

**COMMERCIAL**

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# ORGANISATION OF COMMERCIAL DEPARTMENT OF INDIAN RAILWAYS

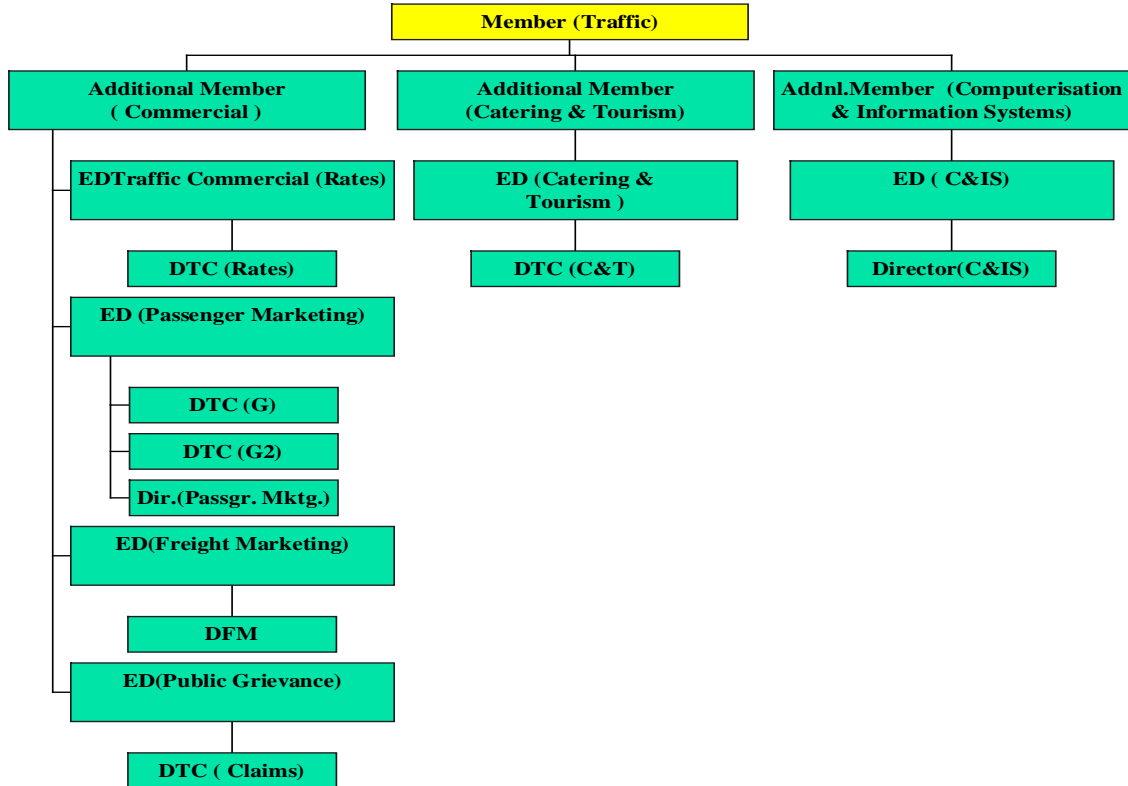
## INTRODUCTION

The Commercial department is responsible for selling Railway services, for creating, designing and developing traffic, for securing and maintaining friendly relations with the travelling and trading customers and public at large, and for cultivating good public relations with them. The fixing of rates, fares and other charges and the correct collection, accountal and remittance of traffic receipts are also among its functions. The overall commercial activities, which are also called as railway business, are of two types – Freight and Coaching. Again, Coaching is divided into two – Passenger and Parcel.

<b>Services offered by Railways</b>				
<b>FREIGHT</b>	<b>PASSENGER</b>			<b>OTHERS</b>
Train Loads	Suburban	Non-Suburban Long distance	Non-Suburban Short distance	Parcels
Wagon Loads	EMU/DEMU	Rajdhani/Shatabdi/ Duronto	Passenger	Luggage
Containers	MEMU	Superfast	Branch Line service including MG/NG	Catering
Scheme-oriented	Conventional	Mail/Exp/Intercity	Rail Bus	Retiring Rooms
Other business models-oriented	Double Decker	Garib Rath	Mixed Trains	Cloak Rooms

## ORGANISATION OF COMMERCIAL DEPARTMENT

At Railway Board Level: Member Traffic, Railway Board is in-charge of Commercial as



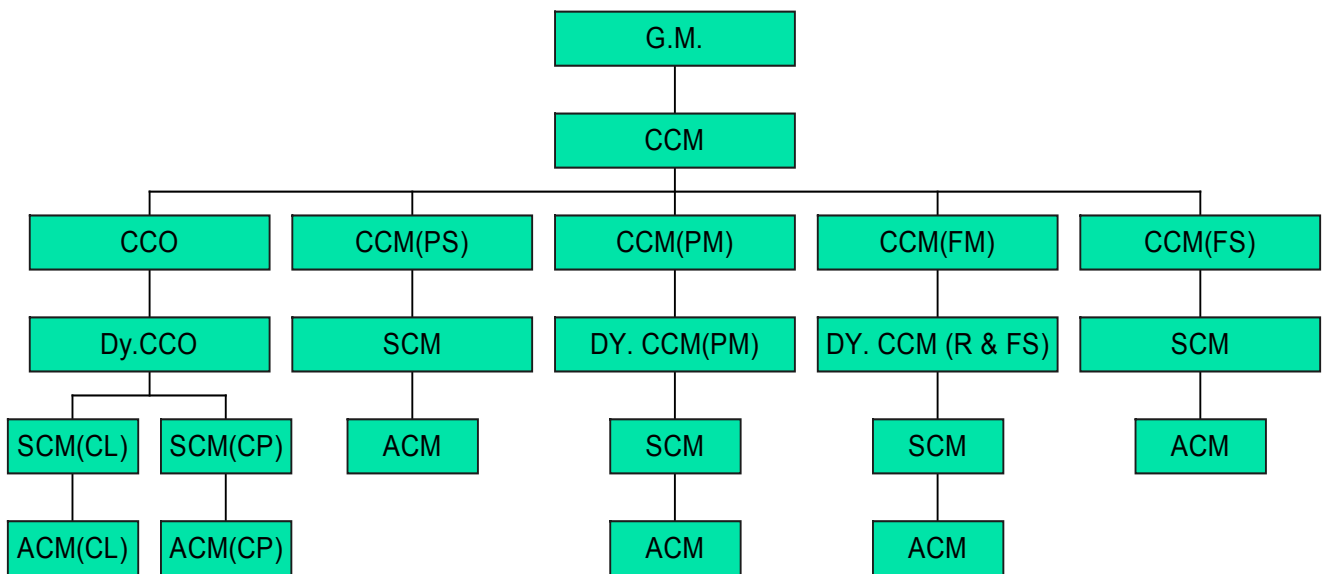
well as Operating Departments at the Board's level. There is a Commercial Directorate under him headed by Addl. Member (Commercial). He is assisted by Executive Directors & Directors/Joint Directors, looking after portfolios of Freight Rates, Coaching Rates, Reservation Catering, Marketing, Claims & Refunds and Research. They are further assisted by Deputy Directors etc. His office looks after the core Commercial activities of Railways. Further, the offices of Additional Members (Catering & Tourism) and (Computerization & Information System) are also very important from marketing point of view. The former office deals with IRCTC for primarily tourism part now-a-days, and the later one with CRIS and others for passenger business, viz. PRS, UTS, I-Ticketing, E-Ticketing, booking through SMS, Enquiry, etc.

## COMMERCIAL ORGANIZATION AT ZONAL LEVEL

At Zonal Level:

Along with the General Manager of each Zone, there is one Additional General Manager. Additional General Manager looks after the Commercial Department in matters delegated to him by the General Manager. Chief Commercial Manager (CCM) is usually in the same grade as the AGM, and is the functional head of Commercial department at zonal level. He directly reports to the General Manager.

The CCM deals with all general matters in commercial including rates, catering, refunds, claims and public complaints and grievances. He is assisted by CCM (PS), CCM (PM), CCM (FS), CCM (FM) and CCO (Chief Claims Officer). These officers are further assisted by Dy CCMs and Senior and Assistant Commercial Managers, and inspectorial staff.



The General branch looks after matters such as wharfage and demurrage, handling contracts, passenger amenities at stations, ticket checking, passenger complaints, commercial publicity, commercial establishment, identifying and supply of tickets, accounts and audit objections, commercial stores etc.

The Rates Branch deals with implementation of rating policies enunciated by the Board, issue of various rate circulars, time-tables to all stations of the railways, siding agreements, quoting of special rates for passengers as well as freight traffic,

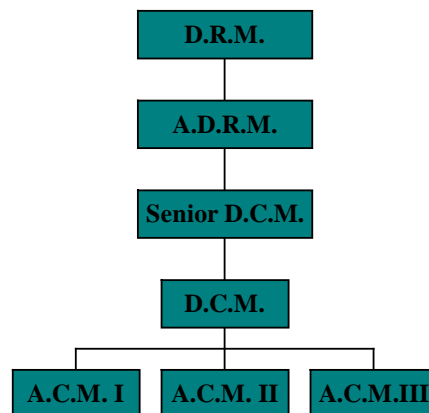
opening/closing of stations, refund of overcharges etc. The catering branch look after all aspects relating to departmental & contract in the zone.

The Claims organization under CCO has two wings, viz. - **Claims settlement wing and Claims prevention wing**. CCO is assisted by a Dy. CCO and a Dy.CCM (CP) respectively in these two branches. The Dy.CCO has Senior Commercial Officer (Claims) and a number of assistant officers whose number varies according to the work-load on each railway. There is also a legal cell to render legal advice in settlement of claims as well as for processing claim cases taken by the Claimants to Railway Claims Tribunals (RCTs) and other Courts/Forums/Tribunal.

The main function of the Commercial branch is to do selling the services and marketing for the Railways in Coaching as well as in Freight business. Its functions include efforts to promote and retain traffic of high profit yielding commodities with railways by maintaining constant liaison with customers, trade and industries, and to offer various Freight incentive schemes and other business promoting measures launched from time to time. This branch also looks after the movement of parcel traffic at important junctions and by important trains on day-to-day basis and takes remedial actions in case of held ups. It also undertakes development measures such as opening of out-agencies, city booking agencies etc. as also leasing of SLRs/VPU's besides contracts and PPPs activities, etc.

The Chief Public Relations Officer is another officer (ex-cadre), who assists the Commercial department. He is in SAG/JAG, and looks after the matters such as organizing proper publicity about railways, issuing press notes, giving advertisements to news papers, conducting press parties to various important junctions, organizing press conferences etc. on special occasions. He is assisted by a Senior Public Relations Officer. They are further assisted by APROs. There is also post of PRO/APRO in all divisions and important state capitals falling in a zone, where he works under the Sr. DCM and CPRO both. Normally, CPRO reports directly to Additional General Manager & General Manager of a zone.

## COMMERCIAL ORGANISATION AT DIVISIONAL LEVEL



At Divisional Level:

Divisional Railway Manager (DRM) is the head of the division. He is in Senior Administrative Grade. The DRM is assisted by one or more Additional Divisional Railway Managers (ADRM) and several branch officers. The head of Commercial Branch is Sr. Divisional Commercial Manager (Sr.DCM) in JA Grade or Divisional Commercial Manager (DCM) in senior scale depending on size of the division. He is assisted by one or more DCMs & Assistant Commercial Managers (ACMs) respectively. The primary function of these officers is to implement all policies and directions issued by the head office and to ensure smooth day-to-day commercial working at the stations on a division. The Sr. DCM/DCM is responsible for all executive functions of commercial.

### **COMMERCIAL STAFF OF A DIVISION**

In addition to these officers, there are some Area Officers in each division varying from Senior Administrative Grade to Assistant Scale depending upon size and importance of the area being looked after. They are also delegated certain powers to handle day-to-day commercial matters such as waiver of wharfage and demurrage, releasing reservation quotas, public relations etc., in addition to some operating functions on certain divisions.

At Station Level:

Station is the main centre where the commercial business is actually transacted. They can be called the retail outlets for selling of various Railway products/services. There are around 8000 stations spread all over Indian Railways. The nature of traffic handled at each station differs and these stations are listed alphabetically in the Alphabetical list of Railway Stations published by IRCA (Indian Railway Conference Association), New Delhi.

Some important and larger stations are headed by a Station Managers (SMs) in Gazetted Gr. B (JS/SS grade). At several stations, however, they are designated as Station Superintendents (SSs). The rank of a SS can vary from grade of a senior supervisor to a Sr. Scale gazetted officer depending on importance of the station.

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

staff for each function. The designations of these supervisory staff are such as Chief Reservation Supervisor, Catering Inspector, Chief Parcel Supervisor, Chief Booking Supervisor, Chief Goods Supervisor, etc. depending on their functions.

Stations being the hub of commercial activity they are provided with various facilities to handle the traffic dealt with at the Station. These facilities may include an adequate number of booking windows for passengers, a separate parcel office with separate facilities for booking, delivery and stocking of parcels, a separate goods office with covered shed, platforms for loading/unloading, special sidings for dealing with oil traffic and other bulk traffic such as coal, timber, minerals etc.

Crane facilities, motor ramps, plots for storage of loose material like charcoal etc. in addition to canteen and other facilities. At important stations there will also be separate reservation and inquiry offices, cloak rooms and catering establishments. The quantum and standard of these facilities differ from station to station based on its commercial importance and requirements.

## **FUNCTIONS OF THE COMMERCIAL DEPARTMENT**

The Commercial Department of the Railway is the most visible department, and is usually called the earning and marketing department, the others being spending departments. This is because the railway revenues are entirely made up of the earnings from sale of tickets and transportation of goods, luggage and parcels which are booked and delivered by the Commercial Department. This department has to collect the charges as per rates in force and account for them. It has also to canvass for traffic to see that the vast railway facilities are utilized to the maximum extent for the purpose for which they have been created.

