



**GOVERNMENT OF INDIA**

**MINISTRY OF RAILWAYS (RAILWAY BOARD)**

**INDIAN RAILWAY COMMERCIAL MANUAL**  
**VOLUME II**

**CHAPTERS RELATING TO GOODS TRAFFIC AND MISCELLANEOUS SUBJECTS**

**THIRD EDITION**

**GOVERNMENT OF INDIA PRESS**

**1991**

**PREFACE**

This Volume of Indian Railway Commercial Manual Comprises of rules and instructions relating to goods traffic and other miscellaneous matters pertaining to the Commercial active ties of the railways. It is based on the provisions contained in the various Railway codes and rules and orders issued by the Railway Board from time to time. Shri Arun Kumar Khanna, Commercial Inspector (Marketing), Railway Board, Shri R.S. Yadav, Commercial Inspector, Zonal Training School, Chanduasi and Shri Om Parkash Khurana Commercial Inspector (Marketing), Railway Board have rendered valuable assistance in updating the provisions in the Manual.

2. It is expected that with the issue of this Commercial Manual, Commercial procedures on all Indian Railways will be set to a uniform pattern, thereby facilitating dealings with the trading community.

3. The provisions of this Manual do not supersede, alter or substitute the rules and instructions contained in the statutory publications like Acts, Codes, Conference Rules, Tariffs, etc.

Errors, discrepancies and omissions, if any, noticed in this edition should be brought to the notice of the Railway Board.

Rail Bhavan,  
New Delhi  
Commercial (Marketing),  
October 16, 1991

S.K. MALIK,  
Director,  
  
Railway Board

## **CONTENTS**

### **CHAPTER XIV**

#### **Booking of Goods Traffic**

Forms of forwarding notes, 1401. Execution of forwarding notes, 1402. Filling in by senders and examination and preservation of forwarding notes by railway staff, 1403. Filling in of forwarding notes for mixed consignments, 1404. Priority/Wagon demand registers, 1405. Priority register for 'Smalls', 1406. Rules for registration of indents and allotment of wagons, etc., 1407. Money receipts for wagon registration fee, 1408. Refund of wagon registration fee, 1409. Register of wagon registration fee collected, refunded etc., 1410. Lump sum deposits, 1411. Election of railway risk rate where an alternative owner's risk rate is quoted, 1412. Routing of traffic, 1418. Disposal of forwarding notes, 1414. Examination of goods with regard to commodity, 1415. Mis-declaration of goods, 1416. Surprise checks to detect mis-declaration, 1417. Examination of packing, etc. of goods, 1413. Marking of goods, 1419. Marking by consignors, 1420. Marking by the railway staff, 1421. Weighment of outward goods, 1422◆1425. Stations unable to weigh consignments due to weighing machine being out of order, 1426-1427. Weight for charge for timber and other commodities in the absence of weighment facilities, 1428. Car and use of weighbridges, 1429-1430. Testing of weighbridges by Weighbridge Inspector, 1431. Care, adjustment and repair of weighing-machines, 1432◆1434. Testing of weighbridge and weighing-machines, 1435-1436. Surprise checks for detection of under-weighments, 1437. Rating of goods, 1438. Different forms of invoices for 'To-pay/Paid', local and through traffic, 1439. Custody and issue of invoice books, 1440. Numbering of invoices, 1441. Preparation of invoices, 1442-1448. Collection and account of freight, etc. charges 1449-1450. Grant of receipt foil of invoice to consignors, 1451. Submission of Accounts foils of invoices to Traffic Accounts Office, 1452-1453. Submission of invoice foils to destination station, 1454. Transit invoices to accompany the consignment, 1455. Goods received without transit invoice, 1456. Cancellation of invoices 1457. Issue of duplicate invoices' railway receipts, forbidden, 1458. Through goods forwarded by other than the invoiced route, 1459. Copies of invoices, 1460. Alteration of entries in station books and records, 1461. Conveyance of explosives and other dangerous goods, 1462. Booking of contraband and offensive goods, 1463-1464. Booking of restricted goods, 1465. Booking of valuable articles, 1466. Booking of live-stock, 1467. Booking of fodder or forage to famine-stricken areas, 1468-1469. Booking of metal scrap, 1470. Booking of consignments on the authority of kit pass, 1471. Quick Transit Service, 1472-1473. Refund of Quick Transit Service charges, 1474. Container services, 1475◆1477. Freight Forwarder Scheme, 1478.

### **CHAPTER XV**

#### **Loading of Goods**

Securing of traffic in train loads and in wagon loads, 1501. Turn-round of stock, 1502. Loading and unloading of goods at places other than goods sheds, 1503. Placement and release memo, 1504. Placing wagons in position for loading, 1505. Selection of wagons for loading of goods, 1506. Precautions to be taken when loading a wagon, 1507. Other precautions to be observed while loading in wagons, 1508. Precautions to be taken when loading no a-water-tight covered wagons, 1509. Booking of consignments wherever provision of dunnage is required, 1510. Other checks to be exercised when wagons are

loaded by owners, 1511. Tally books for outward goods, 1512-1513. Loading of bulky goods exceeding maximum moving dimensions, 1514. Loading of other bulky articles, 1515. Bulky articles to be securely lashed, 1516. Loading of long articles, 1517. Loading of rails, girders, etc., in open trucks, 1518-1519. Loading of carriages on trucks, 1520. Loading of damageable goods in open wagons, 1521. Open wagons loaded with goods liable to catch fire or goods packed in wooden crates or boxes, 1522. Tarpaulin to be strong and properly secured. 1523. Check lines on consignments of grain seeds, etc., loaded in open wagons, 1524. Loading of explosives and other dangerous goods, 1525. Loading of valuable goods of a damageable or fragile nature, 1526. Loading and unloading of valuable commodities, 1527. Loading and unloading of live-stock, 1528. Loading and unloading of goods in assisted or private sidings, 1529. Loading or unloading of goods by means of cranes, 1530-1531. Statement showing the use of the travelling crane 1532. Padlocking of wagons, 1533. Preparation of summaries of consignments loaded, 1534-1535. Paste-on labels, 1536. Wagon labels, 1537-1545. Caution and pictorial labels, 1546-1547. Pictorial labels on wagons containing explosives and other dangerous goods, 1548. Riveting of wagons, 1549-1550. Method of riveting 1551. Responsibility for ensuring riveting of all loaded wagons, 1552. Ellis Patent Locks, 1553-1563. Sealing of wagons, 1564. Wax seals, 1565-1565. Wire lead seals. 1567. Custody of seals, 1568. Examination of seals rivets and check lines, etc., on wagons, 1569. Action to be taken if seals are intact but rivets are missing, 1570. Action to be taken when seals of a wagon are found deficient or defective at the starting station, 1571. Action to be taken at engine-changing stations and marshalling yards, 1572. Action to be taken at intermediate stations, 1573-1575. Action to be taken at terminals or stations at the end of Guards, run 1576-1577. General instructions, 1578. Transshipment at break-of-gauge stations, 1579. Transshipment register, 1580. Transshipment of contents of wagons damaged en route, 1581. Transshipment of P.Q.L. traffic, 1582. Tarpaulins, 1583-1584.

## **CHAPTER XVI**

### **Clearance of Traffic in 'Smalls' and Working of Repacking and Transshipment Sheds**

Traffic in 'Smalls', 1601-1602. Principles governing clearance of traffic in 'Smalls', 1603. Through Sealed Van (T.S.V.), 1604. Two Stations Sealed Van (T.S.S.V.), 1605. Section Sealed Van (S.S.V.), 1606. Junction Sealed Van (J.S.V.), 1607. Section or Collecting Road Van (S.R.V. or C.R.V.) and running of van goods trains, 1608. Minimum weight for preparing a T.S.V., T.S.S.V., J.S.V. or S.S.V., 1609, General instructions for the preparation of Junction Sealed Vans and Section Road Vans, 1610-1613. Nominated loading, 1614-1618. Working of transshipment and repacking sheds, 1619-1631. Miscellaneous instructions 1632-1638.

## **CHAPTER XVII**

### **Unloading and Reweighting of Inward Goods**

Wagon exchange boot, 1701. Placing of inward loaded wagons, 1702. Placement and release memo 1703-1704. Wagon transfer registers, 1705-1708. Post system, 1709. Examination of seals, labels, etc., 1710-1711. Removal of rivets, seals and labels, 1712-1713. Preservation of seals and labels, 1714. Unloading tally books, 1715-1717. Unloading of goods, 1718-1721. Stacking and marking of goods after being unloaded, 1722-1724. Packages found missing from wagons with seals, sheets, or check lines intact, 1725-1726. Packages found missing from wagons with seals, sheets or check lines broken, 1727-1728. Packages found missing from station yards, goods sheds and platforms 1729. Damages or deficiencies, 1730-1731. Damages and deficiency

register 1732-1734. Packages found in excess, 1735. Unbooked, goods, 1736. Reweighment of goods at receiving stations 1737-1740. Discrepancies found on reweighment of goods, 1741-1742. Invoices or labels endorsed for weighment, 1743. Reweighment at the request of owners, 1744-1743. Delayed consignments, 1746-1751. Loss or serious delay in transit of arms, ammunition and explosives booked to or by the Defence Services, 1752. Collection and disposal of grain and other sweepings, 1753.

## **CHAPTER XVIII**

### **Delivery, Rebooting and Diversion of Goods**

Notice of arrival, 1801-1804. Register of notices of arrival, 1805. Advance notices, 1806. Receipt of inward invoices, 1807. Examination of contents of consignments, 1808. Check of inward invoices, 1809-1810. Responsibility of stations for undercharges, 1811-1812. Inward invoice index register, 1813. Accountal of inward invoices, 1814 1816. "Current" and "arrear" undercharges, 1817. Overcharges, 1818. Posting of particulars of receipt of consignments in goods delivery books, 1819. Recovery of railway dues before delivery of goods, 1820. Delivery of goods on production of railway receipt, 1821-1822. Delivery of goods when railway receipt or invoice is not available, 1823. Indent and accountal of stamped indemnity notes, 1824-1826. Discrepancies between railway receipts and invoices, 1827. Delivery of goods when invoice is missing or when invoice shows freight To-Pay and railway receipt Paid or vice versa, 1828. Procedure when the invoice is not to hand, 1829-1833. Signature of person receiving goods, 1834. Defective condition of consignment delivered, 1835-1839. Open delivery of consignments, 1840. Open delivery of imported goods, 1841. Procedure for granting open delivery of goods. 1842. Assessment of damaged goods, 1843-1844. Important considerations in regard to assessment, 1845-1846. Record of qualified deliveries, 1847. Stoppage of delivery of goods, 1848-1841. Delivery of part consignments, 1850-1852. Gate passes, 1853-1856. Register of goods passed out, 1857-1858. Endorsement on railway receipts regarding non-arrival of consignments at destination, 1859. Numbering and filing of the railway receipts, 1860. Wharfage and demurrage charges, 1861. Rectification of errors in invoices, 1862. Invoices issued to wrong destination, or, after despatch of the invoice, goods reconsigned to another station or delivered short of destination, 1863-1864. Invoices issued to correct destination but with wrong description, weight or other particulars, 1865. Invoices issued To-pay instead of Paid and vice versa, 1866. Withdrawal of goods, 1867-1868. Goods invoiced twice to the same destination or the same invoice accounted for more than once, 1869. Overcharge sheet, 1870. Rebooking of goods, 1871-1872. Diversion of goods, 1873. Goods overcarried, 1874. Undelivered, misspent or unbooked goods, 1875. Disposal of perishables held up due to interruption of thro ugh communications, 1876. Disposal of excess off-loaded consignments. 1877. Punitive charge for over loading 1878. Delivery of excess bags found in a wagon at the deatination 1879.

## **CHAPTER XIX**

### **Railway Materials and Stores**

Rules and conditions of carriage of railway materials and stores, 1901 Rates for railway materials and stores by goods trains, 1902. Charges for private and railway sidings, 1903. Booking of railway materials and stores by passenger/parcel trains, 1904. Free carriage of railway materials, stores, publications, etc., 1905. Authority for despatch, 1906. Railway material consignment note, 1907-1908. Use of railway material consignment note, 1909-1911. Acceptance of railway material consignment notes, 1912. Marking, labeling, weighment, etc. of railway materials and stores, 1913. Indenting and supply of wagons for loading railway materials and stores, 1914, Examination of railway materials and

stores tendered for dispatch, 1915. Issue of invoices for railway materials and stores, 1916. Numbering of invoices, 1917. Loading and unloading of railway materials and stores, 1918-1920-Outward Books for railway materials and stores, 1921. Placing of wagons, 1922. Notice of arrival, 1923. Delivery of railway materials and stores, 1924-1926. Wharf age,/ 'demurrage charges, 1927. Preparation and submission of returns to Traffic Accounts Office, 1928. Abstracts of railway materials and stores forwarded (local), 1929. Abstracts of railway materials and stores forwarded (through), 1930. Abstracts of railway materials and stores received (local), 1931 Abstracts of railway materials and stores received (through), 1932-1933. Summaries of railway materials and stores forwarded and received (local and through), 1934. Booking of railway coal, 1935. Demurrage on railway coal wagons, 1936-1938.

## **CHAPTER XX**

### **Initial Books and Returns in connection with Goods Traffic**

Initial books, 2001, Initial returns, 2002-2003. Goods cash book, 2004-2007. Goods outward books, 2008. Goods delivery books, 2009-2012. Abstracts of through goods forwarded to or via non-Government railways, 2013. Abstracts of through goods received from or via non-Government railways, 2014-2016. Summary of goods forwarded to or via non-Government: railways, 2017. Summary of goods received from or via non-Government railways, 2018. Verification of totals of summaries, 2019. Machines prepared abstracts, 2020-2021. Comparison of entries in the goods delivery books with the machine prepared abstracts, 2022-2033. Demurrage and wharfage returns, 2034. Demurrage/wharfage charges foregone, 2035. Demurrage and wharfage charges accrued on goods consignments transferred to lost property office, 2036. Periodical testing of goods accounts, 2037. Testing of goods forwarded paid, 2038. Testing of goods received and "Test balance sheet", 2039-2042. Gut standings in connection with test balances, 2043- 2047. Inventory book, 2048. Linking of inventory, 2049-2052. Goods balance sheet, 2053. Debit entries of a station goods balance sheet, 2054. Credit entries of a station goods balance sheet, 2055. Special Credits, 2056. Closing balance of a station goods balance sheet, 2057. Classification of out-standings, 2058. Transmit mema of returns, 2059. Disposal of inward invoices, 2060. Courier system for submission of returns, 2061. Calendar of returns, 2062.

## **CHAPTER XXI**

### **Claims for Compensation and for Refunds of Overcharges**

Prevention of claims for compensation, 2101. General responsibility of the railway administration, 2102. Liability after termination of transit, 2103. Liability in respect of consignments booked at owner's risk rate, 2104. Liability in respect of consignments booked to sidings, 2105. Adhering to rules and regulations for preventing claims, 2106. Thefts and pilferages, 2107-2108. Handing over of packages and wagons to foe staff of Railway Protection Force at night, 2109. Prevention of loss or damage to consignments at destination stations, 2110. Protection of loaded wagons in yard, 2111. Protection of goods in transit, 2112. Misdespaches and exchanges, 2113-2116. Connecting the unconnected consignments in wagon loads, 2117. Connecting the unconnected packages, 2118. Storage of unconnected packages/consignments, 2119. Transfer of unconnected packages to the lost property office, 2120. Maintenance of files for unconnected packages/consignments, 2121. Register of unconnected packages/wagons, 2122. Statement of unconnected packages/consignments on hand, 2123. Delay in transit, 2124 Prevention of damage by wet, 2125. Prevention of damage by fire, 2126- 2137. Maintenance of fire fighting, appliances, 2138. Rough handling. 2139-2142. Rough handling/shunting weeks, 2143-2144. Prohibition against grant of railway receipts before

the actual receipt of consignments on railway premises, 2145. Forged railway receipts, 2146. Register of undelivered goods, 2147. Entries in books and documents, 2148. Settlement of claims 2149-2153. Missing and damaged goods report, 2154-2156. Claims for refund of overcharges, 2157. Refund of overcharges due to error in rate, classification, or computation of freight at the time of delivery, 2158. Procedure for refund of an overcharge by Station Master, 2159. List of refund of overcharges allowed at the time of delivery, 2160. Refund of overcharges by Chief Commercial Superintendent, 2161-2162. Overcharges due to error in weight 2163-2164. Overcharges due to error in description of goods or routing of traffic, 2165-2166. Overcharges in, connection with amounts twice paid, 2167. Pay Order (Refund), 2168-2169. Pay Orders for compensation claims 2170-2171. Payment on pay orders, 2172. List of pay orders, 2173.

## **CHAPTER XXII**

### **Lost of Property and Unclaimed**

Examination of empty carriages at terminal stations, 2201. Lost, unclaimed and unbooked articles found in carriages or at stations or on the line, 2202. Check and registration of lost property at stations, 2203. Restoration of lost property to owners, 2204-2206. Disposal of lost property remaining undelivered, 2207. Disposal of lost property articles, of insignificant value, 2208. Disposal of arms, ammunition, intoxicating liquors, etc., 2209. Disposal of jeweler, bullion and valuable articles, 2210. Disposal of current coins and currency notes, 2211. Disposal of unbooked perishable articles, 2212. Disposal of unclaimed, unbooked animals and birds, 2213. Articles fallen off from trains, 2214-2215. Transfer of goods, parcels or luggage consignments lying unconnected at stations to the lost property office, 2216. Disposal of unclaimed booked consignments, 2217-2224. Unclaimed railway materials and stores, 2225. Unclaimed consignments of fragile goods, 2226. Unclaimed consignments of jewellery, bullion and other valuable articles, 2227. Receipt of articles in lost property office, 2228- 2230. Accountal of invoices and way-bills, 2231. Disposal of unclaimed goods in the lost property office, 2232. Periodical sale of articles in the lost property office, 2233- 2234. Auction sales, 2235. Removal of auctioned articles, 2236. Sale register, 2237. Statement of consignments sold, 2238. Auction of consignments at stations, 2239. Lost and un claimed articles and unclaimed booked consignments claimed and delivered to owners in the lost property office 2240-2242. Consignments claimed by owners and rebooked from lost property office to outstations. 2243-2246. Remittance of the cash, 2247. Lost property office balance sheet, 2248 2251. Working of the lost property office 2252. Inspection of lost property office, 2253. Lien for freight or any other sum due, 2254 unclaimed consignment, 2255

## **CHAPTER XXIII**

### **Handling of Goods, Parcels, etc.**

Definition, 2301. Arrangements for loading and unloading of goods, 2302. Loading and unloading by railway staff, 2303. Loading and unloading by contractors, 2304- 2306. Labour employed by the contractor, 2307-2310. Responsibility of the contractors for loss or destruction of goods, 2311. Responsibility of the contractor for detention to wagon /goods -2312 Recovery of demurrage charges from contractors, 2313-2314. Accommodation, 2315. Free telegraph service, 2316. Supply of labour in an emergency, 2317. Subletting not allowed, 2318. Goods handling bills, 2319. Return of through goods handled, 2320. Statement of goods not handled by the contractor, 2321. Submission of bills 2322. Parcels and luggage handling bills, 2323. Lump sum bills, 2324-2325.

Transshipment bills, 2326. Goods transferred from one wagon to another, 2327. Time limit for submission of handling bills, 2328. Disallowances by Traffic Accounts Office, 2329. Bills for handling by Station Masters, 2330.

## **CHAPTER XXIV**

### **Traffic Receipts and Remittances**

Station receipts, 2401-2402. Acceptance of small change, 2403. Spurious and foreign coins, 2404. Currency notes, 2405 Defective and foreign currency notes, 4206. Oiled currency note?, 2407. Forged and fraudulently altered notes, 2408. Cheques, 4209-2412. Bank drafts, 2413. Credit notes for individuals ltd firms, 2414. Credit notes for Military Department, 2415. Civil credit notes, 2416. Credit notes for the Posts and Telegraphs Department, 2417. Credit notes for Railway Department 2418. Signing of credit notes, 2419. Correct entry of charges in credit notes, 2420. Use of a single credit note for a number of consignments, 2421. Credit notes to be tendered before dispatch/delivery of consignments, 2422. Full particulars to be given in credit notes, 2423. Register of credit notes, 2424. Utilization of station receipts for departmental expenditure, 2425. Collection of money by authorized persons only, 2426. Accountal of money immediately on receipt, 2427. Station money receipts, 2428. Keeping of private cash in station safe, etc. forbidden, 2429. Misappropriation of cash, 2430. Station remittances, 2431. Security arrangements at, stations, 2432. Responsibility for the safe custody, accountal and remittance of cash, 2433. Collection of cash 2434 2436. Handling and taking over of cash 2437. Remittance of cash, 2438. Remittance of cash to the cash office 2439. Remittance of coaching and goods earnings of different dates under one cash remittance note, 2440, Cash remittance note, 2441. Particulars to be entered in the cash remittance note, 2442. Remittance of coins and currency notes, 2443. Placing of cash and the cash remittance note in cash bags, 2444-2445. Safe custody of sealed cash bags and their deposit in the travelling cash safe, 2446-2450. Travelling cash safe not put in train, 2451. Travelling cash safe getting out of order, 2452-2453. Safe transit of cash, 2454. Sealing of loaded travelling cash safe, 2455. Making and taking over of travelling cash safes, 2456-2457. Opening of branch line travelling cash sales at junction stations. 2458. Unloading and custody of loaded travelling cash sales, 2459. Traffic Cash Witnesses, 2460. Responsibility for travelling cash safes and their contents, 2461. Opeing of the cash safes and shroffing of the cash, 2462-2465. Cash receipts received from cash office, 2466. Return of empty cash bags, 2467 2469. Mis-delivery of empty cash bags, 2470, Supply of extra cash bags, 2471. Remittance of cash into the Treasury or Post Office for Reserve Bank/State Bank of India, 2472-2475. Consolidated Treasury/Post Office Bank receipt, 2476. Opening of station cash safes when keys are lost, 2477-2478. Loss or theft of cash 2479. Prompt conveyance of empty cash safes, 2480. Custody of cash safes, 2481. Surprise checks, 2482.

## **CHAPTER XXV**

### **Sidings**

Definition of assisted /private sidings, 2501. List of sidings, 2502. Siding agreement. 2503. Restrictions in booking over a siding, 2504-25005. Subletting of siding, 2506. Making and taking ever of wagons/vehicles, 2507. Siding vouchers, 2508-2510. Demurrage on wagons/vehicles placed in sidings, 2511. Shunting of wagons/vehicles within the siding, 2512. Procedure for booking and delivery of traffic in the siding, 2513-2515. Freight charges, 2516. Siding charges, 2517-2518. Register of siding charges, 2519. Accountal of siding charges, 2520-2521. Sumps and plot facilities within the station yard, 2522, Public sidings, 2523.

## **CHAPTER XXVI**

### **Out-Grades, City Booking Offices and other Ancillary services**

Out-Agency, 2601. List of Out-Agencies, 2602. Working of Out-Agencies, 2603. Booking of traffic from the Out-Agency, 2604-2606. Booking of traffic to Out-Agencies, 2607. Transfer of consignments from Out-Agency to the serving station, 2608-2609. Transfer of consignments from serving station to Out Agency, 2610-2611. Out-Agency charges, 2612. Collection of wharfage charges, 2613. Accountal of traffic booked to and from Out-Agencies, 2614. Responsibility of the Out-Agents for fare, freight and other charges, 2615. Remittance of cash and vouchers, 2616. Grant of refunds at the Out-Agency, 2617. Submission of returns, tickets, etc. 2618-2619. Abstracts of goods forwarded to Government railways (local/ through), 2620. Summary of goods forwarded to Government railways (local/through), 2621. Abstracts of goods received from Government railways (local/through), 2622. Summary of goods received from Government railways (local/through), 2623. Verification of totals of summaries, 2624. Out-Agency bills, 2625-2629. Out-Agency Division Sheets, 2630. City Booking Offices and City Booking Agencies, 2631-2633. Inspection of Out-Agencies/City Booking Agencies, 2634. Collection services, 2635-2640. Street delivery services, 2641-2647.

## **CHAPTER XXVII**

### **Station Outstanding**

Definition 2701. Origin of cash office disallowances, 2702. Organ of Accounts Office debits, 2703. Time limit for raising debits against stations, 2704. Error sheets, 2705. Advice of internal check, 2706-2707. Accountal and scrutiny of the error sheets, 2708-2714. Acceptance or admitted debits by relieving of other staff before transfer, 2715. Acceptance of admitted debits by relieving or other staff after transfer, 2716-2718, Clearance of admitted debits, 2719. Recovery of admitted debits in cash, 2720. Recovery of admitted debits from pay bills, 2721-2723. Admitted debits outstanding at joint stations, 2724. Transfer of admitted debits to other stations, 2725-2729, Clearance of objected debits, 2730-2732. Objected debits admitted subsequently, 2733. Recovery of debits from staff leaving service, 2734-2735. Origin of freight out standings, 2736, Clearance of freight outstanding, 2737-2738. Origin and clearance of outstanding on account of demurrage and wharfage, 2739. Register of outstanding 2740-2742. Outstanding list, 2743-2744. Measures for preventing accumulation of outstanding 2145. Expeditious clearance of out standings, 2746-2747.

## **CHAPTER XXVIII**

### **Catering and Vending Services**

Scope of catering and vending services and arrangements therefore, 2801-2802. Attention to cleanliness and hygiene, 2803. Covering of thalis and trays containing meals, 2804. Staff employed on catering and vending units. 2805. Quantity and quality of food-stuffs, 2806. Articles authorized for sale and tariff therefore, 2807. Utensils and crockery, 2808. Drinking water, 2809. Cooking media, 2810. Vending at night, 2811. Bills, 2812. Display of advertisements, etc. 2813. Prohibition on communal distinctions, 2814. Bookstalls, 2815. Supervision and Inspection, 2816-2818. Complaints and suggestions, 2819. Supervisory Committees for catering and vending establishments, 2820.

### **Contractual Gesturing and Vending**

Appointment of contractors, 2821-2823. Defaults of the contractor or staff employed by him, 2824. Termination and non-renewal of contracts, 2825. Responsibility for recovery of railway dues, 2826-2830.

### **Departmental Catering and Vending**

Objectives, 2831. Organization, 2832-2833. Catering Inspectors, 2834. Central storage depot, 2835. Classification of stores and other materials, 2836. Procurement of tools, plants and other equipment, 2837. Procurement of block stock items, 2838. Procurement of consumable articles 2839-2842. Local purchases, 2843. Cash imprest, 2844. Utilization of safe proceeds for local purchases, etc., 2845-2846. Indenting articles from the central storage depot, 2847. Indenting articles from the approved suppliers, 2848. Monthly bills of the approved suppliers, 2849. Stock ledgers, 2850. Debit register, 2851. Loss due to deterioration of consumable stores, 2852. Wastage of cooked food-stuffs, 2853. Monthly stock checking, 2854. Verification of block stock items, tools, plants and other equipment on hand, 2855. Accountal of sales, 2856. Daily abstract of sale proceeds, 2857. Monthly summary of sale proceeds, 2858. Production analysis, 2859. Commission vendors and bearers, 2860. Sale through commission vendors, 2861. Sale through commission bearers, 2862. Sales tax, 2863. Cash book, 2864. Profit and loss account, 2865. Disposal and accountal of empties, 2866.

## **CHAPTER XXIX**

### **Commercial and Accounts Inspections**

Commercial Inspections, 2901-2902, Object of commercial inspections, 2903. Frequency of inspections, 2904. Inspection by Station Masters, 2905. Inspection by Commercial Officers and Inspectors, 2906, Check of books and documents, 2907. Cleanliness and orderliness, 2908. Duty lists, 2909. Public complaints 2910-2911. Tariffs, manuals and circulars, 2912. Money value books, 2913. Other books, forms and stationery, 2914. Attention to correspondence, 2915. Fluctuation in earnings, 2916. Custody and handling of "cash and travelling cash safes. 2917-2918. Submission of returns, 2919. Preservation of records 2920. Recovery of rant, license fee, etc., 2921. Supply of drinking water, 2922. Licensed Porters, 2923. Public announcement system, 2924, Catering as rendering services, 2925. Bookstalls, 2926. Stock of tickets in tubes and store, 2927. Booking Office, 2928, Reservation Office, 2929. Collection of tickets and Ticket Collectors Reports, 2930. Outward goods and parcels and luggage, 2931. Weighing machines and weighbridges, 2932. Reweighraent of consignments, 2933. Inward goods and parcels and luggage, 2934. Check of goods and parcels on hand, 2935. Recovery of wharfage and demurrage charges accrued, 2936. Station outstandings, 2937. Check of pay orders for petty claims, 2938. Checks for goods sheds and luggage and parcel offices, 2939. Additional checks for goods sheds, 2940. Repacking and transhipment sheds, 2941. Commercial Inspection Book, 2942. Commercial Inspection Report, 2943. Submission of the Commercial Inspection Reports, 2944. Accounts Inspections, 2945-2951. Accounts Inspection Book 2952-2953.

## **CHAPTER XXX**

### **Miscellaneous**

Advance statement of gross earnings and traffic handled, 3001-3012. Lease and Licence, 3013-3014. Licensed Porters, 3015. Accountal of Railway Recruitment Board application forms, time tables, tariff and other publication, 3016-3017. Telephones, 3018-3019. Maintenance of accounts at joint stations, 3020. Running power traffic, 3021. Procedure to be adopted in absence of specific instructions on the subject, 3022. Special procedure for booking, delivery, accountal , etc., of traffic at certain larger goods shed and parcel

offices, 3023, Alteration in initial documents Ad books, 3024. Use of colored pencils, 3025. Complaint and suggestions, 3026-3028. Commercial advertising at stations, 3029. Stationery, books and forms for use of stations, 3030. Preservation of records, 3031. India-Pakistan traffic, 3032.

### **CHAPTER XXXI**

#### **Responsibilities of Railway administration as carriers of goods**

(Extract from the Railways Act 1989)

General responsibility of railway administration as carrier of goods 3101. Goods to be loaded or delivered at a siding not belonging to a railway administration 3102 Delay or detention in transit 3103. Traffic passing over railways in India and railways in foreign countries 3104. Good carried at owner's risk rate 3105. Goods in defective condition or defectively packed 3106. Responsibility of a railway administration after termination of transit 3107. Responsibility as carrier of luggage 3108. Responsibility as carrier of animals 3109, Exoneration from liability in certain cases 3110. Extent of monetary liability in respect of any consignment 3111. Extent of liability in respect of goods carried in open wagon 3112. Notice of claim for compensation and refund of over charge 3113. Service of notice etc. on railway administration 3114. Deviation of route in carriage of goods 3115. liability of railway administration for wrong delivery 3116. The Railway claims Tribunal 3117. Railways (Extent of monetary liability and prescription of percentage charge) Rules 1990 3118

#### **LIST OF APPENDICES**

<b>Appendix</b>	<b>Particulars</b>
XIV/A	Indemnity note (for refund of wagon registration fee)
XIV/B	Summary of monthly transactions relating to wagon registration fee deposits
XIV/C	Ledger account of indents against lump sum deposits
XIV/D	Standard bracket label for wagons requiring weigh men en route
XIV/E	Memo of invoices submitted to the Traffic Accounts Office
XV/A	Placement memo
XV/B	Release memo
XV/C	Register of tally books issued
XV/D	Summary of goods consignments loaded
XV/E	Paste-on label
XV/F	Seal Examination Register
XV/G	Guard's report on running train theft
XV/H	Register of tarpaulins used
XV/J	Register of tarpaulins received and their disposal
XVIII/A	Register of notices of arrival issued
XVII/B	Register of invoices received
XVIII/C	Certificate for undercharges detected on consignments of steel
XVIII/CI	Form 1 (Form of Indemnity Note)
XVIII/CII	Form 1-A (Form of Indemnity Note)
XVIII/CIII	Form I-B (Form of Indemnity Note)

XVIII/CIV	Form II (General Indemnity Note) (For use of other than Government Departments)	
XVIII/C V	Form III General Indemnity Note (For use by State Governments)	
XVIII/C VI	Form IV General Indemnity Note (For use by Ministries or Departments of Central Government)	
XVIII/D	Register of indemnity notes received and sold	
XVIII/E	Gate Pass	
XVIII/F	Advice of excess goods unloaded from wagons	
XVIII/G	Notice for disposal of excess goods unloaded from wagons	
XIX/A	Placement memo for railway coal wagons	
XIX/B	Statement of demurrage charges accrued on railway coal wagons	
XX/A	Diagram showing the link between initial documents, books, returns and balance sheet per good traffic	
XX/B	Goods outward book	
XX/C	Statement of outward (machine prepared) abstracts	
XX/D	Test balance sheet (inward to-pay goods)	
XX/E	Certificate of check on the goods outstanding	
XXI/A	Register of unconnected Packages/wagons	
XXI/B	Register of undelivered goods	
XXI/C	Form of a letter for preferring compensation claim	
XXII/A	Statement of free invoices/way-bills received in the lost property office	
XXII/B	Statement of lost articles and unclaimed booked consignments delivered at the lost property office	
XXII/C	Statement of lost articles and unclaimed booked consignments rebooked from the lost property office	
XXIII/A	Wagon Transfer Register in respect of transshipment of goods	
XXIII/B	Handling bill for goods/parcels and luggage	
XXIII/C	Return of through goods/parcels, handled by the contractor XXIII/D Statement of luggage brake van	
XXIV/A	Register of cheques accepted from Civil Departments XXIV/B Register of bank drafts accepted from the parties	
XXIV/C	Civil credit note	
XXIV/D	Postal credit note	
XXIV/E	Treasury remittance note	
XXIV/F	Consolidated treasury receipt	
XXV/A	Siding voucher	
XXVI/A	List of packages made over by Out-Agent	
XXVI/B	List of packages made over to Out-Agent	
XXVII/A	Statement of errors in goods/coaching account ♦ Error sheet	
XXVII/B	Advice of internal check	
XXVII/C	Debit Advice	
XXVII/D	Inter-station transfer memo	
XXVII/E	Credit advice note	
XXVIII/A	Register of recoveries of electric, water, etc. charges	

XXVIII/B	Local purchase voucher	
XXVIII/C	Statement of local purchases	
XXVIII/D	Summary of local purchases	
XXVIII/E	Purchase order	
XXVIII/F	Stock ledger of consumable Stores	
XXVIII/G	Dsbit register (for catering establishment)	
XXVIII/H	Sales register	
XXVIII/J	Monthly summary of sale proceeds	
XXVIII/K	Production analysis report	
XXVIII/L	Commission vendor's accounts	
XXVIII/H	Cash book (for catering establishments)	
XXVIII/N	Profit and loss account	
XXX/A	Advance statement of gross earnings and traffic handled, Part I (Passenger traffic including Government Passenger traffic).	
XXX/B	Advance statement of gross earnings and traffic handled, Part II (Other coaching traffic including Government and ether coaching traffic).	
XXX/C	Advance statement of gross earnings and traffic handled, Part III (Goods train &c earnings).	
XXX/D	Advance statement of gross earnings and traffic handled Part IV (Sunday other earnings).	
XXX/E	Advance statement of gross earnings and traffic handled, Part VI (Earnings, by important commodities).	
XXX/E-I	Statement showing details of revenue earning goods traffic booked from The Station	
XXX/F	Register of licensed Porters	
XXX/G	Statement of licensed fee, etc. collected	
XXX/H	Issue note (for time tables, tariffs, etc)	
XXX/J	Statement showing telephone charges	
XXX/K	Complaint and suggestion book	

## CHAPTER XIV

### BOOKING OF GOODS TRAFFIC

**1401. Forms of forwarding notes.** (a) As mentioned in Para 901, the following forms of forwarding notes have been approved by the Central Government for use over Indian Railways and appear in the I. R. C. A. Goods Tariff, Red Tariff and Military Tariff concerned :

- (i) Forwarding note for dangerous goods.
- ii) Forwarding note for animals/or general merchandine other than dangerous goods.
- (iii) Forwarding note for explosive tendered by Defence Services.

These forms are available at all railway stations, city booking offices/agencies and out-agencies open for booking of goods traffic.

(b) Separate forms of forwarding notes have also been approved by the Central Government for use in connection with. "weight only" coal and ore traffic. These forms are available at all railway stations open for booking of coal and ore traffic or "weight only" system.

**1402. Execution of forwarding notes,** (a) Every consignment of goods, when brought to a station, city booking office, out-agency, etc., for despatch by goods train, should invariably be accompanied by a forwarding note in the appropriate form, which must be signed by the consignor, and must contain a declaration of the number, weight and description of the articles (sufficient to determine the rate chargeable) as also the private marks (except in the case of goods loose and/or in bulk), the name and address of the consignor and consignee, the destination stations (together with name of the railway on which it is situated) and the route by which the goods are to be booked. All other entries in the form must also be clearly and legibly filled in.

(b) The forwarding notes tendered at a station must be numbered serially commencing with No. 1 on 1st April and 1st October each year.

(c) Under the provisions of Section 64 of the Railways Act 1989 :

(1) Every person entrusting any goods to a railway administration for carriage shall execute a forwarding note in such form as may be specified by the Central Government :

Provided that no forwarding note shall be executed in the case of such goods as may be prescribed.

(2) The consignor shall be responsible for the correctness of the particulars furnished by him in the forwarding note.

(3) The consignor shall indemnify the railway administration against any damage suffered by it by reason of the in correctness or incompleteness of the particulars in the forwarding note."

**1403. Filling in by senders and examination and preservation of forwarding notes by railway staff.** The instructions contained in Para 905 regarding "filling in forms of forwarding notes by senders" in Para 906 regarding "examination of entries in forwarding notes" and in Para 903 regarding "preservation of forwarding notes" for parcels traffic also apply in the case of forwarding notes for goods traffic.

**1404. Filling in of forwarding notes for mixed consignments.** (a) The instructions contained in Para 905 regarding "filling in forms of forwarding notes by senders" in the case of consignments of parcels traffic comprising more than one article also apply in the

case of mixed consignments of goods traffic.

(b) If a consignment is declared to contain dangerous goods and/or valuable articles as also articles of general merchandise, a separate forwarding notes should be tendered for each such dangerous goods and valuable articles.

(c) Explosives and other dangerous goods which cannot be loaded together in the same wagon under the rules contained in the I. R. C. A. Red Tariff must also be tendered under separate forwarding notes and should be booked as separate consignments.

**1405. Priority/Wagon demand registers.** ♦ A priority/wagon demand register should be maintained in Form Com. |P-30 Rev. at all goods booking stations, entries in the register being made in ink. All forwarding notes tendered in respect of goods in full wagon loads should be catered in this register in the order of their receipt. Goods may be registered in advance on the presentation of the forwarding note or on bringing of the goods at the goods shed and/ or station according to the procedure in force on the booking railway.

No erasures or alterations should be made in the priority/wagon demand register. Once the goods have been registered, no alterations should be made in the particulars except in the name of the destination station and that, too, subject to the conditions laid down in the rules for registration of indents.

**1406. Priority register to 'Smalls'** ♦ (a) While the goods intended for booking as 'smalls' for free destinations should be booked as and when offered, those meant for booking to destinations for which quota limitations have been prescribed should be registered in advance. For this purpose a priority register for 'smalls' should be maintained at each goods booking station, entries being made in the order of the receipt of the relevant forwarding notes,

(b) When goods in 'smalls' are offered for booking to 'restricted' destinations, or when the prescribed quota limitation wherever notified, is reached, the goods should not be accepted and a remark to this effect passed on the forwarding note produced by the consignor. Brief reasons for refusal should also be entered on the forwarding note under full signature of the staff dealing with the acceptance of the goods.

**1407. Rules for registration of indents and allotment of wagons, etc.** ♦ The rules for registration of indents and allotment and supply of wagons, etc. contained in Chapter II of the I. R. C. A. Goods Tariffs as also any other local instructions issued by the railway administration on the subject, should be thoroughly studied and carefully acted upon. Similarly, restrictions on booking imposed by the railway administration and by civil authorities should be strictly observed.

**1408. Money receipt for wagon registration fee.** (a) A separate money receipt for wagon registration fee collected for each wagon should be issued on Form Com./W-1A. These receipts are machine numbered and supplied in sets of two foils (Station and Record), bound in books, to be written by carbon process. The receipt foil consists of two portions : the upper portion is to be retained by the indenter and the lower portion duly signed by the receiver should be collected by the Station Master, at the time of granting refund of the registration fee, or, in the case of paid consignments, while adjusting the deposit towards freight charges.

(b) These money receipt books should be treated as money value books and instructions contained in paras 227 and 228 for examination and check of these books on their receipt and later for their custody, etc. should be carefully observed. The money receipts should be issued and accounted for in consecutive serial numbers, to facilitate the check of their account in the Traffic Accounts Office.

(c) When the registration fee is paid by a credit note, its number, date and the office of issue, should also be recorded on the money receipt.

(d) Wagon registration fee collected should be accounted for in the goods cash book under a distinct head "Registration fees", quoting the printed number of money receipt issued.

**1409. Refund of wagon registration fee** ♦(a) in case the registration fee is not forfeited under the tariff rules and refund is due, the Station Master should refund the fee, collected in cash, on surrender of the receipt foil by the indenter or on his execution of a stamped indemnity note in lieu thereof in the pro forma appearing at Appendix XIV/A. In case of consignments booked freight 'paid', the fee should be adjusted towards the freight charges. In such cases, full amount of freight should be accounted and shown on the invoices and credit taken for the amount adjusted, the invoices being endorsed as under ♦

"Received Rs.....in cash, balance of Rs.....of freight adjusted against wagon registration fee vide money receipt No ..... dated....."

(b) While making a refund or adjusting the same towards the freight charges, the signature of the partner his authorized agent should be obtained on lower portion of both foils of the money receipt, The upper portion of the receipt foil should be endorsed "Refunded" under dated signature of the staff granting the refund and returned to the party. A 'Deduct' entry should immediately be made in the cash book, quoting particulars of the money receipt. The lower portion of receipt foil, or the stamped indemnity note in lieu thereof, should be submitted to the cash office as a voucher duly entered on the reverse of cash remittance note.

(c) Station Masters are not permitted to refund or adjust the amount of wagon registration fees paid by credit notes or lump sum deposits. Application for refunds of such deposits should be addressed to the Chief Commercial Superintendent or the Divisional Commercial Superintendent as the case may be. Advice of refunds allowed in such cases will be sent to the Station Master concerned to enable him to drop the relevant item from the outstanding, quoting reference to the 'advice' received.

**1410. Register of wagon registration fee collected refunded, etc.** ♦(a) This register should be maintained in Form Com./R-16 and W-1 (Rev.) and should be written up in duplicate by carbon process, separately for each month. In the beginning of the month, all outstanding items of deposits of the previous months should be brought forward giving complete particulars of money receipts.

(b) Entries in this register should be made in the order of the issue of money receipts, i.e., in the numerical sequence of the machine numbers. When any money receipt is cancelled, the station foil will be retained at the station and the receipt foil will be submitted to the Traffic Accounts Office along with the carbon copy of the register. Reasons for cancellation should be recorded on both foils of the money receipt over the signature of the Station Master/Chief Goods Superintendent. The machine numbers on the cancelled money receipts should be included in the register in their sequence with remarks 'cancelled' against them.

(c) As and when the registration fee is refunded, adjusted or forfeited, the details thereof should be entered in the appropriate columns against the relevant entry in the register.

(d) At the end of the month the totals of all the 'amount' columns in the register should be struck and a summary of the monthly transactions prepared at the bottom of the last

page of the register in the proforma appearing at Appendix XIV/B. The total amount of deposits, refunds, etc. should be tallied with the relevant figures in the monthly summary of the cash book. The balance deposit on hand at the end of the month as per summary should be tallied with the totals of the relevant column in the register.

(e) The pencil copy of the register will be retained as station record and carbon copy submitted to the Traffic Accounts Office along with the cancelled receipt foils of money receipts, if any.

**1411. Lump sum deposits** (a) Parties, desirous of depositing a lump sum amount in lieu of making payment of wagon registration fees each time an indent for wagon supply is made, will apply for this facility to the Divisional Commercial Superintendent through the Station Master concerned. The Divisional Commercial Superintendent if satisfied that the party has regular business at the station, will fix the amount of deposit payable taking into account the maximum number of wagons that may be indented by the party at a time. A copy of the orders passed by the Divisional Commercial Superintendent will be forwarded to the Traffic Accounts Office also.

(b) On receipt of sanction of the Divisional Commercial Superintendent, the Station Master will collect the lump sum deposit and issue a money receipt in Form Com./W-1 A. The procedure to be followed for accountal and for allowing refund, etc. of the lump sum deposit is the same as laid down for deposits for individual wagons except that refund of the lump sum deposit will be allowed only after obtaining permission of the Divisional Commercial Superintendent. A copy of the orders passed by the Divisional Commercial Superintendent will be forwarded to the Traffic Accounts Office also.

(c) Indents for wagons against lump sum deposits may be accepted upto the maximum limit covered by such deposits. For example, if the lump sum deposit is Rs. 5000 the total number of wagons indented, including the balance indents brought forwarded should not at any time exceed indents for 33 B. G. wagons, 50 M. G. wagons and 83 N. G. wagons. In the case of Government Departments, there is no ceiling limit for the number of wagons that may be indented against lump sum deposit of Rs. 5000 at that particular station.

(d) If a consignor, who has paid lump sum deposit, fails to load a wagon and the registration fee is forfeited, he should be simultaneously requested to make good the amount. If the amount is not immediately recouped, the total amount of the lump sum deposit should be reduced by the amount forfeited and thereafter the consignor will be entitled to place indents for wagons covered by the reduced amount of the deposit.

(e) When a lump sum deposit has been made by a credit note and the registration fee for a wagon or a number of wagons has to be forfeited a certificate on the following form should be obtained from the consignor as an authority for the recovery of the amount forfeited : ◆

No.....

To

The Station Master,

.....

This is to certify that wagon No.....was allotted to me for booking of..... consignment of..... from ..... to .....but the wagon was not made use of and wagon registration fee amounting to Rs .....is due to the .....

Railway and may be recovered direct.  
From..... Signature.....  
Department..... Designation.....  
Date..... Address.....

These certificates should be treated as vouchers and submitted dally to the cash office dully entered in the cash remittance note. Particulars of the certificates should be quoted in tin register of registration fees collected, refunded, etc.

(f) To ensure that the total number of wagons indented for does not exceed the maximum limit covered by the lump sum deposit at any time, a separate ledger account for each party, showing the amount of lump sum deposit, the total number of indents on hand, etc., will be maintained in the proforma appearing at Appendix XIV/C.

**1412. Election of railway risk rate where an alternative owner's rate is quoted under Section 63 of the Railways Act, 1989 :**◆(1) Where any goods are entrusted to a railway administration for carriage shall, except where owner's risk is applicable in respect of such goods, be at railway risk rate.

(2) Any goods, for which owner's risk rate and railway risk rate are enforce, may be entrusted for carriage at either of the rates and if no rate is opted, the goods shall be deemed to have been entrusted at owner's risk rate.

**1413. Rooting of traffic.**◆(a) Instruction regarding routing of traffic including the Instructions◆

(i) for determination of the shortest route;

(ii) (1) as to the remarks to be recorded by the sender or his authorised agent on the forwarding note ; and

(2) as to the endorsement to be recorded by the booking staff on the railway receipt and invoice, when goods are required to be booked by other than the shortest route, are contained in the I.R.C.A. Goods Tariff

These instructions should be carefully studied and acted upon.

(b) Instructions regarding routing of traffic notified by railways in their Supplementary Goods Tariffs and/or Circulars should be carefully noted and acted upon.

(c) Explosives shall not be accepted for carriage by dearer route, except where the dearer route is selected to avoid break-of-gauge transshipment or where the normal route for carriage is interrupted.

**1414. Disposal of forwarding notes.**◆The forwarding notes when completed should be pasted on the back of the record foils of the connected invoices.

**1415. Examination of goods with regard to commodity.**◆Each package in a consignment tendered for despatch should be carefully examined by the staff responsible and the actual commodity, as far as discernible and private marks should be compared with the particulars entered in the forwarding note.

**1416. Misdeclaration of goods.**◆(a) Misdeclaration of goods by consignors is generally made for the purpose of securing transportation at a cheaper rate than the authorized charge; the articles chargeable at a higher rate being described in the forwarding notes as those chargeable at a lower rate. Misdeclaration is also taken for securing booking against restriction orders. The station staff should before accepting the

commodity as described in the forwarding note, check it, as far as possible, by actual examination of the packages of a consignment.

(b) Similarly, staff at the destination station should carefully examine contents of consignments, when there have been reason to suspect misdeclaration or when they have received information of such suspicion. If misdeclaration is detected, freight should be recovered in accordance with the rules for misdeclaration laid down in the I.R.C.A. Goods Tariff and appropriate action taken for booking against restriction.

(c) A record of cases of misdeclaration detected should be maintained at all stations and cases of frequent misdeclaration by a particular merchant of goods from a particular station should be brought to the notice of the Divisional Commercial Superintendent and a special vigil kept on such bookings.

(d) Under the provisions of Section 163 of the Railways Act if any person required to furnish an account of goods under section 66, gives an account which is materially false, he and, if he is not the owner of the goods, the owner also shall, without prejudice to his liability to pay any freight or other charge under any provision of this Act, be punishable with fines which may extend to five hundred rupees for every quintal or part thereof of such goods.

**1417. Surprise checks to detect misdeclaration.** ♦ Surprise checks should be carried out to detect misdeclaration of goods in the same manner as in the case of parcels (see Para 954).

**1418. Examination of packing, etc. of goods.** ♦ (a) Each package in a consignment tendered for conveyance should be carefully examined to see that it is properly and securely packed in accordance with the packing conditions laid down in the I.R.C.A. Goods Tariff. In this context, the explanatory instructions contained in the rules dealing with the "Packing condition for goods" appearing in the tariff should be carefully studied and complied with.

It should also be seen that the goods are not likely to deteriorate or otherwise lose weight or value in transit.

(b) When a consignment tendered for dispatch is not packed in accordance with the packing conditions laid down in the I.R.C.A. Goods Tariff or is insecurely fastened or packed or shows signs of pilferage or is in defective condition, as a consequence of which it is liable to deterioration, leakage, wastage or damage in transit, it should be ensured that remarks as to the exact defect in packing or nature of defective condition of the consignment is recorded on the forwarding note clearly and in detail by the consignor or his authorized agent in his own handwriting. For example, consignments of grain, pulses, seeds, sugar, piece-goods, cotton, tobacco, wool, jute, provisions, etc, often get wet while being brought to the station premises for loading. These should be carefully examined and precise remarks from the consignor or his authorized agent regarding the number and condition of the affected bags, should be obtained on the forwarding note, if the consignments are not tendered in good and dry condition.

(c) Consignments of chilies, leather and other articles, which are frequently tendered in a damp, state, must also be carefully examined and suitable remarks obtained from the consignor or his authorized agent on the forwarding note, in case these are damp and are liable to lose weight in transit.

(d) During the monsoon period, when consignments of sugar are tendered are dispatch by rail, the consignor should be requested to record the following endorsement on the forwarding note . ♦

"Contents inherently or due to atmosphere effects liable to damage and wastage in transit through sweat and moisture".

(c) When cases of wines, spirits, beer and liquors are declared to be sealed and wired, the wires and seals must be carefully examined. If the wires and seals are so carelessly affixed as to allow tempering without detection, the sender must be asked to rectify them.

(f) A few examples are geared below as a guide to illustrate the lines on which remarks should be obtained on the forwarding note from senders when the consignments are either not properly packed or are liable to deterioration, leakage, wastage or damage in transit by rail♦

Conditions of the consignment	Remarks to be obtained from the sender on the
1. Rice in bags torn, patched or repaired	Bagging torn, patched or repaired. Contents liable to damage and deterioration. I.R.C.A. packing conditions not complied with.
2. Rice in bags, wet or damp or contents after test show signs of mould.	..... (number) bags in wet conditions contents moisture damaged and deterioration. I.R.C.A. packing conditions not complied with.
3. Hides 'wet' in bundles, not packed in gunny or Hessian and not properly secured, with possibility of deterioration en route.	Not packed in gunny or Hessian and liable to dryage and deterioration. I.R.C.A. packing conditions not complied with.
4. Sugar in bags, not new and not of quality 'A' Twill or Liverpool Twill.	Bags not new and not of quality 'A' Twill or Liverpool Twill. I.R.C.A. packing conditions not complied with.
5. Ghee or oil in leaky tins	..... (number) tins leaky. Liable to leakage and deterioration. I.R.C.A. packing conditions not complied with.

(g) The entire remarks regarding defective packing or the nature of the defective condition of the consignment, recorded on the forwarding note by the sender or his authorized agent should be copied out verbatim on all the foils of the connected invoice including the railway receipt. The staff are not authorized to enter any remark regarding defective packing, etc., on the invoices or railway receipts, if similar remarks have not been entered on the forwarding note by the sender or his authorized agent.

(h) In the case of articles for which internal packing conditions have been provided declaration must be obtained on the forwarding note from the sender or his authorized agent whether the internal packing condition for the commodity in question has been complied with or not. Where the internal packing condition has not been complied with, a remark to this effect must be entered on the connected invoice and the railway receipt.

(j) Articles, for which packing conditions notified are compulsory, should not be accepted for carriage unless these conditions are complied with or articles are packed with a superior packing and the consignor at the time of offering the consignment for booking, declares in the forwarding note that the internal and outer packing conditions for the commodity in question have been complied with.

(k) The packing conditions prescribed in the I.R.C.A. Goods Tariff are the minimum required and commodities packed more securely or packed in containers or crates stronger than those prescribed should also be accepted by the staff without any entry relating to packing in the forwarding note.

**1419. Marking of goods.**♦The object of marking of goods is to avoid exchange, misdespatches and disputes as to the rightful ownership of packages. It is, therefore, very important that the instructions in the following paras are carefully observed.

**1420. Marking by consignors.** (a) Every package in a consignment before it is accepted for carriage by rail, must be clearly and legibly marked by the sender at the station of dispatch with name, initials or private marks for the purpose of identification and also full name of the destination station. The name, initials or private marks must also be shown on the forwarding note by the sender or his authorized agent.

(b) Bags and bundles of hides and skins and baskets of fruits or vegetables, tins of oil or ghee, bundles of iron bars, or other goods which cannot be durably marked, in the ordinary manner, or are liable to be damaged by railway marking, must have a leather, metal, cloth or wooden label attached to each bundle or article at the forwarding station by sender. Bundles of silk, cloth, blankets and complies must have a patch of white cloth sewn on them by senders for railway marks.

(c) Inside each package containing valuable goods like piece-goods, haberdashery, etc., the sender should be advised to place a slip giving his own address as well as that of the consignee.

(d) Packages containing glassware and other fragile articles should have distinctive markings or labels to indicate the nature of contents, as also any special direction such as "This side up", "Handle with care", etc.

(e) Packages containing explosives, inflammable and other dangerous goods should be marked and should bear the pictorial labels as prescribed in the LR.C.A. Red Tariff

**1421. Marking by the railway staff.** (a) Goods in small lots and all goods requiring transshipment. Every package in such consignment must, in addition to the sender's marks be marked by the station staff with the code initials of the forwarding and receiving stations, the railway receipt number and the number of packages thus  
NDLS 330/10 ASR

NDLS being the code initials of the sending station, 330 the last three digits of the railway receipt number, 10 the number of packages and ASR the code initials of the receiving station. So far as valuable packages like piece-goods, haberdashery, etc., are concerned, the destination station name should be shown in full in addition to the code initials as under

NDLS 330/10 A5R (AMRITSAR)

(b) Goods in full wagon loads not requiring transshipment. 10 per cent of the packages forming such consignments must be marked as above and three or four of the marked packages should be placed at each door.

Note The above instructions do not apply to goods loose or in bulk carried in wagon loads such as sand lines tone etc.

(c) It should be ensured that the marking by the station staff is clear and legible and that the marking ink used is bright, durable and waterproof. Iron bars, wooden logs and such other packages which cannot be durably and brightly marked with the ordinary marking ink should be marked with white paint. All old marks or ever/ package must be entirely removed or obliterated by the sender before tendering the goods for booking. Under no circumstances, should railway marks be superimposed on other marks.

(d) Both the railway and private marks must be shown on the invoice and the railway receipt.

**1422. Weighment of outward goods.** (a) Outward goods should be weighed as indicated below, the particulars of weighment being entered on the forwarding note in

the place provided for the purpose-

(i) Consignments in small lots. ♦ All consignments should be weighed in full at the forwarding station.

(ii) Consignments in wagon loads. ♦ (1) In the case of consignments of grain, salt, seeds, sugar, pressed cotton or other staples, in bags or bales of uniform size and weight, the weight declared by the consignor may be checked by weighing a proportion of the number of bags or bales of uniform size and averaging their weight. If the bags or bales are not of uniform size and weight, those of uniform size and weight, should be grouped separately, each lot being treated for the purpose of weighment as a separate consignment and weighed as such. The remainder of the consignment of bags or bales or other commodities not of uniform size should be weighed in full. The proportion weighed should not be less than 10 per cent at stations where the traffic is large and 20 per cent at other stations.

(2) Goods loose, bulky goods or goods in bulk such as sand, stone, timber, etc., which cannot be weighed on the ordinary weighing machine provided at stations should be weighed on a wagon weighbridge at the forwarding station, if one is provided there. If there is no weighbridge at the starting station, the wagon may be weighed at a convenient weighbridge station en route, which should as far as possible, be the first weigh bridge station. In case there is no weighbridge enroute the wagon may be weighed at destination, if a weighbridge is available there.

Note: ♦ Commodities like fire wood, charcoal, grass dry, etc., should not be weighed at a weigh bridge if the railway administration has quoted wagon-kilometre rates or rates on floor area basis uch comom.sdietirof

(b) Names of stations provided with weighbridges are notified by railways in their Supplementary Goods Tariffs.

**1423.** (a) Wagons requiring to be weighed en route should be labeled to destination, but booked in the wagon summary to stop at the first weighbridge station en route. Distinctive bracket labels vide specimen appearing at Appendix XIV |D should be used by the booking station on wagons that have to be so weighed. These labels have a red band which is intended to attract notice and to indicate that the wagon is to be weighed en route. Freight charges should, in such cases, be invoiced by the booking station on the sender's declared weight or on the minimum weight laid down in the tariff for the application of wagon load rate, whichever is greater. The following remarks should invariably be made on the connected invoice and railway receipts : ♦

"Wagon to be weighed at .....station Charges are subject to alteration as a result of weighment".

(b) All such invoices should be sent by the forwarding station to the weighbridge station.

**1424.** (a) At weighbridge stations, where the wagons are required to be weighed, the Station Masters should ensure that such weighment is done and that the wagons are not pushed on without weighment.

Note: ♦ Detailed instructions in regard to the weighment of commodities chargeable on carrying capacity of the wagon used will be notified by each railway administration separately

(b) The result of weighment should be recorded in the weighment registers in Form Com./W-4, which should be Written in duplicate by carbon process, separately for local and through traffic. The pencil copy of the register should be retained as station record

and the carbon copy submitted monthly to the Traffic Accounts Office along with the returns.

(c) The result of weighment should also be recorded by the weighbridge station staff on the wagon labels and invoices. The latter should, after being stamped with the name of the weighbridge station, be sent forward to the destination for accountal and recovery of charges due.

**1425.** In addition, a separate telegraphic advice of the net weight found on weighment should be sent, together with the booking particulars, to the forwarding and destination stations and to the Traffic Accounts Office of the destination station. The destination station should, in all cases, paste the telegraphic weighment advice on the relevant page of the delivery book, the result of weighment, as also the particulars of the weighment. advice, being recorded against the connected entry in the delivery book.

**1426. Stations unable to weigh consignments due to weighing machine being out of order.** ♦ Where consignments, referred to in pares 1422 (a) (i) and (ii) (1) cannot be weighed at the forwarding station, owing either to the absence of a weighing machines or to its having gone out of order, the weighment should be done by the destination station in accordance with the instructions contained in these pares. A suitable remark should be given on the invoice and railway receipt by the forwarding stations thus ♦

'Weighing machine out of order, Consignmt to be weighted at destination".

**1427.** The freight charges, in the cases referred to in the preceding Para, should be invoiced on the sender's declared weight. It will be the duty of the destination station to weigh all such consignments and recover undercharges, if, due before delivery of goods.

**1428. Weight for charge for timber and other commodities in the absence of weighment facilities.** ♦ In case weighment particulars are not available at destination for any reason or it is not possible to ascertain the weight of the consignment by any other method such as measurement, charges should be levied on the sender's weight or prescribed minimum weight whichever is higher.

**1429. Care and use of weighbridges.**-Care should be taken in using weighbridge.; to see that ♦

(i) no vehicle is run on to them while they are raised for weighment with the levers down;

(ii) vehicles for weighment are placed centrally;

(iii) no engine is run on to them ;

(iv) vehicles are not passed over them at a speed exceeding 8 kilometres per hour :

(v) after weighment the levers are released gently ;

(vi) only authorized persons are permitted to handle the machines ;

(vii) working parts, surroundings and weighbridge house, as far as possible are kept clean and protected ;

(viii) vehicles are placed and weighed with loose couplings ; and

(ix) the weighbridge house is kept locked not in use.

**1430.** When a loaded vehicle is heavier than what the weighbridge can register in one weighing, an almost accurate result can be arrived at by placing 4 wheels of the bogie in the case of bogie wagon or one pair of wheels in the case of 4-wheeler on the center of the machine and noting each weighing. The total of both such weighments will give the total weight of the wagon.

**1431. Testing of weighbridges by Weighbridge Inspector.** ♦ All weighbridges will be tested half yearly by an Inspector of Mechanical Department. After testing, he should furnish a certificate for each weighbridge showing that it has been adjusted and tested. This certificate must be displayed in the weighbridge house until, the next inspection and the issue of a fresh certificate, The data of each testing should also be painted on the weighbridge.

**1432. Care, adjustment and repair of weighing Machines.** ♦ Weighing machines must be placed perfectly level on the ground, raised platform or counter. They should be kept free from dust. The lever must be released after each weighing and packages must not be placed on; or removed from, weighing machines while the lever is down ; nor must packages be thrown or handled roughly on the weighing machines.

**1433.** (a) No one, except the person who is authorized to deal with the machines and is responsible for their proper usage, should be allowed to handle the machines.

(b) When the platform is being swept, it must be seen that dirt does not get swept under the machine.

**1434.** All weighing machines should be periodically tested by a representative of the mechanical Department. A certificate will be issued for each weighing machine adjusted and examined. This certificate must be affixed in a suitable secure place as near as possible to the weighing machine or in the office of the user of the machine and kept affixed until the next inspection and issue of a fresh certificate.

The Station Master must personally test and satisfy himself that the machine is in good working order and the representative of the Mechanical Department must obtain a certificate from the Station Master to this effect.

**1435. Testing of weighbridge and weighing machines.** ♦ The Station Master should test daily the weighbridge and weighing machines on coming to duty and make a note of the test in the weighbridge register and tally book, respectively. If, as a result of the test, it transpires that the weighbridge or weighing machine is out of order, its repairs should be arranged for immediately.

