope parties. It will very much ease the utility and load on FOBs. These pathways should be the emergency exit routes in security plan during unusual situations and not the FOBs.
8. Co-ordination should be maintained with Operating Control room and senior operating officers for ensuring advance information to RPF / GRP in case of last-minute changes in the train platforms. Railway Board has already written to all General Managers vide Fax / COIS MAIL No. 2014/Chg./24/2 dated 4.5.2018 that nominated platform berthing for passing through trains should not be changed at short notice except in case of extreme emergency with the approval of competent authority. It should be ensured that in rare cases of such a change, the passengers are immediately informed by announcements on the Public Address System. The passengers must be allowed adequate time to reach their trains / platforms. It should be ensured that the Public Address System is working properly, and announcements are audible to the targeted passengers.
9. It should be ensured that originating trains are stationed at railway platforms at least 30 minutes before their scheduled departure. During rush days or whenever there is any festival, adequate arrangements should be made to guide the passengers about their

trains and platforms at the entry point of the station itself. It would be better if commuter trains and Mail/Express trains were nominated permanently to the separate platforms, as it would help in segregating the Mail/Express train passengers from local passengers.

10. Some terminating trains are known for carrying and discharging large crowd in major stations. Receiving those trains in end platforms (either first or last which are attached to stations exits) will help the huge volume of passengers to exit the station immediately without using any FOB.
11. Booking halls at all important stations should have display boards of adequate size indicating the trains, their departure time, and platforms. It will avoid unnecessary cross movement of passengers going to enquiry windows.
12. Digital electronic screening of trains and PFs to be exhibited at important stations and should remain 24 hrs operational.
13. Unauthorized entry inside the railway stations should be strictly restricted. The concerned Commercial Officers may be requested to regulate the number of platform tickets for each passenger. Proper arrangements, in co-ordination with concerned officers, be made for coolies, porters, handcarts, wheelchairs etc., so that passengers don't feel necessity of taking many attendants with them and thereby crowding the platforms.
14. In a bid to cope with the festival rush at major stations the Commercial Department may be advised to restrict the sale of platform tickets during the specific period.
15. Action should be immediately taken to identify sensitive railway stations with reference to their traffic density and festive season requirements. RPF/GRP should regularly hold a drill at these stations for co-ordinated action in case of overcrowding and announcements for change of platforms. These drills should be supervised by concerned Sr. DSC, at least once a month, at all important stations. Feedback reports for appropriate action be submitted to higher authorities after every such drill.
16. Jurisdictional post in-charges should be aware of any crowd gathering in their jurisdiction during mela, immersion of idols and other rush etc. So necessary security arrangements can be made in

advance.

17. SIB staff must give feedback about the crowd / devotees gathering well in advance to the division and post.
18. Assessment of physical barriers / obstructions which may lead to chaos/ stampede should be identified and be removed immediately.
19. Study of crowd pattern, their movement and behaviou0r should be briefed to all staff deployed for crowd management duty.
20. Disaster Management Team/ quick reaction team at stations, where foot falls are more than one lakh per day have to be kept ready at important railway stations to meet any eventuality.
21. Necessary infrastructural changes, modification and upgradation may be surveyed and be taken up with responsible authorities.
22. Divisional In-charges shall be instructed to take appropriate steps according to the situation apart from the above measures in order to tackle the situation.

    The above instructions are not exhaustive and may require additions / modifications to suit local conditions. Necessary coordination should be maintained at all times with concerned railway authorities, civil police, GRP & state administration for effective implementation of the security protocol.

Reference: Letter no. 2018/Sec (Cr.)/45/50/Festival dated 02.11.2018 is issued and signed by Arun Kumar, Director General, RPF, Railway Board for The General Managers and all Zonal Railways and CMD/KRCL.



Kacheguda Railway Station

INDIAN RAILWAY ACCIDENT PROTOCOL AND DUTIES OF COMMERCIAL SUPERVISORS

27

An accident protocol is a standard set of activities / procedures of reporting and handling Serious Accident. It describes methods and practices for reporting and handling serious train accidents that can be read and understood by all.

Definitions of accident, serious accident, reportable accident, consequential train accident, indicative accidents, unusual incidents, miscellaneous accidents/incidents etc. have been given in various statutory documents/manuals. They are as follows-

1. **The Railways Act, 1989**
2. **The Statutory Investigation into Railway Accidents Rules, 1998**
3. **The Railway (Notices of Inquiries into Accidents) Rules, 1988**
4. **Accident Manuals issued by various Zonal Railways**

Accident Manuals are prepared and updated by all Zonal Railways which deals with classification of accidents, duties of different categories of officials in the event of serious accidents, reporting of accidents, rescue and relief works/machinery, ex-gratia payments, investigation and inquiries of accidents, procedure for

dealing with cases of Sabotage/Train wrecking, Disaster Management etc. There is a statutory organization known as The Commission of Railway Safety under the administrative control of Ministry of Civil Aviation since 1942 with following statutory duties,

1. Investigations into Serious Railway Accidents.
2. Statutory Inspection of New Railway lines
3. Sanction of Minor Works
4. Sanction of Condonation of infringements to Schedule of Dimensions.
5. Periodical Inspection of open lines.

Accident inquiries done by Commissioner of Railway Safety (in case of serious accident) or by departmental officials (in case of other accident) are separately dealt with by various Acts, Rules and guidelines issued by Ministry of Railways from time to time. For the sake of brevity, the accident inquiry and related subjects have not been included in the Accident Protocol.

Apart from the serious accidents due to Collisions, Derailments, Fire in Train, Level Crossing Accidents, etc. there are other unusual incidents - Train wrecking, Bomb Blast, Explosion, Hijacking, Sabotage, persons falling out of train, run over cases, accidental death, natural death, murder, suicide, robbery, blockade, landslides, breaches, flash floods, OHE breakdown etc., resulting into loss of life, grievous injury, substantial loss to Railway property, disruption of traffic. Security Directorate and Coaching Directorate deals with the unusual incidents as far as reporting is concerned, however, relief, rescue, and restoration of work after such unusual incidents is done by the different arms of the Railway system.

27.1 Accident

Accident is an occurrence while working of railway which does or may affect the safety of the railway, its engines, rolling stock, permanent way and works, fixed installations, passengers, or railway servants or which affects the safety of others, or which does or may cause delay to train or loss to the railway. For statistical purposes, accidents have been classified in categories from "A" to "R" excluding "I" and "O". (Railway Board's L.No.2000/Safety (A&R)/19/20, dated 13.12.2000).

27.2 Serious Accident: (Accident Manual of Zonal Railways)

Accident to a train carrying passengers which is attended.

a) With loss of life, or

b) With grievous hurt to a passenger or passengers in the train, or

c) With damage to railway property, the value of which exceeding Rupees Two Crores (₹200,00,000/-), and

d) Any other accident, which in the opinion of the Chief Commissioner of Railway Safety or Commissioner of Railway safety requires holding of an inquiry by the Commissioner of Railway Safety, shall be deemed to be a serious accident.