To achieve this, it has to maximise satisfaction to the customers through creation of suitable facilities, provision of amenities for the users, proper up-keep of the stations and other working places from the point of view of the customers, measures for speedy transportation, safe delivery of goods etc. This department, therefore, comes in direct contact with the public and it has to reply to the public complaints also.

Needless to say that for carrying out these various functions this department has to maintain a close liaison with the other railway departments on which it has to depend for execution of the various works and maintenance of the facilities.

The main functions of the Commercial Department may, however, be enumerated as below:-

1. Provision of booking facilities for traffic, i.e. opening of booking offices, goods sheds, parcel offices etc.
2. Opening of enquiry and reservation offices for passenger traffic.



3. Sale of ticket and booking and delivery of parcels, luggage and goods.
4. Implementation of the rating policy of the railway board i.e. giving effect to changes in the fares and freight rates from time to time.
5. Quotation of special rates.
6. Provision of users' amenities and ensuring their proper up keeps such as waiting rooms, retiring rooms, drinking water supply etc. at every station.
7. Refund of over-charges in passenger fares and freight rates.
8. Waiver and refund of demurrage and wharfage.
9. Clearance of station outstanding i.e. recovery and remittance of dues short-recovered or not recovered.
10. Remittance of station earnings.
11. Ticket checking arrangements.
12. Management of departmental catering units, licensing of catering contracts & their supervision.
13. Settlement of claims for compensation.
14. Taking measures for claims prevention.
15. Levy of siding charges and dealing with siding agreements.
16. Provision of Cloak-Rooms.
17. Running of Lost Property Offices (LPOs).
18. Marketing and sales activities i.e. canvassing for high profit yielding commodities, maintenance of customer-oriented services, like own your wagon scheme, leasing of SLRs scheme, measures for tackling rail-road competition etc.
19. Justification for introduction of new trains.
20. Conducting traffic surveys to establish justification for new line etc.
21. Grant of credit facilities to customers (credit note facility)
22. Grant of concessions in railway fares and freight rates, including special facilities for tourist coaches etc.

23. Attention to complaints from the users.
24. Naming of stations and change of station names, etc.
25. Arrangements for handling of goods - appointment of handling contractors for stations and transshipment points.
26. Holding and conducting of meetings with railway users at Station, Divisional, Zonal and Board levels such as SCC (Station Consultative Committee), DRUCC (Divisional Rail Users Consultative Committee), ZRUCC (Zonal Rail Users Consultative Committee), NRUCC (National Rail Users Consultative Council) and matters related to it.
27. Opening/Closing and renewal of 'City Booking Offices', 'City Booking Agencies' and 'Out agencies'.
28. Engaging RTSAs (Rail Travellers Service Agents), JTBSs (Jan Sadharan Ticket Booking Sevaks), GTBSs (Grameen Ticket Booking Sevaks), etc.

### **BOOKS FOR REFERENCE**

The following books of reference are in use for various functions by the commercial Department:

#### **RAILWAY BOARD PUBLICATIONS:**

1. INDIAN RAILWAY ACT 1989
2. INDIAN RAILWAYS TRAFFIC CODE (Commercial)
3. COMMERCIAL MANUALS, VOL I (FOR COACHING TRAFFIC)  
VOL II ( FOR GOODS TRAFFIC )

#### **I.R.C.A. (INDIAN RAILWAYS CONFERENCE ASSOCIATION) Publications:**

- |                                  |  |
|----------------------------------|--|
| 1. ALPHABETICAL LIST             | - For station codes of 1-4 characters. |
| 2. COACHING TARIFF PART I VOL I  | - General Rules.                       |
| 3. COACHING TARIFF PART I VOL II | - Concession                           |
| 4. COACHING TARIFF PART II       | - Coaching Rate Table                  |
| 5. COACHING TARIFF PART III      | - Parcel Rate Table                    |
| 6. GOODS TARIFF PART I VOL I     | - General Rules                        |
| 7. GOODS TARIFF PART I VOL II    | - Classification of Commodities        |
| 8. GOODS TARIFF PART II          | - Freight Rate Table                   |
| 9. MILITARY TARIFF               | - Rules for Military traffic           |
| 10. RED TARIFF                   | - Rules for Dangerous goods            |

#### **ZONAL RAILWAY PUBLICATIONS/NOTIFICATIONS**

1. DISTANCE TABLES
2. LOCAL COACHING TARIFF - IF REQD.
3. LOCAL GOODS TARIFF - IF REQD.

## **IMPORTANT RAILWAY WEBSITES**

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

## **PASSENGER BUSINESS**

### **INTRODUCTION**

It is common knowledge that every person intending to travel by a train should have a proper authority to travel. This authority is usually either a ticket or a free pass. Railway passes are normally issued to railway employees only, barring certain exceptions. In Railway terminology, the sale of a ticket to an intending passenger is called 'booking' of passenger. This is covered by the authority vested in railways vide section 50 of the Railway Act, 1989. A passenger may book a ticket at a railway station, a city booking office run by the railways or at other centres authorised by the railways for this purpose such as city booking agency or an out agency or a travel agency. Besides this, he/she can also book a ticket through internet executed by IRCTC and through agents engaged by IRCTC, and also through mobile (pilot project started w.e.f. 01.07.2013)

The names of railway stations, which are open for booking of passengers, as also of other kinds of traffic, are given in the Alphabetical list of Stations, which is published by the General Secretary, Indian Railways Conference Association, New Delhi. The IRCA also separately publishes a list of city booking offices or city booking agencies and out agencies. The names of authorised travel agencies are given in coaching tariff, Pt. I (Vol. I) published by IRCA.

All bigger stations have separate booking offices for passenger traffic, and are manned by booking clerks. Booking windows are provided for different classes of

passengers according to traffic requirements of individual stations. For example, where I class traffic is heavy, a separate I class booking window is provided in addition to the window for II class. Similarly, more than one booking window or direction-wise booking windows are provided according to the requirements of traffic. At smaller stations, however, a single booking window is provided at the Assistant Station Master's office itself. The hours of opening and closing of booking windows are prominently displayed at the booking window. At large stations, booking windows are kept open for all the 24 hours except for brief spells of closure at intervals of 8 hours for enabling the booking clerks to change shift duties. At smaller stations booking windows are open for less time but not less than half an hour before the expected arrival of a train.

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

## **CLASSES OF ACCOMMODATION AND AVAILABILITY OF BERTHS ON IR**

### **CLASSES OF ACCOMMODATION IN TRAINS**

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

<b>S.No.</b>	<b>Classes of Accommodation</b>	<b>Codes</b>
1	1 <sup>st</sup> AC or 1A	H
2	First Class Non-AC	F
3	AC Two Tier or 2A	A
4	AC Three Tier or 3A	B
5	AC Chair Car or CC	C
6	Sleeper Class or SL	S
7	Second Class Mail/Express	II
8	First Class Ordinary	FC – rarely used
9	Sleeper Class ordinary	Rarely used
10	Second Class Ordinary	Used in local conventional commuter trains

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

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

The mail/express trains and super fast trains and long distance trains have II class sleeper coaches also in which sleeping accommodation is provided for journeys involving night travel.

### **AVAILABILITY OF BERTHS**

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

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

However, latest design of coaches including LHB may have higher number of berths/seats, which gives more earnings to Railways when booked.

### **PASSENGER FARE**

The fares chargeable for railway tickets are prescribed by the Central Government after due approval of the Parliament and these are published in the IRCA Coaching Tariff, Pt. II for all classes for distance from 1 to 5000 kms. The fares for II class are different for Mail/Express trains and ordinary trains. The IRCA Coaching Tariff Pt. II also indicates a method by which fares in excess of 5000 kms can be worked out in a particular case.

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

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

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

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

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

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

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

Differential pricing in Railways is not well developed; however, it has been introduced in order to balance the Demand and Supply situation by introducing the concept of 'Busy season' and 'Lean season'. For passenger traffic the seasons are defined as below:

February, March and August (03 months) and rest 09 months/year are presently considered as 'Lean season' and 'Busy or Peak season' respectively. Charges also vary as per the various schemes such SOFT (Scheme of frequent travellers), Tatkal booking etc. Different discounts are also being offered to passengers depending on the season in regular accommodation on the trains especially for upper classes.

Certain discounts are also being given for the higher capacity coaches being introduced in the trains.

## **WORKING IN THE BOOKING OFFICE**

Booking of ticket is an important frontline activity of the Indian Railways. Through booking the passengers buy tickets for their journey in Railways. These tickets are the authorities to travel when they are confirmed ones in case of reserved categories. However, in Railways booking is usually and traditionally been termed as booking of unreserved tickets. Otherwise for booking of reserved tickets, Passenger Reservation System (PRS) and e-ticketing through IRCTC website, and through mobile phone SMS are used. Thus in booking office, practically selling of unreserved tickets, platform tickets and other such related activities are executed. Since Railways has started using Unreserved Ticketing System (UTS) in full fledged manner, booking office activities have literally turned into UTS activities.

However, besides UTS, old and manual methods of ticketing through Printed Card Tickets (PCTs), Blank Paper Tickets (BPTs), etc. are also being adopted in case to case and in place specific manner. Ticket supply, PCTs, BPTs or stationary rolls for UTS is received conventionally from the Railway's ticket printing press (and also from private vendors) at periodical intervals. Small stations get their full year's requirement once a year. Others, in the order of their requirements get them every six months or quarterly or even monthly in case the sales are very heavy for certain stations. For this purpose, the stations send their ticket indents to the Traffic Accounts Office of the railway sufficiently in advance so as to ensure that the next supply is received before the current stocks are exhausted. The Accounts Office, after scrutiny of the indents, passes them on to the Ticket Printing Press for printing and supply. On receipt of the supply, the station should check the correctness of the supply and send acknowledgment to the press within a specified time limit. The stock of tickets has to be kept in safe custody.

## **DAY-TO-DAY BOOKING**

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

The tickets have to be issued in serial order each time checking the continuity of the numbers. If any missing number is noticed, he has to immediately report this fact to his supervisor or station master and it has to be reported to the authorities in a prescribed

manner. Occasionally, a Booking Clerk may come across a duplicate number; in this case he must cancel the duplicate ticket and account it as "non-issued". A ticket wrongly date-stamped has to be cancelled and also treated as "non-issued". Non-issued tickets are sent to the Accounts Office in a separate cover.

## **PRINTED CARD TICKETS**

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

The card pieces on which the tickets are printed are of different colours for the different classes or accommodation to facilitate identification of the class of travel by visual inspection. There are around 7500 railway stations on Indian Railways, which are open for passenger booking. It should be apparent that it is neither necessary nor desirable and practicable to expect each station to keep stock of printed card tickets for all these stations. The stations are, therefore, required to maintain stock of card tickets for only those stations for which demand for ticket is more than 10 per day. But, a ticket cannot be denied to any passenger on the plea that a printed card ticket for the destination of his choice is not available. In such cases, the passenger is given a card ticket up to the farthest point in the direction of the desired destination, from the available stock, supplemented by a paper ticket for the balance portion of the distance between the station for which card ticket is available and the destination of the passenger.

However, the Printed Card Tickets are not in much use these days with the successful implementation of UTS (Unreserved Ticketing System). Therefore, the indenting and stock of these are done only in special occasions and for identified stations only. The existing stock, if not in use, should be disposed of quickly for preventing misuse and malpractices.

## **OTHER KINDS OF TICKETS AND CONCESSIONS**

Besides the Printed Card Tickets there are other kinds of card tickets such as Child tickets, concession tickets, soldier's tickets, return tickets, reservation tickets etc

Since children over 5 years and up to less than 12 years in age are charged half the fares chargeable for an adult passenger, separate series of 'child' tickets are printed and kept in stock.



Railways are granting concession in fares to a large number of different categories of passengers, such as student for travelling between their educational institution and home places or on education tours; athletes and sportsmen when travelling to participate in tournaments held by recognized sports bodies; circus parties; artists when travelling to give performances sponsored by the Sangeet Natak Academies; foreign students on tour to places of artistic or historical importance in India; delegates to the annual conferences of certain All India Organizations of Social, Cultural or Educational importance when travelling to attend the conference; teachers of schools proceeding on educational tours sponsored by the Education Departments, farmers when travelling in parties of 20 or more to see places of agricultural importance on tours approved by the Government Agricultural Departments, blind persons; persons suffering from T.B. and Cancer and proceeding for medical treatment etc.

For these various concessions in train fares, the passengers have to obtain concession certificates from the Railway, subject to fulfillment of the conditions set out in the IRCA Coaching Tariff - Part I Vol. II.. These certificates have to be exchanged for tickets, which are issued at reduced fare. Such tickets are called 'concession' tickets. The element of concession is usually 25% to 75% in IInd class and Ist class but it varies for certain categories.

**Soldier's tickets** are those issued to military and police personnel in exchange of military warrants under the rules framed for this purpose.

**Return tickets** are also issued at important stations at two single journey fares. These tickets indicate the station up to which, and there from, the journey can be performed. Each ticket can be vertically cut into two on reaching the outward point and the remaining half entitles the passenger to perform return journey within a stipulated period of time. For purposes of break journey etc. each half is treated separately as a single journey ticket.

**Platform Tickets** as the name connects, serve as authority to persons to enter the station platform at stations where entry is regulated. These have the hour of issue marked thereon and are valid for two hours from the time of issue. These are priced at Rs.5.00 from 1.6.2005.

