



GOVERNMENT OF INDIA

MINISTRY OF RAILWAY

RAILWAY BOARD

INDIAN RAILWAY CODE FOR TRAFFIC (COMMERCIAL) DEPARTMENT

REVISED EDITION

1993

(Embodying All Correction Slips issued upto 23 ,dated 17.12.2019)

PREFACE

The provisional issue of the State Railway Code for Traffic Department (Commercial) originally published in April. 1939 was treated as a Guide and not as a Code.

2. Subsequently its revised publication embodying essential principles and policy directives issued by the Railway Board from time to time was brought out in 1961 and the provisions contained therein were mandatory.

3. Since then certain provisions of the existing Code have become obsolete while others needed revision, hence the need of present revised edition. In this revised edition obsolete provisions have been deleted and all modifications/ additions and other procedural changes effected since the last edition have been incorporated.

4. The provisions included in this revised edition are mandatory and supersede all the rules and orders contained in the 1961 edition to the extent these have been revised and incorporated herein.

5. As per the policy of the Govt. of India, this edition is being issued in DIGLOT.

6. Corrections to this Code Book, if and when found necessary will be issued serially numbered. The correction slips will be printed in Hindi and English both on one side of the paper, so that these may be cut and pasted at the appropriate place.

7. Suggestions for improvements to this Code including amendments and corrections or errors/omissions, if any, would be welcome and may be addressed through proper channel to the Secretary, Railway Board.

K. BALAKESARI,

Secretary, Railway Board

New Delhi

CHAPTER I**ORGANISATION AND FUNCTIONS OF THE COMMERCIAL DEPARTMENT****Commercial Department**

101. The Commercial Department is responsible for the marketing & sale of the transportation provided by a railway, for creating and developing traffic, for securing and maintaining friendly relations with the travelling and trading public and for cultivating good public relations generally. The fixing of rates, fares and other charges and the correct collection, accountal and remittance of traffic receipts are also among its functions.

Chief Commercial Manager

102. The Chief Commercial Manager, as Head of the Commercial Department, is responsible to the General Manager for the efficient working of the Commercial Department. He is assisted by officers in different grades at the Head Quarter Office and in the Divisions including Area Officers where provided.

Powers of the General Manager in Commercial Matters

103. The powers of the General Managers in commercial matters are detailed in Appendix I.

104. Subject to the provisions of this code, the powers of the Chief Commercial Manager are such as may be delegated to him by the General Manager.

105. Similarly, subject to the provisions of this Code, these powers may be re-delegated by the Chief Commercial Manager to the authorities subordinate to him.

Subjects dealt with in the Commercial Department

106. A list of the main subjects dealt with in the Commercial Department is given in Appendix II.

The Headquarters Office

107. The important matters dealt with in the Headquarters Office of the Commercial Department are:—

- (a) Rates and fares;
- (b) Claims for refund and for compensation;
- (c) Prevention of Claims;
- (d) Marketing & Sales;
- (e) Passenger amenities;
- (f) Inter-model co-ordination;
- (g) Traffic Surveys;
- (h) Research and Development;
- (i) Catering and Vending;
- (j) Ticket checking;
- (k) Commercial Statistics;

(l) Computerisation of Reservation;

(m) Commercial advertising and publicity.

Marketing & Sales

108. The main functions of Marketing & Sales Organisation on the Railways are.

(a) to explore new areas for developing new streams of traffic and to improve the quality of service provided to traders by maintaining close liaison with them and to ascertain and solve their problems in connection with expeditious transportation of their goods.

(b) to plan and provide inter-modal services combining the advantages of Rail & Road Transport like Freight Forwarder Service. Container Service and Quick Transit/Speed link Services.

(c) to take up measures to arrest road competition and to have coordination between Rail and Road Transport.

Public Relations

109. The Public Relations Organisation of the Railways would be under the control of a Public Relations Officer whose main functions are :—

(a) to give wide publicity to the various measures adopted to improve passenger services and facilities provided to the trading public;

(b) to convey to the various departmental officers concerned public suggestions and grievances:

(c) to correct misstatements made in the Press:

(d) to educate railway staff to be alive to their duties and responsibilities as public servants, especially in the matter of courtesy to the public.

(e) to endeavour to educate the travelling public in the rules of health, hygiene and courtesy, and co-operate with the railway in their measures for combating anti-social practices like ticketless travel begging and un-authorized hawking and causing damage to railway property.

Divisional Commercial Manager/Area Manager

110. The Divisional Commercial Manager/Area Manager is responsible for the efficient conduct of commercial work over his Division/Area. He must ensure that reasonable facilities exist at various stations over his Division/Area for receiving, booking, forwarding and delivering of all descriptions of traffic; that the Commercial staff under his charge are prompt, civil and courteous in their dealings with the public and comply with the various rules and regulations laid down for the conduct of their work; that the various Tariffs, Rate Advices, Rate Tables, Distance Tables. Priority Registers etc. are available at stations, and that Fare Lists and other notices are suitably displayed on the Notice Boards. He must also arrange for periodical inspection of Stations, Booking and Reservation Offices, Parcels Goods Offices. Out Agencies. City Booking Offices and other ancillary services and catering and vending arrangements provided and on stations and on trains.

Commercial Staff

111. Rules and regulations for the proper discharge of their duties by the commercial staff are laid down in detail in the Indian Railway Commercial Manual.

Railway Administrations must ensure that commercial staff are properly trained in their duties and responsibilities: they must also ensure proper direction and control of the commercial staff.

The commercial staff are by the nature of their duties, thrown into very close contact with the

travelling public. and while mindful of the financial interests of the railway, they have ever to be on the alert to meet the changing needs and demands of the latter. The closest co-operation between the rank and file of the department scattered over hundreds of stations and the supervisory staff of subordinates and officers is, therefore, called for. The behaviour of the commercial staff should always be correct so as to ensure that the reputation of the railways is maintained at a high level. The following rules must be observed :—

- (a) the conduct of all railway servants should be prompt, civil and obliging;
- (b) every railway servant should afford all possible facilities and be careful to give correct information to the public;
- (c) railway servants are strictly forbidden to ask for or accept from the public any illegal gratification even if offered voluntarily.

Indian Railway Conference Association (I.R.C.A.)

112. The Indian Railway Conference Association is an Association of Railway Administrations in this country and inter alia is responsible for framing rules for the interchange of traffic between different railways in India and also between railways in India and railways in Bangladesh/Pakistan. The Fundamental Rules and General Constitution etc. of the Association are contained in Conference Rules, Part I issued by the Association's Office.

Functions of the I. R. C. A.

113. The more important functions of the I. R. C. A., so far as the Commercial Department is concerned, are as follows:—

- (i) To issue the following Tariffs and Publications and the Correction Slips thereto;
 - (a) Conference Rules, Part II, containing Rules for the Interchange of Rolling-Stock and Traffic between Indian Railways;
 - (b) Fundamental and Subsidiary Rules for the Interchange of Traffic between India and Pakistan/Bangladesh;
 - (c) Alphabetical List of Railway Stations in India;
 - (d) Goods Tariff containing General Classification of Goods and General Rules for Acceptance, Carriage and Delivery of Goods, applicable over Indian Railways;
 - (e) Goods Rate Tables.
 - (f) Pamphlet showing goods arranged according to classes etc.
 - (g) Coaching Tariff containing General Rules for the conveyance of passengers and the rules, rates and conditions for the conveyance by trains carrying passengers, of other traffic such as luggage, parcels, animals etc. applicable over Indian Railways;
 - (h) Coaching Tariffs containing Passenger Fare Table, Rates for Parcels and Rate Tables for certain descriptions of Coaching Traffic.
 - (i) Pamphlet showing Railway Travel Concessions to students and others;
 - (j) Military Tariff containing Rules, Rates and Conditions for the conveyance by Railway of Traffic for the Army, the Navy and the Air Force, applicable over Indian Railways;
 - (k) Red Tariff containing Rules and Rates for the conveyance by rail of Explosives and other Dangerous Goods applicable over Indian Railways;

(l) Railway Map of India;

(m) Railway Telegraph Code for use on Indian Railways;

(n) 'Trains at a Glance' time table.

(ii) To allot Code initials for Railway station names in India.

(iii) To furnish information to Railway Administrations regarding movement of wagons from one Zonal railway to the other and also regarding passage of wagons through certain important stations over individual railways to facilitate the tracing of wagons in cases of missing consignments.

Commercial Committee of the Indian Railway Conference Association

114. This Committee which comprises of the Chief Commercial Managers of Railways is a committee of the I. R. C. A. The functions of this Committee are as follows :—

(1) to consider and recommend alterations or additions to the General Classification of Goods;

Note :—In the case of additions, Railways must initially refer this matter to the Railway Board.

(2) to examine and make recommendations on proposals affecting rates and conditions and all matters tending towards uniformity and simplification of the tariffs;

(3) to consider and recommend alterations or additions to the General Rules appearing in Goods, Coaching, Red and Military Tariffs;

(4) to act as an Arbitration Committee to determine the liability of railways for any money claim which one or more railways may have against another railway or railways arising out of claims for compensation by the public and for freight, legal or other expenses connected therewith.

CHAPTER II**RATES AND FARES****Rates Branch**

201. The important subjects dealt with in this branch are as under:—

- (a) Passenger fares and rates and charges for other Coaching Traffic, such as. Parcels. Luggage, etc.
- (b) Concession Tickets and Season Tickets.
- (c) Classification of goods and rates for goods traffic.
- (d) Conditions attached to rates for Goods and Coaching Traffic, such as. risk, minimum weight, packing, etc.
- (e) Quotation of rates and fares to the public.
- (f) Compilation and maintenance of Rate Registers.
- (g) Adjustment of rates and fares.
- (h) Cases pertaining to the Railway Rates Tribunal.
- (i) Railway Tariffs. Rate Circulars. Rate Advices. Distance Table Books and Departmental Notifications.
- (j) Siding charges.
- (k) Quotation of station to station rates, and lump sum rates.

Rates and Fares for Goods and Coaching Traffic

202. The power to fix rates for the carriage of passengers and goods traffic has been vested in the Central Government vide Section 30 of the Railways Act. 1989 reproduced below :—

"Power to fix rates

30. (1) The Central Government may, from time to time, by general or special order fix. for the carriage of passengers and goods, rates for the whole or any part of the railway and different rates may be fixed for different classes of goods and specify in such order the conditions subject to which such rates shall apply,

(2) The Central Government may. by a like order, fix the rates of any other charges incidental to or connected with such carriage including demurrage and wharfage for the whole or any part of the railway and specify in the order the conditions subject to which such rates shall apply."

203. Similarly, the powers to classify or re-classify any commodity for the purpose of determining the rates to be charged for the carriage of such commodities and to increase or reduce the class rates and other charges has also been vested in the Central Government in accordance with Section 31 of the Railways Act, 1989.

204. The general classification of goods for Indian Railways and the rates and fares charged for various classes of goods, parcels, luggage and passenger traffic sanctioned by the Central Government, are published in the I. R. C. A (Indian Railway Conference Association) Goods and Coaching Tariffs for the time being in force.

Fixation of Tentative Classification for Commodities not already Classified in the Goods

Tariff

205. Whenever a new product not already classified in the Goods Tariff is offered for booking, the originating Railway may fix a tentative classification for the movement of the traffic both in local booking and through booking, and simultaneously make a reference to the Railway Board for their approval of the tentative classifications so fixed. The tentative classification thus fixed by the originating Railway shall hold good for the traffic booked from stations on that Railway both in local and through booking until the matter is examined and a tentative or final classification is notified by the Railway Board for applications to all streams of traffic in that commodity.

Minimum Weight Conditions for Traffic in Wagon Loads

206. The standard minimum weight conditions to be attached to wagon load rates are published in the Indian Railway Conference Association Goods Tariff for the time being in force. If it is found by a Railway Administration that the minimum weight conditions attached to a particular commodity need revision, test weighments should be conducted by that Railway Administration and matter referred to Railway Board with test weighment results and full justification for the change proposed.

Quotation of Station to Station Rates

207. Subject to the provisions of Section 32 of the Railways Act, 1989, station to station rates may be quoted by the Railway Administration between specific points for goods and parcel traffic whenever there is justification to do so subject to the conditions given in the succeeding paragraphs.

208. Station to Station rates may be quoted only with the personal approval of the GM and with the concurrence of the FA & CAO. The proposal for quotation of station to station rates should be submitted to General Manager through the Chief Commercial Manager and the Chief Operating Manager.

Conditions for Quotation of Station to Station Rates for Goods traffic

209. Railways may reduce rates subject to the following provisions:—

(a) No reduction is permitted in the rates for commodities chargeable at class 80 and below in trainloads and wagonloads and class 150 and below in Smalls.

(b) No reduction is permitted in the rates for Coal, Coal Shale, soft coke, lignite, patent fuel and Middlings and Livestock.

(c) No reduction is also permitted in the rates for petroleum and other hydrocarbon oils, dangerous and non-dangerous.

(d) Station to station rates should not be quoted below the level of rates at class 80 for trainloads and wagonloads and class 150 for Smalls.

(e) For trainload/wagonload traffic, no reduction is permitted in respect of movements for less than 150 KMs. and for Small traffic, no reduction is permitted in respect of movements for less than 500 KMs

(f) In respect of movements involving break of gauge transshipment, the railways are permitted to quote station to station rates.

210. Reduction in rates on commercial considerations will mean quotation of special rates with a view to retaining/attracting traffic to rail in order to secure net additional earnings.

211. The rates quoted should cover the incremental costs, that is, the additional cost to be incurred by the Railways for moving additional traffic.

212. In respect of traffic involving more than one railway, the station to station rates may be quoted by the Railway on which the traffic originates. However, the railways over which the traffic moves/terminates should be given prior intimation of the rates so quoted.

213. All reduced rates may be quoted for a period of not more than eighteen months.

214. All cases with brief particulars of the quotation of reduced rates should be reported to Board for their information as soon after the introduction of such rates as may be possible.

215. Railway Board's prior approval should be obtained where it is proposed to quote reduced rates :—

(a) below the rate reducing powers of railways indicated in para 209 above.

(b) within the rate reducing powers of railways but for any purpose other than on commercial considerations

(c) for goods traffic in trainloads/wagonloads moving less than 150 KMs or for goods traffic in Smalls moving less than 500 KMs.

(d) for traffic in livestock.

(e) for traffic in petroleum and other hydrocarbon oils-dangerous and non-dangerous.

Conditions for Quotation of Station to Station Rates for Parcel traffic

216. Railways may quote lump sum wagonload station to station rates for parcel traffic charged under G. P. A. Scale, CP-1 and CP-2 Scale subject to the following conditions :—

(i) the rate thus reduced does not fall below the rate chargeable under CP-2 Scale less 10% for the corresponding distance;

(ii) The rate is quoted only on commercial considerations with a view to retaining/attracting traffic to rail in order to secure net additional earning.

217. Proposals for reduction in rates may be initiated by the Railway on which traffic originates in consultation with the other Railways concerned but financial concurrence need be obtained only from the FA & CAO of the Railway on which the traffic originates. However, the Railways over which the traffic moves/terminates should be given prior intimation of the rates so granted.

218. All reduced rates may be quoted for a period of not more than eighteen months.

219. All cases with brief particulars of the quotation of reduced rates should be reported to Board for their information as soon after the introduction of such rates as may be possible.

220. Railway Board's prior approval should be obtained where it is proposed to quote reduced rates :—

(a) below the rate reducing powers of railways indicated in Para 216 above.

(b) within the rate reducing powers of railways but for any purpose other than on commercial considerations;

(c) for traffic in livestock; and

(d) for coaching traffic other than parcels.

Quotation of Lumpsum Rates

221. Section 32 of the Railways Act, 1989 gives powers to the Railway Administration to charge any lump sum rate for carriage of any commodity. The term "lump sum rate" has been defined

in Section 2(24) of the Railway Act, 1989 as follows:—

"2.(24) 'lump sum rate' means the rate mutually agreed upon between a railway administration and a consignor for the carriage of goods and for any service in relation to such carriage".

The mutually agreed rate mentioned above can be higher than the normal tariff rate, the extent of increase depending upon the special service provided by the Railway in relation to the carriage of goods for which the lump sum rate is quoted.

222. Railways should maintain statistics of the traffic moving at reduced rates and review them periodically at intervals of not more than twelve months, such adjustments being made therein as may be called for. Details of rates quoted or of changes made in the existing special rates should be advised to the Board at the end of each month in the following proforma:—

Particulars of the case	Normal freight	Quantum of traffic at normal rate during 12 months prior to introduction of special rate	Earnings (Cols. 2x3)	Reduced rate	Quantum of traffic during 12 months after the reduction in rate	Earnings (Cols. 5x6)	Difference between Col. 4 and 7
1	2	3	4	5	6	7	8

* Particulars of the case should show the name of commodity, stations from and to, and distance and the date of introduction of special rates.

Notice of Enhancement of Rates

223. (a) Any change of rates etc. payable by the public may be made through Circular/Notification/Letter issued by Railway Board clearly mentioning the date of effect.

(b) Except where the date of effect has been fixed and notified by the Board, all change in rates etc. May be given effect after allowing 14 days time from the date of issue of the Board's Circular/Notification/Letter (including the rate of issue) irrespective of whether the Circular/Notification/Letter is addressed to General Secretary IRCA or to the Railway Administrations.

(c) Where the words with immediate effect have been used in the Board's Circular/Notification/Letter notifying the changes in rates etc. the change will take effect from the date of issue of the Board's Circular/Notification/Letter.

(Authority Board letter No.TCR/1078/2014/22 dated 12.05.2015 Rates Circular No 17 of 2015)

224. Each railway should publish the designation of the authority from whom authentic information may be had in regard to the rates for goods and coaching traffic and the condition subject to which these apply. On application for the quotation of a rate, such authority should promptly furnish the required information. The conditions regarding risk, minimum weight etc. subject to which the rate quoted applies, should always be clearly indicated.

225. A quotation made by the competent authority should be of the rate existing on the day the quotation is made, and this should be made clear in the quotation. When it is known that a rate is to be altered within a month, the revised rate should also be quoted indicating the date from which it will become effective.

Railway Rates Tribunal

226. The constitution, functions and powers of the Railway Rates Tribunal are detailed in Chapter VII of the Railways Act, 1989.

227. The rules made by the Railway Rates Tribunal, with the approval of the Central Government regarding its practice and procedure and generally for effective discharge of its functions appear in Appendix III.

228. Great care should be exercised in preparing cases coming up before the Tribunal. The Chief Commercial Manager should personally interest himself in all such cases and the Railway Board should also be kept advised of their progress at different stages.

229. Eminent lawyers, such as, the Advocates -General of States should be engaged for defending important cases involving basic principles having considerable financial import.

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CHAPTER III**CLAIMS FOR COMPENSATION AND FOR REFUND OF OVERCHARGES****Organisation of Claims and Refunds Branches**

301. The Claims and Refunds Branches should be so organised as to ensure both prompt settlement of claims and initiation of action to prevent claims.

302. The Claims/Refunds Officers should properly educate the office and out-door staff attached to them in their duties.

303. The claims settling authorities are empowered to settle claims for loss, damage, etc. in accordance with the following powers :—

Designation	Monetary power for compensation claims
General Manager	Unlimited
Chief Commercial Manager in HAG or Coordinating Head	Rs. 4,00,000/-
Chief Claims Officer	Rs. 2,00,000/-
Deputy CCM (Claims)/ Deputy CCO	Rs. 60,000/-
Senior Commercial Manager (Claims)	Rs. 15,000/-
Assistant Commercial Manager (Claims)	Rs. 8,000/-

(Authority: Railway Board letter No. 99/ TC-III/ 3/ 2 dated 29-6-2001)--acs no. 08

A. CLAIMS FOR COMPENSATION**Prevention of Claims**

304. Each railway will take adequate and effective measures for the prevention of claims. Necessary security arrangements in this regard should be provided by the Chief Security Commissioner of the Railway.

