



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India
Rail Nilayam, Secunderabad-500025 (Telangana)

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The Director (Freight Marketing)
Railway Board
New Delhi

Sub: Provision of e-TPWB (Electronic Transmission of Parcel Way Bill) facility in PMS similar to e-TRR in FOIS-TMS.

The present system of effecting delivery of parcels/luggage at the destination involves surrendering of original Parcel Way Bill (PWB)/Luggage ticket (LT). The consignor is responsible for sending the original PWB/LT to the consignee at the destination either through courier or through other modes. Upon receipt from the consignor, the consignee surrenders the original PWB/LT at the parcel delivery counter at the destination for delivery of the consignment.

However, with the present Covid-19 conditions and limitations in transport modes; the transit of the original PWB/LT to the destination is getting delayed, resulting in hefty wharfage charges, Indemnity Bond deliveries, submission of perishable deposit etc. by the consignee. Further, non-availability of original PWB/LT is leading to accumulation of unclaimed parcels/luggage at the parcel offices, Lost Property Offices, Customer inconveniences, chances of platform/ shed theft and pilferages.

In this background, there is a demand from the parcel customers for introduction of e-TPWB (Electronic Transmission of Parcel Way Bill) facility, which is already in practice in other transportation modes. Hence, a provision of e-TPWB facility may be made in the Parcel Management system (PMS) for the facilitation of Parcel customers.

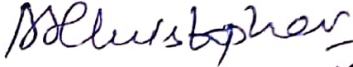
The following procedure is envisaged for effecting delivery through e-TPWB mode:

1. At the time of booking, the customer may choose to avail the new e-TPWB facility or existing manual PWB facility. If the customer chooses for e-TPWB facility, an Electronic-Parcel Way Bill (e-PWB) shall be sent to the registered mobile phone of the customer.
2. If the customer chooses for e-TPWB, he may opt for registering only the phone number of consignor, as delivery of the consignment in some cases is taken by the consignor himself at the destination. Otherwise, he may share the OTP received on his phone to any his representative at the destination for effecting delivery of the consignment.
3. Alternately, the customer may opt for registering the phone numbers of both the consignor as well as the consignee, so that OTP generated at the time of delivery can be sent to either the consignor or the consignee's phone number, as requested by the consignee.
4. The sole responsibility of preserving the OTP shall lie with the consignor/consignee.
5. These phone numbers shall be recorded on the forwarding note at the time of booking, which shall be entered in the PMS by the Parcel booking clerk at the time of booking.

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6. At the destination station, when the consignee approaches the Parcel office for delivery, he shall have to show the e-PWB received on his mobile phone to the Parcel delivery clerk. The Parcel delivery clerk shall then enter the PRR/PWB number along with the registered phone number in PMS for generation of One Time Password (OTP).
7. The consignee shall repeat the OTP to the delivery clerk, who shall enter the same in PMS for validation of the transaction. A provision to this effect should be made in PMS Delivery module.
8. On entering the OTP in the Delivery module of PMS, the Delivery receipt (Gate pass) should automatically be printed by Parcel Management System for completion of the transaction.

This has the approval of PCCM.


(Dr B.S.Christopher) 12/18/2020
Chief Commercial Manager (FS)