



Indian Railways E-Procurement System

User Manual for Railway Users

**Waiver
of
Demurrage - Wharfage**

Centre for Railway Information Systems
Document Version 1.0

Release Date: 05.10.2022

AUTHOR	
NAME	Rajesh Abrol
DESIGNATION	GM/EPS/Spl. Projects

Revision History:

Version No.		Release Date	Author	Section/ Page Changed	Details of Changes	Reviewed by
From	To					

Table of Contents

<i>Sl. No.</i>	<i>Topic</i>	<i>Page No.</i>
1.	General Information	3
1.1	Application Overview	3
1.2	Purpose & Scope	3
1.3	Points of Contact	3
2.	Overview	4
2.1	Demurrage	4
2.2	Wharfage	3
2.3	Case Scenarios	4
2.4	Submission of request for Waiver	4
3.	Processing of Waiver Application	5
3.1	Demurrage / Wharfage tab	5
3.2	Pending Requests (CGS Comments Pending)	5
3.3	Pending Requests (CGS Comments Received)	6
3.3.1	Demurrage against RR (DRR)	7
3.3.1.1	Request Details Page	7
3.3.1.2	Initiation of Proposal for Waiver	10
3.3.1.3	Decision by Competent Authority	12
3.3.2	Wharfage against RR (WRR)	15
3.3.2.1	Request Details Page	15
3.3.2.2	Initiation of Proposal for Waiver	15
3.3.2.3	Decision by Competent Authority	15
3.3.3	Demurrage against Customer (Siding) (DSDNG)	16
3.3.3.1	Request Details Page	16
3.3.3.2	Initiation of Proposal for Waiver	16
3.3.3.3	Decision by Competent Authority	17
3.3.4	Demurrage against Customer (Debit/Credit) (DDBCR)	19
3.3.4.1	Request Details Page	19
3.3.4.2	Initiation of Proposal for Waiver	20
3.3.4.3	Decision by Competent Authority	20
3.4	Proposal Finalized (Letters Pending)	20
3.4.1	Generation of Reply to Waiver Request	21
3.4.2	Generation of Digital Pay Order	23
3.5	Closed Requests	27
4.	4.1 Disclaimer	27

1. General Information

1.1. Application Overview

Indian Railway Electronic Procurement System (IREPS) is the web Portal of Indian Railways for online activities related to procurement of Goods, Works & Services, Sale of Materials, Leasing of Assets & Services, Vendor Approvals and Material Inspections and other similar activities. IREPS application can be accessed with a valid user ID and Password in combination with a Digital Signing Certificate. The application is divided in different work areas depending upon the nature of activity viz. Goods and Services, Works, Earning / Leasing-Tenders, E-Auction Sale, E-Auction Leasing etc.

1.2. Purpose & Scope

The purpose of this document is to familiarize the railway users with the functionalities and processes related to waiver of demurrage and wharfage.

1.3. Points of Contact

For clarification about any specific process of IREPS application the contact point is IREPS-Helpdesk. For further details about Helpdesk functionality, **Helpdesk** section of this manual may be referred to.

Please Proceed to Next Page

2. Overview

2.1. Demurrage:

The delay in loading or unloading wagons, as the case may be, after a specified free time, causes levy of penalty charges from the customer (consignor or consignee respectively) called demurrage charges.

2.2. Wharfage:

Wharf is space allotted by railways to the customer to facilitate his loading/unloading. Any delay by customer in carrying out loading/unloading and blocking space at wharf invites penalty charge on the customer called Wharfage charge.

2.3. Case Scenarios: As per the current policy, there are four variations of Demurrage and Wharfage, as explained below

i. Demurrage against RR

This is the demurrage levied against individual RRs for detention of Rake/Wagon beyond permissible free time at a Goods Shed.

ii. Demurrage against Customer (Siding)

This is the demurrage levied against a customer for detention of Rake/Wagon beyond permissible free time at a private siding. It is consolidated amount of Demurrage levied against RR of the rakes released on a particular month at a location for a customer.

iii. Demurrage against Customer (Debit/Credit)

This is the demurrage levied on monthly basis against those customers who are covered under Debit/Credit system.

iv. Wharfage against RR

This is the wharfage levied against individual RRs. The amount is consolidated amount of Wharfage levied against all wagons of the RR.

2.4. Submission of request for waiver: Customers shall submit their request for waiver of Demurrage and Wharfage to competent authority through

FBD portal of Indian Railways. All the data and documents associated with the request shall automatically get ported to IREPS portal on the same day. Each application for waiver requires comments of the concerned goods clerk before putting up the same to the competent authority. Such comments shall be submitted by the goods clerk on FBD portal, and these comments also become available on IREPS portal against the corresponding application, on the date of submission.

3. Processing of Waiver Application

- 3.1. **Demurrage / Wharfage tab:** A separate interface has been provided in IREPS for handling applications submitted by the customers for waiver of demurrage/ wharfage. Railway users are required to login into IREPS application to access this interface.

This interface can be accessed through **E-Auction Leasing** as well as **Earning / Leasing** module of IREPS.



The tab has different links for accessing the requests which are at different stages of processing. The functionalities associated with these links are explained below.

3.2. Pending Requests (CGS Comments Pending)

This link provides access to all the applications submitted by the customers for waiver of demurrage / wharfage, for which the comments of the goods clerk are still pending.

- ✚ A request cannot be processed for waiver unless and until the concerned goods clerk submits his comments on the same through FBD portal.

Clicking on this link brings up the following interface:

Pending Requests (CGS Comments Pending)

Organization	Indian Railway	Zone	IREPS-TESTING
Department	Commercial	Unit	EPS-DIVN-COMMERCIAL
Location (Station Code)			
Type	Select	Customer	

[Proceed](#)

#	Zone	Division	Request id / Date / Type	Category	Customer	Actions
1	CR	MUMBAI	FBD/BRU/DRR/A1/210922181348 21/09/2022 18:13:48 / DRR	Appeal-1	M/S BRULAL AND CO.	
2	NR	DELHI	FBD/ACC/DRR/R/080822124256 08/08/2022 12:42:56 / DRR	Request	M/S ACC (ASSOCIATED CEMENT COMPANY) LTD.	