305. Accurate statistics of loss of or damage to consignments together with their causes and the areas in which they occur should be regularly compiled. The statistical data so compiled should be carefully studied, causes for losses determined and suitable measures to combat the evil "at source" adopted with initiative and promptness.

Monthly figures as well as cumulative figures of No. of new claims, No. of new suits and No. of old claims pending *vis-a-vis* the targets prescribed in Para 322 below should be sent to Railway Board.

306. Close liaison should be maintained between Commercial Officers, Officers of the Security Department and Officers of the Railway and State Government Police. Periodical meetings should be held at which the effectiveness of measures already in force should be reviewed, changes made and fresh measures taken wherever called for.

Similar meetings should also be held between representatives of the different railways to consider the various aspects of the incidence of claims and for adopting measures for the prevention of claims.

307. In order to ensure that effective action is taken to control organised crime, where records of areas notorious for running train thefts show no signs of improvement, the matter should be promptly brought to the notice of the State Government concerned, the local Civil and Police Authorities, and the Railway Board.

308. Arrangements should be made for the proper rivetting of wagons. Suitable locking devices should be used as far as possible for protecting valuable consignments, particularly when passing through areas notorious for running train thefts.

309. A large number of compensation claims received by railways is due to breaches of procedural rules and various irregularities committed by the staff. It is necessary therefore that officers and other Supervisory Staff of the Commercial Department carry out inspections and routine checks properly and regularly. The faults of working observed during such inspections should be promptly remedied.

310. Every claim should be analysed to ascertain these faults and every attempt should be made to fix the responsibility of staff in all cases of losses etc. arising from negligence or misconduct on the part of railway employees. Suitable deterrent action should be taken against those found to be at fault.

311. "Pack, Label, Mark" and "Stop-Rough-Handling Shunting" weeks should be periodically held. During these weeks a carefully planned and comprehensive publicity campaign should be carried out to educate the trading public and the railway staff in the proper methods of Packing, Labelling, Marking and Handling of goods. During the "P.L.M." week, packages on hand and in transit should be carefully examined and statistics compiled of packages found defectively packed, marked or labelled. These statistics should be compared with the results obtained during the previous "P.L.M." check-ups and suitable remedial measures adopted wherever necessary.

312. During the "Stop-Rough-Handling Shunting" weeks Supervisory Staff should personally visit important stations, goods sheds, parcels offices and transshipment-sheds and arrange demonstration of the correct methods of handling of goods wherever needed.

313. Provision of adequate storage facilities for goods and parcels should receive special attention.

Tracing of Unconnected Consignments

314. Adequate measures should be taken to connect unconnected packages lying at stations. No such package or consignment should be disposed of until every effort has been made to connect it.

(Authority: Railway Board letter No.98/ TC-III/ 4/Comml. code dated 07-05-99)--acs no. 5

315. Unconnected wagon load consignments should be quickly traced "backwards" to determine their correct destination, full advantage being taken of the I.R.C.A. movement records for this purpose.

316. The Claims Office should maintain an up-to-date record of particulars of unconnected packages and consignments lying at stations by obtaining from each station a periodical statement showing particulars of such packages and consignments. These particulars should be registered commodity-wise preferably using the Card Index System.

317. Particulars of all valuable unconnected consignments lying on hand should be exchanged with other railways every month to enable as many of such consignments being connected as possible.

318. No claim for compensation of any appreciable value for loss of a complete package or consignment should be paid without reference to the particulars of all unconnected consignments received from stations and from their railways.

Particulars of wagons made over to sidings and not linked with relevant invoices/Railway Receipts should be carefully scrutinised before settling claims of siding holders for complete non-receipt of wagons.

Authorisation to Specified Officers to receive Notices of Claims

319. The General Manager should pass express orders authorising Specified Officers to receive notices of claims and notices so served should be treated as equivalent to notice to the Railway Administration in compliance with the provisions of Section 106 of the Railways Act, 1989. The designation and the address of the officers so authorised should be notified to the public from time to time.

Expeditious Disposal of Claims

320. All claims should be promptly acknowledged and a periodical check made to ensure that this is being done.

321. Correct and expeditious disposal of compensation claims should be insisted upon and adequate statistical data compiled to enable a constant watch to be kept over the position.

322. The maximum period within which different types of claims should be settled is indicated below :—

- (i) Claims for shortage/damage/Breakage etc.—3 months
- (ii) Claims for partial non-delivery of complete packages—4 months
- (iii) Claims for non-delivery of wagons/complete consignment—6 months

If any claim older than these targets is pending, the number of such claims should be reported to the Railway Board along with reason for delay in settlement.

323. Claims valuing upto Rs.25,000/- each should be settled without waiting for fixation of Inter-Railway liability and staff responsibility which can be done after settling the claims. No accounts pre-check will be required for claims of the value of upto Rs.24,999/- and only claims of the value of Rs.25,000/- and above, in each case, shall be subjected to prior Accounts check for certification of admissibility and each Pay Order should be checked to see that the account tallies with that already certified.

(Authority: Railway Board letter No. 98/ TC-III/ 4/ Comml.Code dated 10.11.98)---ACS NO. 2

324. Claims should not be repudiated except on adequate grounds in accordance with the law and the accepted policy.

325. With a view to expediting the settlement and payment of small claims on consignments booked at Railway Risk, Claims Inspectors and Station Masters at more important stations may be authorised to settle claims preferred on account of damages or shortages on consignments booked at Railway Risk upto Rs. 400 per claim. The names of such stations and authorised officials should be notified to the public and also intimated to the Board. A suitable notice should be prominently displayed at stations.

326. Precise instructions as indicated below should be framed for ensuring general control over all payments made and for the guidance of the officials referred to in the preceding para.—

- (i) as to the circumstances in which payments may be made and when they should be withheld because of the protection afforded to the railway under the various sections of the Railways Act, 1989;
- (ii) to ensure that the paying official verifies that damage or pilferage etc., for which payment is being made was duly reported at the time of unloading and staff responsibility for loss or damage at the destination station is fixed;
- (iii) as to the form in which the monthly statements are to be submitted to the Central Claims Office and the information to be included therein in respect of each payment.

Displaying of Suitable Notices inviting Attention of the Public to the Provisions of

Section 103 of the Railway Act, 1989

327. Notice as indicated below should be displayed in bold form at conspicuous places at the Luggage, Parcels and Goods offices inviting attention of the public to the provisions of Section 103 of the Railways Act, 1989 :—

"Persons booking consignments should declare the value of such consignments in writing and pay the prescribed percentage charge of the value exceeding Rs. 100/- per kg. in the case of Luggage and Rs. 50/- per kg in the case of other consignments. If no such declaration is made and the additional percentage paid, then in the event of loss, destruction, or damage to the consignment, amount of liability of the Railways shall not exceed the amount calculated @Rs. 100/- per kg. in the case of Luggage and Rs. 50/- per kg. in the case of other consignments."

328. Claims should not be entertained unless preferred in writing within 6 months from the date of entrusting of the goods to the Railways as provided in Section 106 of the Railways Act, 1989. The provisions of this Section may be assumed to have been complied with even if a claim is preferred to a Railway on the booked route other than the Railway on which the destination station lies or to the Railway Administration to which the Goods are entrusted for carriage; or to any other authorised official of the Commercial Department or if the amount of compensation is not specified in the claim. Claims which are not preferred to any quarter as indicated above within six months from the date of the delivery of the animals or goods for carriage by a railway are time-barred and should be repudiated.

329. All communications reporting loss or non-delivery of or damage to consignments or enquiring about their whereabouts received by railways other than the one on which the destination station lies should be forwarded to the destination railway for disposal, the person concerned being simultaneously advised of the action taken and to correspond further with the destination railway. Such letters may be treated as notices of claim for the purpose of Section 106 of the Railways Act, 1989.

Similar action should be taken when the claim is preferred to an office on the railway other than the one required to deal with it, e.g., claims addressed to divisional offices.

Time barred and Suit-barred Claims for Compensation

330. Subject to the provisions contained in paragraphs 328 and 329, a compensation claim against a Railway Administration which is barred by time under any provisions of the law relating to limitation should ordinarily be repudiated and no claim on account of such a time-barred item should be paid. However, full powers have been delegated to General Managers to settle time barred compensation claims in consultation with FA & CAO irrespective of the monetary limit.

(Authority: Railway Board letter No. 98/ TC-III/ 4 /Comml.Code dated 10.11.98)---ACS NO.3

All petty time-barred claims should be rejected forthwith and only important claims of this nature considered.

331. The General Managers of Zonal Railways will have full powers in regard to settlement of suit barred claims for compensation with further authority to re-delegate their powers to the Chief Commercial Managers and the Dy. Chief Commercial Manager to the extent considered necessary. The concurrence of the Financial Advisers and Chief Accounts Officers or the Deputy Financial Advisers and Chief Accounts Officers is to be obtained in each case.

Minimising Litigation

332. Settlement of claims cases should be done strictly in accordance with the relevant provision of the Railways Act. 1989 so that the claimant has no grounds to file a suit in the Railway Claims Tribunal. Cases where suits are filed should be scrutinised carefully to see if they can be successfully contested otherwise attempt should be made to arrive at out of court settlement. This will eliminate avoidable litigation as well as the payment of cost and interest on the claims amount.

333. Statistics of fresh suits brought against the railway during each month should be compiled under the following heads:—

(a) the number of suits resulting from non-acceptance of repudiations (that is, covering both repudiation and non-acceptance of offers of reduced sums in settlement of claims).

(b) the number of suits resulting from absence of any decision (that is, covering all cases irrespective of whether the delay is due to the railway handling the claim or other railways).

(c) the number of suits resulting from any other causes (indicating brief particulars). These statistics should be periodically reviewed and effective steps taken to reduce to the minimum, the no. of suits arising from absence of any decision.

Filing of Appeals

334. Litigation should not be unnecessarily prolonged. When a suit is lost, its implication should be carefully studied before taking a decision on the question of filing an appeal in the High Court.

335. The decision of the Railway Claims Tribunal/High Court in cases involving principles are on a different footing, as they are frequently cited as precedents. All such adverse decisions should be carefully studied and the decision to appeal or not taken after obtaining competent legal advice.

336. A decision to file an appeal to a High Court should not be taken by an officer lower in rank than the Chief Commercial Manager.

337. In the case of appeals to the High Courts, where principles are involved, as distinct from appreciation of facts, the Railway Board's prior sanction should be obtained.

338. No appeal should be filed in the Supreme Court without the prior sanction of the Railway Board.

Check of Compensation Claims sanctioned by the Commercial Department

339. All Compensation Claims sanctioned by the Commercial Department for Rs. 75,000 and above are subject to check by the Accounts Office before payment is made.

(Authority: Railway Board letter No. 99/ TC-III/ 3/ 2 dated 29-06-2001)--ACS NO.9

Disposal of Unconnected / Unclaimed Consignments

(Authority: Railway Board letter No.98/ TC-III/ 4/Comml. code dated 0 7-05-99)--acs no. 5

340. Adequate control should be exercised on the procedure governing the holding of auctions to ensure that reasonable prices are realised. No article of value should be sold without a reserve price being placed upon it. It should be a condition of all auction sales and the same condition should be embodied in all contracts with auctioneers that the railway reserves the right to withdraw any article from sale for which an acceptable offer is not made.

Authority: Railway Board letter No.98/ TC-III/ 4/Comml. code dated 0 7-05-99)--acs no. 5

341. Where a doubt exists as to the nature of a consignment, the assistance of the Controller of Stores or other Technical Officer may be obtained so that the article may be correctly specified in auction, or sale lists.

Authority: Railway Board letter No.98/ TC-III/ 4/Comml. code dated 0 7-05-99)--acs no. 5

342. With a view to avoiding congestion, auction sales should be held at frequent intervals. Over-centralisation should be avoided as far as possible and the goods should be sold where they can realise good prices. In disposing of such goods, care should also be taken to observe scrupulously any ban or restriction imposed by the Local Authorities, the State Government or the Central Government on the sale of any particular commodity as well as any regulation regarding controlled prices.

Restoration of Lost Articles to Owners

343. Unbooked articles or lost property found in railway vehicles or railway premises should be examined in the presence of responsible staff without undue delay and every attempt made to restore such articles to the owners.

(B) CLAIMS FOR REFUND OF OVERCHARGES

344. Statistics should be compiled to permit of a constant watch being maintained on the number of claims received and their expeditious disposal.

Causes for overcharges should be broadly analysed and suitable remedial measures taken to reduce the number of claims.

In cases of common errors resulting in overcharges, suitable instructions should be issued for the guidance of the staff to avoid their repetition.

345. Station Masters may be instructed to allow refunds at the time of delivery, in the case of consignments booked freight charges "To Pay", where it is clear that the charges invoiced are incorrect due to any of the following reasons (provided the consignment tallies with the description shown in the invoice):—

(i) Error in rate not affected by description or condition of carriage.

(ii) Error in classification, i.e., where a consignment specially classified in the I. R. C. A. Tariff is correctly described, but charged under the wrong class (overcharges claimed in respect of goods not specifically mentioned in the Indian Railway Conference Association Goods Tariff and regarding which doubts exist as to the correct rate chargeable do not come under the heading "Error in classification". In such cases, refunds can only be allowed by the Claims Office concerned).

(iii) Error in calculation.

Note.—In the case of errors in calculation, no over-charge is to be allowed or refunded without first carefully reweighing the goods to ensure that the error does not really exist in the invoiced weight.

346. Refund of overcharges upto a limit of Rs.2000/- per consignment both in respect of local and through traffic shall be granted by the Claims Office without prior certification by the Accounts Office. The overcharge-sheets after payment will be forwarded to the Accounts Office for post-check.

347. No refund of overcharges exceeding Rs.2000/-per consignment should be allowed without an overcharge-sheet being prepared by the Claims Office and certified by the Accounts Office.

Unclaimed Overcharges

348. Overcharges, either coaching or goods, amounting to rupees five or more not refunded at the time of delivery but subsequently detected in the Accounts Office should be refunded, if detected not later than six months after the money has been collected, provided the identity of the party to whom the money is due can be established. Such refunds should only be made by the railway which collects the money to the person who paid the money or his order, and the procedure described in para 351 below should be followed in making the refund.

349. The Accounts Office concerned will prepare and submit to the Claims Office statements showing overcharges of rupees five and above refundable. On receipt of these statements, Station Masters should be asked for (i) the names and addresses of the persons entitled to the refund (ii) the freight collected and whether in cash or by Credit Note and (iii) whether a refund was allowed at the time of delivery or subsequently. If, on receipt of this information, the refund is found to be due, an authority for refund should be sent under a registered cover to the person concerned, the Accounts Office being advised at the same time.

350. The instructions laid down in para 319 regarding authorisation to Specified Officers to receive notices of claims; in paras 321 to 325 regarding expeditious disposal of claims; in paras 328 and 329 regarding Liberal Interpretation of Section 106 of the Railways Act, 1989; in paras 330 & 331 regarding lime-barred and suit-barred claims; in paras 332 and 333 regarding minimising litigation and in paras 334 to 338 regarding filing of appeals also apply in the case of Claims for refund of overcharges.

Claims of Government Departments for Refund of Overcharges

351. Claims of State Governments and other Departments of the Central Government against railways for overcharges will be recognised and admitted if the claims are preferred within six months;

(i) in the case of cash payments, from the date of payment, and

(ii) in the case of Warrants and Credit Notes, from the date of presentation of bill by the Railway Administration.

Note.—The above arrangement also applies in the case of claims of railways against State Governments or other Departments of the Central Government for under-charges vide Para 1024 of the Code entitled "Indian Railways Administration and Finance—an Introduction", 1976.

The terms "overcharges" and "undercharges" used in this paragraph mean "overcharges" and "undercharges" of railway freight and fares only. They refer to shortages and excesses in the items included in a bill which has already been tendered, but the omission of an item in a bill is not an "undercharge" nor is the erroneous inclusion of an item on "overcharge".

352. Claim settling officers are empowered to settle claims for refund in accordance with the following powers:—

(a) Refund of Passenger Fares

Designation	Monetary powers for refund of overcharges Within Tariff Rules	Not provided by Tariff Rules
General Manager	Full powers	Full powers
Addl. G. M.	Full powers	Full powers
Chief Commercial Manager	Full powers	Rs. 5,000/-
Dy. C. C. M.	Rs. 5,000/-	Rs. 2,500/-
Sr. Commercial Manager	Rs. 1,000/-	Rs. 750/-
Asstt. Commercial Manager	Rs. 500/-	Rs. 350/-

(b) Refund of Overcharges in respect of Goods/Parcels & Luggage Traffic

(i) Within Tariff Rules

All officers of the Commercial Department have full powers to grant refund of overcharges within Tariff Rules subject to pre-check by accounts of overcharges exceeding Rs. 2,000/- per consignment as mentioned in para 347 above.

(ii) Not provided by Tariff Rules

General Managers have powers to grant refund otherwise than in accordance with Tariff rules upto Rs.20.000 in each case.

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CHAPTER IV

CLAIMS FOR COMPENSATION OTHER THAN THOSE RELATING TO LOSS ETC. OF GOODS AND POWERS OF GENERAL MANAGERS FOR MAKING EX-GRATIA PAYMENT TO PERSONS INVOLVED IN ACCIDENTS TO TRAINS

Liability of Railway Administration for Death and Injury to Passengers due to Accidents and Untoward Incidents

401. The liability of Railway Administration for death and injury to passengers due to accidents and untoward incidents is governed by the provisions contained in Chapter XIII of the Railways Act, 1989 (No. 24 of 1989).

The term "accident" and "untoward incident" have been defined in Sections 123, 124 & 124-A of the Railway Act, 1989. The Act also provides that an application for compensation may be made to the Railway Claims Tribunal established under Section 3 of the Railway Claims Tribunal Act, 1987.

(Authority: Railway Board letter No.98/ TC-III/ 4/Comml.Code dated 07.05.99)..ACS NO.6

402. Rules made by the Central Government under powers conferred by Section 129 of the Railways Act, 1989 (No. 24 of 1989) read with Section 22 of the General Clauses Act, 1897 (No. 10 of 1897) are placed at Appendix IV.

Rates of compensation payable for death or different descriptions of injury are contained in the Schedule attached with these Rules which is also attached in the same Appendix IV.

Ex-gratia Payment to Persons involved in Accidents to Moving Trains including Shunting Engines and Light Engines.

403. (1) The amount of Ex-gratia relief payable to the dependents of dead or injured passengers involved in 'Train Accidents' as defined under Section 124 should be as under :-

- (a) In case of : Rs. 50,000/-,
death
- (b) In case of : (i) Rs. 25,000/- *lump sum for hospitalization* upto 30 days to
grievous take care of initial expenses.
injury (ii) Thereafter Rs. 300/- per day be released at the end of every
10 day period or discharge, whichever is earlier

*(The maximum period for which ex-gratia is payable to the
grievously injured passenger will be 12 months).*
- (c) In case of : Rs. 5000/-,
simple injury

(2) The amount of Ex-gratia relief payable to the dependents of dead or injured passengers in 'Untoward Incident' as defined under section 124-A should be as under :

- (a) In case of death : Rs. 15,000/-.
- (b) In case of : (i) Rs. 5,000/- *lump sum for hospitalization* upto 30
grievous injury days to take care of initial expenses.
(ii) Thereafter Rs. 1000/- per week or part thereof the
period for indoor treatment upto further six months of
hospitalization.

- (iii) Rs. 500/- per week or part thereof the period for indoor treatment upto further five months of hospitalization.

(The maximum period for which ex-gratia is payable to the grievously injured passenger will be 12 months).

- (c) In case of simple injury : Rs. 500/-.

