

**दक्षिण मध्य रेलवे**  
**SOUTH CENTRAL RAILWAY**



**कोचिंग सिद्धांत**  
**COACHING THEORY**

**क्षेत्रीय रेलवे प्रशिक्षण संस्थान**  
**Zonal Railway Training Institute**  
मौला-अली, सिकंदराबाद Moola - Ali, Secunderabad

**मुस्कान के साथ ग्राहकों की सेवा**  
**SERVING CUSTOMERS WITH A SMILE**

## **DISCLAIMER**

*This booklet is only a guide to understand the principles of railway commercial rules in respect of coaching working.*

*This guide is not meant for substituting  
Tariff Books, Manuals and Circulars.*

*The trainees must refer to Tariffs, Manuals and Circulars issued and updated from time-to-time for day-to-day working.*

## **CUSTOMER**

The customer is the most important person in our premises  
Customers are not depending on us. We are depending on them  
Customers are not an interruption to our work. They are the purpose of it  
We are not doing them a favour by serving them  
They are doing us a favour by giving an opportunity to do so  
Customers are not outsiders to our business. They are part of it

-- Mahatma Gandhi

## ZONAL RAILWAY TRAINING INSTITUTE



### Our Motto

*Discipline and Devotion to Duty*

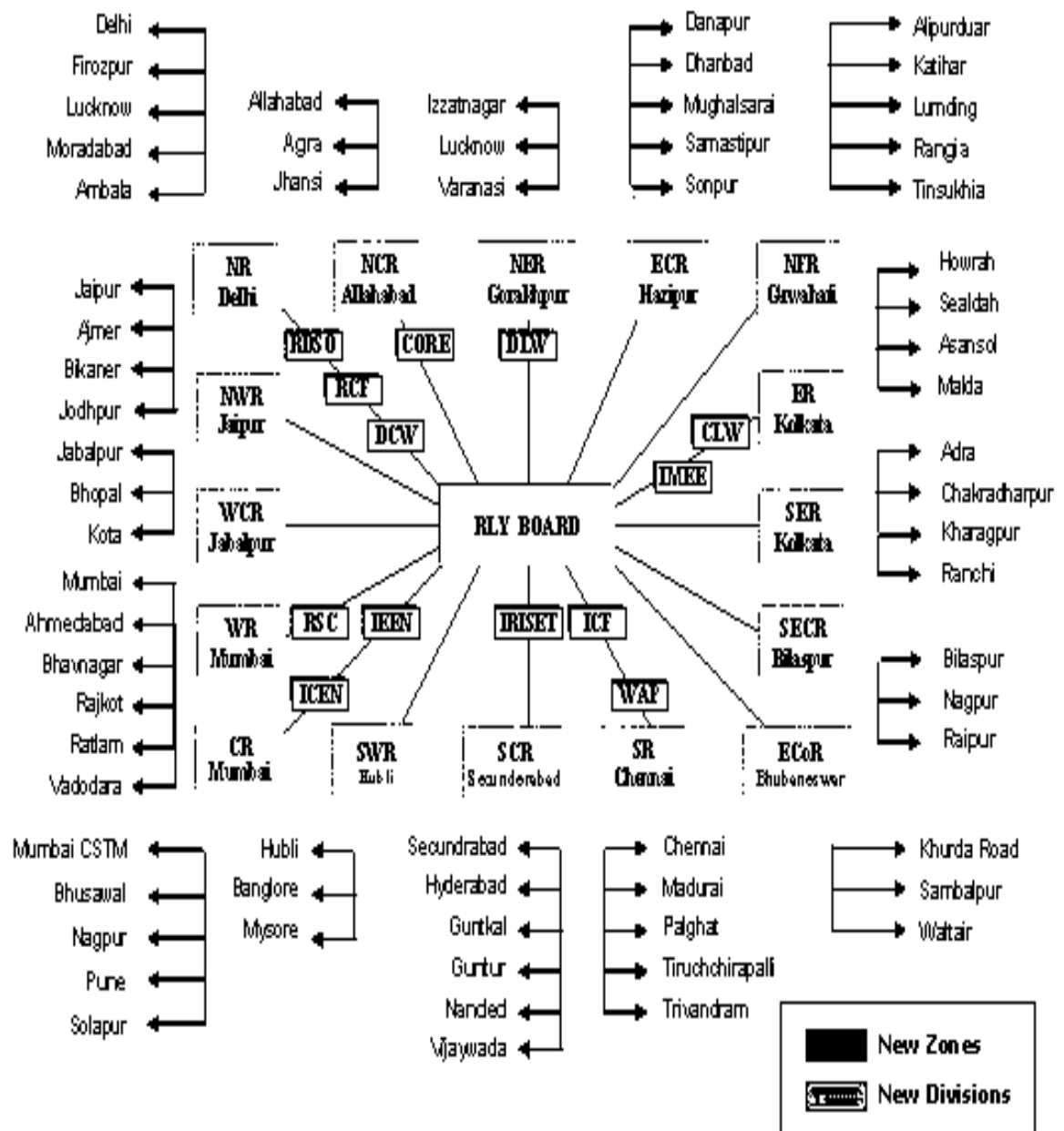
### Our Aim

To develop effective personnel with pride in their work  
and faith in the management

**INDEX**

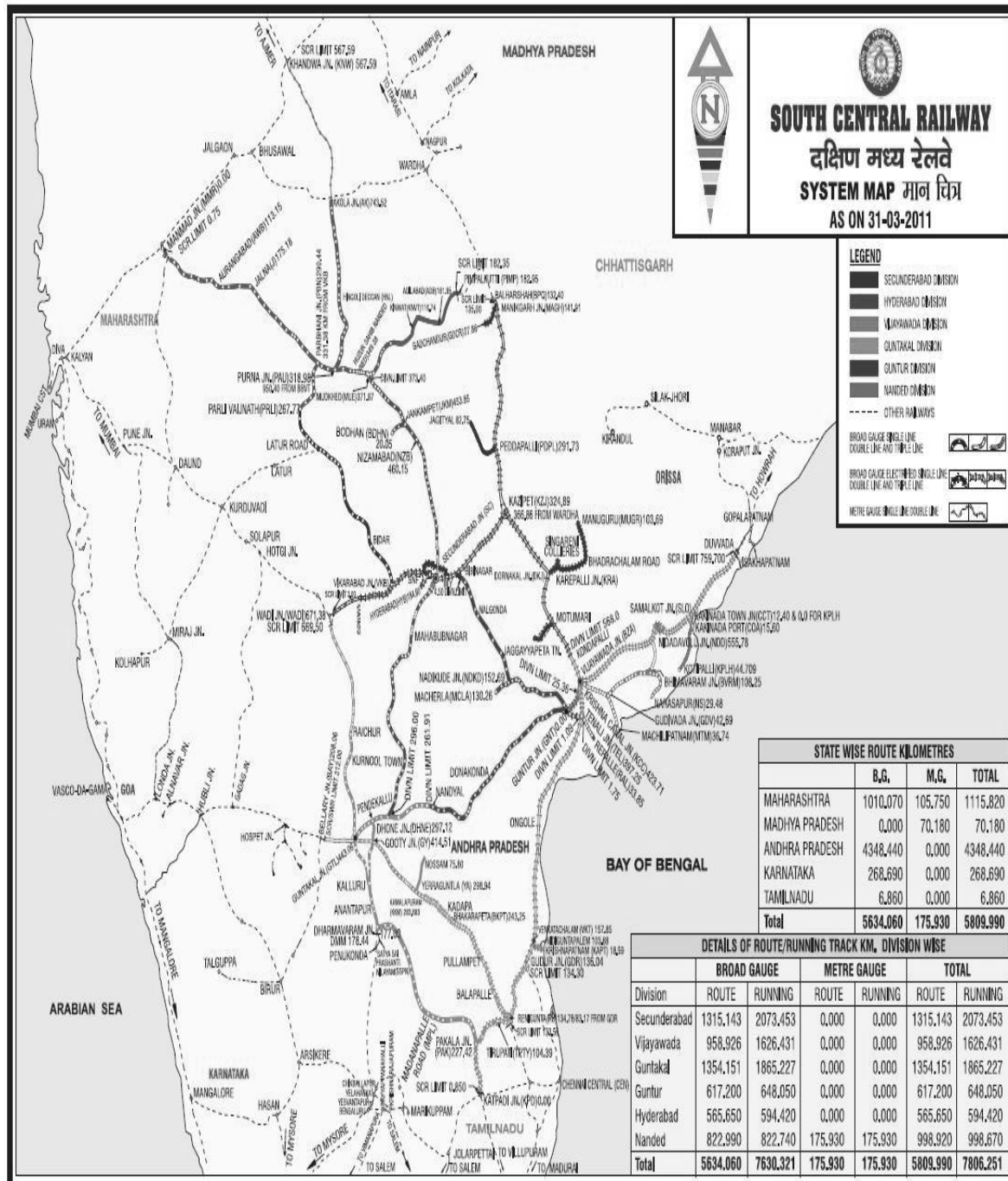
<b>S.No</b>	<b>Topic</b>	<b>Page</b>
1	Organization of Railways	3
2	List of Zonal Railways, HQ and Divisions	4
3	Railway Map	5
4	Books of Reference	6 -8
5	Commercial Terminology	9 - 10
6	Functions of Commercial Department & Private Cash Declaration	11 - 12
7	Public Grievances Redressal Machinery	13 - 14
8	Disaster Management	15 -17
9	Issue of Tickets	18 - 20
10	Customer Care	21 - 22
11	Classification of Tickets	23
12	Journey Tickets	24 - 31
13	Non Journey Tickets	32 - 34
14	Unreserved Ticketing System	37 -42
15	Break journey	44
16	Concessions	45 -58
17	Reservations	59 - 78
18	e - Ticketing	
19	Tatkal Reservation Scheme	
20	Upgradation of Passengers	
21	Refunds	79 - 92
22	Ticket Deposit Receipt	93
23	Computerized Coaching Refunds Scheme	94 - 95
24	Luggage	96 - 102
25	Parcels	103 - 119
26	Passenger Amenities	120 - 121
27	Accounts	122 - 125
23	Railways Act (Important Sections)	126 - 128

## ORGANISATION OF INDIAN RAILWAYS



**List of Zonal Railways, HQ and Jurisdiction of Divisions**

Name of the Zone	Head Quarters	Divisions
Central Railway	Mumbai	Bhusawal, Nagpur, Mumbai (CST), Solapur, Pune
Eastern Railway	Kolkata	Malda, Howrah, Sealdah, Asansol
East Central Railway	Hajipur	Danapur, Dhanbad, Sonapur, Moghulsarai, Samastipur
East Coast Railway	Bhubaneswar	Khurda Road, Waltair, Sambalpur
Northern Railway	New Delhi	Ambala, Ferozpur, Lucknow, Moradabad, Delhi
Northeast Frontier Railway	Guwahati	Katihar, Lumding, Tinsukhia, Alipurduar, Rangiya
North Eastern Railway	Gorakhpur	Lucknow, Varanasi, Izatnagar
North Central Railway	Allahabad	Allahabad, Jhansi, Agra
North Western Railway	Jaipur	Bikaner, Jodhpur, Jaipur, Ajmer
Southern Railway	Chennai	Chennai, Madurai, Palghat, Tiruchirapalli, Trivandrum, Salem
South Central Railway	Secunderabad	Secunderabad, Hyderabad, Guntakal, Vijayawada, Guntur, Nanded
South Eastern Railway	Kolkata	Kharagpur, Chakradhapur, Adra, Ranchi
South East Central Railway	Bilaspur	Nagpur, Bilaspur, Raipur
South Western Railway	Hubli	Bangalore, Mysore, Hubli
Western Railway	Mumbai	Bhavnagar, Mumbai Central, Ratlam, Rajkot, Vadodara, Ahmedabad
West Central Railway	Jabalpur	Jabalpur, Bhopal, Kota



## **BOOKS OF REFERENCE**

### ***Commercial Manuals:***

These Commercial Manuals contain essential principles and mandatory instructions and policy directives issued by the Railway Board in connection with coaching, goods and miscellaneous subjects. The provisions in this manual do not supersede, alter or substitute the rules and instructions contained in the Act, Code, Tariffs and Conference Rules etc.

Commercial Manual is in two volumes.

### ***Commercial Manual Volume I:***

This book contains policy directives of coaching traffic.

### ***Commercial Manual volume II:***

This book contains policy directives of goods traffic and miscellaneous traffic.

### ***Coaching Tariff Part I, Vol. I:***

This book contains the general rules for carriage of passengers and their luggage.

### ***Coaching Tariff Part I, Vol. II:***

This book contains the general rules for issuing various concessions to passengers over Indian Railways.

### ***Coaching Tariff Part I, Vol. III:***

This book contains the general rules for conveyance of parcels and small animals.

### ***Coaching Tariff Part II:***

This book contains the fare tables for carriage of passengers by different trains.

### ***Coaching Tariff Part III:***

This book contains rate lists for charging of luggage and parcels by different trains.

### ***Military Tariff:***

This book contains rules for carriage of military personnel, their baggage and military parcels and goods.

### ***Red Tariff:***

This book contains the rules for acceptance, booking, carriage and delivery of explosives and other dangerous goods along with their packing conditions and precautions.

### ***Conference Rules Part II:***

It contains rules for interchange of rolling stock both for goods and coaching etc. and also contains pass rules in brief.



***Indian Railways Code for Traffic (Commercial) Department:***

It is a Government of India publication. This book contains essential principles and policy directives issued by Railway Board such as

(a) Organization and functions of commercial department (b) Rates and fares. (c) Claims for compensation and for refund on overcharges. (d) Railway users' consultative council and committees. (e) Catering and vending (f) Ticket checking (g) Station out standings (h) Demurrage charges and wharfage charges. (i) Indents for wagons and supply (j) R.M.S (k) Postal traffic, sidings and miscellaneous subjects.

***Alphabetical List of Railway Stations in India (A. List):***

This book contains the names of railway stations, city booking offices, city booking agencies, out agencies and sidings arranged in alphabetical order. This also gives the alpha code, numeric code, gauge, railway, division, state, civil district, police headquarters, RPF headquarters and the traffic for which the stations are open.

***Alphabetical list of station codes:***

This book contains alpha codes of railway stations in India arranged in alphabetical order.

***Local Distance Tables: (LDT)***

Each railway publishes its local distance tables. The distances for local traffic should be calculated from this book. S.C.Railway local distance table is in two parts.

*Part I:* This part contains the distances from one station to all other stations up to adjacent junctions on either side within a section. (A section is a group of stations between two adjacent junction stations).

*Part II:* This part contains the distances from one junction station to all other junction stations on S.C.Railway arranged in an alphabetical order.

***Junction Distance Tables: (JDT)***

Each railway publishes its own junction distance tables. S.C.Railway JDT contains the distances from every station on S.C.Railway to all the interchange points with the adjoining railways.

***Through Rates Circulars (TRC):***

These are published every month by the CCM of the Zonal Railway intimating the changes in rates and other conditions as notified by Railway Board.

***Summary of Other Railway Circulars (SORC):***

These circulars are also issued monthly by respective zonal railways duly summarizing the instructions issued by other zonal railways regarding the changes in rates and conditions pertaining to their zonal railways.

***Draft Notifications / Commercial Circulars:***

These are issued by the CCM of the zonal railway as advance intimation to the changes to be effected. They are subsequently listed in the TRCs. Immediate action has to be taken on these circulars.

***Station Code List:***

All stations on the Indian Railways have been given numerical code numbers, for accountal and computer facility. These are separate books to find the code numbers of different stations and for decoding the numbers.

***Railways Act, 1989:***

This Act is enacted, repeating the earlier Indian Railways Act 1890, which has undergone several changes. It contains 16 chapters having 200 sections pertaining to (a) Railway Claims Tribunal (RCT) and Railway Rates Tribunal (RRT) (b) Railway Accident Compensation Rules (c) Carriage of Passengers and Goods (e) Responsibility of railways as common carriers, (f) Accidents (g) Hours of Employment Regulation (HOER) (h) Various offences and penalties.

## **COMMERCIAL TERMINOLOGY**

***Business Hours:***

These are hours normally kept open for transactions parcels and luggage with the public. These timings should be displayed at a conspicuous place at the office / stations for the notice of the public. The normal business hours are

Parcels	:	09.00 to 17.00 hours
Luggage	:	24 hours

***Station Master:*** Includes station superintendent, parcel / booking supervisor or any other person who is in-charge of the goods / parcels / booking office.

***Commercial Staff:*** Includes the staff employed in joint duties of commercial and operating.

***Day:*** Starts at midnight and ends at midnight i.e. from 00.00 hours to 24.00 hours

***Month:*** A calendar month

***Traffic:***

Traffic is anything carried by rail from one station to another. Coaching traffic by passenger carrying trains and goods traffic by goods trains.

***Local Traffic:***

The traffic that originates and terminates from and to stations within the same railway.

***Through Traffic:***

Means traffic that originates on one railway zone and terminates on another railway zone. The traffic that originates and terminates on the same railway zone but passes through other railway zone before it terminates is also called as through traffic.

***Cross Traffic:***

Means the traffic that neither originates nor terminates on the particular zone but passes through the zone.

***Forwarding or Booking Station:***

Means the station from where the traffic originates.

***Destination station:***

Means the station to which the traffic is booked.

***Forwarding note:***

This is an application on a printed form to be filled in for carriage of the goods / parcels / luggage / animals as desired by the party.

***Consignor:*** Means the person who offers traffic to the railways.

***Consignee:*** Means the person to whom the consignments are booked and who is authorized to take delivery of the goods.

***Paid Consignments:***

Means the consignment on which freight charges are paid at the booking station.

***Damage and Deficiency Message (DDM):***

Whenever shortage, excess or exchange of packages are noticed at the time of unloading, a DDM should be issued to the last sealing station with copies to SI / RPF, CCO, Sr.DCM and also to forwarding station, if it is not the last sealing station, within 6 hours from the time of unloading.

***Damage Deficiency Post Card (DDPC):***

It is a printed post card to be used, duly filling in all the columns and affixing service postage stamps, in the case of damage due to wet, leakage or breakage.

***Self-Consignment:***

In the railway receipt / parcel way bill, if the word 'Self' is recorded in the column of the consignee, the consignment is called as self-consignment. Normally the consignments are booked as self when the consignor wants the value of the goods in advance.

***Said to contain RR:***

When it is not possible to supervise the loading or count packages physically, the number of packages / articles is simply copied from the forwarding note into the railway receipt and a remark is passed as 'Said to contain \_\_number of packages', such railway receipt is called as 'Said to contain RR'.

***Sender's weight accepted (SWA):***

When weighing machine or weighing scale is out of order, the consignment is booked as per the weight declared by the consignor in the forwarding note, and a remark is passed in the railway receipt as 'Senders weight accepted. Destination station to weigh the consignment before granting delivery and collect undercharges if any'.

***Bans:***

Ban is an order by the State or Central Government, restricting the movement of any commodity from one State to another or within the State.

***Restrictions:***

Restrictions are imposed by Operating Department of Railways restricting the movement of goods traffic via a junction or transshipment shed or particular station.

## **COMMERCIAL DEPARTMENT**

### ***Functions of Commercial Department:***

1. Sale of transportation provided by the railways.
2. Creating and developing traffic.
3. Securing and maintaining friendly relations with the traveling and trading public.
4. Cultivating good public relations.
5. Fixing of rates, fares and other charges.
6. Correct collection, accountal and remittance of traffic receipts.

### ***Duties of Commercial Staff:***

- All commercial staff should be well conversant with the relevant rules and regulations as given in various tariffs, codes, commercial manual and other manuals, books and circulars issued from time to time by railway administration for the performance of their respective duties.
- All commercial staff on duty must wear clean uniform, badge and armlet etc. and be smart in appearance.

### ***Conduct of Commercial Staff:***

#### (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 give information.
3. Attend to the comforts of all passengers, especially women and children not accompanied by male persons.
4. Maintain a close watch on the movement of traffic and suggest ways and means to promote 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. Furnish when asked, their name, designation and phone numbers without hesitation.

#### (b). All commercial staff

1. Must not solicit or accept gratuities.
2. Must not be in a state of intoxication while on duty.
3. Must not smoke in the railway premises or in the public places..

***Declaration of Private Cash:***

1. The commercial staff, whose duties actually involve cash transactions with the public, must declare in writing their private cash daily before they take up their duties in the Private Cash Declaration Register.
2. The specific categories of staff to whom these instructions apply will be notified by the railway administration concerned.
3. Private cash should not be kept in the railway cash chest, drawers, ticket tubes, cash safes etc. If any such amount of extra cash is found by supervisor staff or inspecting officials, it should be remitted (to the cash office) into Railway Account.
4. Staff of departmental catering units / pantry cars also should declare private cash since their duties involve cash transactions with the public.
5. The stationary staff should declare the private cash in station in the system and in the diary / appearance register / private cash declaration register maintained at station.
6. Staff on trains should declare private cash in rough journal and on the reverse of the last foil of the EFT used on previous day.
7. In case where the private cash exceeds the permitted limit, the staff should obtain certification from the supervisors.
8. Private cash should be declared in figures and in words.
9. Supervisors should also declare private cash before taking up duty.
10. The monetary limit of private cash is
 

▪ For Stationary Staff	ó	Rs.750/-
▪ For Mobile staff	ó	Rs.2000/-
11. The above monetary ceiling limit and declaration of private cash is also applicable for Stationary and mobile staff of non-commercial staff category like Guard, Assistant Guard, Coach Attendant, Station Master, Assistant Station Master (doing commercial work/duty with cash transactions) and Marker.

### **PUBLIC GRIEVANCES REDRESSAL MACHINERY (PGRM)**

Indian Railways is the second largest railway system in the world. It is a public enterprise with enormous social responsibility. It links places to people and provides rapid, reliable, large scale and low cost transport.

The expectations of the people from the government are always on the rise. With increase in literary level and people's awareness, the demand for quality service has increased. Any lapse in the service provided results in displeasure / dissatisfaction / inconvenience of the consumer and leads to public complaints.

Railways, being the single largest transportation provider in the country, started an organization called '**Public Grievances Redressal Machinery**' to effectively deal with the public complaints. This PGRM was formulated in the year 1985 on the recommendations of the then prime minister late Sri. Rajiv Gandhi. It was established not only to redress the complaints but also to find the root causes of complaints and eliminate them.

PGRM was set up in railways at 3 levels.

- Railway Board level
- Zonal level and
- Divisional level.

#### ***Railway board level:***

- Comprises of Member Staff, Director (Efficiency Bureau), Director of Public Relations, Nominee of the DP & AR (Department of personal & Administrative Reforms) and Secretary of the Railway Board.
- All complaints addressed to railway board are referred to the concerned zone.
- The zonal railway makes all the enquiries and submits report to railway board.
- Reply to the party is given by the railway board.
- Action will be initiated as per the directions of the board.

#### ***Zonal level:***

- Additional General Manager is the director of PGRM at zonal level, comprising of CPRO, CME, CEE & any other nominated officers.
- All complaints addressed at zonal level are referred to the concerned division.
- The division makes all the enquiries and submits report to the zonal headquarters.
- Reply to the party is given by zonal headquarters.
- Action will be initiated as per the directions of the zonal headquarters.

#### ***Divisional level:***

- Additional Divisional Railway Manager is the head of PGRM at zonal level comprising of DMO, DME, DEE & any other nominated officers.
- All complaints made at divisional level are taken up by the division concerned.
- The division makes all the enquiries and initiates action as required.
- Reply to the party is given by the concerned division.

- In case of requirement, assistance / clarifications are sought from the concerned zone.

***Lodging of complaints:***

Complaints can be made at various places through the following modes.

- Complaint books which are available with station master, guard, train superintendents, and in goods sheds, parcel offices, catering units etc.
- Complaint boxes provided at all important stations.
- Assistance booths provided at major stations for on the spot redressal of grievances.
- Complaints can be directly addressed to DRM / GM / Railway Board / Minister of Railways or any other nominated officer through letters, emails etc.
- Public can meet the concerned officers personally for redressal of the complaints.

***Time limit prescribed for redressal:***

Divisional level	- 1 week
Zonal level	- 15 days
Railway board level	- 1 month

***Disposal of complaints made through complaint books at stations:***

1. Complaint book is machine numbered and each form is in three foils namely, Office copy (ADRM), Party copy and Station record.
2. A carbon paper should be inserted between the foils and kept ready always.
3. Party should write the complaint duly quoting his ticket number and address clearly.
4. Party foil is handed over to the party as acknowledgement.
5. The action taken by station master should be indicated in the columns.
6. The complaint should be repeated to commercial controller through control phone immediately.
7. Office copy (ADRM) should be sent through a special messenger.
8. Complaints inspector will process the complaint and if necessary inquiry will be conducted.
9. Staff found at fault will be taken up as per rules.
10. The action taken by railway administration is communicated to the party.

***Review and follow up action:***

- Periodical meetings should be conducted at all levels to review the functioning of PGRM.
- Emphasis should be laid on courteous behaviour.
- Critical areas where attention needed should be discussed in detail.
- Care should be taken against the recurrence of same kinds of reasons for complaints.
- Front line staff should be educated in courteous behavior / customer relations etc. through training / seminars / lectures etc.



## **DISASTER MANAGEMENT**

***Disaster:***

In a wider sense, disaster is a calamity, a sudden or great misfortune or unforeseen circumstance.

***Management:***

Is the skillful handling of affairs, art of getting things done through the available resources like men, machine, material, money and experience within the least possible time.

- Disaster in railways generally refers to train accidents involving injury or death of the travelling passengers or to any body by the movement of train.
- Intelligent planning and prompt response to the needs of the passengers sufficient and timely relief measures should be the watch word of disaster management.
- Whenever an accident to a passenger carrying train occurs the guard of the train should take over the situation immediately and should do all that should be done until an officer comes and takes over the charge at the sight.
- All railway men travelling by that train must report to guard. Any officer or senior most official at the spot will take over the charge of the accident spot until such time relief is received from headquarters.
- The senior most officer of the division who reaches the site of accident first becomes the accident manager at the spot and takes charge of the over all situation.
- The accident site should be managed well and all railway men at the site should report and take instructions from the accident manager. The accident manager should be available to the public to attend to their requirement , supported by the effective communication arrangements adequately manned
- All available manpower including medical & security of the railways should be fully mobilized to the extent required at the same time sufficient manpower should be available to provide needed attention to the passengers.

***Need for disaster management:***

- It is pro-actionary measure
- Dealing with unusual things need special skills, knowledge and training
- The mettle of an organization is revealed in a crisis. The quality of response after the disaster determines the credibility of the organization in the eyes of the public
- Dealing with critical incidents, complaints, grievances and accidents needs training i.e. preparedness.
- Railways men should be in readiness to meet the worst whenever a disaster occurs to provide prompt and adequate relief to the affected persons and also to resume normal movement of trains within the least possible time. In all cases of disaster, the railways should have its trained persons to handle the situation in the most efficient and orderly manner.
- Railways good image, to a greater extent also depends on the prompt and adequate steps taken at times of accidents. Hence railway administration is emphasizing on training different categories of staff for providing passenger oriented relief measures. The subject matter has therefore been included in the training programme for various categories of staff including commercial.

***Responsibilities of commercial staff:***

- The staff from commercial department are required to bestow special attention to the following aspects of relief operation
- Render first aid to the injured passengers and shift them to the nearest hospital.
- Engage ambulances / private vehicles to shift the passengers to hospitals.
- Expenditure incurred can be withdrawn from station earnings
- Prepare a list of names and addresses with ticket numbers of casualties and convey the information to the kith and kin, control office.
- Injured passenger list should be displayed for the information of the public at accident spot, train starting station, destination station, enroute important junction stations, control office, headquarters / divisional office etc.
- Arrange for adequate refreshments, drinking water to the stranded passengers free of cost.
- Plan to arrange meals for those passengers travelling in trains which are indirectly held up / stranded.
- Assistance of voluntary organizations should be welcomed from NCC, NSS, Scouts & Guides or any other recognized social organizations.
- Make arrangements for alternative transport for stranded passengers by road or by rail by diversion or by arranging special trains.
- Arrange porters / labourers free of cost to shift the luggage of passengers and help them in their outward journey.
- Make necessary arrangements for refund (i) full refund for the booked journey should be arranged if any alternate transport is not arranged, (ii) Fare for the untraveled portion to be refunded if passengers refuse to avail such alternate transport arranged.
- Maintain correct account of cash received and payments made.
- Arrange exgratia payments to casualties as follows.

<i>Train Accidents</i>	<i>Train Accidents &amp; Manned LC gates</i>	<i>Untoward incidents</i>
Death	Rs.50,000	Rs.15,000
Grievous injury	Rs.25,000	Rs.5,000
Simple injury	Rs.5,000	Rs.500

- Nature of injury whether grievous or simple will be certified by railway doctor.
- Collect belongings of the dead and injured passengers and hand over to the next kith and kin after satisfactory proof of ownership or hand over to RPF / GRP for further disposal.

***Crisis management:***

- Establish enquiry cum assistance booth / telephone and provide all information to public.
- Display the names of casualties.
- Give information through public address system about relief arrangements at the site of accident and also at important junctions.

- Call for sufficient number of tarpaulins required to protect passenger's luggage and parcels especially when it rains.
- Arrange for lighting during nights.
- Seek the assistance of RPF to protect the luggage of passengers and property of railways.
- Arrange to accept telegrams from passengers free of charge.
- Help the kith and kin in obtaining special free passes to reach the site of accident by special trains, if arranged.
- Arrange for disposal of perishables as per section 84 / 85 of Railways act'1989.
- Secure samples, marks on packages, seal cards of wagons etc. to facilitate settlement of claims.
- Never leave the accident spot without informing the accident manager.
- Submit a general report and a copy of detailed report of accident to Sr.DCM and CCM if necessary.

***Media management plan:***

- Inform CPRO / PRO's immediately about the accident on priority.
- The first official available at the site should assess the situation and flash the information to the control or the nearest station.
- No information should be given to the media at the site till GM / AGM / ADRM / CPRO reach the site.
- Senior most officers available at the site is only authorized to interact with media.
- Depending on the seriousness of the accident, press and media will be taken to the site by suitable transport.
- An official videographer and photographer are sent to the site to cover the accident.
- Do everything possible to mitigate (lessen) the suffering of passengers to create feeling in the public that nothing more or better could have been done by the railway administration in the existing circumstances.

### **PASSENGERS – ISSUE OF TICKETS**

1. Passengers are booked at stations subject to the condition of there being room available in the train for which tickets are issued.
2. Passenger fares in all cases must be prepaid.
3. Tickets are available for the day and train for which they are issued, except where otherwise permitted.
4. At certain large stations where tickets are issued round the clock, such tickets are available for commencement of journey up to the mid night of the day of issue.
5. Normally tickets are issued by the shortest route. Tickets are also issued over longer route, the distance of which does not exceed by 15% over the shortest route.
6. Similarly if a longer route is quicker than the shortest route, irrespective of difference in distance tickets are issued at telescopic rates.
7. If two alternative routes are available for a destination or through sectional coaches via longer route tickets are issued with telescopic benefit.
8. Unreserved tickets are also issued three days in advance, excluding the day of journey, provided the distance is more than 200kms through UTS.
9. Passengers who do not get accommodation in the class of carriage for which they have tickets may adopt any of the following alternatives.
  - a) To travel by next available train after getting necessary endorsement on the tickets.
  - b) To change the tickets to higher class on payment of difference of fares, if any,
  - c) To travel in a lower class, duly obtaining Guard's certificate and claim for refund of difference in fares.
  - d) To return their tickets within 3 hours from issue of ticket and take refund of fares.

### **Dating of Tickets**

1. Dating machines are used to stamp or perforate date on printed card tickets. In case of Single journey tickets date (Date, Month and year) is embossed on observe of the ticket at the end opposite to the ticket number already printed.
2. Date of issue is embossed on the reverse side at the both ends in case of return journey tickets.
3. In case of return journey tickets the date of availability should be written in ink or stamped.
4. When dating machine is out of order, date of issue must be written in ink.
5. Suburban single journey tickets are stamped with date month and hour of issue on the face of the ticket at the end opposite to the ticket number already printed. The return journey tickets the date, month and hour of issue will be stamped on the reverse side of the tickets at both ends.
6. Such tickets are valid only by the trains schedule to leave within 2 hours from the time of issue. Any passenger found travelling in subsequent train will be treated travelling with irregular ticket and dealt with.
7. In case of unreserved tickets issued in advance, in addition to the date of issue, the date of journey and train number must be endorsed or stamped.
8. On paper tickets date of issue will be written in ink and similarly in case of season tickets.
9. When train is running late, tickets are dated as per the date of schedule departure and not the date of actual departure.

10. All tickets should be dated only once and under no circumstances should a ticket be dated or stamped twice. Ticket which dated twice or stamped second time will be collected duly issuing a free EFT and matter should be reported to Sr. Divisional Commercial Manager of the Division concerned.

### **Backing up of Tickets**

Backing up of ticket means endorsing on a ticket revalidating for next train or to a subsequent train or date. Backing up of tickets is strictly prohibited except under the following circumstances.

- a) When a passenger has been detained by police to attend an enquiry or to give evidence in connection with any railway case, the Station Master is authorized to revalidate the ticket to a next train or to a subsequent date, provided the matter has been brought to his notice without any delay and satisfied with the explanation given by the police. The Station Master revalidates the ticket on the strength of a certificate issued by Police authorities (not below the rank of a Sub-Inspector). The endorsement shall consist of train number and date under his signature and date duly affixing the station stamp.
- b) When a passenger has been detained to prevent spread of infectious disease by Medical Officer, the Station Master is authorized to revalidate the ticket on the strength of certificate issued by Medical Officer. Whenever action is taken aforesaid (a) and (b), the Station Master has to furnish the details to Traffic Accounts Office along with original certificate(s).
- c) When passengers have been excluded from a train for want of room, tickets may similarly be made available by subsequent trains.
- d) When a passenger missed a connecting train at a junction due to late running of train by which he arrived
- e) When the train, in which reservation has been confirmed, running late by more than 3 hours and the passenger desires to travel by earlier train
- f) In all above cases, tickets issued by slower trains should not be made available by Fast trains unless the holders pay the difference of fares.

### **Route by which tickets are issued:**

Tickets are normally issued by the shortest or reasonably direct route and are available for completion of the journey only by that route. When passengers desire to travel by other than the normal and reasonably direct route, tickets may be issued on recovery of the charges due by such routes on receipt of information from the Headquarters office.

In the case of persons holding concession orders notified in the I.R.C.A Coaching Tariff, tickets may be issued in exchange therefor by a longer route subject to the following conditions:-

- (i) That the distance by the longer route does not exceed the distance by the shortest route by more than 15 per cent; or
- (ii) The journey by the longer route is quicker than by the shortest route.

**Booking of passengers for stations up to which trains do not run : -**

When passengers ask for tickets to a station up to which the train they intend travelling by does not run, they must be advised of this fact that they will not have reason to complain of delay or inconvenience caused by detention at stations short of destination.

**Issue of tickets to stations where trains do not stop: -**

When a passenger asks for a tickets for a station by a train which is not booked to stop there, he must be advised of the fact of non-stoppage of the train at the station in question, and suggested to travel by the next stopping train. The booking staff must acquaint themselves with the stopping stations of all the trains, and must be careful not to book passengers to stations at which trains do not stop unless there is connection by changing into another train enroute, in which case the passengers must be told at which station to change.

**Rules for commencement of journey**

1. Passengers should undertake journey by the train for which the ticket is issued.
2. Tickets issued at small stations an hour before the expected departure of the train is valid only for that particular train.
3. At important stations where tickets are issued throughout the day, the passengers can undertake the journey by any train running to that destination on that day.
4. Suburban tickets are issued with time of issue and the passengers should commence their journey within 2 hours from the time of issue.
5. On reserved tickets, passenger should travel by the train in which reservation is made.
6. Indrail pass holders can travel by any train. However, the date of commencement of journey should be filled and journey should be completed within the validity period.
7. Holders of circular journey tickets should commence the journey as per the date mentioned in the ticket and journey should be completed within the validity period.

## CUSTOMER CARE

**Customer:** One who buys goods / services is a Customer.

**Railway Customer:** Railways is in the business of transportation. The main customers for railway are;

- (1) Passengers ó travelling by trains
- (2) Freight customers - transporting their goods

**Customer Care:** Customer Care means complete focus on customer and his needs.

Customer care means total quality service with concern to customer. To take care of their needs and solve their problems. It also includes

1. Knowledge of whole range of services provided
2. Implementing them with a positive mind
3. Operating these services efficiently and punctually

if the customers are happy and satisfied , it helps in developing and expanding our Customer base and this leads to more revenue and more business.

**Positive Qualities:** The following are the positive qualities needed by railway staff for providing good customer care

- To keep a smiling face
- Wear neat uniform. have name plate
- Keep your office and records clean
- To look into the eyes of the customer
- To maintain appropriate gesticulations
- To show empathy in customer's problems
- Listen to customers patiently and respond to their needs
- Use simple and positive words
- Don't complain against customers.
- Try to guess expatiations of customers and try to catch their needs.
- Avoid criticism your boss, administration, colleagues or customers.
- Avoid Over Comments
- Avoid Arguments
- Be Frank and friendly
- Be flexible and welcome changes.
- Use magic words like õgood morning, please, thanks, sorryö etc.

## CUSTOMER SATISFACTION

- Indian Railways, primarily, is a service oriented organisation, apart from being a commercial organisation. In recent years there has been a tremendous improvement in railways. The secret behind progress is none other than its customers. The patronage speaks about commitment of the Railway Administration and devotion of the staff working in the organisation towards the customers.
- The importance attached to customer is evident and as opined by Mahatma Gandhi in his words *“A Customer is a most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is purpose of it. He is not an outsider on our premises. He is part of it. We are not doing a favour by serving him. He is doing a favour by giving us an opportunity to do so. A Customer is not a person to argue with. No one ever won an argument with a Customer”*.
- In view of the rapid improvement in all walks of life, the expectations of the customers have been very high and they wish to have a qualitative service. The concept of ‘Customer Care’ assumes greater importance. Keeping in view the multifarious expectations, Railway Administration is fulfilling the requirements in a phased manner and need base. It is pertinent that all front line staff especially, Ticket Checking staff at station and on trains, Booking Clerks, Reservation staff, , Station Managers shall inculcate good habits that help to build good rapport and friendly relationship pave way for better customer care.
- The following tips shall enhance the image of staff in particular and railways in general.
  - a) Neat and smart appearance
  - b) To be in prescribed uniform with name and designation badge, if any;
  - c) Not to Solicit or accept gratuities
  - d) Not to be in state of intoxication on duty
  - e) Not to Smoke or chew on station platforms while on duty or in uniform
  - f) Courteous, helpful in dealing with customers
  - g) A right attitude, and positive approach
  - h) Confident, reliable, and tactful
- The following aspects will help in our endeavor to pave way for better customer care.
  - a) Respect all passengers alike, irrespective of their status or class of travel
  - b) To attend to the needs of all passengers with smile
  - c) To attend to the comforts of passengers, especially women and children unaccompanied by male members
  - d) Anticipate requirements of the customers and make arrangements to fulfil
  - e) To have a positive approach to issues related to customers and make all out efforts to resolve the issues efficiently and tactfully
  - f) To render all possible help within the frame work of rules
  - g) To read the customers’ mind and act judiciously
  - h) Give no scope for frustration, dissatisfaction for the customers and avoid arguments.
- It is a never ending process and all staff shall rise to the desired level expectations of the passengers, and continue to strive hard for complaint free service.



**CLASSIFICATION OF TICKETS**

CONVENTIONAL TICKETS				
<i>Journey Tickets</i>			<i>Non Journey Ticket</i>	
Card Tickets		<i>Paper Tickets</i>	Card Tickets	<i>Paper Tickets</i>
1	Printed Card Tickets	<i>Blank Paper Ticket</i>	Supplementary Charge Ticket	<i>Cloak Room Ticket</i>
2	Check Soldier Ticket (CST)	<i>Special Ticket for Reserved Accommodation</i>	Retiring Room Ticket	--
3	Season Ticket	<i>Excess Fare Ticket</i>	Platform Ticket	--
4	Market Vendor Season Ticket	<i>Soldier Ticket</i>	--	--
5	Indrail Pass Ticket	<i>High Official Requisition</i>	--	--
6	--	<i>Circular Journey Ticket</i>	--	--
7	--	<i>Tourist Coupon Ticket</i>	--	--

NON CONVENTIONAL TICKETS	
COMPUTER TICKET	
1	PRS
2	e/m/i /smsó Ticket
3	U T S

## **JOURNEY TICKETS**

### ***Single journey printed card ticket:***

Single journey means a journey from the starting station to the destination station in one direction. The standard size of a printed card ticket is 55mm x 30mm. Printed card ticket contain following details as per section 50 of Railways Act 1989.

1. Serial number of the ticket.
2. Names of from and to stations. (In English and Hindi for all tickets and in regional language also in case of II class)
3. Distance in kilometers.
4. Amount of fare.
5. Class and type of train. (Mail / Express / Ordinary / Combined)
6. Route and via stations.
7. Month and year of printing.
8. In case of child ticket ó -CHILDø in red.
9. In case of foreign ticket ó red waved band across the ticket.
10. In case of concession ticket, nature of concession. (Sr. Citizen, PTO etc.)
11. The face of the ticket will have the name of the issuing railway hatched in red to form a background.
12. On the backside of the ticket ó code of the issuing railway.
13. Date of issue is punched before the ticket is issued.

Note:

If printed card tickets are not available in the stock, printed card ticket for the farthest station available is issued and for the remaining portion *excess fare ticket* is issued duly granting the telescopic benefit.

### ***Combined Tickets:***

1. Combined ticket is issued when the same class of accommodation or same type of train is not available throughout the journey.
2. The basic fare for the combined ticket is calculated by taking the sum of the basic fares of different classes / trains or basic fare for the highest class / train of travel for the entire distance whichever is less.
3. Reservation charge, supplementary charge and of higher class / train will be collected for the entire journey
4. The quantity of luggage allowed free on combined ticket is that of the highest class of travel, for the entire journey.

**Child Ticket:**

1. Children under 5 years of age on the date of journey can travel free by rail.
2. Children of 5 years and under 12 years of age are charged half of the adult fare subject to minimum fare.
3. Children aged 12 years and above are treated as adults and charged full fare.
4. Half tickets will not be issued to children when the fare for a full ticket is minimum fare. In such case adult fare ticket is issued and adult free allowance is granted.
5. Half the adult free allowance is granted on half tickets issued to children.
6. The word -CHILD is printed in red color on the ticket.
7. Full adult fare is collected on child tickets also if berth is allotted on request in reserved compartments.

**Season Ticket:**

1. Season ticket is a journey ticket.
2. It is issued for journey on suburban and non-suburban sections.
3. It is issued for travel in *first class* and *second class* only.
4. It is issued up to a maximum distance of 150 kilometers.
5. These tickets are issued for *monthly, quarterly, half yearly and yearly* periods.
6. Season ticket is issued on any day of the month.
7. A photo identity card is issued to season ticket holders at a cost of Re.1/-
8. It is valid up to 5 years or till it gets defaced whichever is earlier.
9. Identity card contains serial number and space for name, age, sex and signature of the ticket holder.
10. A photograph should be firmly pasted in the place provided.
11. The identity card is stamped / signed in such a way that half of the stamp / signature is on the photograph and other half is on the identity card.
12. In addition to the identity card issued by the railways, a photo card issued by any government agency such as ration card, passport, driving license etc. also accepted as identity card for season ticket.
13. The serial number of the identity card should be recorded on the season ticket.
14. The season ticket and identity card both constitute the authority for travel.
15. Season tickets can be renewed 10 days in advance from the date of expiry. In such cases, it will be made valid only after the date of expiry and not from the date of renewal.
16. After renewal, the old season ticket and new season ticket should be handed over to the party.
18. Season ticket is valid for travel by ordinary trains only. It is also valid by Mail / Express and certain super fast / intercity express trains when it is specifically permitted.
19. Season ticket holders are not permitted to travel by reserved coaches and reserved trains.
20. First class season ticket holders are permitted to travel by first class coaches only during day time in non suburban trains.
21. Season ticket holders are permitted to travel in higher class on payment of difference of fare.

22. Season ticket holders are permitted to travel by booked route only. However, long distance season ticket holders are permitted to travel by short distance.
23. Quarterly season tickets (QST) are charged at 2.7 times of monthly season ticket fare, Half yearly season ticket (HST) and Yearly season ticket (YST) shall be chargeable at 5.4 times and 10.8 times of monthly season ticket (MST) respectively. This ratio is applicable for First Class and Second Class season tickets.
24. However HST & YST are not issued to Izzat Season tickets, free monthly season tickets and Season tickets issued to students on concessions. (CC No. 2 of 2013)
25. Children are charged at half of the adult fare subject to minimum fare.
26. Students, issued with monthly season tickets are charged at half of the normal adult season ticket fare. Students issued with quarterly season tickets are charged at 2.7 times of the student monthly season ticket fares.
27. For SC / ST students, monthly season tickets are issued on payment of 50% of normal student monthly season ticket fare and quarterly season tickets are issued on payment of 2.7 times of the SC / ST concessional fare of monthly season ticket.
28. Age limit for general students ó 25 years, SC / ST students ó 27 years and research scholars ó 35 years.
29. Blind, deaf and dumb, mentally retarded and otherwise abled persons with escorts are allowed 50% concession for both.
30. Season ticket fare is rounded off to next higher multiple of Rs.5/-.
31. Minimum charge is not applicable when season tickets are issued on concession.
32. Season ticket holders can travel in unreserved coaches of certain super fast trains wherever permitted, on purchase of supplementary charge ticket.
33. Monthly, Quarterly, Half yearly & Yearly supplementary charge tickets are issued on payment of Rs.225, Rs.675, Rs.1350/- & Rs.2700/- respectively
34. Season ticket holders need not pay supplementary charge by such super fast trains whose total distance from originating station to destination station is less than 325 kms.
35. Extension of journey on season tickets is permitted.
36. Free allowance and marginal allowance on season tickets is as follows.