By default, all the waiver requests pertaining to the zone / division of the logged in user can be viewed by clicking of the proceed button. The user has the option to view the requests related to a particular type by selecting suitable option in the Type field. Users can also filter the results further by entering the station/ location name in the *Location/Station Code* field

The bottom pane of the interface displays important details related to the application. All the details related to a request can be viewed by clicking on icon against the request.

- 3.3. **Pending Requests (CGS Comments Received):** This link provides access to all the requests submitted by the customers for waiver of demurrage / wharfage, for which the comments of the goods clerk have been received.

Clicking on this link brings up an interface similar to the one described in para 3.2 above.

Pending Requests (CGS Comments Received)

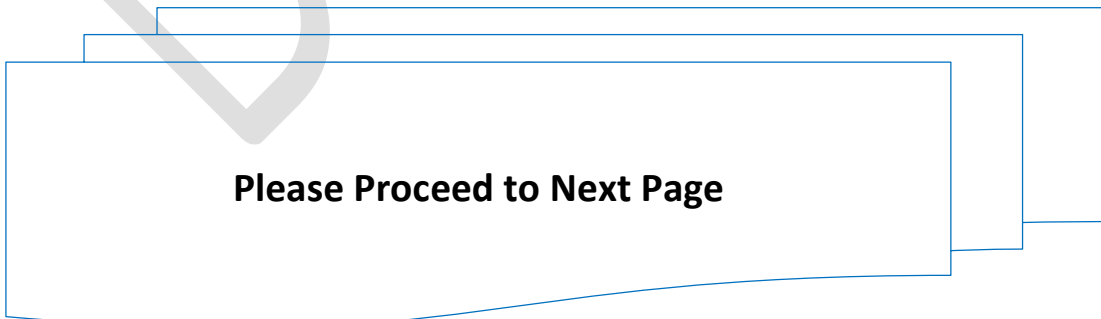
Organization	Indian Railway	Zone	IREPS-TESTING
Department	Commercial	Unit	EPS-DIVN-COMMERCIAL
Location (Station Code)		Approving Authority	
Type	Select	Customer	

#	Zone	Division	Request Id / Date / Type	CGS Comm. Date	Category	Customer	Approving Authority	Pending With	Actions
1	CR	MUMBAI	FBD/BRU/DRR/A1/220922123745 22/09/2022 12:37:45 / DRR	26/09/2022	Appeal	M/S BRIJAL AND CO.	DRM	-	
2	CR	MUMBAI	FBD/BRU/DRR/A2/220922100518 22/09/2022 10:05:18 / DRR	26/09/2022	Appeal	M/S BRIJAL AND CO.	JAG	-	
3	CR	MUMBAI	FBD/BRU/DBBCR/R/030822150739 03/08/2022 15:07:39 / DBBCR	03/08/2022	Request	M/S BRIJAL AND CO.	-	-	

The bottom pane of the interface displays important details related to the requests. The proposals for waiver of demurrage / wharfage are initiated through this interface. There are variations in the procedures for processing of requests for different case scenarios. The procedures for all the case scenarios are explained below:

3.3.1. Demurrage against RR (DRR)

3.3.1.1. **Request Details Page:** Clicking on the request details icon against a request on *Pending Requests (CGS Comments Received)* interface brings up the *Request Details* page. The information displayed on the *Request Details* page may vary from case to case, depending on the stage of request. A screenshot of the *Request Details* page for *DRR* case scenario is shown below:



Request Details (DRR)

Request Category	Appeal 1	Request Date / Time	22/09/2022 12:37:45
Request ID	FBD/BRIJ/DRR/A1/220922123745	Original Request ID	FBD/BRIJ/DRR/R/100822105810
Zone	Central Railway	Station	NAGOTHANE (NGTN)
Division	MUMBAI	Request Type	DRR
Documents Uploaded	No File Uploaded		

Applicant details ✖

Customer Name	M/S BRIJLAL AND CO.	Customer Code	BRIJ
User ID	BRIJLALSUBHU@GMAIL.COM	Mobile No.	8130797508
Email ID	BRIJLALSUBHU@GMAIL.COM		
Payment (s) mode through	Manual	Refund through	

RR / Consignment/ Detention/ Demurrage details View Wagon Details ✖

RR No / Date	Station From / To	Detention Hours	Scheme/ Free Time	Demurrage Accrued (Rs.)	Demurrage Per Wagon (Rs.)	Loading / Unloading	Rake Type/ No. of Wagons	Piecemeal Flag	Commodity/ Traffic Type	Waiver Previously approved (%)	CA for waiver (current request)
211000003/04/06/2022	NAGOTHANE / ADANI AGRO LOGISTICS LTD	19	5	14250	2850	LDNG	BCN / 5	Port	STONE NOC / GG	25	DRM

CGS Comments ✖

CGS Name	DEVESH	Mobile No.	
CGS Remarks Date/ Time	26/09/2022 17:47		

#	Customer's Claim	Waiver Reason Group	CGS Acceptance	CGS Remarks
1		APPEAL-1	Agree	It is true

CA for waiver (current request)	DRM
---------------------------------	-----

Initiate Proposal for Approval
Home

Some of the critical elements displayed on the *Request Details* page are described below (the remaining details are self-explanatory):

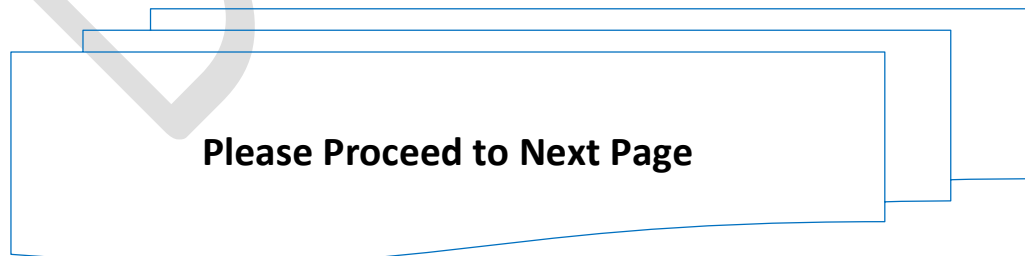
- A. After disposal of the original request, an applicant is allowed to submit two appeals, one after the other, if he is not satisfied with the outcome of the decision of the competent authority against previous request/ appeal. The request category field on the page indicates whether the current request is the original request, or the first / second appeal.
- B. The request type field describes the case scenario, as described in detail in para 2.3 above.
- C. The sum of the waiver approved in the previous stages of the application (original request/ appeal 1) is shown in percentage terms in the *Waiver Previously Approved* field.