(3) The amount of ex-gratia relief admissible to road users who meet with an accident due to Railway's prima facie negligence at manned level crossings would be as under:

- | | | | |
|--|---|---------------|----------|
| (i) in case of death | : | Rs. 50,000/-. | |
| (ii) in case of grievous injuries | : | Rs. 25,000/-. | Lump sum |
| <i>(Irrespective of the period of hospitalisation)</i> | | | |
| (iii) in case of simple injuries | : | Rs. 5,000/-. | |

The terms & conditions for payment of ex-gratia relief :-

- (i) No ex-gratia payment would be admissible to the trespassers, persons electrocuted by OHE and road users at unmanned level crossings.
- (ii) The amount of ex-gratia relief admissible to road users who meet with an accident due to Railway's prima facie liability at Manned Level Crossing Gate will be counted towards the amount of compensation payable, if action is tenable against the Railways under the Law of Torts and an award is actually granted by a Court of Law.
- (iii) Ex-gratia payments should also be made to railway servants killed or injured by a moving train while performing their duty, for example, gangman working on track run over accidentally by a moving train.
- (iv) Payments should be sanctioned/arranged preferably on the spot by a Senior Scale Officer nominated by the General Manager after making such enquiries as can be reasonably made on the spot after the immediate needs by way of medical attendance etc. to injured persons are attended to.
- (v) These ex-gratia payments, except in case of road users at manned level crossings, are not to be taken into account at the time of formal claims for compensation.
- (vi) This ex-gratia relief in case of hospitalization will be exclusively for passengers who are grievously injured in train accidents or untoward incidents as defined under Section 123, read with Section 124/124-A, of the Railways Act, 1989.

- (vii) The period for treatment as indoor patient for more than 30 days would need to be certified by a Railway Doctor for the purpose of further ex-gratia payment upto the period of remaining 11 months. In case where the injured is taking treatment in other than Railway hospital, the treatment has to be certified by Railway Doctor.
- (viii) Sr. Divisional Medical Officers shall also keep track of such injured person taking treatment in other than Railway hospitals. Sr. DCM/DCM shall keep coordination with Sr. DMO for the purpose and arrange payment of ex-gratia as per the prescribed schedule mentioned in the table in Para-2 above at the doorstep of injured person. Every care shall be taken by Sr. DCM/DCM to avoid any inconvenience to injured person in such cases.”

(Authority:- **Railway Board Letter No. 2014/TC-III/1/2/IRCT(C)/Ch.IV dated ACS No. 22**)
—07.11.2014

Claims for Compensation other than those relating to (i) Goods lost or Damaged and (ii) those arising out of Railway Accidents

404. (i) General Managers have the following powers :—

For payment of claims for compensation other than those relating to goods lost or damaged and those arising out of railway accidents:—

(a) Claims settled out of court—upto Rs. 10,000 in each case.

(b) Claims decreed by a court of law—full powers subject to the condition that particulars of cases involving expenditure of more than Rs. 25,000 in each case should be reported to Railway Board for information.

NOTE : The powers under item (a) above should not be redelegated to subordinate authorities.

(ii) Each such claim should be carefully examined and legal advice obtained before it is decided to pay any compensation "out of Court" or before contesting a suit in a Court of Law.

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CHAPTER V

RAILWAY USERS' CONSULTATIVE COUNCIL AND COMMITTEES

501. The following Consultative Bodies have been established with a view to affording more frequent opportunities for consultation between Railway Administrations and Railway Users on matters relating to the service provided by railways and means of improving the efficiency of such service :—

- (1) Railway Users' Consultative Committees at the Divisional levels;
- (2) a Zonal Railway Users' Consultative Committee at the Headquarters of each railway; and.
- (3) a National Railway Users' Consultative Council at the Centre.

Divisional Railway Users' Consultative Committees

502. The Divisional Railway Users' Consultative Committees in the Divisions represent the local users in the territories served by the railway and consider matters relating to;

- (1) provision of amenities in the area with which the Committee is concerned;
- (2) proposals regarding opening of new stations within the jurisdiction of the Committee;
- (3) arrangements regarding time tables;
- (4) improvement of the services and facilities provided by the railways; and
- (5) any subject of general public interest or public convenience or such matters affecting the services and facilities which has been the subject of representation by users, or which has been referred to them for consideration by the Zonal Railway Users' Consultative Committee, the National Railway Users' Consultative Council, or by the Administration.

Zonal Railway Users' Consultative Committee

503. The Zonal Railway Users' Consultative Committee at the Headquarters of each railway represents the general railway users of the territory or zone served by the railway as a whole, and considers :

- (1) such matters, from the point of view of the zone as a whole, as are referred to in para 502;
- (2) matters arising from the reports of the Divisional Committees, or such other matters relating to the subjects referred to in para 502, as may be specifically forwarded by the Divisional Committees for consideration; and
- (3) matters referred for consideration and report by the Administration, Ministry of Railways or the National Railway Users' Consultative Council.

National Railway Users' Consultative Council

504. The National Railway Users' Consultative Council at the Centre considers :

- (1) such matters relating to the services and facilities provided by railways as may be referred to it for consideration by the Minister for Railways;

(2) such matters being within the scope of the functions of the Zonal Committee as are referred to it for consideration by such Committees; and

(3) such other matters relating to the services and facilities on railways which individual members of the Council may, with the approval of the Chairman, desire to be included in the agenda.

505. All the Committees and the Council established under these rules are consultative in character.

506. Questions relating to staff, discipline, and appointment should not be brought before the Consultative Committee or the Council.

Divisional Railway Users' Consultative Committees

507. The Divisional Railway Users' Consultative Committee will consist of members to represent the principal interests among railway users of the area, the membership being determined as follows :—

(1) Not more than six on the Divisional Railway Users' Consultative Committee to be appointed by the General Manager, made up of one representative each of Local Chambers of Commerce, Trade Associations and Industries, and Agricultural Associations registered in the State or States.

(2) Two representatives of the registered Passenger Associations in the area, to be appointed by the General Manager; and

(3) Nine representatives of special interests not otherwise represented on the Committee (eight to be nominated by the Minister of Railways and one by General Manager).

(4) One representative each of the Governments of the States and one each of the Legislatures of the States served by the Division, recommended by the State Government.

(5) Two Members of Parliament one each from Lok Sabha and Rajya Sabha (to be nominated by Ministry of Parliamentary Affairs).

(6) One representative of Consumer Protection Organisation served by the Division.

508. Where by reason of the larger number of Chambers, Trades Associations, Passengers Associations, etc., representation cannot be given to all such bodies, representation may be given to them by rotation.

509. The Divisional Railway Manager of the Division concerned will be the Chairman of the Divisional Railway Users' Consultative Committee. One of the senior traffic officers of the Division concerned will function as the Secretary of the Committee.

Zonal Railway Users' Consultative Committee

510. The Zonal Railway User's Consultative Committee at the Headquarters of each railway consists of persons appointed by the Minister for Railways to represent the general railway users in the territory served by the railway as stated below:—

(1) One representative each of the Governments of the States served by the Railway as recommended by such Governments.

(2) One representative each of the States Legislatures as recommended by the State Governments.

(3) Not more than five representatives of principal Chambers of Commerce and Trades Associations recognised by the State Government or Governments and having a standing of not less than five years.

(4) Two representatives to be sent by State Government or Governments of Agricultural Associations and other bodies, not included in, or affiliated to the Chambers of Commerce etc., referred to in (3) above.

(5) One non-official representative elected from each of the Divisional Railway Users' Consultative Committees.

(6) Two representatives of the Public Sector Undertakings including Ports in the case of Railways serving Ports. On the N.F. Railway, the representative will be given to one Public Sector Undertaking only.

(7) Registered Passengers Associations—one each of the States which have a sizeable route kilometreage on the Railway.

(8) Three Members of Parliamentary—2 from the Lok Sabha and 1 from the Rajya Sabha.

(9) One representative of Consumer Protection Organisation.

(10) Nine representatives of special interest not otherwise represented on the Committees (eight to be nominated by the Minister of Railways and 1 by General Manager).

511. The members of the Zonal Railway Users' Consultative Committee representing industries, commerce and trade are ordinarily drawn from important local Chambers or Associations representing pre-dominant trade interests and approved by the State Governments concerned. After the Chambers or Associations etc. are approved for representation by the Minister, how the Chambers or Associations, etc. select their representative, i.e., by election or otherwise, is left to them. However, whereby reason of the large number of Chambers, Trade Associations, Passengers Associations, representation cannot be given to all such bodies, representation may be given to them by rotation.

512. The General Manager will be the Chairman of the Zonal Railway Users' Consultative Committee and the Secretary to the General Manager or such other officer as may be nominated for the purpose by the General Manager, will function as Secretary of the Committee.

National Railway Users' Consultative Council

513. The National Railway Users' Consultative Council at the centre consists of persons appointed to it by the Minister for Railways as stated below :—

(1) Secretaries of each of the following Ministries of the Government of India :

(a) Ministry of Industry;

(b) Ministry of Commerce;

(c) Ministry of Tourism.

(2) Ministry of Railways : Chairman and Members of Railway Board.

(3) Fifteen Members of Parliament, Ten of whom being from the Lok Sabha and Five from the Rajya Sabha.

(4) A representative of each of the Zonal Railway Users' Consultative Committee, not being an official to be elected by the respective Zonal Railway Users' Consultative Committees.

(5) One member each from the following All India Associations :

(a) Federated Chambers of Commerce;

(b) Associated Chambers of Commerce & Industry;

(c) Indian Sugar Mills Association;

(d) All India Manufacturers Association;

(e) Cement Manufacturers Association;

(f) All India Travel Agents Association, and similar All India Associations;

(g) Fertiliser Association of India.

(6) One to represent Agricultural Interests.

(7) Two retired officers of Railway (Member of Board/General Manager).

(8) Such other members as the Minister of Railways may appoint to represent interests which he considers are necessary to be represented on the Council.

514. The Minister for Railways presides at the meetings of the Council and in his absence the Minister of State for Railways acts as Chairman. The Joint Director, Traffic (General), Railway Board, acts as Secretary of the Council.

515. Persons holding assignments of profit connected with the Railway, e.g., catering and vending contractors, out-agency contractors, handling contractors, engineering contractors, etc. are debarred from the membership of the Railway Users' Consultative Committees and the National Railway Users' Consultative Council.

Tenure of Membership

516. The appointment to the Consultative Committees under these rules or to the National Railway Users' Consultative Council is for a period not exceeding two years. The tenure of Divisional and Zonal Committees and National Council will generally commence in January, April and July respectively and run for full term of 2 years from those months.

Meetings

517. The Divisional Railway Users' Consultative Committees will ordinarily meet once in a quarter, but not less than three times a year; the Zonal Railway Users' Consultative Committees will ordinarily meet three times in a year.

Travelling Facilities and Travelling Allowances

518. Members of the Divisional Railway Users' Consultative Committees, Zonal Railway Users'

Consultative Committee and the National Railway Users' Consultative Council, when attending meetings of the Committees or of the Council or of sub-committees of these bodies, will be afforded facilities for travel and travelling allowance as prescribed from time to time.

Suburban Railway Users' Consultative Committees

519. Separate Suburban Railway Users' Consultative Committees have been set up at Madras, Calcutta and Bombay on the Southern, Eastern, South Eastern, Western and Central Railways with the following membership.

Officials:

- (1) Chief Operations Manager.
- (2) Heads of the Commercial and the Engineering Departments.
- (3) The Deputy General Manager (G)—or such other officer as may be appointed by the General Manager— Member Secretary.

Non-Officials:

- (4) One representative of the City Corporation or the Municipalities where the headquarters of the railway are located.
- (5) One representative each from not more than two municipalities in the area served by the suburban services, if there are any municipalities in that area.
- (6) One member from the Divisional Railway Users' Consultative Committee within whose jurisdiction the Suburban sections fall (to be elected).
- (7) One representative from the Zonal Railway Users' Consultative Committee (to be elected).
- (8) *Four representatives of Suburban Passengers on Central & Western and two representatives on other Railways.
- (9) One nominee of the General Manager. This must be a lady member (preferably from the Parliament or the Local State Legislature) if no lady member is in the Committee under items (4), (5), (6), (7) and (8) above.
- (10) Four representatives of special interest not otherwise represented on the Committee.

*The two Associations will be selected by the General Manager, and the Associations so selected will select their own representatives.

520. Separate Suburban Railway Users' Consultative Committees may be set up for the B.G. and M.G. Suburban sections, if considered desirable by the General Manager of the Railway Administration concerned.

Functions

521. The Suburban Railway Users' Consultative Committees will function in the same manner as other Consultative Committees so far as problems relating to the suburban sections are concerned. They may also consider the time tables of suburban trains, where the timings of the suburban train or trains under consideration do not affect the timings of main line trains.

Tenure

522. The tenure of the Suburban Railway Users' Consultative Committee is for two years.

Travelling Allowances payable to Members of the Suburban Railway Users' Consultative Committees

523. Non-official members of the suburban Railway Users' Consultative Committees will be paid travelling allowance at the same rate as is applicable to the non-official members of the Divisional Railway Users' Consultative Committees.

Station Consultative Committees

524. Station Consultative Committees comprising of representatives of all types of Railway Users' function at District Headquarters and at important industrial, commercial and political centres. These committees consider all local problems of users in their dealings with the railways in consultation with railway officials and also look into the question of passenger amenities alongwith other commercial matters regarding the booking and other facilities for parcels, luggage etc. The choice of the centres where such Committees are to be set up, the composition of the Committees and their functions are left to be decided by the General Managers in consultation with the appropriate Divisional Railway Users' Consultative Committees.

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CHAPTER VI**AMENITIES FOR RAILWAY USERS****An Important Function**

601. Provision of amenities to passengers and other rail users is an important function of the Railways. Every endeavour should be made to provide maximum comfort and amenities to the travelling public and to improve the quality of service rendered to them. Keeping in view the availability of resources, first priority should be to provide basic amenities, at all railway stations according to the nature of the traffic dealt with and the status of the station.

Additional amenities may be planned for important stations and in trains keeping in view the requirements of the passengers during their rail journeys. For this purpose, latest state of the art technology should be made use of to the extent feasible.

(New introductory para has been added, keeping in view the importance attached to provision of passenger amenities.)

Norms for Provision of Passenger Amenities

602. Based on the report of the Railway Catering and Passenger Amenities Committee, 1967, norms for provision of passenger amenities were revised. A copy of letter No. 68/W2/AMNI/31 dated 24-3-1970 as modified by letter No. 89/LM(B)/2/126 dated 30-3-1990 issued by the Railway Board in this connection is placed as Appendix V.

Minimum Passenger Amenities

603. (a) The following minimum passenger amenities should be provided at all stations irrespective of their status except as provided for in item (b) below :—

- (i) Waiting Hall.
- (ii) Benches.
- (iii) Suitable arrangements for lighting, waiting hall and booking office.
- (iv) Drinking water supply.
- (v) Improved type latrines.
- (vi) Pucca platform surface,
- (vii) Proper Booking arrangements,
- (viii) Shady trees.

(b) The following minimum passenger amenities should be provided at all halt stations irrespective of whether these are worked departmentally or by contractors :—

- (i) A rail level platform of suitable length, having regard to the length of the trains stopping at the halt station,
- (ii) Booking Office-cum-Waiting Shed.
- (iii) Lighting arrangements where trains stop at night. ,
- (iv) (Planting of) Shady trees.

Additional Passenger Amenities at Important Stations

604. At important stations, additional passenger amenities, such as the following may be provided, based on the volume of passenger traffic and other local conditions.

Additional Passenger Amenities

1. Cover over platform.
2. Raising of platform levels from rail level to medium level/high level.
3. Water cooler where piped water supply is available.
4. Retiring rooms.
5. Upper Class Waiting room.
6. Bathroom.
7. Enquiry Office.
8. Refreshment room.
9. Foot over Bridge.
10. Washable Apron.
11. Train Indicator Board.
12. Closed Circuit Television.
13. Improvement to Circulating Area.

Provision of Better and Improved Passenger Amenities

605. Within the funds allotted from time to time, each Railway Administration should constantly endeavour to provide better and improved passenger amenities with a view to making rail travel comfortable and attractive.

Provision of Improved Facilities in 'Goods Sheds' and 'Parcel Offices'

606. Railways should endeavour to provide the following facilities for 'Goods' traffic :—

- (i) Proper approach roads and circulating areas.
- (ii) Adequate goods shed accommodation and goods platforms.
- (iii) Waiting rooms for traders and merchants with electric fans (where electricity is available).
- (iv) Adequate lighting arrangements in goods sheds premises.
- (v) Drinking water and toilet facilities.
- (vi) Telephones in big goods offices,
- (vii) Improved delivery windows,
- (viii) Cranes and other mechanical handling devices.
- (ix) Weigh-bridges.

(x) Fire-fighting equipment.

607. Such facilities should be provided at goods sheds on a programmed basis. Selection of stations should be done on the basis of importance of the goods shed keeping in view the volume of traffic handled and earnings derived therefrom.

608. Railways should similarly endeavour to provide adequate facilities for 'Parcels' traffic.

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CHAPTER VII.**CATERING AND VENDING SERVICES**

701. Under Section 144 of the Railways Act, 1989 (24 of 1989), except under and in accordance with the terms and conditions of a licence granted by a railway administration in this behalf, no person shall canvass for any custom or hawk or expose for sale any article whatsoever in any railway carriage or upon any part of a railway.

702. Restaurants, refreshment rooms, vending stalls, pantry and dining cars etc. are either run departmentally or worked through licencees. Where licences are given, the principles laid down in the following paragraphs should be observed.

Applications

703. Catering/vending licences should be awarded by calling applications. Tender system for selection of licencees shall not be followed. Applications should be invited only from professional and reputed caterers through press advertisement.

704. Applications received in response to the advertisement shall be scrutinised by a Screening Committee consisting of 3 Officers of not less than JAG Grade in case of large/important units and not less than Senior Scale Officers in respect of other units. The Screening Committee shall shortlist the applicants keeping in mind following factors :

- (i) Reputation/business standing of the applicant;
- (ii) Turnover of the applicant's business, if any;
- (iii) Catering experience of the applicant;
- (iv) Financial standing of the applicant;
- (v) Size of the establishment and staff required for the unit;
- (vi) Location of the unit/units; and
- (vii) Any other factor considered relevant by the Screening Committee.

Selection Committee

705. In case of large/important units there shall be a Zonal Selection Committee at the Headquarter level. A list of large/important units should be drawn up by the Railways and intimated to the Board. The Zonal Selection Committee for such large/important units shall consist of two principal HODs (one being the CCM) and Principal/Professor of recognised catering institute. A member of the ZRUCC could be co-opted where the ZRUCC is in existence.

706. In case of other units the Selection Committee should normally consist of JAG Officers.

707. The catering/vending licences shall be awarded based on the recommendations of the Selection Committee and with the approval of General Manager, in case of large/important units and CCM/DRM in case of other units.

708. The Selection Committee shall choose the most suitable among the shortlisted candidates based on the reputation, capability, experience and track record of the shortlisted parties.

Preferences

709. There shall be no reservation or preference for any category in award of contracts and the basic criteria should be capability, reputation, experience and track record of the party to give requisite standard of food and service to the passengers. However, in case of small and roadside

stations, preference will be given to Scheduled Caste/Scheduled Tribe candidates. Zonal Railways should make out a list of such stations and send a copy of the same to the Board.

Licence Fee

710. Each successful licensee will be required to pay the licence fee to the Railway. Lumpsum licence fee shall be fixed in accordance with instructions issued by the Railway Board from time to time.

Tenure of the Contract

711. The normal tenure of the contract shall be 5 years.

Renewal

712. After expiry of 5 years, the licence can be further extended subject to the performance of the licensee being satisfactory during the previous agreemental period. The decision regarding renewal shall be taken based on the recommendations of the Screening Committee and shall consist of 3 SAG Officers, in case of large/important units and at least senior scale level for other units.

Ceiling Limit

713. There shall be no ceiling limit of the holding of the units by a licensee.

Number of Licensees

714. As far as possible only one licensee should be there for one station/train.

Transfer of Licence in the event of the death of the licensee

715. In the event of the death of the licensee, the licence can be transferred in the name of the legal heir for the unexpired period of agreement.

Tariff

716. Tariff of all the items to be sold by a licensee shall be approved by the Railway Administration.

Prohibition of Sub-letting

717. Sub-letting of licences is totally prohibited. Railway Administration should be particularly strict in dealing with cases of sub-letting.