**1436.** The Inspectors and Officers of the Commercial Department visiting stations should make it a point to call for the register/tally book mentioned in Para 1435 above and check whether maintenance has been carried out regularly. Particular attention should be paid to cleanliness of the weighbridge and it should be seen that the pit is dry. The weighing machine/weighbridge should also be tested by them, to see if they are in proper working order. Their inspection reports should invariably include a reference to the exercise of this check.

**1437. Surprise checks for detection of under-weighments.** ♦ The instructions for conducting surprise checks for detecting under-weighment of goods consignments are the same as laid down in Para 952 for parcels traffic.

**1438. Rating of goods.** ♦ (a) The authority for charging rates is the I.R.C.A. Goods Tariff and or any other local tariff issued by the railway administration in force for the time being. Detailed instructions as to the method of ascertaining the rates are given in

the I.R.G.A. Goods Tariff.

(b) In order to ascertain the freight charges quickly Station Masters should, with the help of distance and calculated rate tables, prepare rate registers in manuscript, showing the chargeable distance and the rate per quintal under each class for each station, to which traffic is generally booked. These registers should be kept up-to-date by noting therein the charges notified in rate advices and rate circulars, giving reference to the authority. At stations at which no rate registers are maintained, the freight charges due should be worked out with the help of the tariffs. The chargeable distance and the freight charges due should be shown on the forwarding note.

**1439. Different forms of invoices for 'To-pay'/'Paid', local and through**

**traffic.** ♦(a) To-pay invoices, Forms Com. |G-24 (local) and Com. |G-26 (through) are printed on white paper, and Paid invoices, Forms Com. G-23 (local) and Com. /G-25 (through) are printed on pink paper. Letter 'L' or 'F' is printed in bold type at the left hand top corner on all invoices (Paid and To-pay) intended for local and through bookings, respectively.

(b) Invoices used in local bookings, both Paid and To-pay, are in sets of four foils, namely, Record, Receipt, Accounts and Invoice; while the invoices used in through bookings are in sets of five foils namely, Record, Receipt, Accounts, Through and Transit.

(c) All invoice forms are machine numbered and supplied in bound books, to be written by carbon process. The receipt foil, which is given to the owner, has a hatching of the issuing railway on the face of it. Invoice foil (or through invoice in the case of through traffic) is sent to the destination station. The accounts foil is submitted to the Traffic Accounts Office as laid down in paras 1452 and 1453, and the record foil is retained at the forwarding station. The transit foil, in the case of through bookings, accompanies the consignment upto destination, where it is filed.

**1440. Custody and issue of invoice books.** ♦The instructions regarding receipt examination, issue and custody of invoice books are the same as laid down for parcel way-bill books vide Para 916.

**1441. Numbering of invoices.** ♦(a) Goods invoices should be numbered by the station staff in manuscript in one consecutive series for each destination station, irrespective of the description of traffic, commencing with number 1 on 1st April and on 1st October each year. Where goods can be booked to same station by different routes, a separate series of numbers for the invoices for such a station to, by each route, should be used.

(b) In order to readily ascertain the number of the last invoice issued to a particular station, an outward invoice index book in Form Com. |I-7 should be maintained at each station.

(c) On 1st October and 1st April, or immediately thereafter, an advice of the last invoice issued should be sent to each station to which goods are booked, in Form Com. 1-5 showing the number of the last invoice issued during the preceding half-year.

**1442. Preparation of invoices.** ♦(a) After the goods have been carefully checked, counted, weighed and examined as to compliance of the packing condition, etc. and freight and other charges have been calculated and entered in the forwarding note, invoices should be prepared.

(b) The invoice form contains separate columns boxes for most of the information required to be entered therein, viz., chargeable distance, handled by, wagon owner and number, type of wagon, carrying capacity area, tare, total number of the wagons loaded, forwarding note number, risk rate, invoice number, date, station from which (numerical

code) and to, charged via, carried via, name and address of the sender and consigned, number, description, marks, measurement, actual weight and charged weight of packages, class of rate chargeable, rate per quintal, freight charges, other charges total To-pay Paid and remarks regarding defective condition of packing consignment. Columns for recoding undercharges and overcharges detected at destination station have also been provided in the form. Any further particulars, required to be recorded on the invoice, affecting the rate or condition of carriage, viz., particulars of permit, pass or license under which the consignment is booked, the remarks recorded by the sender on the forwarding note regarding election of route, election of railway risk, when an alternative owner's risk rate exists, or for dispatch of the consignment in an open wagon instead of a covered wagon, etc., should be entered in the space available on the invoice. The particulars of credit note, if any, tendered In lieu of freight charges, should also be recorded on the invoice.

(c) Under the provisions of Section 65 of the Railways Act 1989 : (1) A railway administration shall

(a) In a case where the goods are to be loaded by a person entrusting such goods, on the completion of such loadings; or

(b) in any other case, on the acceptance of the goods by it, issue a railway receipt in such form as may be specified by the Central Government.

(2) A railway receipt shall be prima facie evidence of the weight and the number of packages entered therein :

Provided that in the case of a consignment in wagon-load or train-load and the weight or the number of packages is not checked by a railway servant authorized in this behalf, and a statement to that effect is recorded in such railway receipt by him, the burden of proving the weight or, as the case may be, the number of packages stated therein, shall be on the consignor, the consignee or the endorsee."

**1443.** All the foils of the invoice should be written in one operation by using copying pencil, carbon paper of good quality and tin plates. The entries should be correct, clear and legible and all flourishes, particularly in the figures, avoided. Nothing should be written outside the columns or boxes provided on the form. The totals should particularly be rechecked before the railway receipt is made over to the sender.

**1444.** Invoices should be prepared from the forwarding notes, on which the manuscript number and date of the invoice issued, together with its printed machine number, should be recorded. While preparing the invoices, following instructions should be kept in view :

(i) Each one of the four boxes, provided for chargeable distance, is meant, for one digit only e.g.

2471 Kms.

2	4	7	1
---	---	---	---

326 Kms.

0	3	2	6
---	---	---	---

(ii) If the consignment is to be loaded and unloaded by die owner, 'L' should be written in the column headed 'Handled by'. If not, a dash(—) should be put in this column.

(iii) The number of wagons in which the consignment is loaded should be shown in terms of 4-wheelers. Any fraction in the number of wagons, in terms of 4-wheelers, should be rounded off to the next higher whole number, e.g., one BOX wagon, which is treated for the purpose of charge as equivalent to 2-1/2 4-wheelers, should be shown as 3 wagons, 2 Box's as 5 wagons, 3 Box's as 8 wagons, and so on.

(iv) In the column 'Risk Rate', 'O.R.' if booked at Owner's Risk or 'R.R.' if booked at Railway Risk, as the case may be, should be written.

(v) Rubber stamp showing name of the station and its numerical code should be neatly affixed for recording 'station from'. It should be ensured that digits of the numerical code appear in respective boxes provided on the left of 'station from'.

When traffic is booked from a joint station, or from a station where another zonal railway has its separate goods shed, the name of the Station from should be followed by the code initials of the railway by whose route, or at whose goods shed, the traffic is booked.

(vi) The 'station to' should be written in full, in block letters. In the case of through traffic the code initials of the railway, on which the destination is situated, should also be indicated after the name of the station, e.g., WARDHA (C), SHAMI (S.S.L.).

(vii) The instructions laid down in Para 814 for recording the booked route on luggage tickers will also apply in the case of goods invoices.

(viii) Railway receipts should not be issued in the name of more than one consignee.

(ix) The goods should be described accurately and different commodities shown separately, even though they may be chargeable under the same head of classification. The nomenclature must, in all cases, accord with that given in the I.R.C.A. General Classification of Goods.

(x) The number of package, of each description and commodity should be quoted both in figures and words except in the case of commodities, which by their very nature, cannot be counted.

(xi) When a consignment booked on an invoice consists of more than one commodity, actual weight, charged weight, class, rate, freight, other charges and total Paid/To-pay should be shown separately against each commodity in the respective columns. When, however, different commodities booked on an invoice are grouped together, under tariff rules, in one or more groups for the purpose of charge, these particulars should be shown separately for each group of commodities charged at the same rate.

(xii) Sender's private marks as appearing on the packages and reproduced on forwarding note should be copied on the invoice in the column headed 'No. and description'.

(xiii) Remarks regarding defective condition of packing/consignment, should be endorsed on the invoice in accordance with instructions contained in Para 1418(g).

(xiv) The basic freight and the surcharge and the supplementary charge due thereon, where livable, should be shown in the column headed 'Freight'. Any other charges, such as, out-agency charges, city booking agency office charges, Pardon charges. Quick Transit Service charges, percentage (insurance) charge on excess value, infringement charges, etc. including the surcharge and supplementary charge due on these charges, should be shown distinctly one below the other in the column headed 'Other charges'

indicating the nature of the charges. In the case of consignments booked freight To-pay, any charges which are prepaid, such as the percentage charge on excess value, should be shown separately with the remark 'Paid' against it.

(xv) All foils of the invoice should be signed in full by the Station Master/Goods Clerk issuing the same and must bear the station stamp at the bottom of the form.

**1445.** When under the tariff rules, a consignment is to be loaded and unloaded by the owner, in addition to an indication to this effect being given on the railway receipt vide Para 1444 (ii), it should also be clearly recorded on the railway receipt whether the loading at the forwarding station was, or was not, supervised by the station staff.

**1446.** (a) The following 'boxes' in the invoice form should not be filled in by the stations :◆

\*(i) One box below the words 'Card Code';

(ii) One box for 'Zone';

(iii) One box for 'Originating Gauge';

\*(iv) One box for 'No. of Railways';

\*(v) Three boxes to the right of the words 'Charged via';

(vi) Three boxes to the right of the words 'No. and Description';

These boxes appear on invoice for through bookings only.

(b) Stations should take care that nothing of what they write on the invoice is written over the above boxes, which should be left blank and clear.

(c) The following important instructions have been printed on the back of the railway receipt for the guidance of the party :◆

1. The Railway Receipt given by the Railway for the articles delivered for carriage must be given up at destination by the consignee to the Railway, otherwise the Railway may refuse to deliver the consignment. The signature of consignee or his agent in the delivery book at destination shall be evidence of delivery. If the consignee does not himself attend to take delivery, he must endorse on the receipt a request for delivery to the person to whom he wishes delivery to be made. When delivery is made in good faith to a person, who presents the original Railway Receipt, the Railway Administration shall not be responsible for wrong delivery either because such person is not legally entitled thereto or the endorsement is forged or otherwise defective. If the receipt is not presented, the delivery of the goods may, at the discretion of the Railway, be withheld until the person entitled in its opinion to receive them has given indemnity to the satisfaction of the Railways.

2. For any claim arising on this consignment to be valid, it must be submitted in writing within six months from the date of entrustment of the goods. To assist in expeditious disposal of claims, claimants are advised to address the local official at the destination station, if authorised to receive notice of claims as specifically notified in Tariffs, circulars, etc., or to the Chief Commercial Superintendent of the Railway on which the destination station lies. Full particulars of booking viz. ; station from and to railway receipt number, date of booking and route should be specified.

3. The Railways have the right of re-measurement, re-weighment, re-classification and

recalculation of rates and other charges and of collecting, before goods are delivered, any amount that may have been omitted or undercharged.

4. A railway receipt shall be prima facie evidence of the weight and the number of packages stated therein. Provided that in the case of a consignment in wagon-load or train-load and the weight or the number of packages is not checked by a railway servant authorised in this behalf, and a statement to that effect is recorded in such railway receipt by him, the burden of proving the weight or as the case may be, the number of packages stated therein, shall lie on the consignor, the consignee or the endorsee.

5. Unless the consignor declares the value of any consignment and pays percentage charge on excess value as required by Railways

(Extent of Monetary Liability and Prescription of Percentage Charges) Rules, 1990, the maximum limit of amount of monetary liability of railway administration for loss, destruction, damage, deterioration and non delivery of the consignment shall not exceed Rs. 50 per Kg. However in the case of animals, the amount shall not exceed in the case of elephants Rs. 6000 per head, horses Rs. 3,000 per head, mules, homed cattle or camels Rs. 800 per head, dogs, donkeys, goods, pigs, sheep or other animals or birds Rs. 120 per head. The Railway Administration shall not be liable for damage or loss, arising from freight or restiveness of any animals or birds irrespective of whether the sender has paid the percentage charge on excess value or not.

**1447.** For statistical purposes, separate invoice books should be used for the following three descriptions of goods traffic :◆

(a) Ordinary merchandise, for the public, including railway materials of non-Government railways.

(b) Military stores, which include all stores, etc., dispatched by or consigned to the Ministry of Defense, the freight of which has been paid or is payable by Government.

(e) Coal for the public, including coal for railways.

**1448.** Invoice books meant for Paid traffic should not be used for To-day traffic or vice versa. Sufficient stock of books of each description should be kept according to the requirements of traffic at each station-

**1449. Collection and account of freight, etc. charges.**◆When freight, etc., is prepaid, the Station Master or Goods Clerk, who actually receives the amount, should put his dated initials against the 'Paid' entries in the forwarding note and enter the amount in the goods cash books.

**1450.** Any railway servant, who receives money on account of the railways and who, with intent to defraud, does not enter it immediately in the cash book or other prescribed record, is liable to be prosecuted.

**1451. Grant of receipt foil of invoice to consignors.**◆(a) As soon as an invoice is prepared and the freight and other charges, if any due, have been collected, the receipt foil of the invoice should be given to the sender, who will forward it to the consignee at destination station.

(b) Railway receipts (i.e., receipt foils of invoices) should not be granted till goods tendered for despatch have been correctly examined and weighed. When senders are required to load their consignments, the railway receipts should not be given until the loading has been completed to the satisfaction of the railway.

(c) There should be no undue delay in the issue of railway receipts to consignors. These must be made over to them on the very day the consignments are accepted for booking or in the case of consignments required to be loaded by the consignors, on the day the consignments are loaded. At large stations, however, where it is not feasible to do so, the Divisional Commercial Superintendent may permit the issue of the railway receipts not later than the day following the day of acceptance or of loading of the goods, as the case may be.

**1452. Submission of accounts foils of invoices to Traffic Accounts Office.♦(a)**

The accounts foils of all invoices issued to stations on Government Railways should be submitted to the Traffic Accounts Office through Couriers/Guards, in accordance with the programme notified by the railway administration. Each station should make a careful note of the dates on which the accounts foils of the invoices are to be submitted by it to the Traffic Accounts Office.

(b) Before submission to Traffic Accounts Office, the accounts foils of invoices should be arranged in separate bundles for (i) local To-pay, (ii) local Paid, (iii) through To-pay, and (iv) through Paid. Within each bundle, the invoices should be arranged serially in the order of their printed machine numbers. In the case of cancelled invoices, all foils, except the record foil, should be placed in each bundle, immediately below the covering memo referred to in (c) below.

(c) A covering memo in the proforma appearing at Appendix XIV/E should be prepared in triplicate, separately for each bundle of invoices, referred to above. Two copies of the covering memo should be placed on the top of the relevant bundle and the third copy retained as station record.

(d) Certificates obtained from the consignors for allowing reduced rates should be submitted to the Traffic Accounts Office along with the accounts foils of invoices. Where more than one invoice is issued under one certificate, the latter should be sent with the first invoice, suitable endorsement being made on subsequent invoices issued on the same certificate. -

(e) All the four bundles of accounts foils of invoices, each tied up along with two copies of the covering memo, should be handed over to the Courier/Guard and his acknowledgement obtained on the station copies of the relevant covering memo, which should be filed in serial order.

(f) If no invoice was issued since the last visit of Courier, in respect of any one or all of the four bundles a 'Nil' covering memo for each such bundle should be prepared and handed over to the Courier.

(g) The Couriers will deliver the bundles, along with one copy of the covering memo, to the Traffic Accounts Office, obtaining an acknowledgment on the other copy of the covering memo, which will be filed in the Divisional Office.

(h) Station Masters and Chief Goods Superintendents will be personally responsible for the correct and punctual delivery of invoices to the Courier Guard along with the covering memo.

**1453.** Accounts foils of invoices issued to stations on non-Government railways or steamer companies, and via will be submitted monthly to the Traffic Accounts Office along with the relevant outward abstracts.

**1454. Submission of invoice foils to destination station.♦(a)** Invoice foils intended for the destination station should be forwarded to that station, by post in the case of through traffic and by train, by which they will reach soonest, in the case of local traffic.

These foils should be dispatched on the date of issue and never be kept back for dispatch in batches.

(b) Local invoices for each station must be placed in separate covers (Form Com./I-4). The covers should be properly addressed to the correct destination, no code or abbreviations being used. The total number of invoices placed in the cover must be shown on the cover along with the name of the booking station. The covers containing invoices should be carefully fastened and booked under free service way-bills and dispatched on the date of issue.

(c) The covers containing through invoices should be properly addressed to the destination station, indicating the civil district in which it is situated. An account of postage stamps used for sending through invoices by post should be maintained in a manuscript register. Indents for postage stamps should be placed on the Divisional Commercial Superintendent well in time to ensure that adequate stock of stamps is always available at the station,

**1455. Transit Invoice to accompany the consignment.** (a) Transit invoices should normally accompany the consignments. In the case of consignment conveyed in covered wagons, whether in full wagon loads or as smalls, the transit invoices should be placed inside the wagons, in the case of consignments conveyed in open wagons whether in full wagon loads or as smalls, they should be carried by the Guard along with the train documents, instead of being placed inside the wagons.

(b) Where any consignment, other than smalls, is transshipped en route, either at a break-of-gauge junction or for any other reason, the number of the wagon or wagons into which the consignment is transshipped should be entered on the transit invoice, which would thereafter continue to accompany the goods, as prescribed above.

(c) When only a portion of a consignment has been received, such portion must not be detained for the full consignment to arrive, when destination can be ascertained from the wagon label, code marks, guidance, etc. A memo invoice showing the weight and all available information must, in such cases, be made out and accompany the goods onward. The transit invoice shall follow with the balance of the consignment.

**1456. Goods received without transit invoice.** (a) Should through goods reach a junction without the relevant transit invoice, the later shall be called for telegraphically from the booking station, who shall send the original, if left behind, or a copy of the original was correctly sent in the wagon or through the Guard; and on receipt, it shall accompany the goods in the wagon or be carried by Guard, as the case may be, but the goods must not, in any case, be detained when destination can be ascertained from the wagon labels, code marks guidance etc. A memo invoice, showing all available information, must be made out and accompany the goods forwarded.

(b) When there are two or more available routes to destination for goods, which reach a junction - without the transit invoice, and route is not shown on the card labels or other documents, the junction station shall wire to the booking and destination stations for necessary information, if no reply is received within 48 hours, the goods shall be dispatched by the shortest route and matter imported to the Chief Commercial Superintendent and the Traffic Accounts Office of the destination railway.

**1457. Cancellation of invoices.** Under no circumstances should an original invoice be cancelled, after it has been dispatched to the destination station and | or Traffic Accounts Office. It should be taken to account in goods books and returns and its entry should be seared by an overcharge sheet, certified by the booking and destination Station

**1458. Issue of duplicate invokes, railway receipts forbidden** ♦ in no circumstances whatsoever, should a duplicate railway receipt be issued, nor more than one invoice issued for the same consignment,

**1459. Through goods forwarded by other than the invoiced route.** ♦ (a) When through goods, for which there are two or more available routes, are forwarded either by mistake or due to breach of line, etc. by other than the booked route, the Station Master goods at the junction station should forward them to destination by the shortest open route, without delay, and should report the facts of the case to the Chief Commercial Superintendent and to the Traffic Accounts Office of the destination railway.

(b) Live-stock, perishables and other traffic requiring quick transit forwarded by other than the booked route must, however, be sent to the correct destination by the quickest open route. In all cases of mis-despatch, the destination station should account for the invoice as originally issued.

**1460. Copies of invoices.** ♦ (a) When station are requested by the Traffic Accounts Office of the home or other railways for copies of invoices the documents should be supplied promptly. The copies should be certified as 'true' by the person furnishing them under his dated signature and station stamp. The copy of the invoice should always be supplied in the printed form provided by the railway. The Traffic Accounts Offices of other railways are also authorized to call on station direct either by wire or by letter, for any information necessary for auditing through charges, or for checking the movement of vehicles/wagons run through, or for any explanation as to any difference between entries on invoices and abstracts. Station Masters should reply promptly to such references.

(b) Similarly, copies of invoices asked for by the destination stations, whether on the home line or on any other railways, should be furnished to them within three days of the receipt of such a request.

**1461. Alteration of entries in station books and record.** ♦ No erasure or alteration of any kind should be made in any figures or other entries in forwarding notes, invoices, railway receipts, cash book or other books and record maintained at the station. When a mistake in writing the number, weight, quantity or any other particulars has been made, it should be rectified in the manner laid down in Para 3024.

**1462. Conveyance of explosives and other dangerous goods.** ♦ (a) Attention of the staff is drawn to the rules, for conveyance of explosives and other dangerous goods, laid down in the I.R.C.A. Red Tariff. These rules and any other instructions issued from time to time must be strictly observed in every detail by the staff who have to do the booking, handling and delivery of such classes of goods. Instructions contained in Para 930 regarding booking and carriage of parcels containing explosives and other dangerous goods also apply in the case of consignments booked by goods train.

(b) The pictorial labels for explosives and other dangerous goods prescribed for use on packages, are available for sale in the public at the Headquarters and Divisional Offices of the railway and at such other stations as may be notified by individual railways from time to time. The sale proceeds of these labels should be accounted for under The 'Miscellaneous Receipts'.

**1463. Booking of contraband and offensive goods.** ♦ There are special rules for the booking and conveyance of (i) arms, ammunition, and intoxicating drugs and (ii) articles declared as 'offensive goods' under the Railways Act 1989. These rules are published in the I.R.C.A. Goods Tariff and Tariffs or other pamphlets issued by the Railway administrations. The staff entrusted with the booking of such goods, should carefully study and act up to them (see also para 931). The goods declared to be offensive in

nature as mentioned in the Railway Board Notification 1990, shall be the goods of offensive nature, namely : ♦

- (1) Dried Blod
- (2) Carcasses of dead animals
- (3) Carcasses of dead animals
- (4) Bones excluding bleached and cleaned bones
- (5) Municipal or street sweepings or refuse
- (6) Manures of any kind including Mycelium except chemical manures
- (7) Rags, there than oily rags
- (8) Any decayed animal or vegetable matter
- (9) Human Ashes
- (10) Human skeleton
- (11) Parts of human body

**1464.** Intoxicating drugs should not be accepted for conveyance by rail unless, covered by a pass or permit granted by the excise department. The pass or permit, after being examined by the station staff at the forwarding station, should be attached to the invoice which must always accompany consignments of intoxicating drugs and must not be sent to destination by train or by post. The pass or permit should be delivered along with the consignment to the consignee at the destination station.

**1465. Booking of restricted goods.** ♦ Restrictions imposed by the Central or State Governments on movement of the specified commodities will be notified to the staff from time to time by the respective -railway administrations. It should be ensured by the Station Masters that these instructions- are correctly noted and acted upon by the staff concerned and that a permit as prescribed in such notification is produced by the consignor or consignee, as the case may be, before the goods are accepted delivered.

**1466. Booking of certain valuable articles mentioned in Part-I of Schedule II of the Railways (Extent of Monetary Liability and Prescription of percentage charge) Rules, 1990.** ♦ The instructions given in Chapter XI regarding to the booking and examination of parcels containing such articles, also apply to such consignments tendered or conveyance by goods trains.

**1467. Hooking of live-stock.** ♦ Live-stock, both public and military, to be carried by goods trains should be booked on invoices. The instructions contained in Chapter IV of IRCA Goods Tariff No. 41 Part I Vol. I, regarding booking of animals, apply to live-stock booked by goods trams.

**1468. Booking of fodder or forage to famine-stricken areas.** ♦ During period of fodder scarcity, State Governments advise railway administration to allow special rates for the carriage of fodder or forage from and to certain specified stations. The rules for the booking of fodder or forage, in such cases, are published by the Railway from time to time.

**1469.** in booking such consignments of fodder of forage, Station Masters should invoice

freight charges at the prescribed rates. The concession rates payable by traders should be recovered from them on the authority of the certificate issued by the competent civil authority. A statement showing complete particulars of all such transactions including the invoiced freight should be submitted to the Traffic Accounts Office, along with the certificates referred to above, in support of the credit entry in the balance sheet. The Traffic Accounts Office will raise necessary debit against the State Government.

**1470. Booking of metal scrap.** ♦ The consignor should be asked to declare, in writing, the source from which the metal scrap has been recovered and produce the certificate of 'free from explosives' before the goods are brought to the station, as laid down in the I.R.C.A. Goods Tariff.

**1471. Booking of consignments on the authority of kit pass.** ♦ In the case of a railway employee's kit or live-stock carried free under the authority of a free pass, a To-pay invoice should be prepared and the word 'Free' entered in the freight column, quoting the number and date of the pass and the office of issue. The kit or cattle pass should be submitted to the Traffic Accounts Office along with the accounts foils of the relevant invoices.

**1472. Quick Transit Service.** ♦ (a) Quick Transit Services are available between certain pairs of stations, for both wagon loads and smalls in accordance with the terms and conditions notified by the respective railway administrations in their tariff, circulars, etc. Consignments booked under this scheme are to be made available for delivery at the destination station within the time limit notified by the railway for each pair of stations, on recovery of the prescribed charges, called the Quick Transit Service charges, in addition to the freight charges due. In case the consignment is not made available for delivery within the stipulated time the Quick Transit Service charges are not recovered but treated as refunded.

(b) A separate series of invoice books and a separate series of invoice numbers, with prefix 'Q', e-g., Q1, Q2 and so on, should be used for the consignments booked under this scheme. All foils of the invoice books, set apart for this purpose, should be stamped with the words 'Quick Transit Service' below which the guaranteed date of delivery of the consignment at the destination station should be indicated. The Quick Transit Service charges should be shown separately on the invoice in the column headed 'other charges'.

**1473.** To ensure that the consignments booked under this scheme are made available for delivery at the destination station on or before the stipulated date, the following instructions should be rigidly observed : ♦

(i) A special green label with the words 'Quick Transit Service' should be pasted on each package, booked as smalls'. Similarly, wagons containing Quick Transit Service consignments, both full load and smalls, should have affixed on their panels, green labels with the legend 'Quick Transit Service', on both sides of the wagons.

(ii) The consignments should be loaded on the nominated day/days and dispatched immediately.

(iii) The consignments should be dealt with in separate sheds both at the booking and destination stations.

(iv) The booking station should advise the individual numbers of wagons containing the Quick Transit Service consignments to the control office, to enable the latter to keep a watch on the movement of the wagons and ensure their quick transit.

(v) The invoices should be sent by post to the destination on the date of booking itself in a separate cover marked 'Quick Transit Service', both for local and through traffic. A

separate register showing the particulars of invoice of Quick Transit Service consignments sent by post on different dates should be maintained

(vi) At destination stations, separate delivery books should be maintained for Quick Transit Service consignments indicating the due date of delivery and amount of Quick Transit Service charges refunded, if

**1474. Refund of Quick Transit Service charges.** (a) If the consignment is not made available for delivery on or before the specified date, the Quick Transit Service charges will not be collected rather treated as refunded to the consignee by the destination station. The full amount as shown on the invoice should, however, be accounted for in the usual way.

(b) In the case of the refund of Quick Transit Service charges, wherever due, should be treated as a refund of freight charges at the time of delivery. However, the refund of Quick Transit Service charges should be shown separately in the list of overcharges refunded at the time of delivery.

(c) Quick Transit charges will always be 'to pay'. If consignment reaches in time, it will be collected at the time of delivery of goods.

**1475. Container service.** (a) Domestic containers with 5 ton way load moved on specially designed 'wagon flats' have been in use on the Indian Railways between selected pairs of stations. The bogie wagon flats can carry 6 such containers. To the trade, container service offers certain distinct advantages. Specially designed road units bring containers to the door step of the shipper. The containers are loaded at the premises of the shipper and locked in his presence. The Railway Receipts are given on the spot. The containers are transported to the depot siding at the container terminal and mechanically transferred by cranes or otherwise, to the wagon flat. Container wagons are dispatched by specified fast trains including Speed Link Expresses with guaranteed transit time.

(b) At destination, again in the warehouse of the consignee, the containers are unlocked and their goods unloaded.

(c) Every container being individually locked and safely secured to the wagon, so that the damages en-route and pilferages are eliminated. The customers' packing costs are drastically reduced.

**1476. ISO Containers services.** (a) Container Corporation of India Ltd. (CONCOR), a Government of India undertaking under the Ministry of Railways has taken over the management and operation of ISO container services including terminal activities at the Inland Container Depots earlier owned and managed by the Indian Railways. The ISO Containers are marine containers of standard dimensions generally of 2 sizes 20 ft. equivalent units (TEUs) and 40 ft. equivalent units (FEUs). These containers carry import and export cargo between the ports and inland locations thereby relieving congestion in the ports. Transport of domestic cargo in these containers is also being undertaken by CONCOR.

(b) The Railway Board have authorised CONCOR to issue CONCOR Inland Way Bill (IWB) in lieu of Railway Receipt and also to quote and collect all charges directly from the customer. CONCOR will separately remit railway freight at the rate fixed by the Railway Board to the concerned zonal railway periodically for which detailed procedural instructions have been separately issued. Action to be taken for processing of invoices (Inland Way Bills) in the data processing center of the railways and checks to be exercised by Traffic Accounts Office have also been laid down in detail.

**1477.** In the next few years staff will be called upon to attend to container services, of various types at many places between selected pairs of points. These services may use large containers as mentioned in Para 1475 or small 1 tonne containers or still smaller collapsible containers, for which mechanical handling will not be necessary. Whatever may be the type or size of containers, the service must receive the same measure of attention from the staff.

**1478. Freight Forwarder Scheme.** ♦ With a view to provide better service to trade and industry, freight forwarder schemes in containers / conventional wagons have been introduced between specific pair of points on certain selected routes. Under this scheme the time. The freight forwarders are not agents or con-freight forwarders, who have their own machinery un- tractors of the railway administration but consignors related to the railway for collection of traffic destined consignees offering 'Smalls' traffic consolidated into a for one destination, after the same as container/wagon container/wagon load consignment to railway for carload consignment for carriage between the specified carriage between two specific rail terminals in accordance rail terminals at a lump sum rate notified by the rail with the terms and conditions laid down from time way administration for such carriage from time to to time for the carriage of traffic under this scheme.

## **CHAPTER XV**

### **LOADING OF GOODS**

**1501. Securing of traffic in train loads and in wagon loads.** ♦(a) The arrangement for working goods traffic should be so organized as to obtain the optimum number of train loads and wagon loads.

(b) The utilization of a wagon for less than its full carrying capacity means loss of capacity and consequently loss of output. In case of bulky goods or light merchandise, it would not, of course, be possible to load each wagon to its full carrying capacity. The objective should be to load a wagon to its full extent, subject to its carrying capacity and permissible axle load. Station Masters and commercial staff should persuade consigners and obtain as high a load as possible for each wagon above the minimum prescribed by the railway.

(c) Similarly, the Station Masters and commercial staff must exercise closest supervision over the loading of wagons at repacking and transshipment points to see that wagon capacity is utilized to the maximum extent possible.

**1502. Turn-round of stock.** ♦The interval between two successive loadings, calculated from the time a wagon is placed for loading till the time it again becomes available for reloading, is the actual turn-round. Thus, all detentions to a wagon, from the time it is placed for loading till it is again placed for reloading after passing through the cycle of loading, dispatch, transit, unloading and again made available for reloading, enter into the calculation of turn-round. The quicker the turn round the fewer the vehicles required. The commercial staff must, therefore, arrange for quick loading and unloading of wagons by exercising a close supervision over these operations.

**1503. Loading and unloading of goods at places other than goods sheds.** ♦Unless prior sanction has been obtained from the Divisional Commercial Superintendent, Station Masters must not allow goods of any kind to be loaded or unloaded at places other than goods sheds, or at other places used for loading and unloading by the railway.

**1504. Placement and release memo.** ♦(a) At stations where separate Trains Clerks are provided, immediately after an empty wagon is placed in position for loading, the Trains Clerks will prepare a placement memo, in duplicate, by carbon process in the proforma appearing at Appendix XV/A, showing the particulars of the wagon placed. The pencil copy of the placement memo will be made over to the Goods Clerk and his acknowledgement will be obtained on the carbon copy, which will be retained as record by the Trains branch. The placement memo should be carefully filed at the goods shed in serial order of their receipt and will form the basis for posting the wagon transfer register.

(b) Immediately after the wagons are loaded and are available for removal by Train branch, the Goods Clerk will prepare a 'release memo' in the proforma appearing at Appendix XV/B, in duplicate, by carbon process showing the particulars of loaded wagons available for removal. The pencil copy of release memo will be made over to the Trains branch after obtaining acknowledgement on the carbon copy which will be retained as record at the goods shed. These memo should be filed in the Trains branch in the serial order of their receipt.

**1505. Placing wagons in position for loading.** ♦Instructions contained in Para 925 for recording the date and time of placing wagons in position for loading, and for their return when loaded, as also in the matter of recovery of demurrage charges, etc., should also be followed in respect of wagons placed for loadings goods traffic.

**1506. Selection of wagons for loading of goods.** -(a) Before commencing to load goods into wagons, care should be taken to see that-

- (i) wagons are thoroughly cleaned and dried;
  - (ii) wagons are not labeled Damaged ;
  - (iii) wagons are suitable for the traffic to be loaded;
  - (iv) goods likely to be damaged by water are not loaded in to wagons which are not watertight ;
  - (v) wagons containing holes in the roofs or panels are not used for loading articles liable to catch fire easily;
  - (vi) in the case of open wagons, the drainage holes, if provided, are kept open and free from dirt to allow water to drain off ; and
  - (vii) in the case of India-Pakistan traffic, the wagon is painted with the letters 'P/I' immediately below the 'Return Date'.
- (b) Wagons with wooden floors must not be used for loading minerals, unslaked lime, iron, or other articles that are likely to damage the floor.
  - (c) Wagons with defective or wooden floor must not be utilized for conveyance of commodities like sugar, rice, wheat, gram, etc., which are likely to be pilfered by cutting bags through crevices and holes.
  - (d) Wagons which are iron-floored must not be used for loading fresh fruits and vegetables.
  - (e) Instructions regarding loading of 'L.T' (local traffic), 'N.P.' (non-pooled) and due 'P.O.H.' (periodical overhaul) wagons, as in force from time to time should be strictly observed.
  - (f) When in absence of a powder van, wooden-floor covered iron wagon is used, any opening or louvers in the wagon should, as far as possible, be suitably closed by heavily painted metal sheets or double wire gauze.
  - (g) Wagons fitted with automatic vacuum brake should only be selected for loading to stations situated on steep gradients.

**1507. Precautions to be taken when loading a wagon.** ♦(a) The following precautions, inter alia, must be taken when loading a wagon ♦

- (i) Off-doors and windows should be properly secured and bolted before commencing to load, similarly, the end flaps and side doors of open stock must be fastened before commencing to load.
- (ii) To prevent pilferage through gaps between flap doors or between floor and doors of a wagon, consignments susceptible to bleeding should be loaded 18" (46 cms.) away from the wagon doors on both sides. While loading commodities like grain and pulses, sugar and oil seeds, damage should be used as also laid down in Para 1510. In the case of commodities liable to damage by rain water, door crevices should be plugged with gunny strips.
- (iii) Packages must be so loaded as to avoid all possible chances of damage during transit; heavy packages being loaded first and lighter packages being placed on top of them.

(iv) Articles that are likely to tilt or upset in transit must be firmly secured to prevent this occurring,

(v) Articles of cast iron or thin metal must be so loaded that they are not damaged by heavy packages pressing against or falling upon them.

(vi) No other package should be placed on the top of baskets and crates of perishables, glassware, etc.

(vii) Piece-goods, tents or other similar articles must not be loaded in a wagon along with grease, ghee, oil, coal tar, jagree, wet hides, etc.

(viii) Tins and casks of oil, ghee, coal tar, etc., be carefully examined before being loaded and, if leaking, measures must be taken to stop the leakage. Such consignments must, as far as possible, be loaded by themselves or with goods that are not liable to be damaged.

(ix) Casks of beer, wines etc., in bulk, must be loaded with the bungs upper-most, and so secured as to prevent their rolling about in the wagon. Cases of bottled beer, etc., must be loaded on ends and placed close together.

(x) Perishable goods such as fruits, vegetables, foodstuffs and fresh provisions must not be doaded with goods that are likely to cause deterioration or damage to them.

(b) Hooks must not be used in lifting bagged-consignments, as not only the hooks tear the bags but also facilitate pilferage. Bales of piece-goods and yarn also should not be lifted by hooks.

(c) The instructions given on caution labels used on packages such as "Handle with care", "This end up", etc. must be carefully observed.

(d) Repairs must be affected to turned or damaged packages.

(e) Except in the case of explosives, trolleys and barrows, whenever available, should be used for carrying heavy packages, specially bottled liquids and fragile goods. Similarly, loading boards, should also be used for loading heavy articles inside the wagon.

(f) The Station Master and the Goods Clerk supervising the loading will be held personally responsible to ensure that all possible care is taken to prevent damage to packages by rough and careless handling.

**1508. Other precautions to be observed while loading in wagons.** ♦(a) Wagons must be evenly loaded so that the load bears equally on all springs, No overloading beyond the marked, increased or restricted carrying capacity is to be allowed.

(b) If weighment facilities are not available at the station, whether the wagon is excessively or unevenly loaded should be checked by a visual inspection of springs and axle guards of the wagon. Load lines marked on wagons are also helpful in ensuring that loose commodities like coal, ballast, etc. are not overloaded.

**1509. Precautions to be taken when loading non-water-tight covered**

**wagons.** ♦(a) Before goods damageable by water are loaded in covered wagons during rainy season, each wagon should be thoroughly checked and examined by the Train Examiner's staff to see that it is water-tight. If no such staff is available at the station, the commercial staff should check the wagon by a visual test along with the sender or his representative. The check can be carried out by going inside the wagon and closing the doors If any chinks of daylight are visible, the wagon is not watertight. If the wagon

is found to be water-tight, the following remarks should be obtained from the sender or his agent on the forwarding note as well as in a register to be specially maintained for this purpose and should be reproduced on all foils of the relevant invoice :◆

"Wagon No.....was examined jointly by visual test and found water-tight".

(b) When the wagon is found to be defective, immediate steps should be taken to get it repaired. At large goods sheds where the Train Examiner's staff are not available, the commercial staff should plug the holes and make the wagon water-tight with the aid of the roofing compound, which should be indented and kept at the station in adequate quantity.

(c) Where permitted, defective wagons, which cannot be repaired in the manner prescribed in (a) above, may be loaded after spreading two sheets on the floor of the wagon and using a third sheet to cover at the top so that the entire contents are made into a compact package inside the wagon.

**1510. Booking of consignments wherever provision of dunnage is**

**required.**◆(a) Wherever, under the tariff rules, loading is required to be done by the owner and provision of dunnage is required, it should be seen that dunnage is provided by the owner in accordance with the instructions laid down in the tariff. Wherever these instructions have not been complied with by the consignor, the booking of such a consignment should be refused, unless the consignor passes remarks of non-compliance on the forwarding note, the wagon being treated as under load and demurrage realized till the requisite condition is complied with by the sender.

(b) On transshipment, the entire dunnage should be transferred to the new wagon into which the consignment has been transshipped and a note to this effect recorded in the transshipment register (Com.T-27). The dunnage bags thus transferred should be properly placed against both the flap doors as per instructions laid down in the tariff.

**1511. Other checks to be exercised when wagons are loaded by owners**◆After a wagon has been loaded by the owner, it should be seen that instructions for loading laid down in paras 1507 to 1510, and other instructions on the subject laid down in the tariffs or notified by the railway administration through circulars, etc., have been fully complied with. If not, suitable marks should be passed on all the foils of the invoice indicating the exact defect in loading.

**1512. Tally books for outward goods.**-(a) While loading, goods should be carefully tallied into wagons and description and number of packages of each consignment put into each wagon should be entered in the tally book Form Com.T-1 Rev. which is supplied to every Loading Clerk. The easiest way of doing this is for the Loading Clerk to stand at the door of the wagon and record in his tally book, in ink, each package or article that is passed into the wagon. It is very important that the entries are made directly in the tally book at the time the packages are loaded and at coined out from rough notebooks.

(b) The printed numbers of the railway receipts issued must be recorded in the 'remarks' column against each consignment in the tally book.

(c) When loading of a wagon load consignment is completed, the painted number of the wagon together with its owning railway and carrying capacity or floor area (whichever is the basis for charge), as also the tare weight of the wagon should be recorded on the forwarding note, which, after being initialed by the Loading Clerk, must be passed on to the Invoice Clerk.

(d) Except where otherwise permitted by the Divisional Commercial Superintendent, goods should not be dispatched until the railway receipt has been issued.

**1513.** (a) The outward tally book is an important and initial record of the actual loading of consignments and is likely to be referred when responsibility has to be fixed in the event of any package found missing at repacking and transshipping points or at destination station.

(b) Each outward tally book issued to a loading clerk should be entered in a manuscript register to be maintained in the pro forma appearing at Appendix XV/C and numbered with reference to its entry in the manuscript register. When a blank tally book is supplied, the signature of the loading clerk should be obtained in the register. The pages of each tally book are machine numbered and it should be seen by the loading clerk that all the pages in the tally book supplied to him are correctly and serially numbered.

(c) When the tally book is used up fully, it should be returned by the loading clerk to the Station Master or the Chief Goods Superintendent who will enter the date of return in the manuscript register under his dated initials and at the same time satisfy himself that all the leaves of the tally book are intact.

**1514. Loading of bulky goods exceeding maximum moving dimensions.** ♦(a)

Overall maximum weights and dimensions of packages, which can be accepted for conveyance and the authorities competent to sanction movement of packages exceeding these limits, are notified by individual railways in their local tariffs, manuals, etc.

(b) When bulky articles exceeding maximum moving dimensions are tendered for booking, a reference should be made to the Chief Operating Superintendent/Divisional Operating Superintendent showing ♦

(i) overall length, width, height and weight of each package;

(ii) type of wagons on which it is to be loaded;

(iii) route over which it is required to move;

(iv) total weight of the consignment; and

(v) sketch in duplicate of the packages, particularly in the case of unsymmetrical packages.

(c) Until specified sanction has been received from the competent authority, the articles tendered must not be accepted for booking.

(d) The authority sanctioning the acceptance of over dimensional consignments will also arrange for adequate supervisions so that amongst other things loading is done in such a way as to ensure safe conveyance of the consignment.

(e) Specific remarks regarding the consignment being an oversized one, together with the particulars of the sanction accorded for its booking, should be recorded on all the foils of the invoice to facilitate check of infringement charges both at the destination station and in the Traffic Accounts Office.

**1515. Loading of other bulky articles.** ♦(a) When any unusually large or heavy package such as a casting, a shaft, a boiler, etc., is tendered for conveyance, the Station Master should see that a proper vehicle is provided and the consignment is loaded in such a way as to ensure its safe conveyance. Every vehicle loaded with bulky articles must be examined, before dispatch, by the train examining staff, who should issue the

necessary certificate of correct loading.

(b) Dummy vehicles must be used when the load of a truck projects beyond the buffer. The dummies must not be higher than the loading truck and may be partly loaded.

**1516. Bulky articles to be securely lashed.** ♦ Loads of bulky and heavy articles in trucks must be firmly secured to avoid any movement or chance of capsizing. Such loads must be secured to the trucks by ropes or chains and also scotches, if necessary. These must be fixed on the trucks by the train examining staff, but the ropes and chains will be provided by the Station Master.

**1517. Loading of long articles.** ♦ In loading long articles, for which dummies are necessary, care must be taken that a clearance of not less than 153 mm. is allowed at the sides of the truck and dummies, so that the load will not come in contact with the sides of the trucks when they are passing over curves, long articles should, however, be carried in bogie, rail or timber truck, as far as possible.

**1518. Loading of rails, girders, etc. in open trucks.** ♦ When a rail carrier is not available and open trucks are used for the conveyance of rails, girders, etc, temporary molesters of wooden sleepers must be put on the floor. They must be of sufficient heights to cause the load to clear the end of the truck. The bolsters must be placed at such a distance apart that the rails rest evenly and entirely on the bolsters without touching the floor and also so as to distribute the weight evenly over the trucks.

**1519. When rails are carried in trucks, it is important:-** that they do not shift in transit. Bull headed rails should be loaded standing on their base, just as they will stand when laid in a line. They must be loaded so as to secure, the same overhang at each end beyond the bolsters. For flat-footed rails, the same instructions as to overhang must be observed. They must be placed close together, alternately head and foot uppermost.

**1520. Loading of carriages on trucks:** ♦ Carriages when loaded on trucks, should be covered by tarpaulins. The wheels of each carriage should be sprigged, or scotched either by sliding gears of the carriage truck or, in the absence of these by wooden scotches, which the train examining staff should be asked to supply and fix. Every carriage truck, when loaded should be examined before dispatch by the Train Examiner, who will issue the usual certificate of correct loading, in the vehicle is loaded within moving dimensions. Until so examined and the load certified to the truck should not be sent out in the yard. A remark showing the number of carriages loaded on a track should be made on the invoices.

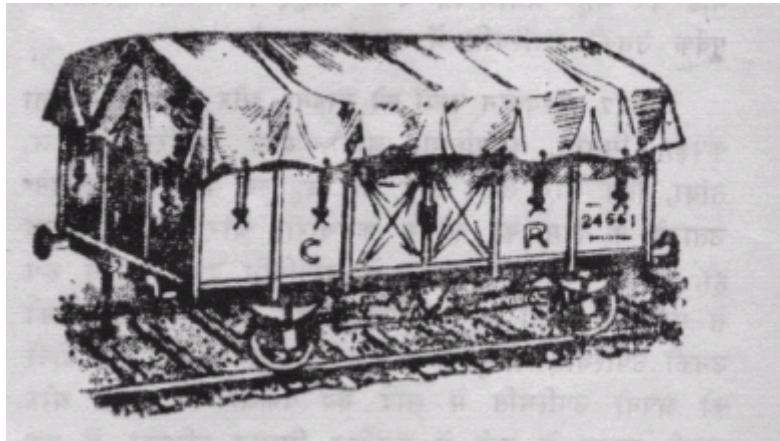
**1521. Loading of damageable goods in open wagons.** ♦ (a) Such goods as may be damaged by wet should not be loaded in open wagons during the rainy season. Cement must not be loaded in open wagons during monsoon season under any circumstances. However, in exceptional circumstances, where the risk of damage is slight open wagons may be used for loading damageable goods under orders of the competent authority and the following action taken : ♦

(i) In the case of through traffic, irrespective of the distance involved such open wagons should be sent in block loads (for one or two adjacent stations and not for various individual station or group of stations), properly protected by means of tarpaulins, lashed and escorted, by Railway Protection Force staff right upto destination.

(ii) In the case of local traffic ♦

(1) For distances 320 kms. and over, such wagons must be protected by means of tarpaulins.

(2) For distances less than 320 kms., the use of tarpaulins may be dispensed with subject to expectation of fare



through circulars issued by the railway administration from time to time. These instructions should be scrupulously observed at each stage.

(b) At all loading, unloading and transshipment points, the handling of such consignments MUST be done by trained staff only under supervision of the senior-most official on the spot.

**1526. Loading of valuable goods of a damageable or fragile nature.** ♦(a) When damageable and fragile goods, such as mirrors, statuary, pictures, valuable furniture, glassware, etc., are to be loaded, the Station Master or some other responsible official must personally supervise their loading, and see that the utmost care is taken in handling such packages.

(b) After the packages referred to in (a) above have been loaded, the senior-most official present should certify on the forwarding note that the goods were carefully loaded in his presence.

**1527. Loading and unloading of valuable commodities.** ♦The loading and unloading of valuable commodities such as cotton piece-goods, cigarettes, medicines, sugar, ball bearings, brass, copper, tin and white metal should be supervised jointly by the station staff and a representative of the Railway Protection Force, wherever available. After the loaded wagons have been sealed in their presence, both of them should record a certificate in the relevant tally book indicating the number and condition of the packages loaded in their presence.

**1528. Loading and unloading of live-stock.** ♦The instructions contained in Chapter X regarding loading and unloading of horses, cattle, etc., also apply in the case of traffic booked by goods trains.

**1529. Loading and unloading of goods in assisted or private sidings.** ♦(a) Where a Goods Clerk is posted in an assisted private siding, and his wages and other costs are paid for by the owner thereof, the loading of goods will be supervised and tallied by the Goods Clerk, and railway receipts will be granted for the specific number of packages loaded. Similarly, unloading of inward goods will be supervised and tallied by him (see Para 2513 also).

(b) Where no Goods Clerk is posted, consignments loaded in an assisted private siding will be booked at the serving station in the same way as any other consignment. However, since loading is not supervised by the railway staff, and also in view of the

difficulty of making an accurate check of an already loaded wagon, only a "said to contain" receipt should be granted in such cases, the receipt being endorsed 'Loading not supervised by railway staff nor contents checked.

**1530. Loading or unloading of goods by means of cranes.** ♦(a) Whenever a crane is required, a requisition must be obtained from the party and further action taken to get a traveling crane or provide the fixed crane, as the case may be.

(b) When cranes are used for loading or unloading heavy articles, required under tariff conditions to be loaded or unloaded by owners, the charges laid down in the tariff should be recovered from the consignors or consignees, as the case may be, and a money receipt issued for the cash collected. These charges should be accounted for under a separate head "crane charges".

(c) A statement of crane charges collected should be prepared daily, in duplicate in Form Com.C-41 Rev. At the end of the month, one copy of the statement should be submitted to the Traffic Accounts Office along with the monthly returns and the other copy retained as station record. This return should be invariably entered in the monthly transit memo. The word 'Nil' should be marked against the entry in the transit memo when there are no transactions.

**1531.** (a) When dispatching consignments which are so heavy or bulky as to need the use of a crane for unloading, the sending station should advise the receiving station by wire that a crane of a particular lifting capacity will be required so that the latter may arrange to have a crane to unload the consignment without delay. These telegraphic advices should also be sent to the break-of-gauge junction station, if any, situated en route.

(b) The sending station must also give the name and address of the consignee in the telegram, so that the destination station may communicate, with him. If the consignee requires a railway crane for unloading the consignment, he will advise the Station Master of the destination station in writing before the arrival of the consignment.

(c) A copy of the telegram should also be sent in a booked cover to the destination station by first passenger train.

**1532. Statement showing the use of the traveling crane.** ♦Stations at which traveling cranes are stabled should furnish to the Traffic Accounts Office, a monthly statement in Form Com.C-42 Rev. showing movements of the crane during the month to enable the Traffic Accounts Office to check the accuracy of charges collected and accounted for by stations. If there are no movements during a month, a Nil statement should invariably be submitted.

**1533. Padlocking of wagons.** -(a) Where under the orders of the railway administration, the doors of a wagers containing valuable goods are to be padlocked, in addition to being sealed and riveted, the number on the locks should be noted in the outward and Inward tally books, labels, invoices, Guards signature book, and wagon guidance's, and the keys should be handed over in a sealed cover from Guard to Guard of the trains by which the wagons are cleared for delivery at the destination.

(b) All road vans must be kept locked on both sides and should in no circumstances, be opened except in the presence of the Guard or Van Goods Clerk who should keep all keys of the locks in his personal possession.

**1534. Preparation of summaries of consignments loaded.** ♦(a) After the goods have been loaded, a summary of consignments loaded should be prepared in triplicate, by carbon process, in the proforma appearing at Appendix XV/D separately for each

wagon. The pencil copy of the summary should be retained as station record, second copy placed in the wagon and the third copy sent by first passenger train to destination or the first transshipment/ repacking station. On railways having separate guidance checking organisations, one additional copy of the summary should be taken out for submission to guidance checking section.

(b) In the summary, the names of the 'station to' should be entered in full and not in code initials. The total number of packages and the total weight loaded in the wagon should also be recorded on the summary, and the station stamp affixed on it

(c) The entries in the summaries pertaining to explosives and other dangerous goods should be written or underlined in RED INK or RED PENCIL clearly indicating the nature of contents. Where packages are handed over from one member of the staff to another, the presence of such packages should be specifically brought to the personal notice of the staff taking over by the staff making over.

**1535.** (a) The summaries should also be prepared by the starting stations separately for each Collecting or Section Road Vans. These summaries should be prepared in duplicate, one copy being retained for record and the other handed over to the Guard Van Goods Clerk.

(b) Stations loading the packages en route should prepare a loading memo in duplicate and hand over the same to the Guard, who will enter the painted number of the wagons into which each consignment is loaded, sign it and return one copy of the memo to the station staff. The Guard will enter the packages in the summaries of respective vans from the copy of the loading memo retained by him.

(c) Similarly, the Guards will prepare an unloading memo in duplicate indicating the individual number of wagons from which each consignment is unloaded. One copy of the unloading memo will be made over to the station staff who will check the packages and acknowledge receipt under his signature on the other copy. The unloading memo should be filed carefully at the station after posting it in the inward tally book.

(d) All signatures on the loading and unloading memo should be made clearly and should indicate the date, designation and headquarters of the receiver. All qualified remarks should also be made distinctly.

(e) The Guard's copies of the summaries together with the relevant loading and unloading memo will be submitted to the Divisional/Headquarters Office or filed at the terminal station of the van train as notified by each railway administration concerned.

**1536. Paste-on Labels.** Before the wagons are closed, Paste-on labels should be pasted on inside panels of the doors on both sides of the wagons. This will facilitate the locating of wagons in case the seal and or bracket labels have gone astray during the run. At the time of unloading the wagon, these 'Paste-on' labels should be removed. A specimen of the 'paste-on' labels appears at Appendix XV/E, which will be prepared in the same way as wagon labels, except in the following cases :

(i) In wagons which already have a pocket inside the wagon, an extra label should be placed inside this pocket and if that is done there is no need to paste another label on the inside panel; and

(ii) In case of road vans or through sealed vans containing smalls, in which the summary of consignments loaded is placed inside the wagon.

**1537. Wagon labels.** (a) Wagon labels are of two kinds, namely (i) seal labels and (ii) bracket labels. All loaded covered wagons should be labeled on both sides with both the

seal and the bracket labels. In the case of loaded open wagons, in addition to providing bracket labels, the seal labels should also be tied with string or tape to the small handles provided on each of the open wagons. The same procedure will be followed in respect of covered wagons loaded with loose commodities such as coal, minerals, ores, etc., which are not required to be sealed under notification of individual railways.

(b) Separate seal and brocket labels have been prescribed for ♦

(i) perishables;

(ii) explosives and ether dangerous goods;

(iii) traffic booked under Quick Transit Service ; and

(iv) traffic other than that mentioned in (i) to (iii) above.

(c) Appropriate labels, depending upon the nature of goods loaded, should be used and all details required by the form filled in neatly and legibly in blue pencil Destination station names should be written in capital letters, the sending station name being stamped. Code initials of station names must not be used. When traffic is intended to be unloaded at a siding, the name of the destination station as also that of the siding should be shown on the wagon labels thus : KALYAN (CHOLA SIDING), KALYAN (LOCO SIDING), etc. (see Para 2515 also).

**1538.** Two Stations Sealed Vans should be clearly labelled for the first station with an indication that it contains goods for two stations. The name of the other station as also the number of packages for each station, should be shown on the reverse of the labels.

**1539.** In the case of Sectional Road Vans, the wagon labels should show name of the section over which it will operate as a road van. The names of stations for which it contains the goods, together with the number of packages for each station, must be recorded on the back of the labels.

**1540.** If a Sectional Road Van is to be attached to a van train from a station other than the originating station, the number of the van train, as also the station from which it is to be attached to the van train, should be shown on the label thus ♦

"To be attached by .....Up/Down Van Goods Train from..... "

**1541.** Vans carrying commodities which cannot be loaded with other goods should be labeled with an indication of the commodity loaded, e.g. 'Oil Van', 'Dangerous Oil Van, 'Hide Van', etc.

**1542.** When a wagon is booked through (involving more than one railway), all the interchange junctions with other railways through which the wagon has to pass should be clearly indicated on the labels.

**1543.** The name and address of the consignee should be given in full on the wagon labels to facilitate the service of notice of arrival of goods on the consignee by the destination station.

**1544.** With a view to avoiding exchanges at transshipment points, two extra wagon labels (bracket or seal) complete in all respects should be securely fixed to two bags or boxes placed near each wagon door. After transshipment, these bags/boxes should be placed in the same position in the wagon in which the contents are transshipped.

**1545.** When a consignment occupies more than one wagon, the labels of each wagon

should show the painted numbers of the wagons in which the remainder of the consignment is loaded.

**1546.** Caution and pictorial labels. (a) In addition to wagon label, Caution I Pictorial labels, as necessary, should also be pasted on the wagon panels containing fragile, damageable, dangerous, explosive, etc., goods to attract attention of the staff particularly those handling, shunting, or marshalling such wagons. Different labels have been prescribed for use in the case of different kinds of goods such as

- (i) Fragile goods
- (ii) Hides
- (iii) Perishable Fast Goods, traffic
- (iv) Shellac traffic
- (v) Explosives
- (vi) Gases
- (vii) Highly inflammable liquids- Class 'A'.
- (viii) Highly inflammable liquids Class 'B'.
- (ix) Inflammable/Solids-Dangerous when in contact with water.
- (x) Inflammable solids other than those mentioned in item (ix).
- (xi) Oxidizing substances,
- (xii) Corrosives,
- (xiii) Poisons,
- (xiv) Damage able Good's,
- (xv) Quick Transit Services goods,
- (xvi) Export goods.

(b) Except in the case of road vans, on -which labels should be pasted on wagon panels, these labels should be so pasted on the doors of the wagons that when the doors are opened, the labels automatically get destroyed.

**1547. Separate 'Caution/Pictorial' labels** as prescribed in the I. R. C. A. Military Tariff, should be pasted on the wagons containing explosives tendered by the Defense Services.

**1548. Pictorial labels on wagons containing explosives and other dangerous goods.** (a) Appropriate pictorial labels should be pasted on both sides of every wagon in which explosives or other dangerous goods are stored for despatch or delivery or while in transit. These labels should be pasted, even when explosives or other dangerous goods are transported along with ordinary goods, irrespective of the quantity of explosives and other dangerous goods loaded in the wagon.

(b) Every Loading Clerk/Guard/Van Goods Clerk is personally responsible to ensure that the prescribed pictorial labels are affixed on the wagons loaded with explosives and other dangerous goods and that gum of good quality is invariably used so that the labels do not come off.

(c) A sufficient number of pictorial labels should be supplied to every station handling or likely to handle such goods. Similarly, these labels should also be supplied to every guard or Van Goods Clerk working van goods trains for use on vans prepared by them on the run. An account of the number of these labels supplied and used from time to time should be kept at each station and by each Guard Van Goods Clerk in order to keep an eye on the balance on hand so that the supply does not fall short unexpectedly and fresh requirements are indented for well in time. The Station Master should personally check the account at least once in every three months and ensure that sufficient labels are available at the booking, repacking or transshipment points under his charge.

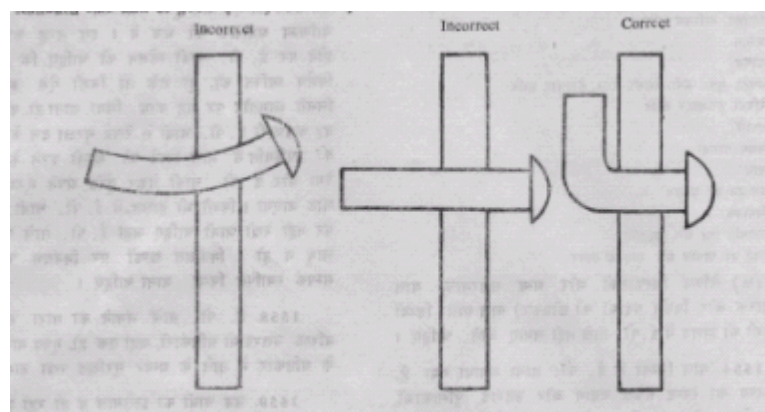
(d) Instances of wrong labelling or not labelling of wagons containing explosives or other dangerous goods, wherever detected, including 'destination stations' must be reported to the Divisional Commercial Superintendent for suitable action against the defaulting stations.

**1549. Riveting of wagons.** (a) Riveting of wagons is one of the most important precautions for preventing thefts from loaded wagons. Except as provided in Para 1550, as soon as loading is completed, doors of covered wagons should be closed, bolted, secured and riveted under the supervision of the Loading Clerk. Wagons loaded with valuable commodities, which are E. P. locked should also, be riveted. If for any exceptional reason, a wagon is not riveted, the reason therefore should be recorded in the outward tally book and the wagon labels.

(b) Similarly, partially loaded/unloaded wagons waiting completion of loading/unloading must be riveted at night and unriveted when required.

**1550. Wagons containing minerals, charcoal, firewood,** hay, grass, bonemeal, livestock and offensive, explosive and other dangerous goods such as, gases inflammable liquids, inflammable solids and oxidizing substances should not be riveted.

**1551. Method of riveting.** (a) All loaded wagons should be riveted by means of a rivet passed through the hole in the cotter after the latter has been placed in position to secure the doors. The rivet should be inserted in the cotter with its head nearest to the riveter (outside), so that the shank to be bent over is on the inside of the cotter and next to the wagon. The shank must then be bent to the full extent to prevent the rivet being straightened and extracted. Rivets of standard size and of good quality must only



(b) In the matter of effective riveting, the following instructions should be observed :◆

(i) Rivets should be used at each place provided for the purpose on both sides of the wagon.

(ii) One of the rivets should be put in the latch on the vertical bar which secures the two upper halves of the door.

(iii) Where the cotters have enlarged holes, the defects should be rectified by filling up the holes with, the help of the train examining staff.

**1552. Responsibility for ensuring riveting of all loaded wagons.**◆(a) Station Masters will be personally responsible for ensuring that no loaded wagon with holes bored in the cotters is drawn from the loading platform unless it is properly riveted. They should also ensure that adequate stock of rivets of proper length and quality is always available at their stations.

(b) Inspectors of Traffic and Commercial Departments and of Railway Protection Force should check wagons arriving at stations and report cases of incorrect riveting or non-riveting of wagons to the appropriate authority. be used. The diagram below shows the correct and incorrect methods of riveting ◆

**1553. Ellis Patent Locks.**◆(a) In order to minimize the incidence of running train and yard thefts, Ellis Patent Locks should be used on all T. R. Vans and parcels in full load and wagons loaded with certain specified valuable and vulnerable commodities which must include the following :--

Asafoetida

Betal nuts

Block tins

Boots and boes

Brass, copper and belimemetal ware

Carpets

Chilies

Chinaware

Cigarettes

Coffee

Condiments

Copra

Cycle and cycle parts

Drugs

Dry fruits  
Electrical appliances  
Ghee  
Glassware crockery  
Turmeric  
Hinges  
Ingots, Copper, aluminium etc.  
Kalli (Cal. chu)  
Lametta (Zaril)  
Machinery  
Medicines  
Mica  
Motor-car parts  
Oman stores  
Oilseeds including cocoanuts  
Opium  
Paper  
Piece-goods, cotton woollen .  
silken, rayon, terylene, etc.  
Radios, transistors, etc.  
Spices  
Stationery Tea leaves  
Toilet articles  
Haberdashery  
Vegetable oil and Vanaspati  
Rubber goods rubber tyres

(b) E. P. locking of wagon:, containing explosives and other dangerous goods (except corrosive and poisonous substances) is, however, strictly prohibited.