- D. The authority competent to deal with the application is displayed against each RR against *CA for Waiver (current request)* field.
- E. The wagon details associated with the case can be viewed by clicking on the View Wagon Details link. These details are displayed in the following manner:

Wagon Details											
Request ID			FBD/BRIJ/DRR/R/260822101237				Request Date/Time			26/08/2022 10:12:37	
#	Forwarding Note ID	Wagon Owning Railway	Wagon Type	Wagon Number	Commercial Placement Time	Allotment Time	Commercial Release Time	Free Time	Handling Type	Owner Party Flag	Wagon Usage
1	NGTN20.00122231	South East Central Railway	BCNM1	34400000122	04/06/2022 06:15:00	04/06/2022 06:15:00	05/06/2022 23:50:00	5	Manual	Railway	Goods
2	NGTN20.00122231	South East Central Railway	BCNM1	34400000125	04/06/2022 06:15:00	04/06/2022 06:15:00	05/06/2022 23:50:00	5	Manual	Railway	Goods
3	NGTN20.00122231	South East Central Railway	BCNM1	34400000124	04/06/2022 06:15:00	04/06/2022 06:15:00	05/06/2022 23:50:00	5	Manual	Railway	Goods
4	NGTN20.00122231	South East Central Railway	BCNM1	34400000123	04/06/2022 06:15:00	04/06/2022 06:15:00	05/06/2022 23:50:00	5	Manual	Railway	Goods

- F. A few critical details pertaining to the RR are displayed on the Request Details page. Complete details related to the RR can be seen by clicking on the RR number in the RR No/ Date column under the section *RR/ Consignment/ Detention/ Demurrage Details* section of the page.

A screenshot of the *RR wise details* page is shown below:

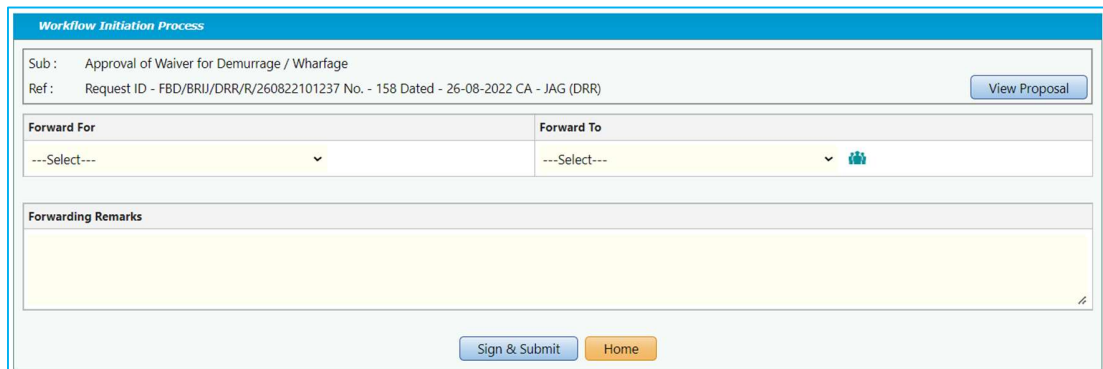


RR Wise Details			
Request Stage	Appeal 1	Request Date / Time	22/09/2022 12:37:45
Request ID	FBD/BRIJ/DRR/A1/220922123745	Original Request ID	FBD/BRIJ/DRR/R/100822105810
Zone	Central Railway	Station	NAGOTHANE (NGTN)
Division	MUMBAI	Request Type	DRR
Applicant details			
Customer Name	M/S BRIJLAL AND CO.	Customer Code	BRIJ
User ID	BRIJLALSUBHU@GMAIL.COM	Mobile No.	8130797508
Email ID	BRIJLALSUBHU@GMAIL.COM	Refund Through	Manual
Consignment details			
RR No	211000003	RR Date	04/06/2022
Forwarding Note No.	2.001	Forwarding Note Date	01/06/2022
Forwarding Note ID	NGTN2.00122231		
Invoice No	3	Invoice Date	04/06/2022
Station From	NAGOTHANE	Station To	ADANI AGRO LOGISTICS LTD
Consignor	M/S BRIJLAL AND CO.	Consignee	M/S BRIJLAL AND CO.
Commodity	STONE NOC	Traffic Type	GENERAL
Detention details			
Rake Placement Time	02/06/2022 07:00:00	Rake Release Time	
Detention Start Time	03/06/2022 07:00:00	Detention End Time	04/06/2022 07:00:00
Free Time	5	Free Time Expiry Time	03/06/2022 12:00:00
No. of Wagons in Rake	5	Rake Piecemeal Flag	Piecemeal
Rake Type	BCN	Rake ID	NGTN080622110753
Detention Hours	19 (Detention beyond free time)		
Demurrage details			
Demurrage Accrued (Rs.)	14250	Demurrage per Wagon	2850
Payment Received		Balance Amount	
Waiver Already Made Flag		%age Waived Already	25
Payment Already Made		Amount Waived Already Reported	
Operation / Scheme/ Location Type Flag	Normal Case		PL7 - Shortcut

3.3.1.2. **Initiation of Proposal for Waiver:** For DRR case scenario the proposal for waiver of demurrage / wharfage can be initiated by clicking on the *Initiate Proposal for Approval* button at the bottom of the *Request Details* page.