Issue of passes to catering/vending licensees

718. (i) A limited number of card passes may be issued to the catering/vending licensees between the station/ stations where the licence is held on the one hand and other stations upto a maximum distance of 125 KMs. on either side for the bearers of the licensee to book orders in advance and also to travel with a train for collecting used utensils etc.

(ii) No supervision pass or passes for other purposes, such as for bringing provisions or vegetables, should be issued.

(iii) In respect of contractors of dining etc. cars :—

(a) card passes may be issued but subject to number being strictly limited having due regard to the need. / The passes should not be available beyond the runs of the respective cars and may be available by all trains.

(b) for staff serving in the dining cars/pantry cars etc., one second class card pass in favour of

the set of staff may be issued. The total number of passes should be determined on the basis of actual number of the sets of staff employed at a time on the run on a particular service. These passes should be so endorsed that they are only available for travel with actual number of the sets of staff employed at a time on the respective pantry cars.

(c) In addition, a limited number of separate card passes in second class may be issued to the licencees to enable them to send servants, cooks etc., by train in the event of casualties at out stations.

(iv) As regards cheque passes, these may be issued at the discretion of the officers concerned, but the following general principles may be adhered to :—

(a) The issue should be strictly for purposes, of railway work as distinct from the licencee's convenience;

(b) the issue should be limited to the maximum extent possible;

(c) it should be for occasional features of work and should not be to cover any regular features except occasional supervision;

(d) the authority to issue such passes should be vested with one authority to be clearly prescribed in respect of each contract.

Ban on the Sale of Certain Articles and Regulation of Sales generally

719. The following instructions must be observed :—

(a) The sale of beef, ham and pork shall be totally prohibited.

(b) The sale of alcoholic drinks shall be totally prohibited.

(c) Austerity measures or other regulations concerning food as notified from time to time by the Central or State Governments shall be strictly complied with.

(d) Utensils and service for vegetarian food must be kept entirely separate from those for non-vegetarian food.

(e) At stations at which vegetarian refreshment rooms also function, the vegetarian dishes allowed to be sold in the non-vegetarian refreshment room should be restricted to the minimum and specifically decided by the Railway Administration and intimated to the licencee.

(f) The number of vendors for train side vending given to the Refreshment Room licencees should be strictly limited and confined to the edibles normally prepared in the refreshment rooms.

(g) The service of full regular meals for all classes of passengers at stations or in trains, apart from meals obtained from dining cars, is the legitimate business of vegetarian or non-vegetarian refreshment rooms or restaurants where such establishments exist. The vending licencee's business is to sell light refreshments and miscellaneous individual items of food, such as poories, bhajis, sweetmeats etc. A clear-cut distinction should be maintained in this respect and vending licencees should not be allowed to sell full regular meals where refreshment rooms or restaurants are provided.

(h) The number of stalls, vendors, trolleys etc. should be kept at as low a figure as possible, at the same time ensuring that adequate service is given to the travelling public, the intention being that congestion at platform and in waiting halls and consequent inconvenience to the travelling public is avoided.

(i) Although there is no ban on vendors hawking at night, it should be ensured that this causes the least disturbance to passengers.

(j) Notices should be prominently exhibited at stalls and in restaurants/dining cars and restaurant/refreshment rooms, advising the public what the cooking medium used is, that is. pure ghee or vanaspati product or any other edible oil.

Prohibition of Communal Denominations

720. The use of communal denominations either written or oral in the context of catering and vending services and establishments is not permitted. Signboards for refreshment rooms and stalls should indicate the name of the licensee.

Fixation of Prices

721. The prices fixed by Railway Administrations for the various articles sold on railway premises need not necessarily be limited strictly to the prices prevailing in the locality, but they must not be unduly higher. In fixing prices, the nearest local body, i.e.. Municipality or District Board, may be consulted and a revision should be undertaken whenever there is a substantial variation in the prices of the commodities mainly used.

Price Lists

722. Authorised price lists, duly signed, should be exhibited in all refreshment rooms, restaurants, stalls and on each vendor's trolley tray.

Medical Examination

723. All catering/vending licensees who have to come into contact with their customers, and the staff employed by them, should be subjected to medical examination by railway doctors or recognised medical practitioners before they are appointed and at least twice a year thereafter to ensure that they are free from contagious or infectious diseases. The medical certificate should be mounted on a neat folder and kept readily available for inspection on demand.

Character Verification

724. The character of all staff employed by contractors should be verified through the local police.

Dress Regulations

725. (a) Suitable uniforms with distinctive turbans, caps or waist bands must be worn by the staff of all refreshment rooms, restaurants and restaurant and dining cars, which must always be kept clean and tidy. The distinctive colours of turbans, caps or waist bands should be as follows :

—

Vegetarian Refreshment rooms.....	Red.
Non-Vegetarian Refreshment Rooms	Blue.
Restaurants, Restaurant Cars.....	White.
Indian Style Dining Car	Yellow.

Note.—Where turbans, caps and waist bands are not in use, Railway Administrations may prescribe other suitable distinctive marks in the prescribed colours.

(b) Authorised vendors at stalls or on platforms must also wear suitable uniforms, as fixed by Railway Administrations.

(c) All bearers and vendors should wear metal badges showing numbers and the name of the contractor.

Supervision and Inspection

726. Supervision must be effective. Frequent and intensive inspections should be carried out to ensure that the service provided is of a high standard and the articles offered for sale are

wholesome and of good quality and that a proper standard is maintained in regard to sanitation and cleanliness of the entire premises and of the personnel employed. Officers of all departments of the railway should be encouraged to make inspections and bring the shortcomings to the notice of the department dealing with catering and vending contracts.

727. The members of the National Railway Users' Consultative Council have been authorised to inspect the catering/vending arrangements at Stations and on train whether run departmentally or by contractors, including the kitchens and the quality of provisions used.

728. Surprise inspections should be encouraged.

Complaints against Catering and Vending Services

729. Suitable instructions for the maintenance of complaint books by each catering and vending establishment and for regular inspection of such complaint books should be laid down. Non-production of complaint books on demand should be viewed seriously.

A record of complaints and action taken on them should be maintained and scrutinised, to ensure that no aspect is neglected.

Prompt and Vigorous Action to improve service

730. Cases of unsatisfactory service must be viewed seriously and adequate action taken promptly against the licensee responsible. When a licensee is given a final warning, it should also contain a notice that in the event of the desired improvement not being effected within a stipulated period, the licence would be terminated.

731. Specific provision should be made for imposition of fines on licensees. These fines should be sufficiently deterrent and may extend to Rs. 1,000 in any particular case.

732. In the event of termination/cancellation of the licence of a licensee for grave reasons on any one Railway, he should not be re-appointed anywhere on any other Railway. If any employee of a licensee are likewise dismissed for good and sufficient reasons, they should be debarred from appointment by any other licensee on any Railway.

733. Every licensee should execute an agreement with Railway in the standard form prescribed for the purpose.

734. The instructions in paragraph 719 regarding the ban on the sale of certain articles and regulation of sales generally; in para 720 regarding prohibition of communal denominations; in para 722 regarding price lists; in para 723 and 724 regarding medical examination and verification of the character of staff; in para 725 regarding dress regulations; in paras 726 and 728 regarding supervision and inspection and in para 729 regarding complaints against catering and vending services also apply in the case of departmental catering wherever functioning.

735. Wherever departmental catering is functioning, it should be run in such a way as not to cause any loss to the Administration.

With a view to exercising a vigilant check on the activities in the Departmental catering set-up, the Railway Administration should furnish the Railway Board with quarterly statements, indicating details of earnings and expenditure in a proforma specially evolved and circulated to the Railways for this purpose.

Along with the quarterly profit and loss statements, the railways should also furnish to the Board with a "Narrative Review", assessing the performance of the catering Department duly vetted by their F.A. & C.A.O.

In addition, the Railways should also submit to the Board, quarterly Profit & Loss account pertaining to each static departmental unit having an annual turnover of Rs. 1,00,000 and over and similar accounts in respect of each departmentally run dining car service.

736. At stations where catering is done departmentally, the sale of all articles except fresh fruits, curios, miscellaneous articles such as toys etc. should be taken over under departmental management.

B. Book Stalls

Sale of Newspapers & Periodicals on Railway Platforms

737. The sale of books, newspapers, periodicals or other primed literature of any description is prohibited on platforms or the premises of any station without the previous sanction of the Railway Administration in writing.

738. Licences for bookstalls and for sale of books, periodicals etc. at railway stations should be awarded by inviting applications and not by calling tenders.

Firms who are already in the book selling business should be given preference when giving out book-stall contracts, as they would be in a position to give better service than those who are new to it.

739. The following conditions should be observed regarding the quality, sale prices, etc. of books, magazines, newspapers, etc. put up for sale at the railway bookstalls :—

(i) Bookstall contractors should be required to ensure that on any day at every stall, books of the minimum value of six months turnover based on the sales for the last two years are on display for sale;

(ii) Stalls should provide a reasonable variety of books and fair proportion should relate to subjects of general interest.

(iii) The Railway Administrations should also take positive steps for adequate stocking and sale at railway bookstalls of tourist and publicity literature published by the Government, including that connected with the Five-Year Plan, indigenous literature including books and periodicals produced in India and Gandhian and Sarvodaya literature, with a view to promote the sale of good, healthy and character-building literature at railway bookstalls.

The Railway Administrations should have a specific clause in their agreement with the bookstall contractors requiring the latter to stock and sell such books, periodicals and other literature as they may desire.

(iv) The sale of obscene books and pictures and publications prohibited by the Government should be strictly banned.

(v) A strict check should be maintained to ensure that second-hand books are not sold at book stalls.

(vi) The prices for books at railway bookstalls should not be higher than those charged by local book shops and the price should be marked on each copy.

(vii) The conditions regarding the nature, variety and price of books mentioned above will also apply to periodicals.

Licence Fee

740. (a) In case of bookstall contracts at small stations where sale is meagre and there is a difficulty in assessing the sales turnover, the licence fee be fixed at Rs. 750 per annum. Regarding unemployed graduates, their partnerships, associations etc. the fee will be Rs. 250 per annum in the first 3 years.

(b) In case of other stations, the licence fee should be fixed by a Committee of three officers one of whom should be an Accounts Officer, not below the rank of senior scale. While fixing the licence fee, the Committee should keep in view all the relevant factors, which shall include :

- (i) No. of vendors, salesmen/workers allowed;
 - (ii) Size and No. of stalls, structures etc.;
 - (iii) Additional facilities like trolleys/counter tables etc.
 - (iv) Location of the stall (s) at the stations;
 - (v) Importance of the station from the point of view of passenger traffic and demand;
 - (vi) Sale.
- (c) The Licence fee so determined should not be less than Rs. 750 per annum.
- (d) The licence fee should be determined at the time of allotment or renewal of the contract. In the case of new contracts, the amount of lump sum licence fee should be indicated in the advertisements. In the case of renewals, the licence fee should be fixed three months before the date of renewal and advised to the contractor so that he can decide whether to continue the contract or not.
- (e) These instructions will not apply to M/s A. H. Wheeler & Co. and M/s Higginbothams, whose agreements are decided at the Ministry's level and who are already paying royalty at the rate of 3% per annum on their sales turnover.
- 741.** In the case of new licences or renewal of old contracts, care should be taken to see that there is no provision in the agreement which gives to the licencees exclusive rights of selling books, newspapers, etc. either over the entire railway or portions thereof.
- So far as individual stations are concerned, sole rights to sell books periodicals etc. may be conceded, but it should be subject to the right of the Railway Administration to permit the sale at the station, otherwise than through the licencees, bookstall and their staff, of books, periodicals etc. published by non-profit making institutions philanthropic institutions, institutions established under the auspices of the Government and also of Government publications. The decision of the Government in regard to which establishments come under these categories will be final and will, not be open to dispute by the licencees.
- 742.** The period of licences for a book stall should not exceed 5 years at a time.
- 743.** The Railway Administration should arrange for proper inspection of the bookstalls to ensure that the rules regarding the sale of books, newspapers and periodicals are adhered to by the licencees.

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CHAPTER VIII

INTER MODAL TRANSPORT

Objectives

801. The following objectives should be kept in view in dealing with the question of inter modal transport:—

- (i) Consolidation and aggregation of traffic to maximise movement in train loads/wagon loads;
- (ii) Co-ordination of different modes of transport to avoid wasteful competition;
- (iii) Single window service to the customers;
- (iv) Encouraging containerisation both for internal as well as import/export cargo.

State Road Transport Undertakings

802. Railways have been participating with the approval of the Railway Board in the State Road Transport Corporations set up under the Road Transport Corporation Act, 1950 and railway officers have been serving in the Board of Directors/Management of such corporations in order to represent and look after the Railways' interest.

Duties and Responsibilities of Railway Officers nominated as Directors in State Road Transport Corporations and Undertakings

803. The Railway Officers appointed on the Board of Directors/Management should ensure that due expression is given to the railway point of view in all matters affecting the railways' interests and take all possible action to see that railways' interests are suitably safe-guarded, having regard also to the need for rail-road co-ordination. They should consult the railways' Finance Department in all matters involving financial implications. They must keep themselves fully and regularly informed of the results of working, details of proposed expansions etc. of the Road Transport Undertaking. They must also take active steps to ensure that the undertaking is run efficiently.

Watching of Movement of Traffic by other Modes of Transport

804. Maintenance of statistical data to gauge the extent of road, inland water or sea competition that may exist at any time for traffic in passengers and goods is vital both for ensuring adequate co-ordination and should the need arise, for making an examination, to decide our policy.

Each railway, therefore, should have the requisite machinery and ensure that such information is systematically collected and recorded, not only for immediate use but also for use in later years.

Freight Forwarder

805. Major road hauliers cargo handling agents, shipping companies etc. should be encouraged to function as freight forwarders of the Railways so that they can consolidate the traffic of different rail users and offer it to the Railways in full train loads on a regular basis. In respect of less than train load traffic, freight forwarder scheme may be introduced only on those routes where speed link/ liner services operate.

806. Freight forwarders are authorised to issue their own receipts to the consignors. The Railways should issue a receipt only in the name of the freight forwarders.

807. Forwarding Note specially prescribed for freight forwarder traffic should be used by the freight forwarders. No description of individual packages or their contents will be required in the forwarding Note in case of "smalls" traffic and only the total number of packages with their total gross weight shall be furnished. In case of wagonload traffic, the name of the commodity and

the tonnage shall be indicated. In a separate manifest, the freight forwarder shall furnish particulars in respect of "smalls" traffic indicating the commodity contained in the packages, private marks and gross weight.

808. The articles prescribed in the schedule to the rules issued under Section 103 of the Railways Act, 1989 as also contraband goods, dangerous goods and other prohibited articles shall not be loaded by the freight forwarder.

809. Full train loads offered by freight forwarders shall be multi-commodity or multi-consignee or both. Bulk or bagged commodities already moving in train load at public tariff rates shall not be loaded under the scheme. Some of the goods which are excluded from the scheme are fertilizers, cement, coal, sand, firewood, fodder, sugarcane, stone, salt, iron ore, gypsum, limestone, manganese ore, foodgrains Div. 'A', iron and steel from steel plants. P.O.L. and products from refineries including lubricant, bitumen, coal tar and paraffin wax.

810. No break of gauge transshipment traffic shall be allowed.

811. Booking under this scheme would be subject to compulsory pre-payment of freight.

812. The terminal facilities at the railway stations such as land, warehouses, covered shed etc. may be leased to freight forwarders on suitable terms and the terminal services like loading/unloading of traffic into wagon, storage, handling, etc. shall be done by the freight forwarder.

Nodal Points

813. Progressive closure of smaller goods sheds may be undertaken and facilities for handling the traffic of such goods shed created at nodal points where the traffic could be consolidated and moved in full train loads/wagon loads. In doing so, due regard should be paid to the views of rail users and affected interests, such as chambers of commerce etc. taken into confidence.

Container Corporation of India

814. Container Corporation of India Limited (CONCOR) has been set up under the Ministry of Railways and commenced operations in November, 1989. The CONCOR is establishing and managing a net work of cargo consolidation terminals called Inland Container Depots (ICDs) and Container Freight Stations (CFSs) in the hinterland and also at some off-docks locations in the port cities. CONCOR is issuing its own in-house document-Inland Way Bill in lieu of Railway Receipt quoting an all-inclusive lump sum tariff. These Inland Way Bills are to be treated and dealt with as local/ through goods invoices. CONCOR is remitting railway freight for line-haul at a flat rate per TEU/KM, fixed by Railway Board, to the zonal railways for which detailed procedural instructions exist. Processing of invoices (IWBs) in the Data Processing Centres of railways and checks to be exercised by Traffic Accounts Department have also been prescribed.

Setting up of Container Freight Station by private parties

815. Private parties have also been authorised to set up and manage facilities for handling import/export cargo in containers in competition or in co-operation with public sector agencies like CONCOR.

816. Zonal Railways should encourage consolidation and containerisation of traffic.

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CHAPTER IX**TICKETLESS TRAVEL—ITS CHECK AND PREVENTION****Measures for Combating Ticketless Travel**

901. Vigorous and sustained efforts should be directed towards combating ticketless travelling

Checking of Tickets

902. Tickets of passengers should be checked :—

- (i) when they are entering the platform for entraining;
- (ii) en-route to the extent feasible by travelling ticket examining staff; and
- (iii) at destination, where the tickets should also be collected.

Ticket Nippers

903. The following nippers will be used for the purpose of checking and cancelling tickets:—

- (i) Gate Nippers, to be used by Ticket Collectors while checking tickets of passengers entraining which cut out a 'V' portion from the ticket.
- (ii) Checking Nippers to be used by ticket examining staff which emboss on the tickets :
 - (a) a letter or letters to indicate the railway; and
 - (b) another letter to indicate the division of the railway to which the TTE/TC is attached followed by a number to identify the TTE/TC.

Note : In case of paper tickets etc. where nipper cannot be used or when nippers are not available, the TC/TTE should show the date and train number under his initials in ink on the reverse of the ticket.

- (iii) Cancelling nippers, to be used by ticket Collectors, at Destination stations while collecting tickets of Passengers terminating their journey which cut out a letter "M" on the edge of the ticket.

904. The organisation for combating ticketless travel will normally consist of—

- (i) Stationary Ticket Collectors posted at stations for manning the gates for checking the tickets of passengers entraining and collecting those of passengers detraining at their stations. Checking of passengers in the trains will be done at 'Ticket checking stations'.
- (ii) Travelling Ticket Examining staff working over sections to prescribed programmes
- (iii) Flying Squads for surprise and spot checks.

Stationary Staff

905. At smaller stations where the outward passenger earning are less than Rs. two crores per annum, separate staff need not be provided for checking the tickets of passengers entraining and collecting tickets of those detraining which should be done by other station staff in addition to their normal duties. At larger stations where the outward passenger earnings are Rs. two crore or more per annum, separate stationary staff should be provided to the extent necessary for this purpose. The Railway should ensure that the staff provided are roistered properly so as to ensure the maximum degree of check.

906. The Railways should review the stationary ticket checking organisation from time to time to ensure that it is adequate for purposes for which it is intended.

Ticket Checking Stations

907. Railways should nominate "Ticket Checking Stations", where besides the normal check and collection of tickets of passengers entraining and detraining, the tickets of passengers on train will also be checked by Ticket Collectors.

908. At 'Ticket-Checking' stations adequate staff should be provided to ensure that in addition to the normal checking and collection of tickets of passengers entraining or detraining, tickets of passengers passing through the station are checked.

Travelling Ticket Examining Staff

909. Travelling Ticket Examining Staff should be so rostered that as many trains as possible are covered and it should be the attempt to ensure that a complete check is carried out of every train between two successive 'ticket-checking' stations.

910. The Railway should pay special attention to the deployment of travelling ticket examining staff to ensure that the worst affected areas and trains are thoroughly covered.

911. The Railways should review from time to time the strength and rosters of the travelling ticket examining staff in the light of the statistical results in regard to the extent of ticketless travel.