However, the following shall be excluded from the category of a serious Accident:

i. Cases of trespassers run over and injured or killed through their own carelessness, or of passengers injured or killed through their own carelessness.

ii. Cases involving railway servants or holding valid passes/tickets, or otherwise who are killed or grievously injured while travelling outside the rolling stock of a passenger train such as on foot board, or roof or buffer but excluding the inside of vestibules between coaches, or run over at a level crossing or elsewhere on the railway track by a train, and

iii. Level crossing accident where no passenger or railway servant is killed or grievously hurt, unless the Chief Commissioner of Railway Safety or Commissioner of Railway safety is of the opinion that the accident requires the holding of an inquiry by the Commissioner of Railway Safety

27.3 Consequential Train Accidents: (Accident Manual of Zonal Railways)

Consequential Train Accidents include train accidents having serious repercussion in terms of-

1. loss of human life,
2. human injury,
3. loss to railway property, or
4. Interruption to rail traffic.

27.4 Unusual Incidents: (Accident Manual of Zonal Railways)

Unusual Incidents include cases related to law and order resulting in train accidents or not resulting in train accidents and other incidents as follows-

a) Attempted Train wrecking or Train wrecking or Bomb Blast or Explosion or Hijacking or Sabotage.

b) Incident of – Persons falling out of train or run over.

c) Other Incidents – Accidental death or Natural death or murder or suicide or

robbery or blockade to train services.

d) Miscellaneous – Vehicles running away or train running over cattle or floods / breaches and landslides etc.

All such cases shall be handled by Security branch of Division / Zone. (Railway Board's L.No.2000/Safety (A&R)/19/20, dated 13.12.2000)

27.5 Miscellaneous Incidents: (Accident Manual of Zonal Railways)

These include cases of -

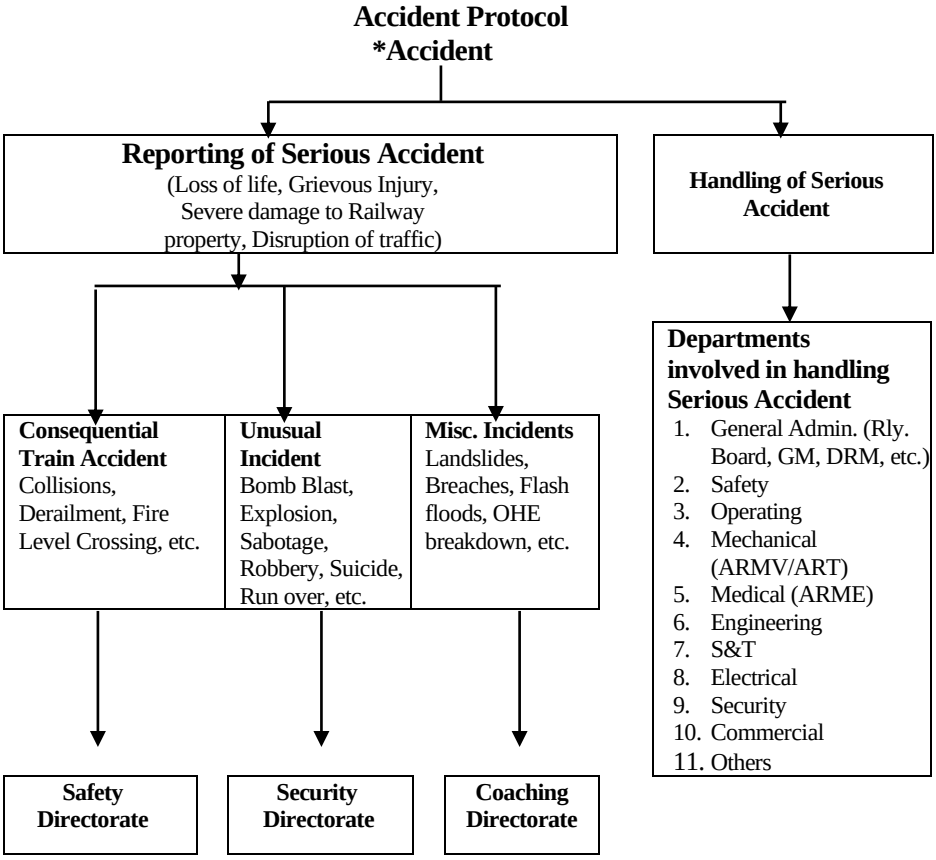
a) Vehicle or vehicles running away.

b) Train running over cattle.

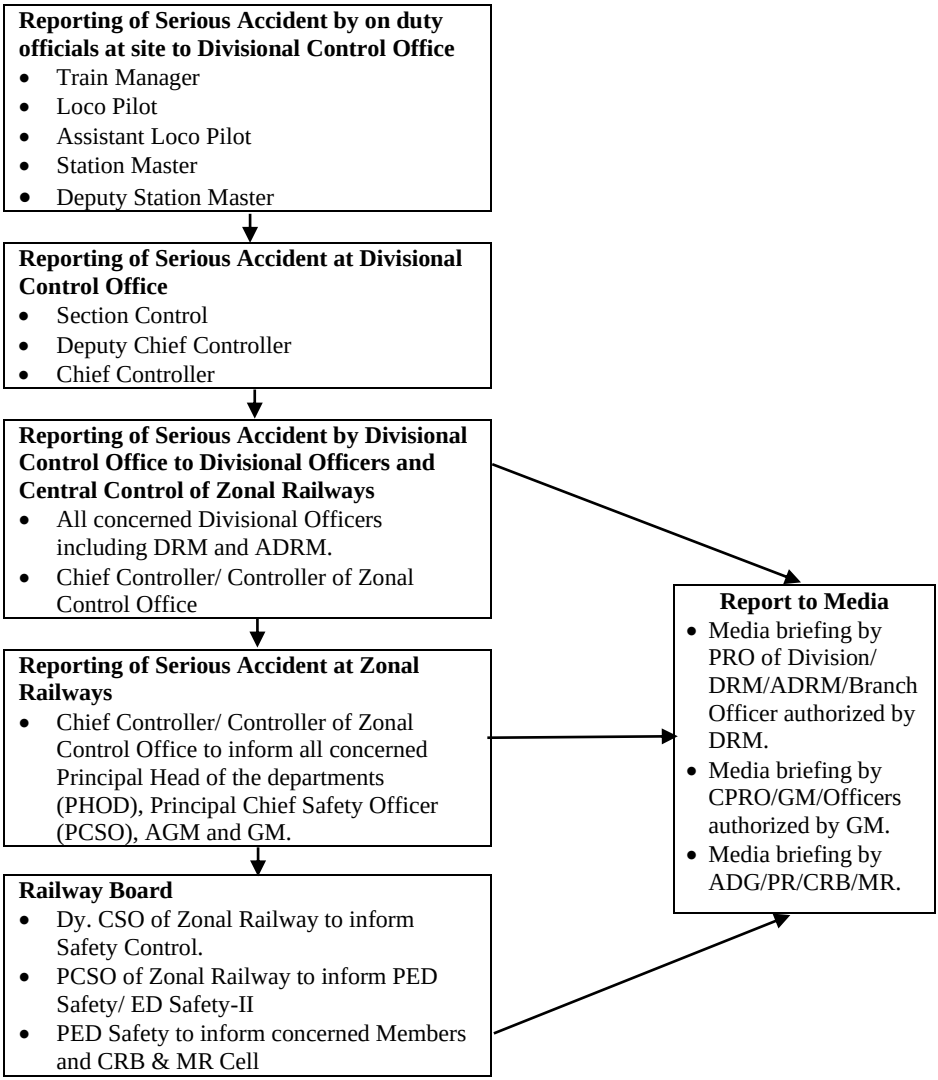
c) Floods, breaches, and landslides etc. resulting in interruption of traffic in an important through line for more than the threshold value.

d) Other cases of floods, breaches, landslides etc., resulting in interruption to traffic.

e) Any accident not included in foregoing classifications.