RR / Consignment/ Detention/ Demurrage details											View Wagon Details	
RR No / Date	Station From / To	Detention Hours	Scheme/ Free Time	Demurrage Accrued (Rs.)	Demurrage Per Wagon (Rs.)	Loading / Unloading	Rake Type/ No. of Wagons	Piecemeal Flag	Commodity/ Traffic Type	Waiver Previously approved (%)	CA for waiver (current application)	Waiver Approved (current application)
211000020/05/06/2022	NAGOTHANE / TALOJA PANCHNAND	37	5	22200	5550	LDNG	BCN / 4	Port	CEMENT / GG		JAG	
CGS Comments												
CGS Name		DEVESH				Mobile No.						
CGS Remarks Date/ Time		26/08/2022 10:29										
#	Customer's Claim	Waiver Reason Group	CGS Acceptance	CGS Remarks								
1	WEATHER	ACT_OF_GOD	Agree	bad weather was on that day								
CA for waiver (current application)											JAG	
<input type="button" value="Initiate Proposal for Approval"/> <input type="button" value="Home"/>												

The competent authority for approving waiver of demurrage / wharfage is shown on the *Request Details* page, and the approval for waiver can be granted by an official at the level displayed, or at higher level. The proposal can however be initiated at lower level also. Clicking on *Initiate Proposal for Approval* link brings up the *Workflow Initiation Process* interface, as shown below:



The initiator of the proposal can forward the proposal to the competent authority (or to any intermediate official) by selecting the official from the dropdown list in *Forward to* field. The dropdown shows the names of only those officials whose IREPS account exists under the same unit/department.

- ✚ There may be cases which are to be forwarded outside the unit (say, by Sr.DCM in a division to PCCM, whose account is created in Zonal HQ), or outside department (say, by the Sr.DCM: Commercial department to DRM: Administration department). In such cases the post picker (👤) can be used to select the official.



The reason for which the proposal is being forwarded has to be selected from the dropdown against *Forward For* field. Remarks, if any can be entered in the forwarding remarks field.



- ✚ If the proposal requires finance concurrence, the user can select Concurrence in the *Forward For* field, & select the finance user by using the post picker icon. A proposal that requires finance concurrence cannot be finalized unless the proposal has been concurred online by Finance.

The user has to click on *Sign & Submit* button for digital signing and forwarding the proposal to the selected official.

3.3.1.3. **Decision by Competent Authority:** After a proposal has been initiated and forwarded, it becomes visible to the selected official in the *My Activities* tab, under *My Pending Approvals* section, as shown in the screenshot below:

Dated	Module / Subject	Reference ID	Message	Action
28/09/2022	LA/Contract Modification Approval	7581000792	You have received Modification Advice against Contract No. : 42423423423 for approval.	
28/09/2022	LA/Contract Modification Approval	3686000791	You have received Modification Advice against Contract No. : FREELOTCHECK-1 for approval.	
28/09/2022	LA/Lot Entry Approval	25134	You have received Lot : Catg-EPSC-EPSC-SMU-21-22-1 for approval.	

Recd. on	Sent by	Subject	Sent For	Action
27/09/2022 13:13	DRM [NAKUL BHARDWAJ]	Request ID - FBD/BRIJ/DRR/A1/150722123601No. - 102 Dated - 15-07-2022 CA -DRM(DRR)	Clarification	 

All the forwarding notes pertaining to a proposal can be viewed by clicking on Workflow – Notings icon  against the proposal. The user can initiate action for any proposal by clicking on Workflow Process icon  against the proposal, which brings up *Workflow Approval Process* interface.


Workflow Approval Process

Sub : Approval of Waiver for Demurrage / Wharfage
Ref : Request ID - FBD/BRIJ/DRR/R/260822101237 No. - 158 Dated - 26-08-2022 CA - JAG (DRR)

Forwarded By : **St.DCM/I/EPS (KISHAN RAJ)** on 18/09/2022 11:22 for **Approval / Sanction**

With remarks : May please take decision on the firm's request for waiver of demurrage charges.
Current Status : Approval Pending

Received Version : 1 [View Proposal \(As Received\)](#) [Enter Waiver Details](#) [View Notings](#)

My Decision	For	Mark Case to
---Select---	-----Select-----	-----Select----- 

Forwarding Remarks

[Sign & Submit](#)
[Home](#)

The proposal, as received by the official can be viewed by clicking on *View Proposal (As Received)* button. All forwarding notes pertaining to the proposal can be viewed by clicking on *View Notings* button. *Enter Waiver Details* button is available only to the authority competent to approve waiver. Clicking on this button brings up the *Decision Page*:

Decision Page (DRR)

Request Category	Original Request	Request Date / Time	26/08/2022 10:12:37
Request ID	FBD/BRIJ/DRR/R/260822101237	Original Request ID	-
Zone	Central Railway	Station	NAGOTHANE (NGTN)
Division	MUMBAI	Request Type	DRR
Documents Uploaded	No File Uploaded		

Applicant details

Customer Name	M/S BRIJLAL AND CO.	Customer Code	BRIJ
User ID	BRIJLALSUBHU@GMAIL.COM	Mobile No.	8130797508
Email ID	BRIJLALSUBHU@GMAIL.COM		
Payment (s) mode through	Manual	Refund through	

RR / Consignment/ Detention/ Demurrage details

RR No / Date	Station From / To	Detention Hours	Scheme/ Free Time	Demurrage Accrued (Rs.)	Demurrage Per Wagon (Rs.)	Loading / Unloading	Rake Type/ No. of Wagons	Piecemeal Flag	Commodity/ Traffic Type	Waiver Previously approved (%)	CA for waiver (current application)	Waiver Approved (current application)
211000020/05/06/2022	NAGOTHANE / TALOJA PANCHNAND	37	5	22200	5550	LDNG	BCN / 4	Port	CEMENT / GG			

CGS Comments

CGS Name	DEVESH	Mobile No.	
CGS Remarks Date/ Time	26/08/2022 10:29		

#	Customer's Claim	Waiver Reason Group	CGS Acceptance	CGS Remarks
1	WEATHER	ACT_OF_GOD	Agree	bad weather was on that day

[Click here to view Noting](#)

Decision by Competent Authority

Competent Authority	JAG	Approval Status	Under Approval
Finance Concurrence Required	Not required	Concurrence Status	Not required

Waiver approved for additional (%) [View total waiver \(including current approval\)](#)

Reason for agreeing for waiver

Speaking order

#	Speaking order	Action
1		

As can be seen, the top portion of the interface shows the request details, whereas the bottom portion is meant for entering the *Waiver %*, *Reason for agreeing for waiver*, and *Speaking order*.

Partially filled data can be saved by clicking on Save Draft button. Once all the details have been entered, the user has to click on *Save & Proceed to Workflow* button. Clicking on this button brings up the Workflow Approval Process interface again.