Flying Squads

912. An adequate number of squads should be formed as necessary at the headquarters of the Divisions and at the headquarters of the railway for the purpose of conducting surprise and cross-country checks, for intensive checks over badly affected areas and trains and for statistical checks.

Statistical Checks

913. Two bases have been evolved for the purpose of assessing the extent of ticketless travel over the various sections—

- (i) Concentrated Section Checks,
- (ii) Concentrated Spot Checks.

Concentrated Section Checks

914. During concentrated section checks, all trains over a section are checked for a complete number of days, the checks being such that there is little or no room for any irregular travel on any of the trains during the period.

The excess fare collections during these periods are compared with those during the normal day-to-day checks.

Concentrated Spot Checks

915. The essence of a concentrated spot check is that each train subject to it, is completely checked and the number of passengers without tickets is recorded as a percentage of those with tickets.

This percentage taken for all trains checked over any section represents the extent of ticket less travel prevalent over that section.

The "passengers without tickets" to be taken into account during these checks are only those

paying excess charge or charged for unbooked luggage and those taken before magistrate from whom fare and excess charges or fine are realised. The excess fare tickets issued for extensions of journey, difference between, lower classes and upper class as also beggars turned out of trains or those taken before magistrates and convicted and sent to prison are not to be included.

916. The Railway should arrange to conduct regularly statistical checks in the manner given in paras above so as to have an estimate of the loss of revenue and of the extent of ticketless travel in the different areas and sections.

Checks for ensuring Efficiency of the Ticket Checking Machinery

917. The following measures should inter alia be adopted for ensuring the efficiency of the ticket checking machinery:—

(i) Scrutiny of the monthly excess fare collection of individual ticket collectors and travelling ticket examiners.

The average collections of each individual should be compared with the average for the unit to which he belongs and suitable action taken if any individual falls consistently below the average.

(ii) Conducting of replacement checks by Flying Squads, i.e., checks replacing the regular staff of Ticket Collectors and Travelling Ticket Examiners by the Ticket Examiners of the Flying Squads to assess the efficiency of the former.

(iii) Utilisation of Flying Squads for more intensive checks particularly over badly affected sections.

(iv) Utilisation of the Flying Squads for surprise cross country raids, and

(v) Posting of Travelling Ticket Examiners in plain clothes, particularly over suburban sections and sections prone to ticketless travel.

Special Checks by Members of the National/Zonal Railway Users' Consultative Council/Committees

918. The Members of the National/Zonal Railway Users' Consultative Council/Committees where they suspect that a particular passenger or passengers in a particular carriage or compartment is without proper pass or ticket, can call upon the ticket checking staff available on the spot to check the tickets of passenger or passengers in the carriage or compartment as the case may be.

Uniforms for Staff

919. Ticket checking staff while on duty must be properly dressed in the uniform prescribed by the administration and put on name plate, distinguishing number, rank badge, armlet, headgear etc. where supplied. Travelling Ticket Examiners will also carry with them their duty card pass and authority letters which must be produced on demand by an authorised official or by the travelling public. Ticket checking staff authorised to perform duty in plain clothes should carry with them Authority for checking tickets in plain clothes and show the same on demand by the authorised officials or travelling public.

Provision of Adequate Booking Facilities

920. Adequate stocks of tickets and other booking facilities should be provided to ensure that all intending passengers can purchase tickets without inconvenience. It should also be ensured that the booking offices are opened in time.

921. Surprise and special checks should be carried out to see whether the booking windows are being opened in time. Officers of all departments of the Railway should be requested to observe, during the course of their inspection tours, how the Ticket Collectors and other Ticket Checking Staff are working and whether booking windows are opened in time, the observations being sent

to the Commercial Department for necessary action.

Beggar and Hawker Nuisance

922. Even- effort should be made to prevent the entry of beggars and unauthorised hawkers into station premises and into trains and for this the following measures may be adopted as necessary :—

- (i) Posting of staff of the Protection Force at important stations to attend to this work.
- (ii) Special drives with special squads of TTE's and staff of the Protection Force.
- (iii) Special drives with the aid of the Rly. Police and Railway Magistrates where they function.
- (iv) Prosecution of beggars and unauthorised hawkers under section 144 of the Railways Act, 1989, wherever feasible.
- (v) Sustained publicity through posters and other media seeking public co-operation in eliminating the hawkers and beggars nuisance.

Preventing Entry of Unauthorised Persons into Reserved Coaches

923. In the course of their duty, the Travelling Ticket Examiner may also ensure that unauthorised persons do not occupy accommodation reserved for bonafide passengers and do not cause inconvenience to them.

924. The Railway Administration should also bring to the notice of the State Governments concerned, areas where the beggar nuisance is particularly prevalent, to enable the State Government to take special steps.

Ticket Frauds

925. The Ticket Checking staff should be instructed to be always vigilant in checking cases of fraudulent use of tickets. All cases of frauds detected should be carefully studied with a view to seeing whether they have not been facilitated by any defects in the existing system of checks. Suitable measures should be adopted to prevent their recurrence.

Statistics

926. Periodical reports of ticketless travel should be submitted to the Railway Board in the proforma given in Appendix VI within 20 days of the close of the month to which the information relates.

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CHAPTER X**STATION OUTSTANDINGS****Machinery for ensuring Prompt Clearance of Station Outstandings**

1001. One of the functions of the Commercial Department is to arrange for the prompt clearance of station outstanding. The necessary machinery for ensuring this and for the requisite liaison between the Station Staff and the Accounts Office should exist both in the Divisional Commercial Offices and the Headquarters Commercial Office.

General Instructions for ensuring Clearance of Station Debits

1002. While the action to be taken in respect of each individual item of outstanding must depend on the merits of the case, the following general instructions are intended for ensuring prompt clearance of debits raised against stations:—

(i) Except in special circumstances and in case of errors detected by the Inspectors of Station Accounts and officials of the Audit Department, Accounts Office should ordinarily raise debits against the Stations within six months of the close of the month of account of transactions in station returns. Replies to these debits should be furnished by the stations within one week.

(ii) Recovery of admitted debits.—Accounts Office debits for Rs. 10 and below, if admitted, and disallowances by the Cashier on account of short remittances and base coins should be made good immediately by the staff concerned, in cash. Admitted debits for more than Rs. 10 should also be made good by the staff concerned, in cash, as far as possible, or by making recoveries through their salary bills in suitable instalments.

(iii) When the debits raised against staff involve heavy amounts which cannot be recovered within a reasonable period, it should be informally suggested to the staff concerned, that in their own interest they might, if they can, pay up the amount from their own resources in cash in suitable instalments. In cases where the employee is unable to pay the amount in cash, the Administration should consider the feasibility of taking disciplinary action where it is found that the situation is the result of continued neglect of inefficiency on the part of the employee.

Commercial staff against whom the admitted debits are raised repeatedly and are heavy and where there are reasons to believe that such heavy debits are not in consequence of genuine error but continued negligence or wilful conduct, should not ordinarily be allowed to continue in posts involving cash handling.

(iv) Adequate facilities should be afforded to relieving staff to enable them to offer their remarks on debits raised against them. Thereafter, details of admitted debits should be furnished to the Divisional Railway Manager, under whom the employee is working to enforce recovery of debits through their salary bills or by asking the staff to pay in cash.

(v) If it is considered that the merits of the case warrant the outstanding being written off either in full or in part, prompt action should be taken to obtain necessary sanction, the objective being that the clearance of the outstanding is not unduly delayed.

(vi) Objected debits should be carefully scrutinised by the Commercial Branch working in conjunction with the Accounts Office and where the grounds furnished by the railway servant for objecting to the debit are found to be not in order, the procedure laid down in the Railway Servants (Discipline and Appeal) Rules, 1968 should be followed for imposing the penalty of recovery from the pay of the Railway Servant of the whole or part of the pecuniary loss caused to Govt. by his negligence or breach of orders. The final order imposing the penalty should be communicated to the railway servant in writing.

(vii) Outstandings Branch.—The function of the Outstandings Branch of the Commercial Department, where one exists, is to act as liaison between the station staff and the Accounts Office. The trefoils of the Error Sheets (Paragraph 2802 of Accounts Code. Part II) will be

scrutinized by this Branch. If a debit is to be withdrawn, the Account Office will be addressed on the subject. If, however, the debit holds good, the action necessary for the recovery of the debit from the pay bill of the staff responsible should be initiated.

Inspecting Officials to watch proper posting of corrections in Tariffs at Stations

1003. Inspecting officials should see that the Tariffs are kept up-to-date by the staff and the Rate Advices and other circulars involving changes in rates and fares are properly studied and acted upon by the staff.

Statistics of Station Outstandings

1004. Proper statistics must be maintained both in the Divisional and the Headquarters Offices so that the appropriate officers may systematically watch the progress in respect of clearance of outstandings.

Special Drives to be launched for Clearance of Outstandings

1005. Every effort should be made to keep the outstanding at the end of each financial year within the target fixed by the Railway Board. The Commercial and Accounts Department of the Zonal Railway should jointly arrange special drives to be launched for clearance of outstandings, special emphasis being given to clearance of outstandings on account of admitted debits and other station outstandings over 3 months old.

Special Watch to be kept at the outstanding of Siding Holder

1006. Those sidings where inward wagons are placed without prior surrender of railway receipts and collection of freight are specially vulnerable to accumulation of outstanding. A special watch has, therefore, to be kept on surrender of railway receipts and payment of freight, siding charges, demurrage etc. by the Siding holder in respect of all wagons delivered at the siding. Monthly reconciliation should be done of the wagons placed in a siding, their linking with the relevant invoices, surrender of railway receipts by the siding holder and collection of freight so as to get a correct picture of the traffic for which railway receipts have not been surrendered by the party and freight also is outstanding. Constant endeavours have to be made to ensure that the position is kept up-to-date and outstandings are not allowed to accumulate.

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CHAPTER XI**WHARFAGE AND DEMURRAGE**

1101. Demurrage and Wharfage are defined in the Railways Act, 1989 (No. 24 of 1989) as under :—

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

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

Section 30(2) of the same Act gives powers to the Central Government to fix from time to time by general or special order the rates of demurrage and wharfage and to specify the conditions subject to which such rates shall apply. Relevant extract of this Section is reproduced below :—

"The Central Government may, by a like order, fix the rates of any other charges incidental to or connected with such carriage including demurrage and wharfage for the whole or any part of the railway and specify in the order the conditions subject to which such rates shall apply."

A Notification containing Railway (Warehousing and Wharfage) Rules, 1958 was issued by the Central Government on 28-8-1958. These Rules as amended from time to time continue to remain in force. No new order has been issued by the Central Government under Section 30(2) of the Railways Act, 1989 as it was not considered necessary. A copy of this Notification is placed at Appendix VII.

The rules regarding waiver of demurrage / wharfage charges have been revised vide Board's letter No. TC-I/ 2004/201/9 dated 11-10-2004 (Rates Circular No.39 of 2004)

1102. Powers of Officers to waive Demurrage or Wharfage Charges**1102(a). Waiver of Demurrage/Wharfage Charges**

The powers of waiver of Wharfage Charges indicated in **the** table above will be on consignment basis except in the case of trainload consignment where it will be applicable on per wagon basis. In the case of trainload consignment, the application for waiver of Wharfage for a particular rake will be considered by the authority who is competent to deal with the highest amount of Wharfage accrued per wagon of that rake.

(Authority Railway Board's letter No.TC-I/2004/201/9 Pt.B dated 20.8.2009)--acs no.18

1102(b). Where Demurrage cases are being handled by Officers of Operating Department, CCM / Sr. DCM etc. will mean COM / Sr.DOM etc.

1102(c). The cases for waiver should not be dealt by an officer below the level of officer competent to deal with the case as per the schedule of powers given in the above table.

1102(d). Prior Finance concurrence will be required for waiver of Demurrage / Wharfage charges above Rs.25,000/= per wagon / per consignment respectively. Cases submitted to General Manager should be routed through the Coordinating HOD of the Commercial Department and FA&CAO of the Zonal Railways.

1103 Waiver

1103(a) Due care should be taken in preparation of the demurrage/wharfage bills at the first instance to obviate recasting of bills

subsequently on representation by the customer or otherwise.

1103(b) In case the consignor/ consignee feels that demurrage/wharfage was due to reasons beyond his control he could apply for waiver giving all relevant details with documentary evidence wherever necessary.

1103(c) First application for waiver of demurrage or wharfage should be submitted to the Station Manager/Goods Supervisor within 10(ten) days from the date upto which these charges had accrued.

1103(d) 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 lump sum (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.

(Authority Railway Board's letter No.TC-I/2004/201/9 Pt.B dated 20.8.2009)--acs no.18

1103(e) The concerned Station Manager/Chief Goods Supervisor will forward the application of waiver of demurrage or wharfage to the Divisional Officer together with the factual position and remarks within 3(three) days of the receipt of the application.

1103(f) In case of large sidings, like those of power houses, steel plants etc., the time limit for preferring the first application for waiver of demurrage charge will be the next month implying that application for waiver of demurrage charges accrued in one month should be submitted latest within the next month.

1103(g) The delay beyond 10 days/next month period as mentioned above can be condoned only with the personal approval of the Divisional Railway Manager/Chief Commercial Manager (coordinating HOD) depending upon whether the powers to deal with the case lies at Divisional or Zonal level and after having ascertained that the reasons for the delay given in the application are satisfactory. Application for condonation of delay in preferring an appeal for waiver of demurrage, however, shall be entertained only after the demurrage charges have been paid in full and the application is supported with proof of such payment.

1103(h) The circumstances, which lead to accrual of demurrage/wharfage charges, can be broadly grouped in three categories as under:

- (i) Reasons within the control of the consignor/consignee.
- (ii) Reasons beyond the control of consignor/consignee like labour strike, transportation strike, general bandhs, agitations, riots, curfew, fire, explosion, heavy rains or other abnormal/unforeseen circumstances.
- (iii) Act of God, act of War and act of public enemies.

1103(i) In case of Category (i) above, waiver should normally be not done. However, if at all waiver is to be granted on justified and meritorious facts, speaking orders should be recorded in all such cases.

As regards case pertaining to Category (ii) or Category (iii), waiver can be considered on merits of individual case.

1103(j) The powers for waiver as mentioned above should be exercised judiciously keeping in view the merits of each case as per instructions contained in this letter. The waiver should not be granted in a routine manner.

1103(k) Whenever the waiver exceeds 50% of the powers conferred on an officer, reasons for such waiver should be recorded in writing.

1103(l) In the case of large sidings, like those of power-houses, where demurrage is not waived on wagon to wagon or daily basis, speaking orders need not be recorded for each consignment/wagon. It would be sufficient if broad reasons are given in support of such periodical waiver after analyzing the broad causes of such detentions.

1103(m) The causes for accrual of frequent demurrage/wharfage charges from a particular Goods Shed or a siding or a consignor/consignee should be analysed periodically. Remedial steps including provision of infrastructural facilities should be taken to reduce the detention to rolling stock and prompt removal of goods from the Railway premises.

1104 Appeal against orders of waiver

1104 (a) A consignor/consignee can prefer an appeal to a higher authority in case he is not satisfied with the decision of the lower authority. The Station Manager/Chief Goods Superintendent should forward the appeal to the Divisional authorities within 3 (three) days of the receipt of the appeal.

1104(b) However, before preferring an appeal for waiver of demurrage charges, he is required to deposit the amount of demurrage charges not waived. The original proof of such should be submitted alongwith the appeal.

1104(c) An appeal against the order of lower authority should be preferred within 30(thirty) days of the date when the decision of the lower authority is communicated.

1104(d) A maximum of only two appeals can be made against the decision of the lower authorities.

1104(e) In all cases where a change is made by the appellate authority against the decision taken earlier, speaking orders should be recorded by the appellate authority.

1105 The waiver of demurrage/wharfage charge should be dealt as per the instructions.

1106 Refund

1106(a) No direct refund of demurrage/wharfage charge should be made unless proper procedure for waiver has been followed. While granting refund of wharfage or

demurrage charges due cognizance should be taken of the quantum of waiver already allowed in each case.

1106(b) For any refund of wharfage or demurrage prior account verification as distinct from Finance concurrence is required to be done to establish that the amount to be refunded has actually been received by the Railway. Such refunds would be subject to post check by the Finance. No prior Finance concurrence would be required in these cases.

(Authority Railway Board's letter No. No.TC-I/2004/201/9 Pt.B dt. 24.1.2008)---acs no. 17

1106(c) Refund of waived amount of demurrage/wharfage charges should be made expeditiously through pay orders by Commercial Department of the Division."

(Authority:-Railway Board letter No. TC-I/2004/201/9 pt. B dated 21-06-05)---ACS NO.12

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CHAPTER XII**MODE OF PAYMENT OF RAILWAY FREIGHT AND OTHER RAILWAY DUES****Payment by the Public**

1201. Payment of railway dues on public traffic is required to be made in cash only except where under special circumstances, payment of freight by cheques, bank drafts, Credit Notes, E-payment or under "Weight only" system is authorised by the Railway Administrations.

(Authority Railway Board's letter No.TC-I/2006/104/3 dated 22-11-2006)--acs no. 16

Rupee Traveller cheques issued by the State Bank of India and other nationalised banks may also be accepted towards payment of passenger fares and luggage charges at important stations & stations of tourist importance.

Railway Administrations are also empowered to authorise Station Masters to accept Bank Drafts/Dank pay orders drawn on nationalised/scheduled banks for payment of freight and other railway dues exceeding 1.000 Rupees in each case.

Amount of security required for availing of the facility of payment of Railway dues by Credit Note or under the "weight only" Systems

1202. The facility of payment of railway dues by Credit Notes or under the "weight only" system is granted only at the discretion of the Railway Administration and should be confined to well known parties of good standing who have regular and adequate monthly transaction with a railway provided they agree to deposit the amount of security as indicated below:—

System of Payment	Amount of Security
Payment of freight by Credit Notes	The amount representing the average freight etc. of the firm for a period of 30 days based on the average of previous 12 months.
The "Weight only" System	If the security is paid in cash, then the amount representing the average freight etc. for a period of 20 days based on the peak month's figure during the previous 12 months.

If the security is in a form other than a deposit in cash, the amount equivalent to transactions for a period of one month based on the peak month's figure during the previous 12 months.

1203. The security to be deposited by individuals or firms authorised to make payment of railway dues either through Credit Notes or under the "Weight only" system may be in one of the following forms :—

- (i) A deposit of cash;
- (ii) Government securities at 5 per cent, below the market value:
- (iii) (a) Deposit receipts of the State Bank of India;
- (b) Guarantee bonds executed by the State Bank of India;
- (c) Demand Drafts of the State Bank of India;
- (iv) (a) Guarantee Bonds executed by an approved Scheduled Bank, provided the Bank concerned lodges requisite securities either with the Railway Administration or with the Reserve Bank of India if the guaranteed amount is not within the specified monetary limit fixed by the Reserve Bank.
- (b) Guarantee Bonds executed by a Bank other than the approved Scheduled Banks provided (i) the Bank concerned lodges requisite securities either with the Railway Administration or with the Reserve Bank of India or (ii) the bonds are countersigned by an approved Scheduled Bank subject to condition as in (a)

being fulfilled.

(v) A deposit in the Post Office Savings Bank; or

(vi) Deposits in National Savings Certificates.

(vii) Bonds issued by the Indian Railway Finance Corporation duly transferred in favour of the Railway Administration concerned.

1204. The power to authorise private firms or individuals to pay freight charges by Credit Notes or under the "Weight only" system is vested in the Heads of Department only and is not to be delegated to any lower authority.

Credit Notes for use by Private Firms of Individuals

1205. Credit Notes for use by private firms or individuals should be in the form prescribed in the Indian Railways Commercial Manual.

1206. "Weight only" system

1206.1 Under the "Weight only" system of booking, the weight and the rate only are shown on the invoices and the freight is calculated in the Accounts Office.