**Season Tickets and Vendor's Tickets:** - These are issued for travel on the suburban section of Bombay, Calcutta and Madras and other non-suburban sections also normally for distances up to 150 kms. These can be either monthly season tickets (MSTs), quarterly season tickets (QSTs), half yearly season tickets (HSTs) or yearly season tickets (YSTs). Any number of journeys can be made on them between the specified stations, within the period of validity. They are mostly popular among persons who have to frequently travel up to a certain station, such a students, office-goers, industrial workers etc. They are priced very low. The comparative cost of travel on a monthly season ticket works out to about 20% of the normal fares in Second Class and still lower in First Class. Similarly, QSTs, HSTs and YSTs are still cheaper. Moreover, students get further concession in these reduced fares also. These tickets, however, permit only a restricted

quantity of luggage with the season ticket holder which comes to 15 kgs. of luggage in case of I class season ticket holders and 10 kgs in case of II class season ticket holders.

**Market Vendors season Ticket:** - Milk vendors and vegetable vendors can also have similar Monthly & Quarterly Tickets on payment of 50% extra charge. With the extra charge they can carry up to 60 kgs. of their goods in one direction and empty-cans or baskets in the return direction.

**Circular Tour Tickets:** - For pilgrims and tourists are also available which enable them to visit number of places on a round tour finally terminating at the starting station. These tickets are issued for both II Class and I Class. The total distance to be travelled on such a ticket is divided by two and each half is treated as a single journey for charging of fares and calculation of validity time. The validity of the ticket is obtained at the rate of 1 day for every 200 kms or part thereof in addition to travel time at the rate of 1 day for every 600 kms on the total distance for which the ticket is issued.

Railways have standardized several circular tour tickets. These standard circular tours can be performed either in onward or reverse direction. The detailed information in respect of the standard circular journey tickets is available at the important stations, mentioned in the timetable and divisional offices of the Zonal railways.

### **Unreserved Ticketing System (UTS)**

More than two crore passengers travel in unreserved coaches and trains daily and thus form the bulk of rail users. This facility was initially provided at 10 stations of Delhi area in the first stage of UTS as a pilot project on 15 August 2002. UTS provide the facility to purchase Unreserved Ticket in advance of the date of journey. A passenger can buy a ticket for any destination from the UTS counter for all such destinations, which are served by that station. The cancellation of tickets has also been simplified. Passengers can cancel their tickets one day in advance of the journey from any station provided with a UTS counter. On the day of journey, the ticket can be cancelled from station from which the journey was to commence. UTS system has taken over the Printed Card Tickets or tickets issued by Self Printing Ticket Machines (SPTMs) gradually. 'Universal terminals' which issue reserved (PRS) as well as unreserved tickets (UTS) from the same booking window has also been implemented at many required locations.

However, unreserved tickets continue to be available through manual methods and using PCTs, whenever required though very minimally. With the introduction of UTS, the Railways also get benefitted in several ways. These are:

- Keeping pace with the latest technology
- Encouraging passengers to purchase their tickets in advance
- To have online accountal and other statistical facts and details of tickets sales

- To have a rational analysis of the demand of passengers on various routes in advance, so as to augment trains as per requirement

## Advantages of Unreserved Ticketing System

- Reduced queue length
- Enable advance planning of unreserved journey also
- Reduced crowds at booking offices and stations, making ticket purchase more comfortable
- Allow Indian Railways to plan extra trains and coaches as per trend of sales registered in the system.
- Unreserved itinerary planning possible, tickets available from a station to any station.

## RESERVATION OF ACCOMMODATION

Presently advance booking of Passengers Reservation of seats and berths is permitted up to 60 days in advance of the date of the journey and tickets can, therefore, be purchased while making application for reservation. Though, this time limit changes from time to time. However, even in cases where reservation is not required, a ticket can be purchased in advance for II Class on the day proceeding the date of the journey if the distance to be travelled is more than 200 kms. Such tickets have, however, to be endorsed by the railway booking clerk with the words "journey to commence on [date]".

Normally, the entire accommodation set apart for reservation on a train is controlled by the train starting station. But certain important intermediate stations are also given a quota of berths and seats and such stations can entertain and confirm reservation without reference to the train starting station up to the prescribed limit.

Reserved tickets are non-transferable and only the persons for whom the reservation is made can use the ticket and the accommodation reserved for him. Berths and seats may be reserved up to 60 days in advance of the journey (the date of departure of the train not being counted). A written application (reservation form) is necessary in a prescribed form, which is available at the reservation offices. This form is to be filled in all respects, i.e. with the train and date of journey, name, age, gender of passengers, the class of accommodation required, the station up to which and number of seats/berths required, train no. and station from which onward reservation is required from an intermediate junction station etc. Any concession or pass should be produced along with the requisition for reservation.

Reservation can also be done on the Internet on the IRCTC website [www.irctc.co.in](http://www.irctc.co.in). Two types of tickets are issued, namely I-tickets (wherein normal PRS tickets are delivered through courier service after online booking by the passenger) and e-tickets (wherein no printed form of authority to travel is required, except message/mail for booking/reservation displayed on mobile or any computer/video screen). Booking by

mobile phones is also provided by IRCTC (Pilot Project w.e.f. 01.07.2013), where the mobile of the passenger needs to have internet facilities. Only fully paid tickets/messages are issued/sent from the system. Details can be seen on Railways' websites.

Accommodation is reserved on 'first come; first served' basis, to the extent of availability. Others can be wait-listed if they so desire. If reservation is confirmed, a reservation ticket is issued on collection of the reservation fee and other charges such as the supplementary charge for travel by certain super fast mail/express trains or the sleeper surcharge for reservation in 3-tier or 2-tier sleeper coaches, as may be due.

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

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

Reservation in AC I Class and I Class can also be made for journeys from any intermediate station, where the train is scheduled to stop, by purchasing a ticket and tendering a requisition in the prescribed form sufficiently in advance. Similarly, advance reservation can be made for return journey by purchasing a return journey ticket and making a requisition at originating station itself.

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

## **CANCELLATION OF RESERVATION AND REFUND OF FARE ON UNUSED OR PARTIALLY USED TICKETS ETC.**

### **Revised Refund Rules w.e.f. 01.07.2013**

1. Railway Passengers (Cancellation of ticket and Refund of fare) Rules, 1998 have not been substantially revised in the last 15 years during which period a large number of changes have taken place in the ticketing system of Indian Railways. Firstly, Computerised Passenger Reservation System (PRS) as well as Computerised Unreserved Ticketing System (UTS) have proliferated. Reservation through internet has also been introduced through which 45% of the total reserved tickets are issued. Integrated Train Enquiry System -- 139 is functional through which ticket status can be obtained through SMS. The above developments warranted that the refund rules be revised comprehensively.

Accordingly, Revised Refund Rules have been notified and shall come into force w.e.f. 01.07.2013. The amendments made in the Refund Rules are aimed at simplification, efficiency in processing and reduction of bogus refund claims.

2. **Rules for Unused (unreserved) tickets** on which no reservation has been made:

If a ticket on which no reservation of a seat or berth has been made is presented for cancellation, refund of fare shall be made on every such ticket after deducting the clerkage. The ticket shall be presented for cancellation within three hours of issue of ticket. In case of tickets issued in advance the ticket is presented upto 2400 hours of the day preceding the day of journey.

3. **Unused tickets on which reservation has been made:**

(i) if the ticket is presented for cancellation more than **forty eight hours instead of the existing 24 hours** in advance of the scheduled departure of the train, a minimum per passenger cancellation charge shall be deducted at the flat rate of rupees one hundred and twenty for air-conditioned first class/executive class, rupees one hundred for air-conditioned-II tier/first class, rupees ninety for air-conditioned III-tier/ 3 economy/air-conditioned chair car, rupees sixty for sleeper class and rupees thirty for second class.

(ii) if the ticket is presented for cancellation between **forty eight hours and upto six hours** instead of existing **24 hours and upto 4 hours** before the scheduled

departure of the train, cancellation charge shall be twenty five per cent of the fare subject to a minimum of the cancellation charge.

(iii) if the ticket is presented for cancellation within six hours instead of existing 4 hours before the scheduled departure of the train and upto two hours irrespective of distance instead of existing 3/6/12 hours for distance 200 kms/200-500 kms/500 Kms **and** above after the actual departure of the train, the cancellation charge shall be fifty per cent of the fare subject to a minimum of the cancellation charge.

(iv) No refund shall be granted on the reserved ticket if it is surrendered for cancellation after two hours of the actual departure of the train.

(v) In case, on a party ticket or a family ticket issued for travel of more than one person, some persons have confirmed reservation and others are on waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passengers also provided that the entire ticket is surrendered for cancellation within six hours instead of existing 4 hours before the scheduled departure of the train and upto two hours instead of existing 3 hours after actual departure of the train.

#### 4. **Unused waitlisted or RAC tickets:**

If a Waitlisted/RAC ticket is presented for cancellation, refund of fare shall be admissible after deducting the clerkage. The ticket is presented for cancellation **upto three hours** after the actual departure of the train irrespective of the distance. The passenger may get the tickets cancelled from any PRS counters or the designated current counters.

**No refund of fare shall be granted on RAC ticket /Waitlisted ticket after three hours of the actual departure of the train.** In case no current counters are available at journey originating station for night trains leaving between 21.00 hours and 06.00 hours(actual departure), refund shall be admissible at the station **within first two hours** after the opening of reservation office. In remote and hill areas as identified by the zonal Railways with the prior approval of the General Managers and print in their Time Tables for train leaving between **1900 hours** and 0600 hours (actual departure) refund shall be admissible at the station within first **two hours** after the opening of reservation/booking office, in case there is no reservation counters/booking office/ current counters. Available in that

area.

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

- The e- ticket may be booked and cancelled through internet and the refund of fare shall be credited to the customer.s account after deducting the charges applicable.
- In case of a confirmed e-ticket, refund of fare shall be granted in accordance with rule for unused tickets on which reservation has been made. In case of RAC e- ticket, refund of fare shall be granted in accordance with rule for unused waitlisted and RAC tickets.
- In case of the waitlisted e-ticket on which status of all the passengers is on waiting list even after preparation of reservation charts, names of all such passengers booked on that Passenger Name Record (PNR) shall be dropped from the reservation chart and refund of fare shall be credited to the customer.s account after deducting the clerkage.
- In case on a party e-ticket or a family e-ticket issued for travel of more than one person, some persons have confirmed reservation and others are on the list of RAC and waiting list, then in case of passengers on RAC or waitlisted not travelling, a certificate has to be obtained from the ticket checking staff to that effect and refund of fare shall be processed online through TDR, indicating the details of the certificate issued by ticket checking staff.
- The online TDR shall be filed upto seventy two hours of actual arrival of the train at passenger.s destination and the original certificate issued by the ticket checking staff is to be sent through post to Indian Railway Catering and Tourism Corporation (IRCTC). The fare shall be refunded by Indian Railway Catering and Tourism Corporation (IRCTC) to the customer.s account after due verification.
- In case of e-tickets (confirmed or RAC), if the reservation charts have been prepared, online TDR is required to be filed for obtaining refund. No refund of fare shall be admissible on e- ticket having confirmed reservation in case the request for refund is filed online after two hours of the actual departure of the train.
- No refund of fare shall be admissible on RAC e-tickets in case the request for refund is filed online after three hours of the actual departure of the train.

#### **6. Refund on Tatkal tickets:**

- No refund of fare shall be admissible on confirmed Tatkal ticket.
  - In case of Tatkal ticket on waitlist, refund of fare shall be granted in accordance with rule for unused waitlisted or RAC tickets.
  - In case on a party Tatkal ticket or a family Tatkal ticket issued for travel for more than one person, some persons have confirmed reservation and others are on waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passengers also provided that the entire Tatkal ticket is surrendered for cancellation within six hours before the scheduled departure of the train or upto two hours of the actual departure of the train.
7. **Postponement or preponement of journey on a reserved, RAC or waitlisted ticket:** The postponement or preponement of journey on confirmed or RAC or waitlisted ticket shall be allowed in the same class and for the **same destination instead of any longer distance** or any higher class by the same train or by any other train for any subsequent days, subject to condition that the ticket is surrendered during the working hours of reservation office and at least **forty eight hours instead of existing 24 hours** before the scheduled departure of the train in which originally booked.
8. **Non-commencement or missing of journey due to late running of trains:**
- No cancellation charge or clerkage shall be levied and full fare shall be refunded to all passengers holding reserved, RAC and waitlisted tickets, if the journey is not undertaken due to late running of the train by more than three hours of the scheduled departure of the train from the station commencing the journey subject to condition that the ticket is surrendered upto the actual departure of the train instead of existing 3/6/12 hours for distance 200 kms/200-500 kms/500 Kms and above after the actual departure of the train.
  - in case of e-tickets, the TDR is filed online before the actual departure of the train for availing full refund.
  - In case the ticket is cancelled or surrendered or if the request for refund of fare is filed online after the actual departure of the train, no refund of fare shall be admissible.
9. **Lost, misplaced, torn or mutilated tickets:** If the reservation status of a lost, misplaced, torn or mutilated ticket, at the time of receipt of the application for issuance of a duplicate ticket for the purpose of undertaking journey, is confirmed or RAC and that the duplicate ticket is sought before preparation of reservation chart of the concerned train, the station master shall issue a duplicate ticket in lieu



of the original ticket on payment of rupees fifty per passenger in case of second and sleeper class and rupees one hundred per passenger for other classes instead of existing clerkage charge.

10. **Application for refund of Passenger Reservation System (PRS) tickets in other circumstances:** For refund of fare under circumstances other than those specified in these rules or under circumstances, like bandh or agitations or floods, etc., the passengers could not reach the reservation counter or station or current counters for cancellation of tickets, in those cases, a TDR (Ticket Deposit Receipt) shall be issued to the passenger and the passenger may apply for refund of fare within **ten days instead existing 90 days** from the day of commencement of journey to the Chief Commercial Manager (Refunds) of the railway administration under whose jurisdiction the TDR issuing station comes, enclosing the original TDR. The TDR shall be issued only upto **three days instead of existing 30 days** after the scheduled departure of the train.