The user can still modify the waiver details by clicking on the *Enter Waiver Details* button again. If no change is to be made in the entered details, the competent authority shall select *Approved / Sanctioned* option in the *My Decision* field, and *Mark Proposal as Finalized* option in *For* field, and enter remarks in the *Forwarding Remarks* field, and then click on *Sign & Submit* button to digitally sign and finalize the approval process.

My Decision	For	Mark Case to
Approved/ Sanctioned ▾	Mark Proposal as Finalized ▾	--Select-- ▾

Forwarding Remarks
Proposal Finalized

Once the signing / form submission process is done, the process of approval is over.

Please Proceed to Next Page

3.3.2. Wharfage against RR (WRR)

3.3.2.1. **Request Details Page:** A screenshot of the *Request Details* page for *WRR* case scenario is shown below:

Wharfage against RR				
Request Category	Request	Request Date / Time	03/08/2022 14:10:09	
Request ID	FBD/BRU/WRR/R/030822141009	Original Request ID	-	
Zone	Central Railway	Station	TALOJA PANCHNAND (TPND)	
Division	MUMBAI	Request Type	WRR	
Documents Uploaded	No File Uploaded			
Applicant details				
Customer Name	M/S BRULAL AND CO.	Customer Code	BRU	
User ID	BRULALSUBHU@GMAIL.COM	Mobile No.	8130797508	
Email ID	BRULALSUBHU@GMAIL.COM			
Payment (s) mode through	Manual	Refund through		
Consignment Details				
Station From	NAGOTHANE	Station to	TALOJA PANCHNAND	
RR No.	211000016	RR Date	05/06/2022	
Invoice Number	4	Invoice Date	05/06/2022	
Wharfage Details				
Total Wharfage Amount (Rs.)	72000	Max. Wharfage Amount of a Wagon	10350	
Wharfage Free Time	12	Demurrage Free Time Expiry Time	2022-06-06 08:25:00.0	
CGS Comments				
CGS Name	DEVESH	Mobile No.	8130797533	
CGS Remarks Date/ Time	03/08/2022 14:11			
#	Customer's Claim	Waiver Reason Group	CGS Acceptance	CGS Remarks
1	NATURAL CALAMITY	ACT_OF_GOD	Partially Agree	partially true
CA for waiver (current application)			DRM	
Initiate Proposal for Approval			Home	

In case of WRR, all the details related to RR, Consignment and Wharfage are shown on the Request Details page itself. Remaining details are similar to DRR case scenario described in detail in Para 3.3.1.1. *ibid.*

3.3.2.2. **Initiation of Proposal for Waiver:** The procedure for initiation of proposal for WRR cases is the same as for DRR cases, as described in para 3.3.1.2 *ibid.*

3.3.2.3. **Decision by Competent Authority:** The procedure for decision by competent authority for WRR cases is the same as for DRR cases, as described in para 3.3.1.3 *ibid.*

3.3.3. Demurrage against Private Siding (DSDNG)

3.3.3.1. **Request Details Page:** For DSDNG case scenario, where the accountal is done on monthly basis, and not for individual RRs, there may be multiple RRs in an application for waiver. A screenshot of the lower part of the *Request Details* page for *DSDNG* case scenario is shown below:

RR / Consignment/ Detention/ Demurrage details											View Wagon Details	
RR No / Date	Station From / To	Detention Hours	Scheme/ Free Time	Demurrage Accrued (Rs.)	Demurrage Per Wagon (Rs.)	Loading / Unloading	Rake Type/ No. of Wagons	Piecemeal Flag	Commodity/ Traffic Type	Waiver Previously approved (%)	CA for waiver (current application)	
---/	KALAMBOLI EXCHANGE YARD / TALOJA PANCHNAND	0	5	900000	300000	LDNG	BCN / 3	Road Railer Unit	CEMENT / GG			
---/	KALAMBOLI EXCHANGE YARD / TALOJA PANCHNAND	0	5	27000	9000	LDNG	BCN / 3	Road Railer Unit	CEMENT / GG			
---/	KALAMBOLI EXCHANGE YARD / TALOJA PANCHNAND	0	5	1800	600	LDNG	BCN / 3	Road Railer Unit	CEMENT / GG			
---/	KALAMBOLI EXCHANGE YARD / TALOJA PANCHNAND	0	5	900	300	LDNG	BCN / 3	Road Railer Unit	CEMENT / GG			

CGS Comments			
CGS Name	DEVESH	Mobile No.	8130797533
CGS Remarks Date/ Time	15/09/2022 13:12		

#	Customer's Claim	Waiver Reason Group	CGS Acceptance	CGS Remarks
1	NATURAL CALAMITY	ACT_OF_GOD	Partially Agree	it is partially true

Decision Mode

Decision by individual Competent Authorities for each RR
 Decision for all RRs by Competent Authority for highest Demurrage value RR

Most of the basic details like request ID, request date / time, request stage / category etc., as well as the applicant details displayed on the Request details page for DSDNG cases are similar to the other case scenarios described above. However, the RR / Consignment / Detention / Demurrage details section may contain multiples RRs.

3.3.3.2. **Initiation of Proposal for Waiver:** DSDNG cases with multiple RRs can be handled in two ways:

- A. Each RR to be handled by the authority competent to approve waiver based on the demurrage value of the individual RR. In this option all the RRs with same competence level are bundled together.
- B. All the RRs to be handled by a single authority which is competent to approve waiver for the RR which has the highest demurrage value.

As can be seen from the screenshot in para 3.3.3.1, the request details page provides an option to the concerned division to choose one of the two modes described above. This option can be exercised by an official not lower than Junior Scale.

✚ It may be noted that the choice once made cannot be modified. The users shall exercise due caution in choosing the decision mode.

The procedure for initiation of the application for *Option B* is the similar to that for DRR case scenario.