**1554.** The fact that a wagon has been E. P. locked should be clearly indicated by the

abbreviation 'E.P.L.' in loading and unloading books, Number Taker's handbooks, vehicle summaries and seal checking certificate books.

**1555.** (a) Particulars of E. P. locked wagons noted on the seal checking certificates by the Railway Protection Force staff at interchange points should be Countersigned by the Guard.

(b) A statement should be made out by the R. P. F. office and sent to the office responsible for sending statements of E. P. locked wagons interchanged between the railways in Form I. R. C. A.J216 to Director of Wagon Interchange, New Delhi, for adjustment of debits and credits in relation to E. P. locks between the railways concerned.

(c) The supervisory staff of the office receiving the statement from the R.P.F. office will check the accuracy of the statement and countersign them to certify that the statement is correct. A sample check jointly by the Claims Prevention Inspectors of the railways concerned should be made for one day each month at the interchange point.

**1556.** In the case of shortages from consignments loaded in E.P. locked wagons, the staff concerned must make a special note in their reports of the fact of the consignment having been unloaded from E.P. locked wagon.

**1557.** In the event of an E. P. Locked wagon being marked sick en route, the Station Master must report to the nearest E.P. key station, sending a copy of this message to the Chief Commercial Superintendent and the Divisional Commercial Superintendent. On receipts of such wire, the E.P. key station must immediately arrange to send a special man, preferably one of the staff normally detailed to use it. With the E.P. key, he will unlock the wagon for release in the presence of the Railway Protection Force staff and return promptly to his Headquarter with the E.P. key. In no circumstances must the E.P. key be kept at a station where E.P. locking is not introduced. On controlled sections, immediate contact must be made through control phone.

**1558.** All E. P. locking materials must be kept in safe custody under lock and key, in charge of a senior responsible official, preferably the Chief Goods Superintendent.

**1559.** The key, when not in use, must be kept locked in the Station Master's cash safe. At larger stations, where Parcels and Goods Clerks deal direct with the operations of loading, unloading and repacking of parcels/goods, they should personally take over the key from the Station Master after giving signature in the register. The time of taking and making over should invariably be recorded. As soon as the work is completed, the Parcels Clerk/Goods Clerk must personally return the key to the Station Master or to the Assistant Station Master on duty and pass a remark to this effect in the register with time of return of the key which should be signed by both the parties.

**1560.** Every day, before going off duty in the evening, the official concerned should certify in A register to be maintained for the purpose that the keys are in safe custody.

**1561.** Station Masters and Inspectors of the Traffic/Commercial Departments should ensure that register is maintained up-to-date and that the keys are kept in safe custody of the responsible for the same.

**1562.** Guards must be specially informed of the number of E.P. locked wagons on the train, particularly when making or taking over wagons at a junction station with other railways.

**1563.** Each E. P. locking station shall maintain a register showing day-to-day receipt, utilization and balance on hand of cotters and wedges, and submit to the Divisional

Office concerned a weekly statement showing the number of wagons E.P. locked and the material used.

**1564. 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, these should be sealed irrespective of the fact whether it is locked or not. Sealing should be done under the supervision of a responsible official in such a way that it is not possible for any person to get at the goods without breaking the seals. Seals are of two kinds, viz., wax seals and wire lead seals.

**1565. Wax seals.** ♦ The tape which should not have any knot on it after having been passed through the eyelet holes on the wagon doors should be knotted. Both ends of the tape should be passed through the top hole in the seal label from back to front and then through the bottom hole from front to back. Each end of the tape should then be passed separately from the two middle holes from back and knotted in front of the label. The wax and station seal should be applied so as to give a clear impression on the wax on the top of the knot in the position indicated for the purpose on the seal labels. The two ends of the tape should trail at least to a length of 1-12" (38.1 mm,) each from the knot. Twine must not be used for sealing wagons.

**1566.** Wagons containing such commodities as explosives, gases, inflammable liquids, inflammable solids, oxidizing substances, bhoosa, etc., should not be sealed with wax, as this would necessitate the use of a lamp or a naked light near the wagons. Special lead seals with wire shackles, supplied to stations booking these goods, should be used for the purpose.

**1567. Wire lead seals.** ♦ The wire should be passed through the eyelets of the wagon doors. After this has been done, both the ends of the wire should be passed downwards through the groove in the side of the lead rivet and then a loop should be made to take the seal label, after which the wire should be passed upwards to the second groove of the lead rivet, which should then be firmly punched with a pliers until a clear impression of the seal is obtained. The end wire should be allowed to protrude to a length of at least 1-1/2" (38.1 mm.) from the lead seal. The lead seal should give impression of the code of station on the obverse side and code of the forwarding railway on the reverse side.

**1568. Custody of seals.** ♦ (a) The station seal should remain in the safe custody of the Station Master and only the persons authorized to seal wagons, should be allowed to have access to it.

(b) The station should maintain a "Seal Movement Register" so that whenever the station seal is taken away for use from the custody of the Station Master responsible official, necessary entry should be made in the said register and signed by the person taking the seal, giving date and time both at the time of its outgoing and return.

**1569. Examination of seals, rivets, and check lines etc., on wagons.** ♦ (a) Guards, when taking over trains at starting stations or when attaching wagons at intermediate stations, must, in conjunction with the Trains Clerk and the Seal Checker or the Rakshak or duty, carefully examine the seals and the rivets of each wagon on the train as also the check lines, sheets, ropes, etc., on open wagons and locks on the vans. The check must be thoroughly conducted on both sides of the train to ensure that all seals, rivets check lines, sheets, ropes, etc., wherever these must necessarily be used, are intact, and that ventilators, windows and doors on both sides are properly secured. Wagons carrying live-stock may be permitted to run with the swing doors open but the Guard must make sure that they are swung right back and secured against the wagon sides.

(b) The result of the above examination should be recorded in a seal examination register which should be countersigned by the Guard, Trains Clerk and the Rakshak /seal

Checker on duty. The number of ropes and sheets as also their condition together with the painted numbers of the wagons on which these are used should also be shown in the seal examination register. At seal checking stations, these registers will be maintained by the Seal Checker and at other stations these will be kept with the Station Master on duty. A specimen of the seal examination registers at Appendix XV/F.

**1570. Action to be taken if seals are intact but rivets are missing--** If it is found that rivets are missing although the seals of a wagon are intact, action must be taken to have fresh rivets put on the wagon. The fact that rivets were missing and fresh rivets were put on, should be endorsed in the seal examination register/Rakshak's book together with the painted number of the wagon over the signature of the guard.

**1571. Action to be taken when seals of a wagon are found deficient or defective at the starting station.** ♦ If any seal of a covered wagon is found deficient or defective, the Guard will make a written request to the Station Master or any other responsible official on duty for getting contents of the wagon checked and the wagon resealed. Arrangements should then be made to detach the wagon to get its contents checked in the presence of the Railway Protection Force staff and Government Railway Police (if available). This should be done irrespective of whether the rivets are intact or not. A suitable remark should be passed in the Guard's rough journal and in the seal examination register/Rakshak's book over the signature of the Guard.

**1572. Action to be taken at engine-changing stations and marshalling yards.** ♦ The Railway Protection Force staff are responsible for checking loaded wagons at engine-changing stations and marshalling yards to verify that all passing covered wagons are duly riveted and sealed and that the check lines, sheets, ropes, etc., on open wagons are intact. They will bring the discrepancies, if any, to the notice of the proper traffic staff by a written memo, for which an acknowledgement should be obtained. It will then be responsibility of the traffic staff to remove these defects to the extent possible. Wagons should on no account be allowed to move onwards without being properly sealed and riveted.

**1573. Action to be taken at intermediate stations.** ♦ At stations where a goods train is timed to stop half an hour or more, or where a goods train is likely to be detained for that time, the Guard of the train along with the Trains Clerk and Seal Checker, Rakshak on duty, provided, must examine all seals, rivets, ventilators, windows, roofs and doors of covered wagons and the check lines, sheets, etc., on open wagons. The result of this examination must be recorded in the seal examination register/Rakshak's book.

**1574.** (a) If at an intermediate station a covered wagon is found with defective or deficient seal, the guard should give a memo to the Station Master on duty who should get the wagon sealed immediately. The fresh seal label should be signed jointly by the Station Master and the Guard. The Station Master should keep a record of such wagons in his daily diary, the memo received from the Guard being pasted against the entry.

(b) Before the train leaves the station, a detailed report of the Guard should be obtained by the Station Master in the pro form appearing at Appendix XV/ G, in quadruplicate, which should be disposed of as under ♦

(i) One copy to the Sub-Inspector, Government Railway Police;

(ii) One copy to the Sub-Inspector in charge, Railway Protection Force;

(iii) One copy to the Claims Prevention Officer; and

(iv) One copy for Station record.

**1575.** (a) When in the case of a covered wagon, the seals are deficient or defective, every effort must be made to have the contents checked at the intermediate station itself, provided it will not unduly delay the train. If such a check is not possible on the train itself, the wagon should be detached for checking the contents.

(b) If, however, the facilities for checking do not exist at the station, or the destination station or the train terminal station is close by, or the contents are liable to be damaged due to delay, the wagon should not be detained for checking but allowed to go by the same train after re-sealing. The next station, where checking can be done or the destination station, as the case may be, should be telegraphed to arrange for such checking. The telegram should be copied to the Sub-Inspector in charge, Railway Protection Force and the Claims Prevention Officer. A copy of the telegram should also be handed over to the Guard of the train.

(c) The check must be done in the presence of the Guard, and a representative of the Railway Protection Force, where they are available.

**1576. Action to be taken at terminals or stations at the end of Guard's run.** (a) Guards of Trains, on reaching terminals or stations at the end of the run, must remain with the train until the seals, rivets check lines etc. have been examined in conjunction with the Trains Clerk and the Seal Checker or Rakshak on duty. The result of this examination must be recorded in the seal examination register, which should be signed by the Guard, the Trains Clerk and the Seal Checker or Rakshak on duty.

(b) If any defect or deficiency is noticed, the Guard must have the wagon re-sealed or contents re-checked in his presence, the fresh seal label being signed by him and the Seal Checker or Rakshak on duty. When all is correct and there is nothing to report as to the seals, rivets, etc., the fact should be noted in the register.

(c) If an open wagon is found without labels, the Trains Clerk must pick up the necessary particulars from the vehicle summary and make out labels with available particulars endorsing the label over his signature to the effect that the wagon arrived without labels. If the details are not available on the vehicle summary, he must detain the wagon, put 'Not to go' labels and report the matter to the Station Master, who will at once arrange to issue a wire to the last, junction or engine-changing station to get the particulars of the wagon, taking assistance from the Control, if necessary. Simultaneously, efforts should be made to find out clues from the contents of the wagon, and if any positive evidence is available indicating the correct destination, the wagon may be connected and dispatched accordingly, advising the stations concerned by wire.

**1577. If a wagon, that has been received correctly** sealed is found to have had its seals tampered within the station yard the Station Master must have its-contents examined in the presence of the Railway Protection Force and if any packages are found missing, action should be taken as laid laid down in Para 1730 for reporting deficiencies.

**1578. General instructions.** (a) If a wagon is received with seals intact but the label is completely missing, or part of the label is missing making it not possible to connect, the seal of the wagon in question, the seal should be considered as deficient and action taken accordingly.

(b) Whenever fresh seals are put on a wagon, found with defective or deficient seals, the fresh seal labels should be countersigned and dated by the guard of the train and/or the staff of the Railway Protection Force, before re-sealing, Wagon number and other particulars usually shown on labels must be entered on the fresh seal labels. In no case, should the fresh seal be put on a blank label.

(c) Checking of contents of wagons found with defective or deficient seals, or with seals missing must be made in the presence of the Government Railway Police, the staff of the Railway Protection Force and the Station Master or such other responsible member of the staff as may be specially deputed by the Station Master.

(d) While checking contents of wagons loaded with explosives and other dangerous goods found with defective or deficient seals, the conditions laid down in the I.R.C.A. Red Tariff for the handling of such goods must be carefully observed.

(e) Checking of wagons with defective or missing seals must be done without delay. If for any particular reason, the checking of contents of a wagon is delayed by over 24 hours, a special report of the circumstances leading to such delay must be made immediately to the Divisional Office and to the Claims Prevention Officer.

(f) If the train arrives in the night, due to which the contents cannot be checked immediately the wagon must be padlocked and sealed by the Station Master on duty and checked next morning in the presence of the representative of the Railway Protection Force etc.

(g) Whenever the contents of a wagon are checked the following details of the check must be recorded in a manuscript register specially maintained for the purpose : ♦

(i) wagon number with owning railway and the time, date and train by which it arrived;

(ii) condition of the rivets, private seals and locks, if any, of the covered wagons or check lines sheets or ropes on open wagons;

(iii) whether a memo from the Guard for the missing seals or broken check lines, etc, was obtained:

(iv) name and headquarters of the Guard, who brought the wagon with a deficient seal;

(v) time and date wagon was re-sealed and in whose presence this was done;

(vi) position of the wagon in yard at the time of re-scaling and

(vii) time and date of unloading of the wagon the result of the check and time and date of the issue of D. D. message, if any.

**1579. Transshipment at break-of-gauge stations.** ♦ At a break-of-gauge station, separate unloading and loading tally books will be maintained for the goods transshipped in the same way as these books are maintained for goods unloaded and loaded at the destination and booking stations respectively. Instructions contained in this Manual or notified separately to the staff regarding loading and unloading of goods will also apply to goods transshipped at a break-of-gauge station.

**1580. Transshipment register.** ♦ In addition to the tally books referred in the preceding Para, the break-of-gauge transshipment stations will also maintain transshipment register in Form Com.T-27, which will be posted from the unloading and loading tally books, transit invoices, etc. The register should be posted in duplicate. The duplicate copy to serve the purpose of statement of goods transshipped should be forwarded to the Traffic Accounts Office along with the transshipment bills for internal check (see Para 2326).

**1581. Transshipment of contents of wagons damaged enroute.** ♦ (a) Where due to hot axle, accident, adjustment of load or any other cause, goods in transit are transshipped from one wagon to another, action for send transshipment advice to all

concerned as laid down in Para 976 should be taken. Particulars of unloading and loading should also be recorded in the unloading and loading tally books respectively as laid down in Para 1579.

(b) Fresh wagon labels for the wagon into which the goods are transshipment must be carefully prepared, giving full particulars of packages actually transshipped as also the painted number and the owning railway of the original wagon. The original wagon labels removed from the damaged wagon must be kept at the station at which the transshipment is made.

**1582. Transshipment of P. O. L. traffic** (a) Where due to leakage, accident or any other cause it becomes necessary to transship the contents of a tank wagon, loaded with petroleum or other inflammable liquids, a fresh tank wagon of suitable capacity should be arranged for transshipment. The fresh tank must be of the same type as the original tank to obviate possibilities of damage to the consignment due to contamination.

(b) As the transshipment of such traffic in tank wagons is required to be done by the consignors [consignees, the senders should be telegraphed to immediately arrange for the attendance of their representative at the time of transshipment. The responsibility to take all precautions during the transshipment rests with the representatives of oil companies. The station staff should, however, give all necessary assistance to the representative of the senders to cordon off the area where transshipment is to be done.

(c) A certificate of the transshipment of such tank wagons is to be signed jointly by the representative of the oil companies and the Station Master in the form prescribed for the purpose by the railway administration which inter alia requires the dip, the specific gravity and the temperature of the contents both before and after the transshipment to be recorded on the form. The Station Master should personally verify the 'dip', etc. of the damaged tank wagon before transshipment starts and also of the fresh tank wagon before the transshipment is completed. One copy of the certificate, duly signed as above, should be retained as station record.

(d) Other instructions regarding issue of transshipment advice, etc. as laid down in Para 1581 also apply in case of transshipment of tank wagons containing petroleum or other inflammable liquids.

**1583. Tarpaulins** (a) Certain selected stations are supplied with tarpaulins as part of the station equipment for covering goods stacked in open or in sheds, etc. In addition, tarpaulins are also stored at one or more central goods depots of each railway. When additional tarpaulins are required for use at a station or for covering consignments loaded in open or non-water-tight covered wagons, the Station Master should telegraphically indent the requisite number of tarpaulins from the depot in charge.

(b) When not in use, the tarpaulins should be neatly folded and kept in a dry place or racks or, where possible, hung up on beams to protect them from fire and damp. These should be aired and examined occasionally.

(c) Every tarpaulin should have marks of identification indicating the owning railway and the serial number followed by the year of supply. Such marks should be six inches in height and located in the center and at two diagonally opposite corners on each side of the tarpaulin.

**1584.** (a) Individual numbers of tarpaulins and on wagons for protecting consignments should be entered on invoices, outward / inward tally books, wagon labels, vehicle guidance's, seal checking books and the Number Taker books at the starting, intermediate and destination stations. The forwarding station should telegraph the destination station for return the tarpaulins immediately on release to the originating or

the depot station, as desired. Copies of such messages should also be docketed to the depot station.

(b) If the invoice, wagon label or vehicle guidance shows that the consignment was covered by a tarpaulin but the same is missing at the time of unloading, the destination station should issue a D.D. message to all concerned, failing which it will be assumed that the wagon had the tarpaulin at the time of unloading. Individual numbers of loaded open wagons, from which tarpaulins are missing, should also be recorded on the Command Certificate, if the train by which the wagons were received had been escorted by the Railway Protection Force.

(c) Tarpaulins Used for traffic involving transshipment will not be sent onward but the transshipment point will be treated as destination station so far as the journey. of the tarpaulins is concerned and they will be returned to the originating or depot station, as the case may be, fresh tarpaulins being used by the railway supplying wagon for transshipment.

(d) The tarpaulins should, as soon as possible, be returned by the destination station to the depot originating station, as desired by the forwarding station, and not to any other station. If however there is a return traffic to a station on the forwarding railway, necessitating their loading in open or non-water-tight covered wagons, the tarpaulins may be used for covering such consignments, under intimation to the original forwarding station by post card, send under a certificate of posting. In such cases the labels/invoices should be endorsed as under : ♦

"Tarpaulin, owning railway ..... No..... to be returned on release to .....station/depot".

The station so receiving the tarpaulins must send them to the depot of the owning railway or to the original forwarding station, under advice to the station from which they had been received.

(e) While dispatching the tarpaulins from the depot to an indenting station, they should be booked under a free invoice or free service way-bill, as the case may be. Similarly, the destination station while returning the tarpaulins to the depot or forwarding station should issue a free invoice/free service waybill, on which the date of unloading from the inward load should also be recorded. The station to which the tarpaulins are booked as above should simultaneously be advised of the fact of its return by registered post in the case of through traffic and through a booked sealed cover in the case of local traffic.

(f) The forwarding stations will maintain a register in proforma appearing at Appendix XV/H, showing the use of the tarpaulins. At the end of the month a statement in Form Com./W-2 should be prepared in triplicate and one copy sent each to the Divisional Commercial Superintendent and the Depot Incharge and the third copy retained as station record.

(g) Similarly, the destination stations will maintain a register in the proforma appearing at Appendix XV/J showing the receipt and disposal of the tarpaulins at the station. A copy of entries in the register should be sent to the Divisional Commercial Superintendent at the close of the month to enable him to exercise a check on the prompt return of tarpaulins to the forwarding depot/station.

## **CHAPTER XVI**

### **CLEARANCE OF TRAFFIC IN SMALLS' AND WORKING OF REPACKING AND TRANSHIPMENT SHEDS**

**1601. Traffic in 'smalls'.** ♦ A 'smalls' consignment is any consignment that constitutes less than a wagon load consignment/Train load consignment.

**1602.** Non-observance of the instructions laid down for the clearance of traffic in smalls leads to unnecessary handling (involving expenses), unavoidable detention to stock and

traffic, uneconomic use of wagons and loss of or damage to goods. The staff should, therefore carefully study and observe the instructions laid down in this Chapter, as also any other detailed instructions issued by the individual railway administrations on the subject.

**1603.** Principles governing clearance of traffic in 'smalls'. ♦ The main principles governing the clear of traffic in 'smalls' are ♦

(a) to have the consignments carried, quickly and safely, from the starting station to the destination station;

(b) to endeavor to increase the load of vans by loading to the farthest repack point and to avoid transshipment/repacking en route, as far as possible; and

(c) to get the best possible load for wagons and thus economize in' their use.

**1604. Through Sealed Van (T. S. V.).** ♦ Every effort should at first be made to clear traffic in 'smalls' in a Through Sealed Van which may be sealed direct to destination provided a minimum load as referred to in para 1609 below can be obtained. All traffic to the particular destination may be collected for one or two days, if necessary, so that the maximum possible load is given to the Through Sealed Van which should then be, sealed direct to the destination.

**1605. Two Stations Sealed Van (T. S. S. V.).** ♦ When Smalls for any two stations on the same engine run are sufficient to make up a wagon load, they may be loaded in one wagon and the wagon sealed to the first station. The first station should not be one where packages cannot be unloaded directly from the van goods train. After the consignments for the first station are unloaded, packages, if any, for the second station may be picked up in the van at the first station and the van sealed to the second station. These vans may be prepared for clearance of traffic to local stations only.

Note. ♦ Stations at which packages cannot be loaded/unloaded directly from the van goods train will be notified by each railway administration.

**1606. Section Sealed Van (S. S. V.).** ♦ If there is no chance of obtaining the prescribed minimum load either for a TSV or for a TSSV in one or two days, traffic in smalls may be dispatched in a S. S. Vs. provided the prescribed minimum load for a van can be obtained for that section. Each railway will prescribe and notify the sections for which vans can be prepared. The labels of the S. S. Vs. should indicate the station from which these vans are to be attached to a van goods train as laid down in para 1540. As laid down in para 1539, station wise summary of packages loaded in such S. S. V. should be prepared on the reverse side of wagon labels for ready reference of the staff so that the van may be opened only at the repacking station and not earlier. The S. S. Vs. will automatically become Section or Collecting Road Vans when they enter the section for which they are sealed. Such S. S. Vs. should not contain packages for the commencing station of the particular serving section.

**1607. Junction Sealed Van (J. S. V.)** ♦ Traffic in 'small' which cannot be cleared in a T.S.V., T.S.S.V. or S. S. V. may be cleared in a J. S. V. which may be prepared and sealed direct to a repacking or a transshipment shed en route, provided the prescribed minimum load, vide para 1609, can be obtained. Every effort should be made here again to obtain the maximum possible load for the J.S.V. by collecting traffic for one or two days, if necessary. The traffic to be loaded in a J.S.V. should be such as should be dealt with at the transshipment repacking station concerned as notified by the railway administration vide para 1610 below.

**1608. Section or Collecting Road Van (S. R. V. or C. R.) Vans running of van goods trains.** ♦ Traffic in Smalls' which cannot be cleared by any of the above methods must be cleared in a Section or collecting Road Van in the charge of a Guard or a Van Goods Clerk. Instructions regarding preparation of these vans and running of van goods trains are issued by individual railway administrations.

**1609. Min weight for preparing a T.S.V., T.S.S.V., J.S.V. or S.S.V.** ♦ (a) the minimum weight "for preparing a Broad Gauge, Meter Gauge and Narrow Gauge 4-wheeled wagon as a T.S.V., T.S.S.V., J.S.V. or S.S.V. is 100, 60 and 35 quintals, 55, 35, 18 quintals, 100, 60, 35 quintals and 50, 40, 12 quintals respectively. In the case of 6-wheeled and bogie wagons, the minimum weight will be proportionately higher, i.e., 1-1/2 times for a 6-wheeled and 2 times for a bogie wagon.

(b) If, however, for a particular commodity, a lesser weight condition is prescribed in the I.R.C.A. Goods Tariff for charging it as a wagon load, such lesser weight will also be the minimum weight for preparing a T.S.V., T.S.S.V., J.S.V. or S.S.V.

(c) In case of mixed consignments referred to in (a) and (b) above, the minimum weight for preparing a T.S.V., T.S.S.V., J.S.V. or S.S.V. will be reduced proportionately.

**1610. General instructions for the preparation of Junction Sealed Vans and Section Road Vans.** ♦ Each repacking shed is primarily meant for a particular section. As far as possible, packages for stations on that particular section only should be sent to that shed for handling. However, if sufficient load is not available, packages for sections beyond may be loaded to utilize the wagon to its full capacity. A list of repacking and transshipment sheds showing the sections, which each of these sheds serve, will be separately supplied to the staff by individual railway administrations.

**1611.** Loading of packages in the vans should be so arranged that no difficulty is caused in their unloading at wayside stations en route or in their sorting out at the repacking and transshipment sheds. Thus, consignments should be placed in such a way that the railway marks are clearly visible, packages are placed in station order, i.e, consignments for the first station loaded nearest to the door on the destination station side, and so on; sufficient space should be left near the doorways etc.

**1612.** As far as possible, local and transit packages should be loaded in separate vans, which should be labelled accordingly. In case it becomes necessary to load both local and transit packages in the same van, it may be labelled as a J.S.V. and not" as a T.S.V.

**1613.** The instructions contained in paras 1534 and 1535 regarding preparation of summaries by the starting stations for 'smalls' carried in vans should be carefully observed.

**1614. Nominated loading.** ♦ To ensure that traffic reaches destinations in the shortest possible time and also to ensure maximum utilisation of wagons, specified days may be notified by the railway administration for acceptance of traffic in 'smalls' for particular stations or sections. This system of nominated loading is particularly suited for adoption at large sheds, where actual experience has shown that sufficient volume of traffic will be offered without undue delay for the selected destinations. The co-operation of traders is essential and the benefits they derive from this system must be explained to them.

**1615.** Nominated system of loading may also be extended with discretion to repacking and transshipment sheds, where it is possible to obtain the minimum wagon loads referred to in para 1609 above, for specific destinations, by collecting goods for a day or two

**1616.** Divisional Railway Manager should keep a watch on the trend of traffic and wherever it is possible, introduce the system of nominated loading provided this does not result in the diversion of traffic to other means of transport or does not create difficulties with the users or does not fail to cater to the total traffic offerings.

**1617.** To enable the nominated system of loading to operate successfully, it is essential that suitable arrangements are made for arranging required supply of wagons. For this, Station Masters must keep close contact with stock control.

**1618.** A statement showing the days for loading to particular stations or to particular repacking and transshipment sheds must be exhibited on the goods shed notice boards.

**1619.** Working of transshipment and repacking sheds. ♦ A large number of compensation claims paid can be directly attributed to inefficient transshipment and to thefts at the transshipment and repacking sheds. Efficient working arrangements at transshipment and repacking sheds are very essential aspects of movement of goods traffic in 'smalls'.

**1620.** All vans received from different directions should be placed in the transit shed before the commencement of its working hours. Normally, the vans requiring handling during the day should be placed in one lot. If, however, the vans of different trains so arrive that, in the absence of further placement, they are liable to suffer detent on, subsequent placement may be arranged at suitable timings and in such a way that the repacking work already going on does not suffer.

**1621.** To ensure smooth transshipment/repacking, empties should be placed simultaneously with loaded wagons to the extent necessary.

**1622.** Vans containing explosives and other dangerous goods should be placed away from vans containing general goods according to instructions laid down.

**1623.** The general work of repacking for the day should be planned in advance in the early hours of the morning. The Head Transshipment/Transit Clerk should arrange to open the vans, take out the summaries, analyse the loads and lay out the general plan of grouping the loads to different destinations or sections with a view to obtain the best possible load for vans for each destination or section.

**1624.** The number of inward vans to be transshipped, which may be allotted to each Transshipment Clerk daily, must be judiciously decided upon; an excessive allotment will result in errors and confusion.

**1625.** (a) Sufficient contractor's labour, wherever handling labour is provided by a contractor according to an agreement, should be available at the repacking and transshipment sheds. If there is any shortage of labour, the matter should be immediately brought to the notice of the Divisional Office.

(b) If the handling contractor's agreement provides payment on the basis of the number of labourers supplied, the actual number of labourers provided and the period for which they worked should be recorded in the transshipment register and the signature of the contractor or his authorized agent obtained immediately against the entry to avoid any subsequent disputes.

**1626.** (a) The instructions contained in Chapter XV, regarding selecting and cleaning of wagons and precautions to be taken when loading a wagon, should also be observed by the staff employed at the repacking and transshipment sheds.

(b) Similarly, procedure in regard to sealing, riveting, labeling, tallying, dealing with deficiencies, maintenance of wagon transfer registers, etc., appearing elsewhere in this

Manual should be followed at the repacking and transshipment stations also.

**1627.** Co-operation between the yard staff and the staff employed in the repacking and transshipment sheds is important and must be ensured.

**1628.** As laid down in para 1580, the details of transfer of package from one wagon to another at the repacking and transshipment sheds should be entered in the transshipment register M Form Com.T-27.

**1629.** The repacking stations must send by first passenger or mail train to the receiving stations, a repacking advice slip in Form Com./R-18 showing the number of wagons into which all large or broken consignments have been loaded by the repacking station.

**1630.** Transfer of smalls from repacking or transshipment sheds to local goods sheds and vice versa should be done by hand-borrows, trolleys or elevators. Where mechanical transfer arrangements, like battery operated trucks, etc, are provided these should be used. When such transfer involves crossing of the yards not provided with subway or pathway and the manual lifting via over bridges, where provided, is considered uneconomical, the Divisional Railway Manager may allow a certain number of uneconomical wagons for transferring the packages. Such wagons should be stenciled 'TO PLY BETWEEN REPACK-ING/TRANSHIPMENT SHED AND GOODS SHED ONLY'.

**1631.** The Station Masters and Chief Goods Superintendent where provided, are personally responsible to ensure that the maintenance of records at the repacking and transshipment sheds receives adequate attention. Important registers, such as, the wagon transfer registers, transshipment registers, damage and deficiency message register, wagon exchange books, tally books, summaries, etc., should be carefully maintained and preserved at all transshipment and repacking stations.

**1632.** Miscellaneous instructions. ♦ The Station Masters should advise the Control, at an hour laid down by the Divisional Railway Manager, the number and weight of smalls to be despatched, together with their destination or direction of despatch. The Section Controller will consolidate the information and pass it on to the starting station of the van goods trains for attaching necessary empties and issue of work order to the Van Goods Clerk,

**1633.** The Van Goods Clerk should carefully study the work order vis-a-vis the summarifcs of the S.R.Vs./ C.R.Vs. on train and the number of empties placed at his disposal and plan the clearance of smalls from the wayside stations. He should advise the Control at the starting station about the number of packages and special unloading instructions, if required, for unloading at each station separately, together with the number and position of vans from which such packages are to be unloaded. He will also advise the Control, the number and position of vans in which he proposes to clear the smalls from the roadside stations.

**1634.** Before the arrival of the van goods trains at a station, the Control will pass on the information received by him from the Van Goods Clerk, vide para 1633, to the Station Master, who should arrange to keep the outward packages in proper position together with his staff in readiness for loading and unloading within the minimum possible time.

**1635.** The Van Goods Clerk must clear all the packages offered at stations en route. If any packages are not picked up, he must record clear reasons for the same in the station loading book over his dated signature. A report of such cases must be made by the Station Master to the Divisional Railway Manager.

**1636.** The Van Goods Clerk should take over the packages in S.R.Vs./C.R.Vs. by actual count and check the condition of packages with relevant entries in the van summaries.

Unless open charge is given to him at the starting station, he should open the vans in the presence of Goods Clerk or Station Master on duty at the first convenient station and report deficiencies, if any, by wire to the sealing station.

**1637.** To achieve better load, the Van Goods Clerk should endeavour to prepare as many T.S. Vs. T. S. S. Vs., J, S. Vs. and S. S. Vs. as he can, by repacking the S. R. Vs. and C. R. Vs, en route. He should plan out the preparation of the vans from the van summaries during the run of the tram and do the actual repacking at the first station where there is time to do so. for this purpose, he should remain in touch with the Control and Guard of the train to find out the stoppages during which he could conveniently do the repacking.

**1638.** The Traffic and Commercial Inspectors should frequently travel by van goods trains to ensure that the arrangements for dealing with 'smalls' ate adequate and proper, They should watch the working of traveling and stationary staff with regard to preparation of vans, clearance of traffic and repacking of vans on the run. They should also review the trend of traffic from time to time and if necessary, suggest revision in the acceptance and clearance arrangements with a view to reduce the transit time and increase the utility of the stock

## CHAPTER XVII

### UNLOADING AND REWEIGHTMENT OF INWARD GOODS

**1701. Wagon exchange book.** ♦A wagon exchange book should be maintained at all stations by the Trains branch or such other stall of the Operating Department as detailed by the Divisional Railway Manager. The particulars of the wagons, whether loaded or empty, received at and dispatched from the station, should be posted in the wagon exchange book immediately after they are received or dispatched. All columns provided

in the book should be carefully and correctly filled in ink.

**1702. Placing of inward loaded wagons.** ♦ Inward loaded wagons must, as soon as possible after receipt, be placed in position for unloading. The reasons for undue delay, if any, in placing the wagons in position for unloading, should be recorded in the wagon exchange book.

**1703. Placement and release memo.** ♦ At stations, where separate Trains Clerks are provided, immediately after a loaded wagon is placed in position for unloading, the Trains Clerk will prepare a placement memo in duplicate, by carbon process, in the pro-forma appearing at Appendix XV/A, showing the particulars of wagons placed for unloading. The pencil copy of the placement memo will be made over to the Goods Clerk and his acknowledgement for correct placement will be obtained on the carbon copy, which will be retained as record by the Trains branch. The placement memo should be filed carefully at the goods shed in serial order of their receipt and will form the basis for posting the wagon transfer register.

**1704.** Similarly, immediately after the wagons are released and are available for removal by Trains branch, the Goods Clerk will prepare a release memo in duplicate, by carbon process, in the pro-forma appearing at Appendix XV/B, showing the particulars of wagons (loaded or empty) available for removal. The pencil copy of the release memo will be made over to the Trains branch after obtaining acknowledgement on the carbon copy, which will be retained as goods shed record. The release memo should be filed in the Trains branch in the serial order of their receipt.

**1705. Wagon transfer registers.** ♦ The date and time at which the wagons are placed in position for unloading, as also the date and time at which they are released after unloading, should be recorded in the wagon transfer register in Form Com./L-16, the pages of which are machine numbered. These registers should be issued and filed in the same way as tally books vide para 1513.

**1706.** In the case of wagons requiring to be unloaded by owners, the signature of the consignee or his authorized agent should be obtained against the relevant entry in the wagon transfer register, immediately after placement and release of the wagon, in token of his acceptance of the correctness of the timings. The free time allowed for releasing the wagons is given in the Supplementary Goods Tariffs of individual railways and when a wagon is not released in time demurrage charges at the rates laid down in these tariffs should be recorded in these registers and recovered.

**1707.** In the case of wagons requiring to be unloaded by the railway, a separate wagon transfer register should be maintained. Where the unloading is performed by a contractor on behalf of the railway, his signature should be obtained against the relevant entries in the register to avoid any dispute regarding correctness of the timings of placement and release of wagons handled by him. The demurrage charge accrued in terms of the agreement should be recorded in register but should not be taken to account in the station balance sheet. The total amount of the demurrage charges due should be shown by the Station Master on the relevant handling bill for necessary recoveries being made by the Traffic Accounts Office from the contractor's dues. Full particulars, viz., wagon number and owning railway, carrying capacity, date and time of placement and release, demurrage charges, etc., should be submitted along with the bill. If no demurrage is due, a remark to that effect should be passed on the bill, over full signature of the Station Master.

**1708.** In case a wagon, after it has been placed in position for unloading, is removed for shunting or is not available for unloading due to any other reason, the time during which the wagon is not available for unloading should be shown in the remarks column of the wagon transfer register over the signature of the Unloading Clerk. Such remarks should

immediately be brought to the personal notice of the Station Master and countersigned by him. Similarly, the reasons for delay in treating the wagons as placed in position for unloading, after they have been placed by the Trains branch, should be recorded in the wagon transfer register and countersigned by the Station Master.

**1709. Post system.** ♦(a) The object of this system is to have a proper check on the unloading and removal of inward loose goods as also on the account of demurrage and wharf age charges. At stations, where this system is in force, the rails at the site allotted for unloading of inward loose goods, will be serially numbered to represent unloading berths, each serial number being at a distance of average length of the wagon. In such cases the berth number painted on the rail should be indicated in the wagon transfer register and the unloading tally book for easy reference.

(b) The number of unloading berth should be recorded on one of the wagon labels, which should be secured and kept with the Delivery Clerk so long as the consignment remains on hand. When the consignment is removed, the date of removal should be recorded on the wagon label, referred to above, which should then be filed according to the date of receipt of the wagon.

(c) The Station Master or any other member of the staff authorized by the Divisional Commercial Superintendent in this behalf should record daily the position at each unloading berth at the end of working hours of the day as notified by the railway administration. It will be the duty of the Station Master or other staff, authorized to record the position to ensure that entries are made correctly on the back of the labels, that book delivery is effected before any part of the consignment is removed and that demurrage and wharfage charges due are correctly collected.

**1710. Examination of seals, labels, etc.** ♦The seals, labels, rivets, check lines, locks, sheets and ropes, etc., of inward wagons should be carefully examined by the station staff, taking over such wagons from a train, in the presence of the Seal Checker/Rakshak on duty and the Guard of the train. In the case of defective or deficient seals, etc., the contents of the wagon should be checked at once.

**1711.** The wagon labels should be compared with the invoices, if received. When the destination finds that the route indicated on the wagon labels does not tally with the route shown on the invoice, the fact should be reported to the Chief Commercial Superintendent and to the Traffic Accounts Office. A similar report should be made if there is any discrepancy between the weight and description shown on the wagon labels and that entered on the Invoice.

**1712. Removal of rivets, seals and labels.** ♦Seals and labels, etc., should be removed only by the staff detailed for unloading wagons and rivets should be cut in their presence. The condition of the seals, labels and rivets must be noted in the tally book before opening the wagon.

**1713.** In removing the seals, the tape should be carefully cut so as to leave the seals intact. The whole of the tape the seal and the labels, from both sides of the wagon, must be kept and filed together for being examined in the event of any enquiry regarding shortages, etc., found in the wagon.

**1714. Preservation of seals and labels.** ♦Seals and labels should be carefully preserved for six months and then destroyed, but in the case of shortage from wagons or any dispute or claim, they should be submitted with the missing and damaged goods report From Com./D-I Rev. (see Para 2155).

**1715. Unloading tally book** ♦The goods should be carefully tallied out of wagon and details of the number of packages and consignments taken out of each wagon should be

entered in the unloading tally book in Form Com./T-1 Rev., which should be kept at the station. This tally is to be made by actual count of packages as unloaded or, where practicable, by counting all the packages in a wagon before unloading. The total number unloaded should agree with the number shown on the unit and wagon labels and summaries. The Station Master should ensure that the goods, on arrival at destination station, have been carefully tallied out of the wagon and agreed with the relevant record.

**1716.** Separate tally books must be maintained for inward and outward goods. Where there is more than one Clerk for loading or unloading goods, each clerk must maintain a separate tally book.

**1717.** The procedure regarding the issue and filing of the unloading tally books is the same as laid down in Para 1513 for loading tally books.

**1718. Unloading of goods.** Each package, as it is unloaded, should be carefully examined to see that it is correctly marked for the station and that it is in good condition, i.e., it is not damaged, deficient or pilfered. Adequate care must be taken in unloading the packages to prevent breakage and damage.

**1719.** The Station Master should personally supervise unloading of specially valuable goods such as articles mentioned in Part I of Schedule II of the Railways (Extent of Monetary Liability and Prescription of Percentage charge) Rules, 1990 on which percentage charges on value have been paid.

**1720.** If any deficiency or damage is noticed, before or during the unloading of a wagon, the Station Master and representatives of the Railway Protection Force and the Government Railway Police must be sent for, if available at the station, and the consignment checked in their presence.

**1721.** The result of the check must be recorded in the summary and in the tally book and signed by the Station Master and the representatives of the Railway Protection Force and Government Railway Police, in whose presence the contents of the wagon were checked. The exact condition of the package, bag or bale, sound, damaged or pilfered, should be recorded along with the result of reweighment. The whole consignment of which the package, bag or bale in question forms a part, should also be re-weighed and result recorded.

**1722. Stacking and marking of goods after being unloaded.** Each consignment must be separately stacked as it is unloaded and must be either be marked, or have a label attached to one of the uppermost packages, showing the date of unloading, number of wagon from which unloaded and the total number of the packages of the consignment unloaded.

**1723.** At stations where the inward goods traffic is heavy, packages from different sections of the line must be placed in spaces set apart for the traffic from each section. Such spaces should be identified by some name or letter, e.g., Delhi Shed, Platform A, etc., which should be recorded against the relevant entries in the unloading tally books, goods delivery books, gate passes, etc., for every linking and tracing of the consignment at the time of delivery to the consignee.

**1724.** All damageable goods lying on the platform must be covered by tarpaulins. Similarly, when the weather shows signs of rain, all the goods should be covered by tarpaulins. Further, during the rainy season the packages must be stacked, either on sleepers or on wooden platforms specially provided for this purpose so that the packages may not be damaged by wet. Goods such as cotton, wool, etc., which are liable to damage by fire should be stacked away from running lines, naked light, etc. Valuable

consignments, such as packages of silk, piece-goods and goods on which percentage charges have been paid and all pilfered goods, must be kept locked in a safe room or, in the absence of such a facility, should be specially handed over to the custody of the Railway Protection Force under signature.

**1725. Packages found missing from wagons with seals, sheets or check lines intact.** ♦ If a package or a consignment is found missing from a wagon, the seals, sheets or check lines of which were found intact before unloading, a telegraphic advice should be sent, within six hours of the time at which" the wagon was opened to the booking station, or if the consignment was checked or transshipped en route, to the station which last sealed, sheeted or lined the wagon and also to the officials of the Railway Protection Force having jurisdiction over the forwarding last sealing and the reporting stations.

**1726.** The message should be written clearly on a telegram form, stamped with station stamp, and the date and time of issue should be recorded in the space provided. The following remarks should invariably be added at the end of all such messages: ♦

"Seals/Sheets/Check lines intact before unloading began".

**1727. Packages found missing from wagons with seals, sheets or check lines broken.** ♦ If a package of a consignment is found missing from a wagon, the seals, sheets or check lines of which were found broken, action should be taken as indicated in paras 1725 and 1726 above. In such cases, the messages should also be addressed to the Government Railway Police concerned. In addition, as soon as possible after issue of the message, a written complaint of the theft should also be lodged at the nearest police station by the staff fully acquainted with the facts of the case. Action should be processed in terms of detailed instructions issued in this connection by the railway administration concerned.

**1728.** If the shortage is valued at Rs. 500 or above, the telegram should also be copied to the Chief Commercial Superintendent and the Divisional Office.

**1729. Packages found missing from station yards, goods sheds and platforms.** ♦ In case of a theft of outward or inward consignments from the station yard, goods shed or platforms, the action to be taken will be the same as for goods found missing from wagons received with seals, sheets or lines broken, as laid down in paras 1727 and 1728 above.

**1730. Damages or deficiencies.** ♦ Any damage or deficiency, other than the loss of a package or a consignment, should be notified to the booking station, or if the consignment was checked or transshipped en route, to the station which last sealed the wagon, on the day the consignment is unloaded. The damage deficiency advices should be issued on Form Com./D-3, which should be sent by post in the case of through traffic and in a booked sealed cover in the case of local traffic.

**1731.** The following additional information must also be furnished in the damage and deficiency advices : ♦

(i) Position of the packages in the wagon as found at the time of unloading.

(ii) Invoiced weight, if possible.

(iii) Weight found on reweighment.

(iv) In the case of damage by wet, the fact whether the wagon by visual test was found

water-tight or not, and from where the water entered the wagon and the condition of the wagon floor.

(V) In the case of leakage of oil consignment ♦

(1) whether at the time of unloading, the wagon was showing signs of leakage;

(2) whether tins in the wagon were disturbed or not: and

(3) whether proper dunnage was used or not in the wagon.

**1732. Damage and deficiency register.** ♦ (a) The record of damage and deficiency advices issued should be maintained in a damage and deficiency register in Form Com./D-4 Rev., which must be posted in ink simultaneously with the issue of the advices.

(b) At the end of each day a certificate in the following form should be recorded by the Station Master personally over his dated signature, in the damages and deficiency register : ♦

"Last D.D. Advice postcard issued to-day is No.... and No..... is to be issued next".

(c) When on a certain date on damage or deficiency advice is issued, a remark to the following effect should be recorded in the same way as prescribed above :----

"No advice issued to-day No..... . to be issued next".

**1733.** All damage and deficiency advices received at a station should be carefully preserved and particulars Recorded thereon should be entered in a separate register maintained for this purpose in Form Com./D-10.

**1734.** Officers and Inspectors of the Commercial Department must see that the registers of (he damages and deficiency advices are properly maintained as laid down above.

**1735. Packages found in excess.** ♦ Packages found during the course of unloading to have been received in excess, or those found to have been exchanged, should be notified to the booking and the last transshipment stations by telegram immediately after the facts come to notice.

**1736. Unbooked goods.** ♦ Instructions regarding unbooked parcels, as laid down in Para 967, also apply to unbooked goods.

**1737. Reweighment of goods at receiving station.** ♦ In order to guard against weighments, the receiving stations should exercise a check on the weighed on invoices. This check should be made by reweighing at least ten per cent of all smalls consignments immediately after unloading.

**1738.** In the case of consignments consisting of packages of irregular size or weight, the whole consignment should be reweighed.

**1739.** Packages showing signs of pilferage or damage, or which from any other cause are suspected to be ' under weighted, should invariably be reweighed in the presence of the Station Master This rule applies to the destination as well as the junction stations.

**1740.** The result of weighment or reweighment, whether found at the station or

communicated to, it should be recorded In the connected invoices, unloading tally book, goods delivery book and machine prepared abstracts. In the case of weighment at intermediate stations, the result should also be advised telegraphically to the destination station and the Traffic Accounts Office if it entails recovery of the undercharge.

**1741. Discrepancies found on reweighment of goods.** ♦ When there is a difference between the invoiced weight and that found on weighment, the matter must be dealt with in accordance with the rules laid down in the I.R.C.A. Goods Tariff and a suitable note made in the tally book.

**1742.** Appreciable underweighments, which would have results in loss of revenue and frequent discrepancies between invoiced weight and the weight found on reweighment of consignments booked from any particular station, should be reported to the Chief Commercial Superintendent and the Divisional Commercial Superintendent concerned for taking up with the staff of the forwarding station, sending a copy to the Traffic Accounts Office.

**1743. Invoices labels endorsed for weighment.** ♦ (a) All consignments, the invoices or labels of which have been endorsed for weighment, should be weighed at the destination station, if not already weighed en route.

(b) Where invoices or labels have been endorsed for weighment at an intermediate weighbridge station and the result of such weighment has not been communicated incited to the destination station, the latter should call for the same telegraphically from the weighbridge station. If no reply is received, the entire consignment should be reweighed at the destination station. In case, weighment facilities do not exist at destination station, charges should be retained on the sender's weight or prescribed minimum weight, whichever is higher.

**1744. Reweighment at the request of owners.** ♦ (a) As laid down in the I.R.CA. Goods Tariffs, railways do not undertake to weigh consignments at the destination station as a matter of course. Such weighments can only be considered in exceptional cases, when the condition of the consignment or package warrants this.

(b) Requests for such reweighments of goods booked in wagon loads should be referred to the Divisional Commercial Superintendent, who may permit the reweighment at his discretion provided that facilities for reweighment exist at the destination.

(c) The consignee or endorsee of a wagon load or a train load consignment booked at Railway risk rate may, if he has reason to believe that the wagon offered to him for delivery at destination, does not contain the quantity of goods entrusted for carriage, make a request in writing to the Divisional Commercial superintendent or any other railway servant authorised in this behalf for the weighment of such consignment at destination station such Railway Servant may allow request for weighment on a Railway Weigh bridge on payment of charges prescribed and demurrage charge if any, such request may be disallowed in the following cases if :

(1) the consignment is received in covered wagon and the seals of the loading station are intact and there is no other evidence of the consignment having been tampered in transit,

(2) the consignment has been received in open wagon but there is no sign of tampering with the original packing,

(3) the consignment is of perishable nature and is likely to lose weight in transit,

(4) Weighment is not feasible due to congestion in the yard.

(5) weighment done on request shall be without prejudice to the rights of the railway administration to disclaim liability under the Railways Act or under any other law for the time being in force.

(d) Section 79 of the Railways Act, 1989 reads as under :◆

"Section 79.◆A railway administration may, on the request made by the consignee or endorsee, allow weighment of the consignment subject to such conditions and on payment of such charges as may be prescribed and the demurrage charges if any :

Provided that except in cases where a railway servant authorised in this behalf considers if necessary so to do, no weighment shall be allowed of goods booked at owner's risk or goods which are perishable and are likely to lose weight in transit.

Provided further that no request for weighment of consignment in wagon-load or train-load shall be allowed if the weighment is not feasible due to congestion in the yard or such other circumstances as may be prescribed."

**1745.** When the request of a consignee or a endorsee for reweighment of wagon load consignments at destination station is accepted on merits of each cash by the Divisional Commercial Superintendent, the charges notified in the Supplementary Goods Tariff of the railway should be collected and a separate money receipt, in Form Com. JM-2 issued for each reweighment. In addition, demurrage charges due under the rules should also be recovered if the request for reweighment is received after placement of the wagon for unloading. The reweighment charges should be accounted for as a special debit in the station books and balance sheet.

**1746. Delayed consignments.**◆(a) If a consignment, the invoice for which has been received or the railway receipt for which has been presented for delivery at the station, is not received within a reasonable time, the destination station should initiate the enquiries at once for tracing the consignment as indicated in the following pares, after accounting for the relevant invoice in the goods delivery book, if not already done.

(b) Other things being normal reasonable time, for the purpose of this Para means lapse of three days after the expiry of the transit period, which may be calculated as under◆

Full wagon load-	
All Broad Gauge routes	One day for every 250 kms. or part thereof on the overall distance plus one day each for loading and unloading.
All Metre Gauge routes	One day for every 160 kms. or part thereof on them overall distance plus one day each for loading and unloading.
Routes on which break-of- gauge points are involved	One day for every 200 kms. or part thereof on the overall distance plus two days for each transshipment point plus one day each for loading and unloading.
Smalls	One day for every 150 kms. or part thereof on the Broad Gauge and for every 100 kms. or part thereof on the Metre Gauge plus two clays for every

	break-of-gauge point, if any, plus one day each for loading and unloading.
--	--

(c) At all important goods sheds and parcel offices, a 'register of consignments not received' should be maintained, in manuscript, indicating the particulars of the inward consignments not received at the station. The names of stations, at which such registers are to be maintained will be notified separately by each railway administration. When a railway receipt, for which the consignment has not been received, is produced for the first time after the expiry of the reasonable time referred to in (a) above, the consignee or his authorized agent shall be requested to record the booking particulars of the consignment in the register, in his own handwriting, before the station staff endorse the non-arrival of the consignment on the railway receipt. The action taken for tracing the consignment should also be indicated in the 'register of consignments not received'. The serial number of the entry in the register together with the relevant delivery book folio number should be indicated in the railway receipt simultaneously with the first endorsement of 'non-arrival'.

**1747.** In the case of local traffic, the forwarding station must be telegraphed for particulars of despatch and to advise the intermediate repacking and transshipment points, if any, to push the consignment forward.

**1748.** (a) In the case of through traffic, if the consignment is in a through wagon and the wagon number is known, the destination station should send telegraphic enquiry to the junction with the adjoining railway, by which the consignment is routed. If the wagon has passed that junction, it will wire to destination the particular of despatch. If the wagon has not yet passed, the junction will at once wire to the junction with the adjoining railway on the route, to enquire if the wagon has passed, including the destination in the message, and so on from junction to junction with adjoining railways until a reply is received that the Wagon has passed the junction with the railway on which the booking station is situated if the wagon has not been received, wiring to the booking station for particulars of despatch.

(b) If the wagon number is not known, the destination station should, in the first place, wire to the booking station for the wagon number and on receipt of this information, the procedure detailed in (a) above should be followed.

(c) When a delayed wagon has been traced to have passed intermediate junctions subsequent to the date on which they telegraphed had it had not passed, they shall immediately telegraph and advise destination station and intermediate junctions of particulars of despatch.

**1749.** (a) For consignments not in a through wagon, the destination station should wire to the junction with the adjoining railway by which the consignment is routed. If the consignment has passed that junction, it will wire to destination station and also to the next local transshipping station, particulars of wagon in which and the train by which the consignment was despatched. That transshipment station must trace the consignment and wire particulars of despatch to the next local transshipping station and destination station and so on.

(b) If the consignment has not passed the junction via the adjoining railway, it must wire to the junction with the next adjoining railway, including the destination station in the message. This procedure must be carried on junction by junction and if necessary, from the first junction to the booking station and further procedure as detailed in (a), above should be followed until the consignment is traced.

**1750.** On every railway, on which the consignment has been longer than necessary, the

junction receiving particulars, which show that there has been delay, will report such delay to the Chief Commercial Superintendent of the railway on which the delay had occurred.

**1751.** (a) If any station fails to reply, the enquiring station, after three days, will report the failure by wire to the Chief Commercial Superintendent of the railway on which the station failing to reply is situated.

(b) It is the special duty of the destination station to see that enquiries are continued until the consignment is traced or received.

**1752. Loss or serious delay in transit of arms, ammunition and explosives booked to or by the Defense Services.** ♦ When a consignment of arms, ammunition or explosives booked to or by the Defense Services, fails to reach the destination within a reasonable period from the date of booking, as shown on the invoice, the Station Master of the station to which the consignments are booked must report the facts, by telegram to the Chief Commercial Superintendent and the Station Master of the booking station or junction concerned, Divisional Superintendent and Government Railway Police in whose jurisdiction the forwarding and destination stations are situated. The telegram must include both the consignor and consignee. Enquiries must be instituted with all possible speed and the consignment must be traced by telegram from the booking station onwards, Divisional Railway Manager will see that no delay police and the Divisional Railway Manager of the intervening divisions. These instructions are supplementary to those contained in Para 931.

**1753. Collection and disposal of grain and other sweepings.** ♦ Grain and other sweepings at stations and repacking or transshipment sheds should be collected and sold by public auction or disposed of otherwise in accordance with the instruction issued by Divisional Commercial Superintendent. The amount realized from the sale should be accounted for in the station books as 'sundry earnings' and remitted as such along with other earnings of the day.

## CHAPTER XVIII

### DELIVERY, REBOOKING AND DIVERSION OF GOODS

**1801. Notice of arrival.** ♦(a) Immediately after the goods have been unloaded and tallied, the consignee concerned should be advised of the fact on on telephone, wherever such a facility exists.

(b) A list of all consignments, received on the previous day but not taken delivery of should be exhibited daily on the goods shed notice board. In addition, a written notice of arrival should be issued to the consignee/endorsee of each such consignment in all cases in Form Com./C-23, where their addresses are known or can be ascertained from the marks on the packages, etc.

Nose. ♦At large goods sheds such notices must be put up within two days after the date of unloading.

(c) When a consignee has called at the goods shed station for taking delivery of his consignment, his address should be noted if the consignment has not arrived at the station and the notices of arrival should be sent to him at such an address when the consignment is received.

**1802.** In the case of wagons required to be unloaded by the consignees, the date and time at which the wagons are placed in position for unloading and the time upto which they will remain under load free of demurrage, should be shown on the notice of arrival. Such notices should be sent out as early as possible, after the receipt of wagons.

**1803.** Arrival notices should be sent, either by pest or through messengers to the consignees who are not regularly represented at the station by agents. In the case of regular representation, the notice may be handed over to the agent of the consignee immediately after preparation. The signature or left hand thumb impression of the party, to whom the notice is served, should invariably be obtained against the relevant entry in the register of notices of arrival (see Para 1805).

**1804.** The non-service of the notice of arrival will not, however, entitle the consignee/endorsee to claim delivery of the consignment free of demurrage and or wharfage charges, if the goods are not unloaded and/or taken delivery of or removed within the free time allowed for the purpose.

**1805. Register of notices of arrival.** ♦The record of notices of arrival issued should be kept at each station in a register to be maintained in manuscript in the proforma appearing at Appendix XVIII/A. The serial number of the relevant entry in the register should be entered on the top of the notice of arrival.

**1806. Advance notices.** ♦In the case of explosives, the despatching station should, as soon as the consignment is despatched, advise the destination station by post, the name and full address of the consignee/endorsee. On receipt of the advice, the destination station should advise the consignee/endorsement to be prepared to take delivery of the consignment immediately on its arrival. These notices, which will be issued in the form prescribed in the I. R. C. A. Red Tariff, will be in addition to the notice of arrival to be served on the consigned endorsee on arrival of the goods, as detailed in the preceding pares.

**1807. Receipt of inward invoices.** ♦(a) As stated in Para 1454 invoices will be sent to the destination stations, by post in the case of through traffic and by train, by which they will reach soonest, in the case of local traffic.

(b) All covers containing invokes must be opened immediately on receipt at the destination station. The invoices should be stamped with station stamp and the date of receipt after which these should be entered in the register of invoices received. This register should be maintained in manuscript, in the pro forma appearing at Appendix

XVIII/B and should be posted in ink and kept in the office of the Station Master. The staff responsible for unloading or delivery of goods, or account of invoices should not be utilized for posting the register. The Station Master is personally responsible to ensure that all the invoices, received at the station, are correctly posted in the register.

(c) The invoices, after being entered in the register, should be initialed by the Station Master in token of having posted the register himself or having personally checked the entries in the register, if it was posted by some other authorized staff. The invoices should, thereafter, be delivered to the Goods Clerk responsible for posting the delivery book and his dated signature obtained in the register.

**1808. Examination of contents of consignment.** ♦ (a) The object of misdeclaration of goods by consignors and the preventive measures to be taken by forwarding stations are explained in Para 1416. The destination station, should also, in cases in which there is reason to believe that a consignment had been misdeclared, take steps to have the contents of the consignments examined, in the presence of the consignee, if possible. If, as a result of the examination, it is found that the goods had been misdeclared by the consignor, suitable action should be taken as per the instructions in force.

(b) The record of cases of misdeclaration of goods detected should be maintained at all stations and cases of frequent misdeclaration by a particular party, or from a particular station, or of a particular commodity, should be brought to the notice of the Divisional Commercial Superintendent in the same way as in the case of parcels traffic, vide Para 953.

**1809. Check of inward invoices.** ♦ (a) The freight and other charges shown on the invoices should be carefully checked at the destination station immediately on receipt of the invoices. All undercharges, noticed during the course of this check, should be entered in the undercharge column provided for the purpose on the invoices and in the goods delivery book. Form Com./G-14 Rev. Similarly, overcharges due to error in classification, computation of freight or rate, not affected by description, should be entered in the overcharge column.

(b) All serious errors in invoicing, both in local and through booking, should be brought to the notice of the booking station and continued discrepancies reported to the Divisional Commercial Superintendent of the booking station for taking up with the staff at fault.

**1810.** Where goods are chargeable at alternative railway risk or owner's risk rates and the forwarding station has omitted to enter the words 'O.R.' or 'R.R.' on the invoices, the destination station should deal with such invoices as follows : ♦

(i) where the rate shown on the invoice is the owner's risk rate, the consignment should be deemed to have been booked at owner's risk; and

(ii) where the rate shown on the invoice is the railway risk rate, the consignment should be deemed to have been booked at railway risk.

**1811. Responsibility of stations for undercharges.** ♦ (a) Receiving stations are held responsible for recovery of undercharges on goods traffic, both local and through, whether Paid or To-pay except in the following cases, which are debatable to the forwarding stations : ♦

(i) in all cases where prepayment of freight is compulsory;

(ii) undercharges of and under, one rupee in freight paid by credit note; and

(iii) percentage charge due on animals, birds and goods containing valuable articles.

(b) The above exceptions, however, do not relieve the receiving station of the responsibility for checking the invoices. Undercharges in the excepted items detected at receiving stations should be reported to the Traffic Accounts Office and to the forwarding station. In the event of no such report having been made by the receiving station, it will be held responsible for such undercharges if, when debited by the Traffic Accounts Office to the forwarding stations, they are declared to be irrecoverable.

(c) Under the provisions of Section 78 of the Railways Act, 1989 notwithstanding anything contained in the railway receipt, the railway administration may, before the delivery of the consignment, have the right to-Co re-measure, re-weight or re-classify any consignment;

(ii) re-calculate the freight and other charges; and

(iii) correct any other error or collect any amount that may have been omitted to be charged

**1812.** (a) In the case of consignments of military stores, the freight on which has been prepaid in cash, the receiving station will be responsible for the recovery in cash, of undercharges from whatever cause arising.

(b) In the case of undercharges detected on consignments of food and fertilizers booked by the Ministry of Food and Agriculture, where freight is paid by credit notes, the destination station should prepare a certificate in the following form and get It signed by the coassignee/endorsee before delivery of the consignment : ♦

"The undercharge of Rs.....on invoice No, ..... (R.R. No.....)  
dated.....ex .....to.....to ..... consigned by  
.....to .....covering a consignment of.....booked weight  
.....,  
.....reweighed and found .....on account of difference in weight/error in  
description/error in rate/error in computation/error in total is hereby accepted.  
Consignee /Endorsee.....  
Station.....  
Date.....

(c) In the case of undercharges detected on consignments of steel booked paid under invoices bearing endorsement 'Undercharges are not to be recovered at destination station : Undercharges should be intimated by the receiving station to the F.A. & C.A.O. of the forwarding railway', the destination station should, before delivery of the consignment, obtain certificate from the consignee in the proforma appearing at Appendix XVIII/C.

(d) In the case of other consignments, where freight is prepaid by credit note, the receiving station should, after checking the invoice and before delivery of the goods, obtain from the consignee, a fresh credit note to cover the undercharges arising from reasons other than error in rate or calculation. If the consignee is not in a position to issue a fresh credit note, goods may be delivered after obtaining his signature and designation on a certificate which should be prepared by the railway staff in the form appearing in (b) above.

(e) In all cases of credit notes/certificates obtained in connection with the undercharges detected at the destination station, a copy of the relevant invoice should be attached with the credit note/certificate, which will be treated as a voucher and submitted daily to

the cash office duly entered in the cash remittance note.

**1813. Inward invoice index register.** ♦(a) The use of separate consecutive numbers for the invoices to each station via each route (see Para 1441), enables the Station Master of destination station to ascertain whether any invoices are missing. To keep a watch over inward missing invoices, an index register in Form Com./I-6 Rev. should be maintained by all stations. The entries in this register should be made in within the consecutive order of the invoices, before they are taken to account in the goods delivery book.

(b) When it is discovered that an invoice, local or through, is missing the destination station should, not later than the following day, apply by letter to the forwarding station for the original invoice, or copy thereof and take it to account on its receipt

(c) If the forwarding station finds that the number had been skipped in issue, it will immediately advise the destination station accordingly by a letter, on receipt of which the kilter will pass a suitable remark in the inward index register. The letter advising the the inward index register in the case of traffic over Government railways; in the case of traffic over non-Government railways, steamer companies, etc., will be submitted to the Traffic Accounts Office along with the relevant abstracts of goods received.