Class	Free allowance	Marginal allowance
I	15	5
II	10	5

37. Excess luggage beyond the free allowance can be booked and charges are collected at as per the rate applicable.
38. Break journey rules are not applicable.
39. Only one season ticket is issued per passenger and when a passenger is detected using two consecutive season tickets, the additional season ticket is treated as invalid and confiscated.
40. Season ticket is not valid unless it bears the signature or LTI of the ticket holder.
41. Season tickets are not transferable and duplicate ticket will not be issued.
42. Refund on season ticket is not allowed when traveled in lower class.
43. Refund on unused or partially used season tickets is not granted.

### ***Market Vendor Season Ticket (MVST):***

1. These tickets are issued from stations of market produce areas to near by towns and cities for selling their market produce.

2. It is issued from and to stations as permitted by DCM.
3. Issued to adults only and children below 12 years are not issued with this ticket.
4. This ticket is issued for travel in second class only.
5. It is issued up to a maximum distance of 150 kms both for monthly and quarterly periods.
6. MVSTs are charged at 1.5 times of the normal monthly season ticket fares.
7. Photo-identity card is issued.
8. Free allowance of luggage is 60 kgs for outward journey and for return journey only empties are permitted.
9. Luggage in excess of the free allowance can be booked at the rate applicable.
10. Un-booked luggage in excess of the free allowance will be charged at 6 times the scale of L<sup>o</sup> subject to a minimum of Rs.50/-
11. Market vendor season ticket holders are not permitted to sell their goods in trains, railway platforms and in railway premises.
12. They should travel by vendor coaches if provided.

### ***Izzat Monthly Season Tickets:***

1. Issued to persons working in unorganized sector whose monthly income is up to Rs. 1500/-.
2. Only Monthly Season Tickets are issued.
3. Cost of the ticket is Rs. 25/- inclusive of all surcharges.
4. Issued up to a distance of 150 Kms.
5. These tickets are valid in II class by all trains including superfast trains without payment of supplementary charge.
6. These Izzat MSTs will be issued on production of income certificate of the applicant from any one of the following:-
  - (i) District Magistrate.
  - (ii) Sitting MP of Lok Sabha for persons of their own constituency.
  - (iii) BPL Card holders
  - (iv) Union Minister for any persons from anywhere in the country.
  - (v) Sitting MP of Rajya Sabha for persons of the district in which the MP normally reside.
  - (vi) The DRMs in exceptional circumstances.
7. With effect from 15.10.2013 for availing IZZAT MST the passenger should first obtain income certificate from local government officials i.e. SDM/SDO/BDO/Tehsildar and thereafter obtain income certificates from Hon<sup>o</sup>ble Members of parliament of Lok Sabha.
8. After obtaining income certificate from the government officials as mentioned above, recommendations from Hon<sup>o</sup>ble member of Parliament of Rajya Sabha and / Union Ministers should be submitted to the DRMs.
9. On production of above mentioned income certificates and a copy of Photo Identity Card cum residential proof, IZZAT MST should be issued.
10. In case of IZZAT MST issued on production of income certificate from District magistrate or on BPL card or any other certificate issued by Central Government under a recognized poverty alleviation programme including ration cards issued to persons under Antyodaya Anna Yojana, IZZAT MST will be issued directly on production of residence proof as prescribed as mentioned below. (Separate income certificate from SDM/SDO/BDO/tehsildar shall not be required in these cases).

11. In case of residential proof the following may be accepted: ÷ photo Identity Card cum residential proof like Voter Identity Card, Passport, Driving License, Ration Card, Adhaar Card, Bank Pass book from Nationalized Bank with photograph or any other Photo identity Card cum Residential proof issued with Photograph by any Government on India or a Government Agency in India.
12. These would have to be issued on the Letter Head of the issuing authority
13. The income certificate is valid for two years.
14. The Monthly season tickets will be issued by the SM on collection of Xerox copy of the income certificate after verifying the original certificate.

### ***Free Season Tickets to Students:***

1. These season tickets are issued to boys studying up to 12<sup>th</sup> standard.
2. Issued to girl students studying up to degree including professional / vocational courses.
3. The tickets are valid for one month.
4. It is issued for travel up to a distance of 150 kilometers only.
5. Permitted to travel in II class by suburban and ordinary trains only.
6. Students should submit a bonafide study certificate for issue of these tickets.
7. All other conditions of season tickets will apply

### ***Indrail Pass Ticket (IPT):***

1. Indrail pass ticket is issued to **(a)** Foreign tourists **(b)** Non-resident Indians **(c)** Indian spouse of a foreign tourist **(d)** Authorized tourist guides accompanying foreign tourists.
2. It is issued only when a valid passport is presented at the time of purchase and on payment of fares in convertible foreign currency.
3. Passengers name, country's name and passport number are shown on indrail pass ticket. This ticket is not transferable.
4. This ticket is issued at notified stations on S.C. Railway and General Service Agents appointed by Indian Railways in other countries.
5. Tickets are issued for I AC, First class and II Class. First class ticket holders are permitted to travel in 2 AC, First Class, 3 AC and AC chair car. II class ticket holders are permitted to travel in sleeper class and second class.
6. These passes are valid in one class lower than the class for which they are issued when travelling by Rajdhani Express trains i.e. Half day (12 hrs.), One day (24 hrs.) or Two days (48 hrs.). Indrail Passes of 1<sup>st</sup> A C are valid in 2 AC and First Class Indrail Passes are valid in 3 AC of Rajdhani Express.
7. Second /Sleeper Class Indrail Passes are not valid in Rajdhani/Shatabdi Express trains. These tickets are issued separately for adults and children. These ticket holders can travel from anywhere to anywhere by any train throughout the Indian Railways without any distance restrictions within the period of validity.
8. It is issued for periods of ½ day, 1, 2, 4, 7, 15, 21, 30, 60 and 90 days. This ticket can be used within one year from the date of issue. The period of validity commences from the date when first journey is started and ends on the mid-night of the last day of validity.

9. These ticket holders can make reservation 360 days in advance and preference will be given under foreign tourist quota.
10. These ticket holders are exempted from payment of reservation charge, supplementary charge and development charge by any train.
11. No separate charge is payable for the meals supplied in Rajdhani, Shatabdi and Duronto trains.
12. Break journey rules are not applicable.
13. Normal free allowance of luggage permitted is as per the class of travel.
14. Refund of fare on unused indrail pass tickets is granted in Indian currency.
15. Refund is not granted on lost / misplaced tickets, partially used tickets and when travelled in lower class for want of accommodation.
16. These ticket holders can travel in higher class on payment of difference of fares in Indian currency.

### **Journey Paper Tickets**

#### ***Blank Paper Ticket (BPT):***

1. BPT is in the form of a booklet consisting of 50 sets of tickets.
2. BPT is machine numbered and each ticket consists of 3 foils namely Accounts, Passenger and Record.
3. BPT is prepared with the help of double-sided carbon paper.
4. BPT is issued for local and foreign railways separately.
5. BPT is generally issued for concessional tickets.
6. On the obverse side of passenger foil, the name of the issuing railway is hatched in red colour.
7. All the entries such as destination, class, and route, description of train, concession and fare should be filled by the booking clerk.
8. Passenger foil is issued to the passenger, accounts foil is submitted to accounts office at the end of the month and the record foil is kept as station record.
9. The name of the issuing station should be printed or stamped.
10. The amount realized on BPT should be shown separately in DTC book.
11. Before using a new BPT book, all foils should be checked and certified on backside of the last record foil.
12. These are money value books and should be kept in safe custody.

#### ***Excess fare ticket (EFT):***

1. EFT is in the form of a booklet consisting of 50 sets of tickets.
2. EFT is machine numbered and each ticket consists of 3 foils namely accounts, passenger and record.
3. These tickets are prepared using double-sided carbon.
4. EFTs are used separately for local and foreign railways.
5. All the details of the journey such as class of travel, from station, to station, number of persons etc should be filled in by the staff.
6. In booking office EFT is issued when printed card tickets are not available.
7. Ticket checking staff uses EFT for charging ticket less travelers, unbooked luggage, collection of reservation fee, difference of fare etc.
8. Foreign EFT has a red wave band across.

9. At the end of the month accounts foils will be sent to accounts office.
10. The amount realized on EFT should be shown separately in DTC book.
11. Before using a new EFT book, all foils should be checked and certified on backside of the last record foil.
12. These are money value books and should be kept in safe custody.

### ***Circular Journey Ticket (CJT):***

1. It is paper journey ticket.
2. It is in the form of a booklet and machine numbered.
3. Circular journeys are of two types
  - i) Standard circular journey (fixed by railways)
  - ii) Non - standard circular journey (proposed by the party)
4. Standard circular journey tickets are issued at depot stations and non - standard circular journey tickets are issued at nominated stations.
5. Total distance is calculated on point-to-point basis and the total distance is divided by two and fare for two single journeys is collected as total fare.
6. Circular journey tickets are issued in all classes for adults, children and senior citizens.
7. Senior Citizen Concession is applicable when they travel for more than 1000 kms.
8. Reservation charges are collected separately for each leg of journey.
9. Supplementary charge shall be collected only once for the entire journey.
10. Maximum 8 break journeys are allowed on C.J.T.
11. Validity period will be calculated as follows
  - For every 200 kms or part of 1 day break journey period
  - For every 400 kms or part of 1 day journey period
12. At the time of break journey, CJT holders need not obtain endorsement.
13. The names of the stations where the passengers want to halt are given in the CJT.
14. Journey should be completed within the validity period.
15. Break journey rules are not applicable.
16. If tickets are issued to passengers by other than normal and reasonably direct routes which is longer than 15% off the shortest route, then on such distances telescopic benefit will not be applicable and normal fare will be applicable on point to point between that two break journeys. (CC 32 of 2013)

### ***High Official Requisition (HOR):***

1. High officials are those enlisted in Annexure 6 of Coaching Tariff, Part-I, Vol. I such as President, Prime Minister, Cabinet Ministers, Governors, Chief Justice etc.
2. H O R is presented at booking office in 2 portions.
  - i) Requisition portion (inner part)
  - ii) Acknowledgement portion (outer part)
3. Booking clerk should fill both the portions with accommodation provided and ticket numbers of authorized persons travelling in the same compartment.
4. Both the portions should be signed by the station master indicating the fare and other charges under his signature and station stamp.
5. The outer portion should be handed over to the high official which constitutes the travelling authority.
6. The inner portion should be sent to cash office as voucher.



7. H O R is accounted separately in DTC book.
8. When high official is detected with un exchanged H O R, a free EFT will be issued.
9. TTE should hand over the collected HORs at destination.
10. CRS shall supply a statement of HORs exchanged to the CTI every day. CTI to verify and certify whether High Officials travelled or not and submit the same to accounts office periodically.

***Identity Card cum Railway Pass (ICCRP):***

1. ICCRP is issued to members of Lok Sabha & Rajya Sabha.
2. Plastic laminated cards are issued in lieu of Identity Cards issued earlier to the Members of Parliament, Rajya Sabha and their Spouses. (CC 18 of 2013)
3. MPs are entitled to travel in I AC / EC with spouse and a companion in 2 AC.
4. They are permitted to travel anywhere to anywhere by any train including Rajdhani / Shatabdi trains.
5. A Member having no spouse has been allowed to take one person with him in place of spouse in I AC / Executive Class in rail journey along with the companion already allowed in 2AC.
6. A Member who is blind or incapacitated physically shall be allowed to take an attendant with him in same class in which he travels in lieu of the companion earlier allowed in 2AC. This will be in addition to the spouse already allowed to accompany the MP in the I AC / Executive Class.
7. The spouse of MP is entitled to travel by railway in I AC / EC in any train from the usual place of residence of the Member to Delhi and back any number of times.
8. Break journey rules are not applicable for ICCRP.
9. MPs travelling on ICCRP can request for reservation on telephone. However, a written confirmation should be sent within 24 hours.
10. Journey slip shall be filled in and hand over to traveling ticket examiner or ticket examiner at destination.
11. Journey slips are supplied in the form of books, in 3 foils and machine numbered.
12. A statement of forms received is prepared by the station master and sent to accounts office.
13. All the charges are debited to parliamentary secretariat.

***Rail Travel Coupons (RTC):***

1. These coupons are in form of a machine numbered book with different denominations.
2. These coupons are issued to MLAs & MLCs.
3. These coupons are to be exchanged for tickets at booking counter.
4. These coupon books are valid for 3 years from the date of issue.
5. Traveling with un-exchanged coupons is treated as traveling without ticket.
6. These coupon books are to be given to station master and he will detach the coupons personally from the book equivalent to the ticket amount. Loose coupons are not accepted.
7. On the back of the RTC coupons, the ticket number should be mentioned.
8. On the journey ticket, letters -RTCØ should be mentioned.
9. These coupons can be used for any charges like fare, reservation charges, supplementary charges etc.

10. They can travel by any train, from anywhere to anywhere without any distance restriction.
11. These coupons should be sent to accounts office as cash vouchers.

***Police Warrants and Jail Requisition:***

1. Police warrants are issued to on duty police officials.
2. Jail requisitions are issued to prisoners and their escorts.
3. These warrants are machine numbered and in 2 portions (inner& outer)
4. These warrants are to be exchanged at stations for tickets.
5. The ticket numbers should be written on warrant under signature of station master with stamp.
6. All the charges are debited to police department.
7. Traveling with un-exchanged warrant is treated as traveling without ticket.
8. Outer portion of warrant with ticket will be handed over to police official.
9. Inner portion of warrant is treated as voucher and sent to cash office.
10. Refund on unused tickets is not granted but TDR is issued.

## **NON JOURNEY TICKETS**

### ***Supplementary Charge Ticket:***

1. This ticket is issued when a passenger holding M/E ticket wants to travel by super fast train.
2. It is treated as part of the fare for the purpose of calculation of cancellation charges.
3. Season ticket holders are permitted to travel in super fast trains on purchase of supplementary charge Monthly, Quarterly, Half yearly & Yearly tickets on payment of Rs.225, Rs.675, Rs.1350/- & Rs.2700/- respectively
4. The supplementary charge for different classes is as follows. (CC20 of 2013)

<b>Class</b>	<b>Charge (Per Passenger)</b>
AC First & Executive	Rs.75
AC2T/ First Class/AC3T/AC3 Economy/ ACCC	Rs.45
SL	Rs.30
II Class	Rs. 15

5. Supplementary surcharge is collected only once for entire journey in case of CJT holders.
6. Supplementary surcharge is not collected in case of the following
  - Railways pass holders, PTO, ICCRP, IPT etc.

### ***Retiring Room Ticket:***

1. It is a non-journey printed card ticket.
2. These tickets are issued on collection of prescribed charges at notified stations where retiring rooms are provided.
3. These rooms are allotted on first come first serve basis.
4. These rooms are allotted on 24 hours basis.
5. A manual register should be maintained and full details of occupation / vacation are entered clearly.
6. In case of extension for next 24 hours, 25% charges extra are to be collected. Only one extension is permitted.
7. If vacated in less than 24 hours, no refund will be granted for the unused time.
8. These charges are accounted in the daily train's cashbook under the distinct head retiring room charges.
9. On vacating the room, the ticket will be collected by the ticket examiner and entered in ticket examiner's report.

### ***Platform Ticket:***

1. It is a non- journey card ticket.
2. Platform tickets are issued for admitting persons on railway platforms.
3. The station master can admit a few persons on to the platform without platform ticket.
4. The cost of platform ticket is Rs. 10/-.
5. DRM's have powers to enhance these rates.
6. The platform ticket is valid for 2 hours from the time of issue.

7. No refund is permitted on unused platform ticket.
8. Guard certificate can be granted when a passenger is holding a valid platform ticket.
9. Platform ticket holders should not enter into the coaches.
10. Platform tickets should be collected before the person leaves the station.
11. Platform tickets are accounted in DTC book.
12. Railway staff on duty, military persons in uniform, government railway police and railway mail service staff are admitted on platforms without platform tickets.

## **NON – JOURNEY PAPER TICKETS**

### ***Cloakroom Ticket Locker***

1. It is a non-journey paper ticket.
2. Cloakroom facilities are available at some important stations.
3. Cloakroom facilities are provided for genuine rail passengers only.
4. Passenger should produce photo identity card such as Passport, Driving License, Voters Card, Pan Card, Ration Card or Bank Pass Book with photo while depositing the luggage in the cloak room.
5. Cloak room ticket is in the form of a book and is machine numbered.
6. Cloak room ticket is in 3 parts, namely (i) Record (ii) Passenger (iii) Label.
7. The station master fills all the columns and label portion is pasted on the articles and passenger portion is handed over to the passenger as receipt.
8. Cloak room charges are as follows (CC 09 of 2013)

Period	Cloak Room	Locker
For first 24 hours or part thereof	Rs.15/- per package	Rs.20/-
For each subsequent 24 hours or part thereof	Rs.20/- per package	Rs.30/-

9. At the time of delivery, the passenger must mention the time and date with his signature on cloakroom ticket.
10. If the cloakroom ticket is lost, delivery can be granted on application, if Station Master is satisfied or on Indemnity Bond.
11. Maximum period for keeping the articles in cloakroom is 7 days.
12. If articles are not claimed within 7 days, they will be disposed off through public auction.

### ***Bed Roll Ticket:***

1. Bedroll ticket is a non journey paper ticket.
2. Bedrolls are provided as a passenger amenity to traveling public.
3. Bedroll tickets are machine numbered with 3 foils namely (i). Record (ii). Passenger (Bed roll ticket) (iii). Conductor
4. Bedrolls are supplied free of cost to I AC, 2 AC and 3 AC passengers. Coach attendant is responsible for supply and collection of bedrolls.
5. Bed rolls are supplied to SL class passengers of Durgam Express / 3 AC passengers by Garibrath Trains on payment of Rs. 25/-.
6. Passenger foil of bedroll ticket is handed over to passenger, and conductor foil is handed over to conductor of the train.

7. Bedroll consists of (i). Woolen blanket (ii). Two bed sheets (iii) Pillow with cover (iv). Napkin.
8. For RAC Passengers a blanket and a bed sheet will be provided.

## MILITARY WARRANTS

### ***Check Soldier Ticket (CST):***

1. It is a journey ticket issued to individual military personnel.
2. This ticket is issued in exchange of *military warrant No. IAF 1752*.
3. Separate series of tickets for *single* and *return* journey are issued as per requirement.
4. When check soldier ticket is not available, excess fare ticket will be issued and endorsed as *issued in lieu of check soldier ticket*.
5. IAF 1752 consists of two portions, upper portion & lower portion.
6. Upper portion is submitted to accounts office as a voucher.
7. Lower portion is handed over along with the CST to the party.
8. Both the ticket and the lower portion of warrant constitute the travelling authority.
9. The amount due is entered in the warrant and debited to defence department.
10. Free allowance of luggage is 40 kgs for all classes.
11. Charges for authorized luggage in excess of free allowance are debited to defence department.
12. Charges for luggage in excess of authorized luggage should be collected in cash and a luggage ticket is issued.
13. The charges are accounted separately in *daily train cashbook* (DTC) under the head *government passengers*.
14. Government passengers and luggage returns should be submitted to traffic accounts office at the end of the month.

### ***Soldier Ticket:***

2. It is a paper journey ticket.
3. It is in the form of a booklet; machine numbered and contains 100 tickets.
4. Soldier ticket is issued in exchange of military warrants
  - IAF 1707 for small parties / invalids / families.
  - IAF 1707 A for military special trains / wagons / vehicles.
5. Each ticket is in three parts namely record, guard and passenger.
6. The station master should fill the warrant with ticket number, fare & luggage charges due under his signature and station stamp.
7. All the particulars on the warrant should be entered on the soldier ticket.
8. Passenger portion is handed over to the party and when luggage is booked in brake van, guard's portion is handed over to the guard of the train.
9. All charges like fare, reservation charge, supplementary charge, development charge at full tariff rate will be debited to defence department.
10. The entire warrant is treated as cash voucher and sent to the accounts office.
11. These passengers are accounted separately in DTC as government passengers.
12. Free allowance of luggage is 40 Kgs in all classes.

### **Free Allowance of Luggage**

Both on Check Soldier Tickets and Soldier Tickets free allowance of 40 kgs is allowed in all classes.

***Un- booked or partially booked luggage:***

Luggage carried in excess of free allowance without booking is called 'un-booked luggage' and luggage carried in excess of actually booked is called 'partially booked luggage'.

***Free allowance:***

This is the quantity of luggage a passenger can carry with him in the passenger compartment without paying any charges. Free allowance is granted as per the class of travel.

***Marginal allowance:***

- This is the quantity of luggage that is used to determine the extent of penalty to be imposed in case of unbooked or partially booked luggage.
- Marginal allowance is not granted but taken into consideration.

***Military personnel detected enroute or at destination station with un-booked or partially booked luggage.***

1. Luggage exceeding free allowance + marginal allowance is charged at scale 'L' for the entire weight without granting any free allowance, subject to a minimum of Rs.30/-.
2. Excess weight beyond free allowance but within marginal allowance will be charged at 1.5 times scale 'L' subject to a minimum of Rs.30/-.

***Monetary liability of luggage:***

Monetary liability as per section 103 of Railways Act '1989 is limited to Rs. 100/- per kg or cost of the luggage whichever is less. Unless the value of the contents is declared and percentage charges on excess value are paid, railways do not take higher responsibility.

## **UNRESERVED TICKETING SYSTEM ( UTS )**

### ***Particulars on UTS ticket:***

1. *From and to* stations
2. Route
3. Class of accommodation
4. UTS number
5. Date of journey
6. Distance and fare
7. Date and time of issue and machine number / counter number
8. Cash / Voucher
9. Ticket type
10. 8 ó digit pre printed number and a 4- digit machine printed ticket number
11. 4/5 ó digit random number
12. Travel authority and concessional code, if any
13. Alpha code of progressive totals of transactions made.

### ***Specifications for pre-printed paper computerized passenger-ticketing system:***

1. UTS paper roll tickets are supplied with sprocket holes on both sides and of size 100mm X 64 mm (4öx 2.5ö) with Indian Railway water mark and with Indian Railway back ground and advertisement on the reverse of the ticket.
2. Each ticket roll contains 500 tickets serially numbered. The serial number of the ticket consists of 8 digits. In each roll, the commencing number ends with 000 or 500 and closing number ends with 499 or 999.
3. Every ticket should have an *alpha numeric* before the eight digit pre-printed number, allotted for each, division, ie. SC1, SC2, SC3, SC4, SC5, SC6.
4. The roll should have perforated lines after each ticket.

### ***Maintenance of the registers in UTS booking office:***

- *Charge handing over and taking over register of the operators:* This should also be utilized as the daily trainø cashbook for pasting of the shift and day end summaries generated from the UTS.
- Equipment fault register
- Failure register
- Non ó issue register
- Cancellation register
- Special cancellation register

### ***Duties of the operator:***

1. During the changeover of the shift, the operator will pass an undertaking regarding the correct taking over of the UTS terminals, key boards and printers in the taking / handing over register.



2. He / She will check that the opening number as prompted by the UTS on the terminal physically tallies with the first ticket available in the printer.
3. He / She will enter the correct imprest and personal cash in the UTS.
4. He / She will check that all characters are legible and correct slash number is printed on the ticket before the same is issued to the passenger.
5. Booking operator should manually cross and deface all special cancelled, non- issued and the cancelled tickets.
6. Operator is solely responsible for the distance entered in the blank paper ticket.
7. He / She should ensure that no blank paper ticket is issued to a destination which has already been fed in to the destination database.
8. He / She should permit all cancellations across the counter after verification of the data available in the system.
9. The amount as displayed on the UTS screen is the same as acknowledged by the system through the summary generated by the terminal. In case of discrepancies, the supervisor should be called and the hard copies should be generated from the system.
10. In case of any failure and hard copy not being generated from the system, the cash of the shift should be deposited by the operator as per the coded alpha cumulative cash available on the next ticket stationary available on the printer.
11. Necessary remarks should be passed in the failure register and report the problem to the AMC contractor.

***Duties of supervisor & operator at the beginning of the shift:***

1. Only authorized users as mentioned in the user register are permitted to work on the terminals.
2. The quality of the ink in the tape cartridge used in the ticket printer should be checked and it should be ensured that the figures and words are clear and legible.
3. Before the commencement of the shift, the supervisor and the operator should note the slash number printed on the stationery available on the terminal. This should tally with the preprinted number available on the stationary.
4. If there is any mismatch, the following procedure may be followed.
  - If the ticket is accounted for in the system but is not printed on the ticket stationary, the supervisor should be called, the ticket should be non-issued and shift terminated in his / her presence. Cash summary, transaction summary of the shift and continuity statement should be tallied with each other.
  - When the preprinted number in the stationary is discontinuous, shift should be terminated in the presence of the supervisor who will then take necessary measures by issuing gazette notification and declare the roll obsolete.
  - The reasons for mismatch should be recorded in the fault register as prescribed.

***Duties of the supervisors:***

1. Tallying the daily cash and vouchers with the shift wise summaries of cash and vouchers generated by the booking operators at the end of the shift.
2. To ensure correct remittance of cash. He / She will also take suitable action in case of discrepancy.
3. Ensuring that the details of the cash and vouchers as shown on the terminal tallies with the summary generated from the UTS.

4. Ensuring that each operator hands over correct cash, rail travel coupons, concessions, cash vouchers, non-issued, special cancellation, normal cancellation and unused tickets after tallying the same with the DTC / shift summary.
5. Ensuring that all non-issued, cancelled, special cancelled and unused tickets are also sent to the traffic accounts office along with the summary mentioning the stock number of the tickets.
6. The fully or partially cancelled tickets should be accompanied with the original journey tickets.
7. In case the DTC is not generated from the system, the net cash of the day should be collected from the coded cash available on the next ticket stationary available in the printer.
8. This fact should also be recorded in the fault register.
9. In the system, coded cash is recognized through alphabets A to J, which denotes the value in the terms of Rupees from 0 to 9. A=0, B=1, C=2, D=3, E=4, F=5, G=6, H=7, I=8 and J=9 respectively which will appear like DBCD AA This conveys a message to the operator that he / she has to deposit Rs. 3123.00 as collected cash. This fact should also be recorded in the failure register.
10. Ensuring that daily BPT statements of all shifts showing 'from' 'to' 'distance' 'amount' 'number of passengers' 'number of counter' is sent to traffic accounts office on the next day.

### **Issue of UTS Tickets.**

1. Tickets will be issued for journeys commencing on the day of issue.
2. Tickets will also be issued up to 3 days in advance for journeys involving more than 200 kms of distance.
3. Zonal Railways have powers to announce a group of stations of a metro/city/Town as cluster stations. Tickets can be issued from any of these clusters station for journey commencing from any of the other stations within the cluster to any destination.

***List of UTS reports to be generated from the system:*****Daily reports:**

Season tickets  
 Advance season tickets  
 Non-issued season tickets  
 Cancelled tickets  
 Summary of cancelled tickets  
 Special cancelled tickets  
 Summary of SPL cancelled tickets  
 Non-issued tickets  
 TTE money receipts  
 TC money receipts  
 Miscellaneous receipt tickets  
 Adhoc concessions  
 Concession tickets  
 Police vouchers

Military vouchers  
 CST vouchers  
 RTC concessions  
 BPT  
 Development charge  
 Supervisor intervention  
 Station pair  
 Sum of trains (Cash info)  
 M- 17 continuity  
 Ticket information  
 M9 Classification  
 Concession passenger (Season)  
 SPL cancel season ticket

**Periodic reports:**

Season tickets  
 Advanced season tickets  
 Season NI tickets  
 Cancelled tickets  
 SPL cancelled tickets  
 Non-issued tickets  
 TTE money receipts  
 TC money receipts  
 Miscellaneous receipt tickets  
 Concession tickets  
 Police vouchers  
 Military vouchers

CST vouchers  
 RTC concessions  
 BPT  
 Development charge  
 Supervisor intervention  
 Station pair  
 Sum of trains (Cash info)  
 M- 17 Continuity  
 Ticket information  
 M9 Classification  
 Supervisor intervention

**Monthly reports:**

Season tickets  
 Advanced season tickets  
 Season NI tickets  
 Cancelled tickets  
 SPL cancelled tickets  
 Non-issued tickets  
 TTE money receipts  
 TC money receipts  
 Miscellaneous receipt tickets  
 Concession tickets  
 Police vouchers  
 Military vouchers  
 Sum of trains (Cash info)

M- 17 Continuity  
 Ticket information  
 M9 Classification  
 Supervisor intervention  
 Development charge  
 Supervisor intervention BPT  
 Station pair  
 RTC concessions  
 CST vouchers

***UTS - ticket indenting procedure:***

The following procedure for indenting of ticket rolls should be followed for stations where UTS Terminals are installed.

1. Indent for supply for pre-printed ticket rolls will be on annual basis.
2. Based on roll continuity statement generated by the system / consumption pattern for the previous year and augmenting this by a growth factor of 10%, the booking supervisor will prepare ticket rolls requirement taking into account the lead time etc. The quantity to be indented would be arrived as under.  
  

$$1.5 \times \text{quantity assessed } (-) \{ \text{stock on hand} + \text{stock yet to be received from the supplier} \}$$
3. This should be vetted by TIA. The estimate should be forwarded to the Sr.DCM / DCM's office by 10<sup>th</sup> January every year.
4. On receipt of the estimates from the station, the data will be incorporated in the ticket estimate register maintained in the divisional office. Sr.DCM / DCM should ensure that these estimates have been received from all the stations under their jurisdiction before assessing the requirements.
5. Once the required quantity has been assessed, the Sr.DCM / DCM will prepare and submit the indent in five copies in form S-1032 duly indicating the ticket numbers to be printed for each location. This will be done latest by 31<sup>st</sup> January.
6. The indents will be sent in five copies to Sr. DFM / DFM by 10<sup>th</sup> February. Sr.DFM / DFM will certify the availability of funds and send 4 copies of the indents to FA&CAO / WSTs office (Ticket indent section) before 20<sup>th</sup> February. In FA&CAO / WSTs office, all the indents will be posted in the Master Register separately maintained for each station as per the codal provision.
7. On receipt of the certified copies of the indents from FA&CAO / WSTs office, Sr.DCM / DCM will send the indents duly approved by DRMs to COS / SC before 10<sup>th</sup> March.
8. Purchase action will be immediately initiated by COS / SC and purchase order released before 31<sup>st</sup> May.
9. Supply will commence from 1<sup>st</sup> July. Sr. DCM / DCM will issue strike orders in lots of 1 lakh or multiples thereof, ensuring two months lead time to the supplier. While giving strike order, art work for advertisement on the reverse of the ticket would be furnished by Sr.DCM / DCM in addition to the commencing number and closing number of the tickets to be supplied.
10. Sr.DCM / DCM will have to advise the funds required at the time of preparation of the budget estimate each year in November.

11. On receipt of the ticket rolls, CBSR will verify the ticket rolls with that of the supply advice. Details of tickets received viz, number of rolls, serial number of tickets received and the date of receipt, supplier etc. shall be jointly advised to Sr. DCM / DCM and FA&CAO / WST (Ticket Indent section).
12. In case of emergency, if ticket rolls are to be transferred from one station to another, both the dispatching station and recipient station should intimate immediately Dy.CAO/T who will ensure the correct accountal of rolls at both ends. The transfer of such rolls should be between the stations situated within the same division.
13. When a roll is reported missing, CBSR will immediately notify the loss to all concerned. A gazette notification will be made according to the extant rules on the same lines as notified in the IRCM Vol .I , para 227.

## **BREAK JOURNEY**

**Definition:**

Halt at an enroute station for the purpose of visiting places of interest, attending work, taking rest etc. with an intention to continue further the journey on the same tickets is called as *break journey*.

**Conditions:**

1. The single journey ticket must be for more than 500 kms.
2. One break journey is allowed on tickets more than 500 kms and up to 1000 kms.
3. Two break journeys are allowed on tickets more than 1000 kms.
4. First break journey is allowed only after travelling 500 kms.
5. There is no distance restriction for availing second break journey.
6. However, the two break journeys are not allowed at one place.
7. In case of reserved ticket, passenger should reserve upto break journey station at the time of making reservations.
8. When the reservation is made up to destination, break journey is not permitted enroute.

**Break journey period:**

1. Break journey period is two days excluding the day of arrival and day of departure.
2. Waiting for connecting train at an enroute station for less than 24 hours is not treated as break journey.

**Endorsements:**

1. At the time of break journey, endorsement from station master / ticket examiner should be obtained.
2. The endorsement consists of station code, date, and initials of SM / TE.
3. If the passenger commences his journey without endorsement, he will be treated as traveling without ticket.
4. Circular journey ticket holders need not obtain break journey endorsement at the time of break journey.

**Break journey rules are not applicable in the following cases:**

- |                          |                            |
|--------------------------|----------------------------|
| • Railway passes         | • Season tickets           |
| • Freedom fighter passes | • Circular journey tickets |
| • ICCRP                  | • Tourist coupon tickets   |
| • Indrail pass           |                            |

**Break journey is not permitted in the following cases:**

- On tickets issued for Rajdhani / Shatabdi trains
- Concession tickets issued for specific purpose
- Tickets reserved up to destination
- On suburban stations
- Tickets issued against police warrants
- Emergency duty passes
- Medical passes

## CONCESSIONS

### *General rules:*

1. Coaching Tariff PartóI, VolóII contains the details of various concessions allowed to passengers by railways.
2. All concessions are allowed on basic fare of M / E trains.
3. No concession is allowed in respect of other charges like charge, reservation charge and supplementary charge.
4. Concessions are allowed normally by direct and shortest route.
5. No person is allowed more than one concession at a time.
6. The charging of minimum fare is not applicable to the tickets issued on concessions.
7. Concessions are exchanged only at the booking and reservation counters.
8. Persons traveling without exchanging the concession order / form are treated as traveling without ticket and dealt accordingly.
9. In some concessions where escorts are allowed, the escorts are also given the same element of concession.(Except cancer concession)
10. Concession is not allowed when cost of the journey is borne by the government. However, students attending tournaments conducted by recognized schools and universities are exempted.
11. The distance restriction applicable for a train will also apply to concessional tickets.
12. When return journey concession is granted, the outward and return journey must be performed by the same route.
13. When return journey concession is granted, partial cancellation is not permitted.
14. The Concession holder must travel by the booked route only. If he/she wants to travel by any other route, he/she must purchase a fresh ticket for the part not covered by the concessional ticket.
15. Break journey is not permitted when concessions are issued for specific purpose.
16. When concession is allowed for more than one person the fare should be calculated separately for each person.
17. In certain cases, concession is allowed for a minimum number of persons or on payment of fare for minimum number of persons.
18. At the time of exchanging concession, the validity period of the certificate or order should be checked.
19. Original / copy of the certificate or order should be submitted at booking office, while traveling, copy / original certificate should be carried.
20. The concession order issued by authorized railway official during special occasions is valid for 4 months from the date of issue.
21. In case of group concessions, the entire group should travel by the same train but not necessarily in the same coach.
22. Concession ticket holders are not considered under upgradation scheme.
23. Refund is not granted on partially used concessional tickets.

## **STUDENTS CONCESSION**

### **Part – I :**

#### ***Persons eligible:***

- Students of schools / colleges recognized by education department of State and Central Governments.

#### ***Authority:***

- Concession is permitted on production of certificate from the head master or head of the institution.
- It is a machine numbered book.
- It is supplied by DRMs at a cost price.
- Each concession certificate consists of three foils: Record (for school), concession order (retained at station) & student foil.
- It is written in ink filling in the entire particulars like *from* and *to* stations, name of the student, age, sex, vacation period, date of issue etc.
- It is signed by the head master with designation stamp and office seal.
- It is presented at station in two foils: concession order and student foil.

#### ***Endorsement on student concession:***

- The institution shall affix on the concession order with rubber stamp as under:  
 Vacation from í í í í ..To í í í í .Date of completion of examination  
 í í í í í í í í ö

#### ***Circumstances:***

- Under which admissible are from & to institute / home / examination center / training & vice versa

#### ***Verification of concession certificate:***

- The stations are supplied with specimen signature of authorized officials of the institution, who will be signing the concession certificate to enable the station to exercise a check on the genuineness of the certificate.
- The concession certificate for the return journey will be verified by the originating station master who will make an endorsement about the genuineness of the certificate affixing his signature and the stamp.
- If it is not so endorsed, the station master of the station from which the return journey is to commence will refuse to issue a concession ticket.



***Validity of concession:***

- Certificate can be obtained from the institution 90 days in advance.
- The certificate can be exchanged 60 days in advance subject to the condition that the reservation is sought for the journey starting not more than one day before the commencement of vacation and not more than one day after the vacation period is over.
- The concession will also be admissible to the student prior to the commencement of the vacation when the examination is over and the head of the Institution makes an endorsement.
- Outward Concessions are to be exchanged within 14 days from the date of issue.

***Concession:***

- On payment of fares at 50% of M/E basic fare in II / Sleeper classes only.
- Students below 12 years are eligible for 50% of II class / sleeper class Mail / Exp child fare.
- (a). SC / ST students are charged at 50% of the normal concessional fare admissible for general students. (b). an attested copy of SC / ST certificate issued by the State Government is submitted. (c). Concession is allowed even if certified on the student concession certificate by head of the institution.

***Escorts:***

- One escort for every 4 girls of any age and boy students under the age of 12 allowed at concessional fare.
- Clubbing of concessional certificate of different schools is permissible provided the starting and the destination are the same.

***Concession is not admissible:***

- In special coaches / trains carriage.
- Students attending an examination for the purpose of obtaining employment.
- Students who are under full time employment.

***Luggage:***

- Free allowance is granted as per class of travel.

***Break journey:***

- Is not permitted

***Refunds:***

- Refunds are allowed on outward journey.
- No refunds on return journey.
- No refunds on partially used tickets.

**Part – II:*****Season tickets:***

- Issued in I and II classes
- *Purpose:* To and from educational institution / home or vice versa.
- Other conditions as applicable in PART- 1.

**Part – III:*****On educational tour:***

- A separate concession certificate will be issued by head of the institution
- Concession is eligible for students in parties of not less than 10 excluding escort.
- For P. G. course, where the number of students is less than 10, concession should be allowed subject to the group size being not less than 3 provided the Head of the Institution certifies that the particular P. G. class is less than 10 students.
- Separate concession certificate shall be submitted for each leg of journey.
- Break of journey is not permitted.

***Escorts:***

- One escort for every four girl students of any age and boy students under the age of 12 allowed at concessional fare.
- One escort for every 10 male students of 12 years and over.
- Clubbing of concessional certificates of different schools is permissible provided the starting and destination are the same.
- Teachers / professors / office staff of the same institution only allowed as escorts.

***Luggage:***

Free allowance is as per class of travel.

**Part – IV :*****Round tour tickets (circular tour tickets) conditions:***

- Concession will be allowed for a party of not less than 10 students.
- Station master will allow concession on submission of concession order issued by DRM along with relevant student concession certificate.
- Maximum period of availability is 45 days.
- Other conditions are as applicable as mentioned in Part- I.

**Part -V:*****Students travelling to participate in recognized sports tournaments:***

- The concession is allowed by the station master on production of a separate certificate (for sports) from the head of the Institution.
- The concession certificate will be supplied by DRM at cost price.
- The concession will be admissible subject to a minimum distance of 300 km.
- On payment of fares at 50% of basic fare.

**VARIOUS CONCESSIONS*****On Medical Grounds:******On Medical Grounds:***

Sl No.	Type of Concession	%	Class	Attendant	Concession Certificate Issued by	Validity	Original or Xerox	Purpose	Remarks
1	Orthopedically Handicapped / Paraplegic	25	3AC/ACCC By Raj/Shat	Compulsory	Govt. Doctor	Temporary Disability-5 Yrs Permanent Disability - Up to 25 yrs - 5 yrs 25 & 30 - 10 yrs Above 35 - Life	Xerox	Anywhere to Anywhere	50% concession in I and II class Season tickets
		50	I AC,2 AC						
		75	Other classes						
2	Mentally Retarded	25	3AC/ACCC By Raj/Shat	Compulsory	Govt. Doctor	5 years	Xerox	Anywhere to Anywhere	50% concession in I and II class Season tickets
		50	I AC,2 AC						
		75	Other classes						
3	Blind (Completely)	25	3AC/ACCC By Raj/Shat	Optional	Govt. Doctor	5 years	Xerox	Anywhere to Anywhere	50% concession in I and II class Season tickets
		50	I AC,2 AC						
		75	Other classes						
4	Deaf & Dumb	50	I Cl, SL, II	Optional	Govt. Doctor	5 years	Xerox	Anywhere to Anywhere	50% concession in I and II class Season tickets
5	Heart Patient	50	I AC,2 AC	Optional	Recognized Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital (Heart Surgery)
		75	Other classes						

**General Concessions:**

Sl No.	Type of Concession	%	Class	Attendant	Concession Certificate Issued by	Validity	Original or Xerox	Purpose	Remarks
6	Kidney Patient	50	I AC,2 AC	Optional	Recognized Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital (Kidney Transplantation)
		75	Other classes						
7	Cancer (Patient)	100	3AC / SL	Optional	Recognized Hospital	1 year	Original	Specific	For admission / Discharge to/from hospital
		50	I AC, 2 AC						
		75	ACC / I / II						
	For Attendant	50	I AC,2 AC						
		75	Other classes						
8	Thalassemia Major	50	I AC,2 AC	Optional	Recognized Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital
		75	Other classes						
9	TB / Lupas valgaris	75	I Cl, SL, II	Optional	Govt. Doctor/ TB Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital
10	Non-Infectious leprosy	75	I Cl, SL, II	Not permitted	Recognized Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital
11	Hemophilia	75	I Cl, SL, II	Not permitted	Recognized Hospital	3 months	Original	Specific	For admission / Discharge to/from hospital
12	Immuno Compromised	50	II Class Only	Not permitted	Recognized Hospital	3 months	Original	Specific	Treatment at ART Centers

Sl No.	Type of Concession	%	Class	Con. Certificate Issued by	Validity	Original or Xerox	Purpose	Remarks
13	Sr. Citizen Male	40	All	-	-	-	Anywhere to Anywhere	(1) Male 60 yrs & above (2) Female 58 yrs & above (3) Age proof to be shown on demand in the train
	Sr. Citizen Female	50						
14	War Widows	75	SL, II	Identity card issued by Sainik Board	Life Long	Xerox	Anywhere to Anywhere	Xerox copy of ID card to be produced at the time of booking
15	PM Shram Award	75	SL, II	Identity card issued by Ministry of Labour	Life Long	Xerox	Anywhere to Anywhere	Xerox copy of ID card to be produced at the time of booking
16	Sports Persons	75	SL, II	Secretary of Sports federation	Once	Original	Specific	On concession order issued by DRM State/National level participation
		50	I CL					
17	Sports Persons	75	I,SL,II,	Secretary of Sports federation	Once	Original	Specific	On concession order issued by DRM International/National Championship
18	Professional Entertainment Group	75	SL, II	Sangeet Natak Academy	Once	Original	Specific	On concession order issued by DRM State/Central Govt. approved programs for more than 300 kms
		50	I CL					
19	Professional Circus Parties	75	SL, II	Ministry of Sports / Human Resource Dept.	Once	Original	Specific	On concession order issued by DRM Minimum distance for charge 160 kms
		50	I CL					
20	Teachers, Recipient of National Award	50	SL, II	DEO	Life Long	Xerox	Anywhere to Anywhere	-

**General Concessions:**

Sl No.	Type of Concession	%	Class	Con. Certificate Issued by	Validity	Original or Xerox	Purpose	Remarks
21	Parent accompanying Child honoured with bravery award	50	SL, II for either of the parent	Indian Council for Child Welfare	-	Xerox	Anywhere to Anywhere	Child is issued with complimentary pass by DRM. Age limit 18 years
22	Members of St .Johns Ambulance Brigade	25	SL, II	Secretary / Asst. Commissioner	Once	Original	Specific	For relief work or Training beyond 300 kms
23	Teachers	25	SL, II	HM / Principal / DEO	Once	Original	Specific	Educational tour beyond 300 kms
24	Kissans / Industrial Worker	25	SL, II	Dist. Magistrate	Once	Original	Specific	In groups of 20 or more on concession order by DRM
25	Unemployed youth	50 100	SL II	Copy of call letter and application	Once	Xerox	Specific	To appear for interviews of State / Central / PSU
26	Allopathic Doctor	10	All	Registration of certificate issued by Indian Medical Council and undertaking	Life long	Xerox	Anywhere to Anywhere	Undertaking is given by doctor to render medical assistance to the needy passengers during journey

**General Concessions:**

Sl No.	Type of Concession	%	Class	Con. Certificate Issued by	Validity	Original or Xerox	Purpose	Remarks
27	Milk Vendors	50	II	Dist. Magistrate	3 months	Original	Specific	To attend training at national level institute, In groups of 20 or more.
28	Girls of Rural Areas	75	II	Head Master	1` month	original	Specific	To attend National Level Entrance Exams for Medical / Engineering etc.
29	Students of Rural Areas	75	II	Head Master	3 months	Original	Specific	On Study tours once a year, In groups of 20 and above
30	President Police Medal Indian Police Medal	50(M) 60(F)	All Classes	Certificate issued by Govt.	Life long	Xerox	Anywhere to Anywhere	Persons 60 years and above Original to be carried while travelling
31	Technicians of Regional Film Industry	50	2 AC, I Cl, 3 AC, ACCC	Certificate issued by Producer	Once	Original		Registered members in the technical employees association. Association to forward to DRM. Enclose original photo id of association. DRM to issue concessional order. To be exchanged at booking counter. Original to be carried while travelling.
		75	Sl, II					

**Student Concessions:**

Sl No.	Type of Concession	%	Class	Con. Certificate Issued by	Original or Xerox	Remarks
32	Bonafide Students, General	50	Sl, II	Head of institution	Original	(1).Specific (2).Vacation (3).To appear in examinations of Recognized Institutions (4).Free MST Boys-X Class, Girls-XII (5).50% of fare for normal students upto 25 yrs in season tickets (6).For SC/ST students(upto 27 yrs) - 50% of normal student fare in season tickets.
33	Educational Tours(Min.10)	50	Sl, II	Head of institution	Original	1 escort for every 4 girls of any age and 4 boys below 12 yrs, 1 escort for 10 boys of age 12 and above, 1 escort for 5 PH students. SC/ST students - 50% of normal student fare
34	Cadets of Marine Engineering	50	Sl, II	Captain / Course Director	Original	Between home and place of Training
35	Foreign Students upto 25 yrs (Research Scholars - 35 yrs)	50	Sl, II	Head of institution	Original	On concession order from DRM for Camps / Seminars
36	Students (Appearing for exams as private candidates)	50	Sl, II	Head of institution	Original	On concession order from DRM for University examinations
37	Articled Clerks	50	Sl, II	Chartered Accountant	Original	On concession order from DRM Between place of study and Exam/Training Centre
38	Research Scholars ó 35 yrs	50	Sl, II	Director of Institution	Original	On concession order from DRM for research Work
39	Students / Non student Youth in groups of 5 or more	25	Sl, II	Concerned Organisation	Original	On concession order from DRM for Work camps / Voluntary Service
40	Students / Artists of National School of Drama	75	Sl, II	National school of Drama	Original	On concession order from DRM for programs sponsored by State/Central Govt.
		50	I Cl /			



			2/3/ACC			
41	Trainee Nurse / Midwife	25	Sl, II	Head of institution	Original	On concession order from DRM between place of study and home town on leave

### **MILITARY WARRANTS / CEERTIFICATES / CONCESSIONS**

#### **Warrants:**

S. No	Form No.	Ticket Issued	Charges	Issued to Whom	GC	Detected Unexchanged
1	IAFT 1752	CST	Full Tariff Rate	Individuals	Y	Fare + EC upto point of detection + Free EFT onwards
2	IAFT 1707	ST	Full Tariff Rate	Individuals, Families, Small Parties and Invalids	Y	Fare + EC upto point of detection + Free EFT onwards
3	IAFT 1707 A	ST	Wagon/ KM Rate	Military special trains, Wagons or Vehicles	N	Does not arise

Note: Fares are debitable to defence dept. including development / reservation / supplementary surcharge. FA as per class. Warrants are sent to accounts office as cash voucher. Permitted to travel by Rajdhani Exp. (G C ó Guard Certificate) Y = YES N = NO

#### **Certificates:**

1	IAFY 1953	BPT / EFT	Full Tariff Rate	Army / Air Force Reservists and TA staff when called for general mobilization	N	Fare + EC upto point of detection + Single fare onwards
2	IAFY 1954	BPT / EFT	Full Tariff Rate	Army / Air Force Reservists and TA staff when called for Training	N	Fare + EC upto point of detection + Single fare onwards
3	INF 3	BPT / EFT	Full Tariff Rate	Fleet reservists of Navy when called for general mobilization	N	Fare + EC upto point of detection + Single fare onwards
4	INF 461	BPT / EFT	Full Tariff Rate	Fleet reservists of Navy when called for Training	N	Fare + EC upto point of detection + Single fare onwards

Note: Fares are debitable to defence dept. including development / reservation / supplementary surcharge. FA as per class.  
Certificates are sent to accounts office as cash voucher. Permitted to travel by Rajdhani Exp

**Concessions:**

S. No	Form No.	Ticket Issued	Charges	Issued to Whom	G C	Detected Un-exchanged
1	IAFT 1709	BPT / EFT	60% Cash 40% Voucher	Officers and their family members. Max - 6	N	Fare + EC upto point of detection + Single fare onwards
2	IAFT 1719	BPT / EFT	50% Cash 50% Voucher	Cadets of NDA, AFC and NTE	N	Fare + EC upto point of detection + Single fare onwards
3	IAFT 1720 A	BPT / EFT	50% Cash 50% Voucher	JCO / NCO with their families. Max - 6	Y	Half fare upto destination + fare upto point of detection as penalty
4	IAFT 1728	BPT / EFT	50% Cash 50% Voucher	Regimental reunion	Y	Full fare upto detection + fare upto point of detection as penalty and return ticket issued
5	IAFT 1732	BPT / EFT	50% Cash 50% Voucher	Nurses and Matrons of Military Hospital	N	Fare + EC upto point of detection + Single fare onwards
6	IAFT 1736	BPT / EFT	50% Cash 50% Voucher	Sports persons with coach and spectators	Y	Single journey - as per IAFT 1720 A Return journey - as per IAFT 1728

Note: Fares are debitable to defence dept. including development / reservation / supplementary surcharge. FA as per class.  
Concessions are sent to accounts office as cash voucher. Permitted to travel by Rajdhani Exp.  
(G C ó Guard Certificate) Y = YES N = NO

### ***Concession for Senior citizens:***

1. This concession is issued to male persons aged 60 & above and female persons aged 58 years & above.
2. This concession is allowed in all classes and by all trains except Garibrath / Yuva Trains.
3. The element of concession is
  - 40% for male persons
  - 50% for female persons
4. Proof of age is not required at the time of purchasing the ticket.
5. However, while traveling they must carry proof of age such as ration card, voter's identity card, driving license, PAN card etc.
6. If passenger is not carrying the above age proof, TTE will collect difference of fare only without penalty.
7. For circular journey tickets, Senior Citizen Concession is applicable only when they travel for more than 1000 kms

### ***Concession for Otherwise Abled Persons:***

1. This concession is allowed to persons who cannot travel without the help of an escort.
2. Medical certificate from government doctor is necessary.
3. Escort is compulsory and is given the same element of concession.
4. One escort is allowed for two otherwise abled persons as per following conditions
  - On written request from the escort
  - Reserved , RAC and waiting list only are issued
  - One combined ticket for all the three will be issued.
5. Element of concession is as follows
  - 25% in 3 AC / Chair Car of Rajdhani & Shatabdi Trains\ Other Mail / Express Trains
  - 50% concession in 1 AC & 2 AC
  - 75% concession in all other classes
6. The Xerox copy of certificate to be submitted at the time of purchasing the ticket.
7. While traveling original certificate should be carried, otherwise the passengers will be treated as traveling without ticket.
8. In case of temporary disability, doctor's certificate is valid for 5 years irrespective of patient's age.
9. In case of permanent disability, doctor's certificate is valid as per patient's age as follows
  - Up to 25 years - 5 years
  - 26 to 35 years - 10 years
  - Above 35 years - life long
10. When otherwise abled person is below 5 years of age, escort is allowed on concession.
11. Season tickets are issued to Otherwise Abled persons with escort at 50% concession.