1206.2 The facility of paying freight through "Weight only" system is available only in respect of selected commodities which are coal, mineral oils, bamboo, iron ore, manganese ore, lime stone, dolomite, gypsum and cement.

1206.3 The party to whom this facility is extended, whether in public sector or private sector should be creditworthy. The party should not be a habitual defaulter in the payment of railway dues. Before this facility is granted to any party, the Senior DCM/DCM concerned should record a certificate to the effect that the party is not a habitual defaulter in payment of railway dues. Further, there should be no outstanding freight and siding charges against the party on the day this facility is granted.

1206.4 If the security deposit for availing of the facility of paying freight etc. by "weight only" system is given by a party in cash, the traffic of the party will be treated as paid and will not be subjected to the levy of surcharge leviable on "To Pay" traffic. However, in the absence of a deposit in cash, the traffic will be treated as "To pay" and party will have to pay the surcharge leviable on "Traffic" booked on "To Pay" basis as notified by the Railway Board from time to time.

1206.5 The amount of security deposit whether in cash or in the form of a bank guarantee etc. should be reviewed periodically to ensure that it is adequate and if necessary, steps should be taken to enhance it in accordance with the provisions of Para 1202 above.

1206.6 The Zonal Railways where the facility of booking traffic under the "weight only" system is introduced should lay down a detailed procedure in consultation with their F. A. & C. A. Os for booking and account of such traffic for the guidance of their staff and for billing and recovery of freight charges.

1206.7 The following guidelines should be kept in view in drawing up the detailed procedure :—

(i) A regular system of collection of accounts of "weight only" invoices by couriers should be introduced to ensure that all "weight, only" invoices are duly received in the traffic accounts office in time for the purpose of billing

(ii) Bill should be prepared for every 5 day period and submitted to the party or their banker as the case may be for prompt payment. However, in the case of loco coal or military authority where only book adjustment is done, billing may be done for every 10 day period. For the month of March, provisional bill should be issued based on the average of the previous 3 months' transaction. The amount of bill for the month of March has to be realised before the end of the financial year, namely, by 31st March of every year. The amount thus paid may be adjusted next month in the final bill for the actual freight charges due.

(iii) "Weight only" bills are payable in full by the parties. Any adjustment required for "over-charges" etc. should be carried out in the bills for the subsequent period/periods.

(iv) Close monitoring of the realisation of amount against "weight only" bill should be done and any default in payment or dishonouring of cheque should be viewed very seriously and the question of discontinuing the facility considered.

(v) Cheques issued by the parties for payment of "weight only" bills should be drawn on a branch of the bank situated at the headquarter of the Zonal Railway and out-station cheques should not be accepted.

(vi) Party giving security deposit in cash and thus enjoying exemption from the payment of surcharge leviable on "To Pay" traffic must also operate a 'Letter of Credit' with any bank in the metropolis where the Railways' Traffic Accounts Office is situated & a Railway Deposit Account is operated. Bankers shall make immediate payment of the bills presented by the Railway drawing upon Letters of Credit established by the parties. If Railways Deposit account is not operated in the same branch of the bank, then the party's bank should issue a Demand Draft in favour of the Railways encashable at the station where the Railways' cash office is situated. Party should also be told that a surcharge will become leviable in the case of default in timely payment of bill within the stipulated period of 10 days.

1206.8 Agreement to be executed for availing of the facility of making payment under the "weight only" System

Every party to whom the facility of making payment of railway dues under "weight only" system is extended should execute an agreement with the Zonal Railway Administration. A specimen of the agreement is placed at Appendix VIII. It may be varied as required by the Zonal Rlys in consultation with their FA. & C.A.Os.

1207. As in the case of "weight only" system, periodical review to verify the adequacy of the security deposit should be carried out in respect of parties granted the facility of making payment of railway dues by Credit Note-cum-Cheque and steps should be taken to get additional amount of security as justified.

1208. A close watch should be kept on receipt of amount against the Credit Notes issued by a party and any case of non-payment of dues or dishonouring of Credit Note should be viewed very seriously and the facility of making payments by Credit Note withdrawn unless there are adequate grounds for not doing so.

1209. Where payment of freight is made by the consignor/consignee at the time of booking of traffic by Credit Note, the traffic will be treated as paid traffic.

1210. Wherever MICR technology for mechanised processing of cheques has been introduced, the party will issue a formal MICR cheque drawn on its banker for the amount due along with the Credit Note. The Credit Note No., the name of the booking station and other relevant particulars should be recorded on the reverse of the cheque to facilitate linking. Similarly, the particulars of the cheque, namely. No., Date, name of the bank on which drawn, amount etc. shall be recorded on the Credit Note.

1211. Credit Notes/MICR cheques should be drawn only on a scheduled bank and at that branch of the bank where Railways' cash office is situated. If on account of the unavoidable circumstances. Credit Notes/MICR cheques are drawn on any branch of a scheduled bank outside the station where the Railways' cash office is located, the amount should also include the commission charges payable for encashing such Credit Notes/MICR cheques.

1212. Before giving effect to the facility of payment by Credit Note. Railway Administration should enter into an agreement with the party concerned incorporating the terms and conditions for affording the Credit Note facility which should be drawn up in consultation with the Law Officer and the Associate Finance.

Payment by Government Departments

1213. Defence Department.—The instructions regarding mode of payment of railway dues and the various forms used by the Defence Department for making such payments, i.e., Military Credit Notes. Warrants etc. appear in the I.R.C.A. Military Tariff for the time being in force.

1214. Civil Departments of the Central Government and Departments of State Governments are permitted to use Civil Credit Notes for making payment of freight and other railway dues in the form prescribed for the purpose. This facility is also allowed to the Post and Telegraph Department for whom however a separate form of Credit Note has been prescribed.

1215. Payment of freight charges by Cheques.—The facility of making payment of freight charges by means of cheques may be granted by the General Manager, on application, to the Civil Departments of the Central and State Governments provided these departments agree to the following conditions and those detailed in paras 1216 & 1217 below :

(a) that the responsibility for the safe custody of cheque books shall entirely be of the issuing departments and if any cheque book is lost, stolen or otherwise made fraudulent use of, the loss arising out of the acceptance of such cheques at the railway station shall be borne by the departments concerned;

(b) that the undercharges, if any, detected either at the time of delivery of consignments or thereafter shall be paid by the departments promptly on demand: over-charges, if any, being claimed by them in the usual way, i.e., by preferring a formal claim against the railway within the prescribed time limit;

(c) that the commission charges, if any, incurred by the Railway Administration for realising the amount of cheques shall be paid for by the departments;

(d) that if a cheque is dishonoured for any reason, whatsoever, a fresh cheque in lieu thereof shall be issued promptly by the department;

(e) that the departments who are allowed the facility of payment by cheques shall not be allowed the facility of payment of railway dues by means of Credit Notes.

1216. The following procedure shall be observed in the matter of issue of cheques :—

(i) The cheques shall be drawn in favour of the Chief Cashier of the railway concerned (or any other officer nominated by the Railway Administration) on the Reserve Bank of India, the State Bank of India or the State Banks with which the Railway Administration may be having a draw in« account:

(ii) The cheques shall be issued on the printed forms of the department and shall bear a special crossing "Account Payee only—Not negotiable".

(iii) The cheques shall, as far as possible, be written with cheque writing machines. In the case of departments not having such machines, the cheques shall be written by hand legibly and with bright ink. The cheques shall also have written across them in words and at right angles to the type, a sum a little in excess of that for which it is issued e.g., "under Rupees Thirty " if the cheque is drawn for "Rupees Twenty Nine";

(iv) There shall be no erasures or over writings on the cheques nor any abbreviations used.

(v) The cheques shall bear the stamp of office of issue and shall be signed by the officer authorised to do so under his full designation over a rubber stamp:

(vi) A separate cheque shall be issued for each transaction.

(vii) No cheque shall be accepted when the amount payable is less than Rs 10. Payment in such cases must be made in cash;

(viii) No cheques shall be accepted in payment of passengers fares.

1217. The departments who are allowed the facility of payment of freight charges by means of cheques shall furnish to the General Manager the names, designations and specimen signatures (in triplicate) of the officers authorized to issue the cheques and the names of stations where the facility is required.

1218. The General Manager shall supply the stations concerned and the Cash Office, a list of the names and the designations of the officers authorized to issue the cheques together with their specimen

signatures. Any changes in the names and designations of the officers will be intimated by the departments concerned to the General Manager along with their specimen signatures who will notify the same to the stations concerned and to the Cash Office.

1219. At stations, the following procedure shall be observed :—

(i) When a cheque is presented, it shall be seen that it has been issued by an officer authorised to issue the same, that the signature tallies with the specimen supplied by the General Manager and that the cheque has been issued strictly in the manner prescribed in para 1216 above.

(ii) A register of cheques accepted from Civil Departments shall be maintained in the following form at the station in which particulars of cheques shall be entered as and when a cheque is accepted. Separate folios shall be set apart for each Government Department:—

Date of receipt of cheque at the station	Number and date of the cheque	Name and designation of the drawer	Bank on which drawn	Amount	Particulars of the relevant Invoice/P.W. Bill etc.
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(iii) The money receipt, if any, issued in respect of such payments shall bear the superscription "subject to realisation of cheque."

(iv) The cheques received shall be sent to the cash office daily along with the earnings for the day. duly entered in the Cash Remittance Note showing the number, date and amount of the cheque, name of department and officer drawing the cheque, name of officer in whose favour drawn and the bank on which drawn.

1220. In the Cash Office, the cheques remitted by the stations shall be scrutinised to see that the same are in order and "have been issued by the authorised officers.

1221. Under-charges, if any, detected during internal check in respect of transactions paid for by cheques shall be debited to the stations concerned in the usual manner who will clear the same by obtaining a fresh cheque for the amount of undercharge from the department concerned.

CHAPTER XIV**REGISTRATION OF INDENTS, ALLOTMENT AND SUPPLY OF WAGONS**

1401. The rules for the registration of indents, allotment and supply of wagons appear in the I.R.C.A. Goods Tariff. The following further instructions must also be observed.

1402. Railway Administrations may, after due notice to the public, make such temporary local variations in any of the rules laid down in the I.R.C.A. Goods Tariff, as they consider fit, to meet any exceptional circumstances or to prevent misuse. Such variations can, however, be authorised only under the approval of the Chief Commercial Manager and the reasons for the variation allowed should be recorded in all cases.

Priority/Wagon Demand Register

1403. A Priority/Wagon Demand Register should be maintained at all goods booking stations. The register should show the date and time of registration, names of the consignor and consignee, description of goods, number and type of stock required, destination station, class of priority, signature of the sender, particulars of loading, etc.

1404. All entries in the Register should be serially numbered. No erasure should be permitted in the Register and any alterations required to be made should be made by striking out an entry and making a fresh entry duly initialled by the authorised persons.

1405. Once indents have been registered, no alteration should be made of the particulars, except that the number of packages registered may be increased to give a better load to the wagon or wagons already indented for. If any other particulars are to be changed, the indent should be cancelled and a fresh indent made in the proper turn.

Limit on Registration of Goods

1406. To avoid heavy accumulation of goods on the goods-shed platform or monopolisation of the limited loading capacity of a station by an individual or a group of traders, a limit may be placed, by the administration on the quantity of goods to be registered. This should take into account the capacity of the station yard, accommodation available in the goods-shed both covered and open, loading capacity, availability of wagons, the nature of the commodity offering, the number of consignors and the trading interests in the locality. This may be done by limiting the quantity to be accepted from any one consignor on any one day.

Allotment of Wagons

1407. Allotment of wagons to different areas should be made in such a manner as to ensure that no area gets an undue advantage over another.

1408. The Divisional Office should exercise regular control on the allotment and loading of wagons at stations in their areas.

1409. When the booking of traffic to or via a station is subject to a quota either in regard to commodity or route, clear instructions should be laid down as to how this quota is to be utilised in each Division.

1410. Subject to the exceptions allowed in paragraph 1411 below, a Registration Fee at the rates prescribed in the I.R.C.A. Goods Tariff in force from time to time should be levied at the time of registration of indents for wagons. This registration fee will be refunded to the consignor when the consignment is booked. However, the Registration Fee is liable to be forfeited in certain eventualities such as cancelling the indent after physical supply of wagons, etc. The rules for forfeiture of Registration Fee are contained in the I.R.C.A. Goods Tariff in force from time to time.

Exemption from Payment of Registration Fee

1411. . The registration fee is not to be recovered in the cases prescribed in the IRCA Goods Tariff in force from time to time.

(Authority:-Railway Board letter No. 99/TC-I/101/2 dt. 20-01-06)---acs no. 15

CHAPTER XV**RULES AND RATES FOR THE CARRIAGE OF RAILWAY MATERIALS AND STORES****Rules and Conditions of Carriage of Railway Material and Stores**

1501. Except where otherwise provided for in this Chapter, the rules and conditions of carriage of railway materials and stores are the same as for public traffic.

Rates for Railway Materials and Stores by Goods Train

1502. Railway materials and stores for construction, revenue or stock purposes (excluding coal, coal shale, coke, lignite, and patent fuel and dangerous goods) are charged at the rates notified in the IRCA Goods Tariff Part 1, Vol. II at owner's risk both in local and in through booking.

For wagon loads, the basis of charge will be the number of wagons used at the starting stations. Six-wheeled and bogie wagons will be charged as for 1.50 and two 4-wheeled wagons respectively.

Rates for Railway Coal, Coal Shale, Coke, Lignite and Patent Fuel

1503. Coal, Coal shale, Coke (soft, hard, domestic) and lignite and patent Fuel in wagon loads at owner's risk for use by Government's Railway will be charged at rates notified in the IRCA, Goods Tariff, Part I, Vol. II.

Rates for Railway Materials and Stores at Railway Risk

1504. The railway risk rates are 20 per cent higher than the owner's risk rates.

Dangerous Goods, etc.

1505. All Dangerous Goods and Specie and Bullion are charged at Public Tariff rates.

1506. The rates for the carriage of railway materials and stores also apply to materials for railway surveys and stores belonging to the Railway Catering Department.

1507. The distance for charge, such as, inflated kilometrages and minimum distance for charge, will be the same as for public goods traffic.

Loading and Unloading of Railway Materials and Stores

1508. Loading and unloading of railway materials and stores are required to be done by consignors and consignees respectively in the following cases:—

- (i) Goods consigned loose or in bulk;
- (ii) Consignments charged at the rates applicable to wagon loads;
- (iii) Heavy machinery, long timber and other heavy articles weighing one tonne and over per piece;
- (iv) Traffic booked to and from sidings.

Note :—If in exceptional circumstances the loading and unloading are done by the station staff in the above cases, the Indenting Officer concerned should be debited with the loading and unloading charges at the rates paid for such work.

All other traffic in railway materials and stores is required to be loaded and unloaded by the station staff.

Routing of traffic in Railway Materials and Stores

1509. The rules for the routine of Public Goods Traffic also apply to traffic in Railway materials and stores. Charges for Private and Railway Sidings

1510. A standard siding charge of Rs. 18 per 4-wheeled wagon (B. G. and M. G.) is levied on railway materials and stores booked to or from private and railway sidings at rates applicable to railway materials and stores. In the case of smalls, the standard siding charge will be Re. 1 per quintal subject to a minimum charge of Rs. 2 per consignment.

Authority for Despatch

1511. The rates for railway materials and stores apply subject to the conditions that the stores, materials etc. are for the use of an Indian Government Railway and are consigned by and to officials of the Indian Government Railways in their official capacity authorised and accompanied by Railway Material Consignment Notes.

Rates for Ballast Trains

1512. Charges for ballast trains are levied on the following basis:—

(1) Engine Hire charges.—Rs. 653 per engine per hour subject to a minimum charge of Rs. 6530 per day for B.G.; and

Rs. 560 per engine per hour subject to a minimum charge of Rs. 5600 per day for MG/NG.

The above charges are applicable to steam, diesel and electric engines.

(ii) Hire charges for stock including brake-vans.—At the I.R.C.A. conference rates of hire for wagons,

(iii) Cost of staff.—No separate charge to be recovered.

Note.— (1) The charges notified above apply only to Ballast trains run on departmental account. If, in exceptional circumstances, Ballast trains are used for carriage of contractors' materials and for materials required for 'Deposit Works', charge will be recovered at Public Tariff rates.

(2) Charges will be billed as laid down in para 1466 E.

(3) Hire on stock is not leviable on departmentally owned wagons.

(4) The rates of siding charges mentioned in para 1510 and for Ballast Trains mentioned in Para 1512 are subject to revision by the Railway Board from time to time. The rates in force at the time of booking as notified by the Railway Board should be charged.

Booking of Railway Materials and Stores by Passenger Train

1513. Railway materials and stores may be accepted for booking by passenger train subject to the weight not exceeding 2 quintals.

Consignments weighing more than 2 quintals should ordinarily be sent by goods train, but in emergent cases, this limit may be relaxed. ,

When conveyance is by passenger trains, charges are to be levied at the Public Tariff rates.

Wharfage/Demurrage Charges

1514. All consignments of railway materials and stores are subject to the same conditions in respect of Wharfage and Demurrage as are applicable to public traffic.

Free carriage of Railway Materials, Stores and Publications etc.

1515. The following items of railway materials, stores and publications etc. will be carried free :
—

(a) By Passenger or Goods train.—

(i) Articles intended for inspection at the I.R.C.A. Office or the Headquarters of a Railway,

(ii) Packages containing I.R.C.A. publications consigned by or to the General Secretary, I.R.C.A.

(iii) Packages containing tariffs, time-tables, rate lists, etc. consigned by one railway administration to another.

(iv) Packages containing railway publications intended for sale to the public consigned by any railway administration to authorized bookstall agents at stations on the same or other railways, as well as unsold publications returned by bookstall agents to the owning railways.

(v) Small consignments of railway materials weighing less than 20 kilograms and special items, such as, official covers, wagon covers and ropes.

(vi) Water supplied to staff,

(vii) Materials sent for repair of damaged rolling stock and stationary pumps.

(viii) Any material returned to the owning railway by mutual agreement; non-standard wheels and axles returned to the owning railway and damaged vehicles hauled back to the owning railway, if returned unloaded.

(ix) Articles left behind and sent in completion of consignments,

(x) Articles sent to make good consignments found short or missing.

(b) By Passenger trains only,—

(i) Carriage of ticket bags and boxes for supply to stations from the Printing Department,

(ii) Traffic Accounts Department bags containing collected tickets,

(iii) Loaded and returned empty cash safes.

1516. Detailed rules on the procedure for booking and delivery of consignments of Railway Materials and Stores appear in the Indian Railway Commercial Manual.

CHAPTER XVI**POSTAL TRAFFIC****Conveyance of Mails**

1601. Railways render the following services to the Postal Department:—

- (a) Haulage of vehicles specially constructed (or converted) as Postal Vans at the cost of the Postal Department;
- (b) Haulage of ordinary coaching vehicles in which accommodation is reserved for the conveyance of mails;
- (c) Conveyance of Postal mail bags and parcels under "weighment system" in luggage vans or compartments in charge of the guards either as a regular daily service according to a list supplied, to the Divisional Railway Manager for each half year or as occasional despatches not provided for in the list under the authority of a voucher for each despatch; and
- (d) Conveyance of Postal Mail bags by Mail Peons travelling on season tickets.

NOTE.—Rules governing the incidence of cost of vehicles or parts of vehicles provided by the Railway for the Postal Department are contained in paras W 1447 to 1466 of the Indian Railway Code for the Mechanical Department (Workshops).

Haulage of Postal Vans

1602. For the haulage of vehicles specially constructed or altered as Postal vans, the charges will be levied half yearly at rates to be notified by the Railway Board from time to time. A bogie will be treated as two 4-wheelers.

1603. The haulage charges of mail vans given in para 1602 include charges for the following :—

- (i) Provisions of Fire Extinguishers;
- (ii) Depreciation, maintenance and repairs of mail vans and special fittings provided therein for the exclusive use of the Postal Department including electrical equipment; and
- (iii) Electric energy consumed by fans, extra lights.