Channel of Reporting Serious Accident



Handling of Serious	
Serious Accident	
Role of on duty officials available at site in handling Serious Accident	Role of Officials of various departments sent to the site to handle Serious Accident after receipt of information
• Train Manager	
• Loco Pilot	
• Assistant Loco Pilot	• Traffic
• Train Conductor / Superintendent	• Official -in-charge at site safety
• Travelling Ticket Examiner (TTE)	• Medical
• Coach Attendant	• Commercial
• AC mechanic	• Mechanical
• Station Master	• Electrical
• Deputy Station Master	• Engineering
• RPF Officer	• S&T
• Travelling Railway Staff	• Security
• OBHS staff / C&W escorting Staff	• General administration (DRM/ ADRM)

Role of Officials of various departments in handling Serious Accident remotely (not at site)

1. Official-in-charge of concerned station
2. Officer-in-charge of Divisional Control Office
3. Officer-in-charge of Transshipment
4. Diesel Power Controller / Traction Loco Controller
5. Sr. Divisional Operations Manager
6. Other Divisional Officers
7. DRM / ADRM
8. PCCM
9. PCOM
10. Other PHODs
11. GM
12. Member of Railway Board
13. CRB & CEO
14. MOSR
15. MR

27.6 Role of on duty officials available at site in handling Serious Accident

On Duty Train Manager

Train Manager of The Train Involved in Accident: The duties are given in the sequence in which they must be performed. On occurrence of an accident to his train, the Train Manager of the train shall immediately:

- **a.** Protection of the train met with accident.
- **b.** If the accident has occurred on a double line section, the Train Manager should immediately check if the adjoining line is fouling or not. If it is fouling, he should immediately exhibit a red flag by day and flashing light by night towards the direction in which train is expected on the adjoining line. He will continue to exhibit the hand danger signal until the time the adjoining line is protected as per rules in force.
- **c.** A quick survey of the site in order to access the causalities and injuries and decide the level of assistance required.
- **d.** Arrange to protect his train as per Rules in force, taking the assistance of any qualified staff, such as Assistant Passenger Train Manager, Assistant Loco Pilot, Gangmen, and Gatemen etc.
- **e.** Render first aid to any person injured, obtaining assistance of the railway staff, doctors and/ or volunteers on the train, or near the site of accident; and transport the injured to the hospital by taking the help of 104/108 Ambulance service.
- **f.** He will also arrange for preservation of clues and evidence until a senior Railway official takes over charge.
- **g.** Log activities and remain in general charge till a senior Railway Official takes over charge. There after work as per the instructions of the senior official-in-charge of the accident.
- **h.** Send information through quickest means to Control Office and SMs on either side of the block section for this purpose. Walkie-talkie communication provided with stations should immediately be used. Otherwise, field telephone should be used. If a train comes on the other line which is not blocked the same should be stopped and information sent through the Loco Pilot. Assistant Loco Pilot or Assistant Passenger Train Manager may be sent to the next station to convey information of the accident. If all of the above failure, one

of the railway staff on duty on the train should be sent on foot to the nearest station.

i. Utilize Emergency Train Lighting box to facilitate medical aid.

On Duty Driver (Loco Pilot)

1. **Engine Crew of the Train (**Loco Pilot and Assistant Loco Pilot): On occurrence of an accident to a train, its crew shall:
   - **a.** Protect the adjacent line/lines/same line in accordance with rules in force.
   - **b.** Take such technical precautions as may be necessary or as prescribed by special instructions to render the locomotive safe.
   - **c.** Send Assistant Loco Pilot to assist the Train Manager in establishing contact with control office, relief, and rescue operations.
   - **d.** Take necessary action to prevent Loco/Vehicles/Wagons from rolling down.
   - **e.** Make a quick survey of the magnitude of the accident and roughly assess casualty, damage and assistance required.
   - **f.** Send information through the quickest means to Control Office and SMs on either side of the block section. For this purpose,
     - **i.** Walkie-talkie communication provided with stations should immediately be used.
     - **ii.** Otherwise, Mobile Phone and field telephone should be used.
     - **iii.** If a train which comes on the other line is not blocked the same should be stopped and information sent through the Loco Pilot.
     - **iv.** Assistant Loco Pilot or Assistant Passenger Train Manager may be sent to the next station to convey information of the accident.
     - **v.** If all of the above failure, one of the railway staff on duty on the train should be sent on foot to the nearest station. If necessary, detach Loco and take it to inform SM.
   - **g.** Render all possible assistance to the Train Manager.
   - **h.** Preserve all clues and evidence regarding probable cause of the accident and ensure that these do not get disturbed.
   - **i.** Log activities. Do not leave the spot unless relieved by a competent authority.

On Duty Ticket Checking Staff

Train Conductor / Superintendent / Travelling Ticket Examiner:

a) Ascertain if any Doctor is travelling by seeing the reservation chart and making verbal enquiries and arrange for First aid to the injured passengers.

b) Along with other TTEs in the train, he should assist the injured passengers to come out of their coaches. The TTEs should also help passengers trapped in the coaches to come out of the coaches.

c) Unclaimed luggage and other belongings should be handed over to the GRP with full details and acknowledgement obtained.

d) Prepare a list of dead and injured. The list should be classified as under: DEAD, GRIEVOUSLY INJURED, SIMPLE INJURED. Details of the dead and injured should be obtained from the reservation chart, tickets held (to and from) or co-passengers. Assistance of the Police travelling in the train to be obtained also for identification.

e) The following details should be collected:

- **i.** Tickets of the Passengers travelling (to and from)
- **ii.** Ticket Numbers – Class
- **iii.** Coach Number and its position from the engine.
- **iv.** Address of the passengers
- **v.** Nature of injury (Simple, Grievous)

f) He should keep records of the number of dead and injured (simple, grievous) if they are already transported by local people to the nearest hospital before the Railway Doctors had arrived.

g) Duties of IRCTC staff in case train run by IRCTC.

- **i.** Preserve reservation charts of each coach containing names of passengers who actually traveled and in which berth number.
- **ii.** Render First Aid to injured.
- **iii.** Take assistance of local people and other volunteers at site.
- **iv.** Transport injured passengers by road vehicles, if available, to the nearest hospital.
- **v.** Inform stranded passengers about alternative transport

arrangement.

vi. Record evidence or statement volunteered by passengers/others at site.