In case *Option A* is selected, the application is broken down into multiple sub-applications depending on the competence levels for each individual RR, and the same is shown on the Request Details Page, as shown below:

CGS Comments						
CGS Name	DEVESH	Mobile No.	8130797533			
CGS Remarks Date/ Time	15/09/2022 13:12					
#	Customer's Claim	Waiver Reason Group	CGS Acceptance	CGS Remarks		
1	NATURAL CALAMITY	ACT_OF_GOD	Partially Agree	it is partially true		
Comp. Authority wise breakup						
#	Competent Authority	Approval Status	Currently Within	Finance Concurrence Required	Concurrence Status	Action
1	AGM	-		Required	Pending	Initiate Proposal for Approval
2	JAG	-		Not required	Not required	Initiate Proposal for Approval
3	Sr.Scale	-		Not required	Not required	Initiate Proposal for Approval
4	Junior Scale	-		Not required	Not required	Initiate Proposal for Approval

The proposal for each of these sub applications pertaining different competence levels has to be initiated separately by clicking on the *Initiate Proposal for Approval* button against the competence level.

The remaining process for dealing with the application is the same as applicable for DRR case scenario.

3.3.3.3. Decision by Competent Authority: The procedure for decision by competent authority for DSDNG cases more or less similar to that for DRR cases, as described in para 3.3.1.3 *ibid*. In case of DSDNG cases, the competent authority can however choose to take a common decision for all the RRs, or a different decision for each RR, by choosing a suitable option as shown below:

#	Customer's Claim	Waiver Reason Group	CGS Acceptance	CGS Remarks
1		APPEAL-1	Agree	eafs

[Click Here to view previous notings](#)

Decision by Competent Authority

Competent Authority	PCCM (PHOD/CHOD)	Approval Status	Under Approval
Finance Concurrence Required	Not required	Concurrence Status	Not required

Common Decision for All RRs
 RR wise Decision

Waiver approved for additional (%)	<input type="text"/>
Reason for agreeing for waiver	<input type="text" value="1 selected"/> BEYOND_CNSG_CNTL

Speaking order

#	Speaking order	Action
1		

Common decision for all RRs

Common Decision for All RRs
 RR wise Decision

RR No / Date	Station From / To	Detention Hours	Scheme/ Free Time	Demurrage Accrued (Rs.)	Demurrage Per Wagon (Rs.)	Loading / Unloading	Rake Type/ No. of Wagons	Piecemeal Flag	Commodity/ Traffic Type	Waiver Previously approved (%)	CA for waiver (current request)	Waiver approved for additional (%)	Reason for agreeing for waiver
21100005/ 13/07/2022	KALAMBOLI EXCHANGE YARD / TALOJA PANCHNAND	67	5	30150	10050	LDNG	BCN / 3	Road Railer Unit	BLOOMS / GG	10	PCCM (PHOD/CHOD)	<input type="text" value="10"/>	<input type="text" value="1 selected"/>
21100006/ 23/07/2022	KALAMBOLI EXCHANGE YARD / TALOJA PANCHNAND	68	5	30600	10200	LDNG	BCN / 3	Road Railer Unit	INGOTS / GG	15	PCCM (PHOD/CHOD)	<input type="text" value="10"/>	<input type="text" value="1 selected"/>
21100013/ 10/07/2022	KALAMBOLI EXCHANGE YARD / TALOJA PANCHNAND	0	5	13000	13000	LDNG	BCN / 1	Port	CEMENT / GG	20	PCCM (PHOD/CHOD)	<input type="text" value="10"/>	<input type="text" value="1 selected"/>
21100014/ 10/07/2022	KALAMBOLI EXCHANGE YARD / TALOJA PANCHNAND	0	5	21000	21000	LDNG	BCN / 1	Port	CEMENT / GG	18	PCCM (PHOD/CHOD)	<input type="text" value="15"/>	<input type="text" value="1 selected"/>

Speaking order

#	Speaking order	Action
1		

RR Wise Decision

The option selected for the original request will be followed for the all subsequent appeals also.

3.3.4. Demurrage against Customer (Debit/Credit Scheme) (DDBCR)

3.3.4.1. **Request Details Page:** A screenshot of the *Request Details* page for *DDBCR* case scenario is shown below:

Request Details (DDBCR)							
Request Category	Request	Request Date / Time	03/08/2022 15:07:39				
Request ID	FBD/BRIJ/DDBCR/R/030822150739	Original Request ID	-				
Zone	Central Railway	Station	MULUND (MLND)				
Division	MUMBAI	Request Type	DDBCR				
Documents Uploaded	No File Uploaded						
Date From	01/05/2022 00:00	Date To	31/05/2022 23:59				
Debit Hours	1226.49	Credit Hours	0				
Demurrage Amount	184050	Waiver Already Made	No				
Percentage Waived Already Reported	0	Amount Waived Already Reported	0				
Payment Already Received Flag	Yes						
Documents Uploaded	No File Uploaded						
Applicant details							
Customer Name	M/S BRIJAL AND CO.	Customer Code	BRIJ				
User ID	BRIJLALSUBHU@GMAIL.COM	Mobile No.	8130797508				
Email ID	BRIJLALSUBHU@GMAIL.COM						
Payment (s) mode through	Manual	Refund through					
RR / Consignment/ Detention/ Demurrage details							
View Wagon Details							
RR No / Date	Station From / To	Detention Hours	Scheme/ Free Time	Loading / Unloading	Rake Type/ No. of Wagons	Piecemeal Flag	Commodity/ Traffic Type
211000001/03/05/2022	MULUND / TISCO SIDING, KALAMBOLI EXCHANGE YARD		9	LDNG	BOXN / 5	Road Railer Unit	INGOTS / GG
211000009/13/05/2022	MULUND / KALAMBOLI EXCHANGE YARD		5	LDNG	BCN / 3	Port	CEMENT / GG
211000017/12/05/2022	MULUND / KALAMBOLI EXCHANGE YARD		5	LDNG	BCN / 3	Road Railer Unit	INGOTS / GG
211000010/05/05/2022	MULUND / KALAMBOLI EXCHANGE YARD		5	LDNG	BCN / 3	Port	CEMENT / GG
211000011/05/05/2022	MULUND / KALAMBOLI EXCHANGE YARD		5	LDNG	BCN / 3	Port	CEMENT / GG
211000002/24/05/2022	MULUND / ADANI AGRO LOGISTICS LTD		5	LDNG	BCN / 5	Road Railer Unit	SLATE STONE / GG
CGS Comments							
CGS Name	DEVESH	Mobile No.	8130797533				
CGS Remarks Date/ Time	03/08/2022 15:11						
#	Customer's Claim	Waiver Reason Group	CGS Acceptance	CGS Remarks			
1	DOOR OPENING PROBLEM	BEYOND_CNSG_CNTL	Partially Agree	yhtdy			
2	PLANT BREAKDOWN	BEYOND_CNSG_CNTL	Agree	frgdsf			
CA for waiver (current application)				JAG			
<input type="button" value="Initiate Proposal for Approval"/> <input type="button" value="Home"/>							

As can be seen, most of the basic details like request ID, request date / time, request stage / category etc., as well as the applicant details

displayed on the Request details page for DDBCR cases are similar to the other case scenarios described above. The date range for which this request is applicable is also displayed on the page. Generally, there will be multiple RRs involved in the request. However, the request will be handled by a single authority only.