**Concession for Blind Persons:**

1. This concession is issued to the persons who are completely blind.
2. Medical certificate from government doctor or from institute for blind is necessary.
3. Escort is optional and is given the same element of concession.
4. Element of concessions is as follows
  - 25% in 3 AC / Chair Car of Rajdhani & Shatabdi TrainsOther Mail / Express Trains
  - 50% concession in I AC & 2 AC
  - 75% concession in other classes.
5. A Xerox copy of certificate to be submitted at the time of purchasing ticket.
6. While traveling original certificate should be carried otherwise the passengers will be treated as traveling without ticket.
7. Doctor's certificate is valid for 5 years.
8. FC & II class season tickets are issued at 50% concession for self and escort.

**Concession for Cancer Patients:**

1. This concession is issued to the cancer patients in the following cases
  - Admission to hospitals
  - Periodical checkup
  - Discharge from hospitals.
2. Medical certificate from government doctor or from cancer institute is necessary.
3. The certificate is valid for one year from the date of issue.
4. Escort is optional and is given the same element of concession.
5. Element of concession is as follows

Passenger	Class	% of Concession
Patient	3 AC / SL	100*
	1 AC / 2 AC	50
	I CI / ACCC / II	75
Attendant	1 AC / 2 AC	50
	All other classes	75

6. Original medical certificate and Xerox copy are to be submitted at booking counter. Station master will enter the details of tickets issued on both foils with his signature and station stamp.
7. Original certificate will be kept at booking office and copy of the certificate is issued along with journey ticket to cancer patient.
8. When patient is below 5 years of age, escort will be allowed on concession.

\* Reservation / Supplementary charges as applicable will be collected.

**Concession for Deaf & Dumb Persons:**

1. This concession is issued to persons suffering with both deaf and dumb disabilities.
2. Medical certificate from government doctor is necessary.
3. Doctor's certificate is valid for 5 years.
4. Element of concession is 50% in FC, SL and II classes.
5. Escort is optional, and is given the same element of concession.
6. When patient is below 5 years of age escort will be allowed with concession.
7. The Xerox copy of certificate to be submitted at the time of purchasing the ticket.
8. While traveling original certificate should be carried otherwise the passengers will be treated as traveling without ticket.
9. FC & II class season tickets are issued at 50% concession for self and escort.

## RESERVATIONS

### **General rules:**

1. Reservation is one of the passenger amenities provided by railways.
2. Reservations are provided by trains and at stations / places notified by railway administration.
3. Reservations are provided on the principle of *“first come first serve”* basis.
4. Reservation is provided for a particular date, train and on individual name.
5. Reservations are made on a valid pass or ticket.
6. Advance period of reservation excluding the day of journey is
  - Indian public - 120 days
  - Foreigners - 360 days.
7. An application must be presented at the time of booking.
8. A maximum of 6 persons can book tickets on one reservation form for a family or party.
9. However, outward and return journey reservations can be accepted on one reservation form.
10. More than 6 persons are treated as group booking for which prior permission is required.
11. Sleeping accommodation is provided between 21.00 hours and 6.00 hours.
12. During day time, other reserved passengers of the same coach may be allowed to sit, if necessary.
13. Half tickets issued to children are treated as full tickets for the purpose of reserving berths.
14. Transfer of tickets is prohibited as per Section 53 of Railways Act 1989.
15. Change of name, date, train and class is permitted under certain conditions.
16. Railways do not guarantee reserved accommodation and will not admit any claim for compensation if reserved accommodation is not provided.
17. Passengers are required to occupy their berths / seats at least 10 minutes before departure of the train at train originating station.
18. Passengers are permitted to board the train at enroute station if request is made at least 24 hours before schedule departure of the train.
19. After completion of firm quota reservation, RAC and WL tickets are issued.
20. Reservation charges will be collected in addition to the basic fare.
21. The reservation charges are CC 20 of 2012

Class	Reservation fee (in rupees)
Second	15
Sleeper	20
AC Chair Car	40
AC-3 Economy	40
AC 6 3 tier	40
First Class	50
AC 2 tier	50
AC First	60
Executive	60

22. Service Tax at the rate of 4.5% is collected on total fare in case of First Class and all AC Class tickets.
23. In case of break journey, fresh reservation charge will be collected for each leg of journey.
24. The names of the children below 5 years are to be written on application.
25. Availability of accommodation to be displayed at all stations and updated periodically.
26. Reservation charts are to be exhibited before the departure of the train.
27. Refunds are allowed on cancellation of tickets as per rules.
28. In addition to passengers with Tatkal ticket and e-ticket who has to carry original proof of identity during the course of journey, from 15.02.12 anyone of the passengers/the passenger booked on the tickets issued from computerized Passenger Reservation System (PRS) and internet (i-ticket), undertaking journey in all reserved Classes will also have to carry anyone of the ten prescribed proofs of identity (in original) during the journey, and produce the same as and when required failing which all the passengers booked on that ticket will be treated as without ticket and charged accordingly. The list of valid proofs of identity are as under:-

- i. Voter Photo Identity Card.
- ii. Passport.
- iii. PAN Card
- iv. Driving License
- v. Photo Identity Card issued by Central / State Government viz Ration Card, Senior Citizen Card, below poverty line (BPL) card etc.
- vi. Student Identity Card with photograph issued by recognized Schools / Colleges for their students
- vii. Nationalized Bank Passbook with photograph.
- viii. Credit Cards issued by Banks with laminated photograph.
- ix. Printed Unique Identification Card, òAadhaarö or downloaded Aadhaar (e-Aadhaar) (CC 179 of 2017)
- x. Photo Identity Cards having serial number issued by Public Sector Undertakings State/ Central Government. District Administrations, Municipal bodies and Panchayat Administrations.

Production of Attested photo copy IDs such as Ration cards, Nationalized Bank Pass Books having photo, are accepted during journey in case of PRS issued II Class and

Sleeper Class tickets. Attestation has to be done by a Gazetted Officer or SM / CRI. (CC/4/13).

### **Full for Children (in reserved Class) CC – 71 of 2015**

In case of children of age 5 years and under 12 years of age, for whom full berth/seat (in reserved class) is sought at the time of reservation, full adult fare for such child shall be charged.

However if berth/seat is not sought for the children at the time of reservation, then half of adult fare shall continue to be charged subject to minimum fare w.e.f. 10.04.2016. Passengers can mark their option for requirement of full berth/seat for child or not.

**CC-154 of 2017.** In case no berth is opted for the children of age 5 years and under 12 years of age at the time of reservation, in that case minimum distance for charge shall not be applicable. In such case only half of the applicable adult fare shall be charged. In other cases minimum distance for charge provision shall continue. (w.e.f: 01-05-17)

### **RESERVATION QUOTAS**

Long distance trains will be logically split into two groups from the point of view of accommodation. One will be end to end accommodation and other will be accommodation for road side passengers.

The quota as well as coaches will be accordingly defined and coach indication boards etc should be placed accordingly. Thus, there will be only two quotas *End to End Quota* and *Road side Quota*. These will be defined as primary quotas.

The second level of quotas will be known as sub-quotas and there will be sub-quotas within end to end quota as well as for roadside quota. All reservations like Emergency Quota, Defence quota and Foreign Tourist quota etc. will be known as sub-quotas and they will be defined for various types of trains.

The quotas meant for City booking Agency and Out Agencies will also fall under the category of sub-quotas. The broad definition of all types of quotas is given below:

#### ***End to End Quota:***

Since long distance trains are primarily meant for end to end passengers, the basic emphasis is to provide the maximum number to this category only. This is primary and main functional quota and its utilization has to be monitored very closely. The train accommodation should be increased according to utilization of this quota.

#### ***Road Side Quota:***

This is an aggregate quota of a group of roadside stations which may be clubbed together. Any remote location which is added on the PRS network should be given access only to this quota and fresh profile of PRS train should not be defined for this purpose. For control of this quota, one nodal station should be defined as the reference point. Charting activity etc. should be done with respect to that nodal station.

### ***Remote Location Waiting List (RLWL):***

After completion of firm reservation allotted to the remote location, passengers seeking reservation are kept in waiting list against remote location quota. Berths falling vacant due to cancellation at the remote location will be allotted to waiting list passengers in order of their priority. At the time of finalization of the charts at the train starting station, vacant berths if any will be allotted for clearing the waiting passengers at the remote locations in the order of their priority i.e. starting from RL-1, RL-2 and so on.

### **Pooled Quota:**

1. This quota will mainly be utilized for intermediate journeys, ie, journeys originating from and intermediate station and terminating at an intermediate station or the train destination. The quota will be commonly available to all the locations which are connected to the PRS system with an upper limit, on a first- cum-first served basis after they have exhausted their respective station quotas, For eg., 5 remote location stations have a total 50 berths. In addition they would have 80 berths in the pooled quota. At the same time the station is assured of a minimum number of berths through its station quota.
2. The availability of pooled quota to the remote location will depend on specific demands at any period of time within the fixed upper limit. To prevent over booking from any remote location a relatively lower limit of the pooled quota can be fixed for any of the remote locations. For example though the pooled quota is 80 in the example cited earlier, the amount accessible by a remote location can be restricted to 10 or even 0 or even 80 and a waitlist started at that remote, after this flexible lower Limit is reached. Other remote locations may continue to be allowed to access this quota. This proposal, will in effect be so flexible, that a station can be allowed to access only a specific share of the quota or free access to the entire pooled quota.
3. A definite coach will be earmarked for accommodating the pooled quota. This will enable passengers to entrain on through trains. If there is only one coach of a class, the pooled quota for that class can be defined in the same coach and a separate coach need not be defined.
4. While allocating accommodation in the pooled quota, the system will first search berths where the compact accommodation can be given.
5. The total pooled quota will remain the same over the entire period of the ARP for a train definition. It can be changed only by re-firing the train.
6. The sum of individual pooled quota limits of locations linked to the PRS system may not be equal to the upper limit (total pooled quota defined in the train). This will provide the flexibility of modifying the pooled quota limit (lower limit) of individual locations as per their need.

Ex: Total defined Pooled quota: 100  
Pooled quota for Source station: 60  
Pooled quota for REM1 : 30  
Pooled quota for REM2 : 30



Pooled quota for REM3 : 30

In all these cases, the pooled quota of 100 berths will be utilized by Source, REM1, REM2, REM3, upto the maximum of their predefined PQ quota on first cum first served basis.

**7. General Quota:**

1. It is a major quota allotted to the passengers without any restrictions.
2. It is denoted as 0GN0 in the computer reservation charts.
3. If a lady passenger alone insists for general quota, it is permitted.

**Ladies Quota:**

1. As per Section 58 of Railways Act 1989, separate accommodation is provided for ladies.
2. Boys below 12 years of age are allowed in this quota when travelling with relatives.
3. By all M/Express trains 6 berths in Sleeper Class.

**Lower Berth Quota:**

1. A combined quota of 6 lower berths per coach will be earmarked in Sleeper and 3 berths in 3 AC (by Rajdhani/Duronto/AC express trains 4 berths in 3 AC) and 2 AC classes for following category of passengers when travelling alone.
  - a. Senior citizens
  - b. Female passengers 45 years of age and above
  - c. Pregnant women (On production of medical certificate)
2. This quota will remain open for booking till the time of preparation of charts.
3. At the time of preparation of charts, the unutilized quota will be released to wait-listed passengers.

**Quota for otherwise abled persons: (Orthopedically handicapped persons/ Deaf & Dumb / Blind / Mentally retarded persons)**

- This quota is available by all trains for the use of patient and escort.
- Two lower berth and two middle berth in SL Class are allotted under this quota.
- Special coaches (SLRD) for disabled persons are introduced consisting of 2 lower berths and 2 upper berths.
- Disabled persons with escort can travel in these coaches on purchase of general tickets.
- This quota is available in fully reserved Garibrath train and disabled persons can reserve berths in this quota on production of certificate and on payment of full fare.

**Emergency Quota:**

It should be defined to be part of either end-to-end quota or roadside and should be need based on requirement of VIPs at that point.

**Foreign Tourist Quota:**

1. This quota is available at important stations and by important trains.
2. It is allotted on production of passport at the time of purchase of ticket.
3. It is allotted on Indrail Pass Ticket, tourist coupon ticket or any other ticket purchased in India.
4. Unutilized quota is released to general quota at the time of chart preparation.

***Defence Quota:***

1. This quota is available at important stations and by important trains.
2. This is allotted to military persons travelling on military warrants and concessions.
3. The passenger has to register in movement control office (MCO) and get an endorsement on the warrant / concession and tickets are issued at reservation counters from defence quota.
4. Unutilized quota is released to general quota 24 hours before the departure of the train.

***Tatkal Quota:***

1. To meet the urgent travel requirement of passengers at short notice tatkal quota is provided.
2. Tatkal quota is allotted to full fare paying passengers only.
3. Tatkal reservation will be commenced 1 day in advance excluding the day of journey at the train originating station
4. The tatkal quota is fixed as per utilization of reserved accommodation by different trains.

***Reservation against Cancellation (RAC):***

1. After completion of firm quota reservation, if there is still demand for berths, those passengers are kept under RAC in order of their priority.
2. Side Lower berths, 3 in 2AC, 4 in 3AC & 7 in Sleeper class per coach are earmarked and 6 passengers in 2AC, 8 passengers in 3AC and 14 passengers in Sleeper Class are initially provided with sitting accommodation.
3. They are likely to get confirmed berths if vacancy arises due to cancellation of reservations.
4. The process of allotting vacant berths to RAC persons takes places automatically on computerized reservation system.
5. On the train, after checking the coach, if vacant berths arise, they will be allotted to RAC passengers by the TTE / Conductor.
6. RAC tickets are not issued under tatkal scheme.
7. This facility is not available in I AC, AC Chair Car and II Class.
8. A separate chart will be displayed indicating the current status, coach number, and berth / seat numbers allotted.
9. When a RAC ticket is presented for cancellation
  - Clerkage charges are collected if the status of reservation is still RAC at the time of cancellation.
  - Cancellation charges are collected if the reservation status is confirmed at the time of cancellation.

***Waiting List:***

1. After completion of firm quota and RAC, the remaining passengers are kept in waiting list. Their claim for berth is automatically considered, provided accommodation becomes available subsequently.
2. The actual number of persons to be kept under waiting list has been prescribed for different classes as follows: CC 3 of 2013

1 <sup>st</sup> AC/EC	:	30
2AC	;	100
1 <sup>st</sup> Class	;	30
3AC/Chair Car	;	300 (in case of one AC3tier/CC 75).
Sleeper Class	;	400

3. All concerned officials should watch the waiting list and initiate action for making additional accommodation available.
4. Fare should be paid in full including reservation charge, development charge and supplementary charge at the time of booking ticket.
5. Two waiting list numbers are shown on the ticket, one showing the waiting list without taking into account cancellation that have taken place and another showing the waiting list status as on date of issue of the ticket.
6. Change of name is not allowed.
7. Change of reservation by any other train or date is permitted.
8. Concession / PTO ticket holder kept in waiting list in any train is eligible to avail reservation in any other train on the same day or any other day, without losing the benefit of concession.
9. When a wait listed ticket is presented for cancellation
  - Clerkgage charge is collected if the status of reservation is still waiting list at the time of cancellation.
  - Cancellation charges are levied as per refund rules if the reservation status is confirmed at the time of presentation of ticket for cancellation.

### **Rationalization of Computerized Passenger Reservation System (PRS)**

In the revised refund rules, there is a provision for granting refund of fare on cancellation of confirmed ticket upto 4 hours before scheduled departure of train, RAC and waitlisted tickets can be cancelled upto 30 minutes before the scheduled departure of the train.

With a view to facilitate implementation of revised refund rules and to provide passengers sufficient time gap between preparation of charts and departure of train, it has been decided to streamline the function of computerized reservation system as under;

- a) Reservation charts will invariably be made at least 4 hours before the scheduled departure of the train and in case it if the same are not made by the charting section, the system will automatically finalized them 4 hours before the scheduled departure of train, this will facilitate passengers to know their status and to plan their journey well in time.
- b) Immediately after preparation of reservation charts, the reservation will again become open at the PRS as well as on internet and the passenger can
  - Book the available accommodation in the train for full / partial leg of the journey in case there is no RAC/waiting for that leg.
  - In case there is RAC/Waiting list in the train the passengers will be given the facility to cancel the ticket upto 30 minutes before the scheduled departure of train, this will facilitate the passengers particularly partially confirmed passengers to decide either to undertake the journey or to cancel their ticket.

- c) A supplementary chart of reservations made and cancellation 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.
- d) Available vacant accommodation at train originating station if any, should not update the waiting list position at the remote location at the time of preparation of first reservation charts. This vacant accommodation will remain available at train originating station for booking till preparation of second chart which will ensure optimum utilization as well as enhanced earning. At the time of preparation of second reservation chart, it shall update the waiting list of the next remote location and simultaneously the first reservation chart of said remote location and shall also be prepared on the same analogy as that of originating station i.e. thirty minutes before the scheduled departure of train. A provision will be required to be made in the system to ensure it, if not already there.
- e) The condition for printing of first reservation charts at least four hours before departure of train shall be applicable in case of train originating station. In case of remote locations, print of first reservation chart shall be linked to preparation of second reservation chart at train originating station. In case second remote location is at very short distance from the originating station railway can work out the modalities and decide the timings for separation of first and second charts at such remote locations, it may however be ensured that there is sufficient gap between preparation of first chart and departure of train. If situation so demands the first reservation charts at such remote locations can be prepared immediately after preparation of first reservation chart at the originating station.
- f) At present only SMS updates are sent in case of tickets booked through PRS to those passengers who give their mobile numbers registered at the time of booking their tickets.

***Modification of reserved tickets:***

- The pre-ponement / post-ponement of journey on confirmed or RAC or waitlisted ticket shall be allowed in the same class and for the same destination or any higher class by the same train or by any other train for any earlier/later days.
- Modification is allowed once only.
- It is done only during working hours of reservation office.
- On ARP date from 09.00 A.M. onwards.
- Preponement / Postponement is not allowed on tatkal tickets.
- It is allowed up to 48 hours before scheduled departure of the train for which ticket is originally booked.
- Confirmed, RAC or waitlist accommodation is available in the train in which fresh reservation is required.
- In case of confirmed ticket, fresh reservation fee for the class for which reservation required is paid; and
- In case of RAC or waitlisted ticket, clerkage charge is paid.
- In case of difference in fares for originally booked journey and revised journey, the difference of fare shall be refunded or recovered, as the case may be.

### ***Change of Name:***

1. Transfer of tickets is prohibited as per Section 53 of Railways Act 1989.
2. However, authorized railway official may permit change of name on reserved ticket in the following conditions.
  - Application should be given 24 hours before scheduled departure of the train.
  - It is permitted only once on confirmed tickets.
  - For change of name, no charges are collected.
  - This facility is not available on Waitlisted tickets and for concessional tickets.
3. Sr.DCM/DCM/ACM are the Gazetted officers who can permit Change of Name within family members in the Division and at other locations by AO/AM/SS (Gaz). Prior permission or Post facto sanction can be obtained.

Change of name is permitted in the following cases.

<b><i>Whom</i></b>	<b><i>Document required</i></b>	<b><i>Time Limit (before scheduled departure of the train)</i></b>	<b><i>Permitted By</i></b>
Family member	Blood related certificate	Upto 24 hrs	Gazetted Officer
Government servant proceeding on duty	A letter from authorized officer	Upto 24 hrs	SM/CRI/CRS
Cadet of NCC	Application from Head of the cadets	Upto 24 hrs	SM/CRI/CRS
Students of a recognized government institution	Application from Head of the institute should	Upto 48 hrs	SM/CRI/CRS
Marriage Party	Application from Head of the party	Upto 48 hrs	SM/CRI/CRS

### ***Change in reservation by pass holders:***

Pass holders or their representatives should present their pass along with the requisitions duly filled in to the reservation clerk who will issue ticket and make endorsement on the face of the pass indicating the train number, date of journey, status of tickets, etc.

Holders of Privilege, Duty, Post Retirement, Complementary, Metal and other passes may be allowed to seek fresh reservation only if the earlier reservation is cancelled.

In case of confirmed reservation on Privilege, Post retirement, Complimentary and other passes, the pass holder can make reservation a maximum of three times provided the earlier one has been cancelled before chart preparation.

If the confirmed reservation is not cancelled before preparation of charts, the pass will be treated as used. In exceptional cases, discretionary powers for allowing reservation on such passes only once can be delegated to JA Grade level office. At Divisional level, where any JA Grade level Commercial Officer is not available, the next senior most Commercial Officer may be delegated these powers.

There will be no restriction in number of cancellations in case of duty pass, metal pass and in case of tickets having a status of fully / partially WL (at the time of cancellation) against Privilege, Post Retirement and Complimentary passes. However, fresh reservation will be given only after the earlier one has been cancelled within the normal prescribed time limits.

Telephonic requests for reservation and cancellation will not be entertained.

The portion of break journey will be treated as separate journey i.e instructions given above will be applicable for each leg of journey separately.

It will be the responsibility of Office / Staff making reservation on Metal / Duty passes to ensure that between the same stations and on the same date, reservation should not be made in two separate trains or in different classes by the same train.

### ***Change of Boarding Point / Joining Enroute:***

- Application should be given 24 hours before the departure of train at any PRS counter.
- The train should have a halt at the station from where the passenger wants to join.
- The seat / berth can be allotted to any other passenger up to that boarding point.
- No refund will be granted to the passenger for the untraveled portion.
- Once boarding point is changed, passenger cannot travel from the booked station to boarding point. If found travelling, will be treated as travelling without ticket.

## BLOCK RESERVATION OR GROUP RESERVATION

1. Requirement of more than 6 berths is called group or block reservation.
2. Group booking will be permitted to passengers traveling in groups like marriage parties, students, pilgrims, cultural troops etc.
3. In sanctioning of group booking care must be taken to avoid blocking of berths en-mass and permission may be restricted.
4. Persons seeking group booking should apply to the competent authority.
5. Group booking will not be granted unless the purpose of the journey is specified.
6. The names, age & sex of persons in the group and address of the group leader should be furnished at the time of seeking permission.
7. Care should be taken to restrict group booking during festival season and summer rush.
8. Group booking will start 15 minutes after opening of the counters at 08.00 hours.
9. On ARP date from 09.00 A.M. onwards.
10. At any time, group-booking permission may not be granted for more than 50% of the berths available at that time.
11. The Chief Reservation Supervisor / Station Master is permitted to accept group booking as under

Authority competent to permit	(Upper classes) First class and all AC classes	Sleeper class
CRS / station master	7 to 11	18 to 24
ACM / AO /AM / SS(GAZ)	12 to 24	25 to 48
DCM of the division	25 to 30	49 to 72
Sr. DCM of the division	31 and above	73 and above

11. Return journey group booking should also be permitted at the same place wherever outward reservations have been made.
12. Proper record of the group booking should be maintained by granting officer and also by the ticket issuing authority.

### Specimen format for group booking

Name of the party / organization \_\_\_\_\_ purpose \_\_\_\_\_

Train No. \_\_\_\_\_ Date \_\_\_\_\_ Class \_\_\_\_\_ from station \_\_\_\_\_ to \_\_\_\_\_

Name of the passenger	Sex	Age	Address / Telephone number

## I TICKET

Register as an individual at IRCTC website. Registration is free. Select I-ticket option.

IRCTC will charge a service charge of Rs. 40-per ticket in case of second and sleeper class ticket and Rs. 60- for other classes.

Apart from service charge, transaction charges as notified will be levied by the banks for each transaction.

At present IRCTC offers concession ticket only to Senior citizens. Tickets will be delivered to the shipping address that you have entered on the Reservation form.

If you are not available to collect the ticket, you may authorize any person to receive ticket on your behalf.

Person receiving the ticket should produce authorization letter and also mention PNR number and transaction ID to the courier.

Cancellation is not possible on the internet .Cancellation of any I ticket can be made at PRS counter at any Railway Reservation office.

No cash refund will be made at the counter. The refund, after deducting the cancellation charges applicable as per Railway cancellation rules will be credited back directly to your credit card or bank account electronically.

Postponement /Advancement of journey, change of passenger details, change of boarding point etc. can be done across any reservation counter subject to existing Railway rules. Payment, if any, has to be paid in cash.

To get his tickets delivered at his desired address by the courier, the booking should be done two /three clear calendar days in advance of the date of travel, minimum 3 days.

Customers can get the tickets delivered only in the cities mentioned.

Customer can also get the tickets delivered to a hotel, address of a friend / relative, if it is the area of delivery. In such cases customers are required to inform the hotel authorities and IRCTC well in advance.

If for some reason, you couldn't see the tickets confirmation page, please check your Booked tickets list, wherein details of all the successfully booked tickets are available

. You can track the status of delivery of your ticket by entering the PNR no. in the track your ticket page provided in the site. You may also contact the local courier office at the address / phone.



## E – TICKETING

Indian Railways has launched the scheme of e-ticketing to facilitate public to book their tickets on line from the comforts of their home / office. The tickets can be booked through the web site of *Indian Railways Catering and Tourism Corporation Ltd.*, [www.irctc.co.in](http://www.irctc.co.in).

### Booking of e-tickets

1. Customers should register in the above site to book tickets. The registration is free.
2. No user can register more than once in the site.
3. Before registration, customers should go through the Terms and Conditions which are available in the website.
4. Full fare tickets, child tickets and tickets to senior citizens at concessional rates can alone be booked through the web site.
5. e-tickets can be booked for journey between any two stations in the route of the train including originating and destination. e - reservation is available for all trains.
6. Booking timings are 00.20 hrs to 23.45 hrs on all days including Sundays. On opening day, booking starts at 08.00 hrs.
7. Confirmed, RAC, WL and Tatkal Tickets can be booked under e- ticketing.
8. Booking in general, ladies and tatkal quotas is permitted but there is no choice of allotment.
9. Non-refundable service charge is collected by IRCTC as follows (excluding Service Tax):

For SL / II Class	Rs.20/- per ticket irrespective of number of passengers
For all other classes	Rs.40/- per ticket irrespective of number of passengers

(The above service charge is withdrawn for details please check [www. irctc.co.in](http://www.irctc.co.in))

10. Service Tax is levied additionally on Service Charge.
11. An individual can book a maximum of 06 tickets in a month.
12. Booking will be confirmed on line, on completion of the transaction.
13. Payment can be made through Net Banking, Debit Cards or Credit Cards.
14. After payment is made, the passenger should take out a print of the ticket, called *Electronic Reservation Slip (ERS)*.
15. ERS is the printout in standard specified proforma containing reservation particulars, and instructions.
16. A screen-shot of the e-ticket displayed through laptops/palmtops/ Mobile phone is known as Virtual Reservation Message (VRM).
17. ERS/VRM/SMS sent by IRCTC, from along with any one of the ten prescribed ID proofs in original constitutes the travelling authority.
18. Any one of the passengers on a ticket has to carry any one of the following photo identity cards during journey.

- (i) Voter Photo Identity Card.
- (ii) Passport.
  - i. PAN Card by Income Tax Department.
  - ii. Driving License issued by RTO.

- iii. Photo Identity Card issued by Central / State Government with serial No. viz Ration Card, Senior Citizen Card, below poverty line (BPL) card etc.
  - iv. Student Identity Card with photograph issued by recognized Schools / Colleges for their students
  - v. Nationalized Bank Passbook with photograph.
  - vi. Credit Cards issued by Banks with laminated photograph.
  - vii. Unique Identification Card, ò Aadhaarö
  - viii. Photo Identity Cards having serial number issued by Public Sector Undertakings State/ Central Government. District Administrations, Municipal bodies and Panchayat Administrations.
19. Failing which all the passengers booked on an e-ticket / m-ticket will be treated as travelling without ticket and excess charged accordingly.
  20. Before printing ERS, the passenger need not feed the ID particulars in the system.
  21. ERS/VRMSMS along with one of the ten prescribed proofs of identity in original will also authorize the passenger to enter the platform on the day of journey and he/she need not required to purchase platform ticket.
  22. ERS/VRM/SMS along with original id proof will be required to be produced on demand of Ticket Checking Staff on the platform.
  23. If the passenger or any one of the passengers on a ticket is not able to carry the ERS but is carrying the proper identity card, he / they can perform the journey after paying a charge of Rs.50.00 per ticket to the travelling ticket examiner as penalty, if his / their name / names is/are available in the chart.
  24. If the name(s) is/are not available in the chart, the passenger(s) is/are not authorized to board the train.
  25. Booking on concessions (except concession for the Differently abled person), passes, pre bought tickets, break journey tickets, police warrants etc. are not permitted.
  26. Modification of e- tickets is not permitted on line.
  27. However, change of name and boarding point can be made at PRS counters as per rules.
  28. Change of Boarding can be done online also.
  29. Passenger(s) cannot travel if the status of reservation is WL at the time of preparation of chart.

#### ***Cancellation of e-tickets:***

- E-tickets will not be cancelled at railway counters.
- E-tickets can be cancelled through internet till preparation of chart.
- WL e-tickets not confirmed at the time of preparation of chart will be cancelled automatically by IRCTC online.
- Refund amount will be credited to the customer's bank account.

#### ***Partially Confirmed / RAC / WL E-Tickets:***

IF on one PNR there are more than one passenger and one passenger is having confirmed / RAC status and rest are on WL or vice-versa, names of all passengers booked on such PNR will appear in the chart.

A certificate can be obtained from ticket checking staff in the train regarding non-travelling of RAC/WL passengers on such tickets. Refund can be obtained by applying online

within 72 hrs of reaching their destination and on submission of certificate given by TTE to IRCTC.

If all such passengers do not want to travel before chart preparation, online cancellation can be done as at present. However, after chart preparation, online request can be sent to IRCTC for seeking refund. IRCTC will arrange the refund as per extant refund rules after verification of the same from Zonal Railways concerned.

## **MOBILE TICKET**

1. IRCTC mobile is a unique secure transaction solution residing on your mobile phone, which allows you to book railway tickets from anywhere and anytime. The IRCTC mobile has an attractive and user-friendly interface to facilitate easy navigation and has capability to book tickets in real time and store tickets details, making it an ideal ticketing solution.
2. Once you enter your mobile number in the IRCTC web page, you will be automatically registered, post which you can download and install IRCTC mobile on your java-enabled mobile phone. You can start booking railway tickets through your IRCTC mobile and pay through the credit card/ cash card.
3. The pre-requisites for using the IRCTC mobile are: You need to be a IRCTC user
  - Have a Java enabled mobile phone or a smart phone
  - Have GPRS service activated on your mobile phone
  - Have a credit card/cash card.

Note: This service is not available for CDMA mobile users

4. To check if your phone is Java enabled: Refer to your phone book manual, or Refer to the phone manufacturer's website. Note: If you can download games through your mobile phone, it indicates that your mobile is java enabled.
5. The model number is generally printed inside the phone where the battery is placed. The same could also be found in the user manual provided along with the phone. Some mobiles provide options to display the model number.
6. GPRS stands for General Packet Radio Service. It is an enhancement to the GSM mobile communications system, which allows internet browsing on a mobile phone as well as connecting to data services.
7. Please call your mobile operator and subscribe to a GPRS connection.
8. Regarding charges for GPRS service please contact your mobile operator. Mobile operator offers multiple GPRS plans. Which one should I subscribe to use IRCTC mobile.

Railway ticketing through IRCTC mobile will work on all the GPRS plans of various mobile operators.

9. The benefits of using the railway ticketing service through IRCTC mobile is you can now book your tickets from anywhere and at any time using your IRCTC mobile

## TATKAL RESERVATION SCHEME

1. To meet the urgent travel requirement of passengers at short notice *tatkal* reservation is provided.
2. Tatkal reservation is provided to full fare paying passengers only and not allowed on concessional tickets / free pass holders.
3. Tatkal advance reservation will commence at 10:00 hrs 1 day in advance excluding the day of journey at the train starting station for all AC classes accommodation and will commence at 11.00 hrs for Non-AC classes.
4. Tatkal scheme is available in all classes except IAC and in all trains except YUVA.
5. Tatkal booking is done on first come first serve basis.
6. A maximum of 4 passengers can be booked on a tatkal ticket.
7. The Tatkal Charges are 10% of basic fare for II Sitting and 30% of basic fare for all other classes subject to minimum and maximum as given below (other than ordinary Trains):-

Class of Travel	Min Tatkal charge in Rs.	Max Tatkal charge in Rs	Accommodation per Coach	Min Distance
Reserved 2S	10	15	10% of total Accommodation	100 Km
Sleeper	100	200	30% of total Accommodation	500 Km
AC Chair Car	125	225	16 Seats	250 Km
AC 3 tier	300	400	16 Berths	500 Km
AC 2 tier	400	500	10 Berths	500 Km
Executive	400	500	5 Seats	250 Km

8. In case of Ordinary trains, the minimum charges stipulated above will be levied as flat Tatkal charges. (CC/59/2013)
9. Basic fares will be charged for a minimum distance as above and if the entire distance traveled by the train is less than the minimum distance then basic fare will be collected on end to end basis. But this is not applicable to passenger (ordinary) trains.
10. The above Tatkal charges will be levied uniformly both in peak period and nonpeak periods.
11. Reservation under this scheme shall be available up to preparation of chart.
12. At the time of preparation of charts, the vacant tatkal accommodation shall be released to the RAC, Wait Listed passengers and no tatkal charges shall be realized.
13. After preparation of charts, there will be no tatkal accommodation and all vacant berths in the train will be treated as normal train accommodation only.
14. Tatkal tickets will be issued for actual distance of travel, subject to the distance restriction applicable to the train.
15. The same Tatkal berth / seat may be booked in multiple legs till preparation of charts.
16. Change of name on tatkal ticket is not permitted.
17. No Duplicate Tatkal Ticket shall be issued. Duplicate Tatkal tickets shall be issued only in exceptional cases on payment of Full fare including Tatkal charges by supervisors.
18. Boarding enroute is permitted as per rules.
19. Wait list tickets may be issued under tatkal scheme up to the extent of tatkal quota.
20. Unutilized quotas of defence, foreign tourists etc. will be used for clearance of General wait list on priority.

21. The vacant tatkal quota at originating station should not be transferred to the tatkal quota of intermediate stations.
22. When an extra coach is attached, General Waiting list should be cleared first and then Tatkal Waiting.
23. Cancelled berths in general quota should be allotted to General and Tatkal wait list passengers alternately.
24. If there is no tatkal wait list, the berths available due to cancellation in Tatkal quota should be allotted to General quota.
25. If there is no General wait list, the cancelled berths can be allotted to Tatkal passengers.
26. Tatkal reservation is also available in the holiday / summer special trains etc.
27. All types of ticketing agents (YTSK, RTSA, IRCTC) will be debarred from booking tickets during first thirty minutes of opening of booking i.e. from 08.00 to 08.30 hrs for general bookings, 10.00 to 10.30 hrs & 11.00 to 11.30 hrs for Tatkal bookings in AC & Non-AC classes respectively.
28. The web/web services agents of IRCTC have been permitted to book only one Tatkal ticket per train per day on the internet.
29. No copy of identity is required to be submitted at the time of booking but any of the passengers shall carry any one of the ten prescribed proofs of identity in original while performing journey as given below.
  - i. Voter Photo Identity Card.
  - ii. Passport.
  - iii. PAN Card
  - iv. Driving License
  - v. Photo Identity Card issued by Central / State Government with serial No. viz Ration Card, Senior Citizen Card, Below Poverty Line (BPL) card etc.
  - vi. Student Identity Card with photograph issued by recognized Schools / Colleges for their students
  - vii. Nationalized Bank Passbook with photograph.
  - viii. Credit Cards issued by Banks with laminated photograph.
  - ix. Unique Identification Card, òAadhaarö
  - x. Photo Identity Cards having serial number issued by Public Sector Undertakings State/ Central Government. District Administrations, Municipal bodies and Panchayat Administrations

#### ***Refund on tatkal tickets:***

- No refund is granted on fully confirmed tatkal tickets.
- For refunds on wait list tatkal tickets, normal rules applicable for general tickets are applicable to tatkal tickets.
- In case of cancellation of partially confirmed Tatkal ticket, refund for only waiting list Tatkal ticket will be given.
- In case of cancellation of partially confirmed Tatkal ticket, refund for only waiting list Tatkal ticket will be given. However, full refund of fare less clerkage is given for confirmed passengers also if entire ticket is cancelled upto 30 minutes before scheduled departure of train.

Full refund of fare and Tatkal Charges will be granted on the tickets booked under this scheme in the following circumstances:-

- If the train is delayed by more than 3 hours at the journey originating point of the passenger & not the boarding point if the passenger's journey originating point and boarding point are different.
- If the train is to run on a diverted route and the passenger is not willing to travel.
- If the train is to run on diverted route and boarding station or the destination station or both the stations are not on the diverted route.
- In case of non-attachment of coach in which tatkal accommodation has been earmarked and the passenger has not been provided accommodation in the same class.

If the party has been accommodated in lower class and does not want to travel. In case the party travels in lower class, the passenger will be given refund of difference of fare and also the difference of tatkal charges, if any.

No refund will, however, be permissible on the reservations made under tatkal scheme in case the coach, in which accommodation under tatkal scheme has been earmarked, is not attached and the accommodation has been provided to the tatkal passengers in the normal train service in the same class.

For the purpose of granting refunds & issuing TDR the time limit will be same as applicable for refund of normal ticket.

### (C-1/A-8) UPGRADATION OF PASSENGERS

Ministry of Railways with a view to optimize the utilization of available accommodation in trains has introduced a scheme to upgrade passengers to the next higher class. The following are the salient features of the scheme.

1. This scheme is applicable to full fare paid passengers only.
2. This facility is provided without any financial burden to the passengers.
3. The passenger should give 'NO' option if he doesn't want to avail the facility of upgradation. Otherwise, the passenger will be considered for upgradation.
4. Passengers with confirmed reservation only will be considered for up gradation under this scheme.
5. If all the confirmed passengers of a particular class have not opted for up gradation the RAC, and thereafter W/L passengers of that class would be upgraded to the next higher class irrespective of the option exercised by them in the reservation slip.
6. After upgradation the passenger cannot go back to the original reservation.
7. Up gradation is not applicable for
  - Concessional tickets including Sr. citizens
  - Free pass holders
  - For block booking transactions
  - Party consisting fully paid and concessional passengers etc.,
8. This upgradation will be done by the PRS automatically at the time of charting.
9. The TTE has no authority to upgrade passengers under this scheme in the train.
10. After upgradation, if the ticket is cancelled, cancellation charges of the original class only will be collected.
11. Upgradation will be done in one class above as follows

Class from	Class to
II Sitting	AC Chair Car
Sleeper	3 AC / I Class
3 AC	2 AC
2 AC	I AC

12. Upgradation may be permitted by jumping one class, if necessary. For example, from SL Class can be upgraded if required to 2 AC and 3 AC to I AC and from II Class Sitting to AC Chair Car.
13. Upgradation is done after allotment of all quotas and after allotment of berths to RAC, W/L passengers of the same class.
14. Upgradation is done to the extent of clearance of combined W/L of all classes.
15. The upgradation is done only for confirmed (after allotment of RAC, W/L) passengers of general and Tatkal quotas.
16. Total number of berths to be kept for current booking in each train is as follows

Class	Number of berths
I AC	1 berth in case of composite I AC + 2 AC coach
	1 berths in case of full 1 AC coach
2 AC	1 berth in case of composite I AC + 2 AC coach
	2 berths in case of full 2 AC coach
3 AC	2 berths

17. The passengers will be selected randomly by the PRS as follows:
- One PNR from the list of general passengers
  - Next PNR will be randomly selected under tatkal scheme
  - The above process of alternate selection will continue till all the eligible vacant berths are filled by up gradation
  - The remote location passengers confirmed against source berths will not be up graded
  - The berths of confirmed passengers who have been up graded to the higher class will be allotted to the RAC, W/L passengers of that class
  - All passengers in one PNR (max 6) will be up graded together or none of them will be up graded in case enough berths are not available
  - No choice of accommodation is possible in up gradation
18. Original PNR of upgraded passengers will remain unchanged. Enquiries can be made with the original PNR.
19. The passengers opted for up gradation should check their coach number and berth number before occupying the berths.
20. The original chart of the upgraded passengers will have indication at the bottom of the chart.
21. The final charts of the upgraded class will include the names of upgraded passengers and will have an indication denoting their upgraded status.
22. There would be a separate sheet also on the lines of the W/L chart giving old status and new status for the upgraded passengers.
23. Upgradation will not be done for the train in which a coach is replaced or damaged at the time of charting.