**1814. Accountal of inward Invoices.** ♦Inward invoices should, after check as to accuracy of charges and with the goods, if received, be copied in full, daily into the goods delivery book, Form Com./G-14 Rev. Separate delivery books should be kept for different categories of traffic as laid down in Para 2009, and all invoices entered therein irrespective of whether the goods in their connection have arrived or not.

**1815.** (a) Invoices should, as far as possible, be taken to account by destination stations in the month of issue. To admit of this being done, the closing of each month's delivery books should be deferred until the 18th of the following month when these should be closed irrespective of whether all the invoices have come to hand or not. For this purpose, sufficient space should be left in the delivery books for the entries in their proper month of all missing invoices arriving upto this date before the accounts for that month are closed.

(b) The delivery books for traffic from or via non-Government railways, steamer companies, etc., will, however, be kept till the 7th of the following month, when these should be closed as stated above.

**1816.** Invoices received after the close of the month's accounts to which they properly belong, should be entered in the month's account next to be submitted., if not already entered on the basis of the machine prepared abstracts. The numbers of such missing invoices being known, they may be entered at once at the commencement of the next month's entries, the particulars being filled in as and when the invoices are received, if the instructions issued regarding the transmission of invoices (see paras 1454 and 1455) are duly carried out, the receipt of invoices, after the close of the month's account to which they properly belong, should be of rare occurrence.

**1817. 'Current' and 'arrear' undercharges.** ♦(a) Undercharges detected by the station staff are either 'current' or 'arrear'. Current undercharges are those which relate to invoices taken to account in the same period in which the undercharges are accounted for; 'arrear' undercharges are those which relate to invoices taken to account in an earlier period than that in which the undercharges are accounted for.

(b) Current undercharges should be posted in the relevant columns of invoices, railway receipts, goods delivery books and abstracts of goods received for the month, the original amount being posted in the Paid or To-pay columns of the delivery book and the

abstracts for traffic received from, or via, non-Government railways.

(c) Arrear undercharges should be entered in the respective columns against the original entry of the relevant invoice in the goods delivery book, quoting the period in which the arrear undercharge has been accounted for. These should be accounted in the goods delivery book, for the month for which the station balance sheet is to be closed first against a special entry showing only the invoice and railway receipt number, date, station from and a reference to the original account of the invoice. The amount of such special entries should be totaled separately from those relating to current undercharges. Arrear undercharges should be accounted for as a special debit, under distinct head, separately for local and through traffic; should they remain unpaid at the close of the month's accounts, they should be transferred to the outstanding list in the same manner as other freight charges.

**1818. Overcharges.** ♦ It is to be distinctly understood that no overcharge is to be taken credit for until all requirements as to certification, etc., are fully carried out, or in the event of the amount having been collected and paid in, until the overcharge has been duly refunded. Any overcharge allowed or refunded on the authority of an order issued by a Commercial Officer, before receipt of a duly certified overcharge sheet, when such is necessary, should be treated as an 'outstanding' and included in the outstanding list until receipt of the certified overcharge sheet.

**1819. Posting of particulars of receipt of consignments In goods delivery books.** ♦ The particulars of the arrival of inward consignments and the result of weighment or reweighment as recorded in the unloading tally book should be posted in the goods delivery book against the entries of connected invoices and the delivery book folio number recorded against the relevant entry in the unloading tally book. Reference to unloading tally book folio also be furnished against the relevant entries in the goods delivery book.

**1820. Recovery of railway dues before delivery of goods.** ♦ Before delivery of goods, it should be seen that all railway dues and other charges have been paid. Wharfage and demurrage charges should be levied under tariff rules and recovered, from the consignees/endorsees before the removal of goods from railway premises. Similarly, all undercharges noticed as a result of check of invoices, weighment of goods, etc, should be recovered from consignees/endorsees before delivery of goods. As regards overcharges claimed at the time of delivery, the procedure indicated in Chapter XXI should be followed.

**1821. Delivery of goods on production of railway receipt.** ♦ (a) The persons claiming the delivery should be required to produce the receipt granted to the sender at the forwarding station and the same should be taken back from him before delivery of goods. Goods are not to be delivered to any person other than the invoiced or endorsed consignee. The delivering Goods Clerk should carefully observe the instructions given in Para 956 to guard against the use of fraudulent railway receipts and be careful to see that the receipt presented to him is in every way genuine and correctly prepared. If it has been endorsed, he should see that each endorsement is made by the previous holder of the receipt.

(b) Under the provision of sections 76 and 77 of the Railways Act, 1989 : ♦ The railway administration shall deliver the consignment under a railway receipt on the surrender of such railway receipt ;

Provided that in case the railway receipt is not forthcoming, the consignment may be delivered to the person, entitled in the opinion of the railway administration to receive the goods, in such manner as may be prescribed "

(c) "Section 77" : ♦ Where no railway receipt is forthcoming and any consignment or the sale proceeds of any consignment are claimed by two or more persons, the railway administration may withhold delivery of such consignment or sale proceeds, as the case may cedes in such manner as may be prescribed.

**1822.** If an unendorsed railway receipt is presented by a person claiming goods as the agent of the invoiced consignee, delivery should be withheld if such person cannot produce a properly prepared and stamped Power of Attorney.

**1823. Delivery of goods when railway receipt or invoice is not available.** ♦ The procedure laid down in paras 959 and 960 regarding delivery of parcels should also be followed in the case of delivery of goods, when the railway receipt or invoice is not available. A specimen forms of the indemnity note also appear in the I.R.C.A. Goods Tariff.

(1) Where the railway receipt is not forthcoming, the consignment may be delivered to the person who in the opinion of the Railway administration, is entitled to receive the goods and who shall receive the same on the execution of Indemnity Note as specified in Form 1 in Appendix XVIII/CI. Provided however that ♦

(a) if the consignee is a Government official in his official capacity, such delivery may be made en unstamped Indemnity Note;

(b) if the consignment consists of perishable articles, any railway servant authorized in this behalf may in his discretion allow delivery on unstamped Indemnity Note.

(2) Where the railway receipt is not forthcoming and the consignment is addressed by the sender to 'SELF', delivery shall not be made unless Indemnity Note, duly executed in Form 1A and 1B in Appendix XVIII/C II and XVIII/C III respectively are produced by the persons claiming delivery of the consignment.

(3) Where the railway receipt is not forthcoming and the consignment is not addressed to self by the sender, delivery may be made on the basis of an Indemnity Note duly executed in Form II in Appendix XVIII/C IV in lieu of Form I in Appendix XVIII/C. I subject to the following conditions namely:-

(a) The General Indemnity Note shall be executed on stamp paper of the appropriate value applicable to the State in which delivery is made;

(b) Consignment is booked to self shall not be granted delivery on the basis of General Indemnity Notes;

(c) Where delivery of a consignment is taken on the basis of a General Indemnity Note, the consignee should surrender the railway receipt within 10 days from the date of taking delivery of such consignment;

(d) Where the consignee has not produced the railway receipt within the time limit specified under clause (c), a separate Indemnity Note in Form I in Appendix XVIII/CI should be executed by the consignee in respect of such consignment:

(e) If a consignee fails to surrender the original railway receipt or fails to execute a separate Indemnity Note in respect of any consignment taken delivery on the basis of the General Indemnity Note, Station Master may refuse to deliver further consignments on the basis of the General Indemnity Note furnished by the consignee;

(f) The Railway Administration shall have the right to demand the execution of a fresh

General Indemnity Note on expiry of three years from the date on which it was executed.

(4) Where the railway receipt is not forthcoming and the consignee is a State Government, delivery may be made at the discretion of the Railway Administration on the basis of General Indemnity Note specified in Form III in Appendix XVIII/CV.

(5) Where the Railway receipt is not forthcoming and the consignee is a Ministry of Department of the Central Government, delivery may be made at the discretion of the Railway Administration on the basis of General Indemnity Note specified in Form IV in Appendix XVIII/C VI.

(6) Delivery of consignments when Railway Receipt is not forthcoming and the consignments or sale proceeds are claimed by two or more persons : ♦

When the Railway Receipt is not forthcoming and the goods in possession of the Railway Administration are claimed by two or more persons, the Railway Administration may withhold delivery of such goods unless an Indemnity Note as specified in Form I in Appendix XVIII/CI, is executed by the person to whom the goods are delivered or sale proceeds are paid.

**1824. Indent and accountal of stamped indemnity notes.** ♦ Stations which are permitted to stock a fixed imprest of indenting notes, should indent for the same directly from the Controller of Stores. In cases, where the imprest of the stamped insemnates allowed has been escheated, or an indemnity note is required by a station not permitted to stock the same, an emergent indent may be placed by letter on the Divisional Railway Manager. If the indemnity note is required urgently, a telegraphic indent may be placed on the Divisional Railway Manager, provided he purchaser pays the cost of the telegram, for which a telegraph money receipt should be issued.

**1825.** (a) On receipt at the station, the stamped indemnity notes will be taken to debit by the Station Master in the goods balance sheet for the month in which received, quoting the number and dale of the issue/debit note, the duplicate copy of which will be returned, duly acknowledged, to the supplying office, A copy of the debit note will also be sent to the Traffic Accounts Office by the supplying office, for watching accountal in the balance sheet.

(b) The sale proceeds of the stamped indemnity notes should be remitted as part of goods earnings . In the case, of stations which do not deal with the goods traffic, the value of the stamped indemnity notes should be taken to debit in the coaching balance sheet and the amount remitted as part of coaching earnings. As each indemnity note is sold, credit for the amount realized and remitted would automatically be taken in the balance sheet under the head 'cash'. Unsold endemnity should be shown as 'outstanding

**1826.** (a) The value and number of stamped Indemnity notes received and/or should also simultaneously be posted in the register of stamped indemnity notes which should be maintained, in duplicate, by carben process in the pro forma appearing at Appendix XVIII/D separately for those received from the Controller Stores and the Divisional Railway Manager,

(b) The pencil copy of the register of stamped indemnity notes should be submitted to the office of supply on 15th and last day of each month and the carbon copy retained as station record. Immediately on receipt of the pencil copy, the Controller of Stores will arrange to recouped the supply to bring it to the level of the sanctioned emprest.

(c) At the end of the month, the Station Master should personally count and record in the register of stamped indemnity notes, the number and value of the stamped

indemnity notes on hand, which will be shown in the balance sheet as 'outstanding'.

**1827. Discrepancies between railway receipts and invoices.** ♦ As the invoice and the railway receipt are prepared by carbon process, there should be no discrepancy between the invoice and the railway receipt. Where the railway receipt is not a carbon copy of the invoice, it should not be accepted as an authority for delivery, except under special orders from the Chief Commercial Superintendent.

**1828. Delivery of goods when invoice is missing or when invoice shows freight 'To-pay' and railway receipt 'Paid' or vice versa.** ♦ (1) When goods are received before the invoice and the railway receipt presented shows the freight Paid, or (2) when invoice received shows freight To-pay while railway receipt is paid, or vice versa the forwarding station should be telegraphed before delivery of the goods to ascertain, in the first case, whether of the entry is correct and in the second, which is correct. The reply received should be attached to the invoice. If it is found that an error had been made, it should be adjusted in the manner prescribed in Para 968; but the invoice should be accounted for as issued and not as it should have been issued.

**1829. Procedure when the invoice is not to hand.** ♦ When on the arrival of goods at the destination station it is discovered that the invoice, or in the case of through traffic, both the through and transit invoices are missing, the station should not later than the following day, apply by letter to the booking station for the original invoice, or a copy thereof, and take it to account on receipt.

**1830.** (a) If, at the time of delivery of a consignment, the invoice has not been received, delivery should be affected on the authority of the consignee's receipt, provided it appears to be genuine in every respect and does not show any signs of having been tampered with or being a bogus receipt.

(b) No consignment, for which the invoice is missing, should be delivered until it has been re-weighed to ensure that the weight shown on the receipt is correct. Before delivering a consignment in these circumstances, the permission, in writing, from the Station Master should invariably be obtained.

**1831.** In the case of through traffic, the transit invoice, if received, should be endorsed in red ink, at the destination station with the words 'through invoice not received' and the transit invoice should then take the place of the through Invoice and sent to the Traffic Accounts Office, wherever prescribed (see Para 2060).

**1832.** (a) If the invoice, including transit invoice, is not received and the receipt cannot be produced by the consignee/endorsee, delivery of the consignment should only be made under the orders of the Divisional Commercial Superintendent and on the execution of a proper indemnity note as per rules contained in the I. R. C. A. Goods Tariff. In these cases invoices should be prepared from the particulars available and endorsed 'Meno invoice', which should be submitted to the Traffic Accounts Office. A copy of the original invoice should also be obtained from the forwarding station and submitted to the Traffic Accounts Office with the remarks 'Accounted for in period ending..... .....as memo invoice'.

(b) Before affecting delivery of consignments in such cases, if the prepayment of freight is not compulsory, it should be ascertained telegraphically from the booking station whether the consignment was booked Paid or To-pay, unless the consignee/endorsee is willing to pay the freight charges due at the time of delivery.

**1833.** Particulars of consignments delivered before receipt of invoice should be copied in goods delivery book from the railway receipt. When, however, deliveries are effected on a memo invoice (vide Para 1832), the delivery should be recorded on a separate page

set apart for memo invoices. When the invoice relating to the consignment is received, it should be entered in its proper place in the goods delivery book and a note made against the connected 'memo invoice' entry.

**1834. Signature of person receiving goods.** ♦ The signature of the actual receiver of the goods should invariably be taken in the column provided for the purpose in the goods delivery book. In the case of illiterate persons, their marks, seals or left hand thumb impressions, which must be attested by two known witnesses, may be accepted in lieu of signatures.

**1835. Defective condition of consignment delivered.** ♦ If a consignee | endorsee desires to make a remark in the goods delivery book as to the actual condition of consignment, he should be allowed to do so. Delivery should not be refused or delayed on this account. If the Station Master or Goods Clerk is of the opinion that the remark made is unfair or inaccurate, he should call in two independent and respectable persons and request them to witness the actual facts. If outsiders are not available, two reliable persons belonging to Railway Protection Force or any other department may be called to witness the actual facts. The Station Master must then make a counter remark, sign it, and obtain the signatures of his witnesses. If the remark made by a consignee/endorsee is fair and correct, the Station Master or goods Clerk must also endorse it.

**1836.** In respect of a 'said to contain' receipt, the consignee | endorsee may be permitted to pass remarks in the goods delivery book for the actual number of bags, etc., delivered to him; remarks regarding the actual shortage should not be allowed to be passed in such cases. In other words, a remark as 'delivered... packages short', etc., should not be allowed.

**1837.** Consignees/endorsee must be advised in very clear terms that they cannot legally refuse to take delivery of a part of a consignment, because the remainder is short or damaged, and that, if they do not take delivery of the portion which has been correctly received, it remains on the railway premises at their not undertake to reweigh any consignment at destination condition of a package is good, the consignee/endorsee should be requested to pass a remark about the outward condition in the goods delivery book before re-weighment.

**1838.** As laid down in Para 1744(a), Railways do not undertake to reweigh any consignment at destination, but this may be done when condition of a consignment or package warrants this. If the outward condition of a package is good, the consignee/endorsee should be requested to pass a remark about the outward condition in the goods delivery book before re-weighment.

**1839.** A request to reweigh a consignment is very often the prelude to a further request for an open delivery. Normally, open delivery should be given only when the consignment shows signs of Pilferage and is in a suspicious and defective condition but open delivery may have to be given when there is appreciable difference in weight.

**1840. Open delivery of consignments.** ♦ When a consignment arrives at destination in a damaged condition or shows signs of having been tampered with and the consignee/endorsee demands open delivery, it may be allowed without prejudice', in the presence of a representative of the Railway Protection Force, by the Station Master authorized to do so. In cases where the Station Master is not so authorized by the railway administration, he should at once refer the matter to the Claims Inspector for necessary action.

**1841. Open delivery of imported goods.** ♦ (a) Open delivery of imported goods, if warranted, must not be granted unless the consignee/endorsee produces, in addition to the beejuck, the forwarding agent's clearance bill to see if, before booking by rail, the

consignment had been surveyed at its port of entry. If the clearance bill shows an intern of survey charges, consignee/endorsee must be asked to produce the letter from the forwarding agent showing the result of survey and the amount of shortages, if any, claimed from the shipping company. This letter, together with the clearance bill and the missing goods report, showing complete details about shortage, etc, should be forwarded to the Claims Office.

(b) In respect of open delivery, the provision of "Section 81 of the Railways Act, 1989. Where the consignment arrives in a damaged condition or shows signs of having been tampered with and the consignee or the endorsee demands open delivery, the railway administration shall give open delivery in such manner as may be prescribed."

A Railway servant may give open delivery of a damaged consignment subject to condition that the extent of damage to the consignment shall be assessed by the Railway servant granting such open delivery on the basis of visual examination and such other chemical or physical tests as he may deem necessary.

**1842. Procedure for granting open delivery of goods.** ♦ The following instructions shall be observed when granting Open delivery

(i) The consignee/endorsee should be required to produce the sender's original trade invoice or beejuck or puttee. The date, name of sender, quantity of goods and other particulars shown in the beejuck/trade invoice/puttee should be compared with the railway receipt to check the genuineness of the former.

Note. ♦ Production of original beejuck/trade invoice/puttee will not be necessary in case of consignments which are stated to have been received for sale on commission basis provided declaration to this defect in writing has been obtained from the consignee/endorsee. In such cases, some other authenticated document indicating the articles contained in the consignment may be accepted in lieu of the trade invoice, beejuck or puttee

(ii) Contents must be checked with the sender's original beejuck trade invoice or puttee. If there is any misdeclaration of goods, action as laid down in the I. R. C. A. Goods Tariff should be taken.

(iii) The entire consignment must then be re-weighed and a remark regarding this, as also of the delegated powers the Station Master should telegraph the damage of the value of the consignment, if the outward condition of the consignment, must be noted in the goods delivery book and signed by the consignee and the railway official granting delivery.

(iv) The original beejuck/trade invoice/puttee must also be signed by the consignee/endorsee and countersigned by the railway official granting open delivery. delivery book and signed by the consignee/endorsee and the railway official granting open delivery.

(v) The internal packing condition of cases, etc., must be carefully checked to determine as to whether the breakage or leakage of contents is due to defective packing or not, the result being noted in the goods delivery book and signed by the consignee/endorsee and the railway official granting open delivery.

(vi) Whenever possible, an equivalent of the missing contents of a package must be separately re-weighed and the result recorded together with the fact whether there is sufficient room in the package to hold it. When there is shortage in the number of packages of a consignment, all the packages received must be reweighed and their contents checked with open delivery. The verification statement may be in form similar

to the damages and shortages assessment passed by consignee endorsee in the delivery book, details of the shortage and a copy of the partial delivery certificate, Form Com./D-7 Rev., should be submitted without delay, to the Claims Office concerned along with the missing goods report, Form Com./D-1 Rev.

(vii) The original beejuck/trade invoice/puttee, the verification statement, a copy of the remarks passed by consignee / endorsee in the delivery book, data Is of the shortage and a copy of the partial delivery certificate. Form Coin./D-7 Rev., should be submitted without delay, to the Claims Office concerned along with the missing goods report, Form Com./D-1 Rev.

(viii) The consignee/endorsee may be permitted to pass a remarks in the goods delivery book for the actual weight delivered to him.

(ix) The record of open delivery shall be maintained in the form specified for each consignment and its copy shall be provided to the consignee or endorsee as the case may be. This record shall be maintained as under : ♦

No..... Dated..... Station stamp. From ----- To ---- via-----

Invoice No.-----RR No.-----dated -----Consignment of sender -----

----- Wagon No. ----- Consignee Endorsee. ----- Remarks on the RR

Actual condition of ----- packing found during open delivery -----

Delivery remarks-----Signature of consignee

(Extent of Damage/Shortage and how arrived at) Endorsee/authorised representative with address and date\_\_\_\_\_ Signature of Railway servant with designation\_\_\_\_\_ .

Name of consignee/endorsee or his authorized representative \_\_\_\_\_ .

Full Address \_\_\_\_\_ .

**1843. Assessment of damaged goods.** ♦ When a consignment is received damaged, every effort must be made to have the damage assessed immediately and delivery given to the consignee/endorsee, Station Masters who are authorized to give such assessment of damages should themselves arrange to give delivery of consignment immediately. In case the extent of damage is estimated to be more than the limits upto which the Station Master is delegated powers, the Claims Inspector should be immediately telegraphed to attend the station and give delivery on assessment. In case the value of the damage is expected to exceed the limits upto which Claims Inspectors are delegated powers the Station Master should telegraph to the Divisional Office giving the probable extent of the damage of the value of the consignment, if the former cannot be estimated. The Divisional Office, in such cases, will detail an officer to attend to the delivery of the consignment an assessment, where necessary. Where necessary the Divisional Commercial Superintendent may obtain instructions from the Headquarters Office.

**1844.** When the damage is trivial, the staff should make every endeavour to affect delivery to the consignee (endorsee on a clear receipt. Any action likely to minimize the extent of damage such as, exposure to sun, airing the commodity, etc., should, as far as possible, always be taken before survey is held. In case delay in assessment is likely to

accelerate damage, immediate steps should be taken to have the damage assessed and placed on record.

**1845. Important considerations in regard to assessment.** ♦ (a) The condition of packing (both inner and outer), found at the time of assessment of damages, must be commented upon clearly indicating whether the prescribed packing condition had been fully complied with or not. This remark must be jointly signed by the railway official assessing the damages and the consignee/endorsee or his authorised agent.

(b) Damaged goods must be examined and sorted out in lots, according to the extent of damage, in the presence of consignee/endorsee. The contents must always be checked with the original beejuck/puttee trade invoice and genuineness of the latter verified with the market rates etc. The value of the damaged goods should be estimated by taking into account the actual beejuck/trade invoice/puttee value minus the best value obtainable for the damaged goods.

(c) If the damage appears to have existed before the consignment was accepted by the railway for booking, the fact should be specially recorded in the assessment report.

(d) The damaged package and the whole consignment should be weighed separately. If, in addition to damages, any shortage is alleged, the instructions laid down in Para 1842 should be followed. An assessment report should be prepared in Form Com./ D-2 Rev.

(c) The consignee/endorsee may thereafter be permitted to record the following remark against the entry of his consignment in the goods delivery book : ♦

"Damage assessed for..... as per assessment report  
by.....on.....(date)".

This remark should be countersigned by the railway official assessing the damage, with the additional remark. 'This is without prejudice'. The consignee/endorsee may, on demand be given a certificate of damage and shortage assessment memo in Form Com/ D-2 Rev. in Form Com./D-2 Rev.

(f) The original beejuck, puttee or trades invoice, the verification statement if any, together with a copy of the remarks passed in the goods delivery book, must be signed by the consignee/endorsee and the railway official assessing the damages. These documents together with the original assessment report and missing goods report should be submitted, without delay, to the Claims Office concerned.

(g) It should be made clear to the consignee/endorsee that damages are assessed with the object of merely placing on record the extent of damages and that it is without prejudice, i.e., the railway administration reserves the right to re-judicate the claim if they are not responsible for the damage,

**1846.** Should there be any difference of opinion between the consignee/endorsee and the railway official granting open delivery of assessing damages, two independent and respectable persons should be called in and their opinion on the point or points under dispute should be obtained in-writing. This re-corded opinion should also be forwarded to the Claims Office along with other papers. In case of a commodity for which expert opinion is required, the independent persons referred to above may be drawn from some recognized body or association if available.

**1847. Record of qualified deliveries.** ♦ Whenever goods are delivered on qualified receipts, the record thereof should be kept as laid down in Para 975.

**1848. Stoppage of delivery of goods** ♦ (a) Station Master of the forwarding station,

on receiving a written request from the owner of a consignment to withhold its delivery to the invoiced or endorsed consignee, should at once advise the destination station accordingly, by wire, sending a copy of the wire to the Chief Commercial Superintendent. The cost of the telegram shall be prepaid by the applicant. Station Master of the destination station, on receipt of the telegram from the forwarding station or a request direct from owner or the invoiced or endorsed consignee should withhold the delivery and advise the Chief Commercial Superintendent.

(b) If the written request by the consignor or consignee endorsee does not disclose the reasons for withholding delivery, the Station Master should obtain from the person making the request, a written statement showing whether the latter is an unpaid seller of the goods in dispute and whether buyer of the same has become insolvent. This statement must be forwarded to the Chief Commercial Superintendent for final orders.

**1849.** If the stoppage of the delivery of goods is ordered by a court of law, such order should be acted upon by the official receiving it and the matter reported by a telegram or an express letter to the Chief Commercial Superintendent.

**1850. Delivery of part consignment:** (a) When, on account of non-receipt, loss or damage of any package forming part of It, delivery of part consignment is affected, the railway receipt and full freight charges should be collected and the con-soignee/endorsee or his agent allowed to make a remark in the goods delivery book regarding the part of the consignment not received.

(b) In such cafes, a partial delivery certificate in Form Com/D-7 Rev, may be issued to the consignee endorsee or his agent, and the number thereof noted in the goods delivery book, after observing the procedure prescribed in Para 1843 for open delivery of consignment to enable verification of a claim, if any, being made at a later stage.

(c) The provisions of the Railways Act, 1989 are as follows :

"Section 82(1) The consignee or endorsee shall, as soon as the consignment or part thereof is ready for delivery, take delivery of such consignment or part thereof notwithstanding that such consignment or part thereof is damaged. :-

(2) In the case of partial delivery under sub-section (1), the railway administration shall furnish a partial delivery certificate, in such form as may be prescribed.

(3) If the consignee or endorsee refuses to take delivery under sub-section (1), the consignment or part thereof shall be subject to wharfage charges beyond the time allowed for removal."

(d) Partial Delivery Certificate.

Where partial delivery is given, the Railway Administration shall furnish to the consignee or endorsee, a Partial Delivery Certificate as specified below :

### **Partial Delivery Certificate**

The----- Railway has delivered -----number of packages of-----forming part of the consignment booked from ----- to----- via-----under Invoice No. -----Railway Receipt No. ----- dated ---- consisting -----of-----packages of -----

Signature in full of the Railway Servant with designation granting partial delivery.

**1851.** When the remaining portion or portions are delivered, signature of the consignee/endorsee on his duly authorised agent should be obtained in the goods delivery book in token of his having received the full consignment and the partial delivery certificate, if any issued, should be collected from him and pasted with its record foil.

**1852.** In the event of its becoming necessary to issue more than one partial delivery certificate for the same consignment, each previous certificate should be collected and the date of delivery noted thereon before another certificate is given to the consignee/endorsee. The page number of the goods delivery books should be quoted on each certificate which, when collected, should be pasted with its record foil.

**1853. Gate passes.** ♦(a) At large stations where the inward goods traffic is heavy, gate passes in the proforma appearing at Appendix XVIII/E should be used as means of checking the removal of goods from the station premises. These gate passes are machine numbered in sets of three foils each marked 'Record', 'Gate Clerk' and 'Owner' respectively and should be written by carbon process. The foils marked 'Gate Clerk' and 'Owners' should be handed over to the consignee/endorsee or his agent and the record foil should be retained in the book itself. The 'Gate Clerk' foil will be collected at the gate as and when full consignment passes out and the 'Owner' foil will remain with the consignee/endorsee or his agent as a receipt for the money paid. No separate money receipts (Form Com./ M. 2) should be issued in such cases. The foil collected at the gate should be checked by the Station Master daily with the delivery books and collected Railway Receipt after which these should be pasted to the connected record foils.

(b) The gate pass (books are money value books and should be treated as such for the purposes of indent, receipt, custody, issue etc. as laid down in paras 227 and 228.

**1854.** At stations, where gate passes are in use, goods should not be allowed to leave the station premises unless the connected gate passes are produced and collected, if necessary. The Gate Clerk should check the number of packages, railway and private marks, etc., with the particulars on the gate pass and satisfy himself that the correct consignment is being passed out. He must endorse on the back of the pass, the registration numbers of the truck/cart or the name of the Cartman/Porter by whom the goods are removed. Should there be any discrepancy in the particulars entered in the pass, the goods must be detained until the discrepancy is rectified.

**1855.** When a consignee/endorsee removes only a part of the consignment from the station premises, leaving a balance to be removed subsequently, the Gate Clerk will endorse, under his dated signature on the gate pass, the particulars of the packages actually removed and registration numbers of the trucks/carts or the names of the Cartmen or Porters by whom removed and return the gate pass to the owner. When the last part of the consignment is removed, the gate pass should be collected and dealt with as laid down in Para 1853.

**1856.** In case a consignment is not removed from the railway premises, either in part or in full, on the date of delivery, the gate pass must be renewed on subsequent days before it is admitted as an authority for permitting removal. Care should be taken to realize wharfage charges, if any accrued, before renewing the gate pass.

**1857. Register of goods passed out.** ♦(a) This register will be maintained in Form Com./G-1 only at such stations where the gate passes are in use. The actual removal should be recorded in this register so that in the event of a gate pass being lost, it can be readily ascertained as to what goods had actually been taken away.

(b) The entries in this register should be made in the strict order of removal of goods, irrespective of the serial number of the gate pass. Consequently, if a consignment is

removed in more than one lot at different timings, there will be as many entries in the register for that consignment as the number of lots in which the same is removed and that also in the order of their vis-a-vis other consignments.

(c) At the end of the day, the Station Master will personally sign the register just below the last entry to prevent interpolation of the entries in back dates.

**1858.** If the owner foil of a gate pass is reported missing, the loss should be notified immediately to the Gate Clerk and other concerned staff to guard against its fraudulent use. The Station Master should then personally enquire into the matter and if he is satisfied that the consignment, or a part thereof, is yet to be removed as per the register of goods passed out and that it is actually on hand with the railway, a fresh gate pass may be issued for the balance of the consignment. The fresh gate pass issued should bear an endorsement to the effect that the same has been "issued in super session of the previous gate pass No..... " which is no longer valid".

**1859. Endorsement on railway receipts regarding non-arrival of consignments at destination.** ♦ When a consignment, for which the railway receipt is produced for taking delivery, has not arrived at the destination, the Clerk concerned should make an endorsement over his signature on the railway receipt to the effect that the 'consignment has not been received upto.....hours on.....(date)', if so desired by the person presenting the railway receipt (see Para 1746 also).

**1860. Numbering and filing of the railway receipts.** ♦ Instructions contained in Para 957, regarding numbering filing of railway receipts should be strictly followed in the case of goods traffic also.

**1861. Wharfage and demurrage charges.** ♦ The rules for charging wharfage or demurrage are given in the Supplementary Goods Tariffs of individual railways and should be carefully observed. The procedure to be followed in the matter of account of wharfage and demurrage charges accrued on goods is the same as prescribed for parcels traffic (see paras 1323 to 1326)

**1862. Rectification of errors in invoices.** ♦ In no circumstances should an invoice be altered or cancelled after it has been despatched to the destination station Traffic Accounts Office it should be taken into account in the books and returns as originally issued. When errors in invoices are discovered, the procedure outlined in paras 1817, 1818 and 1863 to 1869 should be observed.

**1863. Invoices issued to wrong destination, or, after despatch of the invoice, goods reconsigned to another station or delivered short of destination.** ♦ The Station Master of the booking station on discovering the error or on being advised of the fact, should immediately issue a fresh invoice to the correct destination, which should in every respect as to number, date of issue, etc., be treated and accounted for as a new invoice, with the following remark on it : ♦

"Issued in correction of invoice No..... R.R. No.....dated .....ex, this to ....., which will be cleared by an overcharge sheet".

**1864.** The Station Master of the forwarding station should also send a certified overcharge sheet (Com. | 0-7 Rev.) to the original destination station, giving reference therein to the invoice subsequently issued and explaining the error. If the original invoice shows freight To-pay, the destination Station Master should submit the overcharge sheet to the Traffic Accounts Office in support of the special credit to be taken in his balance sheet. If the invoice is a Paid one, the overcharge sheet should be returned, after certification by the destination station, to the booking station to enable it to take credit for the erroneous debit.

**1865.** Invoices issued to correct destination but with wrong description, weight or other particulars (a) If the booking Station Master detects the error after despatch of the invoice, he should, instead" of issuing another invoice, wire particulars of the error to the destination station and the Traffic Accounts Offices of booking and destination railways. If the error involves an alteration in charges, the procedure should be the same as indicated in Para 968; but should it affect any other entry in the invoice, the correct particulars should be noted in the invoice, railway receipt and the goods delivery book and initialed by the staff at destination station, no alteration being made in the original entries. The telegram authorizing the correction should accompany the relevant abstract to the Traffic Accounts Office or be sent with a letter if the relevant abstracts had already been despatched.

(b) If the destination station discovers, from examination of the goods, that the description or weight shown in the invoice and the railway receipt is incorrect, it should realize undercharges, if any due, overcharges being dealt with as indicated in Chapter XXI.

**1866. Invoices issued To-pay instead of Paid and vice versa.** ♦ The instructions contained in Para 968 regarding way-bills issued To-pay instead of Paid and vice versa should also be followed for invoices under similar circumstances.

**1867. Withdrawal of goods.** ♦ (a) If, after the goods the tendered for despatch have been booked, the sender desires, in writing, to withdraw the goods, he may be permitted to do so by the Station Master of the booking station, provided the sender is also the invoiced ' consignee, no detention to stock is involved and the r connected railway receipt is surrendered by him along with the application. If, however, the sender is not the invoiced consignee, the application for withdrawal of goods should be forwarded to Divisional Commercial Superintendent for orders.

(b) If withdrawal of the goods is permitted, ether by the Station Master or Divisional Commercial Superintendent, as the case may be, wharfage and other charges, if any due, should be collected before returning the goods to the owner; such cases being treated as goods brought to railway premises but not consigned.

(c) The acknowledgement of the party in token of having received the goods back should be obtained on the forwarding note, which will be pasted to the record foil of the invoice.

**1868.** If at the time of withdrawal of goods, the invoice had not been despatched to the destination station Traffic Accounts Office, the same may be cancelled and the foils disposed of as laid down in Para.

1452. If, however, the invoice had been despatched, the procedure laid down in Para 969 for booked parcels withdrawn by sender after despatch of the way bill should be followed. A cancellation charge of Rs. 5 per Invoice will also be charged.

**1869. Goods invoiced twice to the same destination or the same invoice accounted for more than once.** ♦ The instructions laid down in paras 970 and 971 regarding parcels twice way-billed to the same station and way-bills accounted for more than once, respectively, should also be followed for goods invoices under similar circumstances.

**1870. Overcharge sheet.** ♦ (a) The overcharge sheet, whether for clearance of outstanding or for refund of overcharges, should be prepared in (Form Com./O-7 Rev.) and a remark regarding it's submission for certification, or having certified the same, should be entered against the relevant entry in the outward tally book/goods delivery book to prevent the possibility of a second overcharge sheet being prepared/certified in

respect of the same transaction.

(b) Overcharge sheets for the clearance of station outstanding on account of consignments lost, stolen, destroyed, sold or over carried from other railways should be certified by competent officer of the Commercial Department.

(c) The overcharge sheets referred to in paras 968 to 970 and 1864 do not require to be certified by supervising Commercial Officers.

**1871. Rebooking of goods.** ♦ The rules and conditions, under which goods can be re-booked, are laid down in the I.R.C.A. Goods Tariff. Further instructions in regard to the procedure to be adopted in the issue of rebooking invoice, etc, are given in Para 1872 below.

**1872.** (a) When re-booking is permitted, a fresh invoice should be issued in which the 'Paid-on' charges (i.e., all charges outstanding at rebooking station including the demurrage and (or wharfage, which may have accrued) together with additional charges upto the final destination should be included.

(b) When the rebooking station is a joint station, the re-booking should be on the forms and on behalf of the railway by whose route the traffic was originally received. Such rebooking should be made only by the correct route, as per goods tariff, except when the sender's written and signed instructions require dispatch by any other route, in which case necessary endorsement, as per tariff rules, should be made on the invoice and the railway receipt, the freight being charged by the selected route.

(c) Full particulars of the original invoice should-invariably be entered distinctly in the rebooking invoice.

(d) The rebooking Station Master should remove the item from his 'outstanding' and take credit for the same in his balance sheet under the head 'Paid-on Charges'. Full particulars of the invoice, under which the consignment was re-booked, should be recorded in the balance sheet, sending a certified true copy of the rebooking invoice to the Tariff Accounts Office, in support of the credit claimed in the balance sheet.

(e) The total charges, including the 'Paid-on' charges, should be accounted for in the outward returns, wherever prepared, of the rebooking station and the inward returns of the final destination station.

(f) Demurrage/wharfage charges on rebooked consignments must be accounted for by the rebooking station in the relevant returns, credit being automatically taken as part of 'Paid-on charges'.

(g) Ordinarily, Paid goods may also be re-booked; but traffic requiring to be booked 'prepaid' under the tariff rules, cannot be rebooked and should be treated as a fresh transaction, demurrage, etc., incurred at the rebooking station being collected in cash.

(h) If the goods rebooked to the original or any other station are lying undelivered on account of demurrage wharfage charges included in the invoice as 'Paid-on' charges, the railway on which the goods are so lying may forego such demurrage and/or wharfage charges provided the request for the remission is justified.

**1873. Diversion of goods.** ♦ (a) Diversion of goods should not be permitted as a matter of course. Nor, diversion of goods in smalls, part consignments or goods loaded with other consignments, should be ordered in any circumstances. Other full wagon load consignments, may be permitted to be diverted at the discretion of the authority competent to sanction the diversion, as notified by individual Railway administration

provided the goods are in transit (i.e., they have not reached the original destination), no detention or haulage, over any portion of the journey already covered, is involved, no civil or operational restrictions are in force and that there are no operational difficulties in diverting the consignment. Delivery short of the booked destination should also be treated as 'Diversion' for all purposes.

(b) On receipt of an application for diversion of a wagon load consignment, the Station Master should personally satisfy himself that the applicant is the bona fide owner and that he is in possession of the railway receipt in his name or endorsed in his favour. He should also advise the applicant that the railway administration does not guarantee that the desired diversion will be effected; nor it accepts any responsibility, whatsoever, for delays or errors in the transmission of the instructions or any loss that may result from such delays or errors, or from the consignment not being diverted.

(c) After collecting the prescribed diversion fee and other charges, if any, the Station Master will wire to the competent authority, for permitting the diversion, quoting full details of the consignment to be diverted including the wagon number, booking particulars and the station to which the diversion is desired. In the case of through traffic, no orders for diversion will be issued or accepted after the consignment is found to have been made over to the adjacent railway.

(d) The authority sanctioning the diversion will wire the junctions on the booked route for diverting the consignment, a copy of the wire being sent to the booking station and diverted destination. The Station Master effecting the diversion will ensure that it would not result in detention to stock and that the consignment can follow the route, by which it would have been carried if initially booked to the diverted destination, without being hauled over any portion of the journey already covered. He should advise the particulars of the arrival and despatch of the consignment to the officer ordering the diversion, as also to the booking station and original and diverted destinations.

(e) On receipt of the advice that the consignment had actually been diverted, and not otherwise, the Station Master of the booking station will issue a fresh invoice to the diverted destination in super session of the invoice to the original destination vide Para 1863, freight and other charges being levied from the booking station to the diverted destination, as if the consignment had been booked initially to that destination.

(f) The booking station should collect the original railway receipt from the owner of the consignment before making over the railway receipt for the diverted destination to him. In such cases, the collected railway receipts should be cancelled and filed at the booking station, a suitable remark indicating the collection of the original railway receipt being passed on all the foils of the invoices issued to the diverted destination. If, in any case, the original railway receipt is not collected at the booking station due to any reason, whatsoever, the fresh railway receipt should be sent to the diverted destination in a sealed cover booked under free service way-bill. In such cases, all the foils of fresh invoice should be suitably endorsed to the effect that the original railway receipt could not be collected at the booking station and that the consignment should be delivered at the diverted destination after collection of the original railway receipt. In case of local goods, delivery will be given on original Railway Receipt after the adjustment of charges.

(g) If, due to any reason, the consignment reaches the original destination before or after receipt of the order for diversion, delivery should be effected there and the diversion order treated as cancelled. If the owner is not prepared to effect delivery and still requires the consignment to be sent to the new destination, he may be advised to ask for rebooking of the consignment, bearing extra freight and other charges due under the Tariff Rules.

(h) The diversion fee, or any part thereof, is not refundable in any circumstances. Such

fees, when collected, should be accounted for under a distinct head 'Diversion Fee'.

**1874. Goods over carried.** ♦ The instructions contained in Para 972 regarding the procedure of disposal of over carried parcels will also apply in the case of goods traffic.

**1875. Undelivered, missent or unbooked goods.** ♦ The instructions laid down in Para 973 for periodical check of outstanding, taking of inventories, etc., are also applicable to goods traffic.

**1876. Disposal of perishables held up due to interruption of through communications.** ♦ The procedure for disposal of perishable consignments held up due to interruption of through traffic is laid down in Para 974.

**1877. Disposal of excess off-loaded consignments** ♦ (a) when, as a result of weighment, a wagon is found to be overloaded beyond the permissible limits, the railway reserves the right to have the excess weight removed. A separate record should be maintained whenever excess weight is off-loaded.

(b) The railway administration may dispose of such excess weight, if off-loaded, by public auction after following the prescribed procedure. Sale proceeds will first be adjusted against railway dues which may include the freight due on the off-loaded consignment upto the point of off-loading, cost of detention to wagon and expenses incurred on off-loading of the excess consignments and its auction, and the balance, if any, may be paid to the consignor/ consignee/ endorsee entitled thereto.

(c) Whenever the railway administration does not off-load the excess weight on operational considerations and to save detention to wagons or for other reasons, and allow the wagon to move to destination as it is, it will be within its right to recover penal charge for excess loading as provided in the Goods Tariff.

(d) Immediately after unloading the excess weight, the sender's instructions regarding its disposal should be obtained through the Station Master of the booking station. For this purpose, the weigh-bridge station should send to the booking station a statement in the proforma appearing at Appendix XVIII/F, in a sealed cover booked under a free service way bill. A copy of the statement should also be sent to the destination station for informing the consignee/endorsee.

(e) The booking station, on receipt of the statement referred to in clause (d) above, should serve a notice on the sender in the proforma appearing at Appendix XVIII/G and obtain his acknowledgement, which should be preserved at the booking station. The date of acknowledgement of the notice served on the sender should be intimated to the weigh-bridge station.

**1878. Punitive charges for over-loading a wagon.** ♦ Section 73 of the Railways Act, 1959, lays down, where a person loads goods in a wagon beyond its permissible carrying capacity as exhibited under subsection (2) or sub-section (3), or notified under subsection (4), of section 72, a railway administration may, in addition to the freight and other charges, recover from the consignor, the consignee or the endorsee, as the case may be, charges by way of penalty at such rates, as may be prescribed, before the delivery of the goods :

Provided that it shall be lawful for the railway administration to unload the goods loaded beyond the capacity of the wagon, if detected at the forwarding station or at any place before the destination station and to recover the cost of such unloading and any charge for the detention of any wagon on this account."

Where goods are loaded in a wagon or truck beyond its permissible carrying capacity,

the railway administration may in addition to normal freight and other charges, recover for the distance between the forwarding station and the destination station, charges by way of penalty as specified as Part I of the schedule in the case of goods loaded in a loose condition and Part II of the schedule in the case of goods other than those loaded in a loose condition from the consignor, the consignee or the endorsee as the case may be.

## PART I

### GOODS LOADED IN LOOSE CONDITION

1	2
Extent of overloading in	Charges leviable
(1) 4 wheeled or 6 wheeled wagon-  Where the weight of goods exceeds the permissible carrying capacity by	.
(a) more than 1 tonne and such overloading is detected at the forwarding station.	(a) overweight in excess of 1 tonne shall be charge at the smalls rate applicable to the commodity.
(b) more than 1 tonne but not more than 2 tonnes and such overloading is detected enroute or at destination station	(b) overweight in excess of 1 tonne shall be charged at the smalls rate applicable to the commodity.
(c) more than 2 tonnes and such overloading is detected en-route or at destinations station	(c) overweight in excess of 1 tonne shall be charged at double . the smalls rate applicable to the commodity.
(1) 8 wheeled wagon	.
◆Where the weight of goods exceeds the Permissible carrying capacity by	.
(a) more than 2 tonnes and such overloading is detected at the forwarding station	(a) overweight in excess of 2 tonnes shall be charged at smalls rate applicable to the commodity.
(b) more than 2 tonnes but not more than 3 tonnes and such overloading is detected enroute or at desti3ation station	(b) overweight in excess of 2 tonnes shall be charged at smalls rate applicable to the commodity.
(c) more than 3 tonnes and such overloading is detected en-route or at the destination station.	(C) overweight in excess of 2 tonnes shall be charge at the double the smalls rate applicable to commodity.

## PART II

### GOODS OTHER THAN THOSE LOADED IN LOOSE CONDITION

1	2
Extent of overloading in	Charges leviable
(1) 4 wheeled or 6 wheeled wagon	.
Where the Weight of goods exceeds	.

the Permissible carrying capacity by	
(a) 1 tonne or less	(a) Weight in excess of the permissible carrying capacity shall be charged at the smalls rate applicable to the commodity.
(b) more than 1 tonne	(b) Weight in excess of the Permissible carrying capacity shall be charged at double the highest class rate.
(2) 8 wheeled wagon	.
◆Where the Weight of goods exceeds the Permissible carrying capacity by	.
(a) 2 tonnes or less	(a) Weight in excess of the Permissible carrying capacity shall be charged at smalls rate applicable le to the commodity.
(b) more than 2 tonnes	(b) Weight in excess of the Permissible carrying capacity shall be charged at double the highest class rate.

**1879. Delivery of excess bags of goods found in a wagon at the destination**

◆(a) When said to contain RRS are issued :◆If more than one wagon is booked from the same consignor to the same consignee and excess packages/bags are unloaded from some wagons and shortage of packages! bags is found in the others, the excess may be adjusted against the shortage. If after such adjustment some excess is found, the excess goods may be delivered to the consignee/endorsee on execution of Indemnity Note without collecting the value of excess goods Full record of such adjustment/excess/delivers should be maintained at the station.

(b) Where clear RRS are issued ◆Where excels goods are unloaded from consignments booked under clear RR for full wagon loads or train-loads, the delivery of such excess goods may be granted to the consignee/endorsee on execution of an Indemnity Note and on furnishing a bank guarantee to cover the value of the excess goods. Such excess deliveries should be adjusted against the claims of the same consignee endorsee for shortage of complete bags/packages. Complete record of such excess deliveries should be maintained at the station.

(c) In all such cases of excess delivery, the freight charges including overloading penalty charges due in accordance with Rule 161 of 1RCA Goods Tariff Pt. I Vol. I, should be collected.

**CHAPTER XIX**

**RAILWAY MATERIALS AND STORES**

**1901. Rules and conditions of carriage of railway materials and stores** ♦ Except where otherwise provided for in this Chapter or notified to the staff through rate circulars, etc., the rules and conditions of carriage of railway materials and stores are the same as for public traffic.

**1902. 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 percent higher than the owner's risk rates : ♦

(11) For traffic in small lots 1.59 paise per quintal per

(..., in loads less than 190 kilometre, quintals per consignment : all gauges.

Note. ♦ Minimum distance for charge is 100 Kilometres.

(21 For traffic in wagon loads Per 4-wheeled wagon per (i.e., in minimum loads of kilometre for all 1 gauges 90 quintals per consignment.

For all gauges                Rs. 1.37

Note -

(i) The basis of charge will be the number of wagons used at the starting station.

(ii) 6-wheeled and bogie wagons will be charged as for 1-1/2 and two 4-wheeled wagons, respectively.

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

(c) Coal, coal shale, coke, lignite and patent fuel are charged at the separate rate as published in IRCA Goods Tariff No. 41 Pt. I Vol. II.

**1903. Charges for private and railway sidings.** ♦ A standard siding charges of Rs. 18 per 4-wheeled wagon on all Ganges is levied on railway materials and stores, booked to or from private and railway sidings at rates applicable to railways materials and stores. In the case of consignments in small lots, however, the siding charge is leviable at a flat rate of Rs. 1.00 per quintal subject to a minimum of Rs. 2.00 per consignment.

**1904. 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 2 quintals. Except in emergent cases, consignments weighing more than 2 quintals should ordinarily be sent by goods trains.

(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.

**1905. Free carriage of railway materials, stores publications, etc.** ♦ 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 invoices way-bills should be issued.

**1906. Authority for despatch.** ♦ The rates for railway materials and stores tendered for despatch by goods 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 authorized and accompanied by a railway material consignment note.

**1907. Railway material consignment note.** ♦ Railway materials and stores tendered for despatch by goods trains should be accompanied by a railway material consignment note in Form Com.R-1 Rev. These forms are machine numbered and supplied to the officials authorized 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 officials; 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 marked 'Station' and 'Accounts' Office will both be tendered by the department concerned at the booking station along with the materials to be consigned.

**1908.** 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.

**1909. Use of railway material consignment note.** ♦ The railway material consignment 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 Departments (not forming part of the railways system) or to outsiders. Such consignments should be dealt with under the ordinary rule and booked on forms used for public traffic. Similarly, stores or materials supplied by contractors are not to be booked on this form.

**1910.** When railway material is required to be sent to contractors for use on railway works under construction by them it should be booked to a railway official in-charge of those works, by whom the material will be made over to the contractor concerned; in no circumstances should such materials be booked direct to the contractor under Form Com./R-1 (Rev).

**1911.** The use of railway material consignment 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 Office, 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.

**1912. Acceptance of railway material consignment notes.** ♦ (a) Before a railway material consignment note is accepted as an authority for booking railway materials and stores, it should be seen that ♦

(i) 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;

(ii) the head of account chargeable (e.g., A 2601, Cap. 6910 etc.) has been distinctly indicated in the column headed "Allocation";

(iii) all the foils are written by carbon process, in one operation;

(iv) it is signed by the official authorized to issue the same; and

(v) 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.

**1913. Marking, labelling, weighment, etc., of railway materials and stores.** ♦ Rules for marking, labelling, weighment, etc., of railway materials and stores are the same as for consignments tendered by the public.

**1914. 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 of other vehicles required together with a railway material consignment note, will be sent by the official in-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 an intimation, however will not absolve the consignor of his responsibility to load the wagon within the prescribed free time.

**1915. 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 railway material consignment note.

**1916. 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 railway material consignment 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 is local or through. These forms are machine numbered and should be treated as money value books for indenting, receipt, custody, issue, etc. (see paraes 227 and 228). 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 each of the different kinds 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 the 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.

**1917. Numbering of invoices.** ♦ The instructions contained in Para 1441 regarding numbering of goods invoices will also apply to invoices issued for railway materials and stores. However, a separate series of invoice numbers with prefix 'R' (e.g., R1, R2 and so on) should be used for such traffic.

**1918. 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 '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 the Head of account shown in the certificate.

**1919.** Goods Clerks at Depots or other places, where specially provided will witness the loading of railway materials and stores. In such case, receipts for the number of articles actually loaded should be given to the despatching official. The responsibility for tallying and weighing such consignments and scaling and riveting the wagons, where necessary, rests with the station staff as for public traffic.

**1920.** At other places, however, where Goods Clerks are not provided, wagon containing railway materials and stores loaded by Departments in their own sidings, will be sealed and riveted independently by the depots concerned with wagon seals of their own. Station staff will grant 'said to contain receipts' at the forwarding stations. The receipts should, therefore, show "sealed and riveted by sender said to contain....."

**1921. Outward books for railway materials and stores.** ♦ Separate outward books (see Para 2008), both for local and through traffic, should be maintained for recording the invoices of railway materials and stores issued from the station. These books should be posted daily from record foils of invoices, which should be entered in the order of their issue, i.e., in the order of their printed machine numbers.

**1922. Placing of wagons.** ♦ The procedure for placing wagons containing railway materials and stores in position for loading/unloading of goods will be the same as for public traffic (see Chapter XV and XVII), separate registers being maintained for such wagons.

**1923. Notice of arrival.** ♦ The procedure for the issue of notice of arrival to consignee of railway materials and stores will be the same as for public traffic vide paras 1801 ♦ 1806. However, if the consignee is not headquartered at the station, the notices of arrival may be issued through a 'service' telegram instead of by a postcard.

**1924. 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/endorsee, 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.

**1925.** Should the railway receipt be not produced, an unstamped indemnity note should be executed by the consignee/endorsee.

**1926.** Damages and deficiencies in the railway materials and stores will be dealt with in the same way as ordinary public traffic.

**1927. 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.

**1928. Preparation and submission of returns to Traffic Accounts Office.**

◆ Separate abstracts and summaries of railway materials and stores will be prepared for local and through traffic in which all particulars as per invoices should be copied out. In this connection the instructions given in the following para should be observed. The freight charges relating to railway material and stores should not be entered on either side of the station balance sheet.

**1929. Abstracts of railway materials and stores forwarded (local).**◆ All invoices of railway materials and stores issued from the station in local booking should be entered daily in the abstract of railway materials and stores forwarded-local in Form Com. | R-4 Rev., booking to each station, by each via. being posted on separate sheets. After the last entry for the month has been posted, total of each abstract should be struck to arrive at the total traffic booked to each station via. each route. These abstracts, supported by the 'Accounts Office' foils of the relevant railway material consignment notes, duly entered in the order of their entries in the abstracts should be submitted monthly to the Traffic Accounts Office.

**1930. Abstracts of railway materials and stores forwarded (through).**◆ Invoices of railway materials and stores issued from the station in through booking should be posted daily in the abstract of railway materials and stores forwarded (through), in Form Com./R-5 Rev. The procedure for preparation of these abstracts and their submission to the Traffic Accounts Office is the same as laid down for local traffic vide Para 1929.

**1931. Abstracts of railway materials and stores received (local).**◆ Local invoices of railway materials and stores received at the station should be posted daily in the abstract of railway materials and stores received (local), i.e., Form Com./R-2 Rev. in the same manner as laid down in Para 1929 for forwarded abstracts, separate abstracts being prepared for each station and each via. from which consignments are received. These abstracts should be submitted monthly to the Traffic Accounts Office accompanied by the relevant invoices.

**1932. Abstracts of railway materials and stores received (through).**◆ These should be prepared and submitted in Form Com. | R-3 Rev. in the same way as abstracts of railway materials and stores received (local), vide Para 1931.

**1933.** To admit of as many invoices as possible being brought to account in the same month as issued, the received abstracts for the month should be kept open till the 7th of the month following. Invoices received after the close of the month's accounts to which they properly belong should be accounted for in the following month and not shown in supplementary abstracts.

**1934. Summaries of railway materials and stores forwarded and received (local and through).**◆ (a) Summaries of railway materials and stores, forwarded and received, local and through, should be prepared in Form Com. | R-6 Rev. and should be submitted monthly to the Traffic Accounts Office concerned of the forwarding or receiving railways as the case may be along with the relevant abstracts.

(b) In regard to through traffic, the summaries should be prepared in two parts : summary Part I or via. summary will show the traffic to or from each railway (station by station) via each route : summary Part II or general summary will be based on Part I and will show the local traffic forwarded to or received from each railway via. all routes and a grand total of the traffic for all railways.

**1935. Booking of railway coal.**◆ Railway coal booked from collieries on 'weight only'

invoices, either through to destination stations or to distributing centers, will be dealt with and accounted for as notified by individual railway administrations.

**1936. Demurrage on railway coal wagons.** ♦ (a) Placement memo for loaded coal wagons made over by Traffic Department to the Mechanical Department should be prepared in triplicate by the station staff in the pro forma appearing at Appendix. XIX/A. Two copies of the placement memo will be made over to the representative of the Mechanical Department immediately after the placement of wagons and his signature obtained on the third (record) copy in token of the correctness of the placement time. Similarly, when empty wagons are made over to the Mechanical Department for loading railway coal, placement memo should be prepared in triplicate and disposed of in the same manner as the placement memo issued for loaded coal wagons.

(b) When wagons are released by the Mechanical Department, its representative will enter the date and time of release, together with the time taken for releasing the wagon, on both copies of the placement memo. One copy of the memo will be returned to the station staff after obtaining signature on the other copy, which will be retained as record by the Mechanical Department.

**1937.** (a) The free time allowed for loading and unloading the railway coal wagons, the rates at which demurrage charges, if any due, are leviable and detailed instructions regarding the computation of the free time will be notified separately by each railway administration.

(b) At the end of each day, the station staff should prepare a statement of demurrage charges accrued on railway coal wagons in the proforma appearing at Appendix XIX/B, in quadruplicate, by carbon process. One copy of the statement should be made over to the representative of the Mechanical Department after obtaining his signature on all the four copies : one copy should be sent daily to the cash office as a voucher duly entered in the cash remittance note : one copy should be submitted to the Traffic Accounts Office at the end of the month as a return of demurrage on railway coal wagons, duly summarized on a separate sheet to arrive at the total for the month one copy should be retained at the station as record.

**1938.** The total amount of demurrage on railway coal wagons, should be accounted daily in the goods cash book separately from public traffic and other railway material traffic. The total of the demurrage on railway coal as per return should be reconciled with the debit taken to account in the station balance sheet against the relevant head. It should be ensured that there are no outstanding on this account as the corresponding credit would automatically be taken under the head 'vouchers'.

## CHAPTER XX

### INITIAL BOOKS AND RETURNS IN CONNECTION WITH GOODS TRAFFIC

**2001. Initial books.** ♦ The initial books and registers affecting goods accounts required to be maintained at stations are mainly as follows : ♦

- (1) Goods cash book.
- \* (2) Goods outward book (local).
- \* (3) Goods outward book (through).
- \* (4) Goods received and delivery book (local).
- \* (5) Goods received and delivery book (through).
- (6) Test balance register of inward To-pay goods.
- (7) Goods balance sheet.
- (8) Loading and unloading tally books.
- (9) Weighment register.
- (10) Wagon transfer register.
- (11) Register of siding charges.
- (12) Register of crane charges.
- (13) Register of wagon registration fee collected refunded and forfeited.

\*Separate books are to be maintained for traffic in Railway materials and stores as laid down in Chapter XIX.

**2002. Initial returns.** ♦ (a) The following returns are prepared by stations and submitted to Traffic Accounts Office in connection with goods traffic ♦

- (1) Abstracts of goods forwarded to non-Government railways.
- (2) Abstracts of goods received from non-Government railways.
- (3) Summaries of goods forwarded to, and received from, non-Government railways.
- (4) Demurrage and wharfage returns.
- (5) Statement of siding charges.
- (6) Statement of wagon registration fee collected, refunded and forfeited.
- (7) Statement of crane charges.
- (8) Goods balance sheet with connected documents.
- (9) Statement of wagons weighed at weighbridges.

(b) In addition to the above, the stations are required to compare and return the machine prepared abstracts, local and through, received from the respective Traffic Accounts Offices in connection with the goods booked to the station, as laid down in paras 2020 to 2033.

(c) Returns in connection with railway materials and stores traffic, goods booked to or

from out agencies, city booking agencies and terminal tax or town octroi duty are to be prepared and submitted to Traffic Accounts laid down in Chapters XIX, XXVI and XII respectively.

(d) The complete set of returns, supported by initial documents, where prescribed, should be submitted to the Traffic Accounts Office concerned on the dates notified separately by each railway administration. The staff should also bear in mind the instructions printed on the various commercial forms prescribed for the preparation of returns.

**2003.** Before their submission to the Traffic Accounts Office, the returns should be reconciled with the initial books in the manner indicated in paras 2037 to 2047. After the accounts for the last period have been reconciled, the station balance sheet should be prepared. The link between the initial vouchers, books, returns and the station balance sheet is roughly illustrated by the diagram appearing at Appendix XX|A, which shows how the goods earnings are brought to account in the station balance sheet.

**2004. Goods cash book-**The goods cash book is a record of (i) the progress made in the realization of the goods earnings from all sources, including wharf age, demurrage, siding, crane, wagon registration fee, etc. charges and other receipts which are shown under the head 'Miscellaneous' in the goods balance sheet; and (ii) the remittances of such receipts to the Cashier. It should be posted in ink in Form Com/C-3 Rev. immediately as the cash or vouchers, which are treated as cash, are received. The total of each day's receipts should be expressed in words and the following certificate recorded below it :◆

"Remitted to Cashier under cash remittance note No.....  
dated.....".

The above certificate should be signed by the Goods Clerk and countersigned by the Station Master or Chief Goods Superintendent who is responsible for correct remittance of the cash.

**2005.** Full particulars of the cash transactions, as required by the form, should be filled in the appropriate columns of the cash book. In the case of inward paid consignments, if no other charges are due, the word 'Paid' should be recorded in the freight column against relevant entry in the cash book. In the case of wagon registration fee and reweighment charges collected, the serial number of the relevant money receipt should invariably be recorded against the relevant entry.

**2006.** Full particulars of the credit notes or other vouchers received daily in payment of freight and other charges should be noted in the 'Remarks' column of the goods cash book against the relevant entry. At stations where a credit note register is maintained, only the serial number of the entry in the credit note register need be posted against the relevant entry in the cash book instead of the full details.

**2007.** (a) At the close of each Goods Clerk's duty, all the columns of the cash book should be totalled by him and the grand total compared with the cash on hand. Should there be an excess or deficiency, the individual entries and the totals in the cash book should be carefully scrutinized and the error traced and rectified. If, however, no error is found, the excess, if any, should be remitted after being entered in the cash book as 'excess in collection, the deficiency, if any, should be made good at once by the staff responsible. The remarks to be passed in the cash book and the cash remittance note for the amount made good from pocket and the procedure for its subsequent refund, if due, will be the same as laid down in paras 710 and 711.

(b) At the close of the day, each column should be carefully totalled personally by the

Station Master | Chief Goods Superintendent and the total amount received during the day, after comparison with the cash on hand, should be shown in the cash book, both in words and figures.

(c) The amount collected during each period will be summarized and totalled and at the close of the month a general summary of all the three periods will be prepared to arrive at the total amount collected and remitted to the Cashier during the month. The periodical and monthly summaries should be prepared in the goods cash book itself.

**2008. Goods outwards books.** ♦ The goods outward book is the record of all invoices issued from a station and should be maintained in the proforma appearing at Appendix XX|B. Separate books should be maintained for local traffic, through traffic over Government railways and through traffic to or via non-Government railways. The books should be posted daily from invoices which should be entered in the order of their issue, i.e., in the order of their printed machine numbers. The weight and freight figures should be entered carefully under the correct columns and the totals carried forward progressively till the totals for the entire month are arrived at. The totals under the head 'paid' should be reconciled daily with the corresponding figures in the goods cash book.

Note. ♦ The maintenance of goods outward book may be dispensed with under orders of the Chief Commercial Superintendent, who will also prescribe the alternative record to be maintained for posting the advance statement of gross earnings and traffic handled as also for working out the weight for the preparation of handling bills.

**2009. Goods delivery books.** ♦ (a) Goods delivery books should be maintained in Form Com. |G-14 Rev., separately for the following categories of traffic, as received at the station : ♦

- (1) Local.
- (2) Through goods from or via non-Government railways.
- (3) Through goods over Government railways.
- (4) Weight only ♦ local.
- (5) Weight only ♦ through.
- (6) Money coal ♦ local.
- (7) Money coal ♦ through.
- (8) Railway materials and stores ♦ local.
- (9) Railway materials and stores ♦ through.

(b) At stations with a small volume of traffic, one delivery book may be used for more than one type of traffic, sets of pages being earmarked for each category of traffic received at the station.