1604. If the kilometreage run of any special postal vans or compartments specially fitted for Post Office work on the requisition of the Post-Office officials and therefore not suitable for ordinary traffic, are in any half-year greater in one direction than the other, charges should be calculated, not on the actual distance ran but on double the highest run in one direction, provided there is considerable difference between the up and down kilometrages. For this purpose, a register should be maintained of the up and down kilometrages of all special postal vans or compartments.

1605. For partially fitted vehicles eg. 3/4, 1/2 and 1/4 postal vans, the rates shown in paragraphs 1602 apply proportionately in accordance with the nominal dimensions shown below and not in the proportion which the total space allotted to the Postal Department bears to the whole carriage :—

Standard space allotted to the Postal Department in the old postal vans	To be charged as per	
Broad Gauge—		
Upto 208 Centimetres	¼ 4-wheeled van	
Upto 442 Centimetres	½ 4-wheeled van	
Upto 643 Centimetres	¾ 4-wheeled van	
Upto 853 Centimetres	Full 4-wheeled van	
Other Gauges—		
Upto 183 Centimetres	¼ 4-wheeled van	
Upto 293 Centimetres	½ 4-wheeled van	
Upto 429 Centimetres	¾ 4-wheeled van	
Upto 564 Centimetres	Full 4-wheeled van	Standard space allotted to

1606

Standard space allotted to Postal Department in the new postal vans

To be charged as per

Broad Gauge—

Upto 320 Centimetres

¼ 4-wheeled van

Upto 662 Centimetres

½ 4-wheeled van

Upto 832 Centimetres

¾ 4-wheeled van

Upto 1,002 Centimetres

Full 4-wheeled van

Upto 1,561 Centimetres

1½ 4-wheeled van

Upto 2,103 Centimetres

2 4-wheeled van

Other Gauges—

Upto 472 Centimetres

¼ 4-wheeled van

Upto 635 Centimetres

¾ 4-wheeled van

Upto 798 Centimetres

Full 4-wheeled van

Upto 1,283 Centimetres

1½ 4-wheeled van

Upto 1,768 Centimetres

2 4-wheeled van

Haulage of non-postal vehicles

1606. Charges for haulage of non-postal vehicles will be levied half yearly at rates to be notified by the Railway Board from time to time. A bogie will be treated as two 4-wheelers. Charges for part accommodation provided in non-postal vans shall be calculated as follows :—

Length of compartment provided for the use of the Posts and Telegraphs Department in the old type of non-postal vans

Rate to be charged as per

Broad Gauge—

Upto 174 Centimetres

1/6 van

Upto 175-244 Centimetres

¼ van

Upto 245-310 Centimetres

1/3 van

Upto 311-389 Centimetres

2/5 van

Upto 390-503 Centimetres

½ van

Upto 504-605 Centimetres

2/3 van

Upto 606-676 Centimetres

¾ van

Upto 677-780 Centimetres

5/6 van

Upto 781-887 Centimetres

1 van

Any accommodation over 887 centimetres will be charged for in the proportion shown above as applicable to the actual length in question.

Other Gauges—

Upto 140 Centimetres

1/5 van

Upto 141-203 Centimetres

¼ van

Upto 204-216 Centimetres

1/3 van

Upto 217-259 Centimetres

2/5 van

Upto 260-335 Centimetres

½ van

Upto 336-411 Centimetres

2/3 van

Upto 412-447 Centimetres

¾ van

Upto 448-493 Centimetres

5/6 van

Upto 494-584 Centimetres

1 van

Any accommodation over 584 centimetres will be charged for in the proportion shown above as applicable to the actual length in question.

Length of compartment provided for the use of the Posts and Telegraphs Department in the new type of non-postal vans

Rate to be charged as per

Broad Gauge—

Upto 216 Centimetres	1/6 van
Upto 217-305 Centimetres	1/4 van
Upto 306-389 Centimetres	1/3 van
Upto 390-485 Centimetres	2/5 van
Upto 486-630 Centimetres	1/2 van
Upto 631-757 Centimetres	2/3 van
Upto 758-846 Centimetres	3/4 van
Upto 847-975 Centimetres	5/6 van
Upto 976-1,107 Centimetres	1 van

Any accommodation over 1,107 centimetres in length will be charged for in the proportion shown above as applicable to the actual length in question.

Length of compartment provided for the use of the Posts and Telegraphs Department in the new type of non-postal vans

Rate to be charged as per

Other Gauges—

Upto 218 Centimetres	1/5 van
Upto 219-318 Centimetres	1/4 van
Upto 319-338 Centimetres	1/3 van
Upto 339-406 Centimetres	2/5 van
Upto 407-526 Centimetres	1/2 van
Upto 527-645 Centimetres	2/3 van
Upto 646-701 Centimetres	3/4 van
Upto 702-772 Centimetres	5/6 van
Upto 773-917 Centimetres	1 van

Any accommodation over 917 centimetres in length will be charged for in the proportion shown above as applicable to the actual length in question.

Adjustment of Charges for the Haulage of Vehicles

1607. Except in the case of temporary additional accommodation required for periods not exceeding two months, which will be requisitioned for as such and paid for quarterly as for occasional despatches as prescribed in para 1620, charges for the haulage of vehicles (Postal vans as also those in which accommodation is reserved for the conveyance of mails) will be adjusted for the six months on the basis of the actual space allotted on the 21st January and 21st July of each year or on such dates as may be mutually agreed upon. It is to be assumed that the actual service inclusive of distance, rendered on these dates is constant throughout the six months.

Billing of charges for the haulage of postal vans and other coaching vehicles (i.e., non-postal vehicles) in which accommodation is reserved for conveyance of mails.

1608. (a) Returns of reserved accommodation supplied to the Postal Department on 21st January and 21st July each year (or on such other dates as may be mutually agreed upon between the Divisional Railway Manager and the Postal Department) must be submitted by the concerned stations to the Divisional Railway Manager within 3 days of the said dates in the proforma given below. The standard space allotted in postal vans or length of compartments provided in non-postal vehicles for the carriage of mails must invariably be shown in the returns to enable the Traffic Accounts Office to work out the charges correctly.

(b) The information contained in the returns will be consolidated into a statement in the Divisional Office and submitted to the Traffic Accounts Office, half-yearly, latest by the middle of August and February in respect of selected dates 21st July and 21st January respectively mentioned above. When, however, any dates other than 21st January and 21st July are selected, dates for submission of the half yearly statement by the DRM to the Traffic Accounts Office may be suitably altered, care being taken to ensure recovery of the charges from the Postal Department within the same financial year.

STATEMENT SHOWING RESERVED ACCOMMODATION SUPPLIED TO THE POSTAL DEPARTMENT FOR THE HALF YEAR ENDING.....

S. No.	Name of station Number of trains				Particulars of vehicles			Length portion of compartment allotted to Postal Department	Re marks
	From	To	Up	Down	No. on vehicle	Description of vehicle	Proportion of space allotted to the Postal Deptt.		
1.									
2.									
3.									
4.									

Procedure for daily conveyance of mails under the "Weighment System"

1609. The mail bags will be made over to the Station Master by the Postal Department with mail lists in duplicate. These lists will show the number of mail bags to be despatched and will be signed by the despatching agent of the Postal Department. The Station Master should compare the bags with the entries in the lists in the presence of the despatching agent, and if the bags are in good condition with seals intact, he should sign one of the mail lists and return it to the despatching agent and retain the other list for record at the station.

1610. The mail bags will be entered in a separate guidance (luggage and parcels summary) of the train by which they are despatched and the Guard will sign for them in the station copy of the guidance.

1611. At destination the Station Master should take over the bags from the Guard and sign for them in the guidance. These bags will then be entered in a separate parcels delivery book set apart for the purpose and the signature of the Postal Official who takes delivery of the bags will be obtained in it.

1612. The charges for regular daily despatch of mail bags carried under the "Weighment System", as mentioned in Paras 1609 to 1611 above, will be levied at rates notified by the Railway Board from time to time.

Mail Bags carried by Mail Peons

1613. Mail bags carried by mail peons travelling on season tickets will be treated as regular daily service and charged under the half-yearly weighment system. Such bags should, therefore, be weighed on the days specified in para 1607 and their weight along with that of other mails should be recorded in the mail lists in the manner indicated in para 1615. The following endorsement should also be made on the season tickets issued to such mail peons :—

"Mail bags with the holder which are included under the Weighment System will be carried without any extra charge."

1614. The adjustment of charges for the daily conveyance of mails will be made by the Traffic Accounts Office for six months in the same way as for the haulage of vehicles.

1615. In order to determine the weight for the purpose of half-yearly adjustments, the mail bags offered for conveyance on the dates mentioned in para 1607 will be weighed by a responsible official of the Postal Department in the presence of the Station Master. On these dates, the mail lists will be prepared in triplicate by carbon process. The weight of the bags or parcels will be recorded on the mail lists under the signature of the Station Master and of the official of the Postal Department. The half-yearly charges will be calculated in the Traffic Accounts Office on the total weight thus recorded on the mail lists. The original and duplicate copies of the mail lists will then be made over to the Station Master who will retain one copy at his station for record, and send the other to the Divisional Railway Manager for transmission to the Traffic Accounts Office with the half-yearly statements referred to in para 1616.

Note.—If 21st January or 21st July happens to fall on Saturday, Sunday or Monday, the Wednesday following these days will be the statistical day for preparation of returns.

1616. Each Divisional Railway Manager will furnish to the Accounts Office half-yearly statements of mail bags and parcels carried under the "Weighment System" in the following form to enable that office to prefer bills against the Postal Department.

**STATEMENT SHOWING MAIL BAGS AND PARCELS CARRIED UNDER THE WE1GUMENT SYSTEM FOR THE
POSTAL DEPARTMENT FOR THE HALF YEAR ENDING.....**

[illegible]

*Fractions of 10 kg. will be taken as 10 kg.

Rebate to the Postal Department on account of Interruptions

1617. A rebate on a pro-rata basis will be allowed to the Postal Department from the total amount payable by them to the Railway Department on the basis of the services rendered on the Statistical day, viz., 21st January and 21st July (or such other days in each half-year as may be mutually agreed upon), when Postal Mails cannot be conveyed by railways due to interruptions caused by breaches or accidents or any other cause, subject to the following conditions :—

(a) no rebate will be allowable except in cases where through communication is broken and the mails cannot be carried through, for period of more than fourteen consecutive days;

(b) in cases where lines are breached and reopened for traffic in sections, rebate will be allowable only for those sections which are interrupted for more than fourteen consecutive days:

(c) for the purpose of calculating the rebate the amount shall be based on the distance between the points on either side of the interruption upto which the railway is earning passengers and other coaching traffic, except in cases where the Postal Authorities and the Railway Administration concerned agree that it would be preferable to earn- the mails only upto some point a greater distance from the interruption in which case the distance shall be calculated from that point;

(d) if the period for which a rebate is to be allowed falls over two half-years (e.g., from 20th September to 5th October), the calculations as to the weight of bags or space reserved for Postal Department will be made on the basis of the last previous Statistical day. or on such other days as may be mutually agreed upon

(e) when mails are not carried on the Statistical day on account of breaches. & c. the service to be paid for during the succeeding half-year shall be based on the actual space allotted or weight carried on the day the service is resumed, or on such other days as may be mutually agreed upon:

(f) the Postal Department will not ask railway to bear any portion of the cost incurred in transporting mails by other means when the usual railway service cannot be utilised, and

(g) when mails have to be diverted to an alternative longer route due to breaches &c, the Postal Department shall pay according to the actual longer distance over which the mails are carried, when such diversion extends over a period in excess of fourteen consecutive days.

(h) Details of postal traffic affected by breaches will be communicated by the Station staff to the Divisional Office for onward transmission to the Traffic Accounts Office.

Conveyance of Mail Bags as Occasional Despatches

1618. Occasional despatches of mail bags, not covered by the daily service will be accepted when tendered with mail lists in duplicate and booked in the same way as ordinary parcels. The maximum weight for despatch is restricted to two quintals in such cases. However, the usual Railway Receipt will not be issued and the only Receipt the Postal Department will be given would be the acknowledgement on one copy of the mail list. The other copy of the mail list will be treated as a Credit Note and submitted to the Cash Office with the day's earnings. On arrival at destination, these mail bags will be entered in the inward parcel delivery book in the same way as parcels and signed for by the Postal officials taking delivery. There should be no delay in the delivery of these mail bags at destination.

Rates for Occasional Despatches of Mail Bags

1619. The charges for occasional despatches of mail bags carried under the "Weighment System" shall be levied at rates notified by the Railway Board from time to time.

Adjustment of Charges for Occasional Despatches

1620. The adjustment of charges for occasional despatches of mail bags will be made quarterly by the Accounts Office on bills supported by vouchers before the tenth of the month following that to which the quarter relates.

Charges for Mail Bags of High Officials of Government

1621. Mail bags of High Officials of Government carried in charge of Railway Mail Service Inspectors should be weighed and charged for at the ordinary luggage rates, after allowing the free allowance permissible to the class of ticket or pass held by the official.

1622. The liability of the Railways in regard to loss of/damage to mail bag etc. is the same as in the case of ordinary parcels, as indicated in the Railways Act. 1989 (No. 24 of 1989).

Seals on Mail Bags

1623. The railway official taking over mail bags from the Postal Department should see that the bags are properly sealed. Similarly, the postal Official taking delivery of mail bags from the railway at destination will examine the seals. A certificate to the effect that the seals were intact should be obtained from the latter in the Parcels Inwards Delivery Book.

Carriage in Mail Vans of Articles on Postal Service

1624. The carriage in mail vans of articles on postal service (e.g., forms, stationery-small parcels of stores) labelled as such and properly franked but not registered as parcels in a post office will be permitted without any additional charge.

Unusual Changes in the Despatch of Mail Bags

1625. When a mail bag is presented for the first time to be conveyed daily under the weighment system between stations on the line, for which instructions have not been previously issued, the Station Master must accept and despatch it on a written requisition from the postal authorities, duly stamped with the Post Office stamp and signed by the postal official tendering it for despatch. The Station Master must take its weight on the first day and forward the ordinal requisition with the weight noted therein, with a letter giving full particulars to the Divisional Railway Manager endorsing a copy of the letter to the Traffic Accounts Office. Similarly, when the despatch of mails is to be discontinued for which no previous notice has been given by the Divisional Railway Manager, the Station Master must obtain a written notice from the postal official, take the weight of the bag conveyed on the last day, note it on the notice and forward the letter in original, with a letter giving full particulars to the Divisional Railway Manager, endorsing a copy of his letter to the Traffic Accounts Office. The Divisional Railway Manager will summarize the monthly statements received from the stations and send particulars to the Traffic Accounts Office.

Extra Reserved Accommodation for Postal Department

1626. (a) When accommodation in excess of the daily regular service is required by the Postal Department, the postal official concerned will present a requisition, in the prescribed form written out in triplicate. The three copies of the requisition will be dealt with as under;—

(i) one copy of the requisition will be made over to the Station Master who will arrange for the additional accommodation required: this copy shall be submitted by the Station Master to the Divisional Office after recording thereon the—

(1) number and description of carriage, and

(2) extent of accommodation supplied, i.e., in case a compartment is required, length of the compartment;

(ii) one copy bearing the Station Master's acknowledgement will be made over by the postal official to the Senior Mail Sorter for production en route as an authority for the extra accommodation occupied: at the destination station the Senior Mail Sorter will make over this copy to the Station Master who will enter on it the particulars as in (i) above and submit it to the Divisional Railway Manager;

(iii) one copy will be retained by the postal official for submission to the office of the Superintendent. Railway Mail Service.

(b) At the close of each month, the Divisional Railway Manager will submit to the Traffic Accounts Office all the requisitions received by him—

(i) from stations supplying the extra accommodation;

(ii) from stations upto which the extra accommodation was utilized.

The requisitions at (i) and (ii) above will be forwarded duly entered in separate statements in the proforma given below. The requisitions involving through traffic will be entered in separate statements for each category.

STATEMENT OF EXTRA ACCOMMODATION SUPPLIED TO THE POSTAL DEPARTMENT FOR THE MONTH OF.....19.....

Local/Through

S. No	Date on which supplied	Requisition No	Date	Station From To	No & description of train	No & description of vehicle	Extent of accommodation supplied, i.e., length of compartment allotted to Postal Department	Proportion of space allotted to Postal Department	Kilo-metres	Rate Rs. P.	Amount Rs. P.	Remarks	
1	2	3	4	5	6	7	8	9	10	11	12	13	14

Note: Columns 1 to 11 will be filled in by the Divisional Office, and 12 and 13 will be utilized by the Traffic Accounts Office for calculating the charges.

Date

Office Stamp

Divisional Railway Manager

Division

Rly.

CHAPTER XVII**CITY BOOKING OFFICES AND OUT-AGENCIES****City Booking Offices**

1701. A City Booking Office is a booking office situated in the city or town so as to the booking of traffic to and from the city or town.

Out-Agencies

1702. An Out-Agency is an office opened in place situated away from railway station in order to facilitate the booking of traffic directly to or from such places.

1703. The opening of Out-Agencies should be encouraged as they are a facility to the travelling and trading public. Any meticulous traffic justification is not really needed for the opening of an Out-Agency, the basic criterion being the availability of a suitable contractor to work the Out-Agency. (See also para 806).

Working of City Booking Offices or Out-Agencies

1704. (a) City Booking Offices or Out-Agencies may be worked departmental or through contractors. A contractor where appointed to work a City Booking Office/Out-Agency should execute an agreement before the City Booking Office/Out-Agency is opened. This agreement should provide for the terms and conditions under which the City Booking Office/Out-Agency will be worked.

(b) When any difficulties are experienced or are anticipated in the working of an Out-Agency by a contractor, either due to lack of properly trained staff or any other reason, the question of working the Out-Agency it self by Railway Staff and giving on contract the work of road transport only should be considered.

Awarding of Contracts

1705. Contractors for working Out-Agencies/City Booking Agencies should be selected by calling for competitive tenders "open" or "limited" according to the circumstances of the case and the contract awarded to the lowest satisfactory tenderer. Other requisites like financial soundness, experience, availability of godowns, trucks, buses, trained man power etc. being equal, preference may be given to Scheduled Castes/Scheduled Tribes tenderer. When, however, no suitable contractor can be obtained by this means and all the tenders received have been rejected, the arrangements should be made to select a contractor by negotiations.

Tenure of Contracts

1706. Contracts should not be awarded for an indefinite period but should be usually limited to 3 to 5 years with a clause for termination in the event of unsatisfactory service, and subject to renewal at the option of the Railway Administration.

Restrictions on calling of Fresh Tenders

1707. Fresh tenders should not ordinarily be called for as long as the working of the existing contractors is satisfactory and no increase in rates is sought for. If however, it is felt that more suitable rates together with equally good service would be available, the market may be tested and fresh tenders called for.

1708. The instructions in paragraphs 1705 to 1708 apply both to Out-Agency and Street Delivery Contracts, irrespective of whether the Railway Administration participates in the financial showing of the undertaking or not.

Form of Out-Agency Agreement

1709. A Specimen form of agreement for working Out-Agencies appears in Appendix IX. The terms and conditions embodied therein are meant for guidance only and may be relaxed or altered where necessary.

Form of City Booking Office Agreement

1710. An agreement for working a City Booking Office may be provided on the lines of the agreement for working Out-Agencies with such changes as may be considered necessary.

1711. A copy of each agreement should be supplied to the Accounts Office, the Divisional Office and the Station Master of the station serving the City Booking Office/Out -Agency for their guidance.

1712. It should be ensured that the contractors provide an efficient service, observe the rules and regulations laid down by the Railway Administrations for the booking, delivery, invoicing, accountal etc. of traffic and fully comply with all other conditions laid down in the agreement for the working of a City Booking Office/Out-Agency.

1713. In order to safeguard the interest of the Railway Administration, a City Booking Agent/Out Agent should be required to deposit with the Railway Administration adequate security for the satisfactory performance of the contract and to cover the monthly outstandings.

In case of agents having a monthly turnover of over Rs 1 lakh, a Bank Guarantee will be obtained in addition to the security deposit.