#### **Clerkage Charges and Cancellation Charges:**

These charges are levied w.e.f. 01.04.2013 as below:

<b>Class</b>	<b>Clerkage Charges (Rs.)</b>	<b>CancellationCharges (Rs.)</b>
Second	15	30
Sleeper	30	60
AC Chair Car	30	90
AC-3 Economy	30	90
First Class	30	90
AC-3 Tier	30	100
AC-2 Tier	30	100
Ac First	30	120
Executive	30	120

## **FACILITY OF ATTENDANTS**

### **1. Attendants with AC class passenger**

A passenger in AC class (first) can take two attendants and a passenger in First Class /AC Sleeper can take one attendant by purchasing II Class tickets for them. The attendant cannot travel in AC or I Class but they can attend to their masters in the AC/I Class at train stoppages enroute. They can also occupy the attendants' compartment if provided on the train. Usually, the attendants tickets can be purchased from the AC/I Class Ticket Counters along with the tickets for their masters.

### **2. Attendants in sole charge of children below 12 years of age**

Attendants in sole charge of children below 12 years of age are allowed to travel in the same compartment as that of the children, on payment of I Class fare when travelling in AC Class and 60% of I Class fare when travelling in I class. Only one attendant is allowed to travel in the same compartment with each party at the reduced fare, and the attendant must not occupy a berth to the exclusion of a passenger who has paid his fare. An attendant travelling in sole charge of a child of 5 years of age and under will not be allowed the concession. This rule applies only to AC and I Class passengers.

### **3. Ladies travelling alone at night -**

A lady travelling alone or with children under 12 years of age at night in a I class compartment reserved for ladies may take with her in the same compartment in which she is travelling, one female attendant holding a II Class ticket for that portion of the journey which is performed between the hours of 8 P.M. and 6 A.M. This rule will not apply when 2 or more ladies are travelling in the same compartment. The attendant must leave the compartment when more than 1 adult passenger occupies it.

## **RULES AND RATES FOR CONVEYANCE OF DOGS IN PASSENGER COMPARTMENTS**

Dogs when conveyed in the Guard's van are charged as for 30 kgs. at Scale L Rates minimum charges being Rs. 30/-. The dogs must be provided with collar and chains. Owners should make their own arrangements for food and water for the dogs during their journey.

Only a passenger travelling in AC Class or I Class may take a dog into a compartment only with the concurrence of fellow passengers. The charges for dogs carried in A.C. Class and I Class are calculated for 60 kgs. at Scale L Rate. The charges are to be prepaid. If fellow passengers subsequently object to the dogs remaining in the compartment, it will be removed to the Guard's van, no refund being given. Dogs detected un-booked with passengers in I Class and AC Class compartments are charged as under:

At six times the prescribed charges up to the point of detection and for further distance

- a. At prescribed charges when the dog is permitted to be carried with the owner in the compartment; and
- b. At dog-box rates (30 kgs. at Scale 'L') when the dog is removed to be carried in the brake van.

A lady travelling alone or with children under 12 years of age in I Class compartment, may take with her in the compartment one dog on payment of charges for 30 kgs. at Scale 'L' subject to a minimum of Rs. 30/- provided that, if another lady enters the compartment the dogs can only be allowed to remain in the compartment with her consent. Any dogs detected un-booked is charged at six times of this rate for distance up to the point of detection and at the normal rate for the distance beyond, the total charge being subject to a minimum of Rs. 50/- for each dog.

Dogs are not allowed to be carried in AC 2 Tier and Chair Car and II Class Compartments. If a dog is found being carried in contravention of this rule, it is removed immediately to the brake van and charges at six times the rate prescribed for I class and I AC. This would be subject to a minimum charge of Rs. 50/-.

## **OTHER MISCELLANEOUS RULES**

### **BREAK OF JOURNEYS**

Holders of single journey tickets for distance of more than 500 km (actual distance) are allowed to break journey at any station enroute. The first break of journey shall not, however, be made until a distance of 500 kms. has been travelled from the starting station. Only one break journey will be permitted on tickets up to 1000 kms. of distance and maximum two break journey will be allowed on tickets of longer distances. The period of break journey that can be availed at a station will be up to a maximum of 2 days only excluding the day of arrival and the day of departure. However, break journey on single journey tickets over suburban section of Indian Railway will not be permitted. For all returns tickets each half of the ticket is treated as a single journey ticket but the return journey must be completed within the period for which the tickets is available.

Passengers breaking their journey are required to have their tickets endorsed. The endorsement shall consist of the Station Code Initials, Station Master's initials and the date.

## **EXTENSION OF JOURNEY**

Extension of journey is permitted provided the passenger contacts the TTE or the Guard before incurring the charge. He is then given an excess fare ticket on payment of the difference between the fare paid by him up to his original destination and the fare payable up to the station to which he wishes to proceed.

**CHANGE OF A TICKET FOR A HIGHER CLASS** - Change of ticket for a higher class is permitted on payment of difference between the fares either for the entire journey or only a portion thereof as desired and either the starting station itself or enroute through the Travelling Ticket Examiner.

## **TRAVELLING BEYOND AUTHORIZED DISTANCE UNINTENTIONALLY**

If a passenger unintentionally travels beyond the station for which he holds a ticket, he will be allowed to return to the station to which he was originally booked on purchase of a fresh single journey ticket of any class, provided he returns by the next passenger train available and does not, in the meanwhile, leave the premises of the station to which he has overridden. In such circumstances he will not be required to pay any excess fare or penalty for the distance overridden by him. This also applies to the holders of return and concession tickets.

## **GOODS BUSINESS**

### **GENERAL**

Traffic that moves in wagons by goods trains is called Goods Traffic. At the end of the Year 2012-13, the Indian railways has joined the Billion Tonne Club in the world arena, where the actual loading of freight traffic has been at 1009.83 million tons in the Year 2012-13. There are separate rates for charging this traffic, and these are lower than the rates applicable to the same commodity if booked as parcels.

Traffic booked in one lot by a customer is called a **consignment**. The person, who books it, is called the **consignor** and the person to whom it is booked is called the **consignee**.

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

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

A consignment can also be booked in terms of 'Train Loads'. There are various types of freight wagons/stock, which are suitable for loading different types of commodities. However, as per the design and size (length) of the wagons, rake size of different stock varies. Following table illustrates the same:

<b>Block Rake Size</b>				
Sr.No.	Type of Wagon	Standard Rake size	Min.No.of Wagons to be loaded for train load rate.	Remarks
<b>OPEN WAGONS</b>				
1	BOXN, BOXNHS, BOXNHA	58	56	54 for Kullem-Castle Rock secn.
2	BOX	35	30	
3	BOST	42	40	
4	BKCX	32	30	
5	BOY/BOYN	52	50	
<b>HOPPER Wagons</b>				
6	BOBR	52	50	
7	BOBRNHS	59	57	
8	BOB, BOBX, BOXK, BOBS	40	40	
9	BOBYNHS	54	52	45 for Dallirajhara-Bhilai secn.
10	BRN/BRNA/BFNS	43	41	
11	BRHNEHS	42	40	
12	BFR/BFK/BFKI	35	30	

<b>COVERED wagons</b>				
13	BCN/BCNA/BCNAHS/BCXN	40	38	
14	BCX	40	35	
15	BCCN	30	29	
16	NMG	25	24	
<b>TANK WAGONS</b>				
17	BTPN	48	46	
18	BCCW (Bulk Cement)	40	38	
19	BTPGLN	32	30	
20	Tank Wagons - 4 wheelers	72	68	
21	Tank Wagon TG type - 4wheeler	64	62	
<b>Mixed Rakes (BG):</b>				
22	BOXN & BOYN	55	55 ( min.15 of each type)	
	BOX & BFR/BFR***	35	30 ( min. 10 of each type)	
	BCN Group & BOST/ BRN Group	43	41 ( min. 10 of each type)	
<b>Meter Gauge</b>				
23	MG to MG		34 (FW units)	
	MG to BG		90 ( FW units)	

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

## **FREIGHT RATES AND CALCULATION OF FREIGHT**

The Railway Board for the purpose of charging freight classifies every commodity booked as goods traffic. The commodities have been grouped in to 18 groups and 4 divisions. The 'Train-load rates' for charging these groups/divisions of commodities are prescribed in terms of 'Classes'. There are a total of 16 classes. Class 100 is treated as the 'Base class', while other classes are in terms of percentages of the base class. There are 11 classes above the base class corresponding to 110%, 120%...210% at intervals of 10%, and are called as Class 110, Class120 etc. up to Class 210 (Highest class) and four classes below the base class corresponding to 90% (LR1), 80% (LR2),70% (LR3),60% (LR4). LR stands for 'Low-Rated' classes. The wagon load consignment is classified at one class higher than Train load or class 150 whichever is higher. However for commodities classified at Class 210 the wagonload consignment is charged at Class 210 while for commodities classified at LR classes the wagon load consignment is charged at Class 120.

The rates for different distance slabs for various classes are specified in the Freight Rate tables which are published by I.R.C.A. as Indian Railways Freight Tariff Part II.

This classification of the different commodities is based on several considerations. Costly commodities have a relatively higher classification than that of low value commodities. Raw materials are classified at a lower scale than that applicable to finished products of the same raw materials. Density of the material i.e. its loadability by weight is another factor which influences classification. Certain commodities are liable to break or suffer damage easily requiring a greater amount of care on the part of the railways. The risk involved in transportation and the amount of money that the railways may be called upon to pay in the event of loss or damage to the goods, is yet another factor which influences the higher or lower classification assigned to a commodity. Articles of general public consumption are also given comparatively lower classification - as an act of public policy. Needless to say that the principles of rating and classification are so important that they form a separate subject of study.

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

The general classification of the various commodities is published in the IRCA Goods Tariff No. 45, Part I, Vol. II. Changes in the classification are notified to the stations through Rates circulars issued by the Rates Branch of CCM office of each zone from time to time. Similarly, whenever a special rate is introduced, it is notified through the Rates circulars that are issued from time to time giving to stations, information regarding the latest changes in rates and other regulations.

## **PRINCIPLES OF RATING & ROUTING**

There are situations when it is possible to carry the goods, booked from one station to another, by more than one railway route. In such cases, the principle observed is that the goods will be charged on the basis of the cheapest /rationalized route but they would normally be carried by the shortest/rationalized route. If, however, the consignor wants his goods to be carried by a route, which is not the cheapest, the charges are collected on the basis of the route selected by him. In this connection, it should be remembered that the physically shortest route is not necessarily the rationalized route also. Rationalized route means a route, which is operationally convenient for the Railways to carry the traffic through.

Normally, the shortest route is the one over, which the distance is comparatively less. But, if one or two or more alternative routes available have as break of gauge, transshipment point in between, then the chargeable distance on that route is inflated by 160 kms. for each break of gauge point involved. This inflation is done only for the

purpose of comparing the two alternative routes as to their comparative length and not for levy of charges.

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

## **BOOKS OF REFERENCE FOR BOOKING & DELIVERY OF TRAFFIC**

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

- 1. The alphabetical list of stations** - it gives the names of all railway stations in Indian Railways in alphabetical order showing the State and District in which a station is situated, the kind of traffic for which it is open for booking i.e. wagon loads, rake load, whether restricted for certain types of goods, the gauge i.e. BG, MG, NG that serves it, etc.
- 2. IRCA Goods Tariff No. 41, Part - I, Vol. I:** - This contains the general rules in accordance with which goods may be accepted for booking, charged, delivered, etc.
- 3. IRCA Goods Tariff No. 45, Part - I, Vol. II:** - This contains the General Classification for the various commodities. Certain commodities are called by different local names but they are indexed by their most popular names only. If its name is not found in the general classification, the list of synonyms, trade, proprietary and local names of articles given in Chapter II of this tariff may be consulted. A commodity that is not found classified is to be charged at the higher class 300.
- 4. IRCA Goods Tariff No. 44 - Part II:** - These are the Rates Tables showing the amount chargeable towards freight for each class of goods over various distances in kms.
- 5. IRCA Red Tariff no. 20-** This contains rules regarding booking and delivery of certain commodities categorized as dangerous, such as explosives.
- 6. IRCA Military Tariff** - This contains the rules regarding booking and delivery as well as the rates applicable to traffic offered by the Defence Department.
- 7. Distance Tables** - These are used for ascertaining the chargeable distance. There are local distance tables showing the distance from each station to every other station situated on the same railway, and the junction distance tables, which show the distance from each station up to the junction through which the goods pass over to the adjoining railway.
- 8. Rates circulars** are issued by the Railways from time to time.



## **PROCEDURE OF BOOKING GOODS TRAFFIC**

Generally speaking, the procedure of booking consignment entails the following steps :

1. Registration of Wagon /Rake demand/Placing Indents;
2. Execution of forwarding note.
3. Examination of the goods and their packing.
4. Weighment of consignments.
5. Marking of packages.
6. Loading of the consignment into wagons.
7. Labeling, sealing and riveting of the loaded wagons and
8. Calculation of freight and issue of Railway Receipts.

These steps are briefly described below:

### **REGISTRATION OF WAGON DEMAND & SUPPLY OF WAGON**

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

Gauge	For wagon ( 8-wheeler)	For rake
BG	Rs.500 / wagon	Rs. 15000/-
MG	Rs.400 /wagon	Rs. 12000/-
NG	Rs.300 / wagon	Rs. 1500/-

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

The Wagon demands so registered are noted in a separate register called "Wagon Indent Register" in serial order and wagon is supplied in the order of registration. But,

certain categories of traffic are given priority under the schedule of preferential traffic framed by Central Government under the Railways Act, 1989. For example, military traffic is given the highest priority as Priority A traffic. Other traffic is similarly placed under priority B, C, and D.