(c) In case traffic received from a particular station is heavy, separate delivery books may be maintained, or separate pages set apart in the same delivery book to record the invoices received from such a station; this will facilitate the comparison of the delivery books with machine prepared abstracts vide paras 2020 to 2033. Similarly, wherever the quantum of traffic justifies, separate delivery books should be maintained, or separate pages set apart in the same delivery book, for traffic received from each zonal railway and each non-Government railway.

(d) The pages of delivery books should be numbered, if not already machine numbered, before each book is brought in use.

**2010.** To facilitate comparison of entries in the goods delivery books with those appearing in the machine prepared abstracts without any interference in the current working, the stations, whose traffic is heavy, should maintain two sets of delivery books for recording the transactions of alternate months. Thus, one set of delivery books will record transactions for January, March, May, etc and the other for February, April, June, etc. It should be noted that the date of issue of the invoice is the guiding factor for determining the month in which the entry is to be made in the delivery book.

**2011.** All inward invoices should be recorded in the delivery book, immediately on receipt irrespective of whether the goods in connection therewith have been received or not. All the entries in this book should be carefully filled in appropriate columns as required by the form. If an invoice is received without the numerical code of the station from having been entered thereon, the destination station should find out the numerical code of the station from with the help of the printed list of these codes supplied to each station and enter it on the invoice and in the goods delivery book.

**2012.** At the close of each period, the daily totals of goods delivery book should be summarized and a monthly general summary of the periodical totals prepared for the monthly balance sheet. The periodical summaries and the monthly general summaries should be reconciled with the relevant returns before the later are despatched from the station.

**2013. Abstracts of through goods forwarded to or via non-Government railways.** (a) All invoices, whether paid or to pay, issued from the station in through booking to or via non-Government railways, steamer companies, etc., should be posted daily in the abstracts of through goods traffic forwarded to or via non-Government railways in Form Com./C-20 for money coal, etc., and in Form Com.|G-5 Rev. for other traffic. The bookings to each station should be grouped and totaled separately. Separate abstracts should be prepared for traffic to each station, on each terminal railway, by each route.

(b) Full particulars as required by the form should be carefully filled in and the abstracts should be closed at the end of each month and the totals of each pair of stations carried into the summary (see Para 2017).

(c) These abstracts together with connected Accounts foils of invoices and summaries should be sent to the Traffic Accounts Office in separate bundles immediately after the close of each month on the date notified by individual railways.

**2014. Abstracts of through goods received from or via non-Government railways.** These should be posted daily, in duplicate, in Form Com. / G-3 Rev., from the invoices, paid or to-pay, received from stations or on via non-Government railways, steamer companies, etc., in the same manner as forwarded abstracts (para-2013), separate abstracts being prepared for each station from, and for each via, by which consignments are booked. These abstracts will, however, be closed and submitted periodically to the Traffic Accounts Office along with the connected Inward invoices.

**2015.** To admit of as many invoices as possible being brought to account in the same month as issued, the closing of received abstracts for traffic from or via non-Government railways, steamer companies, etc, received for the month should be deferred till the 7th of the following month. Invoices received after the close of the month's accounts to which they properly belong should be accounted for in the following month and not shown in supplementary abstracts.

**2016.** Original amounts of invoices are to be posted in the 'Paid' or 'To-pay' columns of the abstracts, errors being dealt with as directed in paras 1817 and 1818.

**2017. Summary of goods forwarded to or via non-Government railways. ♦(a)**

This should be posted in Form Com./G-22 or Com./G-10 Rev., as the case may be, in duplicate, by carbon process from the relevant abstracts and should bring out the totals of the booking to each station by each via as grouped in the abstracts. The names of the station to should be entered in the alphabetical order. To facilitate this, the abstracts should be sorted alphabetically before the postings in the summary are commenced.

(b) These summaries should be prepared in two parts : Summary Part I or via summary will show the traffic to each railway (station by station) via each route; summary Part II or general summary, which will be based on Part I, will show the total traffic forwarded to each railway via all routes and a grand total of the traffic for all railways.

(c) The pencil copy of the summary should be submitted to the Traffic Accounts Office and the carbon copy kept for record at the station in skeleton files.

**2018. Summary of goods received from or via non-Government railways. ♦**This should be prepared in the same way as summary of goods forwarded to or via non-Government railways vide Para 2017 except that it will be prepared periodically and in Form Com./G-9. The totals in the periodical summary Part II should not be carried forward from period to period but the total traffic for the first and second periods should be brought forward separately in the summary Part II for the last period and grand total struck to represent the figures for the whole month.

**2019. Verification of totals of summaries. ♦**Forwarded and received summaries referred to in paras 2017 and 2018 should, before despatch to the Traffic Accounts Office, be reconciled with the totals in the relevant goods outward book and delivery books respectively both as to weight and freight. The total of paid columns in the forwarded summaries should also be reconciled with the corresponding figures in the goods dash book.

**2020. Machine prepared abstracts. ♦**The Traffic Accounts Offices will send to each station, through commercial couriers, by the 12th of the following month, machine prepared abstracts (in duplicate) separately for paid and to-pay traffic in the pro forma appearing at Appendix XX / C. All invoices booked to the station from all stations on the Government railways during the month will be listed in these abstracts. If these abstracts are not received at the station by 16th of the following month, the Station Master should call for the same telegraphically from the Traffic Accounts Office concerned, docketing a copy of the telegram to the Divisional Commercial Superintendent.

**2021.** If the machine prepared abstracts are not received at the station by the 22nd of the following month, the goods delivery books should be closed and the balance sheet compiled on the basis. When the machine prepared abstracts are subsequently received, they should be compared with the goods delivery books as prescribed In paras 2022 to 2033. Any further amount required to be taken to, debit as a result of this comparison should be adjusted in the balance sheet in hand under the head Difference for previous month between delivery books and machine prepared abstracts.

**2022. Comparison of entries in the goods delivery books with the machine prepared abstracts. ♦**

(a) The station staff at the destination stations should identify the invoices by their railway receipt numbers and compare the entries in the goods deliver book with those

appearing in the machine prepared abstracts as indicated in the following paras.

(b) The machine prepared abstracts will show the numerical code and not the name of the station from in alphabets. For making this comparison, the station staff should ensure that the numerical code of the station from is recorded correctly and legibly in the goods delivery books as laid down in Para 2011.

**2023.** (a) In making comparison, the basis will be goods delivery book, i.e., entries in the delivery book should be traced into the machine prepared abstracts and not vice versa. In these abstracts, the invoices issued by each station from will be entered together in the order of their issue. Therefore, when tracing an entry appearing in the delivery book, the staff should first see the numerical code of the station from for that entry as entered in the delivery book, look up that station from in the abstracts and then tally the railway receipt number of the invoice and other details given in the delivery book.

(b) The invoices bearing remarks "senders weight accepted" will be marked with an asterisk in the machine prepared abstracts. The stations while comparing the entries in the machine prepared abstracts with those appearing in the delivery book should note the weight found on weighment as also the undercharges, if any, against such entries in the machine prepared abstracts. The Station staff should give remarks against all such items even if the weight of the consignment has been found correct on weighment.

**2024.** When an invoice is located in both the delivery book and the machine prepared abstract, a tick mark should be placed against the entry of that invoice both in the delivery book and in the abstract. Any undercharge or overcharge discovered as a result of the check of the invoice at destination (as entered in the delivery book) should be noted in both the copies of the abstract in the proper column against the relevant entry of the invoice. In the case of undercharges found as a result of error in description and weight, the original invoice or a copy thereof indicating full particulars of undercharge should be attached to the copy of the machine prepared abstracts to be returned to the Tariff Accounts Office.

**NOTE :** When an invoice is issued for a consignment consisting of more than one commodity the same invoice will appear in the machine prepared abstracts as many times as the number of commodities booked on it. But all the entries for that invoice will appear one below the other in the machine prepared abstracts and will have the same Railway Receipt number. Destination station when comparing the delivery book items with those appearing in the machine prepared abstracts should take all such items pertaining to the same railway receipt appearing in the machine prepared abstracts together as one item.

**2025.** (a) When an invoice appears both in the machine prepared abstracts and delivery book, but there is some discrepancy between the figures in the delivery book and those in the machine prepared abstracts, the relevant invoice should be picked up and examined.

(b) When the amount in the machine prepared abstracts agrees with that on the invoice, the clerical mistake would have been in making the entry in the delivery book which should be corrected by drawing a line through the wrong figure in the delivery book and writing again the correct figure, but NEVER by overwriting or erasure.

(c) When the amount in the machine prepared abstract is different from the figure on the invoice, and the invoice has been correctly entered in the delivery book, across mark should be put against the item in the machine prepared abstract and the figures as on the invoice entered in both copies of the machine prepared abstract against the entry of

that invoice.

**2026.** If, after the comparison of the machine prepared abstracts with the delivery book some items remain unticked in the latter, they will be of invoices omitted from the machine prepared abstracts. After verification with the inward invoices or railway receipts, these items should be copied by the destination station into both the copies of the machine prepared abstracts.

**2027.** If any items remain unticked in the machine prepared abstracts, it will be because they have not been entered in the delivery book or because the invoice has not been received at the station. Such items should be entered in the delivery book with whatever particulars are available in the machine prepared abstracts. The remaining particulars, which are not available in the machine prepared abstracts, should be entered in the delivery book when the railway receipt invoice or copy of invoice is received. Such invoices should immediately be called for from the forwarding station, and should also be included in the special section of the outstanding list to be sent along with balance sheet, and in the inward index book, noting therein the printed machine number of these invoices.

**2028.** If it is found on enquiry from the forwarding station that any of the invoice entered in the delivery book on the basis of machine prepared abstracts, vide Para 2027 above, does not relate to that station but was issued to some other station, the station at which the outstanding has been created should take special credit in its balance sheet, sending the reply received from the forwarding station to the Traffic Accounts Office along with the balance sheet in support of the credit entry. In such cases, the forwarding station should send the reply to the enquiring station, in duplicate, to enable the latter to submit one copy of the letter to the Traffic Accounts Office and retain the other copy as its record.

**2029.** The total of the machine prepared abstracts will then be cast, including the corrections made in regard to the discrepant items vide Para 2025 and items added vide Para 2026. This final total of To-pay column and the total of undercharges as noted from the delivery book in the machine prepared abstracts will form the debit to be taken in the balance sheet by the destination station under the head 'Inward To-pay' and 'Undercharges' respectively. The total so arrived at in the machine prepared abstracts should be reconciled with the relevant totals in the goods delivery book.

**2030.** Machine prepared abstracts will normally include all invoices issued to a station during the month from all the stations on the railway. If, however, certain invoices are not included therein, for any reason, they will be included in the following month's abstracts. In all such cases, the stations should verify from their copy of the previous month's machine prepared abstracts, whether these items had already been entered in it from the goods delivery book. If they have already been included, a remark to that effect should be passed in the abstracts under comparison. No debit need be taken for these items again.

**2031.** Machine prepared abstracts for traffic received from stations on other Government railways will be received at the station separately for each such Government railway. These abstracts should be identified as to their origin with reference to the numerical code of the station from. Each zonal railway has been allotted a separate code number to be included in the ten thousandth place of the numerical code of stations situated on that railway. The code numbers of all Government railways are given below◆

Railway	Code No.
---------	----------

Central Railway	1
Eastern Railway	2
Northern Railway	3
North Eastern Railway	4
Northeast Frontier Railway	5
Southern Railway	6
South Eastern Railway	7
Western Railway	8
South Central Railway	9

Thus 60286 will indicate that the station is on the Southern Railway, the code number for which is 6 and 21488 will be the numerical code of station on the Eastern Railway, the code number for which is 2.

**2032.** After the totals of machine prepared abstracts of all other Government railways have been cast as indicated in Para 2029, a summary of all railways (other than the home railway) should be prepared in duplicate, in manuscript, and the grand totals of 'Freight To-pay' and 'Undercharges', as cast on this summary, should be reconciled with relevant figures in the delivery book and taken to debit in the station balance sheet against respective heads.

**2033.** After both the copies of the machine prepared abstracts have been completed as above, one copy of the same should be submitted to the Traffic Accounts Office along with the month's balance sheet and the other copy retained as station record. Similarly, one copy of the summary referred to in para 2032 will be submitted to the Traffic Accounts Office and the other copy retained as station record.

**2034. Demurrage and wharfage returns.** ♦ Separate returns should be prepared for demurrage and wharfage in Form Com. |D-14 Rev. and Com./W-6 Rev., respectively. The amount of demurrage wharfage accrued on account of outward consignments, or inward goods delivered and or removed during the month, to which the returns relate, as also the amount actually collected or foregone under sanction of competent authority, should be recorded in the appropriate columns of the return. These returns should be prepared in duplicate, by carbon process, immediately after each such charge has been made, both local and through traffic being included in one return. The pencil copy of the return should be submitted to the Traffic Accounts Office and the carbon copy retained as station record.

**2035. Demurrage wharfage charges forgone.** ♦ (a) If demurrage and or wharfage charges accrued on a consignment are foregone under orders of the General Manager or any lower authority to whom the powers in this regard have been delegated, remission order in Form Com.R-17 Rev will be sent in duplicate, to the Station Master concerned. On receipt of the remission order, the Station Master should examine the same with a view to see that it is genuine in all respects, bears the seal of the issuing office and that full particulars as required by the form have been recorded therein.

(b) Full amount of the demurrage wharfage charges accrued should be taken to debit in the station balance sheet, credit being taken for the amount foregone. One copy of the remission order should be sent to the Traffic Accounts Office along with the balance sheet in support of the credit entry and the other copy retained as station record.

(c) In case the remission order has not been received and the goods were delivered on telegraphic advice, or as per instructions of a competent authority communicated to the Station Master on telephone or otherwise, the amount foregone should be shown as 'outstanding' in the goods delivery book and the outstanding list with a remark to the following effect : ♦

"Remission order awaited from .....".

**2036. Demurrage and wharfage charges accrued on goods consignments transferred to lost property office** ♦ The procedure in regard to the account of demurrage and / or wharfage charges on goods Consignments transferred to lost property office has been laid down in Chapter XXII.

**2037. Periodical testing of goods accounts.** ♦ The main station accounts returns will be compiled for the complete month but to enable the Station Master to keep a check over the accuracy of his current accounts and to facilitate the ultimate compilation of his monthly balance sheet, the accounting of all goods transactions of the station should be tested at the end of each period as detailed in paras 2038 to 2047. These test balancing are of much importance and Station Masters should personally see that they are correctly and regularly made. At stations where the traffic is small, these test balancing may be dispensed with under orders of the Traffic Accounts Officer.

**2038. Testing of goods forwarded paid.** ♦ At the end of each period, totals of outward book (para 2008) should be cast and reconciled with the relevant figures in the periodical summary prepared in the goods cash book vide para 2007.

**2039. Testing of goods received and Test balance sheet.** ♦ For testing the correctness of the figures for inward goods, a test balance sheet should be prepared for each period in the pro forma appearing at Appendix XX/D.

**2040.** The debits in the test balance sheet will be as indicated in the various headings of the form and should be obtained from the up-to-date To-pay and Undercharges total of the goods delivery books, the wharfage and demurrage returns Accounts Office debits etc., a skeleton inward summary being used for arriving at the total. The closing balance brought forward from the previous month will be the opening balance of the current month.

Note. ♦ In the case of traffic received from/or via non-Government railways, the total To-pay and Undercharges should be also reconciled with the relevant figures in Part II of the summary of goods received from or via non-Government railways.

**2041.** The credits in the test balance sheet will be cash credits to date as represented by the up-to-date totals of inward To-pay traffic in the goods cash book, and special credits, if any. Only new items of special credits need be detailed, those from previous periods being brought forward in lump sum only.

**2042.** Any difference discovered in preparing these test balances should be traced out at once and put right. Station Masters and Goods Clerks should be very careful not to pass over differences in any circumstances as neglect in this respect may lead subsequently to considerable difficulty and delay.

**2043.** Outstanding in connection with test balances ♦ The outstanding in connection with the test balances, except for the closing period of the month, need not be taken out in the full detail as required by the outstanding list form. It will be sufficient to quote the page numbers of the goods delivery book and the amounts outstanding on each page on the back of the test balance form. When there are more than one goods delivery books,

the items from each book should be distinguished by quoting the book number as well, thus ;

	Rs. P.
.	
Book 1, page 21	145 00
Book 1, page 26	60 00
Book 1, page 50	59 00
Book 1, page 87	603 00
Total.	867 00

**2044.** The outstanding for the closing period of the month should be taken out in the outstanding list and should not be entered in the test balance sheet.

**2045.** The quickest and easiest way of making up the outstanding is to take them out from the goods delivery book immediately after the close of the period and before commencing deliveries in the succeeding period, as it can then be readily seen as to in respect of which items the goods are undelivered. If it is not done until after deliveries in the succeeding period have commenced, the dates of delivery have to be carefully scrutinized to ascertain what items had been delivered subsequent to close of the period under test.

**2046.** If, when delivering goods, any discrepancy between the goods delivery book debit and cash collection occurs, the fact should be noted in the 'Remarks' column of the cash book, so as to have the information readily available when balancing the accounts.

**2047.** At the end of each month, the balance for the closing period should be made, and the outstanding entered in the outstanding list.

**2048. Inventory book.** (a) All goods parcels, etc. on hand at the beginning of each month should be recorded in the register of articles on hand (Inventory Book) Form Com./I-3. The inventory shall be in the handwriting of, and signed and dated by, the Station Master himself, except where otherwise specially excepted in this behalf. The names of the stations at which this duty devolves on the Chief Goods Superintendent Chief Parcel Supervisor will be notified by individual railway administrations, in which case the inventory should be taken in the handwriting of, and signed and dated by the staff authorized to do so by the notification.

(b) The Inspectors of Station Accounts and the Commercial Inspectors will also record their inspection inventories in this book.

**2049. Linking of inventory.** (a) The inventory should be linked and proved, as detailed below, by the staff required to record the same.

(b) Each item of the outstanding on the last date of the previous month, for which the goods have been received, should be traced in the inventory book, and the number of the connected delivery book folio should, be entered in the column headed Reference No. against the relevant item in the inventory book.

(c) The unloading tally book of the previous month should be examined and the items against which delivery book folio number has not been recorded should be traced in the inventory book. In such cases the page number of the unloading tally book should be recorded in the 'Remarks' column against the relevant item in the inventory book. As soon as the invoices for such items are received and accounted for, the number of the delivery book folio will also be recorded in the inventory book in the column headed

'Reference No.'

(d) The inventory of the last month should be examined and the items against which the number of delivery book folio has not been recorded should be traced in the current inventory. In such cases, the folio number of the unloading tally book, as, recorded in the previous inventory, should be copied out in the 'Remarks' column of the inventory book.

**2050.** If, after the above check, any item appearing in the current inventory remains unlinked, or any goods, which should have been on hand as per delivery books, unloading tally books or inventory of the preceding month, are missing in the current inventory, the matter should be thoroughly investigated and, if necessary, reported to the Divisional Commercial Superintendent and Traffic Accounts Office.

**2051.** After the inventory has been completely linked as above, the Station Master or the Chief Goods Superintendent Chief Parcel Supervisor, authorized in this behalf, will record the following certificate at the end of the inventory over his dated signature :◆

"Certified that I have compared the above goods parcels with the outstanding items in the delivery books, unloading tally books and the previous months inventory and \*found them correct/the following discrepancies".

\*Strike out what is not applicable.

**2052.** To ensure that the check on outstanding is being properly carried out by the Chief Goods Superintendent or other staff empowered in this behalf vide Para 2048, Station Master at these stations should personally test check at least 15 items appearing in the outstanding with packages on hand. After the Station Master has applied the check and has satisfied himself that a complete check on the previous month's outstanding has been made by the Chief Goods Superintendent or other staff empowered in this behalf, he should give a certificate in the pro forma appearing at Appendix XX/E , at the foot of the inventory.

**2053. Goods balance sheet**◆After the accounts for the last period have been tested in the manner indicated in paras 2037 to 2047, goods balance sheet should be prepared in form prescribed for the purpose by the railway administration. The principle underlying the preparation of a goods balance sheet is the same as for a coaching balance sheet (Para 1338).

**2054. Debit entries of a station goods balance sheet.**◆The debit entries of a goods balance sheet mainly comprise of the following items :◆

- (1) The debit balance, if any from last month's account.
- (2) The traffic earnings of the month according to various heads of account as detailed in several returns and statements particularized in the form of the balance sheet.
- (3) Undercharges advised during the month by the Traffic Accounts Office.
- (4) Discrepancies advised by the Traffic Accounts Office and the Cash Office, not previously taken into accounts.
- (5) Siding charges as per the register of siding charges.
- (6) Value of stamped indemnity notes.
- (7) Crane charges.

(8) Deposits of wagon registration fees as per relevant register.

(9) Excess in booking.

(10) Miscellaneous transactions not shown in the

**returns.** ♦ Of these, full particulars should be given, i.e., reference to the cash transmit note of miscellaneous receipts (Com / C-11 Rev.).

**2055. Credit entries of a station goods balance sheet.** ♦ The credit entries of a station goods balance sheet mainly comprise of the following items : ♦

(1) Total amount of cash and vouchers acknowledged daily by Cashier as per receipt foils of the cash remittance notes.

(2) Special credits under the different heads provided for in the form ♦ The details of special credits under the various headings should be posted in the appropriate space provided for the purpose in the form of the balance sheet.

(3) Balance, if any, to be carried forward to next month's accounts ♦ Full particulars of the balance should be given in the appropriate column in the form of the balance sheet with the probable date of the proposed settlement of each item and an explanation of the measures taken to obtain adjustments.

**2056. Special credits.** ♦ The special credits mentioned in Para 2055 (2) mainly consist of the following items : ♦

(1) Overcharge sheets for the regularization of errors in the use of invoices other than those representing under and overcharges in freight.

(2) Paid-on charges on consignments rebooked to other stations ♦ In such cases, full particulars including the printed number of both the original and re-booking invoices should be given.

(3) Paid-on charges in connection with consignments transferred to lost property office ♦ In such cases, full particulars including the printed numbers of the original invoice and the rebooking invoice under which the consignment is transferred to lost property office should be given.

(4) Credits authorised by the Traffic Accounts Office in connection with debits withdrawn ♦ In such cases, full particulars of the debits withdrawn together with reference to the order authorising credits should be given.

(5) Refund of overcharges allowed at the time of delivery of goods.

(6) Invoices twice accounted for ♦ In such cases, reference to the returns and periods, in which the invoice is accounted for twice, should be given.

(7) Other authorized items of special credits.

**2057. Closing balance of a station goods balance sheet.** ♦ The closing balance of a station goods balance sheet mentioned in Para 2055 (3) consists of the following items : ♦

(1) Unsold stamped indemnity notes on hand.

(2) Admitted Cash and Accounts Office debits. In such cases, the names of the staff responsible and reference to the salary bill in which they are shown for recovery should be given in the 'Remarks' column.

(3) Objected debits. Full grounds of dispute and reference to action taken for the withdrawal of the debit should be given in the 'Remarks' column.

(4) Invoices in connection with which goods are on hand or not to hand, other than those requiring clearance by overcharge sheets. This should be subdivided into old invoices and current invoices (three months old.) ,

(5) Invoices for which copies have been called for vide para 2027 above.

(6) Invoices requiring clearance by overcharge sheets. Reference to the action taken for the certification of the overcharge sheets should be given in the 'Remarks' column.

(7) Outstanding list on account of wharfage and demurrage charges with reasons for outstanding. Reference to those awaiting remission should be shown in the remarks column.

**2058. Classification of outstanding.** The classification and posting of goods outstanding should be done in the same way as in the case of coaching outstanding (see Para 1344).

**2059. Transmit memo of returns.** The instructions contained in Para 1346 regarding submission of returns, preparation of transmit memo, etc., also apply in the case of goods traffic.

**2060. Disposal of inward invoices.** (a) The inward invoices relating to traffic received from the Government railways should be retained as record at the destination stations except in cases where these are specifically required to be submitted to the Traffic Accounts Office as laid down in this Manual or notified separately by the railway administration.

(b) The inward invoices or copies thereof relating to traffic received from the non-Government railways, steamer companies, etc., or memo invoices prepared in respect of such traffic should be despatched to the Traffic Accounts Office, in batches periodically, on the day following the close of the period. A final batch of such invoices relating to the previous month and received between the 1st and 7th of the following month should be despatched on the 8th. The invoices, duly sorted in station and serial order as per entries in the abstracts, should be submitted to the Traffic Accounts Office concerned securely stitched to the relevant abstracts.

#### **2061. Courier system for submission of returns**

(a) The Commercial Couriers should travel by the trains and on the dates notified by the Divisional Railway Manager for the purpose of collecting returns from the stations. On each trip, they will collect the returns from the stations, check them with the covering transmit memo at the station, if time permits, and acknowledge them. In case detailed check of the returns with the covering transmit memo is not possible at the station itself due to less stoppage of the train, the acknowledgement will be given for the bundle only.

(b) After returning to the Divisional Office, or to the base station nominated by the Divisional Commercial Superintendent for the purpose of checking returns before being carried to the Traffic Accounts Office, the Courier will check the returns of each station with the relevant transmit memo and advise the discrepancies, if any, by wire to the

Station Master concerned. It is incumbent on station staff to arrange for the immediate compilation of the returns reported as not received by the Courier and hand over the same to the Courier, on his next trip, in a separate cover marked "Returns for.....left behind on.....".

(c) After the above verification, the courier will Post the returns actually received by him in the register maintained for this purpose at the base station or in the Divisional Office and take the returns to the Traffic Accounts Office for delivery.

(d) In the Traffic Accounts Office, the returns should be taken over by the Accounts Clerk by actual comparison with the relevant transmit memo in the presence of the Courier. The Accounts Clerk will return the 'receipt slips' of transmit memo to the Courier after completing and stamping the same. The particulars of returns missing, if any, i.e., those entered in the transmit memo but actually not received, should be entered by the Accounts Clerk in the receipt slip which should be counter signed by the Courier. The Courier should arrange to obtain copies of such returns on his next visit to the station.

(e) The receipt slips collected by the Courier from the Traffic Accounts Office will be returned by him to the station staff on a distribution list which should be prepared by the Courier and filed at the base station or in the Divisional Office as decided by the Divisional Commercial Superintendent.

(f) The register of returns maintained, vide (c) above, should be put up to the Divisional Commercial Superintendent to take up with the staff at fault for missing returns, if any.

**NOTE :** The provision regarding collection and transmission of returns to the Traffic Accounts Office through the agency of Commercial Couriers may be dispensed with at the discretion of the individual railway administrations, provided this does not adversely affect the position of missing returns on the railway. In such cases, alternate procedure for the submission of returns to the Traffic Accounts Office will be notified to the staff by the railway administration concerned.

**2062. Calendar of returns** ♦ Instructions regarding maintenance of calendar of returns have been laid down in Para 1347.

## **CHAPTER XXI**

### **CLAIMS FOR COMPENSATION AND FOR**

### **REFUNDS OF OVERCHARGES**

### **2101. Prevention of claims for compensation.♦**

Loss, destruction, damage, deterioration or non-delivery of animals and goods booked by rail not only involves claims for compensation but also results in loss of public goodwill. As such, reduction in the claims bill will be one of the indices of efficiency of the railway. Every effort must, therefore, be made by staff at all levels to reduce railway's claims bill.

**2102. General responsibility of the railway administration.♦** In terms of section 93 of the Railways Act, 1989, a railway administration is responsible for the loss, destruction, damage, deterioration or non-delivery of animals or goods delivered to the administration for carriage by railway arising from any cause except the following :♦

- (a) act of God;
- (b) act of war;
- (c) act of public enemies;
- (d) arrest, restraint or seizure under legal process;
- (e) orders or restrictions imposed by the Central Government or a State Government or by any officer or authority subordinate to the Central Government or a State Government authorized in this behalf;
- (f) act or omission or negligence of the consignor or the consignee or the endorsee or the agent or servant of the consignor or consignee or the endorsee.
- (g) natural deterioration or wastage in bulk or weight due to inherent defect, quality or vice of the goods;
- (h) latent defects; and
- (i) fire, explosion or any unforeseen risk.

Where such loss, destruction, damage, deterioration, or non-delivery is proved to have arisen from any one or more of the aforesaid causes, the railway administration can seek protection from liability for compensation only, if the administration further proves that it has used reasonable foresight and care in the carriage of the animals or goods.

**2103. Liability after termination of transit (Section 99 of the Railways Act, 1989).** (a) The measure of railway's liability referred to in Para 2102 lasts only while the consignments is in transit. After termination of transit, the railways become liable only as bailee under sections 151, 152 and 161 of the Indian Contract Act and that also for a period of 7 days after the termination of transit. If the consignment is not taken delivery of within 7 days of the termination of transit, no liability whatsoever will attach to the railway. If the consignment is at owner's risk rate the railway shall not be responsible as bailee unless misconduct on the part of the railway is proved.

(b) The railways have no responsibility even that of a bailee after termination of transit in the case of♦

- (i) explosives and other dangerous goods;
- (ii) animals; and
- (iii) articles prescribed in Part I of Schedule II of Railways (Extent of Monetary Liability and Prescription of Percentage Charge) Rules, 1990.

(iv) perishable goods.

**2104. Liability in respect of consignments booked at owner's risk rate.** In the case of goods booked at owner's risk rates, the railway administration is not responsible for loss, destruction, damage or deterioration or as bailee during the period of 7 days after the termination of transit except on proof of negligence or misconduct as is the position while such traffic is in the course of transit.

**2105. Liability in respect of consignments booked to sidings.** In terms of section 94 of the Railways Act, 1989, the responsibility of the railways for loss, destruction, damage, deterioration or non-delivery in respect of consignments booked to a private or assisted siding ceases when the wagon holding the consignment is placed at the specified point of interchange of wagons and a written intimation of such placement is given to the owner of the siding. Joint check of seal defective wagons including wagons containing iron and steel materials for which special packing conditions have been prescribed will have to be arranged when the defective conditions of the seal and for packing of the material is brought to the notice of the railway staff by the representative of (the siding owned at the time of taking over. Detailed instructions have been given in Para 3102.)

**2106. Adhering to rules and regulations for preventing claims.** (a) With a view to ensure correct discharge of the statutory responsibility of the railway administration for the safe transport of goods and animals, all the railway staff, whether engaged on acceptance, examination, marking, weighing, booking, loading, tallying, labeling, dispatching, transshipping, unloading, storing or delivery of goods and animals and other allied duties, must ensure that the instructions contained in this Manual or notified separately by the railway administration are correctly acted upon.

(b) With a view to ensure safe transit of the consignment to its correct destination, the consignor should be specially requested to

(i) obliterate all old marks on the packages;

(ii) mark all the packages legibly and durably with private marks including consignee's name to ensure quick identification of the packages at the destination.

(iii) provide leather, metal, cloth or wooden labels on each package which cannot be durably marked in the ordinary manner as required by the rules;

(iv) sew a patch of white cloth for railway marks on all bundles of silk, cloth, blankets and cumblies;

(v) affix paste-on labels on all packages using-gum of good quality so that the labels do not tear off during transit;

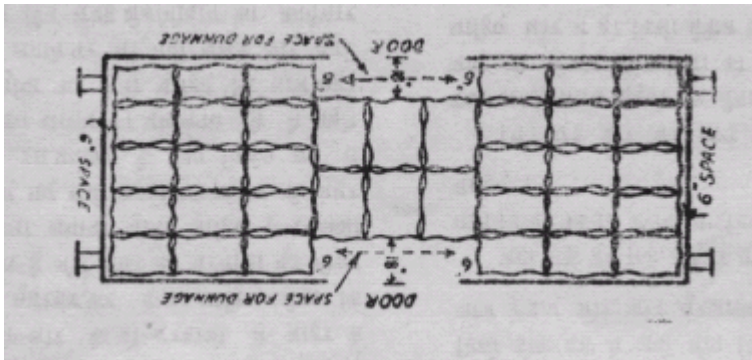
(vi) affix distinctive marks / labels on all packages containing fragile, explosive and other dangerous goods indicating the nature of contents and any other special directions such as 'This side up' 'Handle with care', etc.;

(vii) place inside each package an identification slip showing full name and address of the sender / consignee;

(viii) pack the consignment as per tariff rules;

(ix) load the wagons properly and with utmost care, wherever the loading is done by the sender. Leaving 6" vacant space on all sides and 18" space vacant near the door as

illustrated below ♦



(x) secure and protect the wagon load consignment of liquids in drums, tins, etc., with adequate wedges, straw, wooden strips, etc.;

(xi) provide tarpaulins, gunnies or corrugated sheets on all open wagons loaded at the request of the sender : and

(xii) fill up the forwarding note legibly and correctly, the additions and alterations, if any, being fully signed and not initialed.

(c) To avoid any damage to or deterioration of the consignment after it reaches the destination, the consignee endorsee should be requested to ♦

(i) unload the wagon with utmost care, wherever the unloading is to be done by the consignee; and

(ii) effect book delivery and remove the consignment promptly.

**2107. Thefts and pilferages** -The railway administration provides adequate Police and Railway Protection Force officials with a view to prevent thefts and pilferages. The commercial staff must fully co-operate with them in apprehending and preventing crime, and give them such information as would assist in tracking the culprits.

**2108.** Adequate and suitable lighting and fencing arrangements in and around goods/parcels/repack/ transshipment sheds and station yards are necessary to prevent thefts and pilferages. The Station Master must bring to the notice of the Divisional Office specific cases where improved and better fencing and lighting arrangements are called for and also promptly report defects in the existing arrangements such as, a broken fencing wall, a loose vertical bar in an iron fencing, etc.

**2109. Handing over of packages and wagons to the staff of Railway Protection Force at night.** ♦ (a) Where closed sheds / godowns are provided, all goods/parcels, etc. must, as far as possible, be put inside such sheds godowns before they are closed for the night. The Station Master/Goods Clerk/Parcel Clerk must go round with the Rakshak on duty and padlock the doors. Except two doors on the opposite side of the shed/ godown, which will be locked and the remaining doors should be secured and locked sealed from the outside, as laid down in Para 2131, the remaining doors should be secured and locked from inside. Station seal should be affixed on all the locks used on the outside of the doors. The Rakshak must satisfy himself that the locks are in correct position and do not open up en being handled with force and the seals are intact before recording a certificate to this effect in a register to be specially maintained for this purpose. The Station Master/Goods Clerk |Parcel should also certify in the same register when taking over charge of the shed/godown next morning that the padlocks were found correctly locked and with seals intact.

The keys and the seal should be kept in the safe custody of the Station Master/Chief Goods Superintendent / Chief Parcel Supervisor, and in no case should the keys and seal be handed by unauthorized persons.

(b) The description and marks of all packages lying in open must be entered in a register to be specially maintained for this purpose by one of the Goods/Parcel Clerks detailed on this job at the time of closing of the goods shed / parcels office. All the packages so entered will be made over in charge to the Rakshak on duty, who should count the total number of packages before signing the register in token of having correctly taken over the charge of the packages. When the goods shed/parcels office opens next day, the packages should be counted and reconciled by the staff taking over the charge from the Rakshak on duty.

The consignments made over to the Rakshak on duty should be stacked properly and at one or two convenient places to facilitate easy count and effective check;.

(c) In the case of loaded wagons made over to the Railway Protection Force for the night, the Rakshak on duty should examine the seals, check lines and other protective packing on the wagons, and after satisfying himself that they are intact, certify to that effect in the register in which the particulars of the wagons made over in charge will be entered as in the case of packages. The Rakshak will obtain the signature of the staff to whom the wagons are made over the next day. In case, any of the wagons in the charge of the Rakshak on duty are despatched from the station during the night, he should obtain the signature of the Trains Clerk or the Guard of the train, as notified by the railway administration, in the charge register in token of having made over the wagons correctly, with seals, check lines and other protective packing intact.

As far as possible, the wagon made over in charge to the Rakshak on duty should not be kept in isolated sidings.

(d) Once the goods/parcel, etc., goods sheds and parcels depots have been made over in charge to the Rakshak on duty, the station staff should not have any access to them, no removal of the packages made over in charge should be permitted except under a written authority from the Station Master on duty. This written authority should be pasted in the charge register after obtaining the acknowledgement of the person removing the packages.

(e) At stations, where no Rakshak is available due to any reason, whatsoever, the station staff on duty should keep a watch over the packages lying in the open as also on the sealed goods shed | parcels office and the loaded wagons lying in the yard.

#### **2110. Prevention of loss or damage to consignments at destination**

**stations.** ♦To prevent loss of or damage to consignments at the destination station, the Station, Masters should ensure that -

(i) the operations of unloading, stacking and delivery of goods and parcels are done with due care under proper supervision;

(ii) ground inventory of parcels / goods on hand is regularly taken and linked to locate old packages and detect losses promptly;

(iii) unauthorized persons and persons having no legitimate business in the goods shed | parcels office are kept out;

(iv) a watch is kept on packages lying on open platforms or outside the parcels office goods shed to prevent thefts;

(v) tampered packages are sealed jointly by the station staff and a representative of the Railway Protection Force, wherever available, after recording the nature of damage and the result of reweighment in the unloading tally book/parcels delivery book before such packages are secured in cages or rooms provided for this purpose;

(vi) gate passes are written out and issued after scrutiny ;

(vii) vehicles taking out delivered articles are properly checked and the articles are tallied with the relevant gate passes; and

(viii) the register of undelivered goods is regularly posted.

**2111. Protection of loaded wagons in yard.** ♦ Prescribed security arrangements must be made for guarding the wagons, specially those containing valuable articles, lying in the yard. Appropriate precautions should also be taken in the shunting operations of Wagons containing valuables, fragile, explosive and other dangerous goods.

**2112. Protection of goods in transit** ♦ (a) Seal checking should be made effective so that running train thefts could be localized immediately.

(b) As far as possible, wagons containing valuable articles should be marshaled nearer to the brake van. This will enable the Guard to exercise better supervision over such wagons with a view to detect thefts immediately.

(c) When a goods train is held up at the signals or is moving slowly, the chances of the thieves boarding the train specially during the night hours, being greater, the Guard should keep a sharp look out on both sides of the train specially on sections where thefts or running train robberies are known to have taken place earlier.

(d) As far as possible, goods trains consisting of open wagons carrying food grains and other valuable materials should be escorted by the staff of the Armed Wing of the Railway Protection Force specially during night hours as also on the vulnerable sections. In such cases, separate vans for the use of escort party should be attached with the goods train preferably in the middle of the train or nearer to the wagons to be protected.

**2113. Misdpatches and exchanges.** ♦ The most effective method to prevent misdpatches and exchanges is to insist on strict observance of rules laid down for private and railway marking and for obliteration of old marks. Apart from the publicity campaign carried out by the railway administration through the media of Press and through posters and leaflets, etc., "P. L. M. Check up Weeks" are held twice a year to focus the attention of all concerned on this aspect of railway working.

It is the duty of the Station Master and other concerned supervisors to exercise regular and adequate checks to ensure that staff scrupulously observe the prescribed instructions for marking and labeling of packages.

**2114.** Care should be taken in loading, repacking and transshipping of goods and parcels. The packages to be loaded into each wagon must be stacked separately and a little apart. As these packages are loaded into the wagon, they should be carefully tallied to avoid wrong loading and consequent misdpatches.

The Porters must not load the goods / parcels without proper supervision or instructions.

**2115. Special attention must be paid to the instructions contained in** ♦

(i) para 1455 for transit invoices to accompany the consignments ;

(ii) para 1534 for preparation of summaries and placing them inside the wagons ;

(iii) para 1536 for the pasting of paste on labels on inside panels of the wagon doors ;  
(iv) para 1537 for preparation of wagon labels in capital letters using blue pencil ; and  
(v) para 1581 for preparation of fresh labels after transshipment of contents of the damaged wagons.

**2116.** Unloading Clerks should remove all 'paste-on labels' immediately after the relevant consignments have been unloaded. Before the wagon is loaded again, the Loading Clerk must see that there is no such old label on the wagon.

**2117. Connecting the unconnected consignments in wagon loads.** ♦ The following action should be taken by the station staff to connect the unconnected wagon received at the station : ♦

(1) As soon as an unconnected wagon is received, the particulars thereof together with the train by which it was received should be advised telegraphically to the train originating station, the Train Controller, and th-3 Divisional Commercial Superintendent. On controlled sections, such information should also be passed on to the Section Controller on phone. The Train Controller, will ascertain the correct destination of the wagon by tracing its backward passage through his counterpart in the Divisions in the rear, if necessary, and advise the same to the Station Master.

(2) If the above enquiries do not give any clue to the correct destination of the wagon, its contents should be checked in the presence of a representative of the Railway Protection Force (or Government Railway Police, when Railway Protection Force Staff is not available) with a view to ascertain the correct destination from the marks on the packages, transit invoice, if any, in the wagon or from the 'Paste-on labels' on the inside panels of the wagon doors. If correct destination is ascertained, the wagon should be dispatched after sealing it, wherever required by the rules. Details of all such checks will be recorded in the relevant register as laid down in Para 1578, the entries in the register being countersigned by all the officials in whose presence the check is exercised.

(3) If there is any doubt about the destination of the wagon, e.g., when there are more than one marks on the packages due to old marks not having been obliterated, the matter should be referred to all the concerned stations over control phone or by telegram and only on receipt of confirmation of the correct destination, should the wagon be dispatched to that station.

(4) In the case of loose consignments such as coal, kunker, timber, etc., which bear no identification marks, or in the case of bagged consignments or package bearing no marks, enquiries should be made locally to ascertain if a consignment of such a nature was due at the station, and if so, the relevant railway receipt should be examined in respect of wagon number, contents, etc., and the matter followed up.

(5) The possibility of the unconnected wagon being not the one in which the consignment was originally loaded, by another one in which the contents were transhipped en route, should not be lost sight of during the course of enquiries.

(6) Simultaneously, a 'first information report' in Form Com.]C-26 should also be submitted to the Divisional Commercial Superintendent for necessary action indicating full particulars of the unconnected wagon, the action already taken to connect it and the results thereof.

(7) If in spite of taking action as detailed above and adopting any other possible measures to connect the wagon, it has not been possible to connect the wagon within 72 hours from the time of receipt of wagon, its contents should be unloaded and stacked in a safe place. If no satisfactory storage accommodation is available at the station, instructions of Divisional Office should be obtained.

(8) A statement of unconnected wagons lying at stations should be sent on the 1<sup>st</sup> and 15<sup>th</sup> of each month to the Chief Commercial Superintendent who will put on Claims Tracers or other staff to expedite the process of connecting the wagons Dy personal enquiries.

(9) In tracing the correct destination of a wagon, full advantage must be taken of the movement record of wagons maintained by the Indian Railway Conference Association.

**2118. Connecting the unconnected packages.** ♦ The following action should be taken by the station staff to connect the unconnected packages received at a station : ♦

(1) The private or railway marks on the packages should be carefully examined to see if there is any clue of the correct destination. If so, the packages should be dispatched to that station.

(2) If there are no marks on the packages or marks are not decipherable, the last dispatching station should be telegraphed to and movement of the packages traced backwards. Telegraphic reminder should be issued if a reply is not received, docketing a copy of the telegram to the Divisional Office for taking up with the staff at fault.

(3) Arrangements should be made for opening the package in the presence of a Traffic Commercial / Claims Prevention Inspector and the staff of the Government Railway Police or the Railway Protection Force to see if any identification slip or any other particulars are contained therein to give a clue to the correct destination to which package may be dispatched. An inventory of the contents of the package should be taken and recorded in Form Com./C-27, which should be signed by all the witnessing officials.

**2119. Storage of unconnected packages | consignments.** ♦ All unconnected packages | consignments including those received in excess or in exchange and the packages lying at the station under dispute should be kept in a separate space earmarked for this purpose so that these may not get mixed up with other packages. Such packages should be properly stacked and taken care of, the valuable packages being kept in sheds | godowns under lock and key or in charge of the staff of the Railway Protection Force. Full particulars; of the receipt with other available details should be indicated on each package or consignment by pasting suitable labels wherever necessary.

**2120. Transfer of unconnected packages to the lost property office.** ♦ If after taking all possible measures, packages / consignments remain unconnected for a period of one month for any other period prescribed by the railway administration for this purpose, they should be transferred to the lost property office as prescribed in Chapter XXL The particulars of such transfer should be recorded against the relevant entry in the register of unconnected packages / wagons and the Headquarters Office advised immediately.

**2121. Maintenance of files for unconnected packages consignments.** ♦ A separate file must be maintained for each unconnected package consignment and a reference to this file should be noted in the register of unconnected packages wagons : detailed particulars of the action taken need not be indicated in the register of unconnected packages wagons. All files pertaining to the unconnected packages | consignments on hand should be kept in a separate bundle for easy reference. As soon as a package | consigoments is disposed of and the disposal has been recorded in the register and advised to the Headquarters Office, the relevant file should be transferred to a separate bundle marked 'Unconnected packages and consignments' ♦ Disposed of.

## **2122. Register of unconnected packages | wagons. ♦**

Full particulars of the unconnected packages | wagons received at the station should be recorded immediately in the register of unconnected packages | wagons, which should be maintained at all stations in the proforma appearing at Appendix XXI/A. Separate registers should be maintained for (i) full wagon loads and (ii) smalls. Before bringing the register in use its pages should be numbered in manuscript, if not already machine numbered, to obviate the possibility of tampering with the leaves of the register after it is brought in use. In the case of machine numbered register, the page numbering should be checked before the register is brought in use.

**2123. Statement of unconnected packages consignments on hand. ♦** (a) A statement of all unconnected wagon load consignments remaining on hand should be prepared on 1st and 15th of each month, in triplicate, by carbon process. One copy of the statement should be submitted each to the Headquarters Office and the Divisional office and the third copy retained as station record. Particulars of the disposal of each such consignment should be advised to both the Headquarters and the Divisional Office immediately after the disposal.

(b) Similarly, all unconnected packages lying on hand at the station on the 1st of each month should be listed in the statement of unconnected packages, which should be prepared and disposed of in the same manner as laid down for wagon load consignments vide clause (a) above. Particulars of the disposal of each such consignment should similarly be advised to the Headquarters and Divisional Office.

(c) Separate statements of unconnected wagon load consignments / packages should be prepared for goods and parcels traffic.

**2124. Delay in transit. ♦** (a) In terms of section 95 of the Railways Act, 1989 the railway administration shall not be responsible for loss, destruction, damage or deterioration of any consignment proved by the owner to have been caused by delay or detention in their carriage, if the railway administration proves that delay or detention arose for reasons beyond its control or without negligence or misconduct on the part of the railway administration or any of its servants. It should, therefore, be ensured that ♦

(i) no avoidable delay occurs to consignments in transit;

(ii) smalls are invariably dispatched in vans sealed to the farthest point;

(iii) perishable traffic booked at parcels rate is carried by passenger or mixed trains and not by goods trains;

(iv) when due to interruption of through communications, perishable consignments are held up, instructions of the sender / consignee are obtained in accordance with the instructions laid down in Para 974;

(v) seal defective wagons containing perishable consignments are not detained for checking of contents; in such cases support seals should be put on and wagon pushed through to destination;

(vi) minimum time is taken in checking of contents of wagons detected en route with defective seals;

(vii) particular attention is given for correct preparation of labels; and

(viii) if a consignment of luggage, parcels or goods is not received within a reasonable time, action should be taken vide paras 830, 964 and 1746 respectively.

(b) In order to prove that the delay was not caused due to any negligence or misconduct of the railway administration or any its servants, complete record of detention to wagons (containing full loads or smalls) and Consignments at the booking, transshipment, junction and other intermediate stations should be properly maintained and carefully preserved.

(c) Separate registers should be maintained for detention caused to (i) full load consignments, (ii) smalls, and (iii) parcels and luggage. Suitable remarks should be passed against each entry in the register showing the reasons for detention. The reasons should be in sufficient detail for determining whether or not detention was unavoidable. Similar record should also be kept for wagons which have been detained and carried over a route, other than the booked route, clearly indicating against each entry the cause of diversion such as congestion in the yard, operational necessities, etc.

**2125. Prevention of damage by wet.** ♦ During the monsoon season the following instructions should be carefully observed to prevent damage to consignments by wet :-

(1) As consignments are liable to get damaged through a leaking roof or due to defective rain water pipe or due to rain water flowing from the open platform into the covered shed, any such defect, where observed, must be got removed immediately.

(2) All damageable goods awaiting loading or delivery and those lying in transshipment sheds must be kept under cover or protected with tarpaulins (Para 1724). The Station Masters and Goods Clerks will be personally responsible to ensure that a sufficient stock of tarpaulins in good condition is kept at the station for this purpose and that the instructions for covering the goods are strictly observed by the staff concerned.

(3) Before acceptance, consignments of grains, pulses, seeds, etc., should be thoroughly examined to see that the contents are not wet or damp, and if these are not tendered in good and dry condition suitable remarks must be obtained on the forwarding notes and reproduced on all the foils of the invoice vide Para 1418.

(4) Goods liable to be damaged by rain water should be loaded in water-tight wagons, the leaks or holes, if any, found in a wagon being plugged before loading, assistance of Train Examiner being obtained where necessary (Para 1509).

(5) When non-water-tight wagons are used, goods must be properly covered by tarpaulins (Para 1509).

(6) Floors of wagons must be thoroughly cleaned before loading.

(7) Damageable consignments must be loaded 18" (46 cms.) away from wagon doors on both sides. Door crevices should be plugged with gunny strips (para 1507).

(8) All manholes and ventilators must be closed and secured before loading consignments damageable by rain.

(9) While unloading consignments like grain and pulses, sugar, piece-goods, etc., which are ordinarily susceptible to damage by wet, the outward condition of the bags or bales should be carefully noted.

(10) If Inward consignments are found to have been damaged by wet, a certificate should be obtained from the carriage and wagon staff, where available, about the condition of the wagon or wagons in which the damaged goods were received. Where the carriage and wagon staff are not available, the wagon should be examined for water-tightness by the Unloading Clerk by closing the door and seeing whether rays of light are

coming. A certificate as to whether the wagon was water-tight or not should be carefully noted in the unloading tally book.

(11) While unloading, the position of the damaged packages inside the wagon shall also be carefully noted in the unloading tally book.

**2126. Prevention of damage by fire.** ♦The Railway Fire Services function under the administrative control of the Security Branch, who are responsible for the efficient functioning of the Fire Service Units, both operational and maintenance. However, it is the primary duty of every railway servant to protect the railway property, committed to the care of the railway for carriage, from fire and also to render necessary assistance when a fire breaks out irrespective of the fact whether he is on duty or otherwise.

**2127.** Fire fighting equipment (chemical extinguishers, implements for cutting out an opening in sheds, buckets, sand bins, hydrants, etc.) are provided in the transshipment sheds, goods sheds, parcels depots, lost property offices, etc. These appliances must always be kept in readiness for immediate use, wherever necessary. Occasional checks should be exercised to see that the apparatus is intact and in working order. All such appliances should be kept at a convenient place which should be known to all the staff.

**2128.** The station staff must be trained in the use of these appliances by a system of 'Fire Drills' suitable for each station. These drills must be arranged at fixed intervals as prescribed by railway administration and the results thereof recorded in a register to be maintained for this purpose.

**2129.** All inflammable articles like bhoosa, grass, firewood, timber, etc., must be stacked at a safe distance from other goods and buildings. No naked lights should be allowed to be brought near such articles.

**2130.** Smoking, lighting of fires and cooking in the goods, parcels and transshipment sheds should not be permitted.

**2131.** To facilitate fire fighting operations, at least two doors on the opposite sides of the sheds should be locked and sealed from outside so that, when necessary, either of these doors is available for entry of fire fighting services.

**2132.** Where electric lighting is provided in closed sheds and offices, it should be ensured that the main switch is accessible at all times.

**2133.** Steps should be taken to ensure that explosive, inflammable and other dangerous goods are stored properly and disposed of quickly in accordance with the rules and instructions in force.

**2134.** When fire actually breaks out, every effort should be made by all to put out the fire, seeking assistance from the Railway Protection Force, help being also obtained from other possible sources such as, fire extinguishing services in the town.

**2135.** After the fire has been put out, an inventory of the goods lying in the goods, parcels or transshipment sheds must be taken showing the results of re-weighment along with the staff of the Railway Protection Force and separate lists made out of the goods (i) which have escaped fire and (ii) those involved in the fire and burnt or salvaged. The statements should be signed jointly by the Station Master and the representative of the Railway Protection Force.

**2136.** (a) In the case of consignments involved in fire at booking station, the Station Master must advise the consignor of the occurrence and obtain his acknowledgement. He should also advise the destination station to intimate the consignee and obtain his

acknowledgement to the advice. In the case of an intermediate station, the Station Master must advise the sending and destination stations by telegrams, who in turn must advise the consignor and consignee respectively, about the occurrence and get their acknowledgement of the advice.

(b) The cause of the fire must not be stated in the advice sent to the consignor or the consignee.

**2137.** Full particulars of the occurrence as also of the consignments involved in the fire must be reported by the station, where the fire has occurred, to the Chief Commercial Superintendent and his instructions obtained about the disposal of the goods salvaged.

**2138.** Maintenance of fire fighting appliances. ♦ The Supervisor in charge of a goods shed / parcels depot | transshipment- shed is responsible to ensure that ♦

(i) 'fire prevention' instructions issued from to time are strictly observed;

(ii) 'no smoking' notices, are pasted wherever smoking is considered dangerous;

(iii) notices indicating current telephone number of the nearest fire brigade are displayed at stations, goods sheds, parcels offices, etc., and that the staff knows how to summon a fire bridge;

(iv) where tanks, barrels or buckets are provided, these are always kept filled with water and conveniently placed in suitable positions and that a little lime is put in the water to prevent of breeding of mosquitoes;

(v) where separate sand bins are not provided, at least one out of four fire buckets is filled with sand or earth, which should be topped or changed at least once every month;

(vi) water receptacles and other fire fighting appliances are kept in a position from which they could be taken out for use at a moment's notice and that all staff know where to find them in case of need; and

(vii) defects, if any noticed in the fire fighting appliances are rectified with least possible delay.

**2139. Rough handling--**To avoid rough handling a determined and sustained effort should be made by all supervisors and others engaged in the handling of traffic.

**2140.** The procedure laid down in para 1507 to 1509 in regard to the precautions to be taken when loading a wagon must be carefully observed.

**2141.** Provisions of adequate storage facilities for goods and parcels should receive special attention of the Commercial Officers and Supervisors during inspections.

**2142.** Cases of wanton indifference or carelessness on the part of the staff in handling or disposal of goods or bad transshipment resulting in claims should be taken up. Staff may also be called upon to reimburse the amount of compensation in full that may be paid by the railway administration in such cases.

**2143. Rough handling shunting weeks.** ♦ To educate the trading public as also the railway staff in the proper handling of goods, and the railway staff in the careful shunting of wagons, 'stop rough handling / shunting' weeks are observed periodically as notified by the railway administration. Supervisory staff should personally visit important stations, goods sheds, parcels offices, transshipment sheds etc., in their charge and arrange to educate the staff in respect of correct handling of goods through lectures,

demonstrations, films, etc. Similar procedure should be followed by Yard Supervisors, Station Master and Traffic Inspectors to educate the yard shunting staff in correct shunting methods and in the various precautions required to be observed during shunting.

**2144.** The instructions imparted as above must be observed by the staff in the performance of their day-to-day duties and not during the organized weeks only.

**2145. Prohibition against grant of railway receipts before the actual receipt of consignments on railway premises.** ♦ Except where otherwise provided as in the case of the loading done at a private or assisted siding, a railway receipt should not be granted until the relevant consignment has actually arrived in full on the railway premises and has been accepted by the staff deputed for this purpose.

**2146. Forged railway receipts.** ♦ To guard against the fraudulent use of railway receipts, the following instructions should be observed : ♦

(1) The railway receipt books should always be kept under safe custody; in no circumstances should they be allowed to lie in an insecure place (see also paras 916 and 1440).

(2) Whenever a railway receipt book, or any foil thereof, is found to be missing, the fact must be immediately reported to the Divisional Commercial Superintendent and Chief Commercial Superintendent for issuing necessary notification to guard against fraudulent use.

(3) Instructions contained in Para 956 and 1821 must be carefully observed.

(4) Adequate care should be exercised in regard to the identity of the person taking delivery or requiring booking in suspicious circumstances.

(5) If, as a result of scrutiny, there is any doubt about a genuineness of the railway receipt produced, the information should at once be sent to the nearest Government Railway Police station outpost so that the person concerned could be apprehended and dealt with under the law.

(6) The invoice must be sent promptly to destination stations, which should account for the same properly and immediately in the delivery books.

(7) Inward and outward index registers must be maintained and action for missing and irregular invoices should be taken immediately.

**2147. Register of undelivered goods.** ♦ (a) A register should be kept in every goods shed and parcel office in respect of all consignments remaining undelivered showing the condition of ♦

(i) all articles of Part I of Schedule II of Monetary Liability Rules 1990, animals, perishable, explosives and other dangerous goods not removed within free time allowed for wharfage; and

(ii) all other articles not removed within 7 days after expiry of free time allowed for wharfage.

(b) The register of undelivered goods should be posted daily giving the details of the consignments which come under the above categories. The register should show the condition of the consignments at the time of expiry of free time for wharfage : for example, if a consignment is in a pilfered condition or if the planks, etc., of a case or

crate are broken, or if a bag is in slack or torn condition, particulars of such packages and their weight, found on reweighment should be recorded in the register. The register should also show the condition of the consignment on the expiry of 7 days after the end of free time.

(c) Such consignments should be kept carefully in safe custody. When such consignments are delivered, the date of delivery should be shown against the relevant entry in the register to be maintained in the pro forma appearing at Appendix XXI / B.

**2148. Entries in books and documents.** ♦ The station staff must ensure that all documents, registers, books, etc., in connection with booking, transit and delivery of consignments are written legibly and carefully without using unauthorized abbreviations and that these are carefully preserved.

**2149. Settlement of claim.** ♦ (a) Normally, the Claims Office of the railway is responsible for ensuring settlement of claims for loss, damage, destruction, deterioration, or non-delivery of animals and goods. Station Masters of certain important stations and other officials are also authorized to deal with and dispose of petty claims valued upto Rs. 400 per railway receipt barring the claims arising out of-

(i) consignments booked from or via railways within the territories outside India:

(ii) consignments or package / packages forming part / parts of consignments not received at the destination;

(iii) alleged fall in market or other remote loss due to delay in delivery;

(iv) consignments booked at owner's risk;

(v) consignments covered by railway receipts showing adverse remarks as to the compliance of prescribed packing conditions;

(vi) departmental claims, the settlement of which is effected through book adjustments; and

(vii) claims preferred by Central or State Governments.

(b) The names of the stations and other officials so authorized will be notified separately by each railway administration. Station Masters and other so authorized officials are not permitted to delegate their powers in respect of the settlement of petty claims.

(c) Claims should be entertained only when the same is preferred within 6 months, from the date of booking of the consignment.

**2150.** The Central Claims Office will issue suitable instructions for ensuring general control over all payments made and for the guidance of the Station Masters and other officials authorized to settle claims. These instructions will, inter alia, indicate ♦

(i) the circumstances in which payments may be made or withheld because of the protection afforded to the railway administration under the Railways Act;

(ii) that the official settling the claim should verify that damage or pilferage, etc., for which payment is made was duly reported at the time of unloading and that the staff responsibility for loss or damage, if any, at the destination station is fixed; and

(iii) the form in which the statements regarding settlement of claims are to be submitted to the Central Claims Office.

**2151.** Printed forms for preferring claims, in the pro forma appearing at Appendix XXT / C, will be provided at important stations for the convenience of claimants to ensure that they furnish full information on all relevant points. The claimants should be advised invariably to prefer their claims on proper forms.

**2152.** Applications and other references from public pertaining to claims arising from loss or non delivery of consignments and such other refunds, which the Station Master is not authorized to settle, should if received at the station, be forwarded to the Chief Commercial Superintendent for disposal and the party concerned advised accordingly with a request to correspond further with the Chief Commercial Superintendent.

**2153.** To assist the Claims Office in arranging expeditions settlement of claims, Station Masters must ensure that all references received from the former are replied to promptly and information required is furnished in all its details.

**2154. Missing and damaged goods report.** In all cases of goods lost or damaged, a 'missing and damaged goods report' must be prepared in Form Com. / D-I Rev. and submitted by stations to the Claims Office. These reports must be submitted as soon as a consignment is delivered under qualified remarks and must not be detained till called for.

**2155.** Missing and damaged goods reports must be numbered serially, separate series being used at large stations for goods and parcels including luggage. Copies of these reports should be retained at stations. Great care should be taken in the preparation of these reports and all the spaces provided must be carefully and legibly filled in. All the documents referred to in the form must accompany the missing and damaged goods report. Any other information, which, in the opinion of the Station Master, will help the settlement of the claim, must be furnished along with the report to avoid further references from the Claims Office.

**2156.** It should also be made clear in the missing and damaged goods report whether the person claiming the compensation was the invoiced consignee / endorsee or the railway receipt was endorsed in his favour and whether he is the rightful claimant for compensation.

**2157. Claims for refund of overcharge.** To ensure that the number of claims for refund of overcharge, is kept as low as possible, the staff employed on booking of passengers, luggage, other coaching and goods traffic must see that fares, freight and other charges are calculated correctly. For this purpose, all tariff passenger fare notebooks; for through tariffs ( Para 261), goods rate registers (Para 1438), etc., must be kept up-to-date. All notifications issued by the railway administration inviting attention to common errors resulting in overcharges must be carefully studied and acted upon.

**2158. Refund of overcharges due to error in rate, classification, or computation of freight, at the time of delivery.** (a) 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 / way-bill :

(1) Error in rate not affected by description or condition of carriage.

(2) Error in classification, i.e., an error where a consignment as mentioned in the tariff is correctly described on the invoice or way-bill but charged under a wrong class. Overcharges claimed in respect of goods not specifically mentioned in the tariff, and regarding which doubt exists as to the correct class chargeable, do not come under this

head.

(3) Error in calculation.

Note -In the case of error in calculation no overcharge is to be allowed or refunded without first carefully rewriting the consignment with a view to ensuring that the error do not really exist in the entry of weight.

(b) The following examples illustrate the cases to which Station Masters are authorized to allow refunds : ♦

(1) A consignment of haberdashery in Wagon load classified at class 180 weighing 130 quintals is booked 'To-pay' ex. Bombay (Carnac Bridge) to New Delhi and charged at the rate of Rs. 66.47 instead of Rs. 6637. This is a case of error in rate and the overcharge can, therefore, be refunded by the Station Master at the time of delivery.

(2) A consignment of "Jeera Seed, white" in wagon loads, classified to be charged at class 140, booked 'To-pay' and erroneously classified at class 180 and charged as "Jeera Seed black" under main head "Spices" this is a case of error in classification and the Station Master is authorised to allow refund of the overcharge at the time of delivery.

(3) The freight charges on a consignment weighing 20 quintals booked To-pay at the rate of Rs. 10.20 per quintal are computed at Rs. 240.00 instead of Rs. 204.00. This is a case of error in calculation and the Station Master is authorized to allow refund of the overcharge at the time of delivery.

