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

No.TC-I/2025/201/efile/5 (3491463) New Delhi, dt.23.02.2026

General Manager
All Zonal Railways

Sub: Guidelines regarding Waiver/Write off of Demurrage/Wharfage
Ref: Corrigendum No.58 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 dt.18.06.2025

Please refer to Board's circular under reference stipulating guidelines regarding waiver/write off of Demurrage/Wharfage.

The matter has been reviewed and it has been decided (i) to change the Schedule of Power(SOP) for waiver and (ii) to modify the circumstances for considering application/appeal. Accordingly, in supersession of guidelines under reference, the revised guidelines are given below:

1.0 **Power of officers to waive Demurrage or Wharfage charge**

	Designation of officer	Maximum amount of Demurrage per wagons, which can be considered by an officer	Maximum amount of Wharfage per consignment, which can be considered by an officer
1	AGM	Full Powers	Full Powers
2	PCCM	₹1,00,000/-	₹1,00,000/-
3	HOD(CCM/FM or CCM/FS)	₹50,000/-	₹50,000/-
4	DRM	₹25,000/-	₹25,000/-
5	CTM/Sr.DCM/DCM working as Branch Officer	₹10,000/-	₹10,000/-
6	DCM/DTM/Area Officer in senior scale	₹600/-	₹1200/-
7	ACM/ATM/Area Officer in junior scale	₹300/-	₹300/-

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

the highest amount of Wharfage accrued per wagon of that rake.

1.2 Where Demurrage cases are being handled by Officers of Operating Department, PCCM/Sr.DCM etc. will mean PCOM/Sr.DOM etc.

1.3 The cases for waiver should not be dealt by an officer below the level of an officer competent to deal with the case as per the schedule of powers given in the above table. For instance, PCCM will not deal with cases where AGM is the competent authority. Since waiver of Demurrage/Wharfage is a discretionary power, PCCM should not recommend percentage of waiver. Instead, he will put up facts of the case to the Competent Authority and give his remarks on the customer's application/appeal.

1.4 Prior Finance concurrence will be required for waiver of Demurrage/Wharfage charges above Rs.25,000/- per wagon/per consignment. Cases submitted to AGM should be routed through the Coordinating HOD of the Commercial Department and PFA of the Zonal Railways, irrespective of the amount involved.

2.0 **Waiver**

2.1 Due care should be taken in preparation of the Demurrage/Wharfage bills at first instance to obviate recasting of bills subsequently on representation by the customer or otherwise.

2.2 In case the consignor/consignee feels that Demurrage/Wharfage was due to reasons beyond his control, he could apply for waiver (on FBD Portal) giving all relevant details with documentary evidence wherever necessary.

2.3 First application for waiver of Demurrage/Wharfage should be submitted to the Station Manager/Goods Supervisor within 10(ten) days from the date upto which these charges had accrued.

2.4 In case of Wharfage, the consignor/consignee should deposit the amount of Wharfage charges and submit the original proof of such payment alongwith his application while preferring for waiver. Pre-payment of wharfage will be ensured before delivery of the consignment.

2.5 The concerned Station Manager/Chief Goods Supervisor will forward the application of waiver of Demurrage/Wharfage to the Divisional Officer together with the factual position and remarks within 3(three) days of the receipt of application.

2.6 In case of large sidings, like those of power houses, steel plants etc., the time limit for preferring the first application for waiver of Demurrage Charge will be the next month, implying that application for waiver of Demurrage Charges accrued in one month should be submitted latest within the following month.

2.7 Application for waiver will be considered only when preferred within the stipulated time period. In case of Demurrage, the consignor/consignee should deposit the amount of Demurrage charges and submit the original proof of such payment along with his application while preferring application for waiver.

2.8 The circumstances which lead to accrual of Demurrage/Wharfage charges can be broadly grouped in three categories as under:

(i) Reasons within the control of the consignor/consignee.
(ii) Reasons beyond the control of consignor/consignee like restriction imposed by local administration/state government, local festivals, labour strike, transportation strike, general *bandhs*, agitations, riots, curfew, fire, explosion, heavy rains or other abnormal/unforeseen circumstances;
(iii) Act of God, Act of War and Act of public enemies.