## **RAILWAY PASSENGERS (CANCELLATION OF TICKETS AND REFUND OF FARE) RULES 2015.**

### **213.1 Short title and commencement;**

- (1) These rules may be called Railway Passengers (Cancellation of tickets and refund of fare) Rules, 2015.
- (2) They come into force on the 12<sup>th</sup> day of November, 2015.

### **213.2 Definitions; In these Rules unless the context otherwise requires:**

- (a) ~~ö~~ARPö means advance reservation period up to which reserved ticket can be booked for a future journey date:
- (b) ~~ö~~authorized agentö means a person authorized by a railway administration to issue reserved or unreserved tickets and to cancel reserved tickets:
- (c) ~~ö~~clerkageö means a charge levied by a railway administration for the clerical work rendered by it in the refund of fares:
- (d) ~~ö~~confirmed ticketö means a ticket on which a berth or seat has been confirmed.
- (e) ~~ö~~destination stationö means the station for which the ticket has been issued.
- (f) ~~ö~~fareö includes basic fare, supplementary charge on superfast trains, reservation fee and other applicable miscellaneous charges:
- (g) ~~ö~~RAC ticketö means Reservation against Cancellation ticket on which a seat has been reserved against requisition for a berth and berth may be subsequently provided against cancellation, if any.
- (h) ~~ö~~railway ticketing centreö means a place where reserved or unreserved tickets are issued by railway employees or through an authorized agent.
- (i) ~~ö~~reservation feeö means the charge, in addition to the fare, levied by a railway administration for a reservation of a berth or seat.
- (j) ~~ö~~Reserved ticketö means a journey on which a berth or seat has been reserved.
- (k) ~~ö~~Stationö means a railway station and includes other reservation offices or railway ticketing centre in the same city.
- (l) ~~ö~~Station Masterö means a railway employee by whatever name called having overall charge of a railway station and includes any other railway employees authorized to grant refund of fare at a station.
- (m) ~~ö~~Ticketö means a single journey ticket or any half or 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;

(n) -TDRø means ticket deposit receipt issued to the passenger in lieu of the surrendered ticket, at the station where the ticket has been surrendered by the passenger or in case of ticket booked through internet, the ticket deposit receipt filed on line;

(o) -Tatkal Ticketø means a ticket with shorter advance reservation period, issued to meet the requirements of those passengers who have to travel at short notice.

(p) öunreserved ticketö means a ticket in which no reservation has been made;

(q) öwaitlisted ticketö means a ticket on which no berth or seat has been allotted;

### **213.3 Station Master to refund fares;**

(1). Subject to the other provisions of these rules, every refund of fare on unused unreserved ticket shall, when such ticket is presented for refund of fare to the station master of ticket issuing station, be granted by such station master after verifying the genuineness of the ticket from the record of the station.

(2). Subject to other provisions of these rules, every refund of fare on confirmed tickets, RAC tickets and wait listed tickets shall, when such tickets are presented for refund of fare to the station master of ticket issuing station, be granted within the time limits prescribed in these rules, by such station master after verifying the genuineness of the tickets through computer or from the record of the station.

Provided that: -

(a). in case of tickets which were issued for travel from a station other than the ticket issuing station, refund of fare shall be admissible at

(i). the ticket issuing station, if the ticket is surrendered before the scheduled departure of the train from the station from where the ticket is valid for travel; and

(ii). the journey commencing station, if the ticket is surrender within the time limits prescribed in these rules: and

(b). Refund of fare may also be granted by the station master of the station other than the ticket issuing station and journey commencing station subject to the conditions that

(i). the ticket is surrendered for refund of fare during working hours of the reservation office and before the preparation of the reservation chart, of the concerned train, for the station from where the ticket is valid; and

(ii) The genuineness of the ticket and its particulars are verifiable at the refund granting station through computer or from record of the station.

### ***Printed Card Tickets:***

- Refund on unused unreserved ticket will be granted by the station master of the ticket issuing station.
- The details of the ticket are verified from the station records where the refund is granted.
- Ticket is presented for cancellation within 3 hours of issue of tickets. In case tickets are issued in advance, ticket is presented up to 24 hours of the day preceding the day of journey.
- A clerkage charge of Rs.30/- is collected per passenger.

### ***UTS Ticket:***

- Ticket can be cancelled at any counter / any station irrespective of the place of purchase (Within the cluster stations only).
- For advance tickets, ticket can be cancelled up to 2400 Hrs of day preceding day of journey
- Ticket is presented for cancellation within 3 hours of issue of tickets. In case tickets are issued in advance, ticket is presented up to 24 hours of the day preceding the day of journey.
- A clerkage charge of Rs.30/- is collected per passenger.
- In case of partial cancellation, system will print two tickets.
- First ticket is the journey ticket which is given to the passengers traveling.
- Second ticket is cancellation ticket which will be sent to accounts office along with original ticket as voucher.

### **UTS- Special Cancellation (CCM 152/2013)**

UTS special cancellation form in UTS under option 13 can be used when train is running late by more than 3 hrs/Train cancelled under the following conditions

1. Only one train is running over section for particular destination or there is one train in morning and other in evening
2. Trains are issued for a specific train (Janshatabdi, Double Decker Trains)

### **213.4 Levy of Clerkage:**

Subject to the other provisions of these rules, station master shall levy a clerkage charge per passenger for cancellation of unreserved, wait-listed and RAC tickets at the rate of rupees thirty for second class unreserved ticket and rupees sixty for second class reserved ticket and other classes.

### **213.5 Refund on cancellation of unused unreserved tickets:**

If an unreserved ticket is presented to the station master for cancellation, refund of fare shall be made on every such ticket after deducting the clerkage-

(i) If the ticket is presented for cancellation within three hours of issue of tickets:

(ii) In case of tickets issued in advance, the ticket is presented up to 2400 hours of the day preceding the day of journey.

### **213.6 Refund on Cancellation of Unused Reserved Tickets.**

Subject to the provisions of these rules, if a confirmed ticket is presented by the passenger or his representative to a station master for cancellation, the refund of fare shall be made after deducting cancellation charge from the fare as follows;

a). If the ticket is presented for cancellation more than forty eight hours in advance of the scheduled departure of the train, a minimum per passenger cancellation charge shall be deducted at a flat rate of -Rs.240/- (Rupees Two Hundred and forty) for Air-Conditioned First Class/Executive Class, Rs.200/- (Rupees Two Hundred) for Air-Conditioned 2-tier/First Class, Rs.180/- (Rupees One hundred and eighty) for Air-Conditioned 3<sup>rd</sup> tier/3 Economy/Air Conditioned Chair Car, Rs.120/- (Rupees One hundred and twenty) for Sleeper Class and Rs.60/- (Rupees Sixty) for Second Class.

b). If a ticket is presented for cancellation between forty eight hours and up to twelve hours before the scheduled departure of the train, cancellation charge shall be 25 percent of the fare subject to the minimum of the cancellation charge referred to in clause (a).

c) If the ticket is presented for cancellation within twelve hours before the scheduled departure of the train and up to four hours before the scheduled departure of the train irrespective of distance, the cancellation charge shall be 50 percent of the fare subject to minimum of the cancellation charge referred to in clause (a) and

d) The passenger may get the ticket cancelled from any PRS Counters or the designated current counters.

2. No refund shall be granted on the confirmed ticket after four hours before the scheduled departure of the train.

3. In case on a party ticket or a family ticket issued for travel of more than one passenger, some passengers have confirmed reservation and others are on RAC or waiting list, full refund of fare less clerkage shall be admissible for confirmed passengers also subject to the condition that the entire ticket is surrendered for cancellation up to 30 minutes before the scheduled departure of the train.

### **213.7 Refund on Cancellation of Unused RAC or Waitlisted tickets:**

1. Where a RAC ticket or Waitlisted ticket is presented for cancellation, the refund of fare shall be made after deducting the clerkage if the ticket is presented for cancellation up to 30 minutes before the scheduled departure of the train irrespective of the distance.

2. The passenger may get the RAC ticket or waitlist ticket cancelled from any PRS Counter or designated Current Counter..

3. No refund of fare shall be granted on RAC ticket or Waitlisted ticket after 30 minutes before the scheduled departure of the train.

4. In case no facility of cancellation of RAC ticket or Waiting ticket issued through PRS is available at station originating the journey for night trains leaving between 21.00 hours and

06.00 hours (actual departure) the refund of fare shall be admissible at the station within first two hours after the opening of the reservation office.

5. In remote and hill areas as identified by the zonal railway with the prior approval of General Manager and printed in the time table for night trains leaving between 19.00 hours and 06.00 hours (actual departure) refund shall be admissible at the station within first two hours after the opening of the reservation or booking office, in case there is no reservation counters or booking office or current counter available in that area.

6. Where confirmed reservation has been provided to RAC or Waitlisted ticket holders at any time up to the final preparation of the reservation chart, such tickets shall be treated as a reserved ticket and cancellation charge shall be payable in accordance with rule 213.6

### **213.8 Refund on Cancellation of tickets booked through internet ('i' & 'e' tickets.)**

(1) The e-tickets shall be cancelled through internet and the refund of fare shall be credited to the account from which booking transaction took place, after deducting the applicable charges and in case of I-tickets the ticket shall be cancelled at the reservation counter and thereafter an online application, refund due shall be credited to the account from which booking transaction took place.

(2) In case of a confirmed ticket booked through internet refund of fare shall be granted in accordance with rule 6.

(3) In case of RAC tickets booked through internet, refund of fare shall be granted in accordance with rule 7.

(4) In case of e-ticket booked through internet (confirmed or RAC), such tickets shall be cancelled on line or online TDR shall be filed within the time limits prescribed under these rules for obtaining refund.

(5) In case of waitlisted e-ticket on which status of all the passengers is on waiting list even after preparation of reservation chart 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 account from which booking transaction took place after deducting clerkage and in case of waitlisted I-tickets such tickets shall be cancelled at the computerized passenger reservation system (PRS) counter within the time limits prescribed under these rules and thereafter refund can be claimed online and refund shall be credited to the account from which booking transaction took place, in accordance with rule 7.

(6) (i) in case on a party e- ticket or a family e-ticket issued for travel for more than one person, some persons have confirmed reservation and others are on RAC or Waiting list, Full refund of fare less clerkage shall be admissible for confirmed passengers also subject to the condition that the ticket shall be cancelled online or online TDR shall be filed for all the passengers up to 30 minutes before the schedule departure of the train.

(ii) in case of party e ticket or family e-ticket issued for travel of more than one passenger, some passengers have confirmed reservation and other are on the list of RAC or Waitlisted then in case of passengers on RAC or waiting list not travelling, a certificate shall be obtained from ticket checking staff to that effect and refund of fare shall be processed on line through

TDR, indicating the details of the certificate issued by the ticket checking staff and the online TDR shall be filed up to seventy two hours of the actual arrival of the train at passenger's destination in the original certificate issued by the ticket checking staff is to be sent through post to Indian Railway Catering and Tourism Corporation (IRCTC) and the fare shall be refunded by IRCTC to the customer's account after due verification.

(7) No refund of fares shall be admissible on tickets having confirmed reservation in case the ticket is not cancelled or TDR not filed on line up to four hours before scheduled departure of the train.

(8) No refund of fare shall be admissible on RAC e-tickets in case the ticket is not cancelled or TDR not filed up to 30 minutes before the scheduled departure of the train.

(9) In case of cancellation of trains, automatic full refund of fare on confirmed or RAC e-tickets shall be directly credited to the account from which booking transaction took place and online cancellation or filing of TDR shall not be required in such case.

(10) In other circumstances the refund shall be admissible as per the time limits mentioned in the Rule 9, sub rules (1) & (2) of Rule 13 and Rules 14, 16, 17 & 18 subject to filing of online TDR and wherever a certificate from Ticket Checking staff is required the passenger shall obtain the same to that effect where upon refund of fare shall be processed online through TDR, indicating the details of the said Certificates and the original certificate shall be sent through post to the Indian Railway Catering and Tourism corporation (IRCTC), and thereafter the fare due shall be refunded by IRCTC to the customer's account after due verification.

### **213.9 Refunds on Cancellation on Unused Tatkal Tickets.**

(1) No refund of fare shall be admissible on confirmed tatkal tickets except under certain circumstances mentioned in sub rules 2, 3, 4, 5, 6, 7 & 8.

(2) Grant of refund on unused waitlisted tatkal ticket shall be governed by rule 7

(3) In case of party tatkal ticket or a family tatkal ticket issued for travel for more than one person, some persons have confirmed reservation and others are on waiting list, full refund of fare less clerkage shall be admissible for confirmed passengers also subject to the condition that entire tatkal ticket is surrendered for cancellation up to 30 minutes before the scheduled departure of the train.

(4) Grant of refund in case of non commencement or missing of journey due to late running of trains shall be governed by the rule 13.

(5) Cancellation of ticket where Railway Administration is unable to provide accommodation shall be governed by Rule -14.

(6) Refund of tatkal ticket on account of discontinuation of journey due to dislocation of train services shall be governed by Rule - 16

(7) Refund of fare on tatkal tickets when passengers are made to travel in lower class for want of accommodation shall be governed by rule 6 18 and the refund of difference between tatkal charges if any shall also be granted.

(8) No duplicate tatkal ticket shall be issued.

Provided that duplicate tatkal tickets may be issued in exceptional circumstances on payment of full fare including tatkal charges.

#### **213.10 Refund on Cancellation of unused multiple journey tickets.**

When an unused ticket involving more than one journey is surrendered for cancellation the entire ticket shall be treated as one single journey ticket and refund of fare of the entire ticket, irrespective of reservation status of different laps of journeys, shall be granted as per the reservation status of first lap of journey as under.

(i) if reservation status of first lap of journey is confirmed, refund shall be granted in accordance with rule 213.6.

(ii) if the reservation status of first lap of journey is RAC or Waiting list, refund shall be granted in accordance with rule 213.7.

Explanation the cancellation charges or clerkage, shall be levied only once on the entire amount of ticket not separately for each lap of journey.

#### **213.11 Preponement or Postponement of journey on a Confirmed, RAC or Waitlisted ticket;**

(1) The Postponement of journey on confirmed or RAC or Wait listed tickets shall be allowed in the same class and same destination or any higher class by the same train or by any other train for any subsequent days, subject to the condition that.-

(i) The ticket is surrendered during the working hours of the reservation office and at least forty eight hours before the scheduled departure of the train in which ticket was originally booked. Subject to restrictions on timings for this facility imposed by Railway Administration from time to time.

(ii) The confirmed, RAC or Wait listed accommodation is available in the train in which reservation is required.

(iii) In case of confirmed ticket fresh reservation fee for the class for which reservation is required is paid and

(iv) In case of RAC or Wait listed tickets clerkage charge is paid.

(2) The Preponement of journey on confirmed, RAC & Waitlist tickets shall be allowed in the same class and same destination or any higher class by the same train or by any other train for any earlier day, subject to conditions that:-

- (i) The ticket is surrendered during the working hours of reservation office and at least forty eight hours before scheduled departure of the train in which the ticket was originally booked. Subject to restrictions on timings of this facility imposed by Railway Administration from time to time.
- (ii) The Confirmed or RAC or waiting listed accommodation is available in the train in which fresh reservation is required:
- (iii) In case of confirmed tickets, fresh reservation fee for the class for which reservation is required is paid, and
- (iv) In case of RAC & wait listed ticket, clerkage charge is paid.
- (3). In case of difference in fares for originally booked journey and revised journey, the difference of fare shall be refunded or recovered, as the case may be, subject to the provisions of sub rules(1) and (2)
- (4) The Postponement or Preponement of journey under the above sub-rule (1) or sub rule (2) shall be allowed only once.
- (5) The Postponement /Preponement of normal train ticket other than the tatkal ticket shall not be applicable against Tatkal Quota even on payment of Tatkal charges.
- (6) If the ticket on which journey has been altered on sub rule (1) or sub rule (2) is cancelled cancellation charges shall be payable as follows.
  - (a) Cancellation charges as would have been due if the ticket for original reservation had been cancelled at the time of pre ponement or postponement of journey.
  - (b) Cancellation charges due in respect of tickets altered reservation as if this altered reservation is a fresh reservation.
- © In case where 25% or 50% cancellation charges were realized at the time of modification of journey, the cancellation charges mentioned in clause (a) shall not be levied again. And the cancellation charges mentioned in clause (b) only shall be levied,

### **213.12 Change of journey from lower class to higher class:**

- (1). Change of reservation shall be allowed on a reserved ticket of lower class for higher class on the same train and day, without levying any cancellation charges but on payment of fresh reservation fee and difference of fare, if any, for higher class subject to the condition that
  - (i). Accommodation is available, and
  - (ii). the request for change is made
    - a). either during the working hours of reservation office and up to six hours before the Scheduled departure of the train subject to restrictions on timings of this facility imposed by a Railway Administration from time to time, or
    - b). during the course of journey in the train:
- (2). the change referred to in sub rule (1) shall be allowed only once.
- (3) If the ticket on which change of reservation has been allowed is cancelled, cancellation charge shall be payable as follows namely:



- (a). Cancellation charge as would have been due if the original reservation had been cancelled at the time when the change of reservation was allowed, and
- (b). Cancellation charges due in respect of the altered reservation as if the altered reservation is a fresh reservation.

### **213.13 Non-commencement or missing of journey due to late running of trains –**

(1). No cancellation charge or clerkage shall be levied and full fare shall be refunded to all passengers holding reserved, RAC and Waitlisted tickets, if the journey is not undertaken due to late running of train by more than three hours of the scheduled departure of the train from the station commencing the journey subject to condition that ó

(i) The ticket is surrendered up to the actual departure of the train.

(ii) In case of e-tickets the TDR is filed on line before the actual departure of the train for availing full refund.

(2). In case the ticket is cancelled or surrendered or if the request for refund of fare is filed on line after the actual departure of the train, no refund of fare shall be admissible.

(3) Where a passenger holding a ticket, with or without reservation, misses connection for continued journey by another train at any junction station owing to late running of the train by which he had been traveling, the fare for the traveled portion shall be retained and the balance amount of ticket shall be refunded as the fare for un-traveled portion, without levying any cancellation charge or clerkage, if he surrenders the ticket for such refund within three hours of the actual arrival of the train by which he had traveled. The refund shall be granted at the junction station.

### **213.14 Cancellation of tickets where railway administration is unable to provide accommodation;**

Where a railway administration is unable to provide accommodation for any reason whatsoever to passengers holding reserved tickets, no cancellation charge shall be levied and full refund of fare shall be granted to them if such tickets are surrendered for refund within three hours from the actual departure of the train.

Provided that when the train is cancelled due to unforeseen circumstances such as accidents, breaches and floods, the ticket is surrendered within three days excluding the scheduled day of departure of the train.

### **213.15 Refund on Partially used tickets;**

(1) Except as otherwise provided in these rules, no refund shall be granted at a station on a ticket on which part of the journey has been undertaken.

(2) Where a passenger terminates his journey enroute, a Ticket Deposit Receipt shall be issued to the ticket holder by the Station Master of the station in lieu of surrender of the ticket and refund shall be admissible in accordance to the rule 23. and in such cases fare for the traveled portion shall be retained and balance amount on the ticket shall be refundable as the fare for the un-traveled portion of journey.

### **213.16 Discontinuation of journey due to dislocation of train services:**

(1). When a train journey is dislocated enroute due to unforeseen circumstances, such as an accident, breach or flood, full fare for the entire booked journey without any deduction for the traveled portion and without levy of cancellation charge shall be refunded at the station at which the journey is terminated under the following circumstances, namely

a). when the railway is unable to carry passengers to destination station within a reasonable time by arranging transshipment or diversion or otherwise, or

b). when the passenger is involved in a railway accident and or injured in the accident and does not continue his journey, or

c). in the case of death or injury to a passenger in a railway accident, the kith and kin of the passenger has to terminate the journey.

(2) Where the railway administration offers to carry the passenger to his destination station by any diverted route or by arranging transshipment or otherwise, and the passenger is not willing to avail of such an alternative arrangement, fare for the traveled portion shall be retained and balance amount of ticket shall be refunded as the fare for un-traveled portion, without levying any cancellation charges, at the station to which the journey has been terminated.

(3). Where the train journey is dislocated enroute due to bandhs, agitations or rail roko, fare for traveled portion shall be retained and the balance amount of ticket shall be refunded as the fare for traveled portion, without levying any cancellation charges.

(4). If the trains, which have separate all inclusive fare structure on point to point, are terminated at a non-scheduled stoppage of the train and the passenger is not willing to avail of the alternative arrangement made by the railway administration to carry the passenger to his destination station, fare for the distance traveled shall be retained based on the per kilometer fare of ticket and balance amount shall be refunded as the fare for un-traveled portion of journey.

(CC 39 of 2007 dated 14.02.2007). When the decision to terminate the train at enroute has been taken before departure of the train from the train originating station and the passenger still undertakes journey, full refund for the entire booked journey will not be given in such a case, fare for the traveled portion is to be retained and the balance refunded as the fare for the untraveled portion. It is further clarified that full refund for the entire booked journey is to be given at the train terminating enroute station, only in those cases where the decision had been taken after departure of the train from its originating station.

### **213.17 Refund of certain fare on failure to provide air-conditioning facility in air – conditioned coaches:**

(1) Where the air-conditioning facility could not be provided for a portion of journey, refund on tickets issued for air-conditioned coaches shall be granted for such portion on the following basis, namely: -

a) If the ticket is for Air-Conditioned First Class, the difference between the Air-Conditioned First Class fare and First Class fare;

b) If the ticket is for Air-Conditioned Sleeper 2 Tier / Air-Conditioned 3 Tier Sleeper class, the difference between Air-Conditioned Sleeper 2 Tier / Air-Conditioned 3 Tier Sleeper class and sleeper class fare (Mail and Express).

c) If the ticket is for Air-Conditioned Chair Car, the difference between the Air-Conditioned Chair Car and Second Class fare (Mail and Express).

d) If the ticket is for Executive Class, the difference between the notified Executive Class fare for the concerned section and the First Class fare (Mail and Express) for the concerned distance of that section.

(2) The refund of difference of fare shall be granted at the destination station on production of the ticket along with a certificate from the Ticket checking of the Train giving particulars of the tickets, no, of the coach and stations between which the air conditioning facility was not provided, and is presented within twenty hours of arrival of the train.

#### **213.18 When passengers are made to travel in lower class for want of accommodation:-**

If the ticket holder of a higher class is made to travel in a lower class for want of accommodation in the class for which the ticket was issued, refund of the difference between the fare paid and the fare payable for the class in which it is actually used shall be granted at the destination station or at the origination station, as the case may be:

Provided that the refund shall be granted at the destination station only on production of a certificate from the conductor or the guard or the traveling ticket examiner of the train certifying that the holder the ticket has to travel in a lower class for want of accommodation in the class for which it was issued and the ticket along with the said certificate is presented within two days of the date of issue of the certificate (excluding the day of issue of the certificate) at the train destination station.

#### **213.19 Lost, misplaced, torn or mutilated tickets:**

(1). No refund of fare in respect of a lost or misplaced ticket shall be granted.

(2). Refund of fare shall be granted in respect of a torn or mutilated ticket if its genuineness and authenticity are verifiable on the basis of the particulars visible on the face of the tickets.

(3) If the reservation status of a lost, misplaced, torn or mutilated ticket, at the time of receipt of the application for issuance of a duplicate ticket for the purpose of undertaking journey, is Confirmed or RAC and that the duplicate ticket is sought before preparation of reservation chart of the concerned train, the station master shall issue a duplicate ticket in lieu of the original ticket on payment Rupees fifty for passenger in case of second and sleeper class and rupees one hundred per passenger for other classes.

(4) If a duplicate ticket in lieu of a lost or misplaced reserved ticket is sought after preparation of reservation chart of the concerned train, it shall be issued on payment of the

charge equivalent to fifty percent of the total fare subject to the minimum payment mentioned in sub rule 6 3. .

(5) No duplicate shall be issued in respect of RAC tickets after preparation of the reservation chart of the concerned train.

(6) If duplicate ticket in lieu of a torn or mutilated confirmed or RAC ticket is sought after preparation of reservation chart of the concerned train, it shall be issued on collection of a charge equivalent to twenty five percent of the total fare subject to the minimum payment mentioned in sub rule 6 3.

(7). A duplicate ticket in respect of a party coach ticket or a special train ticket, shall be issued up to the time of departure of the train, on collection of a charge equivalent to ten percent of the total fare.

(8) No refund shall be granted in respect of charges paid under sub rules (3), (4), (5) and (6) except in cases where the lost or misplaced ticket is traced after the issuance of a duplicate ticket and presented along with the duplicate ticket before departure of the train and in that case charges collected towards issuance of duplicate ticket shall be refunded after deducting 5% there off subject to minimum deduction of rupees twenty but in case the journey is not under taken the cancellation charge on the original ticket shall be determined as provided in these rules.

(9) If the passenger, who has paid excess charge on account of his reserved ticket or RAC ticket, being lost misplaced, torn or mutilated, makes an application to a railway administration for grant of refund of the charges paid in train, the Chief Commercial Manager (Refunds) of that Railway administration may, after making such enquiry as he may deem necessary, grant refund of total charges realized in the train, after retaining the cancellation charges at fifty percent of a single journey ticket fare per passenger subject to the condition that no one has taken refund earlier on the original ticket.

#### **213.20 Wait-listed passengers on concession and privilege ticket order tickets;-**

When any person has purchased a ticket on any concessional order or privilege ticket order, and is wait-listed for reservation in any train, he shall be entitled to avail of the same ticket for reservation in any other train on the same date or any other date without losing the benefit of concessional fare.

#### **213.21 Unused portion of return tickets:-**

(1). No refund shall be granted on the unused portion of the concessional return tickets.

(2) When a return ticket is issued without any concession, it shall be treated like two single journey tickets and the refund shall be granted accordingly.

#### **213.22 Refund of fare on unused tickets and freight realized on luggage tickets in respect of luggage booked on the same ticket in case the journey is not undertaken:-**

(1) Refund of freight on luggage shall be granted by the station master in accordance with the following table namely.

(a) Luggage is withdrawn at starting station: Luggage ticket shall be cancelled and freight already collected shall be refunded after recovery of wharf age charges, if any and deduction of cancellation charges of rupees five per luggage ticket. Journey ticket shall be endorsed to the effect.

(b) If Luggage is already dispatched from the starting station. Freight charges on weight admissible as free allowance shall be collected and remarks to this effect endorsed on journey ticket.

(2) On production of journey ticket on which luggage has been booked, the fare shall be refunded only if bearing the endorsement referred to in sub-rule (1) on the unused ticket after deducting the cancellation charges or clerkage as provided in these rules.

### **213.23 Application for refund of passenger reservation system (PRS) counter tickets in other circumstances:-**

(1) For refund of fares under circumstances other than those specified in these rules or under circumstances like bandh or agitations or floods etc. the passenger could not reach the reservation counter or station or current counters for cancellation of tickets, in those cases a TDR shall be issued to the passenger and the passenger may apply for refund, within Ten days from the date of commencement of journey, to the Chief Commercial Manger (Refunds) of the railway administration under whose jurisdiction the Ticket Deposit Receipt issuing station comes, enclosing the original Ticket Deposit Receipt.

(2) In the circumstances specified in sub rule (1) the TDR should be issued only up to three days after the scheduled departure of the train.

### **Refund of fares due to change of timings in the timetable: (TRC 9/1987)**

At times due to change in train timings (scheduled or mid-term) departure of certain trains are made earlier than the timings before. As a result, some passengers unaware of the timings miss the train. Ministry of Railways decided that in such cases the passengers holding reserved/waitlisted RAC tickets, who miss the concerned train due to this reason, may be granted full refund provided the refund is claimed after the departure of the train as per revised earlier timings and upto three hours after the scheduled departure time as per old timings.

The refund will however be allowed after deducting the clerkage charges or reservation fee as the case may be. There will be no change in the refund rules for the trains whose timings are put back to later than the timing before. This facility will be available only for a period of seven days including the date from which the train timings are changed

Refund of fares during Major civil disturbances, curfew, bandhs, floods, breaches, cyclones, earthquakes etc.

Whenever there are major civil disturbances, curfew, bandhs, flood, breaches, cyclone, earthquakes, etc, as a result of which passengers are not able to reach the station either to catch the train or to get refund within the stipulated time limits, the Zonal Railways are delegated power to issue local instructions in consultation with FA&CAO and with personal approval of the General Manager, to Station masters of concerned stations to grant refund of

fare on unused tickets surrendered for refund upto a certain time limits. Such local instructions will be issued for minimum number of stations and for minimum period only after they are satisfied about the gravity of situation, In such cases refund will be allowed after deducting only clerkage charge.

**Refund at platform of train originating station when upper class coach is replaced by lower class coach:**

(i) Whenever an upper class coach is replaced by a coach of lower class at the train originating station. Zonal Railways should make special arrangements at platform for refund of differences of fares to those passengers who are desirous of traveling in that lower class coach. In such cases, an EFT will be issued as the travel authority and differences of fare refunded to the passenger. The original ticket of higher class will be retained to be accounted for as cancelled and fully refunded as per rules; The EFT will indicate the total charges of lower class and ticket number/reservation particulars of the original ticket. Further detailed procedure in this regard will be worked out by Railways themselves in consultation with their FA&CAO to ensure proper accountal of refund of differences of fares. Railways should make adequate provision of cash for refund, EFT Books and their security. This procedure of granting refund, in the case of replacement of upper class coaches by lower class ones, should be adopted at all important train originating stations by redeployment of the existing staff. /whenever the situation arises, due publicity in this regard should be made through appropriate media.

(ii) The procedure for grant of refund in the case of lower class travel, at normal counters of originating station and at destination station on the strength of Conductor/TTE's certificate, will also continue. The passengers, who do not want to travel in lower class and want refund, will continue to be granted refund from normal counters of station as per rules.

### **TICKET DEPOSIT RECEIPT (TDR)**

1. When refund cannot be granted at a station, TDR is issued to the passengers.
2. All the railways for unused and partially used tickets will issue only one standard TDR.
3. TDR is in form of a machine numbered book with three foils namely,  
(i). Passenger (ii). CCM (iii). Record
4. All the 3 foils contain necessary information in respect of cancellation of tickets to be filled by TDR issuing official.
5. Passenger foil contains guidelines for passenger and the other two foils contain instructions to the railway staff.
6. Ticket collector or station master will issue TDR. At important stations TDR books are available at refund counters itself, so that the passengers are dealt with at one counter only.
7. TDR can be obtained by passenger up to 3 days from the schedule departure of the train.
8. The TDR issuing staff will cancel the ticket & write TDR number on the ticket.
9. TDR is prepared through carbon process and passenger foil is handed over to the depositor.
10. The CCM foil of TDR along with cancelled tickets will be sent to CCM (Refunds) within 15 days from the date of issue through a special messenger.
11. No TDR should be dispatched to CCM's office without filling in the columns.
12. TDR must not be issued when refund is admissible at station.
13. On the back of the passenger foil of TDR, an application is printed.
14. Passenger must fill the application and apply to CCM (refunds) for refund within 10 days from the scheduled journey date.
15. On the application, party can prefer mode of payment which can be in the form of station pay order / cheque / money order.
16. In the CCM refunds office the claim will be processed.
17. Refund vouchers should be made in CCM's office separately for post check and pre check items.
18. The monetary limit under post check system is Rs 3000/- per passenger, exceeding above limits must be pre-checked.
19. Where payment is made through pay order passenger need not produce witness but he will be required to produce some proof of identity.
20. Railways should dispose cases within 16 days. However, the case is settled within 3 months from the date of receipt of original TDR from the passenger.
21. If refund is not admissible the reasons must be conveyed to the passenger.

## **COMPUTERIZED COACHING REFUND SCHEME(CCRS)**

### ***Purpose:***

CCRS is introduced to simplify the procedure for refund of fares on reserved tickets on normal circumstances and beyond the existing time limit.

### ***How:***

By updating the chart position in PRS to grant refund across the counter even beyond time limit anywhere in the country.

### ***Updating of chart:***

Ticket checking staff has to prepare *Exceptional Data Report* (EDR) after checking the coach on the following cases.

1. Passenger not turned up.
2. Forced to travel in lower class holding higher-class ticket.
3. Failure of AC equipment in the coaches.
4. Less number of passengers traveled on a group ticket.
5. Discontinuation of journey due to dislocation of train services.
6. Accommodation could not be provided.
7. Cancellation of trains.

### ***Data Entry Point (DEP):***

Data entry points are those stations where *exceptional data report* is fed into the PRS. These stations are nominated keeping in view the following conditions.

1. Change over stations of TTEs.
2. Availability of passenger reservation system.

### ***When and how refund is admissible:***

#### ***Refund will NOT be granted in the following cases (CC/6/2014)***

- (a) Non-turned up passengers
- (b) Less number of persons travelling in a group

#### ***Refund will be granted for reserved and RAC tickets in the following cases (CC/6/2014)***

- (a) Lower class travel
- (b) Failure of AC in coach
- (c) Discontinuation of journey by passengers due to dislocation of services.
- (d) Accommodation not provided and cancellation of trains.

### ***Refund Procedure under (CCRS)***

1. To a person who is booked on the concerned ticket.
2. Such person must come personally to claim refund.
3. Produce photocopy of any document proving his identity.
4. Photocopies to be verified with the original by the official granting refund.
5. At all PRS counters during working hours.



6. Up to 10 days from the scheduled departure time of the train from its originating station.
7. Normal cancellation charges shall be levied as per rules.
8. For those tickets particulars of which have been updated on the basis of EDRs.

***Refund shall not be granted:***

1. On waiting list tickets.
2. Where cash refund is not admissible at the station across the counter.
3. To any person who is not booked on the concerned ticket.
4. when the PRS is not updated with EDR

***Instructions for ticket checking staff:***

1. EDRs are prepared for each coach separately.
2. If a coach is not checked, the senior most TTE will certify this fact on the EDR of the particular coach giving reasons for not checking.
3. EDR is prepared in 3 copies.
4. EDR should be handed over within one hour after the arrival of train other wise the matter is reported to higher authorities.
5. For Passengers Not turned-Up, TTE has to give details of Passengers to whom such vacant berths are allotted

***Disposal of EDR:***

1. The original EDR is handed over to refunds supervisor at DEP under clear acknowledgement with date / time of receipt on carbon copy of each EDR.
2. One copy is attached to the original chart & amended chart and handed over to the outgoing TTE. Second carbon copy and the copy of amended chart are preserved as per existing rules.

***Instructions to ECRCs / Refund supervisor:***

1. Go through the EDR thoroughly.
2. Satisfy him about the data to be up dated.
3. Only the relevant reason code is typed for each entry.
4. After feeding all the data for a particular train, the supervisor should cross check the entries through the 'View up date details' menu option.
5. After feeding the data, he should record the time in the registers.
6. He should file the EDR coach wise and train wise for each date separately.
7. Refunds at stations are granted using option 'refund issue form' of refund menu.
8. The system will generate a print out of the details of refund.
9. The counter clerk will sign in the print out and obtain the signature of the passenger on the ticket and printout.
10. The ticket is retained and the printout is handed over to the passenger as acknowledgement.
11. TDR is issued where refund could not be arranged at station level. 'Refund Statement' along with tickets is handed over to the cashier on acknowledgement.
12. Any change in the rules / tariff / database notified should be adhered to manually till the changes are incorporated in the system.
13. Any malfunctioning of the system is reported to the concerned official.

## **LUGGAGE**

### ***Definition:***

The articles that are required during the journey or immediately after the journey are called as luggage.

### ***Articles not accepted as luggage:***

1. Offensive articles such as wet skins, hides etc.
2. Explosives, dangerous, inflammable articles.
3. Acids and corrosives.
4. Oils, Grease, Ghee, Paints etc
5. All varieties of dry grass, leaves, and waste paper.
6. Dead poultry and game.
7. Bulky articles chargeable on measurement with passengers.
8. General Merchandise items with passenger in the compartment.

### ***Exemptions:***

1. Safety based cinematography films.
2. Empty gas cylinders in brake van.
3. Safety cartridges.
4. Ghee up to 20 kgs per passenger in all classes.
5. One musical instrument, one portable TV, one baby tricycle and one laptop are allowed within free allowance.
6. Tabletop computers can be carried with passenger on normal charges without giving any free allowance.
7. Bulky articles in brake van.
8. Two earthen pots or tins containing fish spawn can be carried in passenger compartment if no passengers are not inconvenienced. No free allowance is given.

### ***General rules for booking of luggage:***

1. Luggage is booked on a valid pass or ticket.
2. Articles should be brought at least 30 minutes before the scheduled departure of the train.
3. Luggage can be booked 24 hours in advance excluding the day of scheduled departure of the train on reserved tickets.
4. Articles should be properly packed before offering for booking as luggage in brake van.
5. Packages should be marked in Hindi or in English.
6. Luggage can be booked with passenger in the compartment or in brake van.
7. Passengers are allowed to book and carry luggage with them in the passenger compartment up to the maximum limit as per class.
8. The maximum limit includes free allowance.
9. Free allowance of luggage is granted only once for entire journey.
10. Children aged 5 years & above and below 12 years are allowed half of the adult free allowance subject to a maximum of 50 Kgs. in all classes.
11. In case of combined ticket, the free allowance granted is that of higher class for entire journey.

12. Excess luggage more than free allowance will be booked and charged.
13. The dimensions of trunks, suitcases and boxes carried in the passenger compartments should not exceed 100 cms X 60 cms X 25 cms. This is not applicable when a special coach/train is entirely booked for one party.
14. Maximum size of trunks and suitcases allowed in 3 AC compartment is 55 cms X 45 cms X 22.5 cms.
15. Railway is not responsible for the luggage carried with the owner in the passenger compartment.
16. For booking of luggage in brake van, forwarding note should be executed.
17. No free allowance is given when luggage is booked in brake van.
18. Railways do not guarantee dispatch of luggage by the same train by which the passenger is traveling.
19. Railway does not guarantee delivery of luggage within a prescribed time.
20. Prepayment of luggage charges is compulsory.
21. Luggage can be booked to break journey point also.
22. There is no limit for booking of luggage in brake van.
23. Minimum distance for charge is 50 kms.
24. Minimum weight for charge is 10 kgs.
25. Minimum luggage charges are Rs.30/-
26. Luggage booked in brake van is charged at applicable scale as per type of train as follows.

S.No	Type of Train	Scale
1	øRø	L
2	øPø	L
3	øSø	S

27. Luggage booked with passenger is charged at 1.5 times of scale -Lø by all trains.
28. Animals/Birds booked in the Brake-van/Parcel vans should be charged at -Lø scale + 25 % irrespective of the category of the trains.
29. Maximum weight of a single package accepted for booking should not exceed 150 kgs.
30. In case of physically handicapped persons, invalid chairs, children's push chairs, wheel chairs, perambulators, hand operated auto tricycles-collapsible or non collapsible, motorized tricycle, modified scooter and motorized tri-wheeler moped can be carried free in all classes provided
  - a. Doctor certifies that the orthopedically handicapped person cannot travel without the assistance of an escort
  - b. They can be folded and taken inside the compartment
  - c. Co passengers do not object
31. If they cannot be accommodated in compartments, can be booked free in brake van
  - On production of doctors certificate
  - The passenger travels by the same train
32. Oxygen cylinder with stand with patients under medical certificate is permitted in all classes within free allowance.
33. Statues of different stones are allowed with passenger in the compartment as follows
  - No free allowance is granted
  - On payment of usual charges
  - Maximum weight should not exceed 50 kgs
  - Maximum dimensions are 26 X 15 X 12 inches

34. Silver anklets / leg chains / handicrafts are allowed with passenger in the compartment without any free allowance and on payment of usual charges.
35. Articles exempted from weightment are

Class	Articles
I AC / I	Tiffin baskets, small ice boxes, small hand bags or attaché cases, walking sticks and umbrellas
II class	Walking sticks, umbrellas and small articles of food required during journey

***The free allowance and marginal allowance for different classes is as follows:***

<b><i>Class</i></b>	<b>Free Allowance (in Kgs.)</b>	<b>Marginal Allowance (in Kgs.)</b>	<b>Maximum Allowance (in Kgs.)</b>
I AC	70	15	150
2 AC	50	10	100
First Class	50	10	100
3 AC	40	10	40
ACCC	40	10	40
Sleeper	40	10	80
II Class	35	10	70
<b><i>Tickets</i></b>			
I 6 Season	15	5	
II - Season	10	5	
MVST-Outward	60	-	
MVST-Return	Empties	-	
Check Soldier Ticket	40	10	
Soldier Ticket	40	10	
<b><i>Passes</i></b>			
I st Class -AøPass	140	15	
I st Class Pass	70	10	
II nd Class -Aøand II Class Passes	50	10	

***Articles charged on standard weight:***

The following articles are charged on standard weight and free allowance is not granted on them.

<b><i>Type of vehicle</i></b>	<b><i>Chargeable weight</i></b>
Auto Rickshaw	600 kgs
Bicycles	40 kgs
Bicycles children	20 kgs
Motor cycles & Mopeds	100 kgs (upto 60 CC)
Motor Cycles & Scooters	200 kgs (above 60 CC and below 350 CC)
Motor Cycles	250 kgs (350 CC and above)
Rickshaws	150 kgs
Chairs invalid	150 kgs
Tricycles	100 kgs

***Luggage ticket:***

1. Luggage ticket is a non - journey paper ticket.
2. Luggage ticket is issued when passengers book their luggage.
3. It is a money value book and should be kept under safe custody.
4. Luggage ticket is in form of book and is machine numbered, each containing 50 tickets.
5. Luggage ticket has 3 foils namely (i). Record (ii). Passenger (iii). Guard.
6. Forwarding note should be submitted for booking of luggage in brake van
7. Journey ticket number should be mentioned on luggage ticket.
8. At the time of delivery passenger foil of luggage ticket should be submitted at destination.

***Preparation:***

1. Luggage ticket is prepared with help of double sided carbon paper.
2. The packages booked with owner and loaded in brake van should be shown separately on the luggage ticket.
3. Particulars of the packages and contents should be clearly described.
4. Passenger's name and journey ticket number should be written on the luggage ticket.
5. The number of package should be shown both in figures and in words.
6. Booked route should be shown on the luggage ticket as per the passenger's ticket for travel.
7. When luggage is booked on concession, the concession particulars should be written in the luggage ticket.

***Disposal:***

1. Passenger foil is given to the passenger. At destination station delivery is granted on collection of the passenger foil.
2. Guard foil is handed over to the guard along with luggage and the same will be handed over at the destination to station master along with luggage.
3. Record foil of the luggage ticket is retained at the station.
4. When luggage is booked in charge of the owner the guard foil is kept in the station with the record foil.

***Charging of luggage:***

1. All charges should be paid at the booking station only.
2. When booked in brake van charged at scale -Lø or öSö rate.
3. When booked with passenger charged at 1.5 times scale -Lø by all trains.
4. 2 % development charges are collected on all types of luggage traffic.
5. The minimum charge for booking of luggage is Rs.30.00
6. The minimum distance for charge is 50 kms.
7. The minimum weight for charge is 10 kgs.
8. Free allowance is not granted on articles charged on fixed weight.
9. Service tax @ 3.708% levied on total luggage charges for commercial goods.

***Booking of luggage to break journey point:***

1. The names of the break journey stations should be shown on the forwarding note.
2. Luggage will be booked from the starting station to the destination station.
3. The names of the stations at which the passenger wants to break journey will be shown on the luggage ticket.
4. Luggage is labeled to the first break journey station.
5. The luggage ticket should be surrendered at the break journey station.
6. When passenger resumes journey, the luggage will be labeled to the next break journey station and luggage ticket is handed over to the passenger.
7. This procedure is repeated till the passenger reaches the destination station.
8. At every break journey station the luggage should be reweighed.
9. Additional luggage if any will be booked under separate luggage ticket. Free allowance is not granted.
10. When the weight of the luggage is less than that shown on the luggage ticket a remark will be passed on the guard foil and on the luggage ticket. The passenger should sign it.

***Despatch of luggage:***

1. Railways do not guarantee despatch of luggage by the same train by which the passenger is traveling.
2. Every effort will be done to despatch the luggage by the same train and if not possible, will be despatched by the next alternate train.
3. Preference is given to the personal luggage over merchandise items.

***Reweighment of luggage:***

1. All luggage should be reweighed on their receipt.
2. Stations where there is heavy inward traffic, DCM will fix the minimum percentage of short distance parcels to be reweighed.
3. A separate reweighment register should be maintained.
4. Frequent under weighment should be reported to the DCM.
5. Undercharges found on reweighment should be collected before delivery.

***Delivery:***

1. Luggage is delivered 24 hours on the platform or in luggage office.
2. Luggage is delivered to the person mentioned on the luggage ticket.
3. Passenger ticket is to be verified at the time of delivery.
4. If luggage ticket is lost, luggage will be delivered on written application from the party, if station master is satisfied.
5. In case of any suspicion, stamped indemnity should be submitted by the party.
6. Full signature of the party to be obtained in the delivery book.

***Un- booked or partially booked luggage:***

Luggage carried in excess of free allowance without booking is called 'un-booked luggage' and luggage carried in excess of actually booked is called 'partially booked luggage'.

***Free allowance:***

This is the quantity of luggage a passenger can carry with him in the passenger compartment without paying any charges. Free allowance is granted as per the class of travel.

***Marginal allowance:***

- This is the quantity of luggage that is used to determine the extent of penalty to be imposed in case of unbooked or partially booked luggage.
- Marginal allowance is not granted but taken into consideration.

***Charging of unbooked or partially booked luggage:***

***a. Exceeding free allowance but not exceeding free allowance + marginal allowance:***

Free allowance is granted and the excess weight is charged at 1.5 times scale öLÖ rate subject to a minimum of Rs. 30/- for the entire distance.

***b. Exceeding free allowance + marginal allowance:***

Free allowance is granted and the excess weight is charged at 6 times scale öLÖ rate subject to a minimum of Rs. 50/- for the entire distance.

***c. Passenger notifies his intention of extending journey before boarding the train holding luggage that is booked:***

Difference between the charges paid from and to stations for which ticket is held and from starting station to new destination (at 1.5 times scale -Lørate).