On Duty Coach Attendant & AC Mechanic

Coach Attendant: Immediately after occurrence of a serious accident, the coach attendant should work under the guidance of Train Conductor/Train Superintendent.

AC mechanic:

a) He should immediately "Switch Off" the current where necessary to avoid short circuiting.

b) He should also assist Commercial staff i.e. Train conductor/ Train Superintendent/ TTEs in their duties at the accident site.

c) See that the emergency lights inside the Coaches are in working order.

On Duty Station Master

Station Master / Station Manager: Immediately after an accident or on receiving the report of an accident, the station superintendent/ Station Master and Assistant Station Master must:

a) ensure that no other train enters into the affected line/section from either direction/lock the commutator/handle of the Block Instrument controlling the affected section in "Train on Line" position wherever possible/ensure the signals giving entry to the line are kept at the "ON" position/ ensure putting of "Line Blocked" lever/slide collars on the concerned lever and/or slide/ensure that the points are set against the entry to the affected line and clamped wherever practicable;

b) Panel should be protected from any manipulation after the accident in station limit. Take action to protect the traffic and safeguard the property.

c) collect detailed information of the accident such as time of accident, nature and location of accident, casualties/injuries, obstruction, damages, and assistance required and ensure that the adjacent line(s) is/are clear before allowing any movement on it/them.

d) inform, giving details of the accident and assistance required to the Control through the Control phone or any other available

means of communications.

e) render first aid to the injured persons by taking the assistance of all Railway staff, Doctors, and volunteers available on train or near the site of accident if the accident takes place within the station limits.

f) arrange to send all available nearest medical assistance to the site of accident in case the accident takes place in section and is attended with injury to any persons.

g) take all possible action to inform all concerned officials including civil and police.

h) see that the injured persons are shifted to hospital with the help of all available assistance, also see that the detailed particulars of the dead and injured are recorded.

i) arrange to remove the unaffected vehicles of the train, observing all relevant rules, to facilitate relief operation.

Note: If the accident is attributed to sabotage or suspected sabotage, nothing should be disturbed except for rescuing injured persons unless police clearance is received and on orders from the officer-in-charge at the site.

j) Take all measures for the quick movement of ARME and /or ART to the site of accident and ensure that the caution order etc. Are correctly issued to the Loco Pilot and Train Manager of all trains while allowing movement to the site of accident, clearly indicating the site of accident, the locations where the train must come to stop and other restrictions to be observed.

k) See that water, tea and other requirements are supplied to the injured and stranded passengers within his resources.

l) Remain on duty until replaced by a competent person.

m) Report the accident to all concerned by the issue of accident message.

n) Seize the Train Signal Register/logbook, Private Number book, Line Admission book and other relevant records are required, note the position of Block Instruments, signals, points indicators, and levers etc.

o) Take the statements of staff where possible.

p) Preserve all clues and arrange to protect the area with the help

of police or RPF.

q) Ensure that all trains for transshipment of passengers are worked to the site of accident with the engine leading unless there are special reasons or specifically permitted otherwise by the officer-in-charge at the site of accident.

r) Warn all passengers in advance in case of their transshipment at the site of accident.

s) Ensure preservation of documents of damaged parcels, mail, and goods etc.

t) Ensure chronological recording of all information received or/and action taken in connection with the accident, in the station Diary.

On Duty Security Official

A) First Response - First Information about serious train accident or unusual incident involving loss of life, grievous injury, serious damage to Railway property etc., is normally received by the nearest RPF Post / Outpost. The person receiving such information should muster maximum available manpower within the shortest possible time and dispatch them to the scene of the accident by the quickest means. After dispatching the available manpower immediately, the Post / Outpost In charge should arrange additional manpower. He should simultaneously pass on the information to the senior supervisors, officers, and the control rooms.

B) RPF Official in charge of site - The senior most RPF Officer available will assume Control and immediately start the following action.

a) Segregate the area of incidence by establishing temporary barriers by use of nylon ropes (if available) or any other makeshift device available at the site to protect the area against the entry of spectators into the affected place.

b) Luggage of passengers should be isolated and protected and consigned goods are taken care of till they are handed over to claimants or taken over by the Railway.

c) RPF personnel should respond to any call for assistance to rescue victims and transport them to the nearest Hospital.

d) RPF Officers will maintain close liaison and harmony with the Officers of various departments of the Railways, GRP, Local Police and Officers of Civil Administration.

C) Reinforcement: Efforts will be made to get the reinforcement from the neighbouring posts / outposts, Reserve Line, Divisional Headquarters or Zonal Reserve. In case any RPSF battalion or Company is located in the vicinity, men can be requisitioned from there for dealing with such emergent situation till additional force is available from other sources.

D) Equipment: While sending reinforcement, it should be ensured that the necessary equipment required for rescue, recovery, and protection of the scene of incident are provided. Such equipment should include:

i) Torches and other lighting arrangements if it is night time.
ii) Nylon ropes and poles for segregating the affected area from unwanted visitors and spectators.
iii) Loud hailer for making announcements.
iv) Stretchers and first aid equipments.
v) Wireless sets for inter communication.
vi) Cameras for photographing the scene.
vii) Video recording of rescue and salvage operations and connected administrative arrangements.

27.7 Traveling Railway Staff

Railway Staff traveling on the accident affected train:

Every Railway servant traveling by the affected train or available at the site, whether on duty or not, shall help in the disaster management by getting identified and rendering immediate assistance to the affected passengers at the site. Non-participation in accident relief operations will be considered as 'DERELICTION OF DUTY'. (Accident Manual of Zonal Railways)

a. Whenever a train is involved in a serious accident with casualties/injuries to passengers, all Railway staff traveling on the train either on duty or on leave is deemed to be on duty with immediate effect.

b. Under no circumstance should any of them leave the accident

site unless and until divisional officers arrive, take over charge of rescue and relief operations, and permit them to leave.

c. Railway staff on train/at site shall volunteer themselves to render assistance and report to TS/TTE/Train Manager of the Train.

d. The senior most officers traveling on the train will assume charge as Officer-in- Charge Site (OC Site).

Trackmen/Gatemen working nearby.

Engineering Gang Staff

a. On double/multiple line section stop any other train approaching the accident area by showing hand danger signal.

b. Ensure that track alignments or lines are not disturbed.

c. Report to Officer In charge at site and assist in rescue and relief work.

d. Assist in extricating injured passengers from coaches.

e. Assist in transporting them to nearest hospitals.

Gateman

a. Keep gate closed if the train has not cleared the gate.

b. On double/multiple line section stop any other train approaching the accident area by showing hand danger signal.

c. Arrange to inform SM immediately.

d. Don't meddle with Interlocking.

e. Avail services of road vehicles waiting or passing through LC Gate.

f. Send a message to a nearby village, informing them regarding the accident.

g. Collect men and material available nearby and direct them to site.