The Wagon registration fee is refunded to the indenter if on allotment of a wagon against his indent, he utilizes the wagon for booking his traffic, but, it is forfeited if, after physical supply of the wagon, loading is not commenced within the time allowed for loading or if the wagon indent is cancelled within ten days from the date of registration of the demand.

### **EXECUTION OF FORWARDING NOTE**

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

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

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

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

### **EXAMINATION OF GOODS AND THEIR PACKING**

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

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

When the goods are brought to the station for booking, the Goods Clerk should, as far as possible, see that the description of the goods given in the forwarding note tallies

with the commodity offered for booking as there may be a mis-declaration on the part of the consignor either out of mistake or with an intention to avail a lower rate or to circumvent some provision of the law as in the case of contraband articles or inter-state restrictions, etc.

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

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

## **WEIGHMENT OF CONSIGNMENTS**

All articles accepted for booking must be weighed and their weight recorded in the railway receipt. For this purpose weighing machines have been provided in every goods shed and parcel office. While booking wagonload consignments, it is not always necessary to weigh the entire consignment. If it comprises of articles of standard size and weight, only a few articles need be actually weighed and then the weight of the whole consignment can be computed. There are, however, several cases in which weighment is not possible on the station weighing machine as in the case of wagon load consignments of timber logs or loose materials like gypsum, sand, coal etc. Such consignments have to be weighed on in-motion weighbridges after being loaded in the wagon. If a weighbridge is not available at the station at which such consignments are offered for booking, the RR is issued provisionally showing the weight as declared by the sender and the wagon is marked for weighment at the nearest station having a weigh bridge en-route of the consignment. The weighbridge station in question is required to weigh and advise the weighment particulars to the booking and destination stations. If at all, it is not feasible to weigh the consignment due to loose, bulky nature or some other reasons, sender's declared weight is accepted provided general safety norms after loading is found acceptable. Such consignments are booked under Senders Weight Accepted (SWA) remark, and the same is endorsed on the Railway Receipt (RR) so as to avoid any claims by party on the weight account.

## **MARKING OF PACKAGES**

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

number and the number of packages booked under the RR. The usual manner of railway marks is as follows:

00976  
BRCY ----- NDLS  
20

In this instance, BRCY is the code name of the booking station viz. Baroda; NDLS is the code name of the destinations station viz. New Delhi, 976 represents the last 3 digits of the RR under which the goods are booked and the number 20 indicates the number of packages which are booked under this RR (In some zones full 6 digits of RR are written instead of last three digits).

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

345621  
BRCY ----- NDLS  
20P

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

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

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

## **LOADING OF CONSIGNMENTS**

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

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

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

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

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

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

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

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

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

(f) Supervision of Loading: All loading operations in the goods shed premises are required to be supervised by the railway goods clerks concerned. At important stations, goods clerks are separately earmarked for this purpose. They are called Tally Clerks also. They should see that the loading is being done in proper manner and keep a count of the number of articles loaded. They maintain Tally Books in which the articles loaded. They

maintain Tally Books in which the number and description of articles pertaining to each RR is entered at the time of loading. The Tally Book also shows the wagon No. into which a consignment is loaded.

## **LABELING, PIVOTING & SEALING OF THE LOADED WAGONS**

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

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

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

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

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

(b) Riveting: After completion of loading, the doors of all covered wagons are properly closed and they are riveted, this is an important duty of the goods clerks as a precaution against thefts from loaded wagons. But, wagons containing minerals, charcoal, firewood, grass, livestock and offensive explosive and other dangerous goods are not to be riveted.

(c) Sealing of wagons: While riveting of wagons is meant for preventing thefts, sealing serves the purpose of localizing them. After loading is completed and covered wagons are

closed, bolted and secured with rivets, they are sealed. Sealing is done under the supervision of a responsible official in such a way that is not possible for any person to get at the goods without breaking the seals. This is achieved by tying the seal card with a tape or wire and covering the knot with melted wax or lead on which the Railway and station names are impressed. Seals are of two kinds, viz. wax seals and wire lead seals.

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

## **CALCULATION OF RATES & ISSUE OF RAILWAY RECEIPT**

(a) **Calculation of freight** - The freight chargeable for a consignment mainly depends on the following three factors, viz.

1. Weight -. The weight to be charged is as per the notified Permissible carrying capacity of the wagon.
2. Distance - The minimum distance for charge is 100 kms. The distance between two stations is ascertained with the help of the Distance Tables.
3. Classification of the commodity in question, as given in the IRCA Goods Tariff No. 45, Part I, Vol. II.

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

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

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

The freight charges for certain traffic are recoverable at the time of booking itself. This is called 'paid' traffic. In other cases, the party can avail 'to pay' facility by paying 5% extra charges over and above normal freight. This facility enables the party to pay due charges at destination.

Besides above, many other factors also affect the calculation of rates, they are – concessions, incentive schemes, rake load or block load, commodity specific concessions,

peak season or lean season, type of commodity apart from general classification, like essential commodities as declared by Govt. of India from time to time, etc.

(b) **Issue of Railway Receipt** - Normally, Railway Receipt can be issued of a wagon load consignment, after it has been loaded into the wagon. Separate RR books are supplied to the stations for 'Local' traffic i.e. traffic originating and terminating on the same Railway and for 'through' traffic which terminates on another Railway. Each of these categories also has separate RR books for 'To Pay' traffic and 'Paid' traffic. RR is made out in four foils by using the double-sided carbon paper. The first foil is for record; the second is the Receipt foil to be given to the consignor. The third copy is for Accounts, and the fourth copy is called Invoice, which accompanies the consignments in the wagon. A RR for 'through' traffic has one additional foil i.e. the 5th, which is called transit invoices. The invoice copy of a 'through' consignment is sent to the destination station by post and the transit Invoice accompanies the consignment in the wagon.

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

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

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

## **UNLOADING OF CONSIGNMENTS & DELIVERY OF GOODS TRAFFIC**



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

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

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

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

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

### **WEIGHMENT OF GOODS AT RECEIVING STATIONS (RE-WEIGHMENT)**

In order to guard against deliberate or inadvertent under-weighment at the booking stations, the receiving stations are required to exercise a check on the weight entered on invoices. This check should be made by reweighing immediately after unloading. Reweighing may also have to be done to assess weight of shortages or for giving partial delivery of consignments. Any variation in booked weight and this weighment up to plus-minus 2% of total weight, subject to a maximum of 2 quintals per wagon for all commodities and 4 quintals in case of jute, is ignored. But if the weight found is in excess, undercharges should be raised.

Appreciable under-weighments which would have resulted in loss of revenue and frequent discrepancies between invoiced weight and the weight found on re-weighment

of consignments booked from any particular stations, are reported to the Sr.DCM or DCM concerned and the CCM for taking up with the staff of the forwarding station.

### **REWEIGHTMENT AT THE REQUEST OF OWNERS**

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

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

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

### **CHECK OF INWARD INVOICES & RECOVERY OF UNDERCHARGES**

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

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

1. Error in rate not affected by description or condition of carriage. 2. Error in classification i.e. an error where a consignment is correctly described but charged under a wrong class; and 3. Error in calculation.

### **DELIVERY OF GOODS ON PRODUCTION OF R.R.**

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

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

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

## **DELIVERY OF GOODS WHEN RR IS NOT AVAILABLE**

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

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

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

In case of goods consigned by a sender to 'SELF' when the Railway Receipt is lost or otherwise not forthcoming, delivery may be granted only when the person claiming the consignments produces a stamped Indemnity Note duly executed by the consignor, and countersigned by S.M. of the booking station under his signature and station stamp. The note must also be endorsed by the sender in favour of the person to whom the consignment is to be delivered. It is further incumbent on the person claiming delivery to execute a second stamped Indemnity Note, duly signed by him along with a surety and two witnesses to the satisfaction of the Station Master at the destination station before delivery can be affected.

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

Parties of repute having regular dealing with railways can get a facility of "general Indemnity Bond". This is extended by CCM on request for a period of 6 months. Vide such parties need not execute a separate Indemnity Bond for every wagon. They can take delivery at all such wagons on the G.I. Bond provided relevant RR is produced in ten

days. If that is not done a separate I/Bond has to be executed in respect of all such cases. Wagons booked to "Self" cannot be delivered on this General Indemnity Bond.

## **OPEN DELIVERY AND ASSESSMENT DELIVERY**

Sometimes, a consignment is received at the destination station with a shortage in the number of package or a partial shortage of contents in some packages or in a broken or damaged/deteriorated condition. In such cases, the consignee may ask for verification of the contents or assessment of the damage with a view to recovering monetary compensation from the railway. He may make a request to the Station Master to this effect. He thus may not agree for taking normal delivery of his consignments but ask for special one through tendering application. These special forms of delivery are called as 'Open Delivery' or 'Assessment Delivery', besides some others.

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

	not for payment of compensation. A copy of the Open Delivery Report is given to the consignee.	
6	It occurs due to theft or some other reasons causing shortage.	It occurs due to inherent property or improper handling of the consignment – damage caused due to moisture, water seepage, very long transit time, breaking, etc.
7	It occurs for general nature commodities.	It occurs for commodities, which have less shelf life, perishables – fruits, vegetable, milk, onion, potato, and also fertilizers, cement, cereals, etc.

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

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

## **DEMURRAGE AND WHARFAGE**

At the time of delivery of consignments, the consignees have to pay the freight and other charges due as shown in the R.R. as well as the undercharges due, if any. In addition, they may have to pay charges called 'demurrage' and 'wharfage', if the time allowed for unloading and removal of the consignments from railway premises is exceeded. These charges are, therefore, in the nature of penalty to ensure quick release of the wagons and vacation of the railway premises after expiry of a reasonable time allowed for these purposes. The time so allowed is called 'free time'.

<b>S.No.</b>	<b>Demurrage</b>	<b>Wharfage</b>
1	It is the charge recovered from a party for detaining a wagon/wagons for loading or unloading beyond 'free time'.	Wharfage is charged for non-removal of the goods from the railway premises after the free time allowed for this purpose.
2	The 'Free time' permissible depend on factors, like different types of wagons and certain commodities for	This 'free time' extends till the closing time of goods shed on the day following the day on which they are made available

	manual and mechanized loading/unloading, season – lean or busy, etc.	for delivery. In some goods shed any Sundays, 26th January, 15th August and 2nd October are not reckoned in calculating the free time i.e. these are treated as "Dies-non", i.e. if they fall within the "free time", then the free time is extended by one more day.
3	Demurrage for excess detention is levied on entire rake. The entire group of wagons placed for loading/unloading shall be treated as one unit for the purpose of levy of demurrage charges i.e. even if one wagon out of the group is detained for loading/ unloading beyond the prescribed free time, demurrage will be leviable on all the wagons in the group.	The rate at which wharfage is charged varies according to the importance of the stations.
4	In case of goods sheds and railway sidings where the placement capacity is less than a rake, the free time starts with the placement of 1st part of the rake. However, intervening periods between the time of completion of loading/unloading of the 1st part and time of placement of 2nd part of the same rake for loading/unloading, is treated as <i>dies-non</i> . Demurrage for excess detention is levied on entire rake. Excess detention should be calculated by deducting the permissible free time and periods of <i>dies-non</i> from the period of total detention (i.e. period from the time of placement of 1st part to the release time of last wagon) of the rake.	The stations are divided in three groups depending upon the avg. no. of rakes dealt between 1 <sup>st</sup> Jan. and 30 <sup>th</sup> April. Group I - More than 12 rakes / month, Group II- Between 7 and 12 rakes /month & Group III - Less than 7 rakes / month. The Free time for removal of goods is Group I – 12hrs. ,Group II-15 hrs. & Group III- 48 hrs. from expiry of free time for loading / unloading. However for live stock it is 3 hrs. from expiry of free time for loading / unloading.
5	Demurrage charge is levied @Rs.150/- per 8-wheeled wagon per hour, or part of an hour, for detention of wagon in excess of the permissible free time for loading or unloading.	The wharfage charges ( w.e.f.01/04/2013) will be levied on per hour basis uniformly for all types of wagons, whether 4 wheeler or 8 wheeler or any other type as given below:

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

## REBOOKING AND DIVERSION

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

The difference between Diversion and Rebooking is illustrated as below:

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

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

## DISPOSAL OF UNDELIVERED CONSIGNMENTS

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

## TRANSIT TERMINATES

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

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

After the expiry of seven days from the termination of transit, the railway is not responsible for any loss destruction, damage, deterioration or non-delivery of goods, arising from any cause whatsoever. In the case of 'excepted' articles, that is those mentioned in the Second Schedule to the I.R. Act, animals, explosives and other



dangerous goods, however the railway's responsibility ceases after the termination of transit itself, i.e. there is no bailies liability in respect of these articles.

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

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

## **PARCEL BUSINESS INTRODUCTION**

Parcel is another coaching business apart from Passenger business. Small commodities – households or of business purposes are carried in coaching stock, which is attached in passenger carrying trains, Mail/Exp. or Passenger. Consignments are loaded in SLRs, where Guard cabin is housed and in Parcel vans, popularly known as VPUs. When parcels are in plenty for a destination, special parcel trains are run like other coaching trains.

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

Unlike Freight (Goods) business, parcel business has not been smooth in Railways. It is not generating desired earnings, and hence losses are incurred keeping huge inputs required to run the business. Customers' expectations are very high, which usually are not fulfilled. To streamline it, Railways has been launching Parcel Management System (PMS) like FOIS; however, it is not very encouraging. Though, special parcel trains and leased SLR/VPUs yield some good results.