***d. Passenger detected with unbooked luggage at destination and is unable to pay the charges:***

1. The luggage should be transferred to the cloakroom.
2. Cloak room receipt showing the charges due will be handed over to the passenger.
3. Passenger will be advised to take delivery of the luggage after payment of all charges due including cloakroom charges.

***e. Passenger holding more than one ticket:***

Free allowance is allowed only on one ticket and the excess weight is charged as per rules mentioned above.

***f. Military personnel detected enroute or at destination station with un-booked or partially booked luggage.***

3. Luggage exceeding free allowance + marginal allowance is charged at scale 'L' for the entire weight without granting any free allowance, subject to a minimum of Rs.30/-.
4. Excess weight beyond free allowance but within marginal allowance will be charged at 1.5 times scale 'L' subject to a minimum of Rs.30/-.

***Monetary liability of luggage:***

Monetary liability as per section 103 of Railways Act '1989 is limited to Rs. 100/- per kg or cost of the luggage whichever is less. Unless the value of the contents is declared and percentage charges on excess value are paid, railways do not take higher responsibility.

## **BOOKING AND CARRIAGE OF DOG**

### ***Rules for the conveyance of the Dogs:***

- Dogs can be booked with passenger or in brake van.
- Dogs are booked with owner in I AC and First Class.
- Dogs are not allowed in any other classes with owners.

### ***In brake van:***

1. Owner must travel by the same train.
2. Dog can be booked on valid ticket or pass
3. Owner must execute forwarding note when dog is booked in brake van.
4. Colour, breed and sex of the dog should be furnished on the forwarding note.
5. The dogs must be provided with collars and chains.
6. Owner should make arrangements for food and water for the dogs during the journey.
7. When dog is booked in brake van charged for 30 kgs.
8. Dog is charged at scale -Lø+ 25% by all trains.
9. Minimum charge per dog is Rs.30/-
10. Development charge of 2% will be collected.
11. Dogs should be tied with chain in dog box provided in the guard's cabin.
12. Large dogs, which cannot be carried in dog box of brake van, will be carried in special vehicles at the same rates and conditions as for horses.
13. Dogs or hounds in batches can be conveyed in special vehicles. Not more than 36 dogs can be carried in one vehicle. One attendant will be allowed to travel free in II class.
14. Loading and unloading of dog will be done by railways.
15. Monetary liability as per section 103 of Railways Act 1989 for loss, damage, deficiency and non-delivery is limited to Rs.120/- per dog.
16. When party elects to declare the value and pay percentage charges on excess value, railway is responsible for the amount declared by the party.

### ***With passenger:***

1. Dogs can be booked with passenger in I AC and FC when ever exclusive accommodation is reserved for one party.
2. Dogs booked in I AC & FC will be charged for 60 Kgs
3. Dogs are charged at scale -Lørate subject to minimum Rs.30/- per dog.
4. Development charge of 2% will be collected.
5. A blind person can take a dog as *seeing eye dog* in first class and will be charged for 30 Kgs
6. When dogs are detected unbooked, will be charged for 6 times of scale -Lø rate subject to a minimum Rs.50/-.



## **PARCELS**

Consignments booked at coaching rates and carried by coaching trains are called parcels.

### **Rationalization of booking and carriage of parcel traffic:**

Rationalization of parcel traffic is introduced due to the following reasons:

- For the convenience and development of traveling public
- For the free movement of passengers on platform
- Maintenance of punctuality of trains
- Reduction in over carriages of parcels
- Reduction in transit time of parcels
- To avoid over all decongestion of platforms at Railway stations

#### ***Loading / unloading at intermediate stations:***

- Zonal Railway may allow loading /unloading of parcels at intermediate stations even the train stoppage is less than 5 minutes.
- Such relaxation permitted at one station for each train within the Zonal Railway
- This will be authorized jointly by COM, CCM.

#### ***Identity Card for Booking of Parcels;***

The person booking the parcel by rail should be asked to submit a copy of any one of the Identity Proof (as given in case of reservation) along with forwarding note before booking a parcel. (CC-69 of 2015)

#### ***Parcel traffic booked from branch line to mainline:***

- From branch line station via the junction on mainline
- All the parcel traffic shall be transhipped at that junction station itself and loaded on to a direct train.
- No transhipment will be permitted for parcels booked from those stations lying within 20 kms of the junction station.

#### ***Relaxation in booking of parcel traffic involving unloading and reloading (transhipment) at intermediate station:***

Booking and carriage of parcel traffic shall be permitted by other than direct trains involving T/P subject to the following conditions

- Transhipment should be within the Zonal Railway.
- Only one transhipment is allowed
- No transhipment is permitted from stations lying within 20 kms of the transhipment station.
- After single point transhipment, parcel should be dispatched by direct trains.
- No transhipment is allowed on foreign railway

#### ***Exemption to MG & NG section:***

Parcels from MG TO MG, NG to NG, or MG to NG or vice versa are exempted from the above rules.

**Articles not accepted as parcels:**

1. Offensive articles and wet skins (other than wet skins of wild animals securely packed in airtight containers).
2. Acids and Corrosives.
3. Dangerous & explosive goods.

**Forwarding note:**

1. Parcels tendered for booking must be accompanied by a forwarding note.
2. The sender or his authorized agent should execute it.
3. Entries regarding packing, selection of route, declaration of value of the consignment and payment of PCEV charge on excess value should be specifically scrutinized.
4. Description should tally with the packages.
5. Consigner should declare Sales Tax Registration Number/ Tax Payers Identification Number (TIN) on the forwarding note.
6. A declaration as "NOT FOR SALE" to be given by the consignor if the consignment is not meant for sale.
7. The same remark should be in the parcel way bill.

**Packing:**

1. All packages must be securely packed in boxes, crates, trunks, strong baskets or strong gunny cloth etc.
2. For certain commodities packing conditions are prescribed in the IRCA Coaching Tariff Part I Vol. III.
3. If parcels are defectively packed, the exact packing condition or the nature of the defect should be recorded by the sender in the forwarding note and the same is copied in the parcel waybill.
4. Examples for defective packing are *planks loose*, *gunny cloth weak* etc.
5. Where packing condition is compulsory, parcels shall not be accepted unless packing conditions are complied.

**Marking of parcels:**

All the packages offered for booking should be marked clearly. The marking should be done either in English or Hindi.

The object of marking is

1. To identify the packages when several packages of similar nature are booked by several consignors.
2. To avoid wrong deliveries at destination station.
3. To trace missing and delayed consignments.
4. To establish the ownership of packages in case of disputes.

**Marking is of two types.**

1. Private Marking.
2. Railway marking.

**Private Marking:**

1. It is done by the party.
2. It consists of name and addresses of the consignor / consignee and private number, if any.
3. Party can keep identification slips inside the packages.
4. Party should leave sufficient space on the packages for railway marking.

**Railway Marking:**

1. It is done by the railways.
2. Every package that is booked should have a railway marking in addition to private marking.

3. Railway marking consists of code initials of the booking station, railway receipt number, number of packages, code initials of the destination station and via route through which it is to be carried.
4. In case of foreign traffic, destination name should be written in full.

**Example: SC 525790 NGC (New Guwahati) via HWH  
P - 45**

***Precautions to be taken at the time of marking:***

- All old marks, if any, should be obliterated.
- Marking should be done with dark coloured durable ink.
- 100% marking should be done in case of clubbing of consignments and consignments involving transshipment.
- Consignments such as ghee tins, vegetable baskets, hides, iron rods etc. on which marking cannot be done should be provided with metal or leather labels.
- On bales of cotton bundles, a white cloth should be sewn separately for marking.
- Iron and steel consignments should be marked with white paint.
- For tyres, a gunny strip or a cloth should be sewn around for marking.
- In case of fragile goods, explosives etc. pictorial labels should be pasted.

***Labeling:***

1. Fragile goods should be labeled as *'Handle with care'*.
2. Traffic offered in wagonload ó wagon seal label is used.
3. Vehicles loaded with perishables ó labels which have decagonal cross-superimposed in green must be placed in brackets on both sides of the wagon.
4. Refrigerators should be labeled as *'this side up'*.
5. Goods damageable by wet should be labeled as *'protect from rain'*
6. Tie on labels should be used for animals.
7. Old labels if any should be removed.

***Weighment of parcels:***

1. All packages should be weighed in the presence of the consignor.
2. If weighing machine is out of order, sender's weight is accepted. A remark is passed on the parcel way bill as "Weighing machine is out of order. Sender's weight is accepted. Destination station to reweigh and collect under charges, if any"
3. Parcels are charged on actual weight or by weight derived on measurement whichever is more.
4. Any single package should not weigh more than 150 kgs.
5. If any single package weighs more than 150 kgs, DCM permission is required to book the consignments.
6. The weight of each package of iced fish should not be more than 100 kgs.
7. Some articles are charged on fixed weight as shown in the chart.
8. Both the actual weight and charged weight should be shown on the parcel way bill.
9. The maximum permissible weight and dimensions of any package/article which can be accepted for booking, except by previous arrangement, are as under :-

	Maximum Weight	Maximum dimensions
Broad Gauge	150 kgs	2.0 meters x 1.5 meters x 1.25 meters
Meter Gauge	150 kgs	2.0 meters x 1.5 meters x 1.25 meters
Narrow Gauge	125 kgs	1.5 meters x 1.07 meters x 1.00 meters

**Bulky articles:**

1. Any package exceeding 100 kgs in weight or 100 X 100 X 70 cms in measurement is treated as bulky article.
2. If any one of the dimension exceeds upto 10% but the actual weight or weight by measurement is less than 100 kgs, such articles are not treated as bulky articles.
3. DCM permission is required for booking articles weighing more than 150 kg or the maximum dimensions permitted.
4. For calculation of weight on articles charged on measurement, each 28 cdm (cubic decimeter) of volume or part is treated as equal to 4 kgs.
5. On bulky articles, a surcharge at 100% of the base freight is collected.
6. The following are the different formulas used for calculating weight by measurement for different shaped articles

Shape	Formula
Square	length X breadth X height
Rectangle	length X breadth X height
Circular	$\pi r^2$
Cylinder	$\pi r^2 h$
Cone	$\frac{1}{3} \pi r^2 h$
Tyres	$\pi r^2 \times \text{average thickness } (\pi R^2 - r^2)$

**Charging of parcels:**

1. The minimum distance for charge is 50 kms.
2. The minimum weight for charge is 10 kgs.
3. The minimum charge is Rs.30/- per consignment.
4. In case of parcels booked from and to stations within a branch line, the minimum charge is Rs.10/- per consignment.
5. A development charge of 2% on the base freight is collected on all parcel traffic.
6. Railway risk rate is 1.5 times the base freight.
7. Animals/Birds booked in the Brake-van/Parcel vans should be charged at  $\pi$  scale + 25 % irrespective of the category of the trains
8. All surcharges are collected on base freight.
9. Prepayment of freight is compulsory.
10. Service tax @ 3.708% levied on total Parcel charges.
11. Registered news papers and magazines are charged at 45% of scale 'S' by all trains.
12. In case of registered news papers and magazines
  - The minimum distance is 250 kms
  - The minimum weight is 5 kgs
  - The minimum charge is Rs.2/-

**Parcel way bill:**

1. These are supplied in the form of machine numbered books.
2. Each book contains 50 way bills in sets of 4 foils namely 6 Record, Receipt, Accounts and Guard.
3. Separate books are used for local and foreign traffic.
4. The receipt foil has a hatching of the issuing railway on the face of it.
5. PWB books are money value books and should be kept under safe custody.

### ***Preparation of parcel way bill:***

1. Parcel way bills should be neatly written by using double sided carbon.
2. Name of the forwarding station should be stamped.
3. Name of the destination station should be written in block letters.
4. Full description of the consignment should be given in the waybill.
5. The number of packages should be written in figures and in words.
6. Charges other than freight should be shown separately.
7. The total weight and amount should be distinctly entered.
8. When freight is paid through credit note, the credit note number and date should be quoted.
9. If booked on concession, the details of the concession should be quoted.
10. Selection of the dearer route by the sender should be recorded.
11. Entry once made should not be erased. Fresh entries may be made after crossing out the entries and duly attesting them.
12. Receipt foil is handed over to the party after collecting the freight charges.
13. Guard's foil is handed over to the guard along with the consignment at the time of loading.
14. Accounts foil is sent to the traffic accounts office at the end of the month.
15. Record foil is kept in the station as record. Forwarding note should be pasted to the record foil.

### ***Charges for cancellation of parcel way bills:***

Cancellation charge of Rs. 10/- per parcel waybill will be levied in addition to all other charges (wharfage charge) when the packages are withdrawn before dispatch at the starting station.

### ***Preparation of luggage and parcel summaries:***

1. At train starting station, luggage and parcel summaries should be prepared in duplicate by parcel staff on duty for all packages to be loaded.
2. One copy should be retained at station as record on which guards signature is taken as acknowledgement.
3. The other copy should be handed over to the guard along with the packages.
4. In the summary, the packages should be clearly written as described on parcel way bill or luggage ticket.
5. It is the responsibility of guard to check the entries in the summary with parcel way bills and luggage tickets and whether the packages are in sound condition or not.
6. When a way bill or a luggage ticket is missing, a memo way bill should be prepared from the marks available on the packages and handed over to guard of the train.
7. Summaries for seal van and compartments must be prepared in duplicate by carbon process. One copy is placed in the van and other kept as record.
8. When a brake van is sealed by the guard enroute, he should prepare a fresh summary in duplicate for the parcels loaded. One copy is placed in the van along with the waybills and the other copy is retained by the guard.

### ***Loading precautions:***

1. Packages must be properly stacked inside the luggage compartment so that they do not shift in transit.
2. Packages should be loaded in a geographical order.

3. Heavy packages should not be placed on light articles.
4. Rough handling of the packages should be avoided.
5. Luggage compartment should be locked on both the sides while on run.
6. Loading should be supervised by the guard and the loading clerk.

***Precautions to be taken at the time of unloading of packages:***

1. Station master to ensure that the seals (and rivets in case of wagons) are intact.
2. If deficient, a message should be given to all concerned immediately (DDM)
3. DDM should be issued within 6 hours when ever any shortages or excess is found in the number of packages.
4. In case of damage or deficiency due to wet or pilferages, DDPC to be issued on the day of unloading.
5. Unloading clerk should pass a remark in the guard's summary in case discrepancies.
6. The way bill should be compared with the labels or marks on the packages to ensure that correct packages are unloaded.
7. All the packages unloaded should be entered in the unloading register.

***Re weighment of packages:***

1. All parcels should be reweighed on their receipt.
2. Stations where there is heavy inward traffic, DCM will fix the minimum percentage of short distance parcels to be reweighed.
3. A separate reweighment register should be maintained.
4. Frequent under weighment from any particular station should be reported to the DCM.
5. Any undercharges on account of reweighment should be collected before granting delivery.

***Mis – declaration:***

1. Misdeclaration of consignments is an offence under section 163 of the Railways Act 1989.
2. If misdeclaration of the contents is made in order to secure booking against any ban imposed by Central / State Governments, the person who made the misdeclaration and the owner of the consignment, on conviction by a magistrate are liable to a fine extending up to Rs.500/- per quintal or part.
3. A misdeclaration register is maintained at all the stations and all the cases of misdeclaration should be recorded in this register.
4. The cases of frequent misdeclaration made by a particular party or a station should be brought to the notice of DCM.

***Delivery of Parcels:***

1. Delivery means, making over physical possession of the consignments to the rightful owner on collection of the parcel way bill and the charges due.
2. The railway shall deliver the consignment on surrender of railway receipt / parcel way bills as per section 76 of Railways Act 1989.
3. The person taking delivery of the consignment should sign in the column provided in the delivery book.

### ***Procedure for delivery of parcels on collection of Parcel Way Bill (PWB):***

1. When parcel way bill is presented for delivery of parcels, delivery book should be verified to see if the parcels are received. If so, record the date of unloading on the parcel way bill.
2. The parcel way bill should be thoroughly checked regarding correctness of distance, rate, freight etc.
3. If the parcel way bill is in torn or in mutilated condition or if there is any doubt, booking particulars should be called from the forwarding station.
4. It is the responsibility of station master of destination station to collect all the undercharges due.
5. Full signature of the consignee should be taken in the delivery book.
6. In case of partial delivery, partial delivery certificate should be given to enable the party to take delivery of the balance consignment.
7. If the consignee passes any remarks in the delivery book, supervisor should certify it and if it is found incorrect, counter remarks should be made in the delivery book by the supervisor.
8. The private and railway marking should be verified to avoid wrong deliveries.
9. The date of unloading, date of delivery and amount collected will be entered in the delivery book.
10. If a consignment is booked against bans or in case of misdeclaration, the delivery should not be granted and informed to the competent authority.
11. If prior instructions from the sender are received to stop delivery or on orders from the court of law, delivery should not be granted.
12. After delivery of consignments, the parcel way bill should be cancelled with the remarks goods delivered.

### ***Conveyance of corpses:***

1. Booked by brake van only.
2. A doctor should certify that the death is not due to infectious or contagious disease.
3. Must be booked in airtight coffins / boxes.
4. Chargeable weight is 200 Kgs as per the scale applicable to the type of train.
5. Minimum freight charge is Rs. 50/-
6. Some responsible person on payment of fare must in all cases travel by the same train to take charge and remove it on arrival at destination.
7. Prepayment of freight charges is compulsory.

### ***Conveyance of human ashes:***

1. Human ashes will be carried in cases hermetically sealed.
2. It is charged on actual weight, when the party objects for weighment it is charged for 20 Kgs at the scale applicable to the type of train.
3. Consignment can be booked in brake van or carried along with the person.

### ***Conveyance of human skeletons:***

1. Booked in brake van only.
2. It should be securely packed and covered by a medical certificate showing that the death is not caused due to any infectious or contagious disease.

3. Chargeable weight is 200 Kgs per consignment.
4. It is charged as per scale applicable to the type of the train.
5. A man in charge must travel by the same train paying his own fare.
6. Prepayment of freight charges is compulsory.

***Conveyance of parts of human body:***

1. Any separate part of the human body will be carried only in airtight hermitically sealed boxes or crates.
2. Weight for charge is actual weight plus 50% at the scale applicable to the type of train.
3. The consignment must be accompanied by a certificate that the death is not due to any infectious disease.
4. Parts of human body will not be accepted as luggage.
5. Prepayment of freight charges is compulsory.
6. It is charged as per scale applicable to the type of the train.

***Conveyance of bicycles, tricycles and motor cycles:***

1. These articles must be loaded in the brake van and not allowed with passengers in the compartment.
2. No free allowance is granted.
3. In case they are found un-booked with passengers in a compartment, the same would be charged at six times of the scale 'L' for the entire distance subject to a minimum of Rs.50/- per article.
4. In case, these articles are found un-booked with passenger at destination, the same would be charged at six times the scale 'L' subject to a minimum of Rs.50/-.
5. These articles must be securely packed in cases or crates. If not packed, the condition of the packing must be entered in the forwarding note.
6. Railways do not accept any liability of detachable fittings unless they are separately packed and a receipt is given to them.
7. Such detachable fittings must be included in the minimum weight for charge.
8. These are charged at the scale applicable to the type of train by which it is carried as per the standard weight per article (unpacked) as given below.

<b><i>Type of vehicle</i></b>	<b><i>Chargeable weight</i></b>
Auto rickshaw	600 kgs
Bicycles	40 kgs
Bicycles children	20 kgs
Motor cycles & mopeds	100 kgs (upto 60 cc)
Motor cycles & scooters	200 kgs (above 60 cc below 350 cc)
Motor cycles	250 kgs (350 cc and above)
Rickshaws	150 kgs
Chairs invalid	150 kgs
Tricycles	100 kgs

9. Payment of percentage charge on excess value (PCEV) is compulsory on scooters and motorcycles when the declared value exceeds the railway liability.
10. Copy of the RC book to be submitted at the time of booking



### ***Calves, pigs, sheep and goats:***

- They will be charged for 40 kgs. per animal at Scale L+25% and minimum charge is Rs.30/- per animal.
- The railway risk rate is 1.5 times of the tariff rate.
- The maximum number of animals that can be carried in brake van is as follows.

Animal	BG	MG
Sheep / goat / pigs	15 per brake van / luggage van	10 per brake van / Luggage van.
Calves (height less than 0.76 meters)	5	5

- An attendant must travel in the same train paying fare.
- The attendant is solely responsible for feeding and providing water to the animals enroute.
- Pigs will be accepted only in crates.
- Goats / sheep / pigs detected un booked will be charged 6 times for 40 kgs at scale 'L'

### ***Puppies, cats, kittens, mongooses, ferrets, rabbits, monkeys, guinea-pigs and other small animals:***

1. Must be in baskets, hampers, cages and will be carried in brake van only.
2. They are charged at scale 'L' +25%
3. With the permission of the station master and with consent of co-passengers, they can be carried in the compartment along with the passenger. If other passengers object they must be shifted to the brake van.
4. The minimum weight for charge when in cage, basket or box or other suitable container is 20 kgs. per bird or animal and 40 kgs per bird or animal when carried loose.
5. These animals are booked at owners risk rate. The alternative risk rate is 1.5 times of the tariff rate.
6. When these animals or birds detected un booked with owners in passenger compartments, they will be charged at the following rates.
  - When in cage at six times scale 'L' for 20 kgs. Upto the point of detection subject to a minimum of Rs. 50/- and double the charge for onward journey.
  - When in lose, they will be charged at six times for 40 kgs. at scale 'L' upto the point of detection subject to a minimum of Rs. 50/- and double the charge for onward journey.

### ***Booking of live poultry:***

1. Live poultry if carried in cages, baskets or hampers will be charged at scale 'L'+25% subject to a minimum weight for 40 kgs for each basket.
2. Bottom of the receptacle must be solid to prevent all possibility of the birds feet passing through them.
3. The receptacle should be of standard size viz. 1 meter in diameter and not less than 30 centimeters in height.
4. The number of birds that can be loaded in such receptacles should not exceed

Size of birds	Number of birds	Size of birds	Number of birds
Large fowls	30	Large ducks	18
Medium fowls	40	Medium ducks	27
Small fowls	60	Chicken	60

- Each receptacle should be provided with two cross bars to prevent it from being crushed.
- Sufficient quantity of food and water must be provided during journey in the receptacles.
- The birds must not be over crowded.
- Live poultry should not be carried with owners in passenger carriages. If detected, charges will be recovered at the same rate as applicable for small animals and birds i.e. 6 times of scale ~~₹~~₹
- Delivery of small poultry and small birds etc. can be given at the brake van or at the luggage office when so desired by the owner.

#### ***Day Old Chicks:***

- Day old chicks and poultry will be accepted for transport by rail.
- They should be carried in containers made of corrugated fiber board as per standard design.
- The minimum size of the container should be 60 cms. Width 40 to 45 cms length and 12 to 25 cms height.
- The containers should have a number of holes for ventilation on the sides and on the top.
- Maximum number of birds should not exceed 104.
- The booking of container will be permitted over distance where convenient trains are available to carry them to the destination in less than 30 hours. No transshipment or change is permitted.
- The above containers are chargeable by weight or on measurement whichever gives greater weight.

#### ***Dead poultry and game:***

- Dead poultry and game will be charged at the scale applicable to the train only when carried in hampers and baskets.
- Game refers to small animals such as hare, rabbit etc. and birds edible other than poultry.
- Dead poultry and game are not allowed to be carried with owner in passenger compartment.
- If a passenger is detected carrying as part of the luggage, such articles shall be charged at 6 times scale applicable to the train.
- As per Indian Wild Life Protection Act 1972 (WPA) both the consignee as well as booking agency and the station master are held responsible for violation of the above Act. (Illegal transportation)
- Commercial Staff should ensure that they do not accept any wild animal including bird other than chicken.

*Note: (Ban on movement of wild animals including birds). 'No Objection Certificate' from officer authorized by the Chief wild life warden of the State should be obtained for booking.*

### ***Conveyance of snakes:***

1. Carried by railways when packed in boxes or closely woven baskets with securely fastened and closely fitting lids.
2. Carried in brake van at scale applicable to the train.
3. An attendant must travel by the same train paying his own fare.
4. Loading, unloading and transshipment is the responsibility of the owner.
5. Snakes will not be permitted with owners in passenger carriages.

### ***Conveyance of carriages and motor cars:***

1. Forty-eight hours notice must be given to the station master of the dispatching station to admit the trucks as provided.
2. Passengers and attendants are not allowed to travel in their carriages.
3. Railways accept no liability for detachable fittings unless they are securely packed in cases and a receipt is given for them.
4. Motorcars will be charged at public tariff rate.
5. Motorcars when not escorted must be loaded with their doors unlocked in order to facilitate handling or transshipment if necessary.
6. The following conditions should be fulfilled:
  - a. The flow of petrol to the carburetor is cut off.
  - b. Any pressure has been released from the tank.
  - c. The tank is in sound condition and closed by a well fitted cap.
  - d. Unless otherwise provided escort for the motorcars in full vanload may be allowed to travel in the same vehicle when an open vehicle is used by railways.
  - e. The consignor must execute an indemnity note.

### ***Conveyance of Specie and Treasure:***

1. Gold, silver, jewelry, gold and silver ornaments, precious stones will be booked in charge of passenger and will not be booked by brake van.
2. Free allowance will not be granted and total weight of the luggage will be charged at the rate applicable to the train.
3. If treasure in excess of the free allowance is not booked before commencement of journey, charge will be made on the whole weight carried and no free allowance will be given.
4. When the weight of the treasure exceeds 60 kgs per ticket held, either reserved accommodation must be engaged or the treasure must be booked for conveyance in brake van.
5. For carriage of Government treasure a separate carriage is used. The treasure should be securely packed in boxes.
6. Private locks should be used on both sides of the carriage and keys must be kept in charge of a responsible person.
7. Separate vehicle for carriage of treasure will be charged as per PCC of the parcel vans.
8. VPUø may be attached to passenger trains and mail express trains.
9. Loading, unloading and transshipment of consignment of treasure is done by the railway staff under the supervision of the escorts.

10. The consignor must give an advance notice of at least 10 days to the station master of the booking station indicating all particulars including weight and value of articles, name of the destination station, proposed date of booking etc.
11. On receipt of such notice, station master would coordinate with concerned departments for arranging special guard, armed RPF escort etc.
12. The consignment should be dispatched within 24 hours of its acceptance.

### **Booking of Newspapers:**

Registered news papers and magazines are booked as follows:

- a) Current registered newspapers, when sent from the office of issue to the agents or from them to sub-agents and unsold copies returned by agents to their head office shall be charged at 45% of Scale- S by all trains. Current registered Magazines will be charged at Scale-~~S~~rate.
- b) Registered newspapers and magazines dispatched otherwise other than as indicated in item (a) above will be charged at Scale-R, Scale ó P and Scale ó S as applicable to the type of train.
- c) Unregistered newspapers and magazines current or old shall be charged as per Scale-R, Scale ó P and Scale ó S, as applicable to the type of train.
- d) Registered Law journals, Law reporter and Law magazines, current or old shall be charged at Scale-R, Scale ó P and Scale ó S as applicable to the type of train.

### ***Booking of newspapers and magazines on monthly account system:***

1. Newspaper firms having regular traffic may be granted the facility of paying freight through monthly bills.
2. A sum equivalent of two months average freight charges should be deposited with the railways as security deposit.
3. It may be deposited in the form of National Savings Certificate, Government Securities (at 5 % below the market value) or Bank Guarantee.
4. A special test weightment check should be conducted at least 7 days prior to the start of this system.
5. It is carried out in two schedules. One schedule to cover the dispatch pertaining to issues of Monday to Saturday and another schedule for Sunday edition.
6. The average weight thus arrived will form the basis for preparation of distribution slips and thereby bills for the three months in the quarter concerned.
7. Test checking of weight will be done in each quarter commencing from January, April, July and October. The test weightment will be signed by both the railway official and representatives of the firms.
8. Test weightment sheet is prepared in four copies and disposed as follows: First copy will be sent to DRM, second to the firm, third to Accounts office along with the newspaper parcels statement prepared for the first month of the quarter. Fourth copy will be retained with the station master.
9. Newspaper firm will prepare a distribution slip list in four copies for each train. It is prepared not less than four hours before the departure of the train. Serial number, to station, distance, name of consignee, number of packages, weight, freight charges duly filled in by the newspaper firm.

10. Parcels are presented half an hour before the scheduled departure of the train with address of the consignee printed on the label of each bundle.
11. First copy of the distribution slip will be signed by the railway official and handed over duly recording the weight and freight charges due after dispatch.
12. Second copy will be handed over to the guard along with the newspaper bundles. The Guard will deliver the parcels at respective destinations under acknowledgement of the staff concerned.
13. Third copy will be sent to the accounts office at the end of the month and the fourth copy will be kept as record at station.
14. Newspaper copies will be labeled as follows viz. Name of the destination, number of copies and consignees address.
15. All unloaded packages are entered in the delivery book and delivery is granted after obtaining the signature of the party.

***Ledger account:***

1. The total charges due as per the distribution list will be posted daily in the ledger account parcel book for each firm separately viz. to station, number of consignments, weight and rate.
2. The total amount due at the end of each month is worked out separately for each firm.
3. The ledger account cum bill will be prepared in three copies.
4. One copy is kept as station record, two copies are sent to firm for payment not later than 3<sup>rd</sup> of the following month.
5. The firm will return one copy duly countersigned showing the date of payment. Payment should be made within 3 days of receipt of bills.
6. Acknowledgement copy along with the distribution lists received during the month will be sent to the accounts office along with cheque as a return.

**Sunday Stock or Sunday Inventory:**

1. It is an internal check conducted to ensure smooth flow of traffic and to detect missing, excess, exchanged, unconnected, wrong delivered and delay in removal of parcels and goods.
2. On every Sunday, inventory of all the packages lying in the parcel / goods sheds should be taken by the supervisors.
3. All the details of the inventory will be entered in a separate book called as Sunday Stock Register.
4. The packages physically available are listed out with full booking particulars, date of unloading (inward packages) and date of booking (outward packages) etc.
5. All the outward packages are dispatched immediately.
6. Inward packages are connected with the relevant entries in the delivery book.
7. Sale notices under section 83 & 84 of the Railways Act, 1989, are served for the packages not taken delivery within 7 days and details are also entered in the liability register.
8. Packages not taken delivery even after serving of the sale notice and which are more than one month old, should be sent to auction centre after obtaining permission from DCM.
9. Packages which are found excess and unconnected are entered in excess and unconnected register maintained separately.

10. Packages without marking should be opened in the presence of RPF and connected to booking particulars if any, otherwise they should be entered in excess unconnected register.

### **Booking of Mail Bags:**

1. Mail bags can be booked for carriage either in RMS compartment or reserved carriage or in charge of the guard.
2. Consolidating the daily weight, a monthly bill is sent to the firm and accounts office.
3. The charges for postal vans are calculated at fixed rates on half yearly basis.
4. The mail bags carried on 21<sup>st</sup> of January and 21<sup>st</sup> of July every year are weighed, and such weighment is recorded in the presence of the postal staff and station master and signed by them.
5. The mail bags meant for dispatch by brake van must be promptly sealed and handed over to the guard of the train with a mail list in duplicate. Guard should ensure that the seals are intact. At the destination station postal bags are handed over to the postal department under clear signature.
6. A statement is prepared in triplicate. One copy is retained at the station as record and one copy to postal authorities and one copy to Sr.DCM. All the statements are consolidated and sent to FA&CAO.
7. If a nominated mail carrying train is cancelled or delayed, bags should be sent to alternative route or alternative train.
8. RMS staff should have RMS tokens or badges for identification.

### **Percentage charge on Excess Value (PCEV):**

In accordance with rules under section 103(3) of Railways Act 1989 and Part I of Schedule II (Extent of Monetary Liability and Prescription of Percentage Charge) Rules 1990, Railway Administration shall not accept the conveyance of the following articles without declaration of the value of the consignment and payment of PCEV. These articles are as follows.

- (i) Gold
- (ii) Silver
- (iii) Pearls
- (iv) Precious stones.
- (v) Jewellery
- (v) (a) Scooters and Motor Cycles
- (vi) Currency notes and coins other than Government
- (vii) Government stamps and stamped paper other than Postal Stationery and Stamps

The value of such articles, per package must be declared on the forwarding note. The amount of claim for loss, destruction, damage, deterioration and non-delivery shall not exceed the value so declared. The rate of percentage charge will be 13 paise per hundred rupees or part thereof per 160 kilometers or part thereof. The minimum percentage charge will be Rs.2/- and the maximum percentage charge will be 1 % of the excess value.

**Monetary liability:**

Where the Railway administration is responsible for loss, damage, destruction, deterioration and non-delivery of any consignment, the amount of liability of such railway administration in respect of such loss, damage, destruction, deterioration or non-delivery shall not, unless the consignor has declared its value and paid percentage charge on excess value of such consignments, exceed

- i) in the case of any consignment consisting of animals, the amount specified in Schedule I or
- ii) in the case of any consignment consisting of baggage, an amount calculated at Rs.100/- per kg or
- iii) in the case of any consignment other than those referred to in clause (i) and (ii) above, an amount calculated at Rs.50/- per kg.

Where the Railway administration is responsible for loss, damage, destruction, deterioration and non-delivery of any consignment when the consignor has declared the value of the consignment at the time of booking and paid PCEV, the amount of liability of such railway administration for such loss, damage, destruction, deterioration or non-delivery of such consignment shall not exceed the value so declared.

Certain consignments are not to be accepted for carriage unless PCEV is paid.

Monetary liability is calculated on the actual weight of the consignment.

Schedule - I		
Description of Animals	Extent of monetary liability (per head)	Remarks
Elephants	Rs. 6,000/-	Percentage charge is collected at the rate of one rupee per hundred rupees or part thereof of excess value per 160 kilometers or part thereof.
Horses	Rs. 3,000/-	
Mules, horse cattle or camels	Rs. 800/-	
Dogs, donkeys, goats, pig, sheep, or any other animal not mentioned above or birds.	Rs. 120/-	
Schedule II, Part I		
Gold , Silver, Pearls, Precious stones, Jewellery, Scooters and Motor Cycles, Currency notes and coins other than Government, Government stamps and stamped paper other than Postal Stationery and Stamps	13 Paisa per Rs.100 or part thereof on excess value per 160 kilometers or part thereof subject to maximum of 1% of excess value.	
Schedule II, Part II		
Consignments other than those specified in Part I	25 Paisa per Rs.100 or part thereof on excess value per 160 kilometers or part thereof subject to maximum of 1% of excess value.	

## **WHARFAGE AND DEMURRAGE RULES IN RESPECT OF PARCELS & LUGGAGE TRAFFIC**

### ***Wharfage Charge:***

Wharfage charge should be levied on consignments not removed from railway premises after expiry of free time. No wharfage will be levied on consignments held by Railway Administration.

### ***Classification of Stations:***

For the purpose of granting free time for removal of consignments and levy of wharfage, stations are classified into two groups.

- Notified Stations.
- Other than Notified Stations.

### ***Permissible free time for removal:***

Permissible free time for removal of consignments (other than leased) from railway premises is as follows.

Type of Station	Permissible free time for removal		
	Parcel / Luggage	2 or 3 or 4-wheeled carriage, motor boat, dogcart, tonga, palanquin, dhooly, howdah etc.	Live Stock
Notified Stations	10 hours of working of delivery section of parcel office after consignment is unloaded for delivery	6 hours of working of delivery section of parcel office after consignment is unloaded for delivery	6 hours of working of delivery section of parcel office after consignment is unloaded for delivery
Other than Notified Stations	18 hours of working of Parcel office after consignment is available for delivery		

### ***Note:***

*Under any circumstances, live stock 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 of Sec 84 of RA '1989.*

In case of leased traffic, free time for removal of consignments at destination station and free time for advance stacking at originating station shall be applicable as per the leasing policy.

### ***Reckoning of National Holidays:***

National Holidays, namely, 26<sup>th</sup> Jan, 15<sup>th</sup> Aug and 2<sup>nd</sup> Oct will not be reckoned in calculating free time for removal from Railway premises and for charging wharfage except in the case of

- (1) Live stock, perishable items at all stations and



(2) Parcel / Luggage unloaded at Notified Stations.

**Wharfage Rates:**

The wharfage rates are as follows:

Type of Station	Rate of Wharfage Charge			
	Parcel / Luggage	2 wheeled carriage ó MC, Cycle etc.	3 or 4-wheeled carriage, motor boat, dogcart, tonga, palanquin, dhooly, howdah etc.	Live Stock
Notified Stations	Rs.1.00 per 50 kgs or part thereof per hour or part of an hour	Rs.10.00 per article per hour or part of an hour	Rs.25.00 per article 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 kgs or part thereof per hour or part of an hour			Rs.10.00 per head per hour or part of an hour

**Note:**

The expenses entailed in feeding the live stock will also be leviable irrespective of the fact whether the live stock was removed within the free time or beyond the free time.

**Higher Wharfage Charge:**

Higher wharfage rates may be notified by the Railway Administration after following the same procedure and at such higher rates as laid down for goods traffic. Presently, higher wharfage charge can be levied upto six times the normal rate for that station and shall be applied in stages.

## **PASSENGER AMENITIES**

S.No	Category	Criteria
1	A1	Non suburban stations with annual passenger earnings of more than Rs. 60 crores.
2	A	Non suburban stations with an annual passenger earnings of Rs.8 crores and upto Rs.60 crores.
3	B	I. Non suburban stations with annual passenger earnings between Rs.4 crores and Rs.8 crores. II. Stations of tourist importance or an important junction station as decided by GM
4	C	All suburban stations*
5	D	Non suburban stations with an annual passenger earnings between Rs.60 lakhs and Rs.4 crores
6	E	Non suburban stations with annual passenger earnings less than 60 lakhs.
7	F	All halts stations

\*For station dealing with both suburban / non-suburban traffic, the Railway may take a view regarding up-gradation of classification depending upon station earnings, quantum of non-suburban traffic, etc.

### **Minimum Essential Amenities (MEA)**

- When a station is constructed certain minimum amenities should be provided at each category of station. These were earlier termed as basic amenities / infrastructural facilities and will now be called Minimum essential amenities (MEA).
- The minimum essential amenities required in each category of stations have been listed as below.

### **Recommended Amenities:**

Provisions of amenities as per recommended norms are

- Once the essential amenities as prescribed are available at a station, further augmentation of these amenities as per norms will be known as recommended amenities. These norms are recommendatory; Railway shall make efforts to provide these amenities as per norms prescribed.

Norms for provision of passenger amenities at the recommended level:

N max	Maximum number of trains dealt with in any interval of half an hour at the station multiplied by the average number of passengers dealt per train at that station. The average number of passengers per train at a station shall be the average number of daily passengers dealt with at the station divided by the number of trains stopping at the station during 24 hours.
N <sub>ds</sub>	Design figure for number of passenger for 'C', 'D&E' stations to be calculated as $N_{ds} = 0.45 (N_{max})$
N <sub>db</sub>	Design figure for number of passenger for 'A' & 'B' stations to be calculated as $N_{db} = 0.3 (N_{max})$

### **Desirable amenities:**

Desirable amenities are considered desirable to improve customer satisfaction and interface process at the station. The quantum of these amenities would depend upon the category of the station. It should be noted that provision of desirable amenities need not wait for complete provision of recommended amenities. The amenities out of the list given should be provided based on the need and relative importance of the station.

### **Amenities for Physically challenged persons:**

#### **Short term facilities:**

- Provision of standard ramp with railing for barrier free entry.
- Earmarking at least 2 parking lots for vehicles used by disabled persons.
- Provision of non-slippery walkway from parking lots to main station building.
- Provision of signage of appropriate visibility.
- Provision of at least one drinking water tap suitable for use by a disabled person.
- Provision of at least one toilet on the ground floor.
- "May I Help You" booth.

#### **Long term facilities:**

- Provision of facility for inter-platform transfer.
- Engraving on edges of platforms.

## ACCOUNTS

### **Daily Train Cash Book (DTC)**

1. DTC is a complete record of the coaching earnings.
2. It is maintained period wise separately for local and foreign traffic.
3. Particulars of all tickets available at the station are recorded in the DTC.
4. In the first shift (00.00 hours) the commencing numbers are posted from the closing numbers of the previous day. The correctness of the ticket numbers is verified with the tickets in the tickets tubes.
5. DTC should be closed at the end of the each shift or after departure of each train depending upon the traffic.
6. At the end of the shift or the departure of the train the closing numbers from the ticket tubes are posted in the DTC book.
7. No. of tickets issued and amount collected are worked as under:  
Net tickets issued = Closing number ó Commencing number ó Non-issued tickets.  
Amount collected = Net tickets x fare.
8. The particulars of non-issued tickets, concessions and vouchers are recorded in the bottom portion of the DTC. Clerage charges are shown separately.
9. The amounts collected by issuing paper tickets other coaching earnings are added to the totals of PCT under separate heading.
10. The total amount collected per shift or by a train as per DTC is tallied with the cash and vouchers on hand.
11. If there is any excess in cash it will be shown as excess in booking. If there is any shortage in cash it will be cleared from private cash.
12. In the last shift (24.00 hours) total amount collected on that day and progressive totals as on that day are worked out.
13. CBSR will prepare a CR note from the days total and remit the cash in the local bank or to cash office.
14. From the progressive totals, PTP (Periodical Traffic Prospectus) Report for every 10 days is prepared and submitted to DCM.
15. At the end of the month -Passenger Classificationø showing the sale of PCT will be prepared separately for local traffic and foreign traffic and sent to accounts office.

### **Procedure for Remittance of Coaching Earnings:**

1. Station master or any other supervisor authorized for the remittance of cash will take over the cash from the booking office / parcel office and goods shed daily and sign in the respective cash books.
2. The summary of cash is taken from the DTC and the same is segregated in to cash and vouchers.
3. The cash includes credit notes, bank challans, pay orders etc. and sent along with a Cash Remittance Note in cash remittance bags.
4. Vouchers include billable, non-billable and concessions are sent along with Voucher Remittance Note in voucher remittance bag..
5. CR / VR note is prepared in three foils viz. record, accounts and receipt.
6. The denomination of the cash details and of the vouchers is written on the backside of the CR note and VR note respectively..
7. CR / VR notes to be prepared daily irrespective of NIL cash / vouchers.
8. Exception is made to stations where "NIL" cash / vouchers occur regularly, CR / VR Notes to be prepared only for the dates on which there is cash / vouchers.
9. On this particular CR / VR Note, NIL transactions of previous dates must be clearly shown.
10. If NIL transactions occur continuously, then CR / VR Note should invariably prepared at the end of each 10 day period.
11. The cash bag and voucher bags are properly tied and sealed with station seal.
12. In case the cash is remitted in a local bank, bank challan will be kept in a cash bag instead of cash.
13. The sealed cash bag / voucher bags are deposited by the station master in the traveling cash safe in the presence of the guard.
14. The guard is responsible for the safe transit of the traveling cash safe.
15. Cash bag is retained in cash office, opened in the presence of cash witness & RPF and acknowledgement is sent to station by Chief Cashier for CR Note.
16. Voucher bag is sent to Traffic Accounts Office and after verification of vouchers, acknowledgement to VR Note is sent by TAO to station through cash office.
17. The acknowledgement receipt copy is pasted to the record foils of CR / VR notes respectively..

## **WITHDRAWAL FROM STATION EARNINGS**

In ordinary circumstances, earning received by the station master cannot be utilized for any other purpose. Stations remit every rupee collected through cash remittance notes every day. This is directly credited to General Revenues of Govt. of India. This amount is appropriated to various heads of expenditure as approved by parliament by passing of General Budget and Railway Budget by vote. Except under circumstances specifically mentioned in IRCM.Para 2425, station earnings cannot be withdrawn for any other purpose. As can be understood, these are exceptional situations. These are broadly categorized into:

- Natural Disasters
- Accidents
- Legal Requirements.
- Staff Requirements
- Refunds
- Miscellaneous

Station masters are required to remit the entire collection of cash, cheques etc. to the cash office, however the withdrawals from station earnings are permitted in the following cases .

1. Encashment of cheques issued by the FA & CAO or any officer authorized by him in this behalf in favour of the chief cashier.
2. Payments to comply with payment of wages act in certain cases where pre-check payment by accounts office is not possible for want of time e.g. Settlements of dues to staff whose services are terminated by the administration.
3. Payment of wages of temporary and permanent staff who cannot be paid by pay clerks within 10 days of the expiry of the wage period.
4. Payment of handing charges at stations where the station masters are goods handling contactors.
5. Encashment of pay orders issued by competent authority for payment of claims for compensation for goods lost, damaged etc. not exceeding Rs.10,000/- in each case.
6. Payment against vouchers, overcharges sheets or other documents issued by competent authority for refund of fares and freight.
7. Refund of wagon registration fee.
8. Departmental expenditure necessitated by floods, accidents and earthquakes etc.
9. Handling charges for transshipment due to accidents, hot axles, etc.
10. Payment of fee to surveyors engaged in assessment of value of the damaged consignments up to limit of Rs. 250/- in each case.
11. Payment of decretal settlement amounts in court cases when the parties init on immediate payment under threat of execution or in discharge of legal attachment in railway earnings at the station.
12. Refund of deposits for the value of perishable consignments taken at the time of delivery, on production of necessary particulars by the claimants of such consignments.
13. Refund of deposit money of licensed porters Rs.5/-
14. Payment of cost of obtaining decree / judgments from the court under the orders of the head of the department only in cases where an appeal has to be filed within a specified period.
15. Cost of transport of sick and wounded persons at stations where ambulances are not available.