27.8 Responsibilities of Officials at Divisional Control Office

Section Controller

Duties of Section Controller - Immediately when the Section Controller is informed of a serious accident in his section, he shall.

a) ensure that adjacent line(s) in the affected section is/are free from obstruction before advising the concerned Station

Masters to allow the Train to run over it/them.

b) regulate train services in suitable places if required.

c) see that the ARME/ART/Transship Train are worked out to and from the site of accident promptly and have a clear passage.

d) keep a chronological record of all information received regarding the accident and action taken.

e) obtain further details with regard to the extent of damage and progress in rescue operation and relief measures and co-ordinate with the officer-in-charge at the site.

f) arrange to remove the unaffected vehicles, if any, adjacent to the affected vehicles to facilitate relief operation.

Note: Coaches with passengers if any should be drawn to a nearby station where catering/drinking water facilities are available, in consultation with the Sr. DOM/DOM.

Deputy Chief Controller

Duties of Deputy Chief Controller - Immediately after the Deputy Chief Controller is informed of a serious accident, he shall –

a) ensure the availability or engine for working out of ARME and/or ART.

b) ensure that the ARME/ART/Transship Train are moved to and from the site of accident on top priority.

c) keep a chronological record of details of accident, action taken, progress of rescue service and relief measures etc.

Chief Controller

Duties of the Chief Controller - Immediately on receipt of the information of a serious accident, he shall ensure that –

a) The Medical relief van and / or relief train etc. are moved promptly to the site of accident on Top priority duly ensuring the following target time for start of Accident Relief Train -

i. During day light hours (from 6 to 20 hours): 30 minutes

ii. During night hours (from 20 to 6 hours): 45 minutes

(Normally exit time of ARME to be 15 minutes for double exit and 30 minutes for single exit).

b) The emergency office is opened and manned in the Divisional Control office.

c) The regulation of traffic is done correctly, in consultation with Sr.

DOM/DOM.

NOTE: Passenger carrying trains should be regulated at convenient stations, preferably where catering facilities, drinking water etc. are available.

e) Timely information of all changes in train timings, diversion or cancellation of trains etc. is given to all stations on his division as well as to the adjacent Divisions and/or Railway:

f) Arrangements are made for the onward journey of passengers who are able to proceed; and

g) All assistance is extended to the officer-in-charge of the Divisional Control Office.

Officer-in-charge of Control Office

Duties of the Officer-in-charge of the Divisional Control Office - Unless otherwise arranged, the Senior Divisional Operations Manager or in his absence the Divisional Operations Manager shall take charge of the Control Office accident situation, who shall be assisted by Officer/Sr. Supervisors of all the concerned branches and shall have the authority to summon for such additional assistance as he deems necessary. He shall.

a) keep a close watch on the movement of ARME/ART which, meanwhile, have been ordered and arranged for, if required, movement of ARME/ART from adjoining Divisions/Railways.

b) make necessary arrangements for doctors and medical staff from nearby hospitals, medical units, or stations to move promptly to the site of accident.

c) keep a close touch with the officer-in-charge at the site of accident to ascertain the position and particularly the assistance required at the site.

d) ensure that all concerned officials, including Civil and Police authorities, have been advised of the accident.

e) collect further information regarding the details of the accident, progress of rescue, relief and restoration operation and pass on the information to the Headquarters.

f) arrange for supply of food and drink to injured passengers as well as to other passengers of the affected train and also to the passengers on trains held up at the adjacent station(s) due to the accident.

g) arrange to open and man information centers for attending to the enquiries from the public at important stations including the station(s) where injured passengers are received and sent to hospitals:

h) maintain chronological record of all items of information received and action taken thereon.

i) arrange to obtain the list of persons killed and/or injured in the accident, display it at important stations for information of the public.

j) divert/cancel trains and also run duplicate/transship trains as the circumstances may require.

k) arrange for transporting the stranded passengers from the site of accident to suitable place(s).

l) arrange for speedy ex-gratia payment as per extant rules.

Officer-in-charge of Transshipment

Duties of the Officer-in-charge of transshipment in case of serious accident —

The Sr. Divisional Commercial Manager or in his absence the Divisional/Assistant Commercial Manager will be in charge of arrangements for the transshipment of passengers and their luggage, parcels etc. at the site of accident. The official-in-charge of transshipment will be responsible –

a) to advise the passengers of the transshipment programme well in advance.

b) to select, in consultation with the Divisional Engineer or Assistant Engineer, the sites suitable for detraining and entraining passengers.

c) to see that the sites are demarcated and lighted at night, also that the routes over which the passenger may have to walk are clear.

d) to intimate the Station masters of adjacent stations through Control or in writing the exact kilometers of the site of train halt, so that these can be clearly indicated in the Caution Order to be issued to the Loco Pilot and Train Manager.

e) to arrange for supply of drinking water there:

f) to arrange for sufficient porters, gangmen, etc. from the nearest sources for the free carriage of passengers' luggage, parcel, and Government Mail, etc.

g) to see that the site is provided with portable Telephone, installed, and manned during transshipment work.

h) to ensure that each train for transshipment is accompanied by a responsible person, be piloted and correctly hand-signalled to stop at train halt.

i) to depute responsible persons to look after the transshipment work

and general comfort of passengers and to record the details of the work in Logbook at site.

j) to ensure arrangement of Railway Security staff at the site of transshipment to safeguard the passengers and their luggage, especially at night.

27.9 Commercial

Duties of Commercial Officer at site -

1) The Sr. Divisional Commercial Manager or in his absence the Divisional/Assistant Commercial Manager, on receipt of information of a serious accident, shall proceed to the site of accident by first means.

2) Ensure that drinking water, tea and snacks are promptly supplied to stranded and injured passengers. Keep the record of the number of passengers served with tea and snacks.

3) Take charge of the custody of luggage of the injured persons.

4) Luggage of the dead passengers shall be deposited with the Railway Police after proper records and acknowledgement.

5) Issue advice to the next kith and kin of the injured and dead and also furnish details to Sr. DOM in Control Office.

6) Arrange for enough Ticket Collectors, Porters, and Vendors for assistance of stranded passengers.

7) Arrange for ex-gratia payment to the injured and the next kith and kin of the dead.

8) Arrange for refunds to the passengers.

9) Assist the stranded passengers during transshipment with enough Porters and TCs.

10) Arrange to open an enquiry office at the site for replying to the queries regarding disposal of the injured and dead.

11) Make inventory of the parcels damaged and advise the CCO/SC.

12) Arrange for buses for stranded passengers and keep record of the buses arranged destination-wise with the number of passengers.

13) Ensure the making over of the dead bodies to the Police for disposal.

14) Assist the Railway Doctors with Ticket Collectors / Porters. He should compile the figures of injured and dead from all sources. (i.e. Police, TTE / SM).

15) Issue advice to the Control Office / Stations for issue of free passes to the next of kin of the dead and injured.

16) Keep in touch with the progress of patients in hospital and increase the ex-gratia payment suitably in case simple injuries turn into grievous or patients paid ex-gratia payments for grievous injuries die later in the hospital.