**2159. Procedure of refund of an overcharge by Station Master.--**(a) When, in terms of the preceding Para, a refund of an overcharge is admissible, only the net amount due should be recovered from the consignee (endorsee who should be requested to record the actual amount paid by him in the delivery book over his signatures. The consignee's acknowledgement for the amount refunded to him should also be obtained on the back of the relevant railway receipt and in the refund list (see Para 2160). Such acknowledgement in any of the regional languages other than Hindi should be rendered into Hindi or English by the staff granting the refund.

(b) original amount of the freight charges (as entered on the invoice / way-bill) and the amount refunded should be entered in the appropriate columns of the delivery books and relevant abstracts and summaries; the amount refunded should also be entered in the overcharge column of the relevant invoice / way-bill if the same is still on hand.

(c) As excess refund allowed at the time of delivery will be debited by the Traffic Accounts Office in a similar manner as undercharges, adequate care should be taken to ensure that the refund is correctly due.

**2160. List of refund of overcharges allowed to the time of delivery.** ♦ Overcharge due to error in rate, classification or computation of freight allowed at the time of delivery of goods or parcels should be entered in the 'List of overcharges allowed at the time of delivery'. These lists should be prepared in duplicate, by carbon process, in Form Com. IR-12 Rev. separately for goods and parcels, and local and through traffic. At the end of the month, total of column 'Amount refunded' should be cast and special credit for it taken in the relevant balance sheet. One copy of each list should be submitted along with the balance sheet in support of the credit claimed and the other copy retained as station record. In the case of goods traffic received from Government railways, for which the original invoices are not required to be submitted separately to the Traffic Accounts Office (see Para 2060), the relevant invoices or Transit invoices should be attached with the refund list before it is submitted along with the balance sheet. In other cases, the refund lists should be accompanied by copies of the relevant invoices / way-

bills.

**2161. Refund of overcharges by Chief Commercial Superintendent.** ♦ Refund of overcharges in all cases other than those referred to in Para 2158 can only be allowed by the Refunds branch in the Headquarters Office. These refunds include ♦

- (i) error in weight, description or routing of traffic;
- (ii) error in rate, classification or computation of freight, claimed after delivery of goods | parcels;
- (iii) amount twice paid; and
- (iv) overcharges of 'Paid' consignments.

In all such cases, the Refund branch will call for an overcharge sheet (From Com|0-7 Rev.) from the station collecting the freight. It should be ensured by the Station Master that the overcharge sheet complete in all respects is submitted to the Refunds branch without delay.

**2162.** A remark about its submission to the Refunds branch should invariably be entered against the relevant entry in the cash book / goods outward book or delivery book, as the case may be, to prevent the possibility of a second overcharge sheet being passed in respect of the same consignment.

**2163. Overcharges due to error in weight.** ♦ If there is an error in weight and the refund is claimed at the time of delivery the whole consignment should be re-weighed except at large depots with a gazetted officer in charge, where it will be sufficient to reweigh ten per cent of bagged consignments of not fewer than thirty bags provided that (i) reweighments are made under the personal supervision of the officer in charge or his designated assistant officer and (ii) the bags are certified by the same authority, to be of uniform size and in good condition. At stations where there are no means of weighing consignments, a reference should be made to the Station Master of the forwarding station or the station en route, at which the consignment was weighed.

Full details of weighment should be given on the reverse of the overcharge sheet. When the result of weighment has been communicated by the forwarding or any other station, the original letter / telegram admitting the overcharge should be sent to the Refunds branch along with the overcharge sheet.

**2164.** For all refunds of overcharges due Vo error in weight, the correct weight will be certified by the Commercial Officer (Refunds) on the overcharge sheet before it is sent to the Traffic Accounts Office for certification or post check, as the case may be.

**2165. Overcharges due to error in description of goods or routing of traffic.** ♦ (a) If the overcharge be the result of an error in description of goods or routing of traffic, the correct description of goods or the correct routes should be certified by the Commercial Officer (Refunds) on the overcharge sheet before it is sent to the Traffic Accounts Office for check.

(b) Similarly, in the case of a commodity not sped-nearly classified in the General Classification of Goods or about which doubt exists as to the classification under which it is chargeable, the correct classification will be certified by the Commercial Officer (Refunds) on the overcharge sheet before it is sent to the Traffic Accounts Office.

**2166.** (a) When the dispute in description is of such a nature that an error is apparent, a sample of the consignment should be taken before delivery (which should be effected on collection of the charges at the higher rate) and sent to the Refunds branch along with the overcharge sheet. Where the sample cannot be sent with the overcharge sheet, it should be kept in the safe custody of the Station Master, advising the full facts of the

case to the Refunds branch and the Traffic Accounts Office.

(b) In the case of doubt, consignee's complaint should only be recorded and he should be directed to address the Chief Commercial Superintendent, forwarding documentary proof of the correctness of his contention and explaining how the sender wrongly described the consignment. If the delivery of the consignment is affected a sample should be taken and retained in the custody of the Station Master till further instructions from the Chief Commercial Superintendent who should be apprised of the fact by the Station Master. A copy of the report should also be sent to the Traffic Accounts Office.

**2167. Overcharges in connection with amounts twice paid.** ♦ An overcharge sheet (Forth Com|0-7 Rev.) will be prepared by the Refunds Office who will submit it to the Traffic Accounts Office direct for certification. The Traffic Accounts Office will then advise the Refunds Office to issue a pay order for the refund. In the case of 'through traffic', the overcharge sheet will be certified by the Traffic Accounts Offices of both the forwarding and the receiving railways before the refund is made.

**2168. Pay orders, (refund).** ♦ When refund of an overcharge in freight or fare is found to be due, the Refund branch will issue a pay order (refund) in Form Com.|P-23 Rev. authorizing the Station Master to pay the specified amount to the payee mentioned therein. The pay order (refund) will be sent to the payee and the station on which it is drawn will be advised of the fact separately.

**2169.** (a) Before making the payment, the Station Master should see that the pay order (refund) has been presented for payment within its currency and that it is genuine in all respects; this can be done by comparing the particulars on the pay order (refund) with the intimation of its issue received direct from the issuing office. If no such intimation has been received, the payment should not be made and matter reported to the Chief Commercial Superintendent without delay quoting full particulars of the pay order (refund).

(b) A dated acknowledgement for the amount paid must be obtained from the payee on the back of the pay order (refund) in the space provided for the purpose. The payment should be witnessed by a known person, whose signature should also be obtained on the receipt. Station Masters are personally responsible for payment to the correct person.

NOTE. ♦ As receipts for the refund of overcharges of freight and fares are exempted from Stamp Duty, affixing of Revenue Stamps, where the amount exceeds Rs. 20, is not necessary.

**2170. Pay orders for compensation claims.** ♦ Pay orders for payment of compensation claims will be issued in Form G-1679 authorizing the Station Master to pay the specified amount to the payee mentioned therein. These pay orders will be sent to the Station Masters of the stations, in which drawn, and letters of authority sent separately to the respective payees.

**2171.** (a) On presentation of the letter of authority, referred to in the preceding Para, the Station Master will make the payment provided the pay order is not date expired and the particular on it tally with those entered on the letter of authority. If the pay order has not been received by the Station Master, the payment should not be made and the matter reported to the Chief Commercial Superintendent without delay quoting full particulars of the letter presented by the party.

(b) A dated acknowledgement must be obtained from the payee in the space provided for the purpose on the pay order. The payment should be witnessed by a known person whose signature should also be obtained on the receipt. Station Masters are personally responsible for making payment of the correct person.

(c) When the amount paid exceeds Rs. 20, the receipt should be stamped and the stamp defaced by the payee, failing which credit for the amount paid will be disallowed by the Traffic Accounts Office.

**2172. Payment on pay orders.** ♦ Pay orders, both for the refund of overcharges and payment of compensation claims, should ordinarily be paid from the earnings to which they relate, i.e. goods or coaching, as the case may be, and should be sent to the cash office daily, duly entered as a voucher, along with the cash remittance note.

**2173. List of pay orders** ♦ The officers issuing pay-orders will forward monthly to the Traffic Accounts Office a list of all pay orders issued during the preceding month. These lists will be checked in the Traffic Accounts Office and the issuing officer advised of any pay orders which had not been received from stations.

## CHAPTER XXI

### CLAIMS FOR COMPENSATION AND FOR

#### REFUNDS OF OVERCHARGES

##### **2101. Prevention of claims for compensation.** ♦

Loss, destruction, damage, deterioration or non-delivery of animals and goods booked by rail not only involves claims for compensation but also results in loss of public goodwill. As such, reduction in the claims bill will be one of the indices of efficiency of the railway. Every effort must, therefore, be made by staff at all levels to reduce railway's claims bill.

**2102. General responsibility of the railway administration.** In terms of section 93 of the Railways Act, 1989, a railway administration is responsible for the loss, destruction, damage, deterioration or non-delivery of animals or goods delivered to the administration for carriage by railway arising from any cause except the following :

- (a) act of God;
- (b) act of war;
- (c) act of public enemies;
- (d) arrest, restraint or seizure under legal process;
- (e) orders or restrictions imposed by the Central Government or a State Government or by any officer or authority subordinate to the Central Government or a State Government authorized in this behalf;
- (f) act or omission or negligence of the consignor or the consignee or the endorsee or the agent or servant of the consignor or consignee or the endorsee.
- (g) natural deterioration or wastage in bulk or weight due to inherent defect, quality or vice of the goods;
- (h) latent defects; and
- (i) fire, explosion or any unforeseen risk.

Where such loss, destruction, damage, deterioration, or non-delivery is proved to have arisen from any one or more of the aforesaid causes, the railway administration can seek protection from liability for compensation only, if the administration further proves that it has used reasonable foresight and care in the carriage of the animals or goods.

**2103. Liability after termination of transit (Section 99 of the Railways Act, 1989).** (a) The measure of railway's liability referred to in Para 2102 lasts only while the consignments is in transit. After termination of transit, the railways become liable only as bailee under sections 151, 152 and 161 of the Indian Contract Act and that also for a period of 7 days after the termination of transit. If the consignment is not taken delivery of within 7 days of the termination of transit, no liability whatsoever will attach to the railway. If the consignment is at owner's risk rate the railway shall not be responsible as bailee unless misconduct on the part of the railway is proved.

(b) The railways have no responsibility even that of a bailee after termination of transit in the case of

- (i) explosives and other dangerous goods;
- (ii) animals; and
- (iii) articles prescribed in Part I of Schedule II of Railways (Extent of Monetary Liability and Prescription of Percentage Charge) Rules, 1990.
- (iv) perishable goods.

**2104. Liability in respect of consignments booked at owner's risk rate.** In the case of goods booked at owner's risk rates, the railway administration is not responsible for loss, destruction, damage or deterioration or as bailee during the period of 7 days

after the termination of transit except on proof of negligence or misconduct as is the position while such traffic is in the course of transit.

**2105. Liability in respect of consignments booked to sidings.** ♦ In terms of section 94 of the Railways Act, 1989, the responsibility of the railways for loss, destruction, damage, deterioration or non-delivery in respect of consignments booked to a private or assisted siding ceases when the wagon holding the consignment is placed at the specified point of interchange of wagons and a written intimation of such placement is given to the owner of the siding. Joint check of seal defective wagons including wagons containing iron and steel materials for which special packing conditions have been prescribed will have to be arranged when the defective conditions of the seal and for packing of the material is brought to the notice of the railway staff by the representative of (he siding owned at the time of taking over. Detailed instructions have been given in Para 3102.)

**2106. Adhering to rules and regulations for preventing claims.** ♦ (a) With a view to ensure correct discharge of the statutory responsibility of the railway administration for the safe transport of goods and animals, all the railway staff, whether engaged on acceptance, examination, marking, weighing, booking, loading, tallying, labeling, dispatching, transshipping, unloading, storing or delivery of goods and animals and other allied duties, must ensure that the instructions contained in this Manual or notified separately by the railway administration are correctly acted upon.

(b) With a view to ensure safe transit of the consignment to its correct destination, the consignor should be specially requested to ♦

(i) obliterate all old marks on the packages;

(ii) mark all the packages legibly and durably with private marks including consignee's name to ensure quick identification of the packages at the destination.

(iii) provide leather, metal, cloth or wooden labels on each package which cannot be durably marked in the ordinary manner as required by the rules;

(iv) sew a patch of white cloth for railway marks on all bundles of silk, cloth, blankets and cumblies;

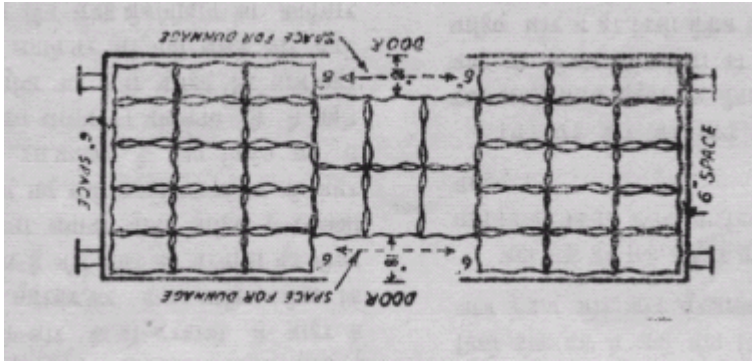
(v) affix paste-on labels on all packages using-gum of good quality so that the labels do not tear off during transit;

(vi) affix distinctive marks / labels on all packages containing fragile, explosive and other dangerous goods indicating the nature of contents and any other special directions such as 'This side up' 'Handle with care', etc.;

(vii) place inside each package an identification slip showing full name and address of the sender / consignee;

(viii) pack the consignment as per tariff rules;

(ix) load the wagons properly and with utmost care, wherever the loading is done by the sender. Leaving 6" vacant space on all sides and 18" space vacant near the door as illustrated below ♦



(x) secure and protect the wagon load consignment of liquids in drums, tins, etc., with adequate wedges, straw, wooden strips, etc.;

(xi) provide tarpaulins, gunnies or corrugated sheets on all open wagons loaded at the request of the sender : and

(xii) fill up the forwarding note legibly and correctly, the additions and alterations, if any, being fully signed and not initialed.

(c) To avoid any damage to or deterioration of the consignment after it reaches the destination, the consignee endorsee should be requested to

(i) unload the wagon with utmost care, wherever the unloading is to be done by the consignee; and

(ii) effect book delivery and remove the consignment promptly.

**2107. Thefts and pilferages** -The railway administration provides adequate Police and Railway Protection Force officials with a view to prevent thefts and pilferages. The commercial staff must fully co-operate with them in apprehending and preventing crime, and give them such information as would assist in tracking the culprits.

**2108.** Adequate and suitable lighting and fencing arrangements in and around goods/parcels/repack/ transshipment sheds and station yards are necessary to prevent thefts and pilferages. The Station Master must bring to the notice of the Divisional Office specific cases where improved and better fencing and lighting arrangements are called for and also promptly report defects in the existing arrangements such as, a broken fencing wall, a loose vertical bar in an iron fencing, etc.

**2109. Handing over of packages and wagons to the staff of Railway Protection Force at night.** (a) Where closed sheds / godowns are provided, all goods/parcels, etc. must, as far as possible, be put inside such sheds godowns before they are closed for the night. The Station Master/Goods Clerk/Parcel Clerk must go round with the Rakshak on duty and padlock the doors. Except two doors on the opposite side of the shed/ godown, which will be locked and the remaining doors should be secured and locked sealed from the outside, as laid down in Para 2131, the remaining doors should be secured and locked from inside. Station seal should be affixed on all the locks used on the outside of the doors. The Rakshak must satisfy himself that the locks are in correct position and do not open up en being handled with force and the seals are intact before recording a certificate to this effect in a register to be specially maintained for this purpose. The Station Master/Goods Clerk |Parcel should also certify in the same register when taking over charge of the shed/godown next morning that the padlocks were found correctly locked and with seals intact.

The keys and the seal should be kept in the safe custody of the Station Master/Chief Goods Superintendent / Chief Parcel Supervisor, and in no case should the keys and seal be handed by unauthorized persons.

(b) The description and marks of all packages lying in open must be entered in a register to be specially maintained for this purpose by one of the Goods/Parcel Clerks detained on this job at the time of closing of the goods shed / parcels office. All the packages so entered will be made over in charge to the Rakshak on duty, who should count the total number of packages before signing the register in token of having correctly taken over the charge of the packages. When the goods shed/parcels office opens next day, the packages should be counted and reconciled by the staff taking over the charge from the Rakshak on duty.

The consignments made over to the Rakshak on duty should be stacked properly and at one or two convenient places to facilitate easy count and effective check;.

(c) In the case of loaded wagons made over to the Railway Protection Force for the night, the Rakshak on duty should examine the seals, check lines and other protective packing on the wagons, and after satisfying himself that they are intact, certify to that effect in the register in which the particulars of the wagons made over in charge will be entered as in the case of packages. The Rakshak will obtain the signature of the staff to whom the wagons are made over the next day. In case, any of the wagons in the charge of the Rakshak on duty are despatched from the station during the night, he should obtain the signature of the Trains Clerk or the Guard of the train, as notified by the railway administration, in the charge register in token of having made over the wagons correctly, with seals, check lines and other protective packing intact.

As far as possible, the wagon made over in charge to the Rakshak on duty should not be kept in isolated sidings.

(d) Once the goods/parcel, etc., goods sheds and parcels depots have been made over in charge to the Rakshak on duty, the station staff should not have any access to them, no removal of the packages made over in charge should be permitted except under a written authority from the Station Master on duty. This written authority should be pasted in the charge register after obtaining the acknowledgement of the person removing the packages.

(e) At stations, where no Rakshak is available due to any reason, whatsoever, the station staff on duty should keep a watch over the packages lying in the open as also on the sealed goods shed | parcels office and the loaded wagons lying in the yard.

#### **2110. Prevention of loss or damage to consignments at destination**

**stations.** ♦ To prevent loss of or damage to consignments at the destination station, the Station, Masters should ensure that -

(i) the operations of unloading, stacking and delivery of goods and parcels are done with due care under proper supervision;

(ii) ground inventory of parcels / goods on hand is regularly taken and linked to locate old packages and detect losses promptly;

(iii) unauthorized persons and persons having no legitimate business in the goods shed | parcels office are kept out;

(iv) a watch is kept on packages lying on open platforms or outside the parcels office goods shed to prevent thefts;

(v) tampered packages are sealed jointly by the station staff and a representative of the Railway Protection Force, wherever available, after recording the nature of damage and the result of reweighment in the unloading tally book/parcels delivery book before such packages are secured in cages or rooms provided for this purpose;

(vi) gate passes are written out and issued after scrutiny ;

(vii) vehicles taking out delivered articles are properly checked and the articles are tallied with the relevant gate passes; and

(viii) the register of undelivered goods is regularly posted.

**2111. Protection of loaded wagons in yard.** ♦ Prescribed security arrangements must be made for guarding the wagons, specially those containing valuable articles, lying in the yard. Appropriate precautions should also be taken in the shunting operations of Wagons containing valuables, fragile, explosive and other dangerous goods.

**2112. Protection of goods in transit** ♦ (a) Seal checking should be made effective so that running train thefts could be localized immediately.

(b) As far as possible, wagons containing valuable articles should be marshaled nearer to the brake van. This will enable the Guard to exercise better supervision over such wagons with a view to detect thefts immediately.

(c) When a goods train is held up at the signals or is moving slowly, the chances of the thieves boarding the train specially during the night hours, being greater, the Guard should keep a sharp look out on both sides of the train specially on sections where thefts or running train robberies are known to have taken place earlier.

(d) As far as possible, goods trains consisting of open wagons carrying food grains and other valuable materials should be escorted by the staff of the Armed Wing of the Railway Protection Force specially during night hours as also on the vulnerable sections. In such cases, separate vans for the use of escort party should be attached with the goods train preferably in the middle of the train or nearer to the wagons to be protected.

**2113. Misdspatches and exchanges.** ♦ The most effective method to prevent misdspatches and exchanges is to insist on strict observance of rules laid down for private and railway marking and for obliteration of old marks. Apart from the publicity campaign carried out by the railway administration through the media of Press and through posters and leaflets, etc., "P. L. M. Check up Weeks" are held twice a year to focus the attention of all concerned on this aspect of railway working.

It is the duty of the Station Master and other concerned supervisors to exercise regular and adequate checks to ensure that staff scrupulously observe the prescribed instructions for marking and labeling of packages.

**2114.** Care should be taken in loading, repacking and transshipping of goods and parcels. The packages to be loaded into each wagon must be stacked separately and a little apart. As these packages are loaded into the wagon, they should be carefully tallied to avoid wrong loading and consequent misdspatches.

The Porters must not load the goods / parcels without proper supervision or instructions.

**2115. Special attention must be paid to the instructions contained in** ♦

(i) para 1455 for transit invoices to accompany the consignments ;

(ii) para 1534 for preparation of summaries and placing them inside the wagons ;

(iii) para 1536 for the pasting of paste on labels on inside panels of the wagon doors ;  
(iv) para 1537 for preparation of wagon labels in capital letters using blue pencil ; and  
(v) para 1581 for preparation of fresh labels after transshipment of contents of the damaged wagons.

**2116.** Unloading Clerks should remove all 'paste-on labels' immediately after the relevant consignments have been unloaded. Before the wagon is loaded again, the Loading Clerk must see that there is no such old label on the wagon.

**2117. Connecting the unconnected consignments in wagon loads.** ♦ The following action should be taken by the station staff to connect the unconnected wagon received at the station : ♦

(1) As soon as an unconnected wagon is received, the particulars thereof together with the train by which it was received should be advised telegraphically to the train originating station, the Train Controller, and th-3 Divisional Commercial Superintendent. On controlled sections, such information should also be passed on to the Section Controller on phone. The Train Controller, will ascertain the correct destination of the wagon by tracing its backward passage through his counterpart in the Divisions in the rear, if necessary, and advise the same to the Station Master.

(2) If the above enquiries do not give any clue to the correct destination of the wagon, its contents should be checked in the presence of a representative of the Railway Protection Force (or Government Railway Police, when Railway Protection Force Staff is not available) with a view to ascertain the correct destination from the marks on the packages, transit invoice, if any, in the wagon or from the 'Paste-on labels' on the inside panels of the wagon doors. If correct destination is ascertained, the wagon should be dispatched after sealing it, wherever required by the rules. Details of all such checks will be recorded in the relevant register as laid down in Para 1578, the entries in the register being countersigned by all the officials in whose presence the check is exercised.

(3) If there is any doubt about the destination of the wagon, e.g., when there are more than one marks on the packages due to old marks not having been obliterated, the matter should be referred to all the concerned stations over control phone or by telegram and only on receipt of confirmation of the correct destination, should the wagon be dispatched to that station.

(4) In the case of loose consignments such as coal, kunker, timber, etc., which bear no identification marks, or in the case of bagged consignments or package bearing no marks, enquiries should be made locally to ascertain if a consignment of such a nature was due at the station, and if so, the relevant railway receipt should be examined in respect of wagon number, contents, etc., and the matter followed up.

(5) The possibility of the unconnected wagon being not the one in which the consignment was originally loaded, by another one in which the contents were transhipped en route, should not be lost sight of during the course of enquiries.

(6) Simultaneously, a 'first information report' in Form Com.]C-26 should also be submitted to the Divisional Commercial Superintendent for necessary action indicating full particulars of the unconnected wagon, the action already taken to connect it and the results thereof.

(7) If in spite of taking action as detailed above and adopting any other possible measures to connect the wagon, it has not been possible to connect the wagon within 72 hours from the time of receipt of wagon, its contents should be unloaded and stacked in a safe place. If no satisfactory storage accommodation is available at the station, instructions of Divisional Office should be obtained.

(8) A statement of unconnected wagons lying at stations should be sent on the 1<sup>st</sup> and 15<sup>th</sup> of each month to the Chief Commercial Superintendent who will put on Claims Tracers or other staff to expedite the process of connecting the wagons Dy personal enquiries.

(9) In tracing the correct destination of a wagon, full advantage must be taken of the movement record of wagons maintained by the Indian Railway Conference Association.

**2118. Connecting the unconnected packages.** ♦ The following action should be taken by the station staff to connect the unconnected packages received at a station : ♦

(1) The private or railway marks on the packages should be carefully examined to see if there is any clue of the correct destination. If so, the packages should be dispatched to that station.

(2) If there are no marks on the packages or marks are not decipherable, the last dispatching station should be telegraphed to and movement of the packages traced backwards. Telegraphic reminder should be issued if a reply is not received, docketing a copy of the telegram to the Divisional Office for taking up with the staff at fault.

(3) Arrangements should be made for opening the package in the presence of a Traffic Commercial / Claims Prevention Inspector and the staff of the Government Railway Police or the Railway Protection Force to see if any identification slip or any other particulars are contained therein to give a clue to the correct destination to which package may be dispatched. An inventory of the contents of the package should be taken and recorded in Form Com./C-27, which should be signed by all the witnessing officials.

**2119. Storage of unconnected packages | consignments.** ♦ All unconnected packages | consignments including those received in excess or in exchange and the packages lying at the station under dispute should be kept in a separate space earmarked for this purpose so that these may not get mixed up with other packages. Such packages should be properly stacked and taken care of, the valuable packages being kept in sheds | godowns under lock and key or in charge of the staff of the Railway Protection Force. Full particulars; of the receipt with other available details should be indicated on each package or consignment by pasting suitable labels wherever necessary.

**2120. Transfer of unconnected packages to the lost property office.** ♦ If after taking all possible measures, packages / consignments remain unconnected for a period of one month for any other period prescribed by the railway administration for this purpose, they should be transferred to the lost property office as prescribed in Chapter XXL The particulars of such transfer should be recorded against the relevant entry in the register of unconnected packages / wagons and the Headquarters Office advised immediately.

**2121. Maintenance of files for unconnected packages consignments.** ♦ A separate file must be maintained for each unconnected package consignment and a reference to this file should be noted in the register of unconnected packages wagons : detailed particulars of the action taken need not be indicated in the register of unconnected packages wagons. All files pertaining to the unconnected packages | consignments on hand should be kept in a separate bundle for easy reference. As soon as a package | consigoments is disposed of and the disposal has been recorded in the register and advised to the Headquarters Office, the relevant file should be transferred to a separate bundle marked 'Unconnected packages and consignments' ♦ Disposed of.

## **2122. Register of unconnected packages | wagons. ♦**

Full particulars of the unconnected packages | wagons received at the station should be recorded immediately in the register of unconnected packages | wagons, which should be maintained at all stations in the proforma appearing at Appendix XXI/A. Separate registers should be maintained for (i) full wagon loads and (ii) smalls. Before bringing the register in use its pages should be numbered in manuscript, if not already machine numbered, to obviate the possibility of tampering with the leaves of the register after it is brought in use. In the case of machine numbered register, the page numbering should be checked before the register is brought in use.

**2123. Statement of unconnected packages consignments on hand. ♦** (a) A statement of all unconnected wagon load consignments remaining on hand should be prepared on 1st and 15th of each month, in triplicate, by carbon process. One copy of the statement should be submitted each to the Headquarters Office and the Divisional office and the third copy retained as station record. Particulars of the disposal of each such consignment should be advised to both the Headquarters and the Divisional Office immediately after the disposal.

(b) Similarly, all unconnected packages lying on hand at the station on the 1st of each month should be listed in the statement of unconnected packages, which should be prepared and disposed of in the same manner as laid down for wagon load consignments vide clause (a) above. Particulars of the disposal of each such consignment should similarly be advised to the Headquarters and Divisional Office.

(c) Separate statements of unconnected wagon load consignments / packages should be prepared for goods and parcels traffic.

**2124. Delay in transit. ♦** (a) In terms of section 95 of the Railways Act, 1989 the railway administration shall not be responsible for loss, destruction, damage or deterioration of any consignment proved by the owner to have been caused by delay or detention in their carriage, if the railway administration proves that delay or detention arose for reasons beyond its control or without negligence or misconduct on the part of the railway administration or any of its servants. It should, therefore, be ensured that ♦

(i) no avoidable delay occurs to consignments in transit;

(ii) smalls are invariably dispatched in vans sealed to the farthest point;

(iii) perishable traffic booked at parcels rate is carried by passenger or mixed trains and not by goods trains;

(iv) when due to interruption of through communications, perishable consignments are held up, instructions of the sender / consignee are obtained in accordance with the instructions laid down in Para 974;

(v) seal defective wagons containing perishable consignments are not detained for checking of contents; in such cases support seals should be put on and wagon pushed through to destination;

(vi) minimum time is taken in checking of contents of wagons detected en route with defective seals;

(vii) particular attention is given for correct preparation of labels; and

(viii) if a consignment of luggage, parcels or goods is not received within a reasonable time, action should be taken vide paras 830, 964 and 1746 respectively.

(b) In order to prove that the delay was not caused due to any negligence or misconduct of the railway administration or any its servants, complete record of detention to wagons (containing full loads or smalls) and Consignments at the booking, transshipment, junction and other intermediate stations should be properly maintained and carefully preserved.

(c) Separate registers should be maintained for detention caused to (i) full load consignments, (ii) smalls, and (iii) parcels and luggage. Suitable remarks should be passed against each entry in the register showing the reasons for detention. The reasons should be in sufficient detail for determining whether or not detention was unavoidable. Similar record should also be kept for wagons which have been detained and carried over a route, other than the booked route, clearly indicating against each entry the cause of diversion such as congestion in the yard, operational necessities, etc.

**2125. Prevention of damage by wet.** ♦ During the monsoon season the following instructions should be carefully observed to prevent damage to consignments by wet :-

(1) As consignments are liable to get damaged through a leaking roof or due to defective rain water pipe or due to rain water flowing from the open platform into the covered shed, any such defect, where observed, must be got removed immediately.

(2) All damageable goods awaiting loading or delivery and those lying in transshipment sheds must be kept under cover or protected with tarpaulins (Para 1724). The Station Masters and Goods Clerks will be personally responsible to ensure that a sufficient stock of tarpaulins in good condition is kept at the station for this purpose and that the instructions for covering the goods are strictly observed by the staff concerned.

(3) Before acceptance, consignments of grains, pulses, seeds, etc., should be thoroughly examined to see that the contents are not wet or damp, and if these are not tendered in good and dry condition suitable remarks must be obtained on the forwarding notes and reproduced on all the foils of the invoice vide Para 1418.

(4) Goods liable to be damaged by rain water should be loaded in water-tight wagons, the leaks or holes, if any, found in a wagon being plugged before loading, assistance of Train Examiner being obtained where necessary (Para 1509).

(5) When non-water-tight wagons are used, goods must be properly covered by tarpaulins (Para 1509).

(6) Floors of wagons must be thoroughly cleaned before loading.

(7) Damageable consignments must be loaded 18" (46 cms.) away from wagon doors on both sides. Door crevices should be plugged with gunny strips (para 1507).

(8) All manholes and ventilators must be closed and secured before loading consignments damageable by rain.

(9) While unloading consignments like grain and pulses, sugar, piece-goods, etc., which are ordinarily susceptible to damage by wet, the outward condition of the bags or bales should be carefully noted.

(10) If Inward consignments are found to have been damaged by wet, a certificate should be obtained from the carriage and wagon staff, where available, about the condition of the wagon or wagons in which the damaged goods were received. Where the carriage and wagon staff are not available, the wagon should be examined for water-tightness by the Unloading Clerk by closing the door and seeing whether rays of light are

coming. A certificate as to whether the wagon was water-tight or not should be carefully noted in the unloading tally book.

(11) While unloading, the position of the damaged packages inside the wagon shall also be carefully noted in the unloading tally book.

**2126. Prevention of damage by fire.** ♦The Railway Fire Services function under the administrative control of the Security Branch, who are responsible for the efficient functioning of the Fire Service Units, both operational and maintenance. However, it is the primary duty of every railway servant to protect the railway property, committed to the care of the railway for carriage, from fire and also to render necessary assistance when a fire breaks out irrespective of the fact whether he is on duty or otherwise.

**2127.** Fire fighting equipment (chemical extinguishers, implements for cutting out an opening in sheds, buckets, sand bins, hydrants, etc.) are provided in the transshipment sheds, goods sheds, parcels depots, lost property offices, etc. These appliances must always be kept in readiness for immediate use, wherever necessary. Occasional checks should be exercised to see that the apparatus is intact and in working order. All such appliances should be kept at a convenient place which should be known to all the staff.

**2128.** The station staff must be trained in the use of these appliances by a system of 'Fire Drills' suitable for each station. These drills must be arranged at fixed intervals as prescribed by railway administration and the results thereof recorded in a register to be maintained for this purpose.

**2129.** All inflammable articles like bhoosa, grass, firewood, timber, etc., must be stacked at a safe distance from other goods and buildings. No naked lights should be allowed to be brought near such articles.

**2130.** Smoking, lighting of fires and cooking in the goods, parcels and transshipment sheds should not be permitted.

**2131.** To facilitate fire fighting operations, at least two doors on the opposite sides of the sheds should be locked and sealed from outside so that, when necessary, either of these doors is available for entry of fire fighting services.

**2132.** Where electric lighting is provided in closed sheds and offices, it should be ensured that the main switch is accessible at all times.

**2133.** Steps should be taken to ensure that explosive, inflammable and other dangerous goods are stored properly and disposed of quickly in accordance with the rules and instructions in force.

**2134.** When fire actually breaks out, every effort should be made by all to put out the fire, seeking assistance from the Railway Protection Force, help being also obtained from other possible sources such as, fire extinguishing services in the town.

**2135.** After the fire has been put out, an inventory of the goods lying in the goods, parcels or transshipment sheds must be taken showing the results of re-weighment along with the staff of the Railway Protection Force and separate lists made out of the goods (i) which have escaped fire and (ii) those involved in the fire and burnt or salvaged. The statements should be signed jointly by the Station Master and the representative of the Railway Protection Force.

**2136.** (a) In the case of consignments involved in fire at booking station, the Station Master must advise the consignor of the occurrence and obtain his acknowledgement. He should also advise the destination station to intimate the consignee and obtain his

acknowledgement to the advice. In the case of an intermediate station, the Station Master must advise the sending and destination stations by telegrams, who in turn must advise the consignor and consignee respectively, about the occurrence and get their acknowledgement of the advice.

(b) The cause of the fire must not be stated in the advice sent to the consignor or the consignee.

**2137.** Full particulars of the occurrence as also of the consignments involved in the fire must be reported by the station, where the fire has occurred, to the Chief Commercial Superintendent and his instructions obtained about the disposal of the goods salvaged.

**2138.** Maintenance of fire fighting appliances. ♦ The Supervisor in charge of a goods shed / parcels depot | transshipment- shed is responsible to ensure that ♦

(i) 'fire prevention' instructions issued from to time are strictly observed;

(ii) 'no smoking' notices, are pasted wherever smoking is considered dangerous;

(iii) notices indicating current telephone number of the nearest fire brigade are displayed at stations, goods sheds, parcels offices, etc., and that the staff knows how to summon a fire bridge;

(iv) where tanks, barrels or buckets are provided, these are always kept filled with water and conveniently placed in suitable positions and that a little lime is put in the water to prevent of breeding of mosquitoes;

(v) where separate sand bins are not provided, at least one out of four fire buckets is filled with sand or earth, which should be topped or changed at least once every month;

(vi) water receptacles and other fire fighting appliances are kept in a position from which they could be taken out for use at a moment's notice and that all staff know where to find them in case of need; and

(vii) defects, if any noticed in the fire fighting appliances are rectified with least possible delay.

**2139. Rough handling--**To avoid rough handling a determined and sustained effort should be made by all supervisors and others engaged in the handling of traffic.

**2140.** The procedure laid down in para 1507 to 1509 in regard to the precautions to be taken when loading a wagon must be carefully observed.

**2141.** Provisions of adequate storage facilities for goods and parcels should receive special attention of the Commercial Officers and Supervisors during inspections.

**2142.** Cases of wanton indifference or carelessness on the part of the staff in handling or disposal of goods or bad transshipment resulting in claims should be taken up. Staff may also be called upon to reimburse the amount of compensation in full that may be paid by the railway administration in such cases.

**2143. Rough handling shunting weeks.** ♦ To educate the trading public as also the railway staff in the proper handling of goods, and the railway staff in the careful shunting of wagons, 'stop rough handling / shunting' weeks are observed periodically as notified by the railway administration. Supervisory staff should personally visit important stations, goods sheds, parcels offices, transshipment sheds etc., in their charge and arrange to educate the staff in respect of correct handling of goods through lectures,

demonstrations, films, etc. Similar procedure should be followed by Yard Supervisors, Station Master and Traffic Inspectors to educate the yard shunting staff in correct shunting methods and in the various precautions required to be observed during shunting.

**2144.** The instructions imparted as above must be observed by the staff in the performance of their day-to-day duties and not during the organized weeks only.

**2145. Prohibition against grant of railway receipts before the actual receipt of consignments on railway premises.** ♦ Except where otherwise provided as in the case of the loading done at a private or assisted siding, a railway receipt should not be granted until the relevant consignment has actually arrived in full on the railway premises and has been accepted by the staff deputed for this purpose.

**2146. Forged railway receipts.** ♦ To guard against the fraudulent use of railway receipts, the following instructions should be observed : ♦

(1) The railway receipt books should always be kept under safe custody; in no circumstances should they be allowed to lie in an insecure place (see also paras 916 and 1440).

(2) Whenever a railway receipt book, or any foil thereof, is found to be missing, the fact must be immediately reported to the Divisional Commercial Superintendent and Chief Commercial Superintendent for issuing necessary notification to guard against fraudulent use.

(3) Instructions contained in Para 956 and 1821 must be carefully observed.

(4) Adequate care should be exercised in regard to the identity of the person taking delivery or requiring booking in suspicious circumstances.

(5) If, as a result of scrutiny, there is any doubt about a genuineness of the railway receipt produced, the information should at once be sent to the nearest Government Railway Police station outpost so that the person concerned could be apprehended and dealt with under the law.

(6) The invoice must be sent promptly to destination stations, which should account for the same properly and immediately in the delivery books.

(7) Inward and outward index registers must be maintained and action for missing and irregular invoices should be taken immediately.

**2147. Register of undelivered goods.** ♦ (a) A register should be kept in every goods shed and parcel office in respect of all consignments remaining undelivered showing the condition of ♦

(i) all articles of Part I of Schedule II of Monetary Liability Rules 1990, animals, perishable, explosives and other dangerous goods not removed within free time allowed for wharfage; and

(ii) all other articles not removed within 7 days after expiry of free time allowed for wharfage.

(b) The register of undelivered goods should be posted daily giving the details of the consignments which come under the above categories. The register should show the condition of the consignments at the time of expiry of free time for wharfage : for example, if a consignment is in a pilfered condition or if the planks, etc., of a case or

crate are broken, or if a bag is in slack or torn condition, particulars of such packages and their weight, found on reweighment should be recorded in the register. The register should also show the condition of the consignment on the expiry of 7 days after the end of free time.

(c) Such consignments should be kept carefully in safe custody. When such consignments are delivered, the date of delivery should be shown against the relevant entry in the register to be maintained in the pro forma appearing at Appendix XXI / B.

**2148. Entries in books and documents.** ♦ The station staff must ensure that all documents, registers, books, etc., in connection with booking, transit and delivery of consignments are written legibly and carefully without using unauthorized abbreviations and that these are carefully preserved.

**2149. Settlement of claim.** ♦ (a) Normally, the Claims Office of the railway is responsible for ensuring settlement of claims for loss, damage, destruction, deterioration, or non-delivery of animals and goods. Station Masters of certain important stations and other officials are also authorized to deal with and dispose of petty claims valued upto Rs. 400 per railway receipt barring the claims arising out of-

(i) consignments booked from or via railways within the territories outside India:

(ii) consignments or package / packages forming part / parts of consignments not received at the destination;

(iii) alleged fall in market or other remote loss due to delay in delivery;

(iv) consignments booked at owner's risk;

(v) consignments covered by railway receipts showing adverse remarks as to the compliance of prescribed packing conditions;

(vi) departmental claims, the settlement of which is effected through book adjustments; and

(vii) claims preferred by Central or State Governments.

(b) The names of the stations and other officials so authorized will be notified separately by each railway administration. Station Masters and other so authorized officials are not permitted to delegate their powers in respect of the settlement of petty claims.

(c) Claims should be entertained only when the same is preferred within 6 months, from the date of booking of the consignment.

**2150.** The Central Claims Office will issue suitable instructions for ensuring general control over all payments made and for the guidance of the Station Masters and other officials authorized to settle claims. These instructions will, inter alia, indicate ♦

(i) the circumstances in which payments may be made or withheld because of the protection afforded to the railway administration under the Railways Act;

(ii) that the official settling the claim should verify that damage or pilferage, etc., for which payment is made was duly reported at the time of unloading and that the staff responsibility for loss or damage, if any, at the destination station is fixed; and

(iii) the form in which the statements regarding settlement of claims are to be submitted to the Central Claims Office.

**2151.** Printed forms for preferring claims, in the pro forma appearing at Appendix XXT / C, will be provided at important stations for the convenience of claimants to ensure that they furnish full information on all relevant points. The claimants should be advised invariably to prefer their claims on proper forms.

**2152.** Applications and other references from public pertaining to claims arising from loss or non delivery of consignments and such other refunds, which the Station Master is not authorized to settle, should if received at the station, be forwarded to the Chief Commercial Superintendent for disposal and the party concerned advised accordingly with a request to correspond further with the Chief Commercial Superintendent.

**2153.** To assist the Claims Office in arranging expeditions settlement of claims, Station Masters must ensure that all references received from the former are replied to promptly and information required is furnished in all its details.

**2154. Missing and damaged goods report.** In all cases of goods lost or damaged, a 'missing and damaged goods report' must be prepared in Form Com. / D-I Rev. and submitted by stations to the Claims Office. These reports must be submitted as soon as a consignment is delivered under qualified remarks and must not be detained till called for.

**2155.** Missing and damaged goods reports must be numbered serially, separate series being used at large stations for goods and parcels including luggage. Copies of these reports should be retained at stations. Great care should be taken in the preparation of these reports and all the spaces provided must be carefully and legibly filled in. All the documents referred to in the form must accompany the missing and damaged goods report. Any other information, which, in the opinion of the Station Master, will help the settlement of the claim, must be furnished along with the report to avoid further references from the Claims Office.

**2156.** It should also be made clear in the missing and damaged goods report whether the person claiming the compensation was the invoiced consignee / endorsee or the railway receipt was endorsed in his favour and whether he is the rightful claimant for compensation.

**2157. Claims for refund of overcharge.** To ensure that the number of claims for refund of overcharge, is kept as low as possible, the staff employed on booking of passengers, luggage, other coaching and goods traffic must see that fares, freight and other charges are calculated correctly. For this purpose, all tariff passenger fare notebooks; for through tariffs ( Para 261), goods rate registers (Para 1438), etc., must be kept up-to-date. All notifications issued by the railway administration inviting attention to common errors resulting in overcharges must be carefully studied and acted upon.

**2158. Refund of overcharges due to error in rate, classification, or computation of freight, at the time of delivery.** (a) 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 / way-bill :

(1) Error in rate not affected by description or condition of carriage.

(2) Error in classification, i.e., an error where a consignment as mentioned in the tariff is correctly described on the invoice or way-bill but charged under a wrong class. Overcharges claimed in respect of goods not specifically mentioned in the tariff, and regarding which doubt exists as to the correct class chargeable, do not come under this

head.

(3) Error in calculation.

Note -In the case of error in calculation no overcharge is to be allowed or refunded without first carefully rewriting the consignment with a view to ensuring that the error do not really exist in the entry of weight.

(b) The following examples illustrate the cases to which Station Masters are authorized to allow refunds : ♦

(1) A consignment of haberdashery in Wagon load classified at class 180 weighing 130 quintals is booked 'To-pay' ex. Bombay (Carnac Bridge) to New Delhi and charged at the rate of Rs. 66.47 instead of Rs. 6637. This is a case of error in rate and the overcharge can, therefore, be refunded by the Station Master at the time of delivery.

(2) A consignment of "Jeera Seed, white" in wagon loads, classified to be charged at class 140, booked 'To-pay' and erroneously classified at class 180 and charged as "Jeera Seed black" under main head "Spices" this is a case of error in classification and the Station Master is authorised to allow refund of the overcharge at the time of delivery.

(3) The freight charges on a consignment weighing 20 quintals booked To-pay at. the rate of Rs. 10.20 per quintal are computed at Rs. 240.00 instead of Rs. 204.00. This is a case of error in calculation and the Station Master is authorized to allow refund of the overcharge at the time of delivery.

**2159. Procedure of refund of an overcharge by Station Master.--**(a) When, in terms of the preceding Para, a refund of an overcharge is admissible, only the net amount due should be recovered from the consignee (endorsee who should be requested to record the actual amount paid by him in the delivery book over his signatures. The consignee's acknowledgement for the amount refunded to him should also be obtained on the back of the relevant railway receipt and in the refund list (see Para 2160). Such acknowledgement in any of the regional languages other than Hindi should be rendered into Hindi or English by the staff granting the refund.

(b) original amount of the freight charges (as entered on the invoice / way-bill) and the amount refunded should be entered in the appropriate columns of the delivery books and relevant abstracts and summaries; the amount refunded should also be entered in the overcharge column of the relevant invoice / way-bill if the same is still on hand.

(c) As excess refund allowed at the time of delivery will be debited by the Traffic Accounts Office in a similar manner as undercharges, adequate care should be taken to ensure that the refund is correctly due.

**2160. List of refund of overcharges allowed to the time of delivery.** ♦ Overcharge due to error in rate, classification or computation of freight allowed at the time of delivery of goods or parcels should be entered in the 'List of overcharges allowed at the time of delivery'. These lists should be prepared in duplicate, by carbon process, in Form Com. IR-12 Rev. separately for goods and parcels, and local and through traffic. At the end of the month, total of column 'Amount refunded' should be cast and special credit for it taken in the relevant balance sheet. One copy of each list should be submitted along with the balance sheet in support of the credit claimed and the other copy retained as station record. In the case of goods traffic received from Government railways, for which the original invoices are not required to be submitted separately to the Traffic Accounts Office (see Para 2060), the relevant invoices or Transit invoices should be attached with the refund list before it is submitted along with the balance sheet. In other cases, the refund lists should be accompanied by copies of the relevant invoices / way-

bills.

**2161. Refund of overcharges by Chief Commercial Superintendent.** ♦ Refund of overcharges in all cases other than those referred to in Para 2158 can only be allowed by the Refunds branch in the Headquarters Office. These refunds include ♦

- (i) error in weight, description or routing of traffic;
- (ii) error in rate, classification or computation of freight, claimed after delivery of goods | parcels;
- (iii) amount twice paid; and
- (iv) overcharges of 'Paid' consignments.

In all such cases, the Refund branch will call for an overcharge sheet (From Com|0-7 Rev.) from the station collecting the freight. It should be ensured by the Station Master that the overcharge sheet complete in all respects is submitted to the Refunds branch without delay.

**2162.** A remark about its submission to the Refunds branch should invariably be entered against the relevant entry in the cash book / goods outward book or delivery book, as the case may be, to prevent the possibility of a second overcharge sheet being passed in respect of the same consignment.

**2163. Overcharges due to error in weight.** ♦ If there is an error in weight and the refund is claimed at the time of delivery the whole consignment should be re-weighed except at large depots with a gazetted officer in charge, where it will be sufficient to reweigh ten per cent of bagged consignments of not fewer than thirty bags provided that (i) reweighments are made under the personal supervision of the officer in charge or his designated assistant officer and (ii) the bags are certified by the same authority, to be of uniform size and in good condition. At stations where there are no means of weighing consignments, a reference should be made to the Station Master of the forwarding station or the station en route, at which the consignment was weighed.

Full details of weighment should be given on the reverse of the overcharge sheet. When the result of weighment has been communicated by the forwarding or any other station, the original letter / telegram admitting the overcharge should be sent to the Refunds branch along with the overcharge sheet.

**2164.** For all refunds of overcharges due Vo error in weight, the correct weight will be certified by the Commercial Officer (Refunds) on the overcharge sheet before it is sent to the Traffic Accounts Office for certification or post check, as the case may be.

**2165. Overcharges due to error in description of goods or routing of traffic.** ♦ (a) If the overcharge be the result of an error in description of goods or routing of traffic, the correct description of goods or the correct routes should be certified by the Commercial Officer (Refunds) on the overcharge sheet before it is sent to the Traffic Accounts Office for check.

(b) Similarly, in the case of a commodity not sped-nearly classified in the General Classification of Goods or about which doubt exists as to the classification under which it is chargeable, the correct classification will be certified by the Commercial Officer (Refunds) on the overcharge sheet before it is sent to the Traffic Accounts Office.

**2166.** (a) When the dispute in description is of such a nature that an error is apparent, a sample of the consignment should be taken before delivery (which should be effected on collection of the charges at the higher rate) and sent to the Refunds branch along with the overcharge sheet. Where the sample cannot be sent with the overcharge sheet, it should be kept in the safe custody of the Station Master, advising the full facts of the

case to the Refunds branch and the Traffic Accounts Office.

(b) In the case of doubt, consignee's complaint should only be recorded and he should be directed to address the Chief Commercial Superintendent, forwarding documentary proof of the correctness of his contention and explaining how the sender wrongly described the consignment. If the delivery of the consignment is affected a sample should be taken and retained in the custody of the Station Master till further instructions from the Chief Commercial Superintendent who should be apprised of the fact by the Station Master. A copy of the report should also be sent to the Traffic Accounts Office.

**2167. Overcharges in connection with amounts twice paid.** ♦ An overcharge sheet (Forth Com|0-7 Rev.) will be prepared by the Refunds Office who will submit it to the Traffic Accounts Office direct for certification. The Traffic Accounts Office will then advise the Refunds Office to issue a pay order for the refund. In the case of 'through traffic', the overcharge sheet will be certified by the Traffic Accounts Offices of both the forwarding and the receiving railways before the refund is made.

**2168. Pay orders, (refund).** ♦ When refund of an overcharge in freight or fare is found to be due, the Refund branch will issue a pay order (refund) in Form Com.|P-23 Rev. authorizing the Station Master to pay the specified amount to the payee mentioned therein. The pay order (refund) will be sent to the payee and the station on which it is drawn will be advised of the fact separately.

**2169.** (a) Before making the payment, the Station Master should see that the pay order (refund) has been presented for payment within its currency and that it is genuine in all respects; this can be done by comparing the particulars on the pay order (refund) with the intimation of its issue received direct from the issuing office. If no such intimation has been received, the payment should not be made and matter reported to the Chief Commercial Superintendent without delay quoting full particulars of the pay order (refund).

(b) A dated acknowledgement for the amount paid must be obtained from the payee on the back of the pay order (refund) in the space provided for the purpose. The payment should be witnessed by a known person, whose signature should also be obtained on the receipt. Station Masters are personally responsible for payment to the correct person.

NOTE. ♦ As receipts for the refund of overcharges of freight and fares are exempted from Stamp Duty, affixing of Revenue Stamps, where the amount exceeds Rs. 20, is not necessary.

**2170. Pay orders for compensation claims.** ♦ Pay orders for payment of compensation claims will be issued in Form G-1679 authorizing the Station Master to pay the specified amount to the payee mentioned therein. These pay orders will be sent to the Station Masters of the stations, in which drawn, and letters of authority sent separately to the respective payees.

**2171.** (a) On presentation of the letter of authority, referred to in the preceding Para, the Station Master will make the payment provided the pay order is not date expired and the particular on it tally with those entered on the letter of authority. If the pay order has not been received by the Station Master, the payment should not be made and the matter reported to the Chief Commercial Superintendent without delay quoting full particulars of the letter presented by the party.

(b) A dated acknowledgement must be obtained from the payee in the space provided for the purpose on the pay order. The payment should be witnessed by a known person whose signature should also be obtained on the receipt. Station Masters are personally responsible for making payment of the correct person.

(c) When the amount paid exceeds Rs. 20, the receipt should be stamped and the stamp defaced by the payee, failing which credit for the amount paid will be disallowed by the Traffic Accounts Office.

**2172. Payment on pay orders.** ♦ Pay orders, both for the refund of overcharges and payment of compensation claims, should ordinarily be paid from the earnings to which they relate, i.e. goods or coaching, as the case may be, and should be sent to the cash office daily, duly entered as a voucher, along with the cash remittance note.

**2173. List of pay orders** ♦ The officers issuing pay-orders will forward monthly to the Traffic Accounts Office a list of all pay orders issued during the preceding month. These lists will be checked in the Traffic Accounts Office and the issuing officer advised of any pay orders which had not been received from stations.

## CHAPTER XXIII

### HANDLING OF GOODS, PARCELS, ETC.

**2301. Definition.** ♦ In this chapter, unless the contrary is evident from the context ♦

(i) the term "goods" includes timber, bones, tiles, motor-cars, carriages, coal and coke and goods of all descriptions conveyed by the railways; and

(ii) the term "wagon" includes all types of vehicles used for conveyance of goods by the railway.

**2302. Arrangements for loading and unloading of goods.** ♦ The conditions under which goods are loaded and/or unloaded by consignors or consignees/endorsee, are published in the tariffs. In all other cases, the loading and unloading of goods is performed by the railway either ♦

(i) through its regular staff of Porters| Hamals employed for the purpose; or

(ii) through duly authorized contractors including labour co-operatives; or

(iii) through Station Masters authorized in this behalf.

**2303. Loading and unloading by railway staff.** ♦ When loading and unloading is done by regular railway staff, no special returns are required to be prepared as the wages of these employees are drawn in the regular, pay sheets.

**2304. Loading and unloading by contractors.** ♦ The contracts for the handling of goods on behalf of the railways at the goods/parcels sheds, railway stations, dumps, transshipment and repacking points, and on repacking goods | parcels trains, are awarded by the Headquarters/Divisional Office. The stations concerned will be supplied with a copy of the agreement with the contractor, stipulating the terms and conditions under which the handling is to be done, and the rates at which the contractor's remunerations are to be paid. Station Masters are responsible to ensure that all the items of work to be performed by the contractor as per agreement are carried out by him, and that no other agency is employed for the same purpose.

**2305.** The handling work required to be done by the contractor normally includes ♦

(i) loading of general goods into railway wagons;

(ii) unloading of general goods from railway wagons;

(iii) transshipment of goods from sick and damaged wagons direct from one wagon into another or on the ground and from the ground into wagon irrespective of the interval of time which may have to elapse between the different parts of this operation,

(iv) transshipment at junctions/break-of-gauge stations of goods from one wagon into another or on the ground and from the ground into wagons, irrespective of the interval of time which may have to elapse between the different parts of this operation;

(v) loading and unloading of packages from Section Road Vans made up at the station or detached and unloaded at the station as opposed to Section Road Vans on van goods trains;

(vi) loading and unloading goods, parcels, etc., into and from all trains ♦ passenger, goods, parcels and mixed;

(vii) loading and unloading 'smalls' received and despatched by van goods trains in charge of Guards;

(viii) all minor operations necessary for the effective performance of the foregoing operations;

- (ix) sorting the contents of seal defective wagons for checking purposes partially unloading or loading the same, if necessary;
- (x) handling of unconnected and/or misdespatched wagons;
- (xi) loading and unloading of 'L' condition goods when directed by the administration;
- (xii) loading, unloading and transshipment of goods at non-contract stations if necessary; and
- (xiii) load reducing and adjustment of loads.

**2306.** General station duties as may be included in the agreement will also be performed by the contractors in addition to the work of handling. These general station duties include◆

- (i) sweeping and cleaning wagons before loading;
- (ii) placing on and removing from weighing machines outward goods, requiring to be weighed;
- (iii) placing on and removing from weighing machines inward goods which are to be weighed or reweighed;
- (iv) placing or assisting to place wagons by hand shunting in position for loading and unloading under the supervision of a Traffic official;
- (v) closing and assisting in sealing of outward wagons;
- (vi) sheeting and unsheathing wagons including those booked under 'L' conditions;
- (vii) folding of tarpaulins not in use and placing them in their proper places;
- (viii) handling of packages in godowns to enable inventory of goods being taken by railway staff;
- (ix) stacking of goods at particular places in the goods sheds or on railway platforms ;
- (x) handling of goods in railway premises including cash safes, postal bags and packages booked under free service way-bills;
- (xi) other items as necessary for a particular station;
- (xii) supply of labour for tying ropes and chains and otherwise assisting in the operations of the cranes in cases of loading, unloading and transshipment of heavy goods by hand steam mobile cranes;
- (xiii) sorting and adjustment of Road Vans; and
- (xiv) such other minor duties as are found necessary for the effective performance of the foregoing duties.

**2307. Labour employed by the contractor.**◆(a) The contractor is responsible for providing at all times, and as and when required, a sufficient number of able-bodied adult male laborers to perform all the work of porter age under his contract. He will also arrange, on demand of the Station Master on duty for such additional number of

labourers, as required, if it appears that the number of labourers present is insufficient for the work to be performed.

(b) The contractor is not permitted to employ any labourer below the age of 15 years. Nor he should, under any circumstances, employ any employees of the railway administration for the purpose of carrying out his contract nor any person previously in the employment of the railway, without a written permission from the Chief Commercial Superintendent.

**2308.** The contractor will be responsible for the proper and orderly conduct of the labourers whilst performing their duties at the goods sheds and station premises, and will employ only such men whose character has been verified by the police and have been declared to be suitable for employment. He will also terminate the services of any labourer who, in the opinion of the Station Master, is indifferent, disobedient, insubordinate or is considered unsuitable for employment.

**2309.** The contractor will forbid and take all possible steps within his power to prevent all labourers and other persons employed by him from demanding or receiving from any person other than the contractor himself or his agents any remuneration or gratuity whatsoever.

**2310.** The labourers employed by the contractor must work under the supervision and control of the Station Master or other concerned railway staff and should not be permitted to ply for hire as licensed Porters. The contractor will make such arrangements for the supervision and inspection of all handling loading and transshipment operations as will ensure efficient work. The officials of the railway administration will also be entitled to supervise and inspect the work of the labour supplied by the contractor. The contractor or his authorized agent shall be available at the station during the hours of working for being contacted by the railway staff when required in the discharge of the duties under the contract.

**2311. Responsibility of the contractors for loss or destruction of goods.** ♦ The contractor is responsible for any loss, destruction or deterioration of goods or any delay in the delivery of goods, or pilferage there from, caused by any insufficiency of the supply of the labourers, or due to carelessness, neglect or misconduct of labourers, or other persons employed by him, to the full extent of the claim including legal expenses that may be paid by the railway.

**2312. Responsibility of the contractors for detention to wagons goods.** ♦ The contractor is also responsible for any delay caused to wagons and goods due to insufficiency of labourers or by neglect, carelessness, incompetence or dishonesty of labourers or other persons employed by him or for any other cause whatsoever; and in that event in addition to action being taken against him under the terms and conditions of the agreement, the contractor will be liable to pay demurrage after the expiry of free time for detention to the wagons, at the rates and subject to the conditions prescribed in the agreement.

**2313. Recovery of demurrage charges from contractors.** ♦ (a) As laid down in Para 925 (b), a separate wagon transfer register should be maintained in Form Com./L-16 for the wagons handled by contractor. However, in the case of transshipment of goods referred to in item (iv) of Para 2305 above, the wagon transfer register should be maintained in the pro-forma appearing at Appendix XXIII/A. The signature of the contractor or his authorized agent should invariably be obtained against the relevant entries in the wagon transfer registers immediately after placement |release of the wagons so as to avoid any disputes later.

(b) The free time allowed for releasing the wagons and the rate at which demurrage is

recoverable if the wagons are not released by the contractor within this free time are stipulated in the agreement. The demurrage charges due should be worked out and recorded in the appropriate columns of the wagon transfer register.

**2314.** (a) At the end of the month, particulars of the demurrage charges due should be consolidated in the "Handling contractor's demurrage account" in Form Com./D-13 Rev., which should be prepared in triplicate, by carbon process ; two copies of the demurrage account should be submitted along with the handling bill and the third copy retained as station record. The total of the demurrage charges due, after being tallied with the relevant figures in the wagon transfer register, will be recorded on the handling bill, thus :

"Demurrage account for Rs.....attached.

In case no demurrage is due, word 'Nil' should be recorded In the space for 'Amount' and the word 'attached' omitted.

(b) The demurrage accrued on wagons handling by the contractor should not be accounted for in the station balance sheet.

**2315. Accommodation.** Ordinarily, sleeping accommodation or cooking or washing facilities for labourers of the contractor should not be provided at railway stations. Should accommodation permit, the Station Master may, at his discretion, permit the labourers to sleep and prepare meals on railway premises in places indicated to them by the railway staff; such faculties may be withdrawn at any time by the Station Master. Wives and families of labourers are not permitted to foregather with them on railway premises at any time; one such person may, however, be permitted to bring food to a labourer.

**2316. Free telegraph service.** All telegrams tendered by the contractor, or his agent, connected with bona fide Railway business and relevant to the handling contract and certified as such by the Station Master/Goods Clerk, should be accepted free of charge.

**2317. Supply of labour in an emergency.** (a) The contractor will give all assistance in his power, and employ all available labour, when called upon to do so, in the case of any emergency such as, an accident or a breach of the line or for any other work not provided for in his agreement, for which he will be paid separately.

(b) Requisition for labour outside the handling contract should be placed on the contractor on Form Com./L-13, the upper portion of which is a 'requisition' and the lower portion a 'certificate for actual labour supplied'. The requisition will be retained by the contractor and the certificate, after being signed by the station staff under whom the labour worked, will be submitted by the contractor along with the relevant bill.

**2318. Subletting not allowed.** The contractors are not permitted to sub let the whole or any part of the contract.

**2319. Goods handling bills.** The contractor will prepare and submit monthly, bills for the goods handling work done by him at the station during the preceding month in the pro-forma appearing at Appendix XXIII/B. The total weight of the local outward and inward goods traffic as per goods outward book (Para 2008) and machine prepared abstracts for home line (Para 2020) respectively, should be entered in the appropriate columns of the bill, irrespective of whether the same is handled by the contractor or not. The total of statements A and B of goods not handled by the contractor (see Para 2321) should be deducted from these figures and after adding the net weight of through traffic as appearing in the return of through goods handled (see Para 2320), the total weight for which the contractor is to be paid, and the amount payable, should be arrived at and

recorded on the bill.

**2320. Return of through goods handled.** ♦ A return of through goods handled will be prepared and submitted in the pro forma appearing at Appendix XXIII/ C. The total weight of the outward and inward through traffic will be entered in the appropriate columns of this return in the same manner as laid down in Para 2319 for preparing the goods handling bill for local traffic except that the figures for the traffic received from or via non-Government railways will be obtained from the relevant general summary (Para 2018) as no machine prepared abstracts are received for such traffic. After deducting the total weight of statement C of goods not handled by the contractor, the net weight should be carried over to the goods handling bill (see Para 2319).

**2321. Statement of goods not handled by the contractor.** ♦ (a) The statement of goods not handled by the contractor should be prepared in Form Com./G-12 Rev. It should be seen that the following items have been correctly included in the statement and the weight in connection therewith are deducted from the total weight shown in the bill return of through goods handled as per goods outward book and the machine prepared abstracts/summaries of goods received from or via non-Government railways, to arrive at the net weight for which handling charges are payable: ♦

(1) Weight of all goods handled by consignors and consignees/endorsees.

(2) Weight of goods handled by mills, private firms, etc., where they are permitted to do the loading and unloading of their consignments at their sidings or at stations.

(3) The weight of goods in respect of which invoices have been issued | accounted for twice, or those subsequently adjusted by means of overcharge sheets.

(4) Weight of goods which have not been received though the relevant invoice have been accounted for.