16. Payment to the casual labour engaged by station masters when handling contractors fail to provide adequate labour, only in emergent cases, which should be subsequently approved by head of the department.
17. Payment of expenses of special catering when the imprest is exhausted in emergent cases only, duly authorized by an officer.
18. Payment in cash to staff governed by workmen's compensation act.
19. Refund of fares on unused and partially used tickets.
20. Payment of salary to traffic inspectors of accounts against cheques issued.
21. Refund of earnest money to unsuccessful bidders in cases of auction of unclaimed or lost property when the amount of bid is not approved by the competent authority or when the property is connected and delivered to the owner.
22. Ex-gratia payments to persons involved in train accidents.
23. Advance of traveling allowance in an emergency as court attendance at short notice.
24. Refund of security deposits on account of hiring of lockers at railway stations.
25. Payments of rewards to persons who help in apprehending prosecution of unauthorized chain pulling.
26. Payment of grants sanctioned from railway minister's welfare / relief fund through pay orders encashable at stations.
27. Payment of commissions to the halt agents.
28. Defraying of expenses in departmental catering establishments for purchase of perishables, fish, meat, eggs, milk, butter, melted ghee etc.
29. Encashment of pay order issued by railways co-operative credit societies, banks, against fortnightly deposits made with the railway administration by societies / banks.
30. Payment of commission amount to vendors / bearers engaged on commission basis.
31. Spot payment of daily allowances to public witnesses attending departmental enquiries in vigilance cases against railway employees.
32. Payment of coolie hire charges for effecting delivery of public telegrams wherever so indicated.
33. Payment of immediate relief to the families of non-gazetted railway servants who die while in service.
34. Advance to running staff marooned due to breach of communication.
35. Payment of advances from provident fund sanctioned by competent authority to meet the funeral expenses of deceased railway employees at roadside station.
36. Payment not exceeding Rs.1000/- only in each case for shrouds to cover dead bodies of victims of accidents on railway. The vouchers submitted along with the cash may be countersigned by the government railway police officials in token of having taken over the dead body / bodies duly covered with shrouds.
37. Bank Conveyance charges for hiring vehicle for depositing Government cash in the banks.

The withdrawal can take the shape of voucher or an entry in the pay order cum pay sheet.

## **RAILWAYS ACT 1989 - IMPORTANT SECTIONS**

### ***CARRIAGE OF PASSENGERS (Statutory obligations of the Railways):***

#### **Section – 49: *Exhibition of certain timings & tables of fares at station***

- A table of times of arrival and departure of trains which carry passengers and stop at that station.
- List of fares from such stations to other stations as it may consider necessary.
- Lowest ticket should be printed in three languages.
- Particulars should be shown on the tickets.

#### **Section – 50: *Supply of tickets on payment of fares***

Any person desirous of travelling on a railway shall upon payment of the fare be supplied with a ticket which shall contain the following particulars

- Date of issue
- Class of carriage
- Place from and place to
- Amount of fare

The railway shall display the hours during which booking windows at a station are kept open.

In case of lowest class of carriage, Class of carriage and Place from & to be printed in Hindi, English and regional language. In other class of carriage in Hindi and English.

#### **Section - 51: *Provision for case in which ticket is issued for class or train not having accommodation for additional passengers***

- When a ticket is issued it is deemed that accommodation is available in the class of carriage and train for which the ticket is issued.
- If no accommodation is available in the class of carriage for which a ticket is issued and the passenger travels in lower class, he shall on returning the tickets be entitled to a refund.

#### **Section – 52: *Cancellation of ticket and refund***

If a ticket is returned for cancellation, the Railway Administration shall grant refund as per rules.

#### **Section – 53: *Prohibition against transfer of certain tickets***

A ticket issued in the name of a person, shall not be transferred to another person. Mutual transfer of seat / berth by passengers travelling by the same train is permitted. However transfer of tickets in certain cases will be permitted by railways.

#### **Section – 54: *Exhibition & surrender of pass / ticket***

Every passenger on demand should exhibit pass / ticket and surrender the pass / ticket on completion of journey.

#### **Section – 55: *Prohibition against traveling without pass or ticket***

No person shall enter or remain in carriage without pass or ticket or guard certificate.



**Section – 56:** *Power to refuse to carry persons suffering from infectious or contagious diseases*

Person suffering from such infectious or contagious diseases shall not enter or remain in any carriage in a railway or travel in train without the permission of a railway servant authorized in this behalf.

**Section – 57:** *Maximum number of passengers for each compartment*

Shall be earmarked and stenciled in each passenger carrying compartment.

**Section -58:** *Earmarking of compartment for ladies*

A separate compartment shall be earmarked for ladies by every passenger carrying train and also required number of berths / seats earmarked for travel of ladies.

**Section - 59:** *Communication between passengers and railway servant in charge*

A railway administration shall provide communication in every passenger carrying train between the passengers and the railway servant in charge of the train.

***Penalties and offences:***

**Section 137:** *Fraudulently traveling or attempting to travel without proper ticket or pass.*

- Enters or remains in any carriage on a railway or travels in a train in contravention of section 55 or
- Uses or attempts to use a single pass or a single ticket which has already been used on a previous journey, or in the case of a return ticket, a half thereof which has already been so used.
- 1. He shall be punished with imprisonment for a term which may extend to 6 months or with a fine which may extend to Rs.1000/- or with both.
- 2. In absence of adequate reasons such punishment shall not be less than a fine of Rs.500/-
- 3. He shall be liable to pay the excess charge also.
- 4. The excess charge shall be a sum equal to the fare payable subject to minimum of Rs. 250/- whichever is more.
- 5. In default of payment of any fine, shall suffer imprisonment extend up to 6 months.

**Section 138:** *Levy of excess charge and fare for travelling without proper pass or ticket or beyond authorized distance.*

- Being in or having alighted from a train fails or refuses to present for examination or to deliver his pass or ticket immediately on a demand being made therefore under section 54 or
- Travel in a train in contravention of the provisions of section 55.
- 1. He shall be liable to pay on the demand the excess charge, in addition to the fare. (Either from train starting station or from the last ticket checking point whichever is nearer)
- 2. The excess charge shall be a sum equal to the fare payable subject to minimum of Rs. 250/- whichever is more.
- 3. In default of payment of any fine, shall suffer imprisonment which may extend up to one month but not less than 10 days.
- 4. Any sum recovered under this section will be paid to railway administration.

***Section 139: Power to remove persons.***

- Any person failing or refusing to pay fare and the excess charge referred to in section 138 may be removed by any authorized railway servant.
- He may call to his aid any other person to effect such removal.
- However, nothing in this section precludes a passenger removed from a higher class from continuing his journey in carriage of a class for which he holds a pass or ticket.
- A woman or a child if unaccompanied by a male passenger shall not be removed except either at the station from where she commences journey or at a junction station or terminal station or at headquarters of a civil district and such removal shall be made only during the day.

***Important penalties and offences:***

<b><i>Section</i></b>	<b><i>Reason</i></b>	<b><i>Penalty</i></b>
137	Fraudulently travelling or attempting to travel without proper pass or ticket	Fine up to Rs.1000/- or imprisonment up to 6 months or both
138	Travelling without proper pass or ticket or travelling beyond the authorized distance.	Levy of fare + excess charge
139	Persons failing or refusing to pay the fare and the excess charge as per section 138	Will be detained
141	Needlessly interfering with means of communication in a train	Fine upto Rs.1000/- or imprisonment upto 1 year or both
142	Transfer of tickets without business motive	Fine up to Rs.500 or imprisonment upto 3 months or or both
143	Unauthorized carrying on of business of procuring and supplying of railway tickets.	Fine upto Rs.10,000/- or imprisonment upto 3 years or both.
144	Prohibition on hawking , begging etc.	Fine upto Rs.2000/- or imprisonment upto 1 year or both
145	Drunkenness or nuisance	<b>First offence:</b> Fine upto Rs.100/- . <b>Subsequent offence:</b> Fine upto Rs.250 or imprisonment upto 1 month or both.
157	Altering or defacing pass or ticket.	Fine upto Rs.500/- or imprisonment upto 3 months or both.
162	Male traveling in ladies compartment	A fine up to Rs. 500/-
164	Unlawfully bringing dangerous goods into railway premises.	Fine upto Rs.1000/- or imprisonment upto 3 years or both.
165	Unlawfully bringing offensive goods into railway premises.	Fine up to Rs.500/- and shall also be liable for any loss, injury or damage caused by bringing such goods
167	Prohibition of smoking	Fine upto Rs. 200/-

दक्षिण मध्य रेलवे  
SOUTH CENTRAL RAILWAY



माल सिद्धांत  
GOODS THEORY

क्षेत्रीय रेलवे प्रशिक्षण संस्थान  
Zonal Railway Training Institute  
मौला-अली, सिकंदराबाद      Moula - Ali, Secunderabad

मुस्कान के साथ ग्राहकों की सेवा  
SERVING CUSTOMERS WITH A SMILE

## DISCLAIMER

*This booklet is only a guide to understand the principles of railway commercial rules in respect of coaching working.*

*This guide is not meant for substituting  
Tariff Books, Manuals and Circulars.*

*The trainees must refer to Tariffs, Manuals and Circulars issued and updated from time-to-time for day-to-day working.*

## CUSTOMER

The customer is the most important person in our premises  
Customers are not depending on us. We are depending on them  
Customers are not an interruption to our work. They are the purpose of it  
We are not doing them a favour by serving them  
They are doing us a favour by giving an opportunity to do so  
Customers are not outsiders to our business. They are part of it

-- Mahatma Gandhi

## ZONAL RAILWAY TRAINING INSTITUTE



### Our Motto

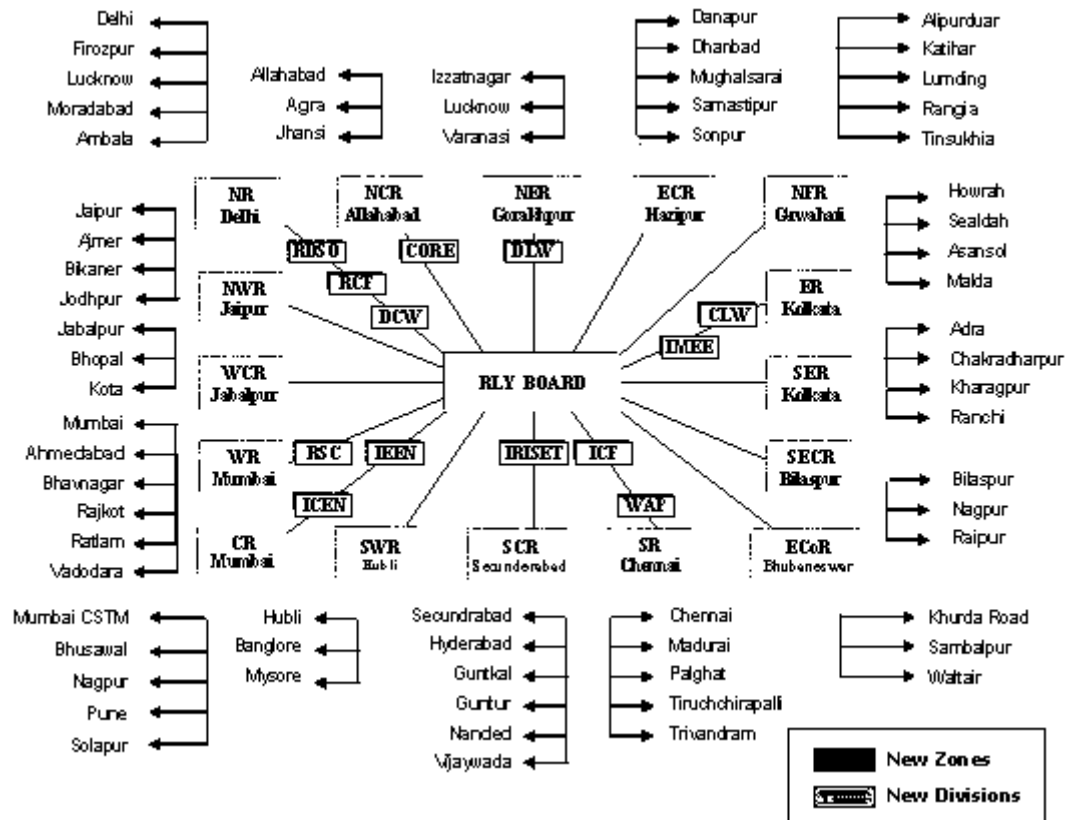
*Discipline and Devotion to Duty*

### Our Aim

To develop effective personnel with pride in their work  
and faith in the management

## INDEX

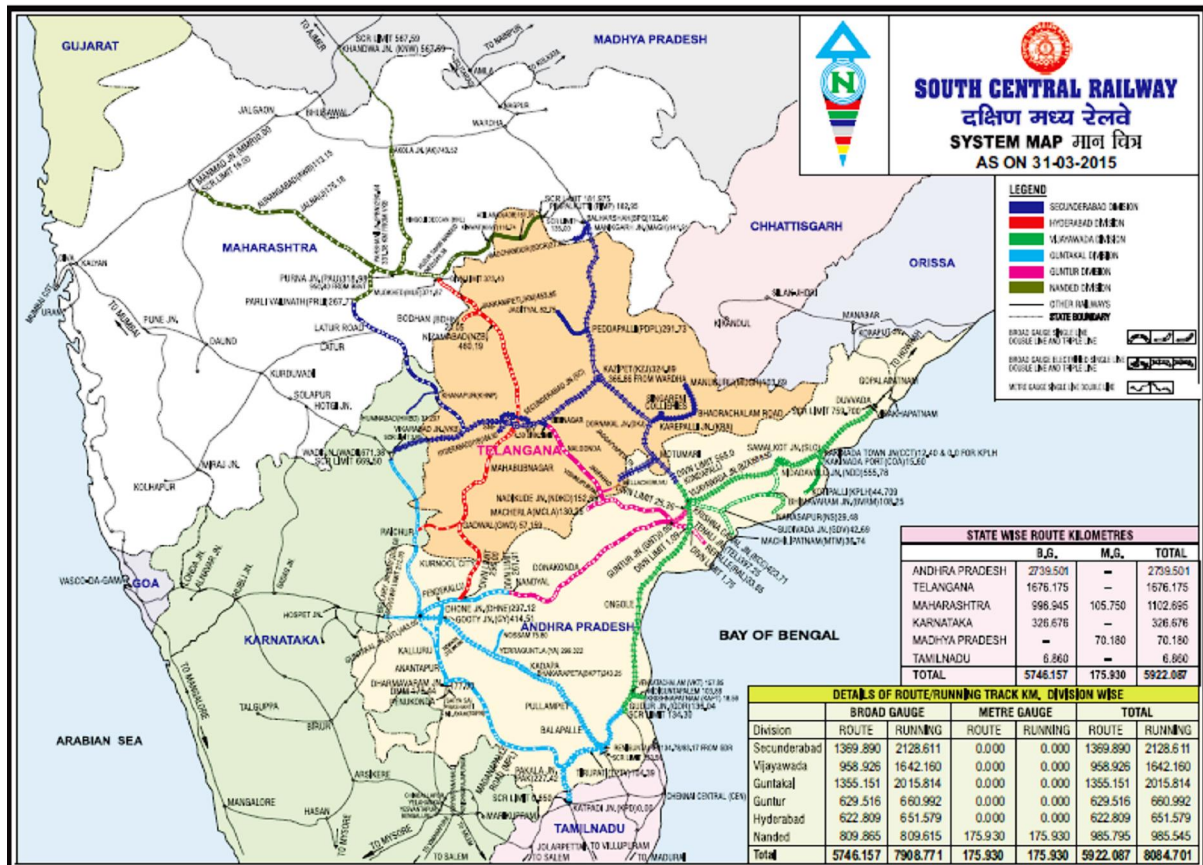
S.No	Topic	Page
1	Organisation of Railways	1-3
2	Definitions	4-6
3	Books of Reference	7-9
4	Commercial Terminology	10-12
5	Rules for Acceptance, Bans & Restrictions	13-14
6	Packing, Labeling, Marking	15-19
7	Weighment	20
8	Forwarding Note	21-22
9	Preferential Traffic Order	23-25
10	Wagon Demand Registration Fee	26-29
11	Routing, Rating	30-31
12	Dynamic Pricing Policy, Service Tax	32-37
13	Loading, Sealing, Riveting	38-43
14	Classification	44
15	Weight Condition	45-46
16	Misdeclaration	47
17	Unloading, DDM,DDPC	48-49
18	Reweighment	50-51
19	Delivery	52-56
20	Rebooking, Diversion	57-59
21	Open Delivery, Assessment Delivery	60-61
22	Excess Packages	62-63
23	Unconnected Packages/Undelivered ,Auction	64-67
24	Punitive Charges	68-72
25	Live Stock	73-80
26	Dangerous Goods	81-83
27	Intoxicating Goods, Contraband Goods	84-85
28	Railway Material Stores	86-88
29	Military Traffic	89-91
30	Demurrage	92-99
31	Wharfage, Stacking	100-102
32	Sidings	103-105
33	Transportation Products	106-115
34	Common Carrier Liability	116-120
35	Claims and Claims Prevention	121-123
36	FOIS	124-128
37	Mode of Payment	129-130
38	Station Outstandings	131-133
39	Withdrawal From Station Earnings	134-135
40	Rectification of Errors	136
41	Machine Prepared Abstracts	137



### **List of Zonal Railways, HQ and Jurisdiction of Divisions**

Name of the Zone	Head Quarters	Divisions
Central Railway	Mumbai	Bhusawal, Nagpur, Mumbai (CST), Solapur, Pune
Eastern Railway	Kolkata	Malda, Howrah, Sealdah, Asansol
East Central Railway	Hajipur	Danapur, Dhanbad, Sonapur, Moghulsarai, Samastipur
East Coast Railway	Bhubaneswar	Khurda Road, Waltair, Sambalpur
Northern Railway	New Delhi	Ambala, Ferozpur, Lucknow, Moradabad, Delhi
Northeast Frontier Railway	Guwahati	Katihar, Lumding, Tinsukhia, Alipurduar, Rangiya
North Eastern Railway	Gorakhpur	Lucknow, Varanasi, Izatnagar
North Central Railway	Allahabad	Allahabad, Jhansi, Agra
North Western Railway	Jaipur	Bikaner, Jodhpur, Jaipur, Ajmer
Southern Railway	Chennai	Chennai, Madurai, Palghat, Tiruchirapalli, Trivandrum, Salem
South Central Railway	Secunderabad	Secunderabad, Hyderabad, Guntakal, Vijayawada, Guntur, Nanded
South Eastern Railway	Kolkata	Kharagpur, Chakradhapur, Adra, Ranchi
South East Central Railway	Bilaspur	Nagpur, Bilaspur, Raipur
South Western Railway	Hubli	Bangalore, Mysore, Hubli
Western Railway	Mumbai	Bhavnagar, Mumbai Central, Ratlam, Rajkot, Vadodara, Ahmedabad
West Central Railway	Jabalpur	Jabalpur, Bhopal, Kota
Metro Rail Kolkata	Kolkata	Kolkata metropolitan area





## DEFINITIONS

1. **'Authorized'** means authorized by railway administration
2. **'Booking Railway'** means the railway on which traffic originates.
3. **'Carriage'** means the carriage of passengers or goods by a railway administration.
4. **'Classification'** means the classification of commodities made under section 31 of Railways Act, 1989, for the purpose of determining the rates to be charged for carriage of such commodities.
5. **'Class Rate'** means the rate fixed for a class of commodity in the classification.
6. **'Commodity'** means a specific item of goods.
7. **'Consignment'** means goods entrusted to a railway administration for carriage.
8. **'Demurrage'** means the charge levied for the detention of any rolling stock after the expiry of free time, if any, allowed for such detention.
9. **'Destination Railway'** means the railway on which the traffic terminates.
10. **'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.
11. **'Endorsement'** means the signing, by the consignee or the endorsee after adding a direction on a railway receipt to pass the property in goods mentioned in such receipt to a specified person.
12. **'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.
13. **'Forwarding Note'** means the document executed under section 64 of the Railways Act, 1989, for booking of goods.
14. **'Freight'** means the charges levied for the carriage of goods.
15. **'General Manager'** means the general manager of a zonal railway appointed under section 4 of the Railways Act, 1989.
16. **'Goods'** includes
  - a. Containers, pellets or similar articles of transport used to consolidate goods.
  - b. Animals.
17. **'Government Railway'** means a railway owned by the central government.
18. **'Intermediate Railway'** means any railway between the booking railway and the destination railway.

19. **'Indemnity Note'** is an agreement executed between the railway administration and the consignee, where the railway receipt is lost, mislaid or 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.
20. **'In Transit'** in relation to the carriage of goods by railways, 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 the 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.
21. **'Lumpsum rate'** means the rate mutually agreed upon between a railway administration and a consignor for the carriage of goods and any service in relation to such carriage.
22. **'Memo way-bill'** is a way bill prepared from the particulars available on the vehicle labels, marks on packages, guidance etc. in absence of the guard's foil or copy of invoice.
23. **'Non Government Railway'** means the railway other than a government railway
24. **'Notification'** means a notification published in the official gazette.
25. **'Paid on Charges'** are the charges outstanding at the rebooking station in connection with the consignments rebooked from that station to another. These includes besides freight, wharfage, demurrage etc. which may have accrued at the rebooking station.
26. **'Percentage Charge'** means the percentage charge payable on the excess value calculated in accordance with the rates specified.
27. **'Period'** for the purpose of closing the coaching and the goods accounts, the month is divided into three periods i.e. from 1<sup>st</sup> to 10<sup>th</sup>, 11<sup>th</sup> to 20<sup>th</sup> and 21<sup>st</sup> to the last day of the month.
28. **'Prescribed'** means prescribed by the rules made under the Railways Act, 1989.
29. **'Railway Receipt'** means the receipt issued under section 65 of the Railways Act, 1989.
30. **'Railway Administration'** in relation to -
- a. A government railway, means the general manager of the zonal railway and
  - b. A non-government railway means the person who is the owner or lessee of the railway or the person who is working the railway under an agreement.

31. **'Railway Servant'** means any person employed by the central government or by a railway administration in connection with the service of the railway.
32. **'Rate'** includes any fare, freight or any other charge for the carriage of any passenger or goods.
33. **'Regulation'** means the regulations made by the Railway Rates Tribunal under the Railway Act 1989.
34. **'Station Master'** includes station superintendent, goods supervisor, inspectors or supervisors, chief goods clerk or any other person in charge of a booking, parcel, goods or any other office.
35. **'Station to Station Rate'** means a special reduced rate applicable to a specific commodity booked between specified stations for a specified period.
36. **'Traffic'** includes rolling stock of every description, as well as passengers and goods.
37. **'Tribunal'** means the Railway Rates Tribunal constituted under section 33 of the Railways Act, 1989.
38. **'Wharfage'** means the charge levied on goods for not removing them, from the railway premises after the expiry of the free time if any for such removal.
39. **'Zonal Railway'** means a zonal railway constituted under section 3 of the Railways Act, 1989.

□

## **BOOKS OF REFERENCE**

### **Alphabetical list of Railway Stations in India:**

This book contains the names of all Railway Stations in India, City Booking Offices, City Booking Agencies, Out Agencies, Sidings etc. arranged in alphabetical order. By referring the book one can know the following details of the station: Code Initials, Code Numbers, Gauge, Railway Zone, Particulars of Traffic for which it is open, Civil District, Police District Headquarters, RPF Post and the Square Number of the IRCA Map, with the names of the adjacent stations.

### **Railway Map:**

Map for Indian Railways is published by Geographical Survey of India. Railway lines falling under different zones are shown with different colors. longitudinal lines with identification as A, B, C, D etc. latitudinal lines with numbers 1, 2, 3, 4 etc. are marked forming squares to easily locate the stations with the help of the square numbers given in the Alphabetical List.

### **Goods Tariff Part I, Vol. I**

This book contains the general rules, regulations and statutory provisions for acceptance, booking, carriage and delivery of General Goods, Live Stock, Coal, Coke etc. It also contains the explanations for packing conditions given in the goods classification and also special conditions laid down by the Railways.

### **Goods Tariff Part I, Vol. II. (General Classification of Goods)**

This book contains 26 groups of commodities. Each group, under a Main Commodity Head, will have a single uniform class for the various commodities in the group, except where otherwise specifically prescribed, irrespective of their being in different physical forms or shapes and their different conditions, whether raw or manufactured. It also contains packing conditions to be observed while offering such commodities for transport, the rate for charge at Train Load traffic and the chargeable weight as Permissible Carrying Capacity (PCC) for the different Main Commodity Heads.

### **Goods Tariff Part II:**

This is a rate list, which is a ready reckoner for charges. It contains charges for various classes (15 classes), distance wise and the rates are quoted per Tonne.

### **Commercial Manuals**

These commercial manuals contain essential principles and mandatory instructions and policy directives issued by the Railway Board in connection with Coaching, Goods and Miscellaneous subjects. The provisions in this manual do not supercede, alter or substitute the rules and instructions contained in the Acts, Codes, Tariffs and Conference rules etc.

*Commercial Manual is in two volumes.*

### **Commercial Manual volume I:**

Contains policy directives of coaching Traffic

### **Commercial Manual volume II:**

Contains policy directives of goods traffic and miscellaneous traffic.

**Conference Rules:**

It contains rules for interchange of rolling stock both for goods and coaching and also contains pass rules in brief.

**Military Tariff:**

It contains conditions for acceptance, booking, carriage and delivery of coaching and goods traffic of Military Department and also rules regarding booking of Military personnel. All the three wings Army, Navy and AIR Force are included.

**Red tariff:**

It contains rules, regulations and conditions for acceptance, booking, carriage and delivery of explosive and other dangerous goods with their packing conditions and requisites.

**Indian Railway Code for Traffic (Commercial):**

It is a Government of India Publication. This book contains information about (a) Organization and functions of Commercial Department (b) Rates and Fares. (c) Claims for compensation and for refund of overcharges. (d) Railway Users Consultative council and committees. (e) Catering and vending (f) Ticket Checking (g) Station Outstandings (h) Demurrage charges and Wharfage charges. (i) Indents for wagons and supply (j) R.M.S (k) Postal traffic, Sidings and Miscellaneous Subjects.

**Railways Act, 1989.**

It contains 16 chapters having 200 sections pertaining to (a) Railway Claims Tribunal and Railway Rates Tribunal (b) Railway Accident Compensation rules (c) Carriage of Passengers and Goods (e) Responsibility of Railways as Common Carriers, (f) Accidents (g) Hours of Employment Regulations (h) Various Offences and Penalties.

□

**Publications issued by Zonal Railways.****Junction Distance Tables:**

Each zonal railway publishes its own junction distance tables showing the distance for charge between the stations situated on its own railway to various inter-change points of the adjoining railways.

**Local Distance Tables:**

This table is published by each zonal railway showing the distance for charge between the stations situated on its own railway zone. S.C.Railways LDT is in two parts.

**Part I:** It contains distance from one station to all other stations situated within the same section up to and inclusive of adjacent junctions. (Between two junctions of sections)

**Part II:** It contains distance from one junction to all other junction stations within the S.C. Railway arranged in alphabetical order

**Through Rates Circulars (TRC):**

These are published every month by CCM of the zonal railway intimating the changes in rates and other conditions as notified by Railway Board.

**Summary of Other Railway Circulars (SORC):**

These circulars are also issued by respective zonal railways duly summarizing the instructions issued by other zonal railways regarding the changes in rates and conditions pertaining to other zonal railways.

**Draft Notifications / Commercial Circulars:**

These are issued by the CCM of the zonal railway as advance intimation to the changes to be effected; they are subsequently listed in the TRCs. Immediate action has to be taken on these circulars.

**Station Code List:**

All stations on the Indian Railways have been given numerical code numbers, for accountal and computer facility. These are separate books to find the code numbers of different stations and for decoding the numbers.

□

## COMMERCIAL TERMINOLOGY

**Business Hours:** These are the hours where the goods and parcel offices are normally kept open for booking, delivery and for business transactions with the public. These timings should be displayed at a conspicuous place at the office/stations for the notice of the public. The normal business hours are

Parcels	:	09.00 to 17.00
Luggage	:	24 hours
Goods	:	06.00 to 22.00 or extended hours as notified by the Railway Administration.

**Working Hours:** These are the hours during which the goods shed works, for loading, unloading, repacking or transshipment of goods. Working and business hours are from 6.00 hours to 22.00 hours in all Goods sheds. Round the Clock working can be introduced through notification at stations and sidings where the traffic is more.

**Station Master:** Includes Station Superintendent, Goods / Parcel / Booking Supervisor or any other person who is in-charge of the Goods / Parcels / Booking Office.

**Commercial Staff:** Includes the staff employed in joint duties of commercial and operating.

**Day:** Starts at midnight and ends at midnight i.e. from 00.00 hours to 24.00 hours

**Month:** A Calendar month

**Traffic:** Traffic is anything carried by rail from one station to another. Goods traffic by goods trains and coaching traffic by Passenger carrying trains.

**Local Traffic:** The traffic originating and terminating within the same railway.

**Through Traffic:** Means traffic that originates on one railway zone and terminates on another railway zone. The traffic that originates and terminates on the same railway zone but passes through other railway zone before it terminates is also called as through traffic.

**Cross Traffic:** Means the traffic that neither originates nor terminates on the particular zone but passes through the zone.

**Forwarding or Booking Station:** Means the station from where traffic originates.

**Destination Station:** Means the station to which traffic is booked or terminates.

**Forwarding Note:** This is an application on a printed form to be filled in for carriage of the goods / parcels / luggage / animals as desired by the party.

**Consignor:** Means the person who offers traffic to the railways.

**Consignee:** Means the person to whom the consignments are booked and who is authorized to take delivery of the goods.



***Paid Consignments:*** Means the consignment on which freight charges are paid at the booking station.

***To-pay Consignment:*** Means the consignment on which the party is permitted to pay the freight charges at destination station.

***Goods Shed:*** The place located at the end of the platform or at a distant place from a station, where there is facility for loading, unloading and for stacking of goods is available and transactions pertaining to the goods traffic are dealt with.

***Invoice:*** It is a copy of the railway receipt, prepared by carbon process containing full details of booking. A copy of which is sent to the destination station and accounts office and also a copy is sent along with goods which is called as transit invoice in case of through booking

***Extract Invoice:*** When a railway receipt is lost a copy of the railway receipt is prepared which is called as extract invoice.

***ODC: (Over Dimensional Consignments) or ISMD (Infringement of Standard Moving Dimensions) or OGL (Out of Gauge Load):*** After loading of the consignment into a wagon or vehicle, if the consignment infringes the prescribed moving dimensions, the consignment is known as ODC/ISMD/OGL. ODCs are classified into three classes viz. A, B and C.

- ***A Class:*** Having gross clearance of 9ö and above and net clearance of 6ö and above.
- ***B Class:*** Having gross clearance between 6 to 9ö and net clearance between 3ö and 6ö.
- ***C Class:*** Having gross clearance of less than 6ö and net clearance of less than 3ö.

**Note:** Gross clearance when static and net clearance when in motion.

***Infringement Charges:*** Charges levied on ODC for carriage are called as infringement charges. These charges are notified from time to time through TRCs and commercial circulars. The charges vary for different classes of ODCs.

***Damage and Deficiency Message: (DDM)*** Whenever shortage, excess or exchange of packages are noticed at the time of unloading, a DDM should be issued to the last sealing station and copied to SI/RPF, CCO, Sr.DCM and also to forwarding station, if it is not the last sealing station, within 6 hours from the time of opening of the wagon for unloading.

***Damage Deficiency Post Card: (DDPC)*** It is a printed post card to be used, duly filling in all the columns and affixing service postage stamps, in the case of damage due to wet, leakage or breakage.

***Self Consignment:*** In the railway receipt / parcel way bill, if the word 'Self' is recorded in the column of the consignee, the consignment is called as self-consignment. Normally the consignments are booked as self when the consignor wants the value of the goods in advance.

***Said to Contain RR:*** When it is not possible to supervise the loading or count packages physically, the number of packages/articles is simply copied from the forwarding note into the railway receipt and a remark is passed as 'Said to contain \_\_number of packages', such railway receipt is called as 'Said to contain RR'.

***Sender's Weight Accepted (SWA):*** when weighing machine or weighing scale is out of order, the consignment is booked as per the weight declared by the consignor in the forwarding note, and a remark is passed in the railway receipt as "senders weight accepted. Destination station to weigh the consignment before granting delivery and collect undercharges if any"

***Bans:*** Ban is an order by the state or central government, restricting the movement of any commodity from one state to another or within the state.

***Restriction:*** Restrictions are imposed by the railway administration by operating department restricting the movement of goods traffic via a junction or transshipment shed or particular station or route etc.

□

## **RULES FOR ACCEPTANCE**

Whenever a consignor tenders a forwarding note for booking, the station staff should check the following points,

1. Alphabetical list should be referred to know whether the station is open for booking the traffic offered.
2. Register of bans should be verified to know whether the commodity is banned.
3. If permit is available for transport of banned commodity from a competent authority, it can be accepted for booking.
4. In such cases, permit number should be recorded in the forwarding note and also in railway receipts.
5. Verify the restriction register to know that there are no restrictions to a particular station or route by which it has to be carried.
6. Observe whether the name and address of the consignor and consignee is written properly in the forwarding note.
7. Number of packages should be written in figures and in words.
8. Check whether the value has been declared and the party is prepared to pay PCEV charges.
9. Description of the commodity should tally with the general classification.
10. Ensure that the commodities are packed in bags, containers, drums cases, cartons etc. of high quality and adequate strength, which can withstand the rigors of transportation and also provide ease for handling.
11. Weigh the consignment and tally with the weight recorded by the sender.
12. Verify whether he elects to pay at Railway's risk rate.
13. If the consignor desires to book the goods by other than the normal route, obtain suitable remarks.
14. If the consignor is prepared to load the consignment in an open wagon which normally requires a covered wagon, it should be given in writing to that effect.
15. Form No.16 should be submitted in case of explosives and dangerous goods.
16. Ensure that the private address of the consignor and consignee are recorded on the packages as per rules.
17. In case of explosives, dangerous and fragile goods etc. proper pictorial labels should be provided for identification,
18. Remarks regarding clubbing of consignments should be recorded.
19. The consignor should sign in full whenever there are alterations.

□

**Block Rakes**

Single point Block Rake with a wagon composition as notified by Railway Board will be booked at Trainload class rate in accordance with conditions noted below;

**Conditions**

1. Both the Originating and Destination terminal should be notified as either full Rake Terminal or Half Rake Terminal.
2. Number of wagons indented must be applicable for standard rake size of Block Rake. The present list is at Annexure I, for all other types of wagons not specified in the annexed statement, trainload rates will be granted subject to payload in the train being a minimum of 1400 tonnes.
3. If the number of fit wagons supplied by railway is falling in the range given in Annexure I, the party will have to load all the wagons to avail trainload rate benefit.
4. In cases where even the minimum number of wagons qualifying for Block rake cannot be supplied by the Railway against trainload indent due to shortage of wagons, operating or any other constraint arising out of unforeseen circumstances in a specific instance such as accident, blockage etc., The rail users shall not be penalized in such cases also, the benefit of trainload rate can be extended. However, detailed reasons for non supply of all the indented number of wagons constituting a block rake should be recorded by the concerned Station Manager / Yard Master, who in turn should get it confirmed in writing from at least a Gazetted Officer, The modalities for implementation of this instruction will be worked out jointly by Operating, Commercial and Accounts Department of the Railway depending on local conditions.
5. In cases where the load of block rake moving over a particular section is restricted below the minimum of the standard rake size due to operational constraints such as gradient, hauling capacity etc, then conditions stipulated at the bottom of Annexure I will apply regarding standard rake size.
6. In cases where rake is split up during transit due to gradient or other operational reasons but has fulfilled all other conditions for availing trainload rate at originating point, the trainload rate benefit shall be admissible.
7. Trainload rate benefit shall be extended to block rakes at the serving station by clubbing wagons loaded from more than one siding served by the same station or loaded partly from a siding and partly from the station serving that siding for a single destination.
8. Trainload benefit shall be extended to trains originating from one point and terminating at two points provided that the two points are either the serving station

and its siding or two siding of the same serving station or two siding notified as independent booking points but operationally branched out from the same station.

9. For rake loaded with two or more commodities, the required number of total wagons as per Annexure I should be loaded with. In case more than one commodity is loaded in a wagon, freight will be charged at the higher class rate of the goods which the wagon contains. Maximum number of commodities loaded in wagons should not exceed two.
10. Indents with BCN groups of wagons and BCNHL wagons will be treated as interchangeable for the purpose of supply of rakes. Trainload rake conditions will be applicable as per the of stock supplied, the customer must place an indent for 42 BCN/58 BCNHL wagons.
11. Indents for BOST and BRN/BRNA/BRNAHS/BFNS wagons will be treated as interchangeable for the purpose of supply of rakes. However, Trainload conditions will be applicable as per the stock supplied.
12. This product is applicable on all types of wagons and systems (BG,MG) subject to compliance of all conditions mentioned hereinabove.
13. The customer will have to pay all other applicable charges like busy season charge, congestion charge, development charge etc.

**COMPOSITION OF BLOCK RAKES**

Sl No.	Type of Wagon	Standard Rake	Minimum number of wagons to be loaded
<b>Open wagons</b>			
1	BOXN, BOXNHS, BOXNHSMI, BOXNHA, BOXNEL, BOXNLW, BOXNMI	59	58*
2	BOXNHL	58	57
3	BOX	35	30
4	BOST	45	43
5	BKCX	32	30
6	BOY, BOYN, BOYEL	53	50
<b>Hopper Wagons</b>			
7	BOBR	53	50
8	BOBRN	59	56
9	BOBRNHS	59	57
10	BOB, BOBC, BOBX, BOXK, BOBS	40	40
11	BOBSN, BOBSNMI, BOBY, BOBYN	53	48**
12	BOBYNHS	54	52
<b>Flat Wagons</b>			
13	BRN / BRNA / BRNAHS / BFNS	43	41
14	BRH / BRS	35	30
15	BRHNEHS	42	40
16	BFR / BFK / BFKI	35	30
<b>Covered Wagons</b>			
17	BCN, BCXN*****	41	39
18	BCNA, BCNAHS*****	42	40
19	BCNHL	58	57
20	BCX	40	35
21	BCCN	30	29
22	BCFC	56	58

23	NMG	25	24
<b>Tank Wagons</b>			
24	BTPN	50	49
25	BTFLN	48	46
26	BTAP	51	49
27	BTCS	59	57
28	BTPH	48	46
29	BTAL	35	32
30	BCCW (Bulk Cement)	58	56
31	BTPGLN / BTPG	32	30
32	Tank Wagon (4 wheeler) @	72	68
33	Tank Wagons TG type (4 wheeler)	64	62
<b>34 Mixed Rakes (BG)</b>			
a	BOXN & BOYN	55	55 (minimum 15 of each type)
	BOX & BFR / BRH***	35	30 (minimum 10 of each type)
	BOXN+	45	40 (minimum 10 of each type)
33	BOXN + BRN / BRNA / BRNAHS / BOST / BFNS****	45	40 (min. 10 of each type & max. 20 of BOXN)
34	BOST + BRN / BRNA / BRNAHS / BFNS*****	43	41 (min.10 of each type)
35	BCN / BCNA / BCNAHS / BCXN*****	41	38
36	BTPN / BTCS	55	BTPN wagons will not be more than 25
<b>Meter Gauge Wagons</b>			
37	MG to MG		34 (in terms of 4 wheeler)
38	MG to BG		90 (in terms of 4 wheelers)

\* *BOXN in Kulem-Castle Rock section 54 wagons permitted for trainload class rate.*

\*\* *The minimum number of wagons for Dalli Rajhara-Bhilai section will be 45 wagons.*

\*\*\* *BFR and BRH wagons may be treated as one type and BOX as another type for reckoning the minimum 10 number of each type.*

- \*\*\*\* *BRN, BRNA, BRNAHS, BFNS and BOST may be treated as one type and BOXN as other type for reckoning the minimum 10 number for each type.*
- \*\*\*\*\* *BRN, BRNA, BRNAHS and BFNS may be treated as one type and BOST as other type for reckoning the minimum 10 number for each type*
- \*\*\*\*\* *Indents for Block Rake of BCN/BCNA/BCNAHS/BCHN will be accepted for 42 wagons (8 wheelers) against which empty rakes of any type of these types or a combination of these types of wagons will be supplied in terms of the standard rake size of these wagons.*
- @ *For TNPM siding of IOC, standard rake size of tank wagons (4 wheeler) is 65 wagons and minimum number of wagons required to be loaded for availing trainload rate benefit is 64 wagons.*



***Stacking rules:***

- Advance stacking of goods at railway premises may be permitted by zonal railways without levy of any charge for this purpose.
- DRMs will notify detailed instructions for advance stacking of goods at stations on their divisions in accordance with the guidelines prescribed herein. Such instructions should inter alia include names of stations / goods sheds where advance stacking will be permitted, number of days for which stacking can be permitted, type of commodities which can be stacked / restricted etc.
- Permission for advance stacking will be granted to such rail users only, who have indented for the wagons.
- Rail users desirous of availing the facility of advance stacking, will apply for advance stacking inter alia mentioning the details of indent and giving an undertaking that the stacking will be done at their own risk and responsibility. No claims for loss, damage etc. arising out of stacking will be admissible.
- Advance stacking will be permitted up to such maximum period as specified in the detailed instructions issued by the division as mentioned. Divisions may specify different stacking periods for different stations depending upon the number of rakes handled, but in no case the stacking period will exceed five days.
- Sr. DCMs, in consultation with Sr. DOMs, will be authorized to grant permission for advance stacking up to a maximum period of five days. Permission for advance stacking may be granted keeping in view the traffic pattern, number of rakes handled, availability of space etc. at the station/goods shed concerned. Advance stacking should not lead to hold up of other inward and outward traffic.
- However, in exceptional cases where additional traffic and additional earning will accrue, permission may be granted for advance stacking for more than 5 days on case-to-case basis. Permission for advance stacking for period upto 10 days must be granted with approval of DRM on recommendation of Sr.DCM & Sr.DOM and for period beyond 10 days with the approval of GM on recommendation of CCM & COM.
- Wagons will be supplied against the registered indent only after expiry of the permitted time for advance stacking or completion of stacking, whichever is earlier. After supply of wagons and expiry of free time for loading, rules for levy of Wharfage charge will apply.
- Once advance-stacking permission has been granted, cancellation of indents will not be permissible up to fifteen days from the 1st day of advance stacking. In case rail user cancels the indent within aforesaid period, stacking charge will be levied for the whole period of stacking.
- However, if a rail user cancels his indent after fifteen days from the 1st day of advance stacking and the wagons have not been supplied till such time, no stacking charge will be levied. In such a case, consignment should be removed within 24 hours of the cancellation of indent, else it will attract levy of wharfage charge for period beyond 24 hours of the cancellation of indent.
- Records of particulars (e.g. date, time etc.) should be maintained in all cases where advance stacking has been permitted.
- No stacking charge will be levied till the supply of wagons even if supply is not done immediately after completion of stacking or lapse of advance stacking period.
- Stacking charge will be levied at the rates of wharfage charge, as prescribed under Para 4 of this rates circular and as amended from time to time.

- Extant rules for waiver of wharfage charge will continue to apply in the case of waiver of stacking charge also.

In case of wharfage, the consignor / consignee should first remove the consignment from the railway premises, deposit the amount of wharfage charges and submit the original proof of such payment along with his application while preferring for waiver at the first instance itself. However, in case of regular rail users, instead of prepayment of wharfage, FDR of appropriate value may be collected either on a case-to-case basis or in lumpsum (to be decided by DRMs in consultation with Sr.DFMs) depending on the value of wharfage that accrues on the consignment of such users.

In exceptional circumstances involving force majeure conditions, GMs may condone the provision for prepayment / collection of FDR. This power of GM will not be further delegated.ö

## **BANS AND RESTRICTIONS**

### **Bans:**

1. Bans are orders of Central or State Governments restricting the movement of commodities.
2. Stations / Goods sheds will be advised about the bans imposed through Commercial Circulars / Control Message / FOIS Message.
3. Stations / Goods Sheds should maintain a register and enter the banned commodities in it.
4. Register of Bans should be checked before accepting the indents.
5. Banned commodity can be accepted for booking if accompanied by a valid permit issued by the competent authority.
6. Booking against bans will be viewed very seriously and criminal action will be initiated against the person who accepted the commodity.
7. Delivery should not be granted if any banned commodity is received without permit and concerned authorities should be informed immediately.
8. Details of the banned commodities should be exhibited at every Station / Goods Shed.

### **Restrictions:**

1. Restrictions are imposed by Railway Administration (Especially Operating Dept.).
2. Restrictions are imposed on the movement of traffic in a route, via a junction or to a particular station.
3. The purpose of imposing restrictions is to
  - Move the traffic swiftly
  - Streamline the traffic
  - Eliminate yard / junction congestion
  - Minimize detention of rolling stock
4. Restrictions are of two types
  - With time limit
  - Without time limit
5. Stations / Goods Sheds should maintain a register and enter the details of restrictions imposed.
6. Register of Restrictions should be checked before accepting the indents.
7. For booking against restriction, permission of COM is required.
8. Whenever wagons are received against restriction, higher official should be informed before granting delivery.
9. If goods are booked against restriction without permission, departmental action will be initiated against the person booking the wagons.
10. Details of the restrictions imposed should be exhibited at every Station / Goods Shed

## **P A C K I N G**

### ***General Conditions:***

1. Commodities offered with better packing conditions shall be accepted for booking.
2. Bags, containers, drums, cases, cartons, card board, tins, bottles, jars etc. used for packing should be made of high quality and adequate strength.
3. The packages should
  - withstand the rigorous of transportation.
  - provide ease for handling.
  - not be liable for damage, deterioration, leakage, wastage etc. during transit.
4. Packing conditions for dangerous / hazardous commodities, as given in the Red Tariff, must be followed.

### ***Specific packing conditions:***

#### **P – 1 : Bagged Consignments:**

Commodities such as Cement, Chemical Manures, Food grains & Pulses, Flours, Groceries, Salt, Jagree, Oil Seeds, Soda Ash, Starch, Tobacco etc. when offered in bagged condition should be securely packed in gunny bags / multiply paper bags / synthetic jute bags etc.

#### **P – 2 : Loose / Bulk Consignments:**

- No specific packing condition is required for commodities such as Ashes, Bricks, Coal & Coke, Gypsum, Clay, Limestone & Dolomite, Pig Iron, Sand, Stone, Ores etc. which are offered as Bulk / Loose consignments.
- Commodities such as Bamboos, Brooms, Sugar cane, Fodder, Coir, Timber, Pipes etc. when offered in loose condition should be securely tied in bundles.

#### **P – 3 :**

Commodities such as Cotton & other textiles, Gunnies, Handloom products etc. should be securely packed in bales, boxes, cases, cartons etc.