Divisional Railway Manager

In the event of a serious accident, the Divisional Railway Manager shall-

1. depute an officer to the site of the accident to assume overall charge unless he himself proceeds to the site of the accident.
2. ensure that assistance is rendered by each Branch of his Division promptly and efficiently in rescue and relief, transshipment of traffic if required, and for removal of obstruction at the earliest; allot specific duties to the individual Officers for dealing with the accident.
3. keep in close touch with the Officer-in-charge at the site of accident and Officer-in- charge at the Control office and see that all assistance is provided and properly utilized in rescue and relief and for removal of the obstruction.
4. Ensure that Telephonic and / or Telegraphic advice of the accident is sent to the concerned officials.
5. Arrange a preliminary enquiry in cases where immediate investigation of certain matters is considered necessary even though the enquiry may be conducted later by the Commissioner of Railway Safety etc.
6. Proceed to the site of the accident as and when required under extent instructions.
7. He will brief the Media himself or authorize PRO for briefing.

Principal Chief Commercial Manager

He will monitor the rescue and relief operation, ex-gratia payment to the kith and kins of accident victims, arrangement for transshipment of stranded passengers, catering arrangement at the site, coordination with the Civil authorities for treatment of injured passengers etc. He will also guide the Divisional Commercial Officers to handle serious accidents efficiently.

General Manager

He will monitor the rescue and relief operation, ex-gratia payments, movement of ART/ARME, movement of special trains for stranded passengers, establishment and functioning of Control room at site/ Divisional Office to disseminate correct information about the accident to the public. He will also update the CRB & CEO, Railway Board regarding handling of serious accidents. He will brief the Media himself or authorize CPRO for briefing.

Members of Railway Board

They will monitor and guide the Zonal Railway Officers of their respective departments in the efficient handling of serious accidents. They may also visit the accident site, if required to supervise the relief and rescue operation.

Chairman & CEO Railway Board

He will brief the Hon'ble MR about the accident, relief and rescue operation, payment of ex-gratia etc. He may visit the site, if required to supervise the relief and rescue operation. He will brief the Media himself or authorize ADG/PR for briefing.



Mumbai Central Railway station

THE LIABILITY FOR RAILWAY ACCIDENTS AND EX-GRATIA PAYMENT (Railway Boards letter no. 2023/TC-III/49/l/Ex-gratia dated 18.09.2023.)

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The Indian Railways is run by Government of India. Since Government of India is a welfare State thus, it is always concerned with people of India specially during public distress. Whenever any accident happens, the Indian Railway pay some amount as immediate relief to the sufferer as an initial compensation. However, the compensation is not the mandatory but still paid to the people as a goodwill measure.

28.1 The liability of Railway Administration in Train Accident

The liability of the railway administration in the event of a consequential train accident attended with casualties has been defined in Section 124 of the Railways Act, 1989 as under: -

> "When in the course of working a railway, an accident occurs, being either a collision between trains of which one is a train carrying passengers or the derailment of or other accident to a train or any part of a train carrying passengers, then whether or not there has been any wrongful act, neglect or default on the part of the railway administration such as would entitle a passenger who has been injured or has suffered a loss to maintain an action and recover

damages in respect thereof, the railway administration shall, notwithstanding anything contained in any other law, be liable to pay compensation to such extent as may be prescribed and to that extent only for loss occasioned by the death of a passenger dying as a result of such accident, and for personal injury and loss, destruction, damage or deterioration of goods owned by the passenger and accompanying him in his compartment or on the train, sustained as a result of such accident".

With effect from 1.8.1994 under Section 124-A of the Railways Act, 1989, the railway administration has also become liable to pay compensation for loss of life or injury to bonafide rail passengers who become victims of untoward incidents such as terrorist acts, violent attack, robbery, dacoity, rioting, shoot-out or arson by any person in or on any train carrying passengers, waiting hall, cloak room, reservation or booking office, platform, any place within the precincts of a railway station or the accidental falling of any passenger from a train carrying passengers. Section 124-A of the Railways Act, 1989 reads as under: -

"When in the course of working a railway an untoward incident occurs, then whether or not there has been any wrongful act, neglect or default on the part of the railway administration such as would entitle a passenger who has been injured or the dependent of a passenger who has been killed to maintain an action and recover damages in respect thereof, the railway administration shall, notwithstanding anything contained in any other law, be liable to pay compensation to such extent as may

be prescribed, and to that extent only for loss occasioned by the death of, or injury to, a passenger as a result of such untoward incident:

Provided that no compensation shall be payable under this section by the railway administration if the passenger dies or suffers injury due to: -

(a) suicide or attempted suicide by him.
(b) self-inflicted injury.
(c) his own criminal act.
(d) any act committed by him in a state of intoxication or insanity.

(e) any natural cause or disease or medical or surgical treatment unless such treatment becomes necessary due to injury caused by the said untoward incident."

Explanation:

For the purpose of this section, "passenger" includes.

(i) a railway servant on duty; and

(ii) a person who has purchased a valid ticket for travelling by train carrying passengers, on any date or a valid platform ticket and becomes a victim of an untoward incident.

28.2 The Quantum of Compensation

In 2016 Ministry of Railways has decided to revise the amounts of compensation payable in respect of Death & Injuries to the passengers involved in Accidents and Untoward Incidents. In the revised compensation rules the amount in all the categories have been doubled with respect to the existing amounts. This has been done by amending "The Railway Accidents and Untoward Incidents (Compensation) Rules, 1990". The new amended rules are being now referred to as "The Railway Accidents and Untoward Incidents (Compensation) Rules, 2016".

As per the revised Compensation Rules, compensation in case of death has been doubled from Rs. 4 lakhs to Rs. 8 lakhs. The new rules has come into effect from 1st January 2017.

The schedule giving the amounts of both existing and revised rates are given below-

Compensation Payable for Death and Injuries

Item	Existing Amount (Rs.)	Revised Amount (Rs.)
PART I		
For death	4,00,000	8,00,000
PART II		
(1) For loss of both hands and amputation at higher sites	4,00,000	8,00,000
(2) For loss of hand and a foot	4,00,000	8,00,000
(3) For double amputation through leg. or thigh or amputation through leg or thigh on one side and loss of other foot.	4,00,000	8,00,000

(4) For loss of sight to such an extent as to render the claimant unable to perform any work for which eyesight is essential	4,00,000	8,00,000
(5) For very severe facial disfigurement	4,00,000	8,00,000
(6) For absolute deafness	4,00,000	8,00,000
PART III		
(1) For amputation through shoulder joint	3,60,000	7,20,000
(2) For amputation below shoulder with stump less than 8" from tip of acromion	3,20,000	6,40,000
(3) For amputation from 8" from tip of acromion to less than 41/2" below tip of olecranon	2,80,000	5,60,000
(4) For loss of a hand or the thumb and forefinger of one hand or amputation from 41/2" below space tip of olecranon	2,40,000	4,80,000
(5) For loss of thumb	1,20,000	2,40,000
(6) For loss of thumb and its metacarpal bone.	1,60,000	3,20,000
(7) For loss of four fingers of one hand	2,00,000	4,00,000
(8) For loss of three fingers of one hand	1,20,000	2,40,000
(9) For loss of two fingers of one hand	80,000	1,60,000
(10) For loss of terminal phalanx of thumb	80,000	1,60,000
(11) For amputation of both feet resulting in end bearing stumps	3,60,000	7,20,000
(12) For amputation through both feet proximal to the metatarsophalangeal joint	3,20,000	6,40,000
(13) For loss of all toes of both feet through the metatarso-phalangeal joint	1,60,000	3,20,000
(14) For loss of all toes of both feet proximal to the proximal interphalangeal joint	1,20,000	2,40,000
(15) For loss of all toes of both feet distal to the proximal inter phalangeal joint	80,000	1,60,000
(16) For amputation at hip	3,60,000	7,20,000
(17) For amputation below hip with stump not exceeding 5" in length measured from tip of great trench-anter	3,20,000	3,20,000
(18) For amputation below hip with stump exceeding 5" in length measured from tip of great trench anter but not beyond middle thigh	2,80,000	5,60,000
(19) For amputation below middle thigh to 41/2" below knee	2,40,000	4,80,000
(20) For amputation below knee with stump exceeding 41/2"but not exceeding 5"	2,00,000	4,00,000
(21) Fracture of Spine with Paraplegia	2,00,000	4,00,000