The security deposit will be equivalent to one month's turnover of the agency. The Bank Guarantee to be obtained from big agents only, will be for the sum equivalent to the turnover for six months. The necessity for the security deposit arises out of the fact that the Out Agent/City Booking Agent is paid on the basis of invoices or way-bills etc. accounted for in the returns, irrespective of whether the freight charges in their connection have been realised or not. It will be the duty of the Accounts Office to see that the outstanding against the Out Agent/City Booking Agent, at any one time, do not exceed the amount of security deposited for the purpose.

1714. In addition to the fare and freight rates chargeable for carriage of traffic over Railway proper, separate charges are to be levied to cover the carriage of traffic between Railway station and a City Booking Office/Out-Agency, whether served by road or ferry.

1715. When there is any question of opening of Out-Agency, the Railway Administration should give due consideration to the rights and interests of other railways who may be interested in the traffic of the area in which the proposed Out-Agency is situated and should not take action which is likely to prove prejudicial to another railway's interests without prior consultation with the Railway Administration concerned.

1716. Each Railway Administration should publish in its Local Tariffs full particulars of City Booking Offices and Out-Agencies on its system indicating the names of railway stations by which these are served. The rates and fares leviable, the free allowances permissible on luggage on the road portion, conditions in regard to availability of passenger tickets, full particulars of the outward and inward traffic for which the City Booking Offices/Out-Agencies are open and names of contractors working these City Booking offices/Out Agencies should also be published.

CHAPTER XVIII**SIDINGS**

1801. An Assisted/Private Siding is a siding constructed to serve a Government Department, a factory, mill, industry, mine or other private party.

1802. The applicant for a siding should, before sanction is accorded to the construction of the siding by the competent authority, be required to execute an agreement. This agreement should, inter alia, embody the provisions of Paras 1824 to 1838 of the Indian Railways Code for the Engineering Department, as modified from time to time.

1803. A specimen form of agreement for Assisted/Private Sidings appears in Appendix X. The terms and conditions embodied therein are meant for guidance only and may be relaxed or altered wholly or in part, where necessary.

1804. A copy of each siding agreement should be supplied for guidance to the Divisional Railway Manager, the Divisional Accounts Office, the Traffic Accounts Office and the Station Master of the Station from where the siding takes off.

1805. The user of the siding has to pay to the Railway a Siding charge to be fixed by the Railway Administration from time to time for every wagon whether loaded or empty hauled over the siding in each direction.

If a Siding has been provided with complete facilities for direct reception and despatch of trains and such trains do not require to be dealt with at the station from which the Siding takes off/serving station but run through to or from the Siding with railway locomotive or originate from or terminate in the exchange/peripheral yard provided by the siding holder, the Railway Administration shall have the powers of levying freight charges on through distance basis upto the buffer end of the Siding or the farthest point of the Exchange Yard, instead of levying freight charges upto to the serving station and Siding charges for haulage of wagon over the Sidings.

The Siding charges may be revised by the Railway Administration on giving not less than one month's notice to the user of the Siding.

Interest Charges and Maintenance of Assisted Sidings.

1806. The applicant should pay annually to the Railway Administration interest and maintenance charges as follows :

(a) Interest to be charged on the book value, of the portion of the cost of siding borne by the Railway at the prevalent rate of dividend payable by the Railways to the General Revenue as may be fixed from time to time.

(b) Repair and maintenance charges at the rate of 4.50% on the cost of the portion of siding borne by the railway or its present day cost, whichever is higher. For calculating these charges, the cost of the portion of siding borne by the Railway will be revalued every five years in accordance with such general or special orders as may be issued by the Railway Board from time to time. This payment will ordinarily cover the maintenance by the railway of the works paid for by the applicant outside his premises. The maintenance of the works inside the applicant's premises is the applicant's own concern. Railway should, however, ensure that the maintenance of works by the applicant beyond the railway limits conforms to the requisite standard prescribed by the railway. For this purpose railway should undertake periodical inspections and the cost of such periodical inspection should be a charge against the applicant. If, in any case, it is considered desirable that the railway should also maintain works beyond the railway limits, the railway may undertake maintenance of these works, provided the applicant agrees to pay the required charges to be fixed by the railway.

In case provision of office and residential accommodation for Railway staff posted at the siding becomes necessary directly as a result of providing the facility to the party, the Railway

Administration should recover repair and maintenance charges for these structures as an additional charge over and above the percentage charges levied on the Railway's share of the cost.

Fixation and Review of Siding Charges.

1807. Where freight is levied from and to the serving station and separate siding charges are levied for haulage of wagons between the serving station and the siding, the siding charges should normally be fixed on the basis of cost per engine hour and the average time for a round trip from the serving station to the siding and back for placement and/or removal of wagons whether loaded or empty. The charges per trip should be arrived at by multiplying the average time taken for the trip by the cost of engine hour, as per the formula given below:

$$\text{Siding Charge} = \text{Average trip time in minutes} \times (\text{Engine Hour Cost} \div 60)$$

The resultant of the above formula will be rounded off to the next higher value to arrive at the net Siding Charge. In case 'average trip time' is less than one hour, the Siding Charge will be levied for a minimum of one hour. Siding Charges for originating station so fixed should be included in the Invoice alongwith freight instead of being separately collected from the siding holder.

(Authority Board's letter No.TC-I/99/214/11 Pt.III dated 14.09.09 and TC-I/99/214/11 Pt.I dt. 25-01-12) —ACS NO. 19 & 21

The siding charges should be reviewed periodically at intervals of not less than once a year to ensure that they adequately cover the cost of haulage of wagons over the siding.

In the case of sidings where locomotives have to be brought from stations, other than the stations serving a siding, the time taken for bringing the locomotive from the Depot station to the serving station and back should also be taken into account in arriving at the time required for performing the round trip to serve a siding for the purpose of working out the siding charges.

Annual Examination of Earnings of Sidings.

1808. An annual examination should also be made by each Railway Administration of the earnings of all sidings the agreements for which do not provide for lump-sum recoveries of interest and maintenance charges with a view to ensure that sidings which have been unprofitable for a long period and are not likely to bring enough traffic to the railway to justify their retention, are not retained. If the annual review reveals that the earnings from siding charges are not adequate to cover the interest and maintenance charges apart from the cost of working the siding, then the shortfall in interest and maintenance charges should be separately recovered from the siding holder, to ensure that Railway do not incur any loss in working the siding in any particular year. If any particular siding has been financially unremunerative for some time, a detailed examination in respect of that particular siding should be undertaken in order to see whether it would not be worthwhile to close it down outright. In making such an examination the traffic in any particular year should not alone be considered the controlling factor in deciding whether the siding should be retained or not. If the siding has been giving substantial traffic to the railway generally, and if the fall in the earnings during the period under examination is temporary and is only due to causes like a general depression in a particular trade, it should be considered before its dismantlement is decided upon, whether it would not be profitable in the long run to retain the siding for some time.

Posting of Railway Clerks in Assisted/Private Sidings for tallying Goods.

1809. Railway Administrations are not under any obligation to provide Goods Clerks or other staff for tallying or supervising goods loaded in or unloaded from wagons in Assisted and Private Sidings. Railway Administrations may, however, consider requests for posting Goods Clerks in

such sidings provided the owners thereof agree to bear the cost and other incidental charges of such railway staff.

List of Assisted Sidings.

1810. A list of all Assisted and Private Sidings on a railway should be published in the Local Tariffs of the railways. The name of the stations from which the sidings take off together with the names of the firms or other Government Departments using the sidings and the siding charges should also be shown in the tariffs.

Issue of "Said to contain" Railway Receipts

1811. If no Railway staff is provided at a siding or if the strength of railway staff provided is not adequate to check the weight or the number of packages loaded in a wagon, a remark should be recorded in the Railway receipt, by issuing a "said to contain" Railway Receipt. In such cases, the burden of providing the weight or as the case may be, the number of packages stated in the Railway Receipt shall lie on the consignor, consignee or the endorsee.

Goods to be Loaded or Delivered at a Siding not Belonging to a Railway Administration

1812. (1) Where goods are required to be loaded at a siding not belonging to a Railway Administration for carriage by railway, the Railway Administration shall not be responsible for any loss, destruction, damage or deterioration of such goods from whatever cause arising, until the wagon containing the goods has been placed at the specified point of interchange of wagons between the siding and the Railway Administration and a railway servant authorised in this behalf has been informed in writing accordingly by the owner of the siding.

(2) Where any consignment is required to be delivered by a Railway Administration at a siding not belonging to a Railway Administration, the Railway Administration shall not be responsible for any loss, destruction, damage or deterioration or non-delivery of such consignment from whatever cause arising after the wagon containing the consignment has been placed at the specified point of interchange of wagons between the railway and the siding and the owner of the siding has been informed in writing accordingly by a railway servant authorised in this behalf.

Only Private Siding to be provided

1813. New Sidings are to be provided only as private sidings and no new siding is to be constructed on Assisted Siding terms. The entire cost of the siding including the cost of peripheral yards and facilities such as engine line, reception, despatch, and sorting lines etc. should be borne by the siding owners.

However, if any existing siding which was provided on Assisted Siding terms is required to be extended/altered, the work can be taken up on Assisted Siding terms provided the cost of recoverable materials to be borne by the Railway is less than Rs. 5 lakhs. In case this cost is Rs. 5 lakhs or above, the work should be carried out on private siding terms.

Facilities to be provided in the Sidings

1814. Proposals for construction of new sidings should be considered on the basis of jointly agreed facilities being developed for handling train loads and on the assumption that the freight trains would directly enter into and exit from private siding without being dealt with at the serving station or in an exchange yard. No exchange yard should be planned. The private siding railway network should be planned, on the basis of integrated peripheral yard inside the premises of the siding holder. Under these circumstances, normally, there should be no need to provide any facilities at the railway stations on account of Addl. traffic being dealt with at the sidings. However, if any additional facilities are needed at any station to start with or subsequently to cope with increased traffic arising in the region, then these should be provided in the normal manner through the Railway Works Programme. The cost of alterations in the station yard arising out of the construction of a siding shall be borne by the siding owners.

Take-off Point

1815 .All private sidings should normally take off from the crossing station nearest to the party's premises. However, if the party wants to have take-off from the mid section to save the cost of construction of the extra length of the siding required, then the party should pay for the crossing station including its operation and maintenance cost except for the addl. facilities and staff, if any. required exclusively for traffic/factors not connected with the traffic being offered by the siding owner.

Electrification**1816. Private Siding**

(a) In the case of new sidings where the line/section is electrified, the entire cost of OHE will be borne by the siding owners, as in the case of Track. Maintenance cost will similarly be borne by the siding owners.

(b) In the case of new sidings, where the line is not electrified, the siding owners shall be required to give an undertaking that in the event of electrification of the line within a period of 10 years, they will bear the full charges of electrification of the siding. Maintenance cost will also be borne by the siding owners.

(c) With a view to expediting the electrification of existing sidings, it has been decided that if financially justified, incentive in the form of sharing of 50% cost by the Railways may be agreed to. In such cases, no departmental charges shall be levied while working out the cost of electrification. The siding agreement shall provide that electrification assets so created shall be taken as jointly owned by the Railway and the party in equal shares. All recurring expenses on account of repairs, maintenance and replacement as and when due, shall be borne entirely by the party since the contribution is only on a one-time basis. If, for any reason, the siding is closed before the assets as created have outlived their normal life span. 50% of the sale proceeds of the release materials shall accrue to the Railways. In case the siding owners do not agree to bear their share of the cost of OHE. the movement to the siding will have to be by Party's own locomotives.

Assisted Sidings

However, in the case of existing sidings provided on assisted siding terms. Railways may bear the cost of retrievable part of the OHE as in the case of track and the cost of non-retrievable portion will be borne by the siding owners. The interest and maintenance charges will be borne by the siding owner as in the case of track.

Carriage and Wagon Facilities

1817. Regular facilities for carriage and wagon examination in the siding premises should be planned only if the level of loading/unloading from the siding is expected to be two or more rakes per day. In such cases, the capital expenditure on construction of sick line/train examination lines (other than on recoverable permanent way material) and cost of staff quarters should be borne by the siding owners, while the Railways should bear the cost of tools and plants consumable stores, cost of recoverable permanent way materials and recurring expenditure on staff involved in normal examination and repairs of rolling stock. However, in the case of sidings dealing with POL and other hazardous commodities and in certain exceptional cases as may be determined by the Railway from time to time, carriage and wagon facilities are to be provided in any case and in such cases, the siding owner shall bear all the expenses for examination, certification, repairs etc. including the cost of staff. In some cases, where traffic level is less than two rakes per day, and some minor facilities for carriage and wagon examination inside the siding premises are considered essential, they are to be provided at Railways' cost.

Rest Room/Running Room

1818. The siding should invariably be planned with rest room facilities at the party's cost for the

convenience of the Railway staff working at the siding. However, if running rooms and out-station sheds are considered necessary, these may be provided at the cost of the Railways.

Staff Quarters

1819. Along with the siding. Railway should plan staff quarters for not less than 60% of the strength of Railway staff required for operation and maintenance of the private siding and these should be provided at party's cost. In addition, a dormitory to accommodate upto 15 persons of the Railway staff working at the siding and staying without their families shall also be provided at the party's cost.

CHAPTER XIX**MISCELLANEOUS****Commercial Statistics**

1901. The passenger and Freight statistics compiled by railways are designed principally to assist the Chief Commercial Managers in keeping themselves posted with the trends of traffic. These statistics should be intelligently analysed to enable appropriate action to be taken, as necessary, to maximize the earnings and economical utilisation of the available equipment.

Overcrowding in Trains

1902. Every effort should be made to relieve overcrowding in trains.

A regular machinery should be organised by each Railway, to gauge quantitatively the extent of overcrowding in various trains and over different sections. A census of the occupation of trains in relation to the seating capacity thereof should be conducted regularly at a fairly large number of points over different sections of the railway, in a systematic manner, so as to cover the whole Railway once every year.

The results of the periodical census so conducted should be carefully scrutinised and suitable adjustments made in the composition of trains and in the distribution of accommodation in different classes to make the best use of available resources.

Opening of Flag Stations and Train Halts

1903. Flag stations and train halts required for public conveyance may be opened by Railway Administrations in the following circumstances :—

(a) Flag station.—

(i) when these are financially justified, and

(ii) the proposed site is at least 5 KMs. from the station on either side in the case of non-suburban areas.

(b) Train Halts —

(i) when there is financial justification for opening a train halt but not for a flag station, and

(ii) In the non-suburban areas, the site of the proposed halt is at least 5 KMs. from the station/halt on either side.

However, if the new halt is otherwise remunerative, or the loss is upto Rs. 10,000 per annum, but infringes the distance limit of 5 KMs., opening of such a halt may be sanctioned by the General Manager of a Zonal Railway in consultation with the FA & CAO.

1904. If these conditions are not fulfilled, a Flag Station or a Train Halt may still be opened as a passenger amenity, if the Railway Administration is satisfied of the need for doing so on grounds of the volume of passenger traffic. In such cases, however, the Zonal Railway Users Consultative Committee must be consulted and suitable recommendation made to the Railway Board under whose orders alone such halts may be opened.

1905. In opening New Halts, a Railway Administration must be satisfied that the provision of the halt will not involve the railway in leakage of revenue on account of ticketless travel.

Working of Train Halts

1906. The working of Halts should ordinarily be entrusted to reliable contractors permanently

living in the locality and doing railway work on a part time basis, such as. village post masters, and retired railway servants living in the locality.

An agreement in the prescribed form should be executed by the contractor with the Railway Administration.

Rate of Commission payable to Halt Agents

1907. The Halt Agent should be paid a commission as a percentage of the earnings of the Halt on the following basis:—

(i) The ceiling limit of commission payable to Halt Agents shall be upto 15 per cent. However, exact percentage of commission to be given shall be determined/fixed by the Commercial Department of the Railways in consultation with the Finance, keeping in view the workload involved and the sales expected so that the halt agent can get reasonable remuneration for the quantum of work done by him.

(ii) Thereafter, the percentage of commission shall be reviewed whenever the total monthly commission exceeds Rs. 1000 per month in case of stations having halts of 6 trains or less: or exceeds Rs. 1,500 per month in case of stations having halts of more than 6 trains. Railways are empowered to give commission beyond Rs. 1,000—Rs. 1,500 per month within the upper rate limit of 15% if they find after review that payment of higher commission to the halt agent is justified.

(iii) The minimum commission payable shall be Rs. 400 per month.

Periodical Examination of existing Halts

1908. A periodical examination of existing halts should be made and the possibility of converting such halts into Flag stations, wherever justified should be considered on a programmed basis. The question of closing down where the average number of passengers utilising it is less than 10 per day or whose retention is otherwise not found justified, should also be considered.

Redressal of Public Grievances

1909. (i) Each Railway Administration should provide both in the headquarters Office and in the Divisional Office grievance redressal machinery for dealing promptly with public grievances and their redressal. At the headquarters' level, this machinery will be headed by the Additional General Manager and at the divisional level by the Addl. Divisional Railway Manager.

(ii) Complaint books should be provided in Assistant Station Master's Office, in Refreshment Room, in Restaurants and Dining Cars, with guards of all trains earning Passengers excluding suburban trains and at other suitable places, so that the members of the public may conveniently record their suggestions and register their complaints about the services provided by the railways, including catering and vending services or about the railway staff.

(iii) Complaint books should be properly bound and their pages machine-numbered. The inside top cover of each complaint book should bear the stamp of the Office of issue.

(iv) Suitable boards in English and the local languages should be displayed in waiting rooms, waiting halls and other appropriate places to indicate that a complaint book is available with the Assistant Station Master on duty.

(v) Complaint books in refreshment room, restaurants, etc. should be kept at conspicuous places.

(vi) In the case of complaints against railway staff, it is not necessary to indicate to the complainant the disciplinary action taken against the staff at fault.

(vii) Adequate statistics should be compiled of complaints received, the number enquired into and the average time taken in their disposal. These statistics should be periodically studied and

appropriate action taken to ensure that each registered complaint is disposed of within a reasonable time.

(viii) Complaint books at stations should be scrutinised by inspecting officials and officers whenever they inspect the station.

(ix) The functioning of the public grievances machinery should be reviewed every month and a monthly progress report should be submitted to the Railway Board. The report should cover the following items:—

(a) highlights of the month:

(b) cause-wise analysis and comments on the same;

(c) disposal position of grievances;

(d) redressal of grievances figuring in newspapers:

(e) position of cases filed under the Consumer Protection Act;

(f) punishment imposed against erring staff;

(g) position of personal hearings given to complainants; and

(h) important measures taken regarding redressal of public grievances and reduction of public complaints.

Loss of Revenue through Misdeclaration or under Weighment of Consignment

1910. Adequate machinery should be provided by Railway Administration to check consignments at destinations with a view to preventing leakage of revenue through misdeclaration or underweighment of consignments.

A suitable percentage of the total inward consignments to be subjected to such checks should be laid down. Surprise checks should also be conducted by Inspectors and Officers of the Commercial Department. Statistics showing the result of these checks should be compiled with a view to obtaining an idea of the extent of loss of revenue caused on account of misdeclaration and underweighment and to exploring ways and means for effecting further improvement.

Frauds

1911. In dealing with cases of fraud and embezzlement by railway staff, the provisions of Chapter XI of the Indian Railway Financial Code. Volume I (First Edition, 1982) should be borne in mind.

Safe Custody of Money Value Documents

1912. Printed or other tickets, railway receipt books and other similar documents must be kept in safe custody.

Destruction of Records

1913. The periods for which station and other records connected with commercial working are to be preserved should be prescribed by the General Manager. For the preservation of records of initial accounts and other records as may be connected with the accounts rendered to the Accounts Department, the periods should, however, be prescribed in consultation with the Financial Adviser and Chief Accounts Officer. The periods upto which the records of the Accounts Offices are to be retained are detailed in Appendix IX of the Indian Railway Code for the Accounts Department, Part I, 1984.