Handling parcels is similar to goods traffic; however, certain differences are there.

## **STEPS IN PARCEL BOOKING**

- Execution of Forwarding Note (F/Note): Different for following -
  - Dangerous goods
  - Explosives for defense
  - Animals and general merchandise
  - General F/Note.

- Examination of parcels: Done by Railways in accordance with details mentioned by consigner in F/Note
- Packing of parcels: Done by consigner in accordance with required packing conditions prescribed by Railways.
- Marking of parcels – Done by Railways – Parcel clerk/marker to give identity to each package.
- Weighment of parcels – Done by Railways – by weight or by volume.
- Charging of the parcels – Done as per extant rate table, scale and other conditions applicable.
- Preparation of parcel way bill – Done in 4 or 5 copies – local or foreign; the copy for the consigner is called the Railway Receipt (RR)

#### **ISSUE OF PARCEL WAY BILL**

- Pre payment of charges is a must.
- Local and foreign way bills, both have four copies, viz. Record, Way bill, Account & Guard copies.
- Percentages charges collected on certain items, for motor vehicles it is compulsory.
- Charge decided by type of service, distance and weight of parcel.

#### **PARCEL RATES**

- Minimum Distance for booking is 50 km. And minimum charge is Rs. 30/-
- In case of news papers and magazines the minimum distance for charge is 250km and min. charge is Rs. 2/-
- For distance for charge
  - First slab is 1-50 kms.
  - 10 km slabs (51 kms – 800 kms.)
  - 25 kms. Slabs ( 801 – 2050 kms)
  - 50 kms. Slabs (2051 – 5000 kms)
- Rates specified for each scale S, P and R separately.

- Rates specified according to distance slabs and weight slabs of 10 Kgs.

### **SCALES FOR PARCEL (AND LUGGAGE) BOOKING**

Scale	Types of Service	Types of Trains
L	All Luggage	All Trains
R	Rajdhani service	All Rajdhani trains
P	Premier Parcel service	Notified Mail/Exp and Shatabdi Exp trains of all types of special Parcel trains having utilization > 60%
S	Standard Parcel service	Ordinary passenger trains and other Mail/Exp trains and Shatabdi Exp trains

- The Zonal Railways will notify such Mail/Express/Shatabdi trains for Premier Parcel Service whose utilisation of parcel space during the preceding twelve months was 60% or more.
- The notification will be issued by the zonal railways separately for Up and Down directions of the trains.
- All special parcel trains, fruit specials to be charged at Scale-P.
- Reserve price for leasing out Millenium Parcel trains – Scale P.
- Newspapers and magazines at 45 % of Scale S.
- However, Railway Board circulates a detailed list of trains by which parcels under different scales are booked.

### **BULKY ARTICLES**

Bulky articles are usually not booked by weight, but by volume.

- On BG & MG no package exceeding 1.5 quintals (150Kgs) in weight or 2m x 1.5m x 1.25m in outside measurement is accepted except by prior arrangements.(Bulky articles).
- Bulky articles can be booked with prior arrangements but charged 25% extra.
- If Bulky articles occupy full vehicle then charged for 6 tonnes per 4 wheeler(BG) and 4.5 tonnes on MG.

- Parcels are charged either by weight or by measurement which ever is more ( 28 cu.decimeter = 4Kg.)

### **ARTICLES NOT ACCEPTED AS PARCELS**

Following articles are not accepted as parcels:

- Uranium, Uranium concentrate, Thorium, Thorium nitrate, Thorium oxide, Heavy water and other Radio-active materials.
- Offensive articles.
- Wet skins (other than wet skins of wild animals securely packed in air-tight boxes at Owner's Risk).
- Acids and corrosive substances as provided in Red tariff are not accepted as parcels.

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

### **CARRIAGE OF LUGGAGE**

- Passenger are allowed to carry limited luggage with them free of charge.(Free allowance)
- Max.Limit (in compartment) – charged at normal rates.
- If luggage is more than the Max. limit then to be booked in Brake van.
- Free allowance is granted if the total weight of the luggage is within Free allowance + Marginal allowance.Excess weight is charged at 1.5 times luggage rates.(Min. Rs.30)
- If luggage is more than Free allowance + Marginal allowance then excess weight above Free allowance to be charged at 6 times the normal luggage rates.(min. Rs.50).
- If luggage is more than the Max. limit then no Free allowance is given and the entire weight of the luggage is charged at 6 times the Normal luggage rate.

<b>Free and Marginal Allowance</b>			
Class	Free Allowance (Kg)	Marginal Allowance (Kg)	Maximum quantity permitted (Kg) (including Free Allowance)

AC – I	70	15	150
AC – II, FC	50	10	100
AC – III, CC	40	10	90
SL	40	10	80
II	35	10	70

### **BOOKING OF LUGGAGE AT STARTING STATION (IN PARCEL OFFICE)**

- Passengers carrying luggage more than free allowance are required to book them well before the arrival of the train in the parcel office of the starting station.
- Luggage not fully addressed in English or Hindi is not accepted for booking.
- Luggage not securely packed will not be accepted unless a Forwarding Note is executed recording the defects or improper packing.
- Luggage should be presented at least 30 mins. before the scheduled departure of the train.
- Dispatch of the luggage by any particular train is not guaranteed.
- Max. dimension 2m x 1.5m x 1.25m and max. weight 150 kgs. ( In Brake-van)
- Size of articles of luggage: I AC, FC and II AC - Luggage exceeding the size 100cm x 60cm x 25cm is suppose to be carried in brake van. III-AC - The limit of size of luggage is 55cm x 45cm x 22.5cm. ACC & CC - The limit is 63cm x 37cm x 20cm.
- However, certain articles are free and are not calculated in weighment of luggage. In AC I and first class – Tiffin baskets including small ice boxes, small hand bag or brief cases (not suit cases), walking sticks and umbrella are such free articles. In second class –Umbrella, Walking stick and such articles of food as may be required during the journey are not weighed.
- When breaking journey: Passenger may book luggage to accompany them throughout or book portion of the luggage direct to station or by route covered by ticket or the cheapest route. Free allowance is given for the luggage booked by the same route as the passenger.

### **ARTICLES NOT TO BE BOOKED AS LUGGAGE**

- Offensive goods: Dried blood, Dead bodies, Carcasses of Dead animals, Bones excluding bleached and cleaned bones, Municipal or street sweepings or refuse, Manures of any kind including mycellium except chemical manures, Rags other than oily rags, Any decayed animal or vegetable matter, Human ashes, Human skeleton, Parts of human body

- Explosives, dangerous, inflammable articles
- Bulky articles: Exceeding 280 cubic decimeters.
- Oil, paint, ghee, grease etc.
- Dry grass and leaves, waste paper
- Dead poultry

## **CLAIMS, LIABILITIES OF RAILWAYS AND RAILWAY CLAIMS TRIBUNAL (RCT)**

### **INTRODUCTION**

A Railway claim may be defined as a formal demand by the rightful claimant for compensation in respect of the goods or animals entrusted to the Railway Administration for carriage from one station to the other and that have not reached the destination in the condition handed over by virtue of:

- a) Complete non-delivery of the consignment.
- b) Partial delivery of the consignment.
- c) Pilferage, damage, deterioration of packages.
- d) Rotting of perishables like fruits and vegetables

Claims are preferred by claimants against Railways for compensation due to any damage or loss, etc for their commodities or themselves while consuming the services of Railways as bonafide buyers. Railways is liable to compensate them due to liabilities they bear being a service provider. The office of Chief Claims Officer (CCO) deals with all types of settlement of claims including refunds in passenger business and dealings with Railway Claims Tribunal (RCT), different courts, Consumer Forums, etc for settling claims compensation cases.

### **WHO CAN CLAIM?**

- Consignee - at the destination the rightful claimant who is entitled to compensation is the consignee or
- Endorsee - endorsed consignee that is the person for whom endorsement is made in the Railway Receipt for delivering the same to him.
- Consignor - Will have to produce the authority from the consignee to receive the claim.

### **CLAIM SETTLEMENT**

Claim for compensation should be made either to - booking Railway, destination Railway, or the Railway on which loss, damage or partial shortage has taken place.

Claim settlement is always done in destination railway. If claim is not filed with the destination Railway, it will have to be forwarded to the destination Railway. However, to avoid delay, claim should be filed with the destination Railway.

Claim has to be filed either with General Manager, Chief Commercial Manager, Chief Claims Officer of the concerned Railway or at station goods shed or parcel office.

Claim should be filed within 6 months from the date of booking of goods or animals else Claim becomes Time barred (generally not entertained). Even if the consignment has not arrived within 6 months from the date of booking or if goods are lying in dispute for assessment of damage, waiver of wharfage charges etc. The General Managers of zonal railways are however, empowered to settle time-barred cases at their discretion after satisfying themselves about the reasonableness of late filing of claims.

A claims case which becomes three years old is termed as suit-barred and thus, no suit can be filed against the railways for want of relevant documents (not accompanying the claims notice), or for want of some clarification from the party, etc. after which the claim is normally repudiated. However, in some cases, the delay in settlement of claims is on account of the railways for want of report of the tracing inspectors, and/or for fixing of Inter-railway liability & Staff responsibility, etc. resulting in the case becoming suit-barred. Such cases are not repudiated casually as suit-barred but are decided on merit of the case. The General Managers of zonal railways enjoy the discretionary powers for waiver of suit-bar aspect.

False Claims are also preferred by some persons for some ulterior motives. Under Section 149 of the Railways Act, 1989 if any person requiring compensation from a railway administration for loss, destruction, damage, deterioration or non-delivery of any consignment makes a claim which is false or which he knows or believes to be false or does not believe to be true, he shall be punishable with imprisonment for a term which may extend to three years, or with fine, or with both.

## **ORGANISATIONAL SET UP OF CLAIMS ORGANIZATION**

Each Zonal Railway has a regular Claims Settling Office headed by a Chief Claims Officer to deal with claims for compensation and each officer has been assigned the *Monetary Limit* to settle claims.

<b>Authority</b>	<b>Monetary Limit (Rs.)</b>
General Manager	Unlimited
CCM (PHOD/CHOD)	4,00,000/-
CCO/CCM (HOD)	2,00,000/- (4,00,000/- for compensation claims)
Dy CCM/CCO	60,000/-
SCM	15,000/-
ACM	8,000/-

## **LIABILITIES OF RAILWAYS**

As per the Railways Act, 1989 there are three types of liabilities, which are born by Railways

- Absolute liability
- Liability as a common carrier
- Bailee's liability

Absolute liability is applicable to passenger traffic only. All bonafide passengers are required to be compensated against their claims for any injury or death occurring to them. Two sections, 124 and 124A of the Railways Act, 1989 illustrate the details regarding this.

- **Section 124** - If a passenger suffers any injury or loss of life due to train accident Rly. Administration is liable to pay compensation to such passenger. The amount of the compensation is to be fixed by the Govt. of India.
- **Section 124 A** – includes responsibility of Railways in case of untoward incidence (U/I) causing injury – simple or grievous.

The Railway Board circulates a list of all loss/injury, viz. death, other injury related losses, etc against which amount of compensation is prescribed. Presently, in death cases Rs.4,00,000/- (four lakh) is to be given by the Railways to the next kin of the deceased if required as per the decision given by the RCT. Usually interest payment is also made as per the decision of the RCT for late payment, etc.

Liability as a common carrier is dealt in Section 93 of the Railways Act, 1989. Under this, Railway administration shall be responsible for any loss, destruction, damage or deterioration in transit or non delivery of any consignment arising from any cause except –

Act of God, Act of war, Act of public enemy, Arrest, restrain or seizure under legal processes, Orders of restriction imposed by central or state Govt., Act or omission or negligence of consignor, consignee or endorsee or the agent or the servant of the consignee or consignor, Inherent defect, Latent defect, and Fire, explosion or any unforeseen risk, etc.

Bailee's liability under Section 99 of the Railways Act, 1989 describes responsibility of Railway administration after termination of transit. Transit commences as soon as the Railway receipt is issued or the consignment is loaded. When consignment to be unloaded by the customer -

- If Unloaded within free time the transit will terminate on the expiry of the free time allowed for removal of goods from the railway premise.
- If not unloaded within free time allowed, the transit will terminate on the expiry of free time for unloading.

Railway administration shall be responsible as a bailee under Section 151, 152 & 161 of the Indian Contract Act, 1872, for the loss, destruction, damage, deterioration or non-delivery of any consignment up to a period of seven days after the termination of transit. Provided that where the consignment is at owner's risk rate, the railway administration shall not be responsible as a bailee for such loss, destruction, damage, deterioration or non-delivery except on proof of negligence or misconduct on the part of the railway administration or of any of its servants.

Further under Section 100 of the Railways Act, 1989, Railway administration shall not be responsible for the loss, destruction, damage, deterioration or non-delivery of any luggage unless a railway servant has booked the luggage and given a receipt



therefore and, in the case of luggage which is carried by the passenger in his charge, unless it is also proved that the loss, destruction, damage or deterioration was due to the negligence or misconduct on its part or on the part of any of its servants.

Under Section 101 Railway administration shall not be responsible for any loss or destruction of, or injuries to, any animal carried by railway arising from fright or restiveness of the animal or from overloading of wagons by the consignor.