(22) For amputation below knee with stump exceeding 5"	1,60,000	3,20,000
(23) For loss of one eye without complications the other being normal	1,60,000	3,20,000
(24) For amputation of one foot resulting in end-bearing	1,20,000	2,40,000
(25) For amputation through one foot proximal to the metatarso phalangeal joint	1,20,000	2,40,000
(26) Fracture of Spine without paraplegia	1,20,000	2,40,000
(27) For loss of vision of one eye without complications of disfigurement of eyeball, the other being normal	1,20,000	2,40,000
(28) For loss of all toes of one foot through the metatarso-phalangeal joint	80,000	1,60,000
(29) Fracture of Hip-joint	80,000	1,60,000
(30) Fracture of Major Bone Femur Tibia both limbs	80,000	1,60,000
(31) Fracture of Major Bone Humerus Radius Both limbs	60,000	1,20,000
(32) Fracture of Pelvis not involving joint	40,000	80,000
(33) Fracture of Major Bone Femur Tibia One limb	40,000	80,000
(34) Fracture of Major Bone Humerus Radius Ulna One limb	32,000	64,000

28.3 Interim Relief by Railway Administration

Under section 126 of Railways Act, 1989, it has been provided that if a person who has made an application for compensation under section 125, desires to be paid interim relief, he may apply to the railway administration for payment of interim relief along with a copy of the application made under that section.

28.4 Liability for accidents at Level Crossings

No liability accrues in the case of collisions between trains and road vehicles at unmanned level crossings in which railway passengers are not involved and cases of persons run over by trains.

However, the victims or their dependants can claim compensation under Law of Torts by moving to Motor Vehicle Accident Tribunals and the compensation is paid if any contributory negligence is proved on the part of railway administration. The Tribunal decides the quantum of compensation on merits of each case. The amount of ex-gratia paid is counted towards amount of compensation awarded by a Court of Law. However, Supreme Court of India in a judgment arising out of Civil Appeal No. 3033 of 1990 (Union of India v/s United Insurance Co. Ltd

and Others) ruled that the driver and owner of the bus and the railways can all be joint tort-feasors, if proved.

With regard to accidents occurring at manned level crossings, prima facie due to the negligence of railway staff, ex-gratia payment is made to the victims by the railway as per the rate decided from time-to-time by Ministry of Railway.

28.5 Ex-Gratia Payment

The meaning of Ex-Gratia in Latin is **"by virtue of grace" or "by favour".** Therefore, an ex-gratia payment is voluntary because the paying party doesn't need to compensate the receiver. Ex gratia payment definition has undergone several changes. The general ex gratia payment definition is a type of payment made by an organization, government, etc., to an individual for claims and damages without acknowledging any legal obligations. Generally, ex gratia payments are requested to fulfil such damages that do not come under any insurance policies.

Ex gratia payment has a moral obligation. To maintain a good relationship with its customers, the Indian Railway pay the ex-gratia to the passenger involved in Railway Accident and other untoward incidences. The rate of ex-gratia keeps changing over the time and requirement due to inflation and other reasons.

28.6 Features of Ex-Gratia Payment

1. Ex gratia meaning is that it is out of choice and cannot be forced.
2. Companies provide ex gratia payment to maintain their good public image.
3. Ex gratia meaning is free of any obligation and admission of liability.
4. Ex gratia payment is a gesture of goodwill.
5. Ex Gratia payment is also termed the "golden handshake".
6. Ex gratia payment is under the employer's will and does not fall under any legal obligation.
7. There's no limit on ex gratia payment amount, which entirely depends on the paying party.
8. Ex gratia payment is never fixed and varies from one organization to another.
9. Ex Gratia payments do not fall under EPFA and are not considered as wages.

28.7 Amount of Ex-gratia for Train Accidents, Untoward Incidents and Manned Level Crossing Gate Accidents

	Type of accident	Amount of ex-gratia for Death	Amount of ex-gratia for Grievous Injury	Amount of ex- gratia for Simple Injury
1)	**Train Accident** (as defined under Section 124 of the Railways Act, 1989)	Rs. 5,00,000/- (Rupees Five lakh only)	Rs. 2,50,000/- (Rupees Two lakh Fifty thousand only)	Rs. 50,000/- (Rupees Fifty Thousand only)
2)	**Untoward Incident** (as defined under Section 124-A of the Railways Act, 1989)	Rs. 1,50,000/- (Rupees One lakh Fifty Thousand only)	Rs. 50,000/- (Rupees Fifty Thousand only)	Rs. 5,000/- (Rupees Five Thousand only)
3)	**Accident at Manned Level Crossing** due to Railway's prima facie liability)	Rs. 5,00,000/- (Rupees Five lakh only)	Rs. 2,50,000/- (Rupees Two lakh Fifty thousand only)	Rs. 50,000/- (Rupees Fifty Thousand only)

28.8 Additional Ex-gratia relief in case of Hospitalization of Grievously Injured Passengers beyond 30 days

In case of Train Accident	In case of Untoward Incident
Rs. 3,000/- per day to be released at the end of every 10-day period or date of discharge, whichever is earlier.	Rs. 1,500/- per day to be released at the end of every 10-day period or date of discharge, whichever is earlier **up to further six months of hospitalization.**
	Thereafter, Rs. 750/- per day be released at the end of every 10-day period or date of discharge, whichever is earlier **up to further five months of hospitalization.**
(a) Lump sum amount of ex-gratia for hospitalization of grievously injured passenger up to first 30 days is as mentioned in table at para (1) above. (b) The maximum period for which ex-gratia is payable to the grievously injured passenger will be 12 months.	

1. This ex-gratia relief will be exclusively for passengers who are grievously injured in train accidents or untoward incidents as defined under Section 123, read with Section 124/124-A, of the Railways Act, 1989.
2. The period for treatment as indoor patient for more than 30 days would need to be certified by a Railway Doctor for the purpose of further ex-gratia payment up to the period of remaining 11 months. In case where the injured are taking treatment in

other than Railway hospital, the treatment must be certified by Railway Doctor.

3. Sr. Divisional Medical Officers shall also keep track of such injured people taking treatment in other than Railway hospitals. Sr. DCM/DCM shall keep coordination with Sr. DMO for the purpose and arrange payment of ex-gratia as per the prescribed schedule mentioned in the table in Para-2 above at the doorstep of injured person. Every care shall be taken by Sr. DCM/DCM to avoid any inconvenience to injured person in such cases.