(5) Weight of goods for which refund overcharges sheets on account of error in weight have been issued.

(6) Where more than one agency handles the goods, the weight handled by such other agencies.

(7) Weight of goods received/ despatched in vans which are handled by railway Porters | Hamals or for which the contractor is paid on lump sum or per man | van basis.

(8) Weight of any other goods not handled by the contractors.

(b) When goods are handled subsequent to the month in which the connected invoices were accounted for in the relevant returns, the weight of such goods which had been deducted through statement A or C of the proper month, should be added in the bill return of through goods handled for the month in which they are actually handled. A statement, in manuscript, showing full particulars of the weight so included should be submitted along with the bill return of through goods handled in support of the weight added in the latter.

(c) The statement of goods not handled by the contractor should be prepared in three parts, on separate sheets, marked A, B and C, as under ♦

(i) Statement A showing weight of goods covered by (a) (1) to (6) and (8) above, for local traffic only;

(ii) Statement B showing weight of goods covered by (a) (7) above for both local and through traffic; and

(iii) Statement C showing weight of goods covered by (a) (1) to (6) and (8) above for through traffic only.

**2322. Submission of bills.** ♦ The bill together with the return of through goods handled and statements A, B and C, after necessary certification by the Station Master and the contractor, should be forwarded to the Divisional Commercial Superintendent for counter-signature and transmission to the Traffic Accounts Office for check and payment.

**2323. Parcels and luggage handling bills.** The handling bill for parcels and luggage will be prepared in the same way and on the same forms as goods handling bills with the following exceptions : ♦

(1) The weight of outward parcels booked will be taken from the outward paid parcel cash books and the relevant summaries of to-pay parcels forwarded.

(2) For inward paid parcels, a separate statement should be prepared in manuscript, in duplicate, showing way-bill number, dated station, from, via and actual weight. The total of this statement should be shown in the bill as 'inward paid parcels', sending a copy of the statement to the Traffic Accounts Office along with the bill return of through parcels handled. For inward to-pay parcels, the weight will be obtained from the relevant summaries.

(3) Stations should record in the luggage delivery book, in a separate column, the weight of inward luggage received in the brake van 'and handled by the contractor. A statement of inward luggage received in brake van should be prepared, in duplicate, by carbon process, in the pro forma appearing at Appendix XXIII/D, the monthly total of the weight column of which, after being reconciled with the relevant column of the luggage delivery book, should be included in the bill return of through luggage handled. One copy of this statement, together with the owner's foils of the connected luggage tickets (or the Guard foils, if owner foils are not forthcoming) should be submitted to the Traffic Accounts Office along with the bill return of through luggage handled, and the other copy retained as station record.

(4) The weight of outward luggage booked in brake van as shown in the luggage return or the summary of through luggage, as the case may be, should be included in the bill/return of through luggage handled.

**2324. Lump sum bills.** ♦ If the agreement provides for payment of any lump sum amount for the services rendered by the contractor, a separate bill should be prepared for each kind of service rendered at the station for which separate lump sum is to be paid irrespective of whether it pertains to local or through traffic. The Station Master, after recording the following certificate on the bill, will forward the same to Divisional Commercial Superintendent for counter-signature and onward transmission to Traffic Accounts Office for check and payment : ♦

Certified that the contractor has actually performed the services mentioned herein, in accordance with the relevant clause of the agreement".

**2325.** Where, as per agreement, labourers are required to be supplied for a particular service each day, the Station Master or any other official under whose supervision the labourers will work should maintain proper record of the number of labourers supplied daily, and obtain the signature of the contractor or his authorized agent in token of his acceptance. When the agreement provides for the supply of specific number of labourers for particular services each day, a statement showing the number of labourers supplied

short, will be submitted along with the bill, and the amount involved deducted from the bill, wherever necessary.

**2326. Transshipment bills.** ♦ Separate bills will be prepared by the contractors for the handling work performed by them in connection with the transshipment of goods at junctions, transfer of goods from sick wagons into sound wagons, adjustment of loads or checking of contents of weapons, etc. The bills which should be accompanied by detailed statements showing full booking particulars, etc. of the goods handled, duly certified by the Station Master, will be submitted to the Divisional Commercial Superintendent for countersignature and transmission to the Traffic Accounts Office for check and payment.

**2327. Goods transferred from one wagon in another.** ♦ (a) Whenever goods are transferred from one wagon into another due to any exceptional cause, such as when a wagon becomes sick or damaged, the Station Master of the station at which the contents are transferred will, if the transshipment is performed by contractor, give a special voucher to the latter indicating full particulars of the work performed by the contractor. He should also promptly advise the destination station the number, description and capacity of the wagons from and into which the goods were transhipped. The destination station will note the particulars on the relevant invoice as also in the goods delivery book against the relevant entry.

(b) The vouchers received by the contractors as above should be submitted along with the transshipment bill as an evidence of the transshipment work done by the contractor. A copy of the voucher should be retained as station record and filed along with the record copy of the bill.

**2328. Time limit for submission of handling bills.** ♦ All claims for: payment of handling charges must be preferred within three months of the rendering of such services, failing which the contractor will not be entitled to any payment on account thereof, unless it could be proved that the contractor was not at fault for the belated submission of claims.

**2329. Disallowances by Traffic Accounts Office.** -Monthly statements showing full particulars of the disallowances made in the bills of the contractor will be sent by the Traffic Accounts Office, in duplicate, of the Divisional Commercial Superintendent, who will transmit one copy of the same to the contractor to enable the latter to put in his claim, if any, well in time.

**2330. Bill for handling by Station Masters.** ♦ At stations, where the Station Masters perform the loading or unloading services, each Railway Administration will notify the detailed procedure to be followed for certification and check of the bills submitted by the Station Master, the rates at which the services are to be paid for, the record to be maintained for disbursement, etc. The bills will, however, be prepared in the same way and on the same forms as laid down in paras 2319 to 2328 for contractor's bills.

## CHAPTER XXIV

### TRAFFIC RECEIPTS AND REMITTANCES

**2401. Station receipts.** ♦ (a) Payment of railway dues on public traffic is required to be made in cash only, except, where under special circumstances, payment of freight by bank drafts, credit colas or under 'weight only' system is authorized by the Chief

Commercial Superintendent. Telegraph traffic may, however, be paid in service or postal stamps.

(b) The mode of payment of railway dues Defense Department, and the various forms used for making such payments, i.e. Military notes, warrants etc., appear in the I.R.C.A. Military Tariff.

(c) Civil Departments of Central and State Governments are permitted to use credit notes for making payment of freight and other railway dues. This facility is also allowed to the Posts and Telegraphs Department but on a different form of credit note.

(d) The facility of making payment of freight charges by means of cheques may be granted by the General Manager to the Civil Departments of Central and State Governments. Members of Parliament are also authorized to make payment by cheques in the circumstances and to the extent laid down in para 339.

**2402.** The rules for the acceptance of warrants, etc., and service or postal stamps are given in Chapters IV and XII respectively ; those for cash (coins and currency notes), cheques, bank drafts and credit notes are given in the following paragraphs. Detailed procedure for booking and accountal of 'weight only' traffic will, however, be notified by individual railway administration.

**2403. Acceptance of small change.** (a) Under the Indian Coinage Act, the rupee and half coins are unlimited legal tender; the other subsidiary coins, i.e., quarter rupee, ten paise, etc., are limited legal tender upto ten rupees. In other words, the staff have discretionary power to decline to accept more than ten rupee worth of quarter rupee and other subsidiary coins.

(b) It is not intended that the enforcement of the above discretionary power should be made the means of causing public inconvenience. This power should be used only in those cases where the payment of railway dues in small coins will cause real difficulty.

**2404. Spurious and foreign coins.** (a) All drilled sweated, soldered, base, counterfeit or defaced coins should not be accepted as they are not legal tender. Similarly, foreign coins, i.e., those not current in India, must not be accepted.

(b) Station Masters and other officials at stations, whose duty is to receive money from the public on behalf of the railway, must give the earliest possible information to the public whenever any counterfeit coins are presented for their acceptance.

**2405. Currency notes** As laid down in I.R.C.A. Goods and Coaching Tariff currency notes of the value of Rs. 1,000 and over are not accepted at stations in payment of railway freight etc. Currency notes valued below Rs. 1000 may be accepted at any station. Station Masters, Booking Clerks and all staff receiving currency notes from the public should take all due precautions before accepting them in payment of railway dues.

**2406. Defective and foreign currency notes.** (a) Defective currency notes, viz. forged, half mutilated, mismatched or altered notes, should not be accepted. Foreign currency notes, i.e., those not current in India, must not be accepted.

(b) If the staff discover that a currency note is spurious, i.e. forged, the note and the presenter should at once be made over to the police authorities.

**2407. Oiled currency notes.** Oiled currency notes, which have been mutilated or disfigured in such a manner as to render their identification doubtful, should be refused. It should be remembered that this qualification is essential. Mere oiling does not justify refusal. The features necessary for the identification of a currency note are its (i) serial

letter, (ii) number; (iii) denomination, (iv) signature and (v) watermark. A refusal to accept a currency note would, therefore; be justified only if one or more of the five principal features specified above were disfigured or mutilated beyond possibility of recognition.

**2408. Forged and fraudulently altered notes** ♦ The staff are warned to examine carefully all currency notes tendered in payment of fares and freight, etc., before accepting them. The principal points to be observed are enumerated below ♦

(1) The quality of paper. ♦ This can be judged by comparison with a genuine note. The thickness of the paper and the crisp feel of a genuine note should ordinarily be a safe guide. In forged notes, the paper is generally thin and cannot stand much handling.

(2) Watermark. ♦ The staff should familiarize themselves with the details of the watermarks by carefully examining new notes of each denomination. The watermark should be opaque and not translucent i.e., one should not be able to see through the watermark itself. Forged watermarks are generally made by scratching out the design before the note is printed; careful examination should disclose this form of forgery. Such notes are usually weak where the scratching has taken place and tear at that place very easily. Where the watermark is wanting in a currency note or is only crudely produced, the note should be rejected as counterfeit.

(3) The coloring. ♦ The reds and greens of a forged note are usually duller than those of a genuine note.

(4) The style and evenness of the printing. ♦ The pattern at the top and the sides as also the words "Government of India" or "Reserve Bank of India" at the top of the note should be carefully scrutinized. These three items are usually heavily printed and are lacking in detail in forged notes. This also applies to the red and green ground work. The figures also should be carefully checked. There is usually a lack of definiteness about the lines on a forged note.

(5) The general character of the printing. ♦ Under this head a most distinctive difference can usually be noticed. Printing is done like handwriting. In a genuine note the printing is very clear, the down strokes are of an even thickness and the up strokes are very fine. In forged notes the printing of the down strokes is usually blurred and the up strokes are thicker showing little difference from the down strokes.

(6) Signature. ♦ This should be compared with the signature on a known genuine note.

(7) Stamps and names of places on the note. ♦ These give the impression that the note has been a long time in circulation; but experience proved that the stamps are often fictitious.

**2409. Cheques.** ♦ (a) When facility of making payment of freight charges by means of cheques granted to Civil Departments of Central and State Governments, the Chief Commercial Superintendent will supply to the stations concerned as also the cash office, a list of the names and designations of the officers authorized to issue the cheques, together with their specimen signatures. Similarly, any changes in the names and designations of these officers together with specimen signatures will be furnished to the stations concerned as also to the cash office.

(b) Stations should maintain a complete and up-to-date record of above sanctions in a register and preserve the specimen signatures carefully for comparison with those appearing on the cheques.

**2410. The following procedure shall be observed in the matter of issue of**

## **cheques : ♦**

- (1) The cheques shall be drawn in favour of the Chief Cashier of the railway concerned (or any other officer nominated by the railway administration) on the Reserve Bank of India, the State Bank of India or the State Banks with which the railway administration may be having a drawing account.
- (2) The cheques shall be issued on the printed forms of the department and shall bear a special crossing "Account Payee Only ♦ Not Negotiable".
- (3) The cheques shall, as far as possible, be written with cheque writing machines. In the case of departments not having such machine, the cheques shall be written by hand legibly and with bright ink. The cheques shall also have written across them in words and at, right angles to the type, a sum a little in excess of that for which it is issued, e.g., "Under Rupees Thirty", if the cheque is drawn for rupees twenty nine.
- (4) There shall be no erasures or overwritings, on the cheques nor any abbreviations used.
- (5) The cheques shall bear the stamp of office of issue and shall be signed by the officer authorized to do so under his full designation over a rubber stamp.
- (6) A separate cheque shall be issued for each transaction.
- (7) No cheque shall be accepted when the amount payable is less than Rs. 10. Payment in such cases must be made in cash.
- (8) No cheques shall be accepted in payment of passenger fares.

**2411. At stations, the following procedure shall be observed : ♦** (1) When a cheque is presented, it shall be seen that it has been issued by an officer authorized to issue the same, that the signature tallies with the specimen supplied by the Chief Commercial Superintendent and that the cheque has been issued strictly in the manner prescribed in para 2410 above.

(2) A register of cheques accepted from Civil Departments shall be maintained at the station in the pro forma appearing at Appendix XXIV/A, in which particulars of cheques shall be entered as and when a cheque is accepted. Separate folios shall be set apart for each Government Department.

(3) The money receipt, if any, issued in respect of such payments shall bear the superscription "subject to realization of cheques".

(4) The cheques received shall be sent to the cash office daily along with the earnings for the day, duly entered in the cash remittance note showing the number, date and amount of the cheque, name of department and officer drawing the cheque, name of officer in whose favour drawn and the bank on which drawn.

**2412.** Undercharges, if any, detected during internal check in the Traffic Accounts Office in respect of transactions paid for by cheques shall be debited to the stations concerned in the usual manner. The station will clear the same by obtaining a fresh cheque for the amount of undercharge from the department concerned.

**2413. Bank drafts. ♦** (a) Certain well known and reputable firms of good standing who have regular and substantial monthly transactions with the railway are allowed, at the discretion of the railway administration, the facility of payment of freight and other railways dues for goods traffic by means of bank drafts. When such a permission is

granted, the station or stations concerned will be advised of the fact with detailed instructions. At each such station, a list of the firms so authorized must be kept with the staff dealing with the acceptance of the railway dues. Bank drafts from unauthorized persons must not be accepted.

(b) The firms which are allowed the facility of payment by means of bank drafts will not be allowed the facility of payment of railway dues by means of credit notes for individuals and firms, referer to in para 2414 below

(c) While accepting a bank draft, it should be seen that

(i) the draft is of a Scheduled Bank and is drawn in favour of the Financial Adviser and Chief Accounts Officer of the railway concerned on a branch of the bank at the headquarters of the railway administration;

(ii) the draft is endorsed Payee "Accounts Only Not Negotiable"; and

(iii) the charges, if any, for realizing the amount of the draft, as notified by the railway administration, are included in the amount of the draft; these charges should be accounted for as a special debit in the station books and balance sheet.

(iv) At stations, where the facility of payment by bank drafts has been granted as above, a 'register of bank drafts accepted' should be maintained in the proforma appealing at Appendix XXIV/B, separate folio of the register being set apart for each party.

(e) Bank drafts received at the station should be sent to the cash office along with the earnings of the day duly entered in the cash remittance note indicating thereon the number, date and amount of the draft as also the bank by which issued, name of the party presenting the draft and the bank on which drawn.

(f) If a bank draft is dishonored for any reason, whatsoever, it will be returned to the Station Master, who should promptly obtain a fresh bank draft in lieu thereof and send it to the cash office as laid down in clause (e) above.

**2414. Credit notes for individuals and firms.** (a) Certain individuals or firms of good standing who have regular and adequate monthly transactions with the railways are allowed, at the discretion of the railway administration, the facility of payment of railway dues by credit notes, on Form Com. |C-38 or Com. |C-38-A for coaching and goods traffic, respectively. When such permission is granted, the station or stations concerned will be advised of the fact with full instructions. At each such station a complete list of persons or parties authorized to issue credit notes must be kept with the staff dealing with the acceptance of railway dues. Credit notes from unauthorized persons must not be accepted.

(b) Only credit notes issued on forms approved by the railway administration, signed by one of the authorized nominees of the individuals/firms, whose specimen signatures will be furnished to the Station Masters concerned by the respective parties through the Chief Commercial Superintendent and which must contain complete and correct particulars as required by the form, should be accepted. Care should be taken to see that credit facility allowed during a period month does not exceed the limit fixed by the Chief Commercial Superintendent. If this limit is reached, any subsequent transactions should be in cash only.

**2415. Credit Notes for Military Department.** (a) Freight charges for military traffic not required to be conveyed on military warrants will be paid by military credit notes, Form IAFT. 1711 appearing in the I.R.C.A. Military Tariff.

(b) Military credit notes will only be used for the despatch of goods which are the property of the Ministry of Defense at the time of despatch and will be tendered along with the consignment.

(c) Military credit notes will also be used for canteen stores. Such credit notes must be signed and issued by ♦

(i) the Chairman, Board of Administration, Canteen Stores Department, Bombay or an Officer deputed by him: or

(ii) Depot Managers.

(d) Military traffic debatable to the training grant and despatched by a Military Officer under Form IAFT. 1714 will be paid for in cash or by cheques. Credit notes for Military Engineering Service will, however, be tendered in the proforma appearing at Appendix XXIV/C.

**2416. Civil credit notes.** ♦ The Military Engineering Service, Contracts Directorate (Disposals Organization), A.H.O. and all Civil Departments of Government, excluding Posts and Telegraphs Department, will use credit note for Civil Departments, a specimen of which appears at Appendix XXIV/C.

**2417. Credit notes for the Posts and Telegraphs Department.** ♦ A specimen of the credit note issued by the Posts and Telegraphs Department in payment of freight charges appears as Appendix XXIV/D. As the amount to be recovered from the Department for services rendered is calculated according to the class mentioned in column 3 of the credit notes, care should be taken by the station staff in filing in correct particulars in this column. The instructions given on the reverse of the form should be carefully studied and acted upon.

**2418. Credit Note for Railway Department.** ♦ (a) Railway officials authorized to issue credit notes will use Form Com. |C-39 Rev. in payment of freight on railway materials booked by passenger trains and for wharfage, demurrage and siding charges on all consignments, whether booked by passenger or goods trains.

(b) A list of officials authorized to issue credit notes in Form Com. |C-39 Rev. will be notified by individual railway administrations. Credit notes issued and signed by others should not be accepted by the staff in lieu of freight and other charges.

**2419. Signing of credit notes.** ♦ The credit notes for use by private parties must be signed as indicated in para 2414. In the case of credit notes tendered by Government Departments, the officer concerned signs the certificate of the amount due and adds his official designation. All such credit notes must bear the seal of the issuing office and it should be ensured that the same are genuine in all respects. After the credit note has been jointly signed, no alteration is to be made, it being understood that the two persons signing it have satisfied themselves on behalf of their principals that all particulars are correct.

**2420. Correct entry of charges in credit notes.** ♦ As under and overcharges of one rupee and under in amounts paid by credit notes are not recovered from or refunded to Military and other Government Departments allowed the benefit of the credit note system, the station staff should take particular care to see that the charges entered in the credit notes are correct.

**2421. Use of a single credit note for a number of consignments.** ♦ A single credit note may be used for a number of consignments of goods or parcels, the freight on which is payable at one time and at same place.

**2422. Credit note to be tendered before despatch/ delivery of consignments.** ♦ If the freight on goods or parcels is payable by credit note at the booking station, the document should be received duly signed before grant of the railway receipt, if the freight is payable at the destination station, it should be obtained before the goods or parcels are delivered. The number and date of the credit note should also be noted on the parcel way-bill/invoice issued for paid consignments and in the 'Remarks' column of the cash book for each payment to indicate that the freight has been paid by credit note.

**2423. Full particular to be given in credit note.** ♦ Full particulars, i.e., number and date etc., of the way-bill or invoice should be given in the credit note. In the case of credit note received in payment of demurrage or whartage charges, full details showing the date and time the goods were available for delivery and at which actually delivered, or, in the case of wagon/vehicle loads, the date and time the wagons| vehicles were placed in position for loading or unloading and when actually released, should be given in the credit note.

**2424. Register of credit notes.** ♦ A register of credit notes should be kept at stations in Form Com. |C-40 Rev. showing full particulars of the transaction in payment of which each credit note is tendered.

**2425. Utilization of station receipts for departmental expenditure.** ♦ Station Masters are required to remit the entire collection of cash, cheques, etc., to the cash office as laid down in the following paragraphs. However, the withdrawals from station earnings are permitted in the following cases only: ♦

(1) Encashment of cheque issued by the Financial Adviser and Chief Accounts Officer or by an Officer authorized by him in this behalf in favour of the Chief Cashier.

(2) Payments to comply with the Payment of Wages Act in certain cases where pre-check and payment by Accounts Office is not possible for want of time, e.g., settlement of dues of staff whose services are terminated by the administration.

Note. ♦ (i) These who reign or otherwise leave the service of their own record should not be paid from station earnings but their wages should be driven though pay sheets as usual.

(ii) The term 'wages' has been defined in section 2(VI) of the Payment of wages Act. it coes not include the Traveling Allowance, for the payment of which the normal procedure should be observed.

(3) Payment of wages of temporary and permanent staff who cannot be paid by Pay Clerks within 10 days of the expiry of the wage period.

(4) Payment of handling charges at stations where the Station Masters are goods handling contractors.

(5) Encashment of pay orders issued by competent authority for payment of claims for compensation for goods lost, damaged etc. not exceeding Rs. 10,000 in each case.

(6) Payment against vouchers, overcharge sheets or other documents issued by competent authority for refund of fares and freight.

(7) Refund of wagon registration fees.

(8) Departmental expenditure necessitated by floods, accidents or earthquakes, etc.

- (9) Handling charges for transshipment due to accidents, hot axles, etc.
- (10) Payment of fees to surveyors engaged in assessment of value of damaged consignments upto limit of Rs. 250 in each case.
- (11) Payment of decretal and settlement amounts in court cases when the parties insist on immediate payment under threat of execution or in discharge of legal attachment in railway earnings at the station.
- (12) Refund of "deposits" for the value of perishable consignments taken at the time of delivery, on production of necessary particulars by the claimants of such consignments (see para 961).
- (13) Refund of deposit money of Rs. 5 to the licensed Porters.
- (14) Payment of cost for obtaining decrees judgments from the court under the orders of the Head of the Department only in cases where an appeal has to be filed within a specified period.
- (15) Cost of transport of sick and wounded persons to hospitals when on small stations ambulances are not available.
- (16) Payment to the casual labour engaged by Station Masters when handling contractors fail to provide adequate labour, only in emergent cases, which should be subsequently approved by the Head of Department. However, when such labour is engaged temporarily by the Station Master when a handling contract has been terminated on account of unsatisfactory working of the contractor, the labour should normally be paid through muster sheets and if they are to be discharged, before the close of the wage period and payment through muster sheets is not possible, the payment can be made through station earnings.
- (17) Payment of expenses of special catering when the imprest is exhausted in emergent cases only, duly authorized by an officer.
- (18) Payment in cash to staff governed by Workmen's Compensation Rules.
- (19) Refund of fares on unused and partially used tickets.
- (20) Payment of salary of Traveling Inspectors of Station Accounts against cheques issued.
- (21) Refund of earnest money to unsuccessful bidders in cases of auction of unclaimed or lost property when the amount of the bid is not approved by the competent authority or when the property is connected and delivered to the owner.
- (22) Ex-gratia payments to persons involved in train accidents.
- (23) Advance of Traveling Allowance in an emergency as Court attendance at short notice.
- (24) Refund of security deposits on account of hiring of lockers at railway stations.
- (25) Payment of the reward to persons who help in apprehending prosecution of unauthorized chain pulling.
- (26) Refund of Quick Transit Service Charges.

(27) Payment of grants sanctioned from Railway Minister's Welfare and Relief Fund through pay orders excusable at stations.

(28) Payment of commission to halt agents.

(29) Defraying of expenses in departmental catering establishments for the purchase of perishables, fish, meat, eggs, milk, butter, melted ghee. etc.

(30) Encashment of pay orders issued by the Railway men's Co-operative Credit Societies, Banks against fortnightly deposits made with the railway administration by Societies' Banks.

(31) Payment of commission amount to vendor| bearers engaged on commission basis.

(32) Spot payments of Daily Allowances to public witnesses attending departmental enquiries in vigilance cases against railway employees,

(33) Payment of coolie hire charges for effecting delivery of public telegrams wherever so indicated.

(34) Payment of immediate relief to the families of non-gazetted railway servants who die while in service.

(35) Advance to running staff marooned due to breach of communications.

(36) Payment or advances from Provident Fund sanctioned by competent authority to meet the funeral expenses of deceased railway employees at roadside station.

(37) Payment not exceeding Rs. 10 (Rupees ten) only in each case for shrouds to cover dead bodies of victims of accidents on railway. The vouchers required to be submitted along with the cash may be countersigned by the Government Railway Police Official in token of his having taken over the dead body bodies duly covered with shroud's.

**2426. Collection of money by authorized persons only.** ♦ The stall authorized to collect fares, freight, etc., on behalf of the railway should do so personally Collection of money by or through an unauthorized persons is strictly forbidden.

**2427. Accountal of money immediately on receipt.** ♦ (a) Station Masters and other staff authorized to collect money on behalf of the railway must account for the cash collected by them promptly in the respective cash books and should issue money receipts (Form Com./M-2) when demanded, except in case of wagon registration fee and reweighment and clerk age charges in which cases money receipt's must be issued for all sums collected. Money receipts for cost of telegrams will be issued in all cases in the form prescribed for the purpose and not in Form Com./M-2.

(b) Ticket Collectors and Travelling Ticket Examiners, who are not required to maintain any cash book should issue the excess fare tickets immediately on collection of the amount, which should be deposited in the booking office as per instructions laid down in para 554.

**2428. Station money receipts.** ♦ (a) When a money receipt is to be issued for the fares, freight, undercharges, etc., as indicated in para 2427, it should be granted on money receipt Form Com./M-2. These forms are machine numbered and are supplied in bound books, in set of two foils, to be written by carbon process. The foil marked 'Receipt' should be made over to the person making the payment as an acknowledgement for the amount clocked, the other being retained as station record. The issue of receipts for money received, in any other shape or form, is prohibited.

(b) The money receipt books are money value books and should be treated as such for the purpose of indent, receipt, custody, issue etc. as laid down in paras 227 and 228.

(c) Before issue to the payer the station stamp should be affixed on the money receipt. The Station Master or Chief Booking/Parcel/Goods Clerk authorized to sign the money receipts should ensure that the amount is correctly accounted for in the respective cash books.

**2429. Keeping of private cash in station safe, etc., forbidden.** ♦ Private cash should not be kept in the railway cash chest, drawers, ticket tubes, cash safes etc. If any such amount or extra cash, whether stated to be private or otherwise, is found by the supervisory staff or inspecting official, it should be remitted to the cash office.

(b) The staff working in booking offices, parcels offices and goods sheds, whose duties actually involve cash transactions with the public, must declare in writing their private cash daily before they take up their duties in the station diary or in the cash book or in a separate register to be maintained for this purpose. The specific categories of staff to whom these instructions apply, will be notified by the railway administrations concerned.

**2430. Misappropriation of each.** ♦ (a) Any railway servant, who receives money on account of the railway and, will intent to defraud, omits to enter it in the cash book or other prescribed record, or who collects unauthorized charges from the public, is liable to be prosecuted.

(b) Similarly, severe action will be taken against the staff at fault, if it is found that the money realized had not been remitted.

**2431. Station remittances.** ♦ (a) Instructions laid down in the following paragraphs are for general guidance and the railway administration may, in consultation with its Financial Adviser and Chief Accounts Officer, lay down a detailed procedure for the remittance of cash having regard to local conditions obtaining at different stations, it being ensured that the responsibility for the remittance of cash is imposed upon officials of sufficient status.

(b) The responsibility of each member of the staff handling cash in regard to its accounts, safe custody and remittance should be clearly specified in the duty list of such staff.

**2432. Security arrangements at stations.** ♦ The Station Master is responsible for ensuring that adequate security arrangements exist at all stages at which cash is handled or moved from one point to another to preclude the possibility of loss of earnings by theft in different offices or in transit. Cash must not be allowed to be moved during hours of darkness, or from one office to another, or through the stations yards or outside the station limits, without providing adequate escorts for the person responsible for the cash. The strong room, where provided, must be properly guarded by the Government Railway Police or the staff of the Protection Force. Outsiders should not be allowed access into the room where cash safes are kept, or where cash is being counted, tallied or sealed, such places being kept locked as far as possible.

**2433. Responsibility for the safe custody, accountal and remittance of cash.** ♦ (a) The Station Master is personally responsible for the safe custody, correct accountal and remittance of cash and must satisfy himself daily by an inspection of the respective cash books that the correct amount of cash on account of each description of traffic is accounted for and paid in. He must take over the cash from the goods, booking and other offices daily, personally count it and must sign in ink, in full, in the respective cash books in acknowledgement for the cash received, indicating the amount received

both in words and figures.

(b) This duty will, however, devolve on the Goods Supervisor or the Chief Goods Clerk or any other person in charge of a goods office independent of the charge of the Station Master. Similarly, at large stations where the Head Chief Booking Parcel Clerks are authorized by the administration to close the cash and remit it direct separately, the duty for the safe custody, correct accountal and remittance of cash will devolve on them.

(c) The cash, on collection, in all cases should be deposited in the cash safe immediately and locked, the key of which should remain in the personal custody of the official incharge, to guard against possible loss or theft.

**2434. Collection of cash.** ♦ Goods and parcels office cash will be taken over by the Station Master at the end of the day before the goods parcels office is closed. In the case of an independent goods parcels office, the cash will be taken over by the Goods Supervisor or the Chief Goods Superintendent or the Head Parcel Clerk.

**2435.** The cash from the booking office will be taken over train by train, or alter each duty shift, in accordance with the procedure laid down, under proper acknowledgement by the Assistant Station Master or the Station Master on duty, who will make it over to his reliever till the cash is closed for that day by the Station Master. The Station Master when taking over the cash from the Assistant Station Master, or vice versa, will count it in its entirety and sign in full for the same in ink, making an entry in the station diary as follows : ♦

"Taken over Rupees.....(in words)  
Relieving Station Master

Date.....

Relieved Station Master

Date....."

**2436.** (a) At important stations where Head Booking Clerks | Head Luggage Clerks | Chief Goods Superintendent hold supervisory charge of the respective branches, the responsibility for the same custody of cash devolves personally on the supervisor in charge of the branch concerned. The Head Booking Clerk | Head Luggage Clerk/Chief Goods Superintendent or any other staff specially authorized in this behalf should take over cash as frequently as possible, the intervals not exceeding four hours, from the counters of each of the Booking or Delivery Clerks. During the off duty hours of the Head Booking Clerk/Head Luggage Clerk/Chief Goods Superintendent, the cash will be taken over from the counters of the Booking Clerks either by the night-in-charge Booking Clerk (if provided) or by the Assistant Station Master on duty.

(b) At less important including wayside Stations, where Booking| Parcels Goods Superintendent, Ticket Collectors and Signalers, etc., work under the supervision of the Station Master or Assistant Station Master on duty, the Station Master on duty should take over the cash from the booking counter immediately after the departure of each train and from the Luggage/Parcels/Goods Clerks as frequently as possible during the course of the day.

(c) At stations where Station Master on duty is personally responsible for the coaching, parcels and goods, etc., work, the cash should be kept in the cash safe immediately after departure of each train in the case of booking office cash and on collection in the case of parcels and goods cash.

(d) At stations where separate cash safes are provided in the booking offices, cash may be placed in the coaching cash safe after the departure of each train to be taken over by the Station Master on duty at such frequent intervals, as may be fixed locally by the Divisional Railway Manager concerned. Should the Booking Clerks change duties before the cash is taken over by the Station Master on duty, the Clerk going on duty must hand over the entire cash to his reliever and obtain his signature for the cash made over as well as for the coaching cash safe key. It should, however, be ensured that coaching cash is under no circumstances kept in the ticket tubes.

**2437. Handing and taking over of cash.** ♦ In all cases, when the cash is handed over and taken over by the staff, the person receiving the amount must sign for it in the relevant cash book in taken of the amount taken over, recording the amount received both in words and figures and appending his signature (and not initial), in full with time and date. Similar acknowledgement should also be given in the private memo book of the person making over the cash. These private memo books, which must be maintained by all staff dealing with cash, should always remain in the personal custody of the holder, who should take it away with him while going off duty.

**2438. Remittance of cash.** ♦ Station Masters will remit the entire collections to the railway cash office or to a Civil Treasury/State Bank as may be notified by the Divisional Office. No part of the cash should be retained without prior orders of the Chief Commercial Superintendent and all shortages should be made good before remitting the collections. Joint stations will remit their collections pertaining to the earnings of each railway to the respective cash offices of the railway concerned or to a Civil Treasury as may be notified by the Divisional Railway Manager| Chief Commercial Superintendent of the working railway.

**2439. Remittance of cash to the cash office.** ♦ (a) The entire collection of the day, whether represented by coins, currency notes, military warrants and others, discharged money receipts of wagon/vehicle registration fee deposits, credit notes of private firms or Government Departments, pay orders, messenger hire vouchers or telegraph message drafts to which stamps have been affixed, should invariably be sent to the cash office by the train notified to carry the cash of that station.

(b) The train by which the travelling cash safe is conveyed on each section of a railway and by which each station on that section of the line should send its daily collections, will be specified by the Divisional Office.

**2440. Remittance of coaching and goods earnings of different dates under one cash remittance note.** ♦ At stations where the train conveying the travelling cash safe passes after the goods office is closed for the day, and before the coaching, etc., cash can be made up, i.e., before 12 O' clock at night, the goods cash, instead of being detained unnecessarily for 24 hours, should be sent with the coaching cash of the previous day, the dates to which the respective earnings pertain being entered on the cash remittance note.

**2441. Cash remittance note.** ♦ (a) The cash remitted by stations should always be accompanied by a cash remittance note in Form Com./C-9 Rev. This form is serially numbered and bound in books in three foils ; one block foil and two counter-foils, .both the counterfoils should be sent along with the cash to the Cashier who will return the receipt foil thereof duly stamped with the office seal and signed by him and the Cash Witness, to the station as an acknowledgement passing on the other foil to the Traffic Accounts Office.

(b) Except where otherwise specifically authorized by the Divisional Commercial Superintendent, only one cash remittance note should be prepared for the remittance of

all the cash received at the station from all sources.

(c) All the three foils of the cash remittances note should be written up by the Station Master or the Chief/Head Booking/Goods/Parcel Clerk authorized to remit the money. Erasures or alterations in the cash remittance note are totally forbidden. If a cash remittance note is prepared incorrectly, it should be cancelled and fresh one prepared.

**2442. Particulars to be entered in the cash remittance note.** ♦ (a) Details of currency notes, cheques and vouchers, which represent cash and are required to be sent to the cash office, should be entered by the stations on the reverse of the cash remittance note. The Station Master or the subordinate incharge authorized to remit the cash should see that the amount of currency notes, coins, cheques and vouchers is correctly entered in the cash remittance note, which must be personally signed by him and stamped with his station cash seal.

(b) The numbers of currency notes valued Rs. 100 and above each should be entered on The reverse of the cash remittance note or on a separate sheet, if the space is not sufficient, the sheet being stitched with the cash remittance note. Details of Dividend warrants and bank drafts should be entered on the reverse of the cash remittance note in the column 'cheques'.

(c) Similarly, when the space on the reverse of the cash remittance note is not sufficient to enter the details of the vouchers, a separate memo of voucher with similar columns should be prepared in manuscript, in duplicate, by carbon process showing the details of the vouchers sent with the cash. Each type of vouchers should be grouped and totaled separately' and the grand total reconciled with the amount entered on the obverse of the cash remittance note. Where one cash remittance note is prepared for both coaching and goods earnings, a memo of vouchers must invariably be prepared separately for goods and coaching vouchers. The memo of vouchers, together with the vouchers, should be placed in an envelope which should be sealed and the total amount of the vouchers enclosed should be clearly recorded on the outside of the cover.

(d) Details of pay sheets on account of wages of staff, both permanent and temporary, who cannot be paid by the Pay Clerks within 10 days of the expiry of the wage period should be shown separately. These pay sheets should be enclosed in separate covers super scribed 'Emergent Pay Sheets and Settlement Pay Orders value Rs.....'

(e) Telegraph message drafts on which stamps have been affixed should be sent in a cover super scribed 'Telegraph messages with stamps value Rs.....' and enclosed with the cash remittance note.

(f) All other vouchers, which do not represent cash, such as overcharge sheets to clear station out-standings, privilege ticket orders, concession orders, etc., should be submitted to the Traffic Accounts Office, duly listed, along with the balance sheet of relevant returns. A copy of the list of such vouchers should also be kept as record at the station.

(g) The number of the cash bag in which the cash is remitted should be entered on all the three foils of the cash remittance note.

**2443. Remittance of coins and currency notes.** ♦ (a) Coins of each denomination should be remitted in small cotton bags or paper packets, securely tied, and the same should be placed in the leather cash bag. Currency notes should be tied in bundles of 100 pieces each, separately for each denomination, the remaining notes of all denominations being tied in one bundle, each denomination being grouped, together. The mixed denomination bundle should not, in itself, contain more than 100 pieces of currency notes of all the denominations taken together, if need be, more than one such

bundle may be prepared. As far as possible, the notes should be tied in such a way that the examination of the watermark of the notes may be conveniently done. The notes in a bundle should be neatly arranged with the face upwards. In the bundle of mixed denominations the notes of highest value should be placed at the bottom and those of the smaller value on the top. Each of the notes should be pierced and tied with twine at the left hand side centre. After sealing the knots, the bundles should be rolled with seals inside and tied before being placed in the leather cash bag.

(b) The total number of the currency notes bundles should be recorded both in words and figures on all the three foils of the cash remittance note.

**2444. Placing of cash and the cash remittance note in cash bags.** ♦(a) The cash and the cash remittance note should be sent in cash bags provided for the purpose. When there is no cash, the cash remittance note should still be sent in the cash bag with the word 'NIL' written on it. The Station Master or any other staff authorized to remit cash should satisfy himself that the cash bag is in sound condition before the cash is put into it.

(b) Cash bags containing earnings must be properly fastened and sealed. Cash bags must be tied after folding the neck with the eyelet holes close to one another. Tape must be passed at least four times over the mouth of the bag, through the eyelet holes, and twice round the neck of the bag each way. The tape must be drawn as tightly as possible and then tied in a knot on the name and label side of the bag, the knot being sealed with the help of sealing wax and the station cash seal. The tape used for sealing cash bags must be in one piece and free from knots.

(c) All operations in connection with placing the cash in the cash bag and sealing, etc., should be carried out personally by the Station Master or by the Assistant Station Master in his presence. During this period only those railway employees whose presence is essential should be allowed entry into the room, the entrance to which should be closed from within. Where staff other than Station Master are authorized to remit cash, these duties should be performed by them.

**2445.** Ordinarily, only one cash remittance note, together with the cash, etc., should be placed in one cash bag. In case it becomes necessary, to enclose more than one cash remittance note in the same cash bag, all the three foils of each such cash remittance note should bear in red ink, on the top, cross references to other cash remittance notes enclosed in the same cash bag. The fact of enclosing more than one Cash Remittance Note in the same cash bag, should also be telegraphed immediately to the Chief Cash Witness and the Chief Cashier.

**2446.** Safe custody of sealed cash bags and their deposit in the travelling cash safe. ♦When the cash has been sealed for remittance and is awaiting despatch to the cash office, it should be kept in the station cash safe, the key of the safe remaining in the personal custody of the Station Master or Assistant Station Master on duty, who is responsible for the safety of the cash.

**2447.** (a) At stations where the train carrying the travelling cash safe passes during the hours of duty of the Station Master, the sealed cash bags will be deposited in the travelling cash safe by him personally. He will be responsible for the safe conveyance of the cash bags from the station safe to the brake van.

(b) If the train carrying the travelling cash safe passes at a time when the Station Master is off duty, the cash and cash seal will be made over to the Assistant Station Master who will count the cash in its entirety and acknowledge its receipt and that of cash seal in the station diary. The cash seal and the cash bag, after being sealed in the manner explained in the preceding paragraphs by the Assistant Station Master in whose

duty hours the train carrying the travelling cash safe, will pass, should be kept in the station safe. The cash bag will be deposited in the travelling cash safe by the Assistant Station Master when the train arrives.

**2448.** (a) Before the cash bag is deposited in the travelling cash safe by the Station Master on duty, the cash bag should be examined on both sides by the Guard who should carefully see that the bag is in order in all respects, that the stitching of the seams of the bag is firm and that the seal is intact. He must also see that the station name and number painted on each bag agrees exactly with the particulars in the register of Guard's signature for cash bags.

(b) The Station Master should then obtain the signature of the Guard of the train in the register of Guard's signature for cash bags in Form Com. |C-27 Dev. The Guard should sign in full in ink recording the total number of bags deposited as also the painted number of the travelling cash safe.

(c) The out-agents and the city booking agents will make over the sealed cash bags containing the earnings of the out-agency/city booking agency to the Station Master of the serving station after obtaining his acknowledgement in the register. In no circumstances should loose cash be made over to the Station Master of the serving station. Before giving the acknowledgement, the Station Master should examine the sealed cash bag with a view to ensure that it is not turned or damaged in any way and that it is properly sealed. The Station Master will deposit the sealed cash base received by him from the out-agency city booking agency in the travelling cash safe in the same manner as the sealed cash bags of his station.

**2449.** (a) After dropping the cash bags in the travelling cash safe, the lid of the travelling cash safe should be lifted or revolved, as the case maybe, and examined jointly by the Station Master and the Guard to ensure that the cash bag has actually dropped inside and has not remained stuck up in the hollow of the drum or near the side of the lid of the cash safe.

(b) Cash bags after being deposited in the travelling cash safe may tend to pile up at the center, thus preventing the proper working of the revolving lid. When this happens, the safe should be tilted, to and fro, a couple or times to allow the bags inside to spread out and make room for others.

(c) When the cash bag is so light that it will not by its own weight fall into the travelling cash safe, a stone may be tied on the outside of the cash bag to make it heavier. In no circumstances, should the stone be placed inside the cash bag.

**2450.** The Station Master depositing the cash bag should also make an entry, in his own handwriting, in the Guard's cash bag guidance showing the particulars of bags deposited by him in the traveling cash safe.

**2451. Travelling cash safe not put in train.** ♦ When from any cause, the travelling cash safe is not put in the scheduled train, the Station Master of the starting station of the section must advise, by wire, the Divisional Office, the stations on the section, the Chief Cash Witness and the Chief Cashier of the reasons why the cash safe could not be sent.

**2452. Travelling cash safe getting out of order.** ♦ When a traveling cash safe gets out of order on the run and it is not possible or safe to deposit cash bags in it, the Guard in charge of the train and the Station Master of the station at which it is discovered that the cash safe is out of order, must jointly seal it and telegraph the fact to the Divisional Office as well as to the remaining stations on the section and to the Chief Cashier.

**2453.** The Station Master, who is unable to deposit his cash, will retain it till the following day and take precautions for its safe custody till cleared. He must also report the reasons by telegram to the Divisional Railway Manager, the Traffic Accounts Office and the Chief Cashier, if this is due to circumstances other than those stated in paras 2451 and 2452.

**2454. Safe transit of cash.** ♦ (a) Station Masters on duty at the stations at which travelling cash safes are to be placed in the train by which station earnings are collected are responsible for seeing that these are in sound condition and in proper order. Where padlocks are provided on safe, the Station Master "should also see that the padlocks are properly wrapped and sealed. The Station Masters at such stations should maintain a proper record of the receipt and despatched particulars of the cash safes.

(b) The, Guard will be personally responsible for the safe transit of the travelling cash safe and delivery thereof at the destination station. The travelling cash safe should be locked to a permanently fixed ring in the brake van with a strong chain, where such facility exists, the key remaining in the personal custody of the Guard. Before taking over the safe, the Guard should also examine the general condition of the safe to see that it is not damaged on any side or at the bottom and that the revolving lid or other dropping arrangements are functioning satisfactorily. He should further see that the seals, locks, and rivets are intact. Guards should also ensure that as far as possible the cash safe is kept in such a position that it is always visible from his compartment. The Guard must lock the doors of the compartment on both sides with the padlocks supplied to him and also with the carriage key. When the train stops at stations, the Guard must be careful to see that the door on the off-side of compartment is always kept securely locked. In the case of fire or serious accident, Guard must exercise special care to ensure the safety of cash.

**2455. Scaling of loaded travelling cash safe.** ♦ At the last cash dropping station on the section, the Guard will sign the cash bag guidance indicating thereon the total number of cash bags in the safe, The Station Master or the Assistant Station Master on duty at the last cash dropping station of the section will, after dropping cash bag of his station, seal the lid of the travelling cash safe with his own station cash seal. This work must be done in the presence of the Station Master/Assistant Station Master on duty and the Guard, both of whom must sign the label on which the seal is fixed. The Guard must also endorse a special remark in the Guard's signature book of the station to the effect that the travelling cash safe has been properly sealed in his presence.

**2456. Making and taking over of travelling cash safes.** ♦ Where the Guard changes duty with another while the cash safe is still in transit, the relieved Guard will obtain the signature of the relieving Guard for having correctly made over the safe in good condition and with seals intact in the presence of the Station Master on duty who will also sign a certificate to this effect in the Guard's rough journal.

**2457.** (a) Loaded cash safes required to be transferred to through trains at the stations, for despatch to the destination station, will be made over by the incoming Guard to the Station Master on duty who will, after satisfying himself about the condition of the safe and its seal and lock, acknowledge its receipt in the Guard's rough journal. While at the station, the cash safe will be kept in the Station Master's office chained and padlocked to the wall, or at a place specifically authorized by the Divisional Railway Manager duly guarded with suitable security arrangements.

(b) When the loaded cash safe is transferred to the through train, an acknowledgement should be obtained from the Guard taking over charge of the safe. The compartment in which the loaded cash safes are carried will be kept locked by the Guard.

**2458. Opening of branch line travelling cash safes at junctions stations.** ♦ In the

case of certain branch lines notified by the railway administration for this purpose, the Station Master of the junction station is authorized to collect the sealed cash bags received in the travelling cash safe of the branch line and deposit the same in the travelling cash safe of the main line. In such cases, the Station Master should open the branch line cash safe in the presence of the Guard of the train and a representative of the Government Railway Police, after examining the seals on the cash safe. The particulars of the cash bags so collected should immediately be posted in a register, which will be signed by the Station Master, and the Guard and representative of the Government Railway Police witnessing the operations. After the entries in the register have been reconciled with the Guard's cash bag guidance, the latter will be preserved by the Station Master as his record. The Station Master at the junction station will be personally responsible for the safe custody of the branch line sealed cash bags in his station safe. These sealed cash bags will be deposited in the main line train in the same manner as the sealed cash bags of the junction station.

**2459. Unloading and custody of loaded travelling cash safes** ♦(a) At the destination the loaded cash safes should immediately be unloaded before any shunting is started. The Guard must hand over the cash safes to the Station Master on duty and obtain acknowledgement in his rough journal for having made over the safes in good condition with locks and seals intact, individual painted numbers and not the total number of such safes being entered in the journal.

(b) The Station Master should have the loaded safes placed under the charge of Government Railway Police, or any other protection as approved by the Divisional Railway Manager, till such time the safes are made over to the authorised representative of the cash office in accordance with the procedure laid down by the Chief Commercial Superintendent in consultation with the Financial Adviser and Chief Accounts Officer having regard to the local conditions.

**2460. Traffic Cash Witnesses.** ♦(a) In order to protect the interests of station staff, Traffic Cash Witness from the Traffic (Commercial) Department will be deputed to witness all operations connected with the remittances, from the time the cash safes are made over to the Cashier or his representative till the cash has been counted.

(b) Traffic Cash Witnesses are not expected to assist in the work of counting the cash except in so far as it is necessary to do so in the interest of the station staff, such as, where discrepancies are found in the actual cash and the entries in the cash remittance note. They should sign the counterfoils of the cash remittance notes received with the station earnings and see that the entries of the cash remittance notes are correctly made in the cash office records (Traffic Cash Check Sheet A-937). The same men should not be regularly told of as Cash Witnesses.

**2461. Responsibility for travelling cash safes and their contents.** -The Commercial Department, through the Traffic, Cash Witness, is responsible for travelling cash safes and their contents until such time they are taken over and acknowledged by a representative of the cash office.

**2462. Opening of the cash safes and shroffing of the cash** ♦(a) The locks and seals on all the safes received in the cash office should be examined jointly by the Assistant Cashier and the Head Traffic Cash Witness before each safe is opened, and a certificate to this effect should be recorded in a register to be specially maintained for this purpose. Any defect in the locks or seals will be investigated immediately. The cash safes should be opened one at a time personally by the Traffic Cash Witness, nominated for this purpose, in the presence of a representative each of the cash office and the Railway Protection Force or the Government Railway Police, as notified by each railway administration. The Cash Witness will bring out one bag at a time from the cash safe and read out the station name as also the painted number on the cash bag to enable the

cash office representative to post the register of cash bags (Form No. A-917). Such a register will also be maintained by the Cash Witness separately.

(b) In the registers of cash bags referred to above, the total number of cash bags received from each station should be entered against that station in the column 'Total No. of bags' and the serial number of each bag, as given on the outside, should be entered in the column 'No. of bags'. Should any of the cash bags be found to be turned, or the locks or seals damaged, a note of the fact should be made in the column 'Remarks'. The number of each safe, the station from which it started, and the total number of bags found in it should also be entered in the register. After comparison with the entries in the cash bag guidance received in the cash safe, this register will be signed by the Traffic Cash Witness, and the representative of the cash office and the Railway Protection Force Government Railway Police, in token of the correctness of the entries made therein. The next cash safe should not be opened until this procedure has been completed in respect of the cash safe in hand.

(c) The representative of the cash office will ensure that the condition of each bag is good, and that the seals are intact at the time of taking them over from the Head Cash Witness. The cash bags will then be taken to the counting room and distributed by him among his Poddars/Shroffs at their respective counters in the presence of the Cash Witnesses and acknowledgement of the Poddars/Shroffs obtained on the slips supplied to them.

**2463.** (a) The seals of the cash safes and of pad locks thereon, where provided, should be removed carefully by the Head Cash Witness and preserved till such time the entire contents are taken out from the safe and the cash bags reconciled with the entries in the Guard's guidance therein, and a certificate is given by the Chief Cashier that the earnings of the day in question have been received correctly. In the event of Guard's guidance not being received in the cash safe, the Head Traffic Cash Witness will report the matter to the Commercial and Accounts Officers concerned for such investigations as may be necessary and on receipt of their instructions, the cash bags actually received would be made over to the cash office representative for shroffing, etc.

(b) In the case of a discrepancy between the number of bags actually received and the Guard's guidance, a note to this effect will at once be made on the guidance and countersigned by Head Traffic Cash Witness and representatives of the cash office and the Railway Protection Force Government Railway Police. The matter would then be reported by the Head Traffic Cash Witness to the Commercial and Accounts Officers concerned for such investigations as may be deemed necessary prior to the bags being made over to the cash office representative for shroffing, etc. The short receipt of the bag will at once be notified telegraphically by the Head Traffic Cash Witness to the station concerned, Divisional Railway Manager, Chief Cashier and Traffic Accounts Officer.

(c) If, however, a cash bag is found in a damaged condition, or if its seal is not intact, it will not be handed over to the representative of the cash office but will be kept aside in charge of the Head Traffic Cash Witness or his assistant. The matter should be brought to the notice of Commercial and Accounts Officers concerned who should proceed to the cash office to witness opening of the bag and shroffing of its contents, suitable remarks being recorded by them in the register of damaged cash bags.

(d) Empty cash safes will be carefully examined by the Head Traffic Cash Witness for stray coins. They will then be locked, the padlocks being bound with paper or leather covers, sealed, labeled and returned to the station.

(e) Non-receipt of or discrepancies in, guidance and other irregularities will be entered in a register and taken up by the Head Traffic Cash Witness with the staff at fault to

prevent recurrence of such omissions and discrepancies. The register will be submitted daily for inspection to the Divisional Railway Manager or the Commercial Officer, as the case may be.

**2464.** (a) The cash bags will be opened by the Poddar in the presence of the Traffic Cash Witness in a protected enclosure which should be kept locked from outside while the cash is being counted. Immediately after cash bag is opened, the Cash Witness will take charge of the cash remittance note without allowing the Poddar to see the particulars entered therein. The Poddar will call out the total amount of cash of each description and the Cash Witness will verify with the entries in the cash remittance note.

(b) If the cash agrees exactly with the cash remittance note, the Cash Witness and the Cashier or his representative will acknowledge the amount received on both the counterfoils of the cash remittance note. If a discrepancy is discovered between the cash and the remittance note, a recount will first be made by the Cash Witness, and if that fails to settle the matter, will be apprised forthwith. The Head Cashier will personally conduct necessary investigations and take further action as notified by the railway administration concerned. Thereafter, discrepancies will be reported to the station concerned and the amount actually received will be acknowledged on both the portions of the cash remittance note.

**2465.** (a) Where the cash remittance note is not found in the cash bag, or the figures in the cash remittance note are not decipherable, a manuscript cash remittance note must be prepared in triplicate by the Cash Witness and initialled by the Sheriff, Cash Witness and Chief Cashier Assistant Cashier. The Head Cash Witness and others will then countersign the second foil of the manuscript cash remittance note. The station concerned will be referred to by telegram by the Chief Cashier to intimate the amount remitted. The seals of the cash bag and the bag itself will be preserved by the Head Cash Witness. The cash bag will not be put in circulation until the case is investigated and finalized. The cash will be detained by the Assistant Cashier, if so desired, till the enquiry is finalized by the representatives of both the Commercial and Accounts Departments,

(b) Before dropping the empty cash bags, these will first be examined by the Poddars Shroffs and again by the respective Cash Witnesses to see whether there is anything still left. The bags should not be removed from the counting room till all the cash is counted and tallied by the Poddar |Shroff.

(c) Traffic Cash Witness will see that entries of the checked cash remittance notes have been correctly made in the cash office records (Traffic Cash Check Sheets A-937) and the Head Cash Witness will see that the total cash received from stations agrees with the amount accounted for in the Summary of Traffic Check Sheets. They will also sign them in token of having done so.

**2466. Cash receipts received from cash office.** - Cash receipts, i.e., outermost foils of the cash remittance notes received from the Cashier on account of station remittances should be attached to the respective block foils of the cash remittance notes immediately on receipt. If a cash receipt is not received back in time, the Station Master should immediately report its non-receipt to the Cashier. The credit on account of cash and vouchers should be taken in the balance sheet on the basis of the cash receipts received from the Cashier and not on the basis of remittances.

**2467. Return of empty cash bags.** ♦(a) Empty cash bags will be returned from the cash office daily. Before returning the empty cash bags to stations, the cash office will make them up in bundles for the different sections, bags being arranged in station order. Each bundle will be accompanied by a guidance securely tied to it.

(b) On receipt of the bundles of empty cash bags from the cash office, the despatcher at the railway station serving the cash office will, count the number of bags tied up in each bundle and acknowledge receipt of the same. The bags will be tied in such a way that it will not be necessary to open the bundles for counting.

**2468.** The bundles of empty cash bags will be despatched by scheduled trains and the Guard will deliver the empty cash bags to the Station Master concerned and obtain their signatures against the names of their stations in the column provided for the purpose in the guidance. The Guard should carefully see that the empty cash bag of one station is not delivered to another station, as such Mis-delivery may cause detention to cash at stations for want of cash bags and involve issue of unnecessary telegrams.

**2469.** It will also be the duty of the Station Masters to satisfy themselves, at the time of taking delivery of the empty cash bags from the Guard, that correct bags are delivered to them and they will be held equally responsible for taking delivery of empty cash bags that do not bear names of their stations,

**2470. Mis-delivery of empty cash bags.** ♦ Station Masters should, on no account, use empty cash bags of other stations that may be mis-delivered to them, but should send them on discovery by the first available train to the station concerned booked under free service way-bill and report the fact to the Divisional Railway Manager for necessary action-

**2471. Supply of extra cash bags.** ♦ When it is found necessary to obtain a supply of extra cash bags during the rush of traffic due to meals, etc., Station Masters should send in their requisitions to the Divisional Office well in advance to ensure timely supply of such extra bags. The extra bags should, after the special traffic for which they were requisitioned is over, be returned to the Divisional Office with the least possible delay.

**2472. Remittance of cash into the Treasury or Post Office or Reserve Bank State Bank of India.** ♦ (a) In the case of railway stations or out-agencies permitted to pay their cash collections direct to local Treasury or Post Office or Reserve Bank State Bank of India each remittance should be sent to the Treasury or Post Office or Reserve Bank State Bank of India with the book of treasury remittance notes printed in blue paper in the proforma appearing at Appendix XXIV/E, which contains three foils. These foils should be filled on by the Station Master or Out-agent to show the full particulars of the remittance.

(b) Escorts (either Government Railway Police or Railway Protection Force) must accompany the cash to the Treasury Post Office Bank. Station Master must arrange for an efficient escort either of Government Railway Police or Railway Protection Force as ordered by the Divisional Railway Manager to accompany the person who takes cash to the Treasury Post Office Bank.

**2473.** The Treasury Officer incharge of Government Treasury or the Manager/Agent of the Reserve Bank State Bank of India or the Master will write, in words at the foot of each form, the amount received and will retain the third foil returning the book with the first and the second foils duly signed. The foil bearing the signature of the said officer should be sent to the Cashier along with the cash remittance note.

**2474.** Stations authorized to remit their cash collections to Government Treasury or Reserve Bank State Bank of India or Post Office should send the vouchers to the cash office duly entered in the cash remittance note.

**2475.** On Sundays or other holidays on which the Treasury Bank/Post Office is closed, the cash should be remitted to the cash office along with the cash remittance note for which necessary arrangements will be made by the railway administration. In

exceptional cases, however, in which arrangements for safe conveyance cannot be made, the cash may, with the prior approval of the administration, be sent to the Treasury/Bank Post Office on the following day provided adequate arrangements are made, for its safe custody, while at the station.

**2476.** Consolidated Treasury Post Office Bank receipt From the attested foils of Treasury Post Office Bank receipts, the Station Master Out-agent should prepare at the end of the month a consolidated Treasury Post Office Bank receipt in the pro forma appearing at Appendix XXIV/F, get it signed by the Treasury Officer incharge of Government Treasury or Post Master or Manager Agent of the Reserve Bank State Bank of India and forward it to the Chief Accounts Officer.

**2477. Opening of station cash sales when keys are lost.** ♦(a) Duplicate keys of all stations safes will be kept safely locked in a special box under the personal charge of the Divisional Commercial Superintendent and this box will be deposited in the office safe. The key of this box will remain in his personal custody.

(b) Wherever a key has to be sent out or is returned from a station, the Divisional Commercial Superintendent will personally see that the box containing the keys is correctly handled and put back in the office safe.

(c) In the event of a key of a station safe being lost or the safe being found in need of repair, the Station Master must send a telegraphic advice to the Divisional Commercial Superintendent, the Chief Cashier, the Traffic Accounts Officer, the Divisional Mechanical Engineer and the Traffic Commercial Inspector of the section.

(d) If there is no other cash safe at the station to keep the station cash, the Station Master will be responsible for making suitable arrangements for the safe custody of cash.

(e) The Divisional Office, on receipt of the telegram, will send the duplicate key through the Traffic Commercial Inspector accompanied by a Fitter and a spare cash safe with keys.

(f) Traffic Commercial Inspector will personally open the cash safe in presence of the Station Master. Before transferring the contents of the cash into the one received from the Divisional Office, the Station Master should, in the presence of the Traffic Commercial Inspector, check the cash bags, open them and check correctness by actual count and seal the bags, recording the details in station diary which should be countersigned by the Traffic Commercial Inspector.

**2478.** (a) In case the original key is lost, the cash should be opened with the duplicate key. In such cases, the wards of the lock must invariably be changed and new keys made so that the same cannot be opened by the original key. One of the newly made keys should be given to the person in charge of the safe and the other sent to the Divisional Commercial Superintendent for safe custody.

(b) In other cases, efforts should be made to open the cash safe with the duplicate key or by forcing the lock open and the contents transferred to the spare cash safe. The latter should, then be used till the original one is repaired, a new lock fitted or the defect otherwise remedied.

(c) In case the cash safe that has become defective is embedded in the wall or in the flooring, only the door of the cash safe should be taken out and the body of the cash safe left intact.

**2479. Loss or theft of cash.** ♦Should a station's cash be lost or stolen, wholly or in part, particulars of the theft should be sent by XR or XXR telegram, as notified by the

railway administrations to the Sub-Inspector, Government Railway Police having jurisdiction over the section, Superintendent, Railway Police, Station Officer of the nearest Civil Police Station, Inspector of the Railway Protection Force, the Chief Commercial Superintendent, the Divisional Railway Manager concerned, the Traffic Accounts Officer, Chief Cashier, Assistant Security Officer and the Commercial Inspector as also the Inspector of Station Accounts of the section. This telegram should be followed by a report confirming the incident to all the parties stated above. In the report full particulars of loss of cash, etc., should be furnished, care being taken to advise the Chief Cashier, the details of the cash and the number of the currency notes, if available, which have been stolen or lost.

**2480. Prompt conveyance of empty cash safes.** ♦ Particular care should be taken by all concerned to ensure that the empty cash safes are conveyed to the destination stations promptly without unnecessary detention, as any delay in receipt of empty cash safe at the destination will result in the hold up of the cash at stations on the section.

**2481. Custody of cash safes.** ♦ Loaded and empty cash safes unloaded from trains should not be left lying on platforms but removed in parcels office where security staff are posted so that these could be properly guarded. While taking over charge of the cash safe, security staff will check if their general condition, locks and seals are intact and ensure that they remain so till they are removed to the cash office or loaded in trains.

**2482. Surprise checks.** ♦ The Commercial and Accounts Officers and Inspectors should carry out surprise checks to ensure that the procedure for handling, custody and remittance of cash at stations, as well as for the safe transit of cash, is being rigidly followed by the staff concerned.

## SIDINGS

**2501. Definition of assisted/private siding.** ♦ An assisted/private siding is a siding laid out to serve a Government Department factory, mill or other industrial premises other than a colliery or a mining area, under a special agreement.

**2502. List of sidings.** ♦ A list of all assisted and private sidings on a railway is published in its local tariffs. The name of the serving station together with the name of the firm, factory, etc., authorized to use the siding, the traffic for which each siding is open as also the siding charges recoverable are indicated in the tariffs.

**2503. Siding agreement.** ♦ The terms and conditions on which the siding is to be worked will be embodied in an agreement, which will be executed by each siding user with the railways. The Divisional Railway Manager will arrange to supply a certified true copy of the agreement along with a copy of the blue print of the siding to the serving station for ensuring that normal working of the siding conforms to the provisions of the agreement.

**2504. Restrictions in booking over a siding.** ♦ No traffic other than that of the siding user or in commodities other than such as can reasonably be regarded as necessary for the requirements of the mill, factory or industry of the siding user shall, except with the written permission of the railway administration be at any time taken or sent by the siding user over the siding.

**2505.** Except where otherwise provided in the agreement, the sidings will be open for booking and delivery of vehicle wagon load traffic only, both in local and through booking.