### **EX-GRATIA AND INTERIM RELIEF**

<b>Ex-Gratia</b>	<b>Interim Relief</b>
<ul style="list-style-type: none"> <li>• Ex-gratia relief is given by the railway administration soon after an accident normally at the rate of:               <ul style="list-style-type: none"> <li>– Rs.15,000/- in case of death;</li> <li>– Rs.5,000/- in the case of grievous injury, and</li> <li>– Rs.500/- for simple injury.</li> </ul> </li> <li>• The ex-gratia is intended to meet the immediate expenses and is not taken into account at the time of final settlement of compensation claims.</li> <li>• No ex-gratia is given to the victims of unmanned level crossing.</li> <li>• However, the amount of ex-gratia to road users who meet an accident due to railways' prima facie liability at manned level crossing is as follows:</li> <li>• Death - Rs.6, 000/-, Grievous Injury - Rs.2, 500/-Simple Injury - NIL.</li> <li>• In case of road users who are dead or injured at manned level crossings, such payments will be counted towards the amount of compensation granted by a court of law.</li> </ul>	<ul style="list-style-type: none"> <li>• If a person who has made an application under Section 125 (Claim) wants an interim relief, may apply to Railway administration.</li> <li>• It is always applied through RCT.</li> <li>• Interim relief paid immediately, if satisfied after enquiry in this regard.</li> <li>• Interim relief cannot be more than the compensation payable.</li> <li>• After payment –copy to be sent to RCT.</li> <li>• Interim relief to be taken into account while determining amount of compensation by Railway Claims Tribunal.</li> </ul>

### **NON RECEIVED (NR) CELL**

In order to achieve the objective of giving better after-sale service to the customers Indian Railways have established "Not Received Cells" (NR Cells) at Divisional & Zonal level. The duties of these Cells involve tracing and connecting consignments which do not reach the desired destination within reasonable transit-time. For even better monitoring of cases, an NR Cell is also working at Railway Board. An aggrieved customer can directly contact the NR Cell/concerned officer on phone or by E-mail. However, post-FOIS, the role of NR Cell has been relieved a lot.

## **RAILWAY CLAIMS TRIBUNAL (RCT)**

RCTs were set up under the Railway Claims Tribunal Act, 1987. The Tribunal has 21 benches at 18 major cities in the country. An RCT can handle cases of more than one Railway zone.

The main objective of setting up of the Tribunal is to provide quicker relief and early payment of compensation for:

- For death and injury in case of railway accident & untoward incident - the *claimant* has to file the claim directly before the *Railway Claims Tribunal*.
- For loss, destruction, damage, deterioration, non-delivery of animal/goods booked by railway or for the refund of fare or freight in case the claimant is not satisfied with the relief provided by the railway administration.

The Railway Claims Tribunal has the powers of a District Court and appeal against its decision lies in the High Court. It is not bound by procedure laid down by Code of Civil Procedure, 1908 but guided by principles of natural justice.

Powers and authority of RCT are as of civil courts like:

- Summoning any person and examining on oath.
- Requiring of production of documents.
- Receiving evidences on affidavits.
- Requisitioning any public record.
- Issuing commissions for examination of witness.
- Reviewing its decision.
- Dismissing an application for default or deciding ex-party.
- Setting aside any order or dismissal or ex-party decision

Compensation claim - Apply within 1 year of the occurrence of the accident/incidence. No liability in the case of collision between trains and road vehicles at level crossings in which railway passengers are not involved and cases of persons run over by the trains. However, in such cases damages can be sought under Law of Torts.

## **CARRIAGE OF RAILWAY MATERIALS AND STORES**

A list of articles of railway materials, stores, publications, etc., which are carried free, appears in the I.R.C.A. Goods and Coaching tariffs. In such cases, free to-pay invoices/way bills should be issued.

### **AUTHORITY FOR DESPATCH**

The rates for railway materials and stores booked by a goods train apply subject to the condition that the materials, stores, etc. are for the use of an Indian Government Railways, consigned by and to officials of these railways in their official capacity and are authorised and accompanied by a railway material consignment note.

### **RAILWAY MATERIAL CONSIGNMENT (RMC) NOTE**

Railway materials and stores tendered for despatch by goods trains should be accompanied by a Railway Material Consignment Note in Form Com. R/I Rev. Similar to Forwarding Notes (F/Notes) these forms are machine numbered and supplied to the officials authorised to issue the same, in sets of three foils, bound in books, to be written by carbon process. The first foil is the record foil to be retained by the issuing official, the second is the station foil to serve as an authority under which the consignment is booked and will be retained at the forwarding station, and the third will be the Accounts Office foil meant for the Traffic Accounts Office of the forwarding railway. The foils mark 'station' and 'Accounts office' will both be tendered by the department concerned at the booking station along with the materials to be consigned.

### **LIST OF OFFICIALS AUTHORIZED TO ISSUE THE RAILWAY MATERIAL CONSIGNMENT NOTES**

A list of officials authorized to issue the railway material consignment notes will be supplied by each railway administration to its station staff and the Traffic Accounts office.

### **USE OF RAILWAY MATERIAL CONSIGNMENT NOTE**

The RMC Note should be used only for the carriage by goods train of railway materials and stores of Indian Government Railways, consigned by and to officials of such railways in their official capacity for construction, revenue or stock purposes, both in local and through bookings. The use of these consignment notes is not permitted in the case of stores sold or consigned to non-Government railways, other Government

Department (not forming part of the railway system) or to outsiders. Such consignments should be dealt with under the ordinary rules and booked on forms used for public traffic. Similarly, stores or materials supplied by contractors are not to be booked on the form.

### **MATERIAL REQUIRED TO BE SENT TO CONTRACTORS FOR USE ON RAILWAY WORKS**

When railway material is required to be sent to contractors for use on railway works under construction by them, it should be booked to the railway official in charge of those works, by whom the material will be handed over to the contractor concerned; in no circumstances should such materials be booked direct to the contractor under Form Com. R-1 (rev).

### **USE OF RMC FOR SPECIAL TRAINS LIKE BALLAST TRAINS**

The use of RMC Notes is also not permitted in the case of special trains including ballast trains. The charges for such trains, which will be ordered to run on receipt of instructions from the Divisional Officer, will be adjusted through monthly or fortnightly statement to be prepared by Divisional Office and submitted to the Traffic Accounts Office, vide para 1759-E.

### **ACCEPTANCE OF RAILWAY MATERIAL CONSIGNMENT NOTES**

(a) Before a RMC Note is accepted as an authority for booking railway materials and stores, it should be seen that -

1. It is tendered in the printed form and all the particulars required to be filled in it are clearly and legibly entered, the number, actual weight and description, etc., of each of the different kinds of materials being clearly specified:
2. The head of account chargeable (e.g. A. 2601, Cap. 6910, etc) has been distinctly indicated in the column headed "Allocation".
3. All the foils are written by carbon process, in one operation;
4. It is signed by the official authorized to issue the same; and
5. It bears the stamp of the office of issue.

(b) Railway material consignment notes which are incomplete in any respect should not be accepted by the booking station and should be returned to the consignor for completion, stating reasons for non-acceptance.

### **MARKETING, LABELLING, WEIGHTMENT, ETC. OF RAILWAY MATERIALS AND STORES**

Rules for marketing, labelling, weightment etc. of railway materials and stores are the same as for consignments tendered by the public.

## **INDENTING AND SUPPLY OF WAGONS FOR LOADING RAILWAY MATERIALS AND STORES**

In the case of consignments in full wagon loads, a written requisition, indicating the number and description of wagons or other vehicles required together with a RMC Note, will be sent by the official indenting the wagons to the Station Master or Goods Clerk concerned. On receipt of the wagon, the official concerned should be promptly informed of the availability of the wagon so that no delay takes place in loading the same. Non-receipt of such intimation, however, will not absolve the consignor of his responsibility to load the wagon within the prescribed free time.

## **EXAMINATION OF RAILWAY MATERIALS AND STORES TENDERED FOR DESPATCH**

All consignments of railway materials and stores tendered for despatch must be carefully examined by the station staff, and it should be seen that suitable remarks regarding defective packing or defective condition of the consignment are recorded by the consignor on the relevant RMC Note.

## **ISSUE OF INVOICES FOR RAILWAY MATERIALS AND STORES**

(a) After the above preliminary examination has been carried out, invoices should be prepared on the basis of information contained in the relevant RMC Notes. The invoices for railway material and stores are printed on a different colour of paper and in a different form from that used for public traffic; these are in three or four foils according to the traffic involved - local or through. These forms are machine numbered and should be treated as money value books for indent receipt, custody, issue, etc. These invoices should be used exclusively for consignments booked on railway material consignment notes.

(b) Full particulars of the materials booked giving the number, actual weight and description of materials booked and the number of wagons used in the case of wagon loads should be shown on all the foils of the invoice. Remarks regarding defective condition or defective packing of the consignment should also be shown on all foils of the invoice. The route, the chargeable total distance (as well as the chargeable distance over each railway in the case of through traffic), the rate chargeable and freight charges should be shown by the booking station on all invoices.

(c) Debits will be raised by the Traffic Accounts Office against the departments concerned for the freight charges due. The detailed heads of accounts e.g. A. 2501, B.3601, E.3801, etc. together with details of Department and Division against whom debit will have to be preferred should, therefore, be clearly shown in the invoice to facilitate correct adjustment of charges in the Traffic Accounts Office.

## **LOADING AND UNLOADING OF RAILWAY MATERIALS AND STORES**

(a) Loading and unloading of railway materials and stores will be done by the consignors and consignees respectively, in accordance with the rules laid down for public traffic in the I.R.C.A. Tariffs.

(b) Exceptional circumstances may arise in which the loading/unloading required to be done by the consignor/consignee is arranged by the station staff through the handling contractor. In such cases, the Station Master should obtain a certificate from the consignor/consignee to the effect that the loading/unloading was not done by his Department clearly indicating the "Department", "Division" and the 'Head of account' to be debited. A separate handling bill supported by the above certificate should be submitted to the Traffic Accounts Office for arranging payment to the handling contractor and debiting the same to the Department and Head of account shown in the certificate.

## **BOOKING OF RAILWAY MATERIALS AND STORES BY PASSENGER/PARCEL TRAINS**

(a) Railway materials and stores may be accepted for booking by passenger/parcel trains subject to the weight not exceeding **two quintals**.

(b) Railway materials and stores booked by passenger/parcel trains should be treated as ordinary public traffic and accounted for as such, the freight and other charges being collected through credit notes at the time of booking or delivery, as the case may be.

## **RATES FOR RAILWAY MATERIALS AND STORES BY GOODS TRAINS**

(a) Railway materials and stores for construction, revenue or stock purposes, excluding those mentioned in (c) below are charged at the following rates, at owner's risk, both in local and through bookings, when carried by goods trains. The Railway Risk rates are 20 per cent higher than the owner's risk rates :

(i) For traffic in wagon loads (i.e. in minimum : Per 4 -wheeled wagon  
per loads of 90 quintals per consignment) kilometre

All gauges : Rs. 1.37

Note : (i) The basis of charges will be the number of wagons used at the starting station.  
(ii) 6-wheeled and bogie wagons will be charged as for 1 ½ and two 4-wheeled wagons respectively.

(b) The above rates also apply to materials for railway surveys and store belonging to the railway Catering Department.

(c) Coal, coal shale, coke, lignite, patent fuel, dangerous goods, specie and bullion are charged at a different tariff.

### **CHARGES FOR PRIVATE AND RAILWAY SIDINGS**

A standard siding charge of Rs.18/- per 4-wheeled wagon is levied on railway materials and stores, booked to or from private and railway sidings at rates applicable to railway materials and stores.

### **DELIVERY OF RAILWAY MATERIALS AND STORES**

Separate goods delivery books should be maintained for railway materials and stores. The freight charges, which will be entered in the delivery books as in the case of public traffic, will not be collected from the consignee letters 'R.M.C.' being written in the 'amount' column in the goods cash book against the relevant progressive number of delivery. The railway receipt will be collected and the signature of the consignee or his authorized agent obtained in the goods delivery book as in the case of public traffic.

### **WHARFAGE/DEMURRAGE CHARGES**

Wharfage/ demurrage charges will be recovered as in the case of public traffic; the charges accrued being paid by the Departments concerned by Credit Notes. These amounts will be accounted for by the stations in the wharfage/demurrage returns and balance sheets, but shown separately from that accrued on public traffic.

