

City Booking Agency

- A City Booking Agency is a Booking office in a City or Town to facilitate the Director Booking of Parcel, Goods in small and Passengers also.
- List of CBAs is published in Local Tariff along with name of Serving Stations.
- CBA is operated by selected Contractor on behalf of Railway for a period of 3 to 5 years.
- Contractor is selected through Open or Limited Tenders.
- Selected Contractor is required to deposit Security Amount/Bank Guarantee and to sign an Agreement with Railway Administration.
- CBA books Traffic directly to Destination Station. It also arranges transport between Out Agency and Serving Station for which is authorized to collect charges from Consignor in addition to Freight. Wharfage Charges, if any, are collected by CBA.
- Staff of Serving Station enters details of Inward/Outward consignments in Transshipment Register and collects Freight and other charges.
- Transportation charges collected by CBA are shown separately in Luggage Ticket, Way Bill and Invoices.
- All Credit Notes, Pay Order and other Vouchers received at CBA are submitted to the Cash Office by OA.
- Railway pays CBA charges due to Contractor on monthly basis after verification from Traffic Accounts Office.
- Since CBA uses Railway Way Bills, Invoices and other Money Value Books, it is required to maintain all Periodical and Monthly Returns, Balance Sheet and other records and submits the same to TAO.
- Above mentioned records may be inspected by other authorized officials also.
- In case of non compliance of Rules & Regulation and terms of Agreement, CBA Contract may be terminated.
- Station Master of the Serving Station is responsible for ensuring efficient working and compliance of Rules/Regulation by CBA.

Out Agency

- Out Agency is an office opened in a place out of Municipal limit of City where the Serving station is situated.
- Out Agency can book Parcels and Goods Directly to a station or can receive the same directly through serving station.
- List of Out Agencies is published in Local Tariff along with name of Serving Stations.
- Out Agencies are operated through Contractors selected through Open or Limited Tenders.
- Selected Contractor is required to deposit Security Amount/Bank Guarantee and to sign an Agreement with Railway Administration.
- Out Agency books Traffic directly to Destination Station. He also arranges transport between Out Agency and Serving Station for which is authorized to collect charges from Consignor in addition to Freight. Wharfage Charges, if any, are collected by Out Agency.
- Staff of Serving station enters details of Inward/Outward consignments in Transshipment Register and collects Freight and other charges.
- Transportation charges collected by Out Agency are shown separately in Luggage Ticket, Way Bill and Invoices.
- All Credit Notes, Pay Order and other Vouchers received at Out Agency are submitted to the Cash Office by Out Agency.
- Railway pays Out Agency charges due to Contractor on monthly basis after verification from Traffic Accounts Office.
- Since Out Agency uses Railway Way Bills, Invoices and other Money Value Books, it is required to maintain all Periodical and Monthly Returns, Balance Sheet and other records and submits the same to TAO.
- Above mentioned records may be inspected by other authorized officials also.
- In case of non compliance of Rules & Regulation and terms of Agreement, Out Agency Contract may be terminated.
- Station Master of the Serving Station is responsible for ensuring efficient working and compliance of Rules/Regulation by Out Agency.