- 3.3.4.2. **Initiation of Proposal for Waiver:** The procedure for initiation of proposal for DDBCR cases is the same as for DRR cases, as described in para 3.3.1.2 *ibid*.
- 3.3.4.3. **Decision by Competent Authority:** The procedure for decision by competent authority for DDBCR cases is the same as for DRR cases, as described in para 3.3.1.3 *ibid*.
- 3.4. **Proposals Finalized (Letters Pending):** After a decision has been taken on a waiver request, a letter is to be generated by the concerned division for communication of the decision to the customer.

In addition, if the payment has been made by the customer through any mode other than Online mode, the refund cannot be made automatically to the customer's account, and the concerned divisional unit (Commercial / Operating department, as applicable) will have to generate a digital pay order through IREPS system for refund of the waived amount.

All the cases for which the decision has been taken, and any one of the letters mentioned above is pending are shown in the *Proposal Finalized (Letters Pending)* folder. Clicking on this link in the demurrage / wharfage tab brings up the following interface:

Proposal Finalized (Letters Pending)

Organization	Indian Railway	Zone	IREPS-TESTING
Department	Commercial	Unit	EPS-DIVN-COMMERCIAL
Location (Station Code)		Approving Authority	
Type	All	Customer	

[Proceed](#)

#	Request Id / Date	CA for waiver	Type	Category	Customer	Approved By	Actions
1	FBD/BRIJ/DSDNG/R/050822100046 05/08/2022 10:00	AGM	DSDNG	Request	M/S BRIJAL AND CO.	AGM [NAVEEN KISHORE]	
2	FBD/BRIJ/DRR/R/260822101237 26/08/2022 10:12	JAG	DRR	Request	M/S BRIJAL AND CO.	DRM [NAKUL BHARDWAJ]	

The process for issue of letter for communicating the decision of the competent authority to the firm can be initiated by clicking on icon.

If a pay order is required to be generated, the process for generating the same can be initiated by clicking on icon

3.4.1. **Generation of Reply to Waiver Application:** Clicking on icon brings up the following interface:

भारत सरकार
GOVERNMENT OF INDIA



सत्यमेव जयते

रेल मंत्रालय
MINISTRY OF RAILWAYS

Central Railway

Demurrage Waival Letter

M/S BRIJLAL AND CO.
Customer Address goes here

Sub: Waiver of Demurrage Charges
Ref: Request ID No. FBD/BRIJ/DRR/R/260822101237 dated 26/08/2022 10:12:37 (Original Request)

Dear Sir/ Madam,

Your request for waiver of demurrage charges has been considered by the competent authority. The decision of the competent authority, and the demurrage charges to be remitted are as under:

Divisional Office
Commercial Branch

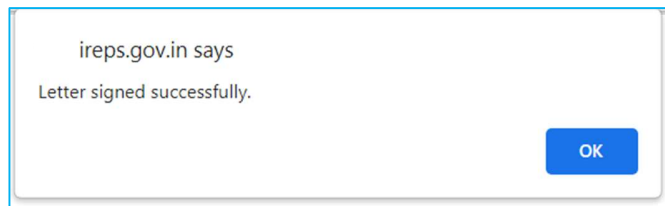
Dated: 18/09/2022


Demurrage Amount	Waiver Approved Previously (%)	Waiver approved - Current Request (%)	Gross Waiver (%)	Total Amount Waived (Rs.)	Past Refund (Rs.)	Additional Refund Amount (Rs.)
22200	0	40	40	8880	0	8880


Digitally Signed by
KISHAN RAJ
Sr.DCM/I/EPS

Sign & Generate PDF


The contents of the letter to be sent to the firm letter is generated automatically by the system in standard format, with all the relevant details. Digitally signed PDF letter can be generated by clicking on *Sign & Generate PDF* button on the page. Clicking on this button brings up the signer window, and once the signing process is completed successfully, a message to this effect is displayed on the system.




The PDF so generated can be viewed by clicking on the same icon  which was used to generate the letter.

भारत सरकार GOVERNMENT OF INDIA	 सत्यमेव जयते	रेल मंत्रालय MINISTRY OF RAILWAYS				
Central Railway Reply to Waiver Request						
M/S GURU CLEARING AGENCY Customer Address goes here		Divisional Office Commercial Branch Dated: 23/09/2022				
Sub: Waiver of Demurrage Charges Ref: Request ID No. <u>FBD/GURU/DRR/R/210922143531</u> dated <u>21/09/2022 14:35:31</u> (Original Request)						
Dear Sir/ Madam, Your request for waiver of demurrage charges has been considered by the competent authority. The decision of the competent authority, and the demurrage charges to be remitted are as under:						
Demurrage Amount	Waiver Approved Previously (%)	Waiver approved - Current Request (%)	Gross Waiver (%)	Total Amount Waived (Rs.)	Past Refund (Rs.)	Additional Refund Amount (Rs.)
6000	0	30	30	1800	0	1800
			Signature Not Verified Digitally signed by IREPS Trial 2022 Sign Date: 2022.09.23 10:57:29 Reason: Sign Waiver Letter Location: Digitally Signed by KISHAN RAJ Sr.DCM//EPS			

- ✚ If another letter (viz. Pay order) is pending for signing for this case, this case will still be visible in the Proposal Finalized (Letter Pending) folder. However, if no other letter is pending, this case will be visible in **Closed Requests** folder, which is described in subsequent paras.