**Note:** *The figures and data pertaining to all aforesaid details are subject to change under notificatios of the Railway Board from time to time. Therefore, readers are advised to go through the latest information available issued from the Board or available in the Railways official website, [www.indianrailways.gov.in](http://www.indianrailways.gov.in) and [www.indianrail.gov.in](http://www.indianrail.gov.in). For ready reference, readers may also see 'Trains at a Glance, for certain subject topics.*

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Annexure - I

A sample copy of Manual Railway Receipt (RR)

① MFBCMA 71436 x 56.7 = 770    ② SRBCMA 48057 x 56.4 = 1150    ③ SEBCMA 131142 x 56.3 = 1150  
 ④ MFBCMA 72133 x 57.1 = 1070    ⑤ MFBCMA 71808 x 56.7 = 1060    ⑥ URBCMA 963144 x 56.4 = 1150

WESTERN RAILWAY  
 कार्ड कोड: 1015  
 प्रभावी दूरी कि मी: 180  
 संभाले गये: C-137 to 144  
 विशेष नोट सं. 03  
 बिल संख्या: 07 BCMA  
 माल डिब्बों की संख्या: 01 BCM

⑦ MR BCMA 110022 A x 56.9 = 1150    CRBCMA 150799 A x 55.1 = 1150

Com G 25  
 रजिस्ट्रार  
 RECORD  
 D 036721

82223 VADODARA GOODS  
 32876  
 MAYA AZADPUR  
 TRD  
 TRD  
 SUPER SALT LTA - BRC  
 HINDUSTAN LEVY LTA - MDZ

वजन	प्रकार	दर प्रति किलो	शुल्क	कुल शुल्क	अतिरिक्त शुल्क	कुल शुल्क	अतिरिक्त शुल्क	कुल शुल्क
kg	Q	₹	₹	₹	₹	₹	₹	₹
466	80	24.12	113268	113268		113268		113268

Sold to Contract 8650 HDRE BCRS  
 Refund Index Salt for edible purpose 50 kg  
 L & U by owner directly loaded from truck to wagon.  
 Bags not Counted & not supervised by Rly. Staff.  
 TRAIN LOAD CONDITION COMPLIED WITH  
 82223 VADODARA GOODS  
 A.M. 16/8/07  
 STATION STAMP: VADODARA  
 STATION MARK:



Railway Receipt / रेलवे रसीद

Form No. 26200799 PAID FOREIGN COM.G.25 R.R.No. 36300799  
 Date of Issue: 03/11/2019  
 Station: KANPUR

From: BHANU CEMENT SIDING KESBAY  
 To: VADODARA MARSHALLING YARD  
 Consignor: BHANU CEMENT SIDING KESBAY  
 Consignee: BHANU CEMENT SIDING KESBAY

Weight: 47.465 Tons  
 Description: PORTLAND CEMENT

Description of Goods		Weight		Rate		Amount		Code		Total Freight		Over Charge		Allocation	
Sl. No.	Type	Net Weight	Gross Weight	Per Ton	Total	Per Ton	Total	Per Ton	Total	Per Ton	Total	Per Ton	Total	Per Ton	Total
1	PC	47.465	47.465	1000	47465	1000	47465	0	0	0	0	0	0	0	0
<p>Consolidated Description: PORTLAND CEMENT</p> <p>Net Weight: 47.465 Tons</p> <p>Gross Weight: 47.465 Tons</p> <p>Rate: 1000 per ton</p> <p>Total Amount: 47465</p>															

Handwritten note: 95/152

Consolidated Description: PORTLAND CEMENT  
 Net Weight: 47.465 Tons  
 Gross Weight: 47.465 Tons  
 Rate: 1000 per ton  
 Total Amount: 47465

A sample copy of Electronic Railway Receipt (RR) issued

प्रश्न कोश Question Bank

विषय Subject: वाणिज्य Commercial

Course: Group A Foundation Program

Type of Question: क्विज़ या वस्तुनिष्ठ Quiz or Objective (1 or 2 marks each)

Q1. निम्नलिखित का पूरा नाम लिखें . Write the full forms of the following:

डीटीसी (जी ) DTC (G), टीडीआर TDR, एनटीईएस NTES, टीएमएस  
TMS, आइवीआरएस IVRS, पीसीटी PCT, पीआरएस PRS, सीसीओ CCO,  
एमएसटी MST, टीटीई TTE, आरसीटी RCT, आरएमसी RMC,  
जेटीबीएस JTBS, जीटीबीएस GTBS, आरटीएसए RTSA, पीएन आर  
PNR, एनआरयूसीसी NRUCC, जेडआरयूसीसी ZRUCC,  
डीआरयूसीसी DRUCC, एसआरयूसीसी SRUCC, टीएजी TAG,  
एलपीओ LPO, ईएफटी EFT, बीपीटी BPT, ईडीआर EDR, ईडी (सी व  
आईएस ) ED (C&IS), आईआरसीए IRCA, सीटीटीआई CTII, सीआरएस  
CRS, यूटीएस UTS, आईआरसीटीसी IRCTC, एवीएम AVM,  
सीसीटीवी CCTV, एफओआईएस FOIS, डब्ल्यूआरएफ WRF, आरआर  
RR, एनजी NG, पीआरओ PRO, एचएसटी HST, वायएसटी YST,  
सीजेटी CJT

Q2. State True (T) or False (F) against the following statements:

- The highest official of Commercial department is Additional Member (Commercial).
- Rates branch deals with distribution of Time Tables to all stations.
- CPRO is necessarily a Commercial officer.
- Permissible loading capacity of a compartment of a conventional air brake M/E coach SLR is 8 tones.
- Military Tariff is related with concessions given to Military personnel to carry their household items through Railways.
- Remittance of station earning is primarily the job of Accounts department.
- Under PRS system, a station Master or an ASM cannot book tickets to passengers.
- Red Tariff is published specially by the Railway Board.
- Supplementary charge is collected from passengers for travel by certain super fast Mail/Exp trains.
- The term Fare includes basic fare, supplementary charge and reservation fee.

- (k) No refund of fare in respect of lost or misplaced ticket is granted.
- (l) Under certain circumstances, TDR can be issued to a passenger without surrendering the ticket.
- (m) Foreign Railway RRs are issued for consignments being sent to stations beyond divisional territories.
- (n) Red Tariff is given the highest priority as Priority A traffic.
- (o) For booking motor cycle in parcel, packing of the same is done by the consignee concerned.
- (p) With installation of in-motion weigh bridges, weight is no more the factor for freight calculation.
- (q) At stations, unloading of goods consignment is supervised by the Station Master.
- (r) Under UTS, passenger booking offices are open round the clock.
- (s) Waitlisted passengers can board the train under approval of the Station Manager on duty.
- (t) The authority for framing Commercial Rules is vested in the IRCA.
- (u) The Railway Act was passed in the year 1889.
- (v) Refund is usually not made after the departure of the train running on time.
- (w) Conventional PRS ticket is issued to the passenger under I-Ticketing.
- (x) RTSA personnel can also book E-Tickets under approval of CCM.
- (y) Tatkal tickets are also issued against concession.
- (z) Dogs can be carried in AC first compartments.

**Type of Question: Difference between (3 to 5 marks each)**

Q1. Write difference between:

- (i) Rebooking and Diversion
- (ii) Open and Assessment Delivery
- (iii) Demurrage and Wharfage
- (iv) Railway Risk and Owners Risk

- (v) Undercharges and Overcharges
- (vi) Labeling and Marking
- (vii) EFT and BPT
- (viii) Consignor and Consignee
- (ix) Paid and To Pay
- (x) E-Ticketing and I-Ticketing
- (xi) Rake Load and Wagon Load
- (xii) Rating and Routing
- (xiii) Wait-listed and RAC Passengers
- (xiv) Lean season and Busy season
- (xv) Fare and Freight
- (xvi) Clear RR and Qualified RR
- (xvii) RMC and Stores
- (xviii) TDR and EDR
- (xix) Indrail Pass and CJT
- (xx) Ex-gratia Payment and Interim Payment
- (xxi) Time-barred and Suite-barred Claim cases
- (xxii) Claim Prevention and Claim Settlement
- (xxiii) Claims and Refund
- (xxiv) Consignee and Endorsee
- (xxv) PMS and TMS

**Type of Question: Short Notes or Definition (2 to 4 marks each)**

Q1. Write short notes on the following:

- (i) E-Payment
- (ii) RMC
- (iii) N.R. Cell
- (iv) Non-issued Ticket
- (v) Break Journey
- (vi) Platform Ticket
- (vii) Supplementary Charge
- (viii) Clerkage charge
- (ix) Cloak Room
- (x) Lost Property Office
- (xi) Minimum distance for charge
- (xii) Forwarding Note
- (xiii) Railway Receipt
- (xiv) D.D. Message
- (xv) Said to contain RR
- (xvi) I Bond Delivery
- (xvii) Wagon Registration Fee
- (xviii) Free time
- (xix) Working hours

- (xx) Business hours
- (xxi) Outstanding at station
- (xxii) Claims prevention
- (xxiii) In-motion Weighbridge
- (xxiv) Unconnected consignment
- (xxv) Refund
- (xxvi) E-Ticketing
- (xxvii) I-Ticketing
- (xxviii)FOIS
- (xxix) TMS
- (xxx) E-Payment
- (xxxi) Railway Claims Tribunal (RCT)
- (xxxii) IRCTC
- (xxxiii)Railway Rates Tribunal (RRT)
- (xxxiv)Indian Railway Conference Association (IRCA)
- (xxxv) Monthly Season Ticket (MST)
- (xxxvi)Railway Sidings
- (xxxvii) Unreserved Ticketing System (UTS)
- (xxxviii) Ticket Deposit Receipt (TDR)
- (xxxix)Money Value Book
- (xl)Red Tariff
- (xli) Military Tariff
- (xlii) Dangerous and Explosive consignments
- (xliii) Soldiers Ticket
- (xliv) Military Warrants

- (xlv) Indrail Pass
- (xlvi) Izzat scheme
- (xlvii) Distance Table
- (xlviii) RTSA
- (xlix) Tatkal scheme
- (l) Passenger Amenities
- (li) Leasing of SLR
- (lii) Declaration of Personal cash by Commercial staff
- (liii) Scales of Parcel Booking
- (liv) Ex-gratia Payment
- (lv) Interim Relief
- (lvi) Emergency Quota
- (lvii) Two point Rake
- (lviii) Refund of E-Tickets
- (lix) Booking through Mobile Phone

### Type of Question: **Subjective or Descriptive** (5 to 6 marks each)

1. ई-टिकेटिंग के क्या फायदे हैं? भारतीय रेल में इसका क्या भविष्य है? What are advantages of E-Ticketing? What is the future of it on the Indian Railways?
2. कोचिंग रिफंड होने के कारणों को लिखें . करने हेतु रेलवे क्या कर सकती इसे रोकने तथा कम है ? Write the reasons of Coaching refunds. How can Railways prevent and minimize these?
3. पार्सल बुकिंग की विधि को लिखें . इसमें रेलकर्मियों द्वारा ली जाने वाली एहतियात के विषय में लिखें . Write the procedure of booking a parcel consignment? What precautions should a railwayman take in doing his part of job?

4. भारतीय रेलवे में माल बुकिंग की प्रक्रिया को लिखें . इसमें ली जाने वाली सावधानियों के विषय में भी लिखें .  
Write the procedure of booking of Goods Traffic in Railways. Also write precautions to be taken in this regard.
5. वाणिज्य विभाग के मुख्य कार्य क्या हैं? भारतीय रेल में इनकी दूरगामी भूमिका के विषय में लिखें . Write the main functions of Commercial department. What is its future role in Indian Railways?
6. आईआरसीए प्रकाशन सहित वाणिज्य विभाग के विभिन्न 'बुक ऑफ रिफरेंस' के बारे में लिखते हुए इनकी महत्ता पर प्रकाश डालिए. Write the various book of reference, including IRCA Publications, of Commercial department and mention their relevance?
7. दावा निस्तारण की विधि को लिखें. रेल यूजर के दावों को कैसे रोका अथवा कम किया जा सकता है? What is the procedure of claims settlement? How to prevent or minimize claims preferred by rail users?
8. दावा निस्तारण रेल का एक महत्वपूर्ण क्षेत्र है. इस दिशा में क्या कदम उठाए जा सकते हैं? Claims prevention is an important area in Railways. What steps can be taken towards it?
9. यूटीएस क्या है ? भारतीय रेल में यूटीएस के विशेष फायदों को लिखें , तथा इनमें सुधार हेतु सुझाव दें . What is UTS? Write specific advantages of UTS in the Indian Railways, and suggest improvements on it.
10. फॉरवार्डिंग नोट क्या है ? इसे कैसे सम्पादित किया जाता है , तथा एक रेलकर्मी को इसमें क्या सावधानियां तथा एहतियात बरतने चाहिये ? What is Forwarding Note? How is it executed, and what care and precautions a Railwayman should take while doing so?
11. किसी भी परेषण (कनसाइन्मेंट ) का भाड़ा निर्धारण किन कारकों पर निर्भर करता है ? साथ ही , ऑनर्स रिस्क रेट तथा रेलवे रिस्क रेट के बारे में भी लिखें . What are the factors on which freight chargeable for a consignment depends? Also, write about Owner's Risk rate (OR rate) and Railway Risk rate (RR rate).
12. प्रतीक्षरत यात्रियों के लि ये भारतीय रेलवे को क्या कदम उठाने चाहिए ? What is RAC? What steps the Indian Railways should take to handle the waitlisted passengers?
13. रेलगाड़ी में वातानुकूलित यात्रा हेतु कितनी श्रेणियां होती हैं ? आज के दिनों में इनमें सुधार हेतु



- क्या करने चाहिए ? What are the different classes of AC accommodation in trains? How to improve these services in today's time for quality service delivery?
14. रेल यात्रियों के लिए परिचर की क्या सुविधाएं हैं ? What are the facilities of attendants provided for Railway Passengers?
15. बिना टिकट यात्रा के क्या कारण हैं ? रेलवे को इसे रोकने हेतु क्या कदम उठाने चाहिये ? What are the reasons for ticketless travelling? What should Railways do to check it?
16. भारतीय रेल में तत्काल टिकट बुकिंग स्कीम के विषय में लिखें . इसे और समृद्ध करने हेतु क्या कदम उठाने चाहिए . Write about the 'Tatkal' scheme of ticket booking on the Indian Railways. What steps should Railways take to improve it?
17. भारतीय रेल में यात्री आरक्षण सेवा की विशिष्टताओं को लिखें . इसमें सुधार के क्षेत्र को बताते हुए सम्भावित कुकृत्यों के निवारण हेतु प्रयासों के विषय में लिखें . Indicate the strengths of PRS on the Indian Railways. What are the areas of improvements, and what efforts to be made to avoid malpractices?
18. रेल में पार्सल और लगेज बुकिंग के विभिन्न स्केल क्या क्या हैं? विपणन के दृष्टिकोण से इनकी क्या महत्ता है? What are the various scales for luggage and parcel booking in Railways? Write their importance from marketing point of view.
19. ग्राहकों की शिकायतें कैसे उत्पन्न होती हैं? रेल को इससे निबटने अथवा रोकने में क्या उपाय करने चाहिए? How complaints and grievances of customers generate? What measures should be taken by Railways to handle and also to prevent them?

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