28.9 Mode of Payment of ex-gratia/enhanced ex-gratia.

1. Maximum amount of up to Rs. 50,000/- to be paid in cash as an immediate relief for taking care of initial expenses.
2. Remaining amount to be paid by Account Payee Cheque/RTGS/NEFT/Any other online payment mode.
3. Notwithstanding anything contained in Para 30.5.1 and 30.5.2 above, Railways may disburse the entire amount of ex-gratia/enhanced ex-gratia by Account Payee Cheque/RTGS/NEFT/Any other online payment mode, if deemed appropriate.

28.10 Other terms and conditions:

No ex-gratia relief would be admissible to road users in case of accident at Unmanned Level Crossing, trespassers, persons electrocuted by OHE (Over Head Equipment).

1. Ex-gratia payment in case of train accidents and untoward incidents are not to be considered at the time of final claim for compensation.

2. The amount of ex-gratia relief admissible to road users, who meet with an accident due to Railway's prima facie liability at Manned Level Crossing Gate Accident, will be counted towards the amount of compensation payable, if action is tenable against the Railways under the Law of Torts and an award is granted by a Court of Law.

3. Ex-gratia payments should also be made to railway servants killed or injured by a moving train while performing their duty, for example, gangman working on track run over accidentally by a moving train.

4. Payments should be sanctioned/arranged preferably on the spot by a Senior Scale Officer nominated by the General Manager after making such enquiries as can be reasonably made on the spot after the immediate needs by way of medical attendance etc. to injured persons are attended to.

Circulated by Railway Boards letter no. 2023/TC-III/49/l/Ex-gratia dated 18.09.2023 issued by **Ratnesh Kumar Jha, Executive Director (Public Grievances), Railway Board and to be effected from 18.09.2023 and issued with** concurrence of Finance Directorate of Ministry of Railways **and suppressing of earlier letters (1)** 201 l/TC-III/27/29/Ex-gratia dated 26.07.2012 and 07.05.2013**, (2)** 2006/TC-III/27/2 dated 20.12.2006, **(3)** 2002/TC-III/28/3 dated 12.06.2002, **(4)** 93/TC-III/122/l/Ex-gratia dated 21.08.1995, 26.04.1996 and 18.11.1999.

ABOUT THE AUTHOR

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Shri Hari Shankar Verma, author of this book, is an officer of the 1987 examination batch of Indian Railway Traffic Service. He joined IRITM as Director General on 22.05.2023. Shri Verma was born in Village Akori, Bairagarh, District Jalaun, Headquarter Orai. He completed school education and Graduation at the village and District Headquarter Orai respectively, and later moved to Banaras Hindu University (BHU) for higher education. He did M.Sc. in Agriculture with a specialization in Mycology and Plant Pathology. He secured distinction in the final examination and set a record.

Shri Verma has supported his family from the young age of nine. He succeeded in the family business and become quite prominent as young businessman. Later, with a change of mind, he moved to Banaras for higher study. During student days, he was actively engaged in student politics and won several College and University elections.

He has cleared the Civil Service Examination, 1987, in first attempt and joined the Indian Railway Traffic Service on 25.08.1988 at Lal Bahadar Shastri National Academy of Administration (LBSNA),

Mussoorie and later Railway Staff College [RSC and now National Academy of Indian Railway (NAIR)], Vadodara. He was initially allotted the Southern Railway as lien Railway and later the Railway lien changed to Western Railway.

He has been trained on Southern Railway, Western Railway and Central Railway. He had been given an initial posting at Jaipur, Western Railway (now North-Western Railway) as Assistant Commercial Superintendent, which later changed to Assistant Commercial Manager.

He had been posted on Central Railway as Divisional Operating Manager (DOM), Divisional Safety Officer (DSO), Jhansi Central Railway (now North Central Railway). On promotion to Junior Administrative Grade, he was posted as Principal Zonal Training Center (ZTC now ZRTI), Bhusawal, Central Railway. He has been Senior Divisional Operations Manager (Sr. DOM), Bhopal Central Railway and later West Central Railway. He has also worked as Senior Divisional Safety Officer (Sr. DSO), Central Railway, Mumbai. On promotion to Senior Administrative Grade, he had been posted as Chief Claim Officer (CCO), Chief Commercial Manager Freight Marketing (CCM/FM), Chief Passenger Traffic Manager (CPTM), Central Railway, Mumbai.

He has also worked as Additional Divisional Railway Manager (ADRM), Mumbai, Central Railway, Divisional Railway Manager/Salem/Southern Railway and Principal Chief Operations Manager (PCOM), South-Western Railway/ Hubballi. During his career spanning more than 35 years in the Railways, he has been decorated with several awards like Railway Minister award, General Manager award, Railway Minister's Silver Medal, and Certificate for promotion of Rajbhasha and a number of other awards and appreciation from seniors.



He is a pioneer in standardization and ISO certification in Operating Department. His efforts culminated in the ISO certification of ZTC, Bhusawal, which was the first ever for any training centre in the country. Further, he also got ISO certification for the Divisional Control Office, Bhopal, Habib-Ganj railway station (now Rani Kamlapati Railway Station) and Habib-Ganj-Nizamuddin daily Express during his 5 years stint as Sr. DOM, Bhopal. Shri Verma excelled in each of his postings and achieved the highest targets of his time. As ADRM, Mumbai and later CPTM, he is credited with running of additional 278 daily suburban services in CR. He also started the first 15-car-rake on CR. It is noteworthy that all his achievements were marked by the maintenance of complete industrial peace.

As DRM, Salem he had been instrumental in easing traffic bottlenecks by way of yard remodelling, completion of long pending traffic facility works, restoration of Nilgiri Mountain Railway track, bridges and stations and infrastructural development of Salem Division Headquarter (as it was a newly created division).

During his tenure, Salem Division had received several Shields from the Zonal Headquarter.

As PCOM South-Western Railway, he had completed all long pending traffic facility works and facilitated doubling and construction of new lines. He achieved over performance in all operating parameters including highest ever loading, which was appreciated by MO&BD through a letter and a shield. He had been instrumental in making SWR the top performer amongst all Zonal Railways in Key Performance Indices (KPIs).

Over the last 11 months as DG IRITM, he has been instrumental in achieving quality in training and the standardization of the training process. **IRITM has been rated as 'Ati Utkrisht' (4 Stars)** as per the **National Standards for Civil Services Training Institutions** (NSCSTI) under the aegis of Capacity Building Commission of India (CBC). Chairman and CEO, Railway Board has personally appreciated his effort in this regard. Further, IRITM has also been awarded **ISO 21001, which is the latest Standard for Training Institute and named as Educational Organizations – Management System (EOMS)**.

He has written, designed and edited the reading material for first batch of Indian Railway Management Service (IRMS) probationary officers. Under his leadership, IRITM has been credited with conduction of training of first batch of as Indian Railway Management Service (IRMS) after Civil Service Examination, 2022. Following books has been authored or edited by him as under:

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3. Handbook of Foundation Course
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