

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.TC-I/2022/201/efile/WaiverModule(3385529)

New Delhi, dt.03.02.2023

Pr. Chief Commercial Manager
All Zonal Railways

Sub: Demurrage/Wharfage- Waiver and refund

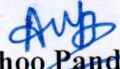
Ref: (i)Board's letter No.TC-I/2022/201/efile/2(3394909) dt.13.10.2022
(ii)Board(AM/T)'s letter No.TC-I/2022/201/efile/2(3394909) dt.04.01.2023
(iii)Board's letter No.TC-I/2022/201/efile/WaiverModule dt.01.02.2023

Please refer to Board's letters under reference regarding refund of Demurrage/Wharfage.

It is learnt that in many cases of refunds, Pay Orders are being forwarded to Divisions instead of Traffic Accounts office. Therefore, Zonal Railways are advised that Pay Order should be prepared correctly and forwarded to Traffic Accounts office.

This issues in consultation with Accounts directorate of Railway Board.

DA: *as above*


(Anshoo Pandey)
Director, Traffic Commercial(Rates)
Railway Board

Copy to:

- PFA, All Zonal Railways
- CAO(FOIS)/CRIS

Copy for information to:

PED/Accounts, Railway Board

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.TC-I/2022/201/cfile/2(3394909)

New Delhi, dt. 13.10.2022

CAO/FOIS
Camp: CRIS
Chanakyapuri
New Delhi-21

Sub: Refund of Demurrage/Wharfage Charge
Ref: Board's letter No.TC-I/2022/201/cfile/2(3394909) dt.21.09.2022

CRIS/FOIS has sought clarification regarding refund of Demurrage/Wharfage Charge. The matter has been examined and following guidelines are issued in consultation with Finance and Accounts directorates of Railway Board-

i. In case of collection through Online mode:

In case payment of Demurrage/Wharfage amount has been made through online mode (Electronic Payment System/Online Payment System), the refund shall be made through FBD portal directly, into the account through which payment has been received. In case of refund through FBD portal, it needs to be ensured that the refund being done by the system automatically must be reported in station balance sheet maintained in FOIS/manually. Besides, all such case of refund should be reported to Traffic Accounts office along with documents for post check.

CRIS has informed that the functionality for refund through e-payment is under development in consultation with SBI. Till such time electronic refund through e-payment is made functional; the refund shall be processed through IRePS. In that case, after approval of competent authority partial/full refund will be processed through IRePS and IPAS. The digitally signed Pay Order shall be processed for refund through system integration between IRePS and IPAS. These refunds should be reflected in the Traffic book. Such kind of refund shall be processed through Traffic Accounts office. This procedure will be followed till functionality for refund through e-payment is developed.

(ii) In case of collection through conventional mode:

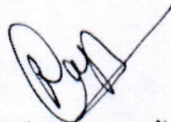
The collection of Demurrage/Wharfage through these modes should be discouraged. However, in case payment of Demurrage/Wharfage amount has been made through conventional mode (viz.DD/Cheque/cash), all refund cases shall be processed in Traffic Accounts office. The cheque or DD number shall be provided along with the application for waiver on IRePS to see if encashment in favour of Railways has been made before the payment of refund is made. Refund shall be through IRePS and IPAS. The refund should be reflected in traffic book The necessary documents

may be uploaded in IRePS initially till the process of refund is completed.

- ii. e-documents of accrual, accountal, waiver of Demurrage/Wharfage etc. should be available in the Traffic Accounts office and PCCM office for the period mentioned in the codal provision.



(Ajay Bartwal)
Joint Director
Finance (CCA)
Railway Board



(Rajat Agarwal)
Joint Director Finance
(Commercial)
Railway Board



(Anshoo Pandey)
Director, Traffic
Commercial(Rates)
Railway Board

Copy to:

PCCM, PCOM, PFA; All Zonal Railways
GM(FOIS)/CRIS



Jaya Varma Sinha
Additional Member (Traffic)

No.TC-I/2022/201/efile/2(3394909)

New Delhi, dt.04.01.2023

General Manager
All Zonal Railways

MD/KRCL

MD/DFCCIL

Sub: Waiver of Demurrage Wharfage

Ref: (i) Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 and its
corrigendum No.32 dt.13.09.2022

(ii) Board's letter No.TC-I/2022/201/efile/2(3394909) dt.14.12.2022 &
dt.28.12.2022

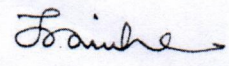
Please refer to Board's letters dated 14.12.2022 and dt.28.12.2022 under reference (ii) vide which Board has desired that the pendency of all waiver cases of Demurrage and Wharfage should be cleared expeditiously. Time lag between preferring application for waiver and disposal thereof should be monitored at the Apex level. Further, waiver if granted should also be monitored for refund through online mode.

CRIS/FOIS has furnished latest details of pending waiver cases as per annexure and informed that the facility is available in the system for viewing the details of waiver cases in FOIS Application (TMS Zonal Queries – Online Payment Database – DC Waiver Dashboard) and status of waiver cases pending for disposal in IREPS.

The prolong delay in disposal of waiver cases defeats the very purpose of computerization of freight operation including Online Waiver Module.

Board desires that appropriate action may be taken in this regard.

DA: *as above*


(Jaya Varma Sinha)

I/3060130/2023



भारत सरकार Government of India
रेल मंत्रालय Ministry of Railways
रेलवे बोर्ड (Railway Board)



No.TC-I/2022/201/e file /waiver module

New Delhi, dated : .01.2023

PFAs

All Zonal Railways

Sub: Refund of Demurrage / Wharfage Charges

Attention is invited to Board's letter no. TC-I /2022/201/e file/2 (3394909) dated 13.10.2022 regarding refund of Demurrage/Wharfage Charges (copy enclosed). As per these instructions, refund is to be processed through Traffic Accounts Office.

It is therefore requested that such refund vouchers should be processed on priority as per the laid down instructions.

DA: As above

Signed by Ajay Bartwal

Date: 01-02-2023 17:02:18

Reason: Approved

(Ajay Bartwal)
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