#### **P – 4 :**

Commodities such as Soap, Machinery & Machine tools, Electrical appliances, Milk products, Coffee, Tea, Rubber & Plastics, Leather etc. should be packed in plywood / wooden cases / cardboard boxes / cartons / baskets.

#### **P – 5 :**

Liquid items such as Edible oil, Hydrogenated oils, Colours & Dyes, Bitumen, Packaged water etc. should be packed in leak proof tins, metal containers, drums, bottles / jars in wooden cases / boxes / cartons.

#### **P – 6 :**

1. Motor vehicles accepted for carriage should not be charged with electricity, gas, oil or other inflammable liquid or vapour, except that in the case of motor vehicles in the possession of armed forces and in motor cars, quantity of petrol not exceeding 9.09 liters may be left in the tank, provided that
  - The flow of the petrol to the carburetor has been cut off
  - Pressure, if any, has been released from the tank
  - Tank is in sound condition and is closed by well fitting cap
2. Detachable fittings of motor vehicles should be separately packed.

**Special packing conditions:****S – 1:**

For Metal Scrap ó The commodity shall not be accepted for booking unless it is accompanied by a certificate öFree from Explosivesö as specified in Rule 155.

**S – 2:**

1. For Food grains & Pulses ó Consignments when loaded in wagons should invariably be protected at the doors with dunnage material by the consignor. The dunnage will consist 12 bags of standard size for 8- wheeled wagons, to be placed 3 on each of flap door. The bags should be stuffed with suitable material such as crushed sugarcane, paddy husk or straw. The bags shall be placed in a vertical position side by side so as to fully cover up the flap door crevices.
2. In case of non compliance of the above condition, suitable remarks should be made by the consignors in the forwarding note, which should be reproduced in railway receipt also.

**S – 3:**

For Salt (Human Consumption) ó A declaration should be given by the consignor on the forwarding note to the effect that the salt is not intended for industrial use and the booking staff should make a suitable endorsement on the invoice as well as on railway receipt. A similar declaration should also be obtained from the consignee / endorsed consignee at the time of delivery.

**Note:**

Section 98(2) of the Railways Act, 1989, lays down that railway is not responsible for any loss, damage, destruction, deterioration and non-delivery of goods, when goods are defectively packed.

□

## **LABELING**

### ***Objectives of the labeling:***

1. They give guidance for the movement of traffic
2. They indicate the contents of packages / wagons
3. They give guidance for handling the packages / wagons

### ***Labels are classified into two types:***

- Wagon Labels
- Caution or Pictorial Labels.

### ***Wagon labels:***

These labels are tied or pasted on the wagons. These indicate the direction for the movement of the wagons; hence they are also called as directive labels. These are of 4 types. (a). Seal card (b). Pocket label (c). Paste on label (d). Tie on label.

### ***Seal card:***

These are tied to the eyelets of wagon doors and sealed. Particulars such as wagon number, railway receipt number, from and to stations, commodity, number of packages etc. are mentioned on the seal card.

### ***Pocket labels:***

These labels are kept inside the pockets, which are provided on both sides of the wagon. These labels contain the following information.

- Owning railway and wagon no.
- Stations from and to.
- Actual weight, tare weight and gross weight.
- Invoice number, railway receipt number and date.
- Date of loading.
- Consignee's name and address.
- Number of packages.
- Transshipment particulars if any.
- Whether weighment should be done enroute or about diversion.

### ***Paste on labels:***

These are the labels pasted inside the wagon doors. Complete booking particulars are shown on the labels. Whenever seal cards or pocket labels are missing the booking particulars can be obtained from paste on labels.

### ***Tie on label:***

In case of open wagons these labels will be tied on either side of the wagon and in case of animals this label is tied to the neck of the animal. These labels also contain full booking particulars.

***Caution or pictorial labels:***

1. These are also called as educative labels.
2. These labels are pasted on the packages or outside the wagons.
3. They indicate the nature of the contents inside the packages or inside the wagon and indicate the precautions to be taken during handling / transit.
4. They also give caution while loading and unloading.
5. Some of the examples of pictorial labels are:-
  - A goblet indicates fragile goods.
  - P indicates perishables, hence not to detain.

***Precautions:***

1. It is the responsibility of the loading clerk to ensure that proper labels are pasted on the packages / wagons.
2. All old labels should be removed.

**MARKING**

All the packages offered for booking should be marked clearly. The marking should be done either in English or Hindi.

The object of marking is

1. To identify the packages when several packages of similar nature are booked by several consignors.
2. To avoid wrong deliveries at destination station.
3. To trace missing and delayed consignments.
4. To establish the ownership of packages in case of disputes.

Marking is of two types.

1. Private Marking.
2. Railway Marking.

***Private marking:***

It consists of the names and addresses of the consignor and consignee. It should be done by the party. Consignor should write clearly name and address of the consignor and consignee, from and to stations, and trade marks if any on every package.

***Railway marking:***

1. Every package that is booked should have a railway marking in addition to private marking.
2. It is done by the railways.
3. Railway marking contains code initials of the booking station, railway receipt number, the number of packages, code initials of the destination station, via route through which it is to be carried.
4. In case of through traffic, destination name should be written in full.

Ex. SC 525790 NDLS (New Delhi ) via KZJ,NGP,AGC  
45

***Precautions to be taken at the time of marking:***

1. All old marks, if any, should be obliterated.
2. 100% marking should be done in case of clubbing of consignments, consignments involving transshipment and consignment booked from out agency.
3. 10% of the packages should be marked when wagon loads are sealed to the destination station, and the marked packages should be kept near the doors.
4. Consignments such as ghee tins, vegetable baskets, hides, iron rods etc. on which marking cannot be done should be provided with metal or leather labels.
5. On bales of cotton bundles, a white cloth should be sewn separately for marking.
6. Iron and Steel consignments should be marked with white paint.
7. For tyres, a gunny strip or a cloth should be sewn around for marking.
8. Party should keep slips of addresses of the consignors and consignees inside the packages.
9. In case of fragile goods, explosives etc. pictorial labels should be pasted.

□



## **WEIGHMENT**

1. At the time of submitting the forwarding note, the sender has to record the weight of the consignment.
2. The weight recorded by the consignor should be checked before booking the consignment on a weighing machine provided at every station.
3. Consignments exempted from mandatory weighment at Weighbridge
  - (a) Standard bags of uniform size
  - (b) HR Coils & Other steel consignments which have been pre-weighed on certified mill-scales prior to getting loaded in Railway Wagons and bear marking of Central Excise and/or Customs department. However 5% of wagons loaded with such consignments may be weighed by sample checks.
  - (c ) Containerized EXIM Traffic
4. At least 5% of rakes loaded with Standard bags of uniform size to be weighed in a month
5. Wagons loaded with all other consignments should be weighed on the weigh bridge, if available at the forwarding station
6. If weighbridge is not available, the wagon should be marked for weighment at associated weigh bridge duly recording in VG.
7. Wagons which are to be weighed at enroute should be labeled to destination, but noted in the wagon summary to stop at weigh bridge station.
8. Separate pocket labels with red band should be used to draw the attention of the weigh bridge station.
9. The RR shall be prepared based on the weighment details furnished by weigh bridge within 24 hours of loading.
10. If the RR cannot be prepared within 24 hours from the time of loading, DCM can permit another 24 hours time for preparation of RR based on the weight furnished by the weigh bridge.
11. If the weighment details are not received within 48 hours, RR should be prepared based on sender's weight.
12. For bagged consignments of uniform size, weight can be arrived based on number of bags loaded and weight of individual bags.
13. All weighments made at weigh bridge station are recorded in weighment register.

□

## **FORWARDING NOTE**

1. Any person desirous of booking goods by rail should submit a forwarding note.
2. This is necessary as per section 64 of the Railways Act, 1989.
3. This is in the form of an application.
4. This is an initial document between the consignor and the railways.
5. This form is an agreement hence it is a legal document and can be produced in the court of law in case of disputes.
6. It is exempted from stamp duty as per section 9 (a) of the Stamp Act, 1899.
7. Different kinds of forwarding notes are as follows:
  - a. Forwarding note for dangerous goods (pink colour)
  - b. Forwarding note for general merchandise and animals.
  - c. Forwarding note for explosives tendered by defence department.
  - d. General forwarding note
8. Forwarding note consists of the following information.
  - Names and addresses of the consignor and consignee.
  - From and to stations.
  - Number of packages and private marks if any.
  - Description of the contents and weight.
  - Whether packing conditions are complied with or not.
  - Actual condition of the contents of the consignment.
  - Election of owners risk and railway risk rate.
  - Route, via which the consignment is to be moved.
  - Declaration of the value of the consignment and whether willing to pay percentage charges on excess value or not.
  - If open wagon is selected by the sender.
  - Date and signature of consignor or his authorized agent with address.

### ***Precautions to be taken while filling up the forwarding note:***

1. While filling the Forwarding Note, consignor has to fill all the columns correctly..
2. Consignor is responsible for all the entries made in it.
3. Station Master can guide in filling up of the forwarding note, but he should not fill the form in his own handwriting.
4. No alterations are permitted. If there is any alteration, consignor or his authorized agent should sign in full.
5. If consignor or his agent is illiterate, his left hand thumb impression is taken.
6. These forms are given serial numbers starting from 1<sup>st</sup> April to 30<sup>th</sup> of September, and 1<sup>st</sup> of October to 31<sup>st</sup>, March.
7. As per section 66 of the Railways Act, 1989, correct description of the material should be given for calculation of freight.
8. Forwarding note should be preserved for 5 years, or if any claim case is pending till settlement of the case. It should be pasted to the record copy of the railway receipt.
9. If taken for any reference, copy should be preserved quoting the reference number under which it is taken with signature of the official taking it.
10. Station Master should fill weighment particulars and booking particulars of the consignment on the reverse of the forwarding note.

***General forwarding note:***

1. Consignors having regular transactions with railway are given the facility of having a general forwarding note.
2. They need not fill separate forwarding note for each consignment at the time of booking.
3. They have to apply to Sr.DCM through the stationmaster for this facility.
4. If agreed to, a general forwarding note is prepared in three copies
  - One copy is given to the party
  - One copy is sent to the station
  - Third copy is retained as office copy.
5. This is valid for 6 months.
6. Consignments are booked at owner's risk rate only.
7. Fresh forwarding note should be executed, for booking at railway's risk rate or when packages are defectively packed.
8. The list of consignments with weight, and destination station should be submitted in duplicate at the time of booking each consignment.

□

## **PREFERENTIAL TRAFFIC ORDER**

1. No undue preference should be given to any individual or commodity by Railways in allotment of wagons as per section 70 of the Railways Act 1989,
2. But as per section 71 of Railway Act 1989 powers are given to Central Government to give preference for the moment of certain commodities in the interest of the Nation.
3. Railway Administration shall give priority / preference mentioned in the order.
4. PTO is current or valid for one year, but can be extended from time to time.
5. All the commodities are grouped into 4 priorities, namely A, B, C and D.

### **1. Priority 'A':**

1.1 Military Traffic, when sponsored by MILRAIL and approved by Railway Board.

### **2 Priority 'B':**

2.1 Goods for emergency relief work for victims of natural calamities, like floods, drought, earth-quake etc. when sponsored by an officer not below the rank of Deputy Secretary of Central / State Government or a non-official organization nominated by the Central / State Government and accepted by the originating Zonal Railway or Railway Board.

2.2 Food grains and levy sugar for Public Distribution System or other welfare schemes sponsored by FCI/State Government or their agencies as per the list in Annexure-I and approved by Zonal Railways / Railway Board. Proposals for sponsorship of any other commodity by a Central Government Agency will require specific approval of Railway Board

### **3. Priority 'C':**

3.1(a) Coal traffic when sponsored and accepted by authorities as under;

Commodity	Sponsoring Authority	Accepting Authority
Coal &Coke including all variants (except Pet Coke), coal rejects & coal fines when loaded from a colliery siding (including siding serving a captive coal block), Washery siding, Steel Plant Siding, Siding serving a Port	<ol style="list-style-type: none"> <li>1. Public Sector Coal companies for quantifies for which a contractual agreement has been entered into with a consumer.</li> <li>2. Private coal companies mining captive blocks, Washery operators, Steel Plants, Coke Oven plants, CP &amp; RP coke plants.</li> <li>3. For imported coal; consignors or their representatives or coal importers.</li> <li>4. For indigenous coal moved through rail-cum-sea-rail route; consumers or their representatives, for the last leg of movement from the port.</li> </ol>	<p>Executive Director, Rail Movement, Kolkata or in his absence Director/Jt. Director, Rail Movement/Kolkata for ER, ECR, SER, SECR and ECoR.</p> <p>For other Railways, COM/CFTM of respective zones.</p>

i. The above instructions would also be applicable to loading from pre-August, 2008 Goods Sheds opened for outward booking of coal.

ii. The sponsoring would be subject to Railway rules and regulations, including Logistics plan for imported coal.

iii. Inter se priority for movement of various classes of consumers will be laid down from time to time by Railway Administration and may be altered/modified as and when necessary. Within the same class of category of consumers, priority for movement may be fixed / altered from time to time depending upon the operational and other considerations.

iv. Programmes for transportation of coal from the siding of WCL located in SECR territory would be approved by COM/CFTM, Central Railway.

3.1 (b) Programmed traffic other than coal when sponsored and accepted by authorities as under.

Commodity	Sponsoring Authority	Accepting Authority
(i) Non-refined Edible Salt (ii) Common Salt (To approved iodisation plants)	Salt Commissioner	Zonal Railways
Raw Material to Steel plants	Steel producers who satisfy specific criteria.	ED, Rail Movement, Kolkata or in his absence Director/ Jt. Director, Rail Movement/Kolkata for plants located in ER, ECR, SER, SECR and ECoR. (ED, Rail Movement or in his absence Director/ Jt. Director, Rail Movement/Kolkata shall issue the programme for movement of raw material to steel plants located in the above 5 Zones irrespective of the source of the raw material). For plants located in other Railways, acceptance of programme will be done by ED, Rail Movement /Kolkata or in his absence Director/ Jt. Director, Rail Movement/Kolkata if raw materials is to be loaded from ER, ECR, SER, SECR or ECoR. For all others by COM/CFTM of the Loading Railway in consultation with COM/CFTM of Railway where the plant is located.
Fertilizers	Concerned fertilizer Manufacturers/Importers	Zonal Railways
POL	Oil companies	Railway Board.

Proposals to accord priority for movement of any other commodity or traffic will have to be sent to Railway Board for approval.

**Priority 'D':** All traffic not included in priority A to C

#### **General instructions:**

5.1. Traffic offered in Block Rake, including clubbing indents constituting block rake is given preference over traffic in piece meal, irrespective of class of priority and date of registration of the later.

5.2. Block Traffic will have preference over other traffic within the same class of priority in the following order:

- a) Traffic covered by contractual obligation and / or guaranteed under specific schemes like Wagon Investment Scheme (WIS), Freight Forwarder Scheme (FFS) etc.
- b) Traffic in rakes loaded from a Siding / Goods Shed of the station having round the clock working.
- c) Traffic in rakes from a full rake handling siding of the station having mechanized system of loading.
- d) Traffic offered in single point block rakes (including clubbed single point rakes) over two point / multi point block rakes and mini rakes.

5.3 COM shall notify two days i.e. Wednesday & Saturday in a week for allotment of Rakes as per the date of Registration irrespective of the class of priority.

5.4 Any traffic can be accorded preferential loading and movement under a higher priority under special orders issued by the Ministry of Railways (Railway Board) Zonal Railways.

## **6. Currency of the order**

**6.1** This Preferential Traffic Order General Order no.90 will come in to force w.e.f.1.4.2016 and unless cancelled earlier will remain in force up to 31.3.2017.

□

## **WAGON DEMAND REGISTRATION FEE**

### ***Registration:***

1. Any person who desires of dispatching his goods by wagon should register his indent in wagon demand / priority register.
2. The following particulars should be shown in the wagon demand register.
  - Date and time of registration, serial number, consignor's and consignee's name and address, station to, name of the commodity, type of wagon required, signature of the party or signature of the person registering the demand.
3. Wagon demand registration fee(Excluding service tax) is collected for the wagons registered under different gauges as under:

Gauge	WDRF per wagon Rs.	WDRF per Standard rake Rs.
BG	1500	50,000
MG	1500	50,000
NG	1500	1.500 × No. of Wagons

4. Service tax as applicable is levied on the above WDRF.
5. W.D.R.F. may be collected in cash or through credit note.
6. A separate money receipt in two portions will be issued with following particulars; name of the consignor, priority number, date of registration, station to, commodity, name of the person who is authorized to take refund, type of wagon indented.
7. After collecting the W.D.R.F., the indents are registered in priority registers maintained separately for wagon loads and train loads for each series and signature of the party is obtained.
8. Any number of indents can be accepted, except to quota points, where individual railways impose restrictions.
9. No indent should be accepted for destination which has been restricted "Until further advice"
10. Clubbing of commodities is permitted upto a maximum of 2 in a wagon.
11. A maximum of 12 RRs can be issued per wagon.
12. Rs.300/- extra is collected for issue of every additional railway receipt issued per wagon.
13. These registers are kept open to public for inspection.

### ***Exemptions from payment of WDRF:***

- Kit wagons booked on kit passes issued to railway employees on retirement on transfer account
- Railway material consignments booked by railway officials
- Container traffic
- Military Traffic
- Platinum, Gold and Silver card holders(Platinum-Offering more than Rs.100 crores in the previous year, Gold-Between 50-100 crores and Silver-Between 10-50 Crores)

***Forfeiture of wagon demand registration fee:***

Wagon demand registration fee is forfeited under the following circumstances

- When wagon demand is cancelled after the physical supply of wagons.
- When wagon demand is cancelled within 10 days of registration.
- When loading is not commenced within the free time allowed for loading.
- When consignor has given in writing to detain the wagon and the loading is not commenced within 24 hours from the expiry of free time, indent is cancelled, WDRF is forfeited and demurrage charges levied without granting any free time.
- When consignor is not willing to pay freight charges as per existing railway tariff.
- An amount equal to WDRF will be collected from premier customers when they cancel their indents under any of the above conditions.
- When WDRF refund is not claimed within 3 years as per limitations Act.
- When a wagon / rake is supplied to an indenter which he commences loading within the free time but takes more than the free time permitted, the wagon registration fee will not be forfeited but demurrage will be recovered in accordance with the rule.
- When a rake is supplied to an indenter at congested goods shed and he commences loading within the free time but does not complete the loading within twice the permissible free time, one subsequent pending indent of the said consignor will be cancelled along with forfeiture of WDRF. Similarly, if he does not complete the loading within three times the permissible free time, another pending indent will be cancelled along with forfeiture of WDRF and so on.

***Refund of wagon demand registration fee:***

Station master is empowered to give refund of wagon demand registration fee when paid in cash and WDRF is refundable under the following circumstances.

- When wagon is booked and loaded.
- When supply of wagon is not made up to 10 days and the consignor wants to cancel his indent.
- When open wagon is supplied against an indent for covered wagon or vice versa and the consignor is not willing to load.
- When restrictions are imposed without any time limit.

***Note:***

1. On surrender of money receipt, refund is granted.
2. If money receipt is lost, refund can be granted on execution of a stamped Indemnity Bond.
3. The amount can be adjusted towards the freight charges in case of paid traffic.
4. When WDRF is paid through credit note, refund will be granted by CCM

□



***Change / Cancellation of Indents under special conditions:***

Cancellation of indents will be dealt differently when Railway Board issues notice to withdraw transportation of particular business segment or a particular stream of traffic or even a specific commodity for any of the following reasons.

- Disruption of a particular section due to Force majeure conditions
- Closure of the section after due notification
- Closure of the originating goods shed after due notification
- Closure of the destination goods shed after due notification
- Phasing out or withdrawal of a particular type of rolling stock altogether for which indent had been placed

In cases where the originating station is affected, no change of indent will be permitted.

In all the above cases where destination station is affected except (iii), the consignor may be allowed to change the destination station of the indent to any other destination within Zonal Railways of initial destination station.

In case of phasing out or withdrawal of a particular type of rolling stock, the consignor may also be allowed to change the indent to another type of stock.

The above change may be permitted by the booking station only after the receipt of the confirmation from the zonal railway of the destination station. Not more than one such change may be permitted.

If the consignor does not opt for change up to 30 days from the date of issuance of such notice, the indent shall be treated as cancelled on 31<sup>st</sup> day and the registration fee shall be refunded.

***Change of commodity:***

1. It is permitted by DCM if the commodity is within the same priority.
2. It is permitted only once

***Supply of wagons or allotment of wagons:***

1. Each demand of wagon registration is given a serial number in the order of priority.
2. Separate priority registers should be maintained for wagonload traffic and trainload traffic.
3. Allotment / loading orders are issued in accordance with the priority of registration as per preferential traffic order.
4. Stations should load wagons in accordance with the allotment / loading orders from the appropriate authority i.e. Sr.DOM.
5. The loading order given is called as Specific Loading Order (SLO).
6. At some stations, station masters are authorized to give loading orders in case of inward released wagons, which is called as back loading.
7. The allotment or loading orders should be exhibited on the notice board of the station for the information of the public.

8. Before allotment of wagons, the registers of bans and restrictions should be verified to see whether the commodity is banned from booking or a particular route is closed for traffic.
9. All wagons allotted and supplied should be certified by TXR (Train Examination) staff.
10. If TXR Staff is not available the wagons are jointly selected by the consignor and the station master after physical check.
11. Non-water tight wagons should not be supplied for goods damageable by wet.

***Wagon transfer register:***

1. The date and time at which wagons are placed in position for loading / unloading is recorded in the wagon transfer register.
2. This register is machine numbered register.
3. In case of wagons required to be loaded / unloaded by the owner, the signature of the consignor / consignee should be obtained in the register, immediately after placement / release of wagons.
4. Whenever wagons are not released in time, demurrage charges should be recorded in these registers and recovered.
5. The reasons for delay in treating the wagon as placed in position and non-availability of wagons for loading and unloading due to operational convenience should be recorded in the wagon transfer register and countersigned by the station master.

***Lumpsum deposit:***

1. Lumpsum deposit for government departments is Rs.30,000/- only for any number of wagons.
2. Public sector undertakings / corporations and the private sidings having regular transactions with the railways may be permitted at the discretion of the railways for the facility for payment of lumpsum deposit for wagon demand registration fee.
3. They will have to apply to divisional commercial manager, through the station master concerned.
4. The parties having regular transactions with a railway may be permitted at the discretion of the Railways to pay a lumpsum deposit in lieu of payment of registration fee each time an indent is made for wagon supply. The lumpsum deposit payable will be fixed by Railway in such cases taking into account the number of wagons that the parties concerned have to register at a time.
5. On receipt of the sanction from the DCM, the station master will collect the lumpsum deposit and issue a money receipt.
6. If the consignor fails to load the wagons, registration fee is forfeited for the rake not loaded and the party is requested to make good the amount forfeited.
7. If the amount is not made good immediately, the deposit should be reduced and thereafter the party will be entitled to place indents for the wagons by the reduced amount of deposit only.

## **ROUTING OF GOODS TRAFFIC**

1. Unless there are specific instructions in writing from the sender or his authorized agent, goods will be dispatched by the route operationally feasible and freight charges will be levied by the shortest route.
2. If the sender or his authorized agent desires to book his goods by other than the shortest route, he must give in writing and signed instructions on the forwarding note as under.

To be forwarded via a specified route

Hence, the railway receipts and its counterfoils must be endorsed by the booking staff as under.

Specified route selected by the sender

3. When the Central Government issues an order under section 71 (1) (b) of the Railways Act, 1989 that the goods specified in the order can be carried by the route specified therein, the goods will be charged by specified route even if it is not the shortest route.
4. The term shortest route where ever appearing in this rule is the shortest route between the forwarding station and the destination station as determined upon the basis of the distance notified by the railways as being the distance for charge. For the purpose of determining the shortest route in case where break of gauge transshipment is involved, each break of transshipment is reckoned as equivalent to 200 kms.
5. Whenever there are separate goods booking stations at the same railway centre or separate goods sheds belonging to the same railway or different railways at the same station, the correct route shall be determined from amongst the routes only as are open from the particular station or goods shed at which goods have been tendered for dispatch.

### ***Route rationalization scheme:***

As per Section 71(1)(b) of Railway Act, 1989, Central government is empowered to issue orders, specifying the goods to be carried by the specified route, which is termed as route rationalization. In such cases, goods will be carried and charged by the route though it is not the shortest route.

The object of route rationalization scheme is to move the goods swiftly and streamlining the movement of traffic eliminating operating bottlenecks, yard / junction congestions and for regulating the traffic.

This scheme is also introduced to offset the movement when works are in progress as regards to gauge conversions, doubling of track, electrification of tracks and strengthening of track etc.

Central government publishes these routes through general order circulated and also issues through TRC of zonal railways. This order is valid for 12 months from the date of issue and is extended from time to time. Route rationalization scheme is applicable for movement of goods traffic in wagonloads and train loads except for ODC, POL traffic and Edible Salt i.e Salt for Human consumption.

## **RATING OF GOODS TRAFFIC**

The authority for charging rates is the IRCA goods tariff or any other local tariff issued by the railway administration in force for the time being.

In order to ascertain the freight charges, the chargeable distance should be worked out with the help of local distance table or junction distance table and the class rate applicable to the commodity should be ascertained from goods tariff part I, Vol. II - classification of goods and rate per tonne should be ascertained from the goods tariff part II, rates tables. The chargeable weight in tonnes should be multiplied with the rate per tonne and freight charges should be rounded off to the next rupee

- Minimum distance for charge is 125 kilometers.
- Minimum weight for charge is PCC (Permissible Carrying Capacity) of the wagon.

### ***Freight charges:***

1. When the freight charges are paid at the forwarding station, it is called *paid traffic* and a paid railway receipt is issued.
2. When freight charges are paid at the destination station, it is called *to-pay traffic* and a to-pay railway receipt is issued. To-Pay surcharge for Coal is 10%. For consignments other than Coal -5%.
3. When goods / consignments of any kind are accepted for carriage by goods trains, the freight on such goods shall be charged at the rate in force on the day on which loading of entire consignment is completed in the wagons supplied against the indents placed irrespective of the fact whether the railway receipt, Invoices are issued simultaneously or at a later date.
4. Freight charges for traffic booked under provisions of Good Traffic will be rounded off to the next higher rupee. Such rounding off freight for railway receipt will be done after adding all applicable charges/ surcharges under dynamic pricing policy etc.
5. Prepayment of freight is compulsory for all commodities. In case of e-payments TMS will permit issue of paid e-RR when a positive confirmation from banks is received regarding collection of freight. If bank sends a message of insufficient funds, system will issue to-pay e-RR, if no message is received from the bank within 150 seconds for any reason whatever, then system will issue a paid e-RR subject to conditions laid down for procedure in case of exigencies under e-payment guidelines.
6. The commodities attached with OR in the column risk rate will be charged/booked at OR, however commodities with OR rate can be booked at RR rate on payment of 20% surcharge. In all other cases where OR does not appear commodities will be treated to have been charged/booked at RR rate.
7. Freight charges up to Rs.10,000/- can be collected in cash

## **DYNAMIC PRICING POLICY**

1. Dynamic pricing policy for transportation of goods was introduced in the year 2006.
2. The objective of dynamic pricing policy is
  - To optimize utilization of transport capacities
  - To reduce idling of assets and capacities
3. This policy includes demand management strategy of combining incentive schemes granting attractive concessions in freight and fare.
4. This will enable the railways to
  - Give boost to sluggish demand
  - Improve market share by competitive pricing and
  - Utilize idle assets together
5. This policy is directed at shifting demands
  - From excessively preferred routes and terminals to less patronized sectors
  - To recover higher cost of operation on account of skewed demand pattern
6. Base class rates for freight charges for various commodities have been assigned vide goods tariff.
7. Under dynamic pricing policy, the demand management charges if any, such as busy season surcharge, supplementary surcharge plus the base freight charge constitute the *Normal Tariff Rate* (NTR).
8. Any other charges such as development surcharges, punitive charges and penal charges for misdeclaration should be levied on NTR.
9. Similarly, freight concessions (discount / rebate) will also be granted on NTR.

### ***Definitions:***

#### ***Freight concession:***

This is a generic term indicating charging at a rate lower than the normal tariff rate without being specific about it being a Freight Discount or Freight Rebate.

#### ***Freight discount:***

This refers to an upfront discount on the normal tariff rate at the time of booking of traffic at the terminal.

#### ***Freight rebate:***

This refers to a freight concession granted by way of a refund based on fulfillment of certain agreed performance parameters over a period of time. Traffic is booked at the terminals at normal tariff rate and refund by way of rebate is paid in lump sum.

***Rates for Busy Season Charge, Development Surcharge and Congestion Charge are as under; RATES MASTER CIRCULAR/Dynamic Pricing Policy/2015/0 dated; 20.07.2015.***

Sl. No.	Charges/surcharges	Commodities	Rate of charge or surcharge	Levied during	Levied on
1	Busy Season Surcharge	All Commodities	15%	1 <sup>st</sup> April to 30 <sup>th</sup> June & 1 <sup>st</sup> October to 31 <sup>st</sup> March	Applicable Base Freight Rate as mentioned in Goods Tariff
		Container Traffic	Nil		
		Automobile Traffic moved in NMG, BCACM, BCCNR & BCACBM	Nil		
		Coal Tar, Coal Tar Pitch, Furnace Oil, Light Diesel Oil and Carbon Black Feed Stock	15%	1 <sup>st</sup> July to 31 <sup>st</sup> March.	
2	Development Surcharge	All Goods Traffic	5%	Throughout the year	Levied on NTR
3	Congestion Charge	All traffic booked to Bangladesh	25%	Throughout the year	Applicable Base Freight Rate as mentioned in Goods Tariff
		All traffic booked to Pakistan	20%		
4	Port Congestion Surcharge*	All Goods traffic including Containers originating from the Ports	10%	Throughout the year	Applicable Base Freight Rate as mentioned in Goods Tariff

\* Port congestion charge is withdrawn up to 31.3.2017.

## **SERVICE TAX**

The Service Tax in case of transportation of goods by rail is being levied on total freight charges with effect from 1st October 2012.

The provisions on collection and accountal of Service Tax are as follows:

- 2) Service Tax will be collected at the time of preparation of Railway Receipt itself. Similarly, as regards ~~To pay~~ Railway Receipts, Service Tax will be collected at the time of delivery of goods. Service Tax will be levied on the total freight as reflected in the Railway Receipt.
- 3) Registration No. ,code of service and details of Service Tax, Education Cess, Higher Education Cess and Total Service Tax will be indicated on RRs.
- 4) In case any undercharges or other charges are collected at destination, Service Tax at stipulated percentage should be collected by the destination on such components also
- 5) Service Tax as applicable shall be collected along with the Wagon Registration Fee.
- 6) In case of any refund of either WDRF or freight charges, the corresponding Service Tax shall also be refunded
- 7) Service Tax at rate of 4.5 % shall be levied on gross amount of Demurrage/Wharfage charges
- 8) In addition to Railway Goods customers, all Rail operators such as Container Train operators, SFTO etc should also pay Service Tax along with Haulage charge.
- 9) As each location would be audited periodically, system of correct maintenance of records is pre-requisite for proper implementation of Service Tax provisions
- 10) On any written request from customers, CCM Office will issue a monthly consolidated certificate to be signed by any officer authorized by CCM and duly countersigned by Dy.CAO/T or officer nominated thereto, for each customer giving details of Service Tax collected from them during the previous month, date-wise and rake-wise with breakup.
- 11) Each station collecting the Service Tax shall submit a statement showing customer wise details collected from them during the previous month date-wise and rake-wise of Service Tax, Education Cess and Higher Education Cess along with the station Balance Sheet.
- 12) The following commodities are exempted from levy of Service Tax

**ANNEXURE-1****LIST OF COMMODITIES EXEMPTED FROM LEVY OF SERVICE TAX**

Sl. No	Description of exempted commodity group as per Notification Nos. i) 25 of 2012 dt.20/6/2012 ii) No.167/2/2013 dt. 1/1/2013 iii) 03 of 2013 dt.01/3/2013 iv) No.177/3 of 2014 dt.17/2/2014 v) No 06 of 2014 dt 01/7/2014 vi) No.06 of 2015 dt. 01/3/2015	Description of Commodities as available in IRCA Goods Tariff No.46, Part-I (Vol-II)	
		Main Commodity Head	Individual Commodities
Item No. 20. ( h )	<b>Agriculture Produce</b>	<b>Cotton and Other Textiles</b>	Cotton half/ full Pressed, Cotton Raw, Wool.
		<b>Fodder and Husk</b>	All commodities covered under the Main Commodity Head " <b>Fodder and Husk</b> ".
		<b>Food grains, Flours and Pulses</b>	Bajra, Chana Dal, Corn Germs, Dhall, Gram, Gram Dal, Grain and Pulses NOC, Jowar, Maize, Maize Germs, Millo (Millets), Moong Dal, Musoor Dal, Paddy, Paddy parched, Peas, Pulses, Rice, Rice Boiled Gr.A (BRA), Rice (Broken), Rice (IR-8), Rice Basmati, Rice Basmati (broken), Rice Common (R), Rice Common Boiled (BR), Rice Parmal (Broken), Rice Raw Gr.A (RRA), Toor Dal, Urad Dal, Wheat, Wheat (PFG), Wheat (SFG).
		<b>Fruits and vegetables</b>	All commodities covered under Low Rated Commodity Head " <b>Fruits and Vegetables</b> ".
		<b>Groceries</b>	Chillies, Jeera, Pepper, Spices, Turmeric.
		<b>Jute</b>	Jute, Jute Caddies.
		<b>Miscellaneous</b>	Betel nuts.
		<b>Oil Cakes and Seeds</b>	Cotton Seed, Cotton Seed Waste, Gingelly Seed, Linseed, Mustard Seed, Rape Seed, Sal Seed, Soya bean, Soyabean seeds Sunflower Seed.
		<b>Sugarcane and Bagasse</b>	Sugarcane and Bagasse.



Sl. No	Description of exempted commodity group as per Notification No's. i) 25 of 2012 dt.20/6/2012 ii) No.167/2/2013 dt. 1/1/2013 iii) 03 of 2013 dt.01/3/2013 iv) No.177/3 of 2014 dt.17/2/2014 v) No 06 of 2014 dt 01/7/2014 vi) No.06 of 2015 dt. 01/3/2015	Description of Commodities as available in IRCA Goods Tariff No.46, Part-I (Vol-II)	
		Main Commodity Head	Individual Commodities
Item No. 20. (i)	Foodstuff including flours, tea, coffee, jaggery, sugar, milk products, salt and edible oil	Food grains, Flours and Pulses	Atta, Besan, Maida, Suji.
		Low Rated Tariff Line Division 'A'	Gur, Jaggery, Jaggery powder, Milk and Milk Products.
		Low Rated Tariff Line Division 'C'	Coffee and Tea.
		Sugar	All commodities covered under the Main Commodity Head "Sugar."
		Salt	All commodities covered under the Main Commodity Head "Salt."
		Hydrogenated and other Edible Oils	All commodities covered under the Main Commodity Head "Hydrogenated and other Edible Oils."
		Groceries	Edible Snacks, Extruded Foods, Maize Flakes, Pickles (indigenous), Rice Flakes, Rice Parched, Sago common, Soya Protein Textured
Item No. 20. (j)	Chemical Fertilisers and Oilcakes	Chemical Manures	All commodities covered under the Main Commodity Head "Chemical Manures."
		Oil Cakes and Seeds	Cotton Seed Oil Cake, De-oiled Cakes, De-oiled Rice Bran, Oiled Cakes, Soyabean extractions/toasted, Meal/flakes.

**ILLUSTRATION ON CHARGING OF SERVICE TAX**

a	Distance	650 Kms
b	Wagon	BCNA
c	CC of Wagon	66 Tonnes
d	Rake Length	42
e	Commodity	Cement
f	Class T/L	150
1	Freight per Tonne	Rs.868.40
2	Busy Season Surcharge @ 15% = (1* 15%)	Rs.0
3	Normal Tariff Rate (NTR) = (1 + 2)	Rs.868.40
4	Development charge @ 5% = (3 * 5%)	Rs.43.42
5	Total Freight = (3+4)	Rs.911.82
6	Total Freight per Rake =(5 * d * c)	Rs. 2527565.04
7	R/O	Rs. 2527566
8	Add Service Tax @ 4.2. % on Total Freight (7*4.2%)	Rs. 106157.78 (r/o Rs.106158)
9	Add Swacch Bharath Cess @ 0.15% on total freight (7*0.15%)	Rs. 3791.35 (r/o Rs.3791)
10	Add Krishi Kalyan Cess @ 0.15% on total Freight (7*0.15%)	Rs. 3791.35 (r/o Rs.3791)
11	Total Service Tax (8 + 9 + 10)	Rs.113740.48
12	R/O	Rs.113740.00
13	Total R/O freight to be collected from one rake = (7 + 12)	Rs.2641306

Service Tax, Swacch Bharath Cess, Krishi Kalyan Cess, shall be Rounded off to Nearest Rupee

## **LOADING**

### ***Selection of wagons for loading of goods:***

1. Before the wagons are loaded, TXR certification should be taken regarding WT / NWT. (Water tight / Non-Water Tight).
2. Whenever TXR staff is not available, wagon should be jointly examined by the Station Master and the consignor and a remark is to be passed in the railway receipt as "Wagon No. \_\_\_\_\_ was selected jointly by the visual test and found water tight".
3. NWT wagons should not be utilized for loading commodities which are damageable by wet.
4. Wagons with wooden floors should not be utilized for loading articles that are likely to damage the floor of the wagons namely slacked lime etc.
5. Defective and wooden floor wagons should not be used for loading rice, sugar etc.
6. Wagons with iron floor should not be used for loading fresh fruits and vegetables.
7. Wagons should be thoroughly cleaned and dried before loading.
8. Wagons having holes in the roofs should not be utilized for loading of articles, which are likely to catch fire easily.
9. Whenever wagons become due for return date, they should be utilized for loading articles towards the owning railway direction.
10. Explosive goods should be loaded only in powder vans or covered wagons with wooden floors.

### ***Precautions to be taken at the time of loading:***

1. Offside doors should be properly closed, riveted and sealed.
2. To prevent pilferage through gaps between flap doors, 18 inches space should be provided near wagon doors.
3. 6 inches gap should be left along the wagon walls inside the wagon to prevent damage by wet.
4. Packages should be evenly loaded to avoid all possible chance of damage during transit.
5. Heavy packages should not be kept over light packages.
6. No other package should be kept over perishables, glassware crates etc.
7. Hooks should not be used for lifting bagged consignments.
8. Follow the instructions of caution labels. Eg. "This side up" etc.
9. Whenever commodities, which are normally loaded in covered wagons, are loaded in open wagon, one extra layer should be loaded in the middle and covered with tarpaulin. It should take the shape of a hut.
10. Check lines should be made when loaded in open wagons whether it is covered with tarpaulins or not.
11. For coal wagons lime water should be sprinkled
12. Loading and unloading of explosives should be done during day light hours only.
13. Over dimensional packages when loaded should be tightly secured so that they will not tilt or move during transit. TXR certificate is necessary for moving these wagons.
14. For cement, food grains, sugar etc. all the wagon doors should be closed after inserting bituminized gunny strips and should be covered by grease and cement compound during rainy season.
15. Whenever a open wagon is selected by the sender, a suitable remark is to be passed on the forwarding note as well as on the railway receipt as "Wagon selected by sender".
16. Bulky goods are to be loaded in such a way as to ensure their safe conveyance.
17. Loading and unloading of explosive and dangerous goods should be done by trained persons under the supervision of the senior officials.

## **SEALING**

□

1. The object of sealing a wagon is to localize theft.
2. After completion of loading, covered wagons are closed, bolted and secured with 5 rivets and finally sealed.
3. Sealing is done under the supervision of a responsible railway official.

### ***Sealing is of two types:***

1. Wax seal
2. Lead seal

### ***Wax sealing:***

#### ***Material required:***

- Seal card, cotton tape, station seal, wax, match box and lamp.

#### ***Procedure:***

1. The cotton tape is passed through the eyelets of the wagon doors and knotted.
2. The two ends of the cotton tape are passed through the top hole of the seal card from back to front.
3. The two ends are then passed through the bottom hole from front to back.
4. Each end of the tape is passed separately from the two middle holes on the seal card from back to front and knotted.
5. Hot wax is applied on the top of the knot and on the seal card.
6. Station seal is applied to give a clear impression on the wax.
7. The two ends of the tape should trail at a length of 1-½ inches from the knot.

#### ***Precautions:***

- Wagons containing explosives and other dangerous goods, dry grass should not be sealed with wax seal.
- The station seal should remain in the safe custody of the station master.

### ***Lead wire sealing:***

#### ***Material required:***

- Seal card, wire, lead tablet, pliers.

#### ***Procedure:***

1. The wire is passed through the eyelets of the wagon doors.
2. The two ends of the wire are passed downwards through the groove in the side of the lead tablet.
3. A loop is made to take the seal card.
4. The wire is passed upwards through the second groove of the lead tablet.
5. The lead tablet is firmly pressed with pliers to make a clear impression on the lead tablet.
6. The end wire is allowed to a length of 1½ inches from the lead tablet.

#### ***Precautions:***

- Wire lead seal are used on wagons loaded with explosives and other dangerous goods.

## **DEFECTIVE SEALS**

A seal is considered defective under the following circumstances.

- When the cotton tape is with a knot but without seal card
- When the seal is separated from seal card
- When the impression on the wax is not clear
- When the wax seal is in a cracked condition
- When there is double impression on the wax seal
- When the tape or wire has not passed through the two eyelets of the wagon doors

### ***Action to be taken in case of defective seals:***

#### ***At starting Station:***

- The guard should give a memo to the station master to get the contents checked
- Arrangements to be made to detach the wagon and contents checked in the presence of RPF
- The wagon should be resealed

#### ***At intermediate station:***

- The guard should give a memo to the station master
- Station master should arrange for resealing of the wagon
- Seal label should be signed by the station master and the guard
- In case checking is not possible, the wagon is pushed to destination where contents are checked before delivery

#### ***At destination station:***

- The guard should remain till the train is completely checked by RPF / TNC
- In case of defective seals, wagon should be resealed
- Checking should be done in presence of RPF within 24 hours of arrival of train
- In case checking is not possible during night, wagon should be pad locked / sealed and checked next day in presence of RPF

□

## **RIVETING**

### ***Purpose:***

The object of riveting of wagons is to prevent theft.

1. As soon as loading is completed, doors of covered wagons should be closed, bolted, secured and riveted under the supervision of the loading clerk.
2. Partially loaded / unloaded wagons waiting for completion of loading / unloading must be riveted at night.

### ***Material required:***

- Rivets, Shank.

### ***Procedure:***

- Rivets are inserted in the holes provided for the purpose of riveting.
- A shank must be used to bend them at 90°.
- Normally 5 rivets are placed on each door of the wagon.
- Three rivets to the cotter of overlapping door, one on the latch of the vertical bar, which secures the two upper halves of the door and one on the top of the vertical bar.

### ***Precautions:***

- Wagons containing minerals, charcoal, firewood, hay, grass, livestock, offensive, explosive and dangerous goods should not be riveted.
- Station master is personally responsible to ensure no loaded wagon is drawn from the loading platform unless it is properly riveted.
- They should ensure that adequate stock of rivets of proper quality and length are always available at their station.
- If for any exceptional reasons the wagon is not riveted, the reason should be recorded in outward tally book and seal card.

□

## CLASSIFICATION OF GOODS

- Classifications of the commodities have been given in the goods tariff Part-I Vol - II under 25 Main Commodity Heads.
- The classification of different commodities under the main commodity heads given in the goods tariff will be the same for their different physical forms / shapes and different conditions, whether raw or manufactured etc.
- The total number of classes is 16

Low Rated Tariff	General Tariff		
LR3	100	145	180
LR2	110	150	190
LR1	120	160	200
	130	165	
	140	170	

- A commodity which has not been included in any of the main commodity heads or four divisions of low rated commodities given in the goods tariff will be charged as per the type of wagon loaded as follows.

Type of wagon	Class
Tank Wagons	200
Flat Wagons	180
Open Wagons (including hopper wagons)	160
Covered Wagons	150

- Only train load classification of commodities has been indicated in the goods tariff. The wagon load classification is as follows.

Train load class	Wagon load class
LR3 ó LR1	Class 120
100 - 140	Class 150
150 - 190	One class higher than train load class
Class 200	Class 200 + 5% of BFR of class 200

- In MG & NG wagon load class rate is one class higher than train load class rate and for commodities in the highest class it is as per train load class rate only.
- Exceptions in the classification have been indicated in a Note given in the Goods Tariff below the particular group of commodity.
- In case of disparity in classification between English and Hindi version, the classification in the English version shall prevail.
- Dangerous / Hazardous commodities are to be charged at the class indicated for the main commodity heads. However, all other dangerous / hazardous commodities not listed in the goods tariff but listed in the Red Tariff, will be charged at the highest class-200. Dangerous commodities will not be booked for transportation by rail unless they are listed in the Red Tariff.
- The condition of prepayment of freight is compulsory when a particular commodity is denoted with alphabet 'p'. Other commodities can be booked on 'To Pay' basis with a surcharge as applicable.
- The commodities attached with 'OR' in the column 'RR' will be charged at owner's risk. Commodities with OR rate can be booked at railway risk rate on payment of 20% surcharge. All other commodities will be charged at railway risk rate only.

## WEIGHT CONDITION

1. Weight condition means loadability of a commodity inside the wagon.
2. The rationalized goods tariff indicates the chargeable weight as PCC for the different main commodity heads.
3. CC: Stenciled carrying capacity of the wagon.
4. All the commodities will be charged at different weight conditions in three routes, Excepted CC + 6, Universalized CC+6 and CC+8.
5. The Permissible Carrying Capacity (PCC) of various types of wagons is as follows.