2.9 There may be no waiver of demurrage and wharfage for cases where reasons for accrual of demurrage/wharfage are within the control of consignor/consignee. Application(s) for waiver may be considered only in case where (a) the reasons for accrual have been beyond the control of consignor/consignee like restriction imposed by local administration/state government, local festivals, labour strike, transportation strike, general *bandhs*, agitations, riots, curfew, fire, explosion, heavy rains or other abnormal/unforeseen circumstances; and (b) demurrage/wharfage have been accrued on account of Act of God, Act of War, and Act of Public Enemies.

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

2.11 Application for waiver of Demurrage and Wharfage shall be entertained only for the cases where circumstances fall within conditions given in Para 2.8 i.e. those which are not within the control of consignor and consignee and on account of Act of God, Act of war and Act of Public enemies. Recording of reasons of waiver in the form of a reasoned speaking order shall be compulsory for all cases of waiver, irrespective of the quantum of waiver.

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

3.0 **Appeal against orders of Waiver**

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

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

3.3 A maximum of only two appeals can be made against the decision of the lower authorities.

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

3.5 AGM will be the final authority for consideration of application/appeal for waiver. No appeal will be entertained against the decision of AGM.

4.0 Processing of applications for waiver of demurrage and wharfage charges shall be done electronically. Demurrage and Wharfage collection and decision on waiver may be done in a time-bound manner. Each competent authority, as per the Schedule of Power, shall be required to decide on the request for waiver within a fixed time, and any failure to adhere to the time-lines shall be flagged by the system to the next higher authority.

5.0 **Refund**

5.1 No direct refund of Demurrage/Wharfage charge should be made unless proper procedure for waiver as laid in this letter have been followed. While granting refund of Wharfage or Demurrage Charges, due cognizance should be taken on the quantum of waiver already allowed in each case.

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

5.3 Refund of Demurrage/Wharfage Charge should be made expeditiously through conventional mode or online mode/E-payment system, as the case may be.

6.0 If it is felt that the rules for accrual/waiver of Demurrage/Wharfage Charge need review, the same should be recommended by the GM to Board's office with the observations of the associate Finance.

7.0 **Waiver of Stacking Charge**

Extant rules for waiver of Wharfage charge will continue to apply in the case of waiver of stacking charge.

8.0 **Waiver of Stabling Charge**

Stabling Charge leviable on privately owned wagons or wagons procured under Own Your Wagon Scheme (Category 'C') should not be waived except to the extent of Force Majeure Conditions - *viz.* Act of God, Act of war or Act of public enemies.

9.0 **Write off of Demurrage/Wharfage/Stacking Charge**

The extant power of waiver of Demurrage/Wharfage charge as per Para 1.0 is also applicable in case of write off of Demurrage/Wharfage/Stacking charges. However, the write off should be done in exceptional cases and in extremely extenuating circumstances where chances of recovery are remote due to the fact that the defaulting party is not traceable, or has wound up his business, or has become insolvent, etc.

10.0 **Delegation of power for waiver of Demurrage and Wharfage to DFCCIL**

Till Indian Railways is the sole operator on DFCCIL network; the extant guidelines regarding waiver of Demurrage and Wharfage will also be applicable to DFCCIL. The power for waiver/write off of Demurrage and Wharfage shall be exercised by the same level of DFCCIL officers, duly keeping in view the extant guidelines.

These guidelines will be implemented with immediate effect.

This issues with the approval of Competent Authority with Finance concurrence.

(अतुल कुमार)
संयुक्त निदेशक (दर) -I
रेलवे बोर्ड

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Copy to:

1. **Pr. Financial Adviser**, all Zonal Railways
2. **Dy.C&AG(Rlys)**, Rail Bhavan, New Delhi

कृते सदस्य (वि/स), रेलवे बोर्ड

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Copy to:

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4. **MD/KRCL, MD/DFCCIL**

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