3.4.2. **Generation of Digital Pay Order:** For cases where refund is to be made through digital pay order,  icon shall be available against the request letter, and clicking on this icon will bring up the following interface shown

below. As can be seen, the pay order is generated automatically by the system in standard format, with all the relevant details.

भारत सरकार GOVERNMENT OF INDIA	 सत्यमेव जयते	रेल मंत्रालय MINISTRY OF RAILWAYS				
Central Railway Pay Order						
		Divisional Office Commercial Branch				
Select IPAS Accounting Unit -----Select-----		Dated: 18/09/2022				
Sub: Waiver of Demurrage Charges Ref: Request ID No. FBD/BRUJ/DRR/R/260822101237 dated 26/08/2022 10:12:37 (Original Request)						
Pay to M/S BRIJLAL AND CO. an amount of Rs. 8880 on account of refund of waiver of Demurrage as per details below-						
Demurrage Amount	Waiver Approved Previously (%)	Waiver approved - Current Request (%)	Gross Waiver (%)	Total Amount Waived (Rs.)	Past Refund (Rs.)	Additional Refund Amount (Rs.)
22200	0	40	40	8880	0	8880
Bank Details of the Firm						
Bank Name	CANARA BANK	Bank A/c No.	91462180006600			
IFSC Code	SYNB0009146	Bank Address	AKBAR BHAVAN			
						Digitally Signed by KISHAN RAJ Sr.DCM/I/EPS
<input type="button" value="Save"/>						

The user has to select the IPAS accounting unit from the dropdown list, as shown above.

- ✚ The process of linking of IPAS accounting unit of associate finance has to be finished before taking up the above-mentioned activity. IPAS accounting unit can be linked by the department admin through the *Link IPAS Accounting Unit* link available in *Admin* tab.

After selecting the IPAS accounting unit, the user has to save the data, by clicking on the Save button at the bottom of the page. Once the data is saved, Sign & Generate PDF button will become available, as shown below.


Bank Details of the Firm			
Bank Name	CANARA BANK	Bank A/c No.	91462180006600
IFSC Code	SYNB0009146	Bank Address	AKBAR BHAVAN

Digitally Signed by
KISHAN RAJ
Sr.DCM//EPS

Clicking on this button brings up the signer window, and once the signing process is completed successfully, a message to this effect is displayed on the system.

The PDF so generated can be viewed by clicking on the same icon  which was used to generate the system.

Please Proceed to Next Page

भारत सरकार GOVERNMENT OF INDIA	 सत्यमेव जयते	रेल मंत्रालय MINISTRY OF RAILWAYS				
Central Railway						
Pay Order						
No. 158 IPAS Accounting Unit- 9901-EPS HQ IREPS TESTING (9901)		Divisional Office Commercial Branch Dated: 18/09/2022				
Sub: Waiver of Demurrage Charges Ref: Request ID No. <u>FBD/BRIJ/DRR/R/260822101237</u> dated 26/08/2022 10:12:37 (Original Request)						
Pay to M/S BRIJLAL AND CO. an amount of Rs. 8880 on account of refund of waiver of Demurrage as per details below-						
Demurrage Amount	Waiver Approved Previously (%)	Waiver approved - Current Request (%)	Gross Waiver (%)	Total Amount Waived (Rs.)	Past Refund (Rs.)	Additional Refund Amount (Rs.)
22200	0	40	40	8880	0	8880
Bank Details of the Firm						
Bank Name	CANARA BANK	Bank A/c No.	91462180006600			
IFSC Code	SYNB0009146	Bank Address	AKBAR BHAVAN			
Signature Not Verified Digitally signed by IREPS User of 2022 Digitally signed by IREPS User of 2022 Reason: Sign Waiver S. D. C. M. EPS						

In case of private sidings, where the account is done on monthly basis, and the request will be dealt with by multiple approving authorities, multiple pay orders will have to be generated. In such cases the letter for communicating the decision on the request will be signed after all the pay orders have been signed.

- 3.5. **Closed Requests:** The waiver requests for which final decision has been taken by the competent authority, and all the letters that are required to be issued have been issued appear in this folder. Clicking on this link brings up the following interface.

Closed Requests

Organization	Indian Railway	Zone	All Zones
Department	Commercial	Unit -1	All Units
Location (Station Code)		Approving Authority	
Type	All	Customer	

[Proceed](#)

#	Zone	Division	Request Id / Date / Type	Category	Customer	Approval Details			Action
						CA for waiver	Approved By	Approved On	
1	CR	MUMBAI	FBD/BRU/DRR/R/260822101237 26/08/2022 10:12:37 / DRR	Request	M/S BRIJLAL AND CO.	JAG	NAKUL BHARDWAJ	18/09/2022 13:09	
2	CR	MUMBAI	FBD/BRU/WRR/A2/220922165049 22/09/2022 16:50:49 / WRR	Appeal	M/S BRIJLAL AND CO.	DRM	NAKUL BHARDWAJ	23/09/2022 10:58	
3	CR	MUMBAI	FBD/BRU/DRR/A2/220922165016 22/09/2022 16:50:16 / DRR	Appeal	M/S BRIJLAL AND CO.	JAG	KISHAN RAJ	23/09/2022 10:56	
4	CR	MUMBAI	FBD/BRU/DSDNG/A2/210922161434 21/09/2022 16:14:34 / DSDNG	Appeal	M/S BRIJLAL AND CO.	JAG	KISHAN RAJ	22/09/2022 15:53	
						PCCM (PHOD/CHOD)	RAM KUMAR JAIN	22/09/2022 16:01	
						DRM	NAKUL BHARDWAJ	22/09/2022 15:59	
						GM	HARI SHANKAR SHARMA	22/09/2022 16:04	

The request details, as well as all the letters issued for pay orders, or for communicating final decision against waiver request can be viewed through this interface.

4. Disclaimer

- 4.1. IREPS software is being upgraded continuously and the Pages/ Forms shown or referred to in this manual may be subject to changes. Users are advised to keep themselves abreast with the latest changes, and by taking note of the messages sent by the IREPS administrator from time to time.

Though every care has been taken to describe the features/ process of the application accurately, some errors may have crept in inadvertently. In case of any doubt/ discrepancy please contact helpdesk.

--- End of Document ---