S. No	Type of Wagon	Excepted CC+ 6	Universalized CC + 6	CC + 8 Route		LT
				For ores, gypsum, limestone & dolomite, stones, clinker, cement, all types of coal, slag, DAP & NPK fertilizers, Rock phosphate	All other Commodities	
OPEN WAGONS						
BOXN		64	66	68	66	1
BOXNCR						
BOXNHS						
BOXNHSMI						
BOXNMI						
BOXNHL		66	68# 66 (for all other commodities)	70	66	1
BOXNHA		63	65	67	65	1
BOXNLW, BOXNLWMI		66	68# 66(for all other commodities)	70 (for ores, gypsum, limestone, dolomite, stones & clinker, rock phosphate) 68 (for cement, all types of coal, slag.) 66 (for DAP & NPK fertilizers)	66	1
BOXNR		65	67# 65 (for all other commodities)	69	65	1
BOXNEL		64	65	67	65	1
BOX, BOXT		59	60	60	60	1
BOXC, BOXR		60	60	60	60	1
BOY, BOYEL		66	67	69	69	1
BOYN		66	68	70	70	1
BOI		63	63	63	63	1
BOST		61	63	63	63	1
HOPPER						
BOBR		61	62	64	64	1
BOBRN		61	63	65	65	1
BOBS		60	62	64	64	1
BOBSN, BOBSNMI		56	58	60	60	1
BOBX		61	63	65	65	1
BOB		61	62	62	62	1
BOBC		45	45	45	45	1
BOBY		59	60	60	60	1
BOBYN		61	62	62	62	1



<b>FLAT</b>					
BRN	66	66	66	66	1
BRNA	63	63	63	63	1
BRNAHS	63	63	63	63	1
BFNS	60	61	62	62	1
BRH	62	62	62	62	1
BRHC, BRHT	61	62	62	62	1
BRS, BRST	61	62	62	62	1
BFR	44	44	44	44	1
<b>COVERED</b>					
BCN	59	61	63	61	1
BCNA, BCNAHS	62	64	66	64	1
BCX	58	58	58	58	1
BCXN	60	61	61	61	1
BCNHL	66# 62 (for Rice) 58 (for all other commodities)	68# 62 (for Rice) 58 (for all other commodities)	70 68 (for sugar, salt & MOP) 62 (for Rice)	58	0.5
BCCW	64	66	68	68	0
BCFC	65	66	68	68	1

# For ores, gypsum, limestone & dolomite, stones, clinker, rock phosphate, cement, all types of coal, slag, DAP, NPK, Sugar, Salt and MOP

The PCC for tank wagon is as arrived from the calibration chart issued by Central Tank Wagon calibration committee. If chart is not issued then chargeable weight will be the stenciled CC.

## **MISDECLARATION OF GOODS**

### ***Declaration of Goods:***

As per section 66 of the Railways Act, 1989, any person who wants to book goods by railways, should give correct description of the goods, for the purpose of calculation of freight charges. It is a statement of declaration, to be given in the forwarding note, failing which; it is open to the railways to refuse or to accept the goods for carriage.

### ***Misdeclaration:***

Wrong declaration about the description of the goods and parcels is called as misdeclaration.

### ***Goods are wrongly declared due to following reasons:***

- To obtain a lower class rate e.g. articles chargeable at higher-class rate are being declared in the forwarding note as those chargeable at lower class rate.
- To secure booking against bans.
- To lodge a bogus claim.
- 

### ***Action to be taken in case of Misdeclaration:***

- As far as possible the contents should be checked at the forwarding station at the time of booking of goods and the results of such checks are recorded in the register of misdeclaration.
- If misdeclaration is detected at the destination station, it should be dealt with as per section 163 of the Railways Act, 1989.

### ***Situation A:***

In case the goods have been improperly described to obtain a lower rate, charges at 4 times the applicable freight rate will be levied as per the booked route. These penal charges will be in addition to the freight charges already paid.

### ***Situation B:***

In case, a consignment of packages chargeable at different rates, a group of packages chargeable at a particular rate are improperly described to obtain a lower rate, charges at 4 times the applicable freight rate will be levied as per the booked route. These penal charges will be in addition to the freight charges already paid.

### ***Situation C:***

If the weight of a consignment loaded in a container is improperly described to obtain a lower rate charges at 4 times the applicable haulage rate will be levied. These penal charges will be in addition to the freight charges already paid.

### ***Situation D:***

In case of false declaration of goods restricted for movement in container, charges at 4 times the applicable highest haulage rate will be levied. These penal charges will be in addition to the freight charges already paid.

**Note:** If both the situations C and D exist in a case, the penal charges will be levied 4 times the highest haulage rate once only. Both these clauses will not be applicable simultaneously.

## **UNLOADING OF GOODS**

The following precautions should be taken at the time of unloading of goods.

1. If any damage or deficiency is noticed, before or during unloading of the wagon, the Station Master should call RPF and the consignment is checked in their presence.
2. Results of such checks should be recorded in summary and tally book and should be signed by the RPF. The whole consignment should be reweighed and results recorded.
3. Each consignment must be separately stacked and must either be marked or a label fixed on the top package, with details of date of unloading, wagon number and the number of packages.
4. All goods damageable by wet should be covered with tarpaulins and packages must be stacked either on sleepers or wooden platform.
5. Goods like cotton and wool should be stacked away from the naked light and running lines.
6. Packages, on which PCEV is paid, should be kept under lock and key in a safe room.
7. Packages in pilfered condition, must be kept locked in a safe room.
8. In absence of safe room, it should be handed over for safe custody to RPF, under clear signature.
9. If packages are found missing damage and deficiency message should be given within six hours from the time of opening of the wagon.
10. Any damage or deficiency, other than loss of the package, should be notified through damage and deficiency post card, to last sealing station or forwarding station on the day the consignment is unloaded.
11. The record of DDMs & DDPCs issued should be maintained in a separate register.
12. The consignments, which are labeled for weighment at the destination station, should be weighed before granting delivery and under charges if any, should be collected.

**Damage and Deficiency Message (DDM):**

- This message is issued if any shortage, excess or exchange of packages is noticed at the time of unloading.
- This should be issued within six hours from the time of opening of the wagon.

***Message should contain the following information:***

1. Wagon number and owning railway.
2. Conditions of seals and rivets at the time of unloading.
3. Number of packages as per seal card or summary.
4. Number of packages received as excess, short or exchanged and their railway marking.
5. Date of unloading and time the message is issued.
6. Name and number of RPF constable who witnessed the unloading.
7. Message is sent to (a) Last sealing station (b) Forwarding station if it is not the last sealing station (c) CCO of the concerned railway.(d) SI / RPF (e) Sr. DCM of the concerned division.

All messages issued should be recorded in a DDM register and supervisor should certify last message issued on the day.

**Damage and Deficiency Post Card (DDPC):**

1. This is issued if packages are received in damaged, leaky and pilfered condition at the time of unloading.
2. DDPC should be issued by the close of the day.

***The following information should be furnished in the DDPC:***

1. Number of packages as per seal card and number of packages actually unloaded.
2. Conditions of seals and rivets at the time of opening of wagon.
3. Position of the packages in the wagon at the time of unloading.
4. Invoiced weight of the packages.
5. Weight on reweighment.
6. If the damage is due to wet, the fact whether the wagon is water tight (WT) or non-water tight (NWT).
7. If the oil consignment is in leaky condition, any signs of leakage inside the wagon.

***Hot statistics:***

Every station must maintain a record of DDM / DDPC messages issued and received, and take appropriate action on the inward messages received. The incharge of the goods shed should certify the last message issued on that day.

## **REWEIGHTMENT OF GOODS**

### ***Purpose:***

- To guard against under weighment and there by to avoid leakage of revenue.
- To assess loss correctly in case of pilfered goods and to avoid exaggerated claims.
- Where specific endorsement is made to reweigh the consignment, weighment is done to collect undercharges due, if any.

### ***Procedure:***

1. Reweighment of 10% of the consignment should be done, when packages are of uniform size and 100% in case of irregular sized packages.
2. The results of the reweighment are recorded in reweighment register, unloading book, connected invoices, delivery book and machine prepared abstracts (MPAs).
3. After reweighment of the goods, weight is compared with the invoiced weight or weight recorded by the weighbridge station.
4. Appreciable difference in weight resulting in loss of revenue is reported to the DCM of the forwarding railway.
5. The undercharges in respect of overweight should be collected before granting delivery of the consignment.
6. If reweighment weight is less than the invoiced weight, overcharges may be refunded by CCM of the zonal railway under certain conditions.

### **Discrepancies found on weighment / re-weighment of a wagon:-**

1. Differences between the invoiced weight of a wagon (RR issued on sender weight basis) and the weight of first weighment may be neglected if the difference does not exceed 1(one) percent of the gross weight and in such cases invoiced weight will continue to be chargeable weight.

If the weight of first weighment is more than invoiced weight and difference exceeds the limit as mentioned above, the weight of first weighment at weighbridge will be the chargeable weight and necessary punitive charges, if applicable shall be realized as per extant rule.

If the weight of first weighment is less than the invoiced weight, the invoiced weight will be the chargeable weight.

2. Difference between the weight of 2nd weighment of consignment in a wagon at enroute/ destination and the weight of first weighment at forwarding/en-route, may be neglected if the difference does not exceed 2(two) percent of the gross weight and in such cases weight of first weighment will continue to be chargeable weight.

If the weight of 2nd weighment is more than the weight of first weighment and difference exceeds the limit as mentioned above, the weight of 2nd weighment will be the chargeable weight and necessary punitive charges, if applicable shall be realized as per extant rules.

If the weight of 2nd weighment is less than the weight of first weighment , the weight of first weighment will be the chargeable weight.

3. In case of 2nd weighment, where both invoiced weight and weight of first weighment are available , the chargeable weight determined at the time of first weighment in terms of Rule(1) above , will be taken into account for the comparison with results of 2nd weighment.
4. In case 3 or more sets of weighment details are available , the chargeable weight determined at the time of last but one weighment in terms of Rules (1) and/or (2) above, will be taken into account for the comparison with results of last re-weighment.

***Request for reweighment of goods by the owner:***

The request can be considered only when the conditions of packages or consignments warrant.

1. DCM permission is required for reweighment.
2. Prescribed reweighment charges are collected for reweighment of wagonloads.

***Reweightment of goods is not permitted:***

1. When wagons are received with seals intact and there is no evidence that the seals are tampered in transit.
2. In case of consignments received in open wagons, when there are no signs of tampering with the original packing.

□

## **PROCEDURE FOR DELIVERY OF GOODS ON COLLECTION OF RR**

As per Section 76 of the Railways Act 1989, a consignment shall be delivered to the consignee on surrender of railway receipt. Delivery means, making over physical possession of the goods, to the rightful owner, on collection of the railway receipt and the charges due.

The following procedures / precautions are to be observed at the time of granting delivery.

1. When the railway receipt is presented for delivery of goods, delivery book should be verified, to see if the goods are received and if so, record the date of unloading
2. The railway receipt should be thoroughly checked regarding distance, rate, freight charges and any other charges and its authenticity (Not Forged).
3. If the railway receipt is in torn or in mutilated condition and if there is any doubt, booking particulars should be called from the forwarding station.
4. It is the responsibility of destination station to collect all the undercharges due.
5. Overcharges if any on account of error in rate, classification or calculation may be given on to-pay consignments at the destination station by the station master.
6. Full signature of the consignee should be taken in the delivery book.
7. In case of partial delivery, partial delivery certificate (PDC) should be given for taking delivery of the balance consignment.
8. The private and railway marking should be verified to avoid wrong deliveries.
9. The date of unloading, date of delivery and amount collected shall be entered in the delivery book.
10. If a consignment is booked against restriction, the delivery shall not be granted, till it is brought to the notice of the competent authority.
11. If prior instructions from the sender are received to stop delivery or order from the court of law is received, delivery should be refused.
12. If a misdeclaration is made, the delivery shall be withheld and the matter reported to the competent authority.
13. After delivery of goods, the railway receipt should be cancelled with the remarks -goods delivered-
14. If the consignee passes any remarks in the delivery book it should be certified by the supervisor and if it is found to be incorrect, counter remarks should be made in the delivery book by the supervisor.

***Precautions to be taken to avoid deliveries on forged railway receipts:***

1. Delivery of the consignment should be effected only after comparing the railway receipt with invoice (through invoice, transit invoice or guard's foil)
2. If the genuineness of the railway receipt is doubtful, or when the party is not known, delivery should not be affected
3. A stamped indemnity note from a well-known person should be executed before allowing such delivery.
4. Staff should be cautious, when the
  - (a) Railway receipt contains goods, which are generally not received at the station.
  - (b) Consignment is received from a station, from where the commodity is generally not booked.
5. Invoice index register should be checked in order to check the continuity of invoice numbers.
6. Station stamp and code numbers to be verified.
7. Endorsement on the reverse side of the railway receipt should be carefully examined.
8. Ensure that there is a water mark (railway logo) on the railway receipt.

***Partial delivery certificate (PDC):***

- a. Even when a part of the consignment is received, party should take delivery of the goods on payment of all the charges due and by surrendering the railway receipt.
- b. The party is permitted to pass a remark regarding the number of packages / wagons received / due in the delivery book.
- c. In all such cases, formalities of open deliveries should be followed and PDC is granted to the party.
- d. When the part consignment arrives later, delivery can be given on PDC.
- e. When the remaining consignments are delivered, the party should sign in the delivery book and pass remarks "consignment received in full" under clear signature.
- f. Each portion of the goods received partially, will be treated individually for wharfage or demurrage.



## **DELIVERY OF CONSIGNMENTS IN THE ABSENCE OF RR**

- As per Section 76 of the Railways Act 1989, a consignment shall be delivered to the consignee on surrender of railway receipt.
- A consignment can also be delivered if the railway receipt is not forthcoming, on execution of indemnity bond.
- An indemnity bond is a legal document and it is meant to indemnify railways, against all claims in respect of goods for which it is executed.

### ***Procedure for execution of indemnity bond:***

- It should be signed by the consignee with one surety and two witnesses in presence of the station master. They must all be known persons to the station master.
- Station master is empowered to deliver consignments up to the value of one lakh rupees on indemnity bond.

### ***D.C.M. permission should be obtained in the following cases:***

- a. If the value of the goods exceeds rupees one lakh.
- b. If the goods are booked from abroad (imported goods).
- c. If the goods are claimed by more than one person.
- d. If the goods are claimed by other than the invoiced consignee.
- e. If the goods are claimed by unknown person.
- f. If the invoice are not available.

### ***Indemnity bonds are of three types:***

- Unstamped indemnity bond
- Stamped indemnity bond
- General indemnity bond

### ***Unstamped indemnity bond:***

It is accepted for delivery of the following consignments.

- Perishables
- Empties returned (fish cans)
- Articles of negligible value
- Newspaper and magazines
- Consignments booked to and from government departments and railways

### ***Stamped indemnity bond:***

- It is executed on non-judicial stamp paper of appropriate value (the value of the bond paper defers from one state government to another state government).
- It is accepted for delivery of consignments other than those mentioned above.

***General indemnity bond:***

- Reputed firms or factories having the facility of a siding or individuals having regular transactions with railways are extended with this facility.
- It is prepared in 4 copies namely (a). Party (b). Station master (c). D.C.M. (d). F.A & C.A.O.
- It is issued after the approval of the D.C.M. and the station copy is sent to station master.
- Delivery of goods is made on the strength of general indemnity bond and the consignee need not submit any other indemnity bond.
- The consignee must surrender the original railway receipt or another stamped indemnity bond within a period of 10 days from the date of delivery of the consignment.
- General indemnity bond is valid for 3 years.
- Consignments booked as *self* are not delivered on general indemnity bond.

***Various circumstances under which delivery is granted in the absence of RR:*****I. General consignments (booked by name):*****When invoice / guard's foil is available:***

- Delivery is given on execution of Indemnity bond (stamped or unstamped) as prescribed.

***When invoice / guard's foil is not available:***

- D.C.M. permission is obtained for delivery on indemnity bond.
- Copy of the invoice is obtained from the forwarding station and delivery is granted on the strength of the invoice and indemnity bond.

**II. Self consignments:*****When invoice or guard's foil is available or not available:***

In both the above circumstances, the consignor must execute an indemnity bond to the station master of the forwarding station, asking him to deliver the consignment in favour of the consignee. The station master of the forwarding station should attest this indemnity bond. It is surrendered to the station master of the destination station. In addition, the consignee should also execute another indemnity bond to the station master of the destination station.

**III. Perishable consignments:****1. *When invoice or guard's foil is available:***

- Delivery is given on collection of unstamped indemnity bond.

**2. *When invoice or guard's foils is not available:***

- Delivery is granted on collection of a deposit equal to the value of the commodity at the destination market rate. This deposit is known as *Perishable Deposit*
- A money receipt is issued for the deposit collected.

- An unstamped indemnity bond is collected and delivery is granted.
- Perishable deposit thus collected is refundable, on collection of the original railway receipt or a certified copy of railway receipt and money receipt.
- The money receipt is treated as cash voucher and sent to accounts office the following day.
- If money receipt is lost, perishable deposit is refunded on execution of indemnity bond.
- The time limit for claiming refund of perishable deposit is 6 months from the date of delivery.

□

## **DEMURRAGE**

Demurrage is the charge levied for detention of rolling stock beyond the permissible free time allowed for loading and unloading.

- Demurrage is charged per 8-wheeler basis and half of the charges are collected for 4-wheeler wagon.
- Free time for loading / unloading for different types of rolling stock is notified by the railway board.
- Normal working hours are from 06.00 to 22.00 or any other working hours as notified by railway administration.
- All days are working days including dies non-days.
- Free time is not allowed when demand is cancelled after the physical supply of wagon.
- When a wagon demand is cancelled after physical supply of wagons, no free time is allowed and demurrage charge is levied from the time of placement of wagons till the cancellation of the indent.
- If the loading is not commenced within the free time for loading, allotment is cancelled, WDRF is forfeited and demurrage charges are collected without granting any free time.
- When a wagon / rake is supplied to an indenter which he commences loading within the free time but takes more than the free time permitted the wagon registration fee will not be forfeited but demurrage will be recovered in accordance with the rule.
- When a rake is supplied to an indenter at congested goods shed and he commences loading within the free time but does not complete the loading within twice the permissible free time, one subsequent pending indent of the said consignor will be cancelled along with forfeiture of WDRF. Similarly, if he does not complete the loading within three times the permissible free time, another pending indent will be cancelled along with forfeiture of WDRF and so on.
- If the consignor gives in writing to detain the wagon beyond the free time for loading, in such case if the loading is not commenced within 24 hours, indent is cancelled, WDRF is forfeited and demurrage charges are levied without granting any free time.
- In case of block rake, even if one wagon is detained beyond the free time demurrage charges are levied on the entire rake. Separate free time is given for crane consignments.
- Demurrage charges should be collected locally and should not be included in railway receipts.
- Demurrage charges should be accounted on the debit side of the balance sheet.
- If the wagons placed for loading and unloading are disturbed for the purpose of shunting by operating staff, the period should not be taken into account either for granting of free time or for the purpose of calculating demurrage.
- The SM should give in writing the reasons for disturbing the wagons after placement.
- Demurrage charges for other than steel plants are levied at the rate of **Rs. 150/-** per hour or part of the hour, per eight wheeler wagon, on all types of 8-wheeler goods wagons and coaching vehicles (other than passenger vehicles) irrespective of their carrying capacity.
- In case of excessive congestion at any terminal / steel plant, CCM / COM / DRM can increase the demurrage charges even at progressively increasing rates subject to a

maximum of 6 times of the prevalent rate after giving a notice of 48 hours and applicable for a notified period.

- The rates for demurrage charges in respect of 4 ó wheeler wagons / vehicles on BG, MG and NG shall be half of the rates prescribed for the 8 ó wheeler.
- For RMC and military wagons, demurrage is collected on par with public rates.

***Incentives for extended working hours and immediate removal of goods:***

As an introductory incentive for the consignors / consignees to release the rakes during the extended night hours beyond 22.00 hours, only 50% of the time taken between 22.00 hours and 06.00 hours of the time up to which the working hours have been extended should be reckoned for calculation of free time for loading, unloading or removal of consignments from the railway premises.

Incentive of reckoning only 50% of the time taken between 22.00 hours and 06.00 hours for calculation of free time is not available to the following.

- Private and assisted siding.
- Customers who opt for terminal incentive cum engine on load scheme at goods sheds.

Inordinate detention to wagons placed for unloading is sometimes caused in the goods sheds due to goods unloaded from an earlier rake lying on the ground, blocking the space for further unloading. In order to expedite removal of the goods unloaded from a rake, it has also been decided that a grace period of 2 hours beyond the prescribed permissible free time for unloading for different types of rakes should be permitted in the goods sheds for immediate removal of the entire goods unloaded from the rake within the extended grace period of 2 hours. However, if a consignee doesn't clear the entire goods unloaded from the rake within the extended grace period of 2 hours demurrage will be leviable as per the prescribed permissible free time and no grace period in free time will be granted.

***Advance intimation regarding arrival / placement of rakes:***

Advance intimation to the freight customers must be properly put in place so that they are in a position to arrange trucks and labour well in time before the placement of the rake. Such a system is essential to ensure that the loading or unloading is completed within the prescribed free time without any detention to the rakes.

Division control offices would give advance intimation of the allotment of the empty rakes as well as the forecast of the loaded rake at various terminals. The goods sheds staff shall, in turn ensure advance intimation to the consignors / consignees. The details of the various freight customers using the terminals must be maintained for this purpose. A record of having given such intimation should be maintained for this purpose.

A record of having given such intimation to them should also be maintained in divisional control offices and goods sheds.

Demurrage charges are levied and recovered from rail users in order to discourage detention to wagons beyond prescribed free time. While it is an accepted principle that these charges are more in the nature of penalties than as a source of revenue, in the prevailing situation of shortage of wagons vis-à-vis a large number of pending indents, it is essential that the wagons are released in time and the unloaded consignments cleared without any delay.

**Permissible free time for loading and unloading:**

- Free time for loading and unloading for different types of wagons have been given in the table.
- As and when new types of wagons are introduced, free time mentioned in the table shall automatically apply to the wagons depending upon the type of wagons.
- 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 one wagon 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.

Type of Wagons	Permissible free time (in hours & minutes)			
	Mechanized		Manual	
	Loading	Unloading	Loading	Unloading
<b>Open wagons*</b> BOXN, BOX, BOY, BOI, BOST, BOXNHA, BOXNHS, NBOY etc.	5.00	7.00	9.00	9.00
<b>Hopper Wagons*</b> BOBS, NBOBS, BOBR, NBOBR, BOBY, NBOBY etc.	5.00	2.30	N.A.	N.A.
<b>Flat Wagons</b> BFR, BRH, BRN, BFK, BFKI, BFNS, CONCORD rakes etc.	6.00	N.A.	8.00	8.00
<b>Covered Wagons(BCNHL)</b>	N.A.	N.A.	5.00 (1 - 20 wagons)	5.00 (1 - 20 wagons)
			7.00 (21 - 30 wagons)	7.00 (21 - 30 wagons)
			9.00 (31 to 45 wagons)	9.00 (31 to 45 wagons)
			11.00 (46 wagons and above)	11.00 (46 wagons and above)
<b>Covered Wagons ( Other than BCNHL)</b>	N.A.	N.A.	5.00 (1 - 20 wagons)	5.00 (1 - 20 wagons)
			7.00 (21 - 30 wagons)	7.00 (21 - 30 wagons)
			9.00 (31 wagons& above)	9.00 (31 wagons& above)
<b>Tank Wagons ( White Oil)</b>	6.00	6.00 (upto 29 wagons) 8.00 (30 & above)	N.A.	N.A.
<b>Tank Wagons ( black oil)</b>	7.00	7.00 (upto 29 wagons) 9.00 (30 & above)		
<b>Military wagons - KM</b>	N.A.	N.A.	4.00	4.00
<b>Military wagons Other than KM wagons like DBKM etc.</b>	N.A.	N.A.	5.00 (upto 20 wagons) 7.00 (21 & above)	5.00 (upto 20 wagons) 7.00 (21 & above)
<b>Type of Commodity</b>				
<b>Containers #</b>	3.00	3.00	N.A.	N.A.
<b>Consignments handled by crane</b>	7.00	8.00	N.A.	N.A.
<b>Livestock</b>	N.A.	N.A.	4.00	4.00
<b>Note:</b> Loading by pay loaders is a type of mechanized loading. N.A. means not applicable.				
Permissible free time in case of double operation of container traffic i.e. unloading followed by loading in the same wagons shall be 5 hours. However in the case of container commodity handled by sling cranes, the free time for loading/unloading will be 6 hours for single operation and 8 hours for double operation.				

Free time applicable for BG wagons are uniformly applicable for MG wagons also.

Additional free time given on account of extra shunting for placement / removal of rakes to and from the serving station to the siding should be 2 hours. However, in cases where the additional free time had been fixed less than 2 hours as per time and motion, studies, the same should be continued.

In case of goods sheds and railway siding where the placement capacity is less than a rake, the free time will start with the placement of the first part of the rake. However, intervening periods between the time of completion of loading /unloading of the 1<sup>st</sup> part and time of placement of 2<sup>nd</sup> part of the same rake for loading/unloading, between the time of completion of loading / unloading of the 2<sup>nd</sup> part and placement of 3<sup>rd</sup> part of the same rake for loading/unloading and so on, should be treated as dies non. demurrage for excess detention will be 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. from the time of placement of first part to the release of the last wagon) of the rake.

In cases of goods shed having multiple lines of limited capacity, if a rake is split and placed on different line successively, free time for the entire rake will commence from the time of placement of first lot of wagons. Demurrage for excess detention will be levied on the entire rake. However, if the time interval between successive placements is too much due to exigencies like accident etc., free time for each placement shall be granted separately according to the slab of free time applicable for relevant placement.

***System of levy of demurrage charges in case of multiparty / multi-consignor / multi-consignee rakes:***

Multiparty / multi-consignor / multi-consignee rake(s) shall be treated as a unit for the purpose of free time for loading / unloading and levy of demurrage.

Free time for loading / unloading as permissible to the entire rake should be allowed.

If detention of the rake is caused beyond the permissible free time, then, demurrage charges should be leviable on the entire rake, even if some of the wagons are released within the free time, actually drawn out & dispatched or used for back-loading or which could be removed in one shunt without disturbing the wagons which were under operation of loading / unloading.

The consignor(s) / consignee(s) who have detained their respective groups of wagons beyond the permissible free time should be made accountable for the detention and demurrage charges should be collected from him / them for the detention of the groups of wagons allowed to him/them.

The demurrage on the entire rake, duly deducting the demurrage collected from the other consignor(s) / consignee(s) / endorsee(s), should be collected from the last party (who is responsible for the detention of the rake).

***I. Reckoning of free time in goods sheds, railway sidings and such private / assisted sidings where placement / release of rake is done through railway loco.***

***If a rake is placed in one spur in one placement of the rake:***

Free time will be reckoned from the time of placement of the rake, demurrage charges will be levied on excess detention as follows:

$$\text{Excess detention} = (\text{time of release} - \text{Time of placement}) - \text{free time}$$

***If a rake is placed in one spur in multiple placements:***

The free time will start with the placement of 1<sup>st</sup> part of the rake. However intervening periods between the time of completion of loading and unloading of the 1<sup>st</sup> part and time of placement of 2<sup>nd</sup> part of the same rake for loading / unloading and so on will be treated as dies non. DC will be collected on excess detention which will be calculated as under.

$$\text{Excess detention} = (\text{time of release of the last part} - \text{Time of placement of first part}) - \text{free time} - \text{total period of dies non.}$$

***If a rake is placed in more than one spurs:***

Free time for the entire rake will commence from the time of placement of first part of the rake.

DC will be calculated on the basis of deemed released time of the rake (after adjustment of dies non period). A rake will be deemed to have been released at the time at which the last wagon is released irrespective of the group / spur in which this wagon was placed.

If the time interval between the first placement and subsequent placements is more than two hours then such excess time interval of over two hours shall be treated as dies non. This dies non-period will be deducted from the actual release time of the respective placement to arrive at deemed release time.

***DC will be levied as follows:***

$$\text{Excess detention} = (\text{deemed release time of the rake} - \text{time of 1<sup>st</sup> placement}) - \text{free time.}$$

***Deemed release time of a placement will be calculated as under:***

Deemed release time of a placement = Actual release time of that placement ó dies non if applicable.

***II. DC rule in case of PVT/ASST sidings where placement / release of a rake from / to interchange point is done through siding owners loco:***

In addition to permissible free time for loading / unloading of wagons bunching allowance of 3 hours will be permissible as per the following conditions:

Bunching allowance will be allowed for both loading and unloading stream of traffic (commodity wise). It will be granted to such rakes, which have arrived in bunched manner in excess of the handling capacity of the siding. It will be permitted for calendar day only (within 00 hours).

***Handling capacity of siding will be fixed as under:***

***Existing sidings:***



Handling capacity of an existing siding will be the actual handling capacity or deemed handling capacity whichever is higher. Deemed handling capacity is the average consumption of rake per day during 1<sup>st</sup> Jan to 30<sup>th</sup> April escalated by 1.5 times rounded off to the next integer.

***New sidings:***

Handling capacity will be fixed provisionally keeping in view the handling system, production capacity, linkage, deemed handling capacity of similar type of sidings etc.

Handling capacity of a siding thus fixed should be reviewed every year in the month of May and will be notified for the next year starting from July to June or at the time of change in infrastructure including handling system, consumption pattern, or linkage of the sidings whichever is earlier.

DC of a rake will be charged after allowing the permissible free time for loading/unloading of wagons and bunching allowance wherever applicable. Grant of the free time and levy of DC on a rake will be linked with handling capacity of the siding.

## **WHARFAGE**

Wharfage charge should be levied on goods / consignment not removed from railway premises after the expiry of free time. No wharfage will be levied on the consignment held by railway administration on lien in terms of Section 83 of Railways Act 1989.

### ***Classification of railway premises:***

- Classification should be reviewed every year in the month of May on the basis of average number of rakes dealt with per month during 1<sup>st</sup> Jan to 30<sup>th</sup> Apr or the average number of rakes dealt with per month during 1<sup>st</sup> May (of previous year) to 30<sup>th</sup> Apr, whichever is higher.

<b>Group</b>	<b>No. of Rakes</b>
I	More than 12 rakes per month
II	7 - 12 rakes per month
III	Less than 7 rakes per month

- Classification should be reviewed every year in the month of May based on the actual performance during January to April and notified for the period July to June.
- Divisions will notify the classification of railway premises.

### ***Permissible free time for removal of goods from railway premises:***

Free time for removal of goods from railway premises will be as under.

(a) Goods stacked in goods sheds waiting to be loaded in wagons / rake.

<b>Group</b>	<b>Time</b>
I	12 working hours from the expiry of free time for loading of wagons/rake
II	15 working hours from the expiry of free time for loading of wagons/rake
III	30 working hours from the expiry of free time for loading of wagons/rake

(b) Goods unloaded from wagons / rake, waiting to be removed from goods shed.

<b>Group</b>	<b>Time</b>
I	12 working hours from the expiry of free time for loading of wagons/rake
II	15 working hours from the expiry of free time for loading of wagons/rake
III	30 working hours from the expiry of free time for loading of wagons/rake

**Note:** National Holidays, namely 26th January, 15th August and 2nd October will not be reckoned while calculating free time for removal of goods from railway premises and for charging Wharfage except in the case of live stock, perishable goods and goods loaded / unloaded at such stations/goods sheds which are notified as 'Notified Station' for removal of goods without delay.

***Wharfage rates:***

Wharfage charge will be levied on per wagon per hour basis uniformly for all types of wagons, whether 4 wheeler or 8 wheeler or any other type.

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

50% of the time will continue to be reckoned between 22.00 hours and 06.00 hours.

***Wharfage rules in case of livestock booked under goods tariff:***

Free time for removal of livestock (booked under goods tariff) from railway premises will be as under:

*(a) Livestock waiting to be loaded in wagons / rake*

- 3 hours from the expiry of free time for loading of wagons / rake

*(b) Livestock unloaded from wagons / rake, waiting to be removed from goods shed etc.*

- 3 hours from the expiry of free time for unloading of wagons / rake

Rate of wharfage charge in the case of livestock (booked under goods tariff) will be Re.5/- per head per hour or part thereof. However, rail customers should remove their livestock from railway premises within 12 hours of their unloading at destination station/goods shed. In case rail customer fails to do so Railway administration may dispose them off in the manner provided in clause (a) of sub-section (2) of Section 83 of Railways Act 1989.

***Levy of higher wharfage charges:***

In cases of excessive congestion or regularity of excessive congestion at any terminal, CCM / DRM can notify higher wharfage charges up to six times the prevailing rates applicable for the first 24 hours. Higher wharfage charge should be implemented only after giving a due notice of 48 hours and wide publicity, and should be applicable only for the notified period.

## **FREIGHT OPERATIONS INFORMATION SYSTEM (FOIS)**

### **TERMINAL MANAGEMENT SYSTEM (TMS)**

Freight Operations Information System is a reporting system where goods handling working is made computerized. All the goods handling activities are captured in to computerized environment to enable it to process wherever applicable, and provide required information to all the stake holders.

#### **The objective and advantages of FOIS are:**

FOIS has been designed to give strategic advantages to both Indian Railways and its customers. The implementation of the system is envisaged to eventually achieve the following:-

- Global tracking of consignments in real time for timely planning and just in time inventory management.
- Facilitate for acceptance of customer's orders, billing and cash accountal
- Collection of freight through e-payment facility.

FOIS comprises the Rake Management System (RMS) for handling the operating portion and Terminal Management System (TMS) pertaining to the commercial transactions

#### **Some of the features available in FOIS are:**

- Monitoring of all freight trains either by Railways or by goods customers
- Details of Rakes/Wagons available in various yards, eliminating the need for costly manual documentation and tedious retrieval systems and inaccuracies.
- Managerial reports regarding availability of rolling stock, i.e. wagons and locomotives at any instant of time to plan for their most efficient utilization.
- The improved work environment has significantly simplified planning and execution of assigned tasks.
- Interactive web based solutions to give customized reports to Railway Board, Zonal Railways and Divisions is in place

#### **Functions of TMS (Terminal Management System)**

All the commercial activities performed at Goods handling points can be reported in the TMS. Starting from Indent registration up to the task of printing the RR can be done using TMS facility. The major functions of Terminal Management System are:

- Indent Registration with WDRF collection details
- Forwarding Note preparation
- Commercial placement of a Rake for loading/un-loading
- Release of the Rake as loaded or empty as the case may be
- Rebooking of a rake, if applicable
- Filling up of Loading/Unloading register

- Feeding consignment removal details
- Checking for automatic accrual of Demurrage and Wharfage charges
- RR generation with automatic accrual of freight charges
- Issue of Railway Receipt for various types of traffic including for Container Traffic
- Provision for feeding of payment details of Freight
- Provision for feeding waiver details of DC and WC
- Provision for feeding of balance DC and WC collections
- Reporting for Remission of station earnings in to bank/cash office
- Provision for feeding of various charges pertaining to goods working at a station/siding
- Automatic preparation of Goods balance sheet in the system
- Provision for various queries
- Provision for getting various reports(save/print)

#### **Important features of TMS are:**

- No manual intervention in feeding of goods distances
- Facility for importing distances from RBS
- All the commercial rules are fed at CRIS/NDLS and the same are automatically implemented through FOIS system
- The details relevant to a particular location/consignment are to be fed at the location
- Rest of the rules common to goods working are fetched from back end and implemented accordingly
- Instant messaging facility to anywhere on Indian Railways having FOIS facility
- Data access to all the stake holders in real term basis
- Complete transparency in goods working
- The information available in FOIS can be accessed through internet by general users, e-customers and Railway staff by using their respective user IDs and Pass words.

**E-Payment of Freight:** This facility has been implemented at all the major sidings/goods sheds for various customers. Various provisions pertaining to e-payment are implemented through TMS. Originating point intimates electronically the freight charges due to the bank server concerned. After receipt of "Successful Transaction" message from the bank confirming the debit from the customer's account, RR is printed at the originating point.

#### **FEATURES OF FOIS RR:**

##### **Stationery**

##### **Same stationery for all type of RRs:**

- É SIZE: 15x12 INCH (FANFOLD) 4 PLY
- É WATER MARK WITH IR LOGO
- É 500 SETS OF 4 FOILS EACH
- É MACHINE NUMBERED

## É MONEY VALUE BOOK

FOIS RR will consist of 9 (nine) digits. Ex: **212000001**,

**The significance of each digit will be as follows:-**

**1st Digit:** (Type of Traffic)

1-Govt Coal 2-General Goods

3-Military Traffic 4- Public Coal 5-RMC

**2nd Digit:** (Payment Type) 1.Paid, 2.To-pay, 3.Paid-To-pay, 4.E-RR, 5. To-pay E-RR, 6. Paid E-RR

**3rd Digit:** (Traffic Destination) 1.Local, 2.Foreign, 3.Inter Dominion

**4-9 Digits:** Serial Number of RR

**Distribution of FOIS RR foils:** FOIS RR will have four foils with first one will be of original printed one and the rest will be generated with carbon process on Dotmatrix printer. The following is the distribution:

**First foil:** Receipt (To be issued to the party)

**Second foil:** Accounts copy

**Third foil:** Invoice

**Fourth foil:** Record copy

### **E-payment System: (Procedure)**

This Scheme provides a facility to Rail users to make payment of Freight charges directly from their Bank account to Railway's Bank account through electronic means.

Payment under e-payment scheme will be limited to payment of freight charges at present. Railway may consider payment of other charges through e-payment at a later stage.

This facility will be available only at terminals where Terminal Management System (TMS) has been commissioned.

#### **Eligibility.**

Any rail customer having regular business with Railway may apply to the Chief Commercial Manager (CCM) of the Zonal Railway on which the booking station is located. It will be at the sole discretion of the Railway Administration (CCM in consultation with FA & CAO of the originating railway) to accept or reject a request for electronic payment of freight charges through E-payment system.

Acceptance of a proposal for instruction of e-payment facility shall be subject to an undertaking by the customer through a Tri Partite/Quadripartite Agreement to abide by the conditions laid down in this E-payment scheme and any other conditions that the Zonal Railway may decide and add.

#### **Tripartite/Quadripartite Agreement:**

A Tripartite/Quadripartite agreement will be entered into by the Railway, Nationalised Bank (hereinafter referred to as the Bank) and the Customer, incorporating the provisions of this Guidelines and details of all other arrangements required for operating the E-payment system, in order to authorize the Bank to collect funds (freight charges) from the consignor's bank account maintained with them and transfer the same to Railway's Account.

#### **Requirement of Letter of Credit/Bank Guarantee:**

LC and BG mentioned in this section is designed to be a security to enable Railways to issue Paid E-RRs even in cases in which no positive electronic confirmation is received by Railway about the freight charges having been transferred from the customer's Bank account to Railway's bank account.

Customers intending to opt for e-payment facility will be required to open an irrevocable Letter of Credit (LC) in favor of the Railway at a branch of a bank mutually agreed upon by the customer and Zonal Railway for an amount equivalent to 2(two) days of average freight of actual transaction days of the highest transaction month paid by the customer to the Railway in the last financial year or a higher amount if so agreed mutually between the customer and the Railway. The LC should be valid for 12 months from the date of commissioning of the e-payment facility with a provision permitting its encashment up to 15 days after the validity period of LC, if required.

A separate category of Railway Receipts (RR) called 'E-RR' 'Paid-ERR' and 'To-Pay ERR', will be issued under e-payment. Transaction ID given by the Bank, FOIS

transaction time, Customer Code, LC/BG number, validity period of LC/BG, Customer Bank branch and Branch code, Railway's Bank Account Number, Bank's name and Branch Code shall be printed on RR generated through E-Payment. A payment advice being generated by the system for each RR can be printed from the system and shall be dispatched by the station to cash office along with cash remittance. Electronic payment system will be a 24x7 facility under which transactions will be made round the clock and on all the days of the year. 7.1 Cash office shall treat the payment advice as TR note for the purpose of accounting and reporting.

#### Procedure in case of exigencies:

Paid E-RR can be issued in case there is a failure of communication between the FOIS, CRIS and Bank server either before any transaction details can be sent to the bank or after a transaction message is sent for payment and consequently no confirmation for transfer of fund or otherwise is received at the TMS location. The Rupee amount of the LC/BG would be the upper limit for which Paid E-RR can be issued by the System without receiving any positive confirmation from the Bank regarding collection of funds from the customer. TMS will maintain a Payment Pending List to indicate the freight amount and other relevant details about the paid E-RRs issued without a positive confirmation from the Bank about transfer of funds.

TMS will ensure that the cumulative online Rupee amount indicated in the Payment Pending List must never be allowed to exceed the amount of LC/BG.

If the TMS device of the loading point fails to function at any stage, the Sr. DCM of the division, over which the loading station lies, will ensure that the requisite data are fed in the system through the proxy reporting from the adjoining location or divisional control office and that the RR is generated in TMS system and freight collected through e-banking well in time. However, RR will be printed at the goods originating point only on restoration of normal operation. Such transactions will be accounted for in originating station's balance sheet.

In cases a failure is anticipated to last for more than five days, CCM of the concerned Railway will be apprised and he will decide whether to declare this failure as a Prolonged Failure. If a failure is declared as a Prolonged Failure by the CCM, E-payment facility will be discontinued and payment shall be arranged by the Customer as per conventional system. In all such cases, E-payment system will be reintroduced through a notification by the concerned CCM based on a written certification by the Bank and

#### Withdrawal/Termination:

In case of frequent system failures leading to lack of communication between the TMS and the Bank, the electronic payment facility will be withdrawn in respect of such party by the Railway and manual system of payment shall be introduced. Railways will give a notice of 14 days from the date of issue to the party and the bank before terminating the Tripartite Agreement. Termination of Tripartite Agreement can also be done either by the consignor or the bank after giving a similar notice of 14 days.

\*\*\*\*\*



## **STATION OUT STANDINGS**

The unrealized earnings at a station at the end of the month are called as ~~Station Outstanding~~. The outstanding can also be defined as the difference between the total debits and credits at end of the month.

### ***Nature of outstanding and clearance:***

#### **1. *Cashiers disallowances:***

- This outstanding is raised due to rejection of defaced and spoiled currency notes etc. or non-submission of vouchers to cash office.
- On receipt of cashiers disallowance list from the chief cashier, the station staff should take immediate steps to clear this outstanding by remitting the cash to the extent of cash disallowed or by submitting the cash voucher.

#### **2. *Short accountal and short remittances:***

- The short accountal and short remittances detected by the traffic accounts or inspection staff should be cleared immediately by the staff responsible by cash.

#### **3. *Error sheets (Accounts Office Debits):***

- The under charges noticed by the accounts office during their internal check will be advised to the stations through error sheets for early accountal and realization.
- On receipt of the error sheets they should be accounted in the outstanding register and in the balance sheet on hand.
- The station staff should verify the same and classify the error sheet into a. Admitted debit or b. Non-Admitted debits.

##### ***a. Admitted debits:***

- If the objection raised by the accounts is acceptable to the station then the debit is called admitted debit.
- Immediate steps should be taken by the station staff to clear the outstanding by the remitting the cash.

##### ***b. Not - admitted debit:***

- If the objection raised by the accounts office is not acceptable to the station, then the debit is called ~~not admitted debit~~.
- One copy of the error sheet to traffic accounts, together with remarks for not accepting the debit.
- Traffic accounts office should examine the remarks for not accepting the debit by the station and if their remarks are found satisfactory they should withdraw the debit, by issuing a credit advise.
- The credit advise should be accounted on the credit side of the balance sheet.
- The credit advise is an authority for clearance of the outstanding amount under disputed debit.

**4. Freight outstanding:**

The freight outstanding on account of freight is classified as

- (a). Freight on hand
- (b). Freight not to hand.

**a. Freight on hand:**

- The freight outstanding on undelivered consignments is called as freight on hand. If the party has not taken delivery of the consignment within 7 days from the date of arrival of the consignment then a sale notice should be issued to the party by the destination station.
- If the party has not taken delivery of the consignment within 30 days from the date of receipt of the sale notice, the consignment is disposed of by conducting auction at the station and the outstanding is cleared on this account.

**b. Freight not to hand:**

- The freight outstanding on consignment not received at destination is called as freight not to hand.
- The reasons for non-receipt of a consignment at the destination station are as under.

**c. Consignments lying unconnected:**

- If the consignment is not received within the normal time by the destination station, they should send a telegraphic message to the forwarding station, junction stations enroute and DCM.
- On receipt of the message the staff at the enroute junction stations and DCM should take immediate steps to dispatch the consignment to the destination if the consignment is lying unconnected at some other stations.

**d. Lost or destroyed in transit:**

- The outstanding on account of consignment lost or destroyed in transit should be cleared by obtaining certified overcharge sheet from the chief claims officer.

**e. Diversion:**

- In case goods are diverted to a new destination, the freight outstanding should be cleared by obtaining a certified over charge sheet from the forwarding station.

**f. Rebooking:**

- In case of goods are rebooked to any other station, the freight outstanding should be cleared by including all the charges due in the rebooking railway receipt as 'Paid On'.
- A copy of the rebooking railway receipt should be attached to the station balance sheet for clearance of the outstanding.

**g. Forced entries:**

- The items copied from the machine prepared abstracts (MPAØ) into goods delivery book are called as forced entries.
- The copies of invoices for these items should be obtained either from the forwarding station or from the traffic accounts office.
- After verification, if the invoices are not pertaining to the station, a letter from the forwarding station should be obtained and the outstanding is cleared.

***h. Over carried:***

- If the goods are over carried to a station on the home railway the station which has received the consignment wrongly should rebook the same to the original destination station under a free invoice / way bill.
- If the goods are over carried to a station on a foreign railway the station should rebook the consignment to the original destination station as ~~to-pay~~
- The freight outstanding to the extent of goods over carried should be cleared by obtaining special credit from the concerned DCM.

***5. Wharfage and demurrage charges:***

- These charges will be outstanding for want of remission orders from the DCM.
- Prompt action must be taken to obtain remission orders from the DCM to clear the outstanding on this account.

***6. Siding charges:***

- All siding charges due from the siding owners as per agreement must be collected promptly and the station must ensure that there are no arrears in collection of these charges.
- If the siding authorities do not pay the charges due to the railways, the matter should be reported to DCM immediately.
- Under no circumstances the siding charges should be written off.

***7. Miscellaneous items:***

- The outstanding arising on account of miscellaneous items, should be cleared depending upon the nature of their outstanding.
- The unsold publications such as timetables and tariffs should be returned to DCM and special credit obtained for clearance of outstanding on this account.

□