**2506. Subletting of siding.** ♦ The siding users are forbidden to assign or sublet either whole or any part of the siding without written permission of the railway administration. When such a permission is granted, the fact will be communicated to the Station Master indicating, inter alia, the traffic for which the permission has been granted and the siding charges leviable in each case. A written undertaking should be obtained by the Divisional Railway Manager concerned from the siding owner that he will be responsible for the payment of siding charges and other dues of the railway that may accrue as a result, of granting such a facility.

**2507. Making and taking over of wagons/vehicles.** ♦ (a) Wagons| Vehicles will be hauled by the railway to and from the siding where the railway's engine makes the placement, or to or from the point or line of interchange fixed for this purpose where the siding user arranges for the shunting with his own locomotive or otherwise, according to the terms of the agreement.

(b) The wagons vehicles will be deemed to have been placed in the siding and made over to the siding user when ♦

(i) the wagons |vehicles are placed at the specified point of interchange of wagons between the railway administration and the owner of the siding; and

(ii) the owner of the siding be advised in writing accordingly by a Railway Servant so authorised that the wagons/vehicles have been so placed.

(c) Similarly, the wagons/vehicles will be considered as returned to the railway as soon as they are available for removal from the siding after unloading leading, have been placed at the specific point or line of interchange of wagons between the siding and the railway administration and a railway servant authorised in this behalf has been informed in writing accordingly by the owner of the siding.

**2508. Siding vouchers.** ♦ The advice of placement and return of wagons/vehicles referred to in para 2507 above, will be given on a 'siding voucher' in the proforma appearing at Appendix XXV/A. As in terms of section 94 of the Railways Act, 1989 the responsibility of the railway administration, in respect of goods to be delivered at a siding ceases after the wagon containing the goods has been placed at the point of interchange and the siding user informed in writing that the wagon has been so placed, the Station Master should ensure that there is no delay whatsoever in the delivery of the siding voucher to the siding user, at the time of placement of wagons at the point of interchange. Indiscriminate 'pushing' of the wagons without written information to the siding owner is to be avoided.

**2509.** (a) The siding vouchers are supplied in a book form, printed in two counterfoils each marked 'For Record' and 'For Siding User' respectively and are serially machine numbered. These should be written in ink only. If, due to any reason, a siding voucher has been incorrectly prepared, it should be cancelled over the dated signature of the Station Master and both the foils retained intact at the station.

(b) As soon as the wagons/vehicles are placed in the siding or at the point of interchange, wherever determined, the Station Master should arrange to the siding user after filling in the particulars of wagons/vehicles placed together with the time of arrival and placement. The signature of the siding user or his authorized representative should be obtained in the appropriate column in the body of the record foil of the siding voucher in token of his acceptance of the placement and receipt of the siding voucher.

(c) When the wagons have been released and are available for removal from the siding, the siding user will fill in the required particulars in his foil of the siding voucher and present it to the Station Master for working out the demurrage charges, if any due, and for signature in the appropriate column in the body of the siding voucher. Before signing, the Station Master should fill up the remaining particulars in the record foil of the siding voucher and obtain the signature of the siding user or his authorized representative in the appropriate place at the bottom of the record foil in token of latter's acceptance of the correctness of the particulars entered therein.

**2510.** Where siding charges are fixed on 'per trip' basis, a trip being defined as 'one movement of the engine to and from the siding for placement and or removal of wagons, whether loaded or empty', a separate siding voucher must be issued for each such trip. In such cases, when a light engine is sent to the siding for pulling out loaded and/or empty wagons lying in the siding, the words 'Light engine' should be recorded on the obverse side of the siding voucher and the details of wagons pulled out should be entered on its reverse side.

**2511. Demurrage on wagons/vehicles placed in sidings.** ♦ (a) The free time allowed for loading and| or unloading should be calculated in accordance with the rules in force from time to time. Wagons/vehicles detained by the siding user over and above such free lime shall be subject to payment of demurrage charges at the rates in force as notified by individual railway administrations in their local tariffs, rate advices, etc.

(b) For sidings where the pilot to pilot system has been introduced, the levy of demurrage charges should be made according to the schedule of placement approved by the railway administration in consultation with the owners of the siding.

(c) Demurrage charges accrued on wagons detained in the siding beyond the free time allowed for loading| unloading should be accounted for in the same way as for other public traffic. However, these should be accounted for under a distinct head 'demurrage on wagons/vehicles detained in.....siding' in the station balance sheet, and separate returns submitted for the same.

**2512. Shunting of wagons vehicles within the siding.** ♦ Where the railway administration has agreed to shunt wagons |vehicles into and out of the siding premises, the siding charges fixed will take into account the cost involved in such placements. However, if the agreement provides for the shunting of the wagons/vehicles by the siding user beyond the point of interchange, it should be ensured by the Station Master that the railway engine does not go beyond the point of interchange unless the Headquarters Divisional Office has specifically permitted it and the additional charges due on this account are paid by the siding user. In such cases, a suitable endorsement, indicating the period for which the shunting was performed beyond the point of interchange, should be made on the relevant siding voucher. The shunting charges accrued should be realized locally and accounted for in the station books and balance sheet under a distinct head 'shunting charges'. At the end of the month, a statement of shunting charges accrued during the month should be prepared and submitted to the Traffic Accounts Office along with the relevant balance sheet in support of the debit entry. In no circumstances, should the shunting charges be included in the charges shown on the relevant invoices way-bills.

**2513. Procedure for booking and delivery of traffic in the siding.** ♦ Except where otherwise notified, the procedure laid down in this Manual or notified separately by individual railway administrations for booking, delivery and accountal of traffic at railway stations will also apply to traffic booked to or from private/assisted sidings.

**2514.** Where a Goods Clerk is posted in a siding and his wages and other incidental charges are paid for by the siding user, the loading of outward goods will be supervised and tallied by him, and the railway receipts will be granted at the siding for the specific number of packages loaded. Similarly, unloading of inward goods will be supervised and tallied by him and the book delivery affected at the siding after collection of the railway receipt and freight and other charges due. The freight and other charges due on both inward and outward traffic will be brought to account in the books of the station serving the siding, separate set of books being maintained, if considered necessary.

**2515.** (a) Where no separate Goods Clerk is posted in a siding, the outward consignments loaded in the siding will be booked at the serving station in the same way as any other consignment. However, owing to the difficulty of making an accurate check of an already loaded wagon/vehicle, a 'said to contain' railway receipt will be granted in all cases in which such a check has not been exercised. In the case of inward traffic, the book delivery will be affected after collection of the railway receipt and freight and other charges due at the serving station before file wagons are placed in the siding on at the point of interchange, where prescribed. The Goods Clerk will neither supervise the loading of outward goods nor the unloading of inward goods.

(b) In no circumstances, should the wagons be placed in the siding or on the point of interchange, where prescribed, unless the book delivery has been effected and freight and other charges have been collected at the serving station. In the event of the siding user failing to affect book delivery after the arrival of inward wagons vehicles at the station within the time provided for in the agreement, the usual demurrage charges should be levied as prescribed from time to time.

Note. ♦ The railway administration may permit placement of wagons without effecting the book delivery and collecting the freight and other charges due, in specific cases, where it is not possible for operational or other reasons to strictly enforce the instruction contained in (b) above. In such cases, it should be ensured that there is no delay in affecting the book delivery and collecting, the charges due immediately after the wagons are placed in the siding.

(c) Should space permit, the siding user may be allowed the option of unloading the

goods at the station or in the goods shed serving the siding. In such cases, the wharfage charges should be levied at the goods are not taken delivery of and for removed within the free time allowed for this purpose.

(d) Inward wagons/vehicles which arrive at the serving station with defective seals, cut-panels, etc. must not be placed in the siding unless the contents are checked at the station/goods shed.

**2516. Freight charges.** ♦(a) Except where otherwise specially notified by the railway administration, freight for traffic booked to or from a siding will be charged and the relevant railway receipts and invoices/way-bills issued, to and from the serving station. However, the name of the siding should be clearly indicated on the wagon/vehicle labels, as laid down in para 1537, so as to facilitate early placement on the wagons on the correct siding at destination station.

(b) Where the railway administration has so notified, the traffic may be booked directly to or from the siding, i.e., the railway receipts and invoices way-bills issued to and from the siding itself. In such cases, in addition to the name of the siding to which the consignment is booked, the name of its serving station should also be indicated on the wagon/vehicle labels as indicated below ♦

"Jaipur Udyog Ltd. ♦Coal siding (Sawai Madhopur)".

**2517. Siding Charges.** ♦In addition to freight charges to and from the station serving the siding, Siding charges at the rates laid down in the agreement or notified separately by the railway administration for dealing with the traffic at the sidings should be recovered from the siding users. Surcharge and supplementary charge, wherever due, should also be levied on the siding charges. Except where otherwise notified, the siding charge, including the surcharge and supplementary charge due thereon, should be recovered locally and should not be shown on the in-voice/way-bills.

If a siding has been provided with complete facilities for direct reception and despatch of trains and such trains do not require to be dealt with at the station from which the siding takes observing station but run through to or from the siding with railway locomotive or originate from or terminate in the exchange/peripheral yard provided by the siding holder the railway administration will have the powers for levying freight charges on through distance basis upto the buffer end of the siding or the farthest point of the exchange yard instead of levying freight charges upto the serving station and siding charges for haulage of wagons over the siding.

**2518.** Where a wagon/vehicle supplied for loading in the siding is not utilized and is hauled back empty, demurrage charge due under the rules should be recovered in addition to the siding charge where leviable.

**2519. Register of siding charges.** ♦(a) Where siding charges are collected locally, full particulars of the siding charges accrued at the station should be recorded daily in a register of siding charges in Form Com.S-3 Rev., which will be posted in duplicate by carbon process, separately for each siding. At the end of the month, total of the siding charges as per the register should be reconciled with the relevant figures in the goods cash book and the carbon copy of the register submitted to the Traffic Accounts Office.

(b) Full name of the siding as shown in the agreement should be entered in the register of siding charges and against the relevant entry in the station balance sheet.

(c) In case no wagon/vehicle was placed in the siding during a month, a 'NIL' statement in Form Com.S-3 Rev. should invariably be submitted to the Traffic Accounts Office.

(d) under the sanction of a competent authority, the siding is used by a party other than the one for whom it was originally constructed, separate siding statement should be prepared for each such user. In such cases, the name of the user should be indicated along with the name of the siding in the register of siding charges and in the station balance sheet.

**2520. Accounted of siding charges.** ♦ The siding charges including the surcharge and supplementary charge thereon where collected locally, should be accounted for under a distinct head 'siding charges' in the relevant cash book and in the station balance sheet. At stations from where more than one siding take off or where one siding is permitted to be used by more than one party, the siding charges will be accounted separately for each such siding and siding user.

**2521.** Where siding charges are not required to be collected locally but are to be shown on invoices way-bills, the siding charges should not be shown under a distinct head 'siding charges' in the relevant returns and balance sheet.

**2522. Sumps and plot facilities within the station yard.** ♦ (a) When tank wagons are placed on railway sidings meant for unloading of oil traffic of all consignors, no siding (sump) charges are to be levied. Where, however, special facilities have been given to individual concerns for unloading of tank wagons siding charge should be levied at the rate fixed by the railway administration from time to time. A statement of such charges, party-wise should be prepared in duplicate by carbon process and one copy of the same should be sent to the Traffic Accounts Office every month. In case there is no transaction in any month, a 'NIL' statement should be sent.

(b) Similarly, where the plots of land within the railway premises are leased to outsiders as provided in para 3013 and the placements of wagons are made near such plots for the facility of the party, placement charges at the rates notified by the railway administration from time to time should be recovered. Statement of such charge recovered, should be prepared, in duplicate, by carbon process and one copy of the same should be sent to the Traffic Accounts Office. In case there is no such traffic in any particular month, a 'NIL' statement should be sent.

**2523. Public sidings.** ♦ (a) A public siding is a railway siding laid out at a distance from the main station/goods shed. These sidings are generally open for all traffic, both inward and outward, and can be used by all consignors [consignees] [endorsee] desirous of using the same. A list of such sidings, together with the traffic for which each siding is open as also the siding charges leviable, is published by individual railway administrations in their local tariffs.

(b) Unless otherwise notified by the railway administration concerned, the siding charges accrued on traffic booked to or from a public siding will be collected locally, as in the case of assisted [private] sidings, and accounted for under a distinct head indicating the name of the public siding as published in the tariff.

(c) The procedure regarding maintenance of record and submission of returns, in connection with the siding charges accrued on the traffic booked to or from a public siding, will be the same as indicated in the preceding paragraphs for assisted/private sidings, except that no separate records need be maintained nor separate returns submitted to the Traffic Accounts Office, in respect of each siding user: only one set of books should be maintained for all the siding users using the same public siding.

## **CHAPTER XXVI**

### **OUT-AGENCIES, CITY BOOKING OFFICES AND OTHER ANCILLARY SERVICES**

**2601. Out-agency.** ♦ An out-agency is an office, opened in places situated away from the railway station, in order to facilitate the booking of traffic directly to or from such

places in conjunction with the railway over which such traffic is to be carried.

**2602. List of out-agencies** ♦ A list of the out-agencies on the railway indicating the names of railway stations via which these are served, is published in the local tariffs of each railway administration. The rates and fares leviable, the free allowance of luggage permissible on the road portion, conditions in regard to availability of passenger tickets, details of the outward and inward goods/parcels traffic for which each such agency is open and the name of the contractor, if any, working the agency are also indicated for each out-agency in the tariffs.

**2603. Working of out-agencies** ♦ (a) Out-agencies are usually worked through contractors appointed for the purpose under a contract with the railways. They arrange to provide the necessary road transport also. Where the out-agency office is worked departmentally, the road transport is arranged through a contractor. A copy of the agreement entered into with the contractor, incorporating the terms and conditions under which the out-agency is to be worked, will be supplied to the serving station through the Divisional Railway Manager. The Station Master at the serving station should get the relevant provisions of the agreement noted from the station staff connected with the working of the out-agencies.

(b) Except where otherwise notified, the instructions contained in this Manual or separately notified from time to time by the railway administration concerned, in regard to commercial working of the stations, will also apply to the commercial working at the out-agencies.

**2604. Booking of traffic from the out-agency.** ♦ Subject to the conditions laid down by the railway administration and exceptions in force from time to time, all passengers, luggage, parcels and goods traffic offered for dispatch at the out-agency should be booked direct to destination stations including out-agencies open for receipt of such traffic. No traffic should, however, be booked from an out-agency to its serving station or to an out-agency worked via the same serving station.

**2605.** The tickets, way-bills, invoices and other money value books and forms prescribed for use at the railway stations should be used by the out-agencies also. All the rules laid down for the indent, examination, custody, issue and use of such tickets, books, forms, etc., in this Manual or notified separately to the staff will equally apply to the out-agencies.

**2606.** The booking of traffic from the out-agencies should be carried out as if the out-agency constituted a railway station in accordance with the rules laid down by the railway administration in their manuals, tariffs, circulars and other publications, a copy each of which will be obtained by the out-agent from the Divisional Office, if not already supplied.

**2607. Booking of traffic to out-agencies.** ♦ The booking of traffic from railway stations to out-agencies will be done on luggage tickets, parcel way-bills, invoices, etc., in the same way as laid down for similar traffic booked to railway stations. No traffic will, however, be booked from a railway station to an out-agency served by it.

**2608. Transfer of consignments from out-agency to the serving station.** ♦ All outward luggage, parcels and goods booked from the out-agency together with the connected booking documents, viz., luggage tickets, way-bills, invoices, etc., should be made over to the concerned railway staff at the serving station along-with a list, in duplicate, of such packages in the pro forma appearing at Appendix XXVI/A. The station staff receiving the packages from the out-agency should compare the entries in the list with the packages and the booking documents, and return one copy of the list to the out-agent after indicating thereon the total number of the packages received over full

signature, in ink, of the staff receiving the packages.

Remarks regarding defective condition of the packages, if any, must be legibly recorded on both copies of the list and should be countersigned both by the station staff and the out-agent or his authorized representative.

**2609.** The station staff receiving the packages from the out-agent should enter the same in a transshipment register to be maintained for this purpose in Form Com. |T-27, and arrange to despatch the packages to their proper destination stations in the same way as the packages booked at the serving station, quoting the particulars of the despatch in the relevant columns of the transshipment register.

**2610. Transfer of consignments from serving station to out-agency.** ♦ All luggage, parcels and goods booked to the out-agency received at the serving station should be entered in a transshipment register to be maintained for this purpose in Form Com. | T-27, and stacked separately from those booked to the serving station. All such inward packages, together with the connected booking documents, should be made over to the out-agent or his authorized representative at the serving station along with a list, in duplicate, of such packages in the pro forma appearing at Appendix XXVI/B. The out-agent or his representative receiving the packages should compare the entries in the list with the packages made over to him and the connected booking documents, if available, and return one copy of the list indicating thereon the total number of packages received over his full signature in ink. The signature of the contractor or his authorized representative should also be obtained in the transshipment register against the individual entries of packages made over to him.

Remarks regarding defective condition of the packages, if any, must be legibly recorded on both copies of the list and should be countersigned both by the station staff and the out-agent or his authorized representative.

**2611.** (a) The out-agent or his authorized representative will also receive from the station staff such consignments as are marked for the out-agency but for which the connected luggage tickets, waybills or invoices are not received. These should also be entered in Appendix XXVI/B in the same way as regular packages for which booking documents are available.

(b) Similarly, all luggage tickets, way-bills or invoices issued for traffic booked to the out-agency will also be received by the out-agent or his authorized representative even though the connected packages have not been received. These documents will also be separately listed with remarks 'Packages not received', and the signature of the out-agent obtained specifically against them.

**2612. Out-agency charges.** ♦ The out-agency charges levied for transport of luggage, parcels or goods to and from the out-agency should be shown separately on the luggage tickets, way-bills and invoices, and in the initial books and returns.

**2613. Collection of wharfage charges.** ♦ The out-agent will be responsible for collection of wharfage charges due at the rates prescribed in the local tariffs on all luggage, parcels and goods delivered at the out-agency after the expiry of the prescribed free time.

**2614. Account of traffic booked to and from out-agencies.** ♦ The traffic booked to or from an out-agency should be accounted for in the same manner and in the same books and forms as laid down in this Manual or notified separately by the railway administration for railway stations.

**2615. Responsibility of the out-agents for fare, freight and other charges.** ♦ The

out-agent will be responsible for the correct collection of passenger fares and freight and other charges on luggage, parcels and goods traffic in accordance with the rules applicable for similar traffic at railway stations.

**2616. Remittance of cash and vouchers.** ♦(a) The entire collection of the day represented coins and/or currency notes must invariably be remitted to the cash office or to the Treasury/Post Office/Reserve Bank/State Bank of India in accordance with the procedure approved by the Railway Administration and laid down in the agreement.

(b) All credit notes, pay orders and other vouchers received at the out-agency together with the second foil of the treasury remittance note, if any, should be sent to cash office, duly entered on the back of the cash remittance note as laid down in Chapter XXIV.

**2617. Grant of refunds at the out-agency.** ♦Out-agents are not authorized to refund any freight of part thereof except those allowed at the time of delivery vide para 2158. All other claims for refund, if received by the out-agent, should be forwarded to and dealt with by the Chief Commercial Superintendent.

**2618. Submission of returns, tickets, etc.** ♦(a) The out-agent should prepare all periodical and monthly returns relating to passenger, parcels and goods traffic dealt with at the out-agency and also the balance sheets in connection therewith in the manner laid down for stations in this Manual or notified separately by the railway administration. All the returns and other documents required to be submitted to the Traffic Accounts Office duly sealed in separate bundles for (i) local coaching, (ii) local goods, (iii) through coaching and (iv) through goods, should be handed over to the Station Master of the serving station and his signature obtained in the record foils of the transmit memo. The Station Master should arrange to send these bundles to the Traffic Accounts Office along with the returns of the serving station.

(b) The tickets from inward passengers at the out-agency should be examined as to their correctness and dealt with in the same manner as for other stations. The collected tickets along with the Ticket Collectors' report should be made over in a sealed bundle to the Station Master of the serving station for onward transmission to Traffic Accounts Office along with the collected tickets of the serving station.

The payment of the out-agency charges for the road journey will be made only on the tickets correctly collected by the out-agent and submitted to the Accounts Office. Undercharges, if any, will be debited against the out-agent likewise.

**2619.** In addition to the returns referred to in para 2618, the out-agents should also prepare and submit the returns in connection with the following traffic, as detailed in paras 1313 and 2620 to 2624, to enable the Traffic Accounts Office to check the connected out-agency bills referred to in para 2625

(i) paid parcels received from Government railways;

(ii) goods forwarded to Government railways; and

(iii) goods received from Government railways.

**2620. Abstracts of goods forwarded to Government railways**

**(local/through).** ♦All invoices, whether 'Paid' or 'To Pay's issued from the out-agency to stations on 'Government railways should be posted daily in the abstracts of goods forwarded in Form Com. | G-2 & 4 Rev., separately for local and through traffic. The traffic booked to each station, via each route, on each terminal railway, should be posted on a separate sheet to arrive at the total traffic booked to each such station separately. Full particulars as required by the form should be carefully filled in and at the close of

the month, the total traffic booked to each station should be carried into the relevant summary of goods forwarded to Government railways.

**2621. Summary of goods forwarded to Government railways**

**(local/through).** ♦(a) A summary of goods forwarded to Government railways should be prepared in Form Com./G-11 Rev. separately for local and through traffic. It should be posted in duplicate, by carbon process, from the relevant abstracts and should bring out the totals of the booking to each station, via each route, on each railway as grouped in the abstracts. Before posting the summary, the abstracts should be sorted out in the alphabetical order so that the names of the stations appear in the summary in the same order.

(b) The summary for through traffic should be prepared in two parts : summary Part I or 'via summary' showing the traffic to each terminal railway, station by station, via each route; summary Part II or 'general summary' being based on Part I and indicating the total traffic booked to each railway via., all routes and the grand total of the traffic booked to all railways.

(c) The pencil copy of the summary duly stitched with the relevant abstracts on the top left corner should be submitted to the Traffic Accounts Office and the carbon copy kept in skeleton files for record at the out-agency (see also para 2624).

**2622. Abstracts of goods received from Government railways**

**(local/through).** ♦The abstracts of goods received from Government railways should be posted daily in Form Com.G-2 & 4 Rev., from the inward invoices or copies thereof, separately for local and through traffic, in the same manner as abstracts of goods forwarded to Government railways vide para 2620. These abstracts will, however, be kept open till the 18th of the month following in which they relate, when the goods delivery books will be closed as laid down in Chapter XX.

**2623. Summary of goods received from Government railways**

**(local/through).** ♦A summary of goods received from Government railways should be prepared separately for local and through traffic and submitted to the Traffic Accounts Office in the same way and in the same form as the summary of goods forwarded to Government railways vide para 2621.

**2624. Verification of totals of summaries.** ♦'Forwarded' and 'received' summaries referred to in paras 2621 and 2623 should, before despatch to the Traffic Accounts Office, be checked with the relevant totals in the goods outward books and delivery books respectively, both in respect of weight and freight charges, including undercharges. The total of 'paid' column in the forwarded summary should also be checked with the corresponding figures in the goods cash book.

**2625. Out-agency bills-** In case the agreement with the contractor provides for the submission of bills for the cartage charges due to him. the out agent should submit monthly to the Traffic Accounts Office separate bills as indicated below ♦

Description of traffic"	Form No.
1. And Passengers	Com O ♦1 Rev
2. Inward luggage/parcels/goods .	Com./O-2 Rev.
3. Wharfage on parcels/goods.	Com./O-3 Rev.
4. Outward passengers	Com./O-4 Rev

5. Outward luggage/parcels/goods . Com./O-5 Rev.

Separate bills should be prepared for each kind of traffic. viz luggage, parcels and goods traffic

**2626.** (a) The bills should be prepared in ink separately for local and through traffic, the total of the bill for through traffic, being carried over to that for local traffic and grand total struck both for local and through traffic.

(b) Both the copies of the bill, each marked or stamped 'original' and 'duplicate' respectively, should be submitted to the Traffic Accounts Office. The bills in respect of passenger traffic, both inward, should be submitted to the Traffic Accounts Office direct the bills in respect of other traffic, viz., luggage, parcels and goods' traffic, should, however, be submitted to the Traffic Accounts Office through the Station Master of the serving station.

**2627.** (a) On receipt of the bills for luggage, parcels and goods traffic, both inward and outward, the Station Master at the serving station should check the same with the relevant record at his station and transmit both the copies of the bills to the Traffic Accounts Office after appending a certificate over his signature and station stamp, certifying that the consignments referred to in the bill had actually been dealt with at his station.

(b) The total, amount of penalty charges, if any, leviable on the contractor as per his agreement, for detention to inward and/or outward consignments, should be indicated on the relevant bills and a detailed statement of such charges submitted to the Traffic Accounts Office along with the bill. If no penalty charges have accrued during a month in respect of a particular category of traffic, the fact should be recorded on the relevant bill.

**2628.** Wharfage charges realized on consignments while in the custody of out-agent will be retained by the railway administration except where the agreement provides to the contrary. If the wharfage charges are payable to the contractor, he should prepare monthly bills for wharfage charges actually collected in duplicate in Form Com. 10-3 Rev., incorporating the charges on both local and through traffic in one bill, separate bills being prepared for goods and parcels traffic including luggage traffic. Any refunds made by the railway administration to a consignee or consignor should be deducted from the total amount of the bill before submitting it to the Traffic Accounts Office. The overcharges in the recovery of wharfage detected in internal check will be retained by the railway administrations, the contractor being entitled to the wharfage charges correctly recoverable.

Both the copies of bill each marked 'original' and 'duplicate' respectively should be submitted by the out-agent direct to the Traffic Accounts Office.

**2629.** The Traffic Accounts Office after necessary check of the bills will arrange payment of amount due to the contractor. The original copy of each bill will be retained in the Traffic Accounts Office and the 'duplicate' returned to the out-agent after indicating thereon the amount passed for payment and the reasons for disallowances, if any.

**2630. Out-Agency Division Sheets.** Where the arrangement with the out-agent does not require the submission of bills, Traffic Accounts Office will prepare monthly Division Sheets, indicating the out-agency charges due to the contractor against each ticket way-bill luggage ticket invoice, and send it to the out-agent for his record. The monthly payments due to the out-agent will be arranged by the Traffic Accounts Office on the basis of these Division Sheets.

**2631.** City booking offices and city booking agencies. A city booking office or agency is

an office situated in the city or town so as to facilitate the booking of traffic directly to and from the city or town. Road transport is generally not provided for the passenger traffic from the city booking office or agency to the railway station, nor the city booking offices are open for inward passenger traffic.

**2632.** (a) A list of city booking offices agencies on a railway indicating the traffic for which each such office/agency is open together with the additional charges leviable for parcels and goods traffic booked to or from the city booking office/agency is published in the local tariffs issued by individual railway administrations.

(b) If a contractor is appointed to work a city booking agency of for carting of consignments from and to city booking office, an agreement incorporating the terms and conditions under which the city booking office/agency is to be worked will be executed by the contractor. A copy of the agreement will be supplied to the serving station through the Divisional Railway Manager. The Station Master at the serving station should get the relevant provisions of the agreement noted from the station staff connected with the working of the city booking office /agency.

**2633.** The instructions in regard to the booking arrangements, remittance of cash of bills and additional returns on therewith, as detailed in the preceding paragraphs for out-agencies will also apply to city booking offices/agencies.

**2634. Inspection of out-agencies/city booking agencies** ♦ (a) The books and accounts of the out-agency city booking agency shall at all proper times and places be open to the inspection and internal check by the officials of the Commercial, Accounts and Audit departments and of such other departments as are authorized by the railway administration in the same manner as is customary in the Case of the books and accounts maintained at railway stations.

(b) At these inspections, the inspecting officials should inter alia ensure that the out-agents/city booking agents provide an efficient service, observe the rules and regulations laid down by the railway administration for the booking, delivery, remittance of the charges, etc., of traffic and fully comply with all other conditions laid down in the agreement for the working of the out-agency/city booking agency.

(c) The Station Master of the station by which the out-agency/city booking agency is served should also ensure that an efficient service is provided by the out-agent/city booking agent and the rules, regulations and conditions are correctly observed by him.

**2635. Collection services.** ♦ Under this system, packages for outward booking by goods and or passenger trains are collected from the consignor's premises (residences, godowns or places of business) within the Municipal limits of the city as notified by the railway administration, and conveyed to the respective serving stations for booking and onward despatch. These services are operated by the contractors duly authorized for this purpose for a nominal charge in addition to the railway freight. A copy of the agreement with the contractor incorporating the terms and conditions under which the collection service is to be operated, will be supplied to the Station Master of the serving station for getting the relevant provisions noted from the concerned staff.

**2636.** At stations where collection services are in vogue, the contractor should consult the Station Master every morning to ascertain the restrictions in force for booking of traffic on that day as also the quantity of traffic upto which the goods (parcels may be accepted by the contractor for booking. In case the contractor has erroneously accepted any package, the booking of which is restricted, the Station Master should not accept such a package, the contractor being responsible for any dispute arising there from.

**2637.** The contractor will grant a provisional receipt in the prescribed form for the

parcels goods delivered to him by the senders. These provisional receipts should be serially machine numbered, in set of two foils, each marked 'receipt' and 'record' respectively, to be written by carbon process, indicating the sender's name, destination station, description of goods, number of packages, private marks and the weight declared by the senders. The receipt foil will be made over to the sender and the record foil retained by the contractor.

**2638.** The consignments collected by the contractor should be made over at the railway station along with the relevant forwarding notes duly executed by the senders to the satisfaction of the concerned station staff, who will examine the consignment and the forwarding note and issue the railway receipt in the same manner as other consignments tendered by the senders at the railway station. The railway receipt will be made over to the contractor for arranging delivery to the sender in exchange for the provisional receipt referred to in para 2637 above. The provisional receipts so collected will be made over by the contractor to the station staff for pasting with the record foil of the relevant railway receipts. To ensure that the contractor has made over the railway receipts to the senders, the Station Master should keep a watch over the return of provisional receipts collected by the contractor from the senders, any emission being reported to the Divisional Commercial Superintendent for necessary action.

**2639.** (a) In the case of consignments required to be booked 'Paid', the contractor will collect the freight and other charges from the senders and make over the same along with the cartage charges to the station staff. If the consignor demands a receipt for the amount paid, it should be granted by the contractor on behalf of the railway in form Com./M-2, supplied by the administration.

(b) Separate Cash Books should be maintained for consignments booked under the 'collection service' scheme.

**2640.** (a) The cartage charges for the collection service at the rates notified by the railway administration may either be included in the relevant invoices |way-bills under the head 'other charges' or collected in cash by the contractor, as notified by the railway administration.

(b) In cases where the collection charges are in-voiced, these will automatically be collected and accounted for as part of the total freight chares. In such cases, the contractor shall prefer a bill for his dues in the same manner as laid down for out-agencies vide paras 2625 to 2627 above.

(c) Where on the other hand, such charges are not invoiced, the contractor will collect the actual amount due as per the rates notified, without rounding off, and retain the same in lieu of the services rendered by him. In such cases, the question of preparation of bills would not arise.

**2641. Street delivery services.** ♦ Under this system, inward goods|parcels received at the station for "street delivery' are delivered at the premises (residence, godown or place, of business) of the consignee within the Municipal limits of the city as notified by the railway administration, provided the packages bear full and correct address of the address of the consignee. These services are operated by contractors duly authorized for this purpose for a nominal charge in addition to the railway freight. A copy of the agreement with the contractor incorporating the terms and conditions under which the delivery service is to be operated, will be supplied to the Stations Master of the serving station for getting relevant provisions noted from the concerned stall.

**2642.** At stations where the 'street delivery system" is in vogue, the contractors appointed for the purpose will arrange to receive at the station all such consignments as are required to be delivered at the premises of the consignees in accordance with the

addresses shown on the consignments. The contractor will arrange to cart and deliver such consignments to the consignees in the same condition as received by him, from the station staff.

**2643.** If a consignment cannot be delivered due to absence of the consignee/endorsee or the premises being locked or due to any other cause, the contractor will convey the consignment back to the railway station advising the reasons for non-delivery to the station staff concerned. In such cases, the Station Master should communicate with the consignee/endorsee by post, seeking further instructions from the latter. The consignee/endorsee may take delivery at the station under normal rules and procedure or if he so desires, the consignment may be sent again for delivery at his premises, provided he agrees to pay the additional cartage charges involved due to second road trip.

**2644.** At the time of delivery of consignments, the contractor should collect the original railway receipt together with the freight and other charges due before the packages are actually made over to the consignee/endorsee. The acknowledgement of the consignee/endorsee should be obtained in the prescribed form for the packages delivered to him. Such acknowledgement should be serially numbered in manuscript, commencing from No. 1 on the first day of each month. In case the railway receipt is not forthcoming, the delivery may be given on execution of an indemnity note in accordance with the rules in force.

**2645.** The invoiced freight and undercharges, if any, collected by the contractor will be made over by him daily to the station staff concerned along with a 'statement of account'. The collected railway receipts and the acknowledgements obtained from the consignees will also be made over daily to the station staff concerned along with the cash.

**2646.** The station staff should maintain separate delivery books, cash books and gate pass books (where gate pass system is in force) for the traffic received at the station under this scheme. When the cash and railway receipts are received by the station staff, the particulars of delivery will be entered in the delivery book and the serial number at which the acknowledgement of the consignee/endorsee has been filed will be recorded in the delivery book over the signatures of the contractor in the column headed 'signature of the consignee/endorsee'.

**2647.** The street delivery charges, at the rates notified by the railway administrations may either be invoiced or collected separately by the contractor, as notified by the railway administration. The procedure regarding the account and billing of street delivery charges, where necessary, will be the same as laid down for collection service charges vide para 2640 above.

## CHAPTER XXVII

### STATION OUTSTANDINGS

**2701. Definition.** ♦ The station outstandings represent those amounts for which Station Master has become accountable but he has not liquidated his liability either by

remittance of cash or vouchers or by taking special credits as authorized under the rules upto the close of the month. These outstandings generally relate to ♦

- (i) imprest cash ;
- (ii) disallowances by the cashier ;
- (iii) admitted debits ;
- (iv) objected debits ;
- (v) freight on To-pay consignments on hand awaiting delivery ;
- (v) freight on To-pay consignments not on hand awaiting delivery ;
- (vi) freight on To-pay consignments not on hand, the invoices/way-bills for which have been accounted for ;
- (vii) freight on To-pay consignments delivered at the siding awaiting payment of the freight charges by the siding user ;
- (viii) freight on To-pay consignments requiring clearance by overcharge sheets due to the consignments having been diverted to other stations or over-carried to and returned by other railways
- (ix) freight on To-pay invoices not appearing in the delivery books and copied out from machine prepared abstracts ;
- (x) demurrage or wharfage, for the remission of which sanction of the competent authority is awaited; and
- (xi) other miscellaneous items including unsold indemnity notes, time tables, tariffs, etc.

**2702. Origin of cash office disallowances.** ♦ After counting and shroffing the cash remitted by a station (see Chapter XXIV), if the Cashier finds any base coin, forged currency note, short remittance, etc., he will acknowledge only the correct amount received by him on the cash remittance note detailing thereon the particulars of the base coins, forged currency notes, short remittance, etc. On receipt of the receipt foil of the cash remittance note of the stations, station Master should at once recover the amount disallowed from the staff responsible. The credit should be taken in the station balance sheet for the amount actually acknowledged by the Cashier. In case the amount of shortages/disallowances is not made good before the close of the accounts for the month, the same should be entered in the register of outstandings referred to in para 2741 and shown as outstanding in the outstanding list sent along with the balance sheet.

**2703. Origin of Accounts Office debits.** ♦ Internal check in the Traffic Accounts Office of the various returns submitted by the stations and also the examination of accounts by the Inspector of Station Accounts during his inspection at the station may sometimes reveal mistakes involving apparent financial loss to the railway revenues. In such cases the amount short accounted for, undercharged or unaccounted for will be debited in full to the station responsible by means of an error sheet.

All error sheets issued by the traffic Accounts Office will be taken to debit in the station balance sheet of the month in hand, and if they remain unpaid or un-adjusted at the close of the month, the debits will be shown as outstanding in the station balance sheet.

**2704. Time limit for raising debits against stations.** ♦ Except in special

circumstances and in case of errors detected by the Inspectors of Station Accounts and the officials of the Audit Department, no debit will ordinarily be raised against stations more than six months after the month of account of transactions in station returns.

**2705. Error sheets.** ♦ As stated in para 2703, the debits raised by the Traffic Accounts Office will be advised to the stations concerned through an error sheet showing full particulars of the debit in the proforma appearing at Appendix XXVII/ A. The error sheet will be prepared in four copies by carbon process. Three copies of the error sheet will be sent to the Divisional Commercial Superintendent and one copy will be retained as record in the Traffic Accounts Office. Divisional Communal superintendent will send two copies to the station concerned. One copy will be retained at the station and one copy will be returned to the Divisional Commercial Superintendent after indicating whether admitted or objected.

**2706. Advice of internal check.** ♦ After the check of a station balance sheet is completed, the Traffic Accounts Office will prepare an 'advice of internal check' in the proforma, appearing at Appendix XXVII/B, separately for coaching and goods traffic, and send it to the station concerned. The advice of internal check will compare the closing balance, as shown by the station in its balance sheet, with that arrived at by the Traffic Accounts Office as a result of the checked The various documents and returns submitted to it. The difference between the two balances will be supported by the details working upto it.

**2707.** The advice of internal check should, on receipt at a station, be compared by the Station Master with the coaching or goods balance sheet, as the case may be. All debits and disallowances advised therein should be taken to account if not already done, in the balance sheet next to be closed irrespective of whether the connected error sheet has been received or not. Copies of the missing error sheets, if any, should be called for from the Traffic Account Office or from the Outstanding Branch, where one exists.

**2708. Accountal and scrutiny of the error sheets.** ♦ All error sheets or other advices of debits received at the station should be taken to account immediately in the first balance sheet under preparation.

**2709.** Every debit or disallowance against a station by the Traffic Accounts Office or cash office, whether arising from error in charging fare or freight short remittance of cash, base coins or other causes, is payable by the person through whose fault it has been incurred. It is, however, the duty of the Station Master that on receiving the advice of internal check, error sheet or any other advice of debit, should thoroughly check the same with the connected initial documents and in case the debit is admitted, to determine by whom the amount is payable. In disputed or doubtful cases, the Traffic/Commercial Inspectors may be consulted.

**2710.** If the admitted debit is against the person still working at the station, has name, father's name, designation, staff No. etc., should be noted on both the foils of the error sheet and his signature obtained thereon in token of his acceptance of the debit. The employee concerned should also give in writing whether he proposes to clear debit by cash payment or agrees to a deduction through his salary bill.

**2711.** In case the admitted debit is against an employee who has since been transferred to another station, the procedure laid down in paras 2716 to 2718 below will be followed. When admitting debits on behalf of the staff no longer at the station the Station Master must exercise special care to ensure that the responsibility is fixed against correct person and that only correct debits are admitted against such staff.

**2712.** If a debit is objected to, detailed reasons of the objection must be dearly stated, quoting tariff authority in support thereof, on both the foils of the error sheet. If

necessary, copies of the supporting documents, if any, should be enclosed with that foil of the error sheet which will be returned to the Divisional Commercial Superintendent. The name of the staff responsible for the debit, his father's name, designation, staff No., and the station at which working must also be shown on the error sheet. If the person concerned is still working at the station, his signature must also be obtained on the error sheet, in oilier cases the name of the station at which he is working should be shown on the error sheet.

**2713.** One foil of each error sheet must be re turned by the Station Master to the Divisional Commercial Superintendent within 30 days of its receipt at the station, the other foil being retained as station record. In the case of objected debits, the DCS will also scrutinize the grounds of objection and advise the Accounts Office to withdraw the debit and issue credit Advice.

**2714.** The time limit within which objections from 'stations may be entertained in respect of the debits raised by the Traffic Accounts Office is 30 days from the date of receipt of the error sheet at the station.

**2715. Acceptance of admitted debits by relieving or other staff before transfer.** ♦To avoid unnecessary correspondence and to expedite the clearance of out-standings, the Station Master must ensure that all admitted debits in connection with error sheets, disallowances or other advices of debits already received at the Station are accepted by the relieving or other staff responsible for the same before they are relieved from the station on transfer. Every facility should be afforded to the relieving staff to enable them to offer their remarks on the debits raised against them. Their acknowledgement to the acceptance of the debits must be obtained on both the foils of the error sheet and the debits made good in cash in accordance with the instructions laid down in para 2720. If Accounts Office debits in excess of Rs. 5, are not made good in cash and have to be recovered from the salary bill, the signature of the staff concerned must be obtained in the remarks column of the statement of recoveries (Form Com./R-II Rev.).

**2716. Acceptance of admitted debits by relieving or other staff after transfer.** ♦If an admitted debit is due against staff transferred to other stations, the Station Master of the station against which the debit has been raised should record the name and designation, etc., of the employee responsible on both foils of the error sheet indicating thereon the name of the station at which he is working, and return one foil of the en or sheet to the Divisional Commercial Superintendent. Error Sheet must be taken to debit at the station where the debit is lying.

**2717.** (a) The Station Master should prepare a Debit Advice in the proforma appearing at Appendix XXVII/C, which should be prepared in triplicate, each copy being marked 'original duplicate' and 'triplicate' respectively. The first two copies should be sent to the station where the employee responsible is working and the third copy retained as record.

(b) The employee concerned will sign on both foils of the Debit Advice in token of the acceptance of the debit, recording thereon the particulars of the remittance of the amount, or a request that the amount be recovered from his salary. The original copy of the Debit Advice will be returned to the station where the debit is outstanding and the duplicate copy retained at the station at which the employee is working.

(c) The amount remitted at the station at which the employee is working will be accounted for as a special debit in its balance sheet.

(d) If the amount has been remitted the station at which the debit is outstanding will clear the outstanding by taking special credit in its balance sheet submitting the original Debit Advice to the Traffic Accounts Office in support to the special credit, after copying

out the particulars of remittance in the triplicate copy of the Debit Advice. If, however, the employee has requested for recovery of the amount from his salary, the Station Master will arrange for the same as laid down in para 2721.

**2718.** It will be the responsibility of the Station Master under whom the employee responsible for the debit is working to ensure that the original Debit Advice is returned to the issuing station within 7 days of its receipt. If in any case the original Debit Advice is not received at the issuing station within 15 days of its issue, the matter should be reported to the Divisional Commercial Superintendent for necessary action.

**2719. Clearance of admitted debits.** ♦ Admitted debits will be cleared ♦

(i) When the amounts are paid in cash by the staff responsible;

(ii) When the amount is recovered through the salary bill of the staff responsible;

(iii) When the outstanding amount is transferred to another station; or

(iv) When the amount, having become irrecoverable, is written off by the competent authority.

**2720. Recovery of admitted debits in cash.** ♦ Accounts Office debits for Rs. 5 and below, if admitted, and disallowances by the Cashier on account of short remittances and base coins, should be made good immediately by the staff concerned, in cash. Admitted debits for more than Rs. 5 should also be made good by the staff concerned, in cash, as far as possible. The particulars of the cash remittance note under which the amount is remitted should be noted on the error sheet and the outstanding cleared.

**2721. Recovery of admitted debits from pay bills.** ♦ If the admitted debits, including disallowances by Cashier, are not made good in cash by the staff concerned before the date of preparation of his salary bill, the Station Master should prepare a statement of recoveries to be made from the staff on account of debits, in Form Com./R-II Rev. This will be prepared in quintuplicate showing the amount proposed to be recovered. All the five copies of the recovery statement should be sent by the Station Master to the bill preparing authority for submission to the Divisional Accounts Office along with the relevant pay bill.

**2722.** The Divisional Accounts Office, after recording the particulars of the salary bills from which each debit in the statement has been recovered, will send one copy of recovery statement each to the Traffic Accounts Office and the Divisional Commercial Superintendent, and return two copies to the station at which the debit is outstanding. On receipt of the two copies of the recovery statement, the Station Master will clear his outstanding by taking a special credit in his balance sheet. One of the two copies of the recovery statement received from the Divisional Accounts Office will be submitted along with the balance sheet in support of the credit entry and the other copy retained as station record.

**2723.** In case of heavy debits, the Divisional Commercial Superintendent may permit the recoveries being effected from the salary bills in installments. In such cases, credit in the balance sheet should be taken only for the amount actually recovered as intimated by the Divisional Accounts Office. A record of the total amount of debits due from the staff concerned and indicating the monthly progress of recovery should be kept in a 'recovery register' to be maintained at the station in Form Com./R-10 Rev.

**2724. Admitted debits outstanding at joint stations.** ♦ The admitted debits outstanding in the coaching and good accounts of the using railway against the staff of the working railway should be transferred to the books of the latter, by taking a special

debit in its balance sheet. The outstanding in the books of the using railway will be cleared by taking a special credit in its balance sheet indicating the period in which the amount was taken to debit in the balance sheet of the working railway.

**2725. Transfer of admitted debits to other stations.** ♦ With a view to ensure expeditious clearance -of the admitted debits outstanding against the staff transferred to stations on other Divisions/Railways, the Station Master of the station where such debits are outstanding should transfer the debit to the station where the employee is headquartered, in the manner indicated in paras 2726 to 2729 below.

**2726.** The Station Master in whose books the amount is outstanding, will prepare an 'inter-station transfer memo' in the proforma appearing at Appendix XXVII/D. These transfer memo should be serially numbered and prepared in quintuplicate each marked 'original', 'duplicate', 'triplicate', 'quadruplicate' and 'quintuplicate', respectively. The original, duplicate, and triplicate copies of the transfer memo, together with a copy of the relevant error sheet or extracts therefrom, should be sent to the station to which the outstanding is proposed to be transferred; the quadruplicate copy should be sent to the Traffic Accounts Office and the quintuplicate copy retained as station record.

**2727.** On receipt of the first three foils of the transfer memo, the station concerned will take a special debit in its balance sheet, returning the original copy duly accepted to the Station Master intimating the adjustment within a week of its receipt; the duplicate copy will be submitted to the Traffic Accounts Office along with the balance sheet in which the special debit is taken and the triplicate copy retained at the station to which the debit is transferred. The Station Master initiating the adjustment will, on receipt back of the original copy, take special credit in his balance sheet. He will send the original copy to the Traffic Accounts Office along with the relevant balance sheet, after recording necessary particulars on the record copy of the transfer memo. Special credit should, as far as possible, be taken in the month in which the special debit had been taken by the other station.

**2728.** The station to which the outstanding is so transferred will take necessary steps for clearance of the transferred debit by recovery from the employee concerned either in cash or through pay bill in the same manner as for other admitted debits outstanding at the station.

**2729.** From the quadruplicate copy of the transfer memo, the Traffic Accounts Office will watch the account of the transfer memo by the station to which the outstanding is proposed to be transferred, and in case of failure will report the matter to the Divisional Commercial Superintendent concerned for necessary action.

**2730. Clearance of objected debits** ♦ Objected debits will be cleared ♦

(i) When credit advice notes are received from the Traffic Accounts Office withdrawing the incorrect debit; or

(ii) When the objection of the station is overruled and the Station Master thereupon transfer the debit to the admitted side : in such cases, the debit will be cleared in the same manner as other admitted debits vide Para 2719.

**2731.** (a) The Traffic Accounts Office and the Outstanding Branch, if any, functioning on the railway will scrutinize the grounds of objection put forth by the Station Master and if the objection be upheld, the debit will be withdrawn by the Traffic Accounts Office. In such cases, Credit Advice Note in the pro forma appearing at Appendix XXVII/E will be sent to the station concerned by the Traffic Accounts Office as an authority for taking special credit in the balance sheet. Until then the amount will be shown as outstanding in the station balance sheet.

(b) Where so authorized by the Financial Adviser and Chief Accounts Officer, the Inspector of Station Accounts may also issue credit advice note on the spot when, during the course of his regular inspection or otherwise, if he is satisfied that the credit for a particular objected debit is due. The Station Master, in such cases, should take special credit in his balance sheet furnishing the credit advice note in original to the Traffic Accounts Office along with the balance sheet in support of the credit entry. These credits are subject to final approval by the Traffic Accounts Office and if it is found that the credit was erroneously allowed by the Inspector of Station Accounts, debit for the same will be raised under a fresh error sheet quoting full particulars of the grounds on which the credit could not be approved by the Traffic Accounts Office.

**2732.** If the grounds of objection to the debit as furnished by the Station Master concerned are not found to be in order, the Traffic Accounts Office, Inspector of Station Accounts or the Outstanding Branch where one exists, will advise the Station Master of the reasons therefore and ask him to realize the debit. If necessary, the Divisional Office will be asked to initiate action in accordance with the procedure laid in the Establishment Code, for imposing a penalty of recovery from the pay of the staff concerned for the pecuniary loss caused to the administration by his negligence or breach of orders. The final orders imposing the penalty will be communicated to the staff concerned in writing and the amount due recovered from his salary.

**2733. Objected debits admitted subsequent.** ♦ As soon as an objected debit is subsequently admitted as due, the name and designation, etc., of the employee responsible for the debit, should be advised to the Traffic Accounts Office as also to the Outstanding Branch, if it is functioning on the railway and the debit transferred to the list of admitted debits and cleared accordingly.

**2734. Recovery of debits from staff leaving service.** ♦ When any member of the staff is retiring from or otherwise leaving service, all debits outstanding in the station books, whether admitted or objected, pertaining to such staff should be listed in triplicate furnishing full details of the outstanding debits, one copy of the list of such debits should be submitted each to the Traffic Accounts Office and the Divisional Commercial Superintendent for arranging recovery, wherever due, from the settlement dues of the staff concerned, and the third copy retained as station record.

**2735.** When the debits are recovered from the settlement dues of the staff concerned, the Divisional Commercial Superintendent will issue a letter of authority, in duplicate, duly countersigned by the Divisional Accounts Officer giving full particulars of the recovery and authorizing the Station Master to take special credit for the same in his balance sheet. The Station Master will submit one copy of the letter of authority to the Traffic Accounts Office along with the station balance sheet in support of the credit entry.

The Divisional Commercial Superintendent will also send one copy of the letter of authority direct to the Traffic Accounts Office, to enable the latter to link the same with the copy received by it along with the balance sheet.

**2736. Origin of freight outstandings.** ♦ As laid down in paras 955, 1814 and 2027 all parcel way bills and invoices received at the station, and also the invoices though not received at the station but included in the machine prepared abstracts, will be accounted for in the delivery books irrespective of whether the connected parcels goods have been received at the station or not. Since the debit in the balance sheet for inward parcels goods will be taken from the totals in the delivery books, the items for which freight charges have not been cleared till the closing of accounts for the month will appear as outstanding. Thus the freight outstandings will arise when the way-bills invoices have been accounted for but ♦

- (i) The connected parcels goods though on hand at the station remain undelivered;
- (ii) The connected parcels goods have not been received at the station;
- (iii) The connected parcels goods have been delivered at the siding but freight charges have not been paid;
- (iv) The freight charges are to be cleared through certified overcharge sheets, as in the case of errors in issuing the way-bills invoices; or
- (v) The freight charges are to be cleared on receipt of reply from the forwarding station in the case of invoices enforced in the goods delivery book on the basis of machine prepared abstracts.

**2737. Clearance of freight outstandings.** ♦ The freight outstandings in connection with the consignments on hand will be cleared when they are delivered on collection of the freight charges, or when special credit is taken due to the consignment having been rebooked to another station or transferred to lost property office, or when the parcels goods are auctioned at the station under orders of the competent authority and the sale proceeds are utilized to clear the outstandings either in full or in part according to as the sale proceeds cover the outstanding freight fully or only in part. The freight outstandings in connection with the consignments delivered in the siding will be cleared when payments in respect of such consignments are received at the station.

**2738.** (a) The freight outstandings in connection with the parcels/goods not received at the destination station will be cleared as and when they are received and delivered to the consignee/endorsee on collection of the freight charges due or otherwise disposed of as laid down in para 2737.

(b) If the consignments are not received at the destination station due to one or other reason the freight outstanding will be cleared in accordance with the merits of each case. For example, if the outstanding is caused due to the consignments having been withdrawn, diverted, etc., the outstanding will be cleared by an overcharge sheet certified by the station against whom the debit does not lie. If, however, the consignments have been lost, stolen, destroyed or sold at other stations, the freight outstanding will be cleared either by an overcharge sheet certified by the headquarters office, or on the authority of a letter received from the headquarters office in duplicate, each marked 'original' and 'duplicate', respectively. In the latter case, the original letter should be retained as station record and the duplicate copy submitted to the Traffic Accounts Office along with the balance sheet in support of the credit entry.

(c) The freight outstandings in connection with To-pay invoices out appearing in the delivery books but copied out therein from the machine prepared abstracts will be cleared in the manner laid down in para 2028, when such invoices are found to have been issued to some other station.

**2739. Origin and clearance of outstanding on account of demurrage and wharfage.** ♦ Full amount of the demurrage and wharfage charges accrued at the station will be taken to debit in the balance sheet as laid down in paras 1324 and 2034. These charges are either collected at the station or foregone by the competent commercial authoresses. The amounts which remain unrealized for one reason or the other, or for which proper remission order (Form Com. IR-17 Rev.) is awaited from the competent authority; upto the close of the month, will be shown as outstanding. Such outstanding- will be cleared when the amount is collected at the station or when the proper remission order is received from the competent authority.

**2740. Register of outstandings.** ♦ All outstanding items referred to in para 2701

should be entered by stations in the register of outstandings, Form Com.|G-13 Rev. In the case of freight outstandings relating to way-bills invoices accounted for in the same month to which the balance sheet relates, only the lump sum total of such outstandings may be entered in the register of outstandings; in other cases full details of each item of the outstanding should be entered in the register of outstandings.

**2741.** (a) The register of outstandings should be prepared in such a way so as to bring out separate year-wise totals for outstanding against each of the following items : ♦

- (i) Admitted debits including disallowances by cash office;
- (ii) Objected debits;
- (iii) Freight outstandings in respect of goods on hand;
- (iv) Freight outstandings in respect of goods not on hand;
- (v) Freight outstandings in respect of invoices enforced in the goods delivery book on the basis of machine prepared abstracts;
- (vi) Goods delivered at the siding but freight not paid;
- (vii) Wharfage and demurrage; and
- (viii) Other miscellaneous items.

(b) A summary of all the parts referred to above should be prepared on the last page of the register of outstandings, and the grand total of all the outstandings struck. This grand total should be reconciled with the closing balance shown in the balance sheet.

**2742.** To keep the outstandings register up-to-date, as soon as an item of outstanding is cleared in the succeeding month, the particulars of clearance should be recorded against the relevant item.

**2743. Outstanding list.** ♦ At the close of the month, a list of outstandings should be prepared in the prescribed forms from the register of outstandings. This list will be prepared in triplicate, by carbon-process. One copy of the list should -be submitted to Traffic Accounts Office along with the relevant balance sheet and the other two copies sent to the "Divisional Commercial Superintendent, who will submit one copy of each of the lists received from the. stations to the Chief Commercial Superintendent.

**2744.** The measures taken for clearance of outstandings including reference to the correspondence with the Divisional Headquarters Office or with the Traffic Accounts Office should be recorded against each item in the outstanding list. If any items are to be cleared by means of an overcharge sheet, reference to number and date of the letter under which sent, to whom sent and the reasons why an overcharge sheet has been prepared, should be indicated against the relevant item in the outstanding list. In the case of admitted debits, the name of the person responsible, his father's name, designation, staff No. and the name of the station at which working, together with the reference to statement of recoveries in which the item is shown for recovery from the salary bill, should be given. These details are required to guard against the possibility of any incorrect recovery.

**2745. Measures for preventing accumulation of outstandings.** ♦ It is of utmost importance that the outstandings at stations are reduced to as low a figure as possible. The Station Master must, therefore, personally interest himself in this important work and periodically scrutinize the outstandings at his station with a view to arranging for

their expeditious clearance. Action on the following lines would help in preventing the accumulation of outstandings

- (1) Error sheet including disallowances by Cashier should be taken to account immediately on receipt in the first balance sheet in hand.
- (2) The advice of internal check received from the Traffic Accounts Office should be checked to see if all the error sheets, etc., noted therein, have been brought to account. If not, they should be accounted for immediately and copies of the missing error sheets, if any, called for.
- (3) Admitted debits should be paid up by the staff immediately on being noticed.
- (4) In case objected debits, the matter should be pursued with the Traffic Accounts Office concerned and with the Divisional Commercial Superintendent.
- (5) Where the Inspectors of Station Accounts are authorized to issue credit advice notes on the spot, the Station Master should get the objected debits outstanding at the station scrutinized by the former, when he visits the station for regular inspection or otherwise and obtain credit advice notes from him, wherever clue.
- (6) Where objected debits are subsequently found to be correct, the same should be transferred to the admitted debits' list.
- (7) Extant rules and orders on the clearance of freight outstandings should be strictly observed by all the staff.
- (8) Siding charges where these are recovered locally in accordance with the terms of agreement with the siding users must be recovered regularly. In cases of default, an immediate report should be made to the Divisional Office to prevent any accumulation of outstandings. Similar action should also be taken for freight outstandings, if any, in respect of traffic delivered at the sidings.
- (9) Special efforts should be made to obtain certified overcharge sheet from the Headquarters Office or from other stations, as the case may be, and in case there is any delay, telegraphic reminders should be issued.
- (10) Special efforts should be made to obtain reply from the forwarding stations in respect of freight on invoices enforced on the basis of machine prepared abstracts and in cases of delay telegraphic reminders should be issued and matter reported to the Divisional Railway Manager and Traffic Accounts Office.
- (11) If there is any delay in obtaining acceptance of debits from the staff transferred to other stations, a special report should be made to the Divisional Office, reference being quoted against the respective items in the outstanding list.
- (12) Tariffs and rate books must be kept up-to-date and rate advices and other circulars involving changes in rates and fares must be promptly studied and acted upon by the staff.
- (13) All inward in voices way-bills should be checked and undercharges, if any, should be taken to account immediately.
- (14) Before an invoice or a way-bill is accounted for, inward index register and/or delivery books should be carefully scrutinized to ensure that it had not been ahead accounted for.

(15) Recover of freight and other charges due from other departments of the railway as well as Government Departments, is as important as the recovery of due from the Public and the commercial staff should be ever vigilant and prompt in collecting the necessary credit notes or cheques from them towards payments charges due before the delivery of the consignment is effected.

**2746. Expeditious clearance of outstanding** ♦ The responsibility for initiating appropriate action in time for clearance of various kinds of freight, wharfage, demurrage and other miscellaneous outstanding devolves entirely on Commercial Department. Cash office disallowances and admitted debits are required to be made good at once by the staff concerned : hence the responsibility to watch clearance in such cases also, is the exclusive concern of the Commercial Department by effecting recoveries through salary bills or writing off the outstanding amounts, if irrecoverable. Even in case of objected debits, necessary action towards clearance will be taken by the Commercial Department but the Traffic Accounts Office will offer necessary help in the matter and take action towards issuing credit advice, whenever necessary.

**2747.** To expedite clearance of old items of outstanding, the Traffic Accounts Office will prepare, every half-year, i.e., after the close of accounts for March and September each year, station-wise lists of all the outstanding items six months and over old, appearing in the books against each station. These lists will be prepared in chronological order separately for admitted debits, disputed debits and freight and other outstandings. A copy of these lists will be sent to the Divisional Railway Manager as also to the Outstanding Branch at the headquarters of the railway, for taking immediate steps for the review of each item and their early clearance and to advise the Traffic Accounts Office of the action taken in each case.

## CHAPTER XXVIII

### CATERING AND VENDING SERVICES

**2801. Scope of catering and vending services and arrangements therefore.** ♦

(a) Catering and vending services include ♦

(i) Restaurant;

(ii) Refreshment Rooms, vegetarian and non-vegetarian ;

(iii) Restaurant Dining Buffet cars ; and

(iv) Other forms of vending, such as, stalls, trolleys, train-side vending, etc.

(b) The catering and vending services are run departmentally or through the agency of contractors appointed by the railway administration for this purpose. No other person should be permitted to hawk or expose for sale any article, whatsoever, on any train, station platform or other railway premises.

**2802.** (a) The passengers desirous of being served meals, etc., from Restaurants or Refreshment Rooms will advise their requirements to the Guard or Conductor of the train, who should arrange to issue a telegram to the Manager of the concerned Restaurant Refreshment Rooms. Such telegrams should be accepted free of charge and delivered to the addressees promptly.

On sections, where meal-canvassers are appointed, the messages for meals will be issued by them.

(b) Similarly, when the train are running late, or the Restaurant Dining Buffet car is not attached with the scheduled train, or it is detached en route due to unforeseeable circumstances, the Guard should advise the facts to concerned catering units ahead to be prepared to meet the unexpected demands of the passengers.

**2803. Attention to cleanliness and hygiene.** ♦ It should be ensured that personal supervision is exercised at every level to see that kitchens and other cooking places are kept clean, and the preparation and service of foodstuffs as also beverages are done under hygienic conditions. Further, all refreshment rooms, stalls, etc., and other surroundings must be kept clean and in satisfactory sanitary conditions.

**2804. Covering of thalis and trays containing meals.** ♦ Every thali or tray containing food must be covered by a separate lightweight aluminium stainless steel thali tray functioning as a cover to avoid contermination of food in the thali tray by the dirty underside of the thali /tray above it. This is especially necessary when meals are served from Restaurants Refreshment Rooms Dining Cars to several passengers at a time in one operation and in the train compartments. When one thali tray is served to a passenger in a train compartment, it may be neatly covered with a suitable napkin or alkathene polythene cover. At present, the casserole service is very popular.

**2805. Staff employed on catering and vending units.** ♦ (a) All the persons engaged in the catering and vending services should wear clean and tidy uniforms together with badges and other insignia prescribed by the railway administration. They should behave with the public courteously and civilly and should not take any intoxicant while on duty or while coming for duty.

(b) All the persons engaged in the catering and vending services should be medically examined by a railway doctor in accordance with the instructions in force from time to time to ensure that they are free from contagious and infectious diseases. The medical certificate issued by the doctor in Form Com. V-I, duly completed in all respects, should be mounted on a neat folder and kept readily available for inspection on demand.

(c) The verification of antecedents and character by the police authorities should also be

arranged in respect of each person employed in the catering and vending services in accordance with the instructions issued by the railway administration in this behalf.

**2806. Quantity and quality of foodstuffs.** ♦(a) The quantity of cooked rice, chapattis, vegetables, etc., served should be according to the standard measurements prescribed by the railway administration. The foodstuffs served must be wholesome and always kept covered against flies, insects and dust. ♦Stale foodstuffs or over-ripe and unripe fruits and vegetables should not be offered for sale. Articles found unsuitable for human consumption or otherwise injurious for public health should be removed and destroyed immediately. Bottled drinks and canned provisions should be properly labelled so that the brand and origin can be easily ascertained.

(b) Austerity measures or other regulations concerning food as notified from time to time by the Central or State Governments should be strictly complied with.

(c) The sale of beef, ham, pork and alcoholic drinks in the catering and vending establishments is prohibited.

**2807. Articles authorized for sale and tariff therefore.** ♦(a) The articles which each catering and vending unit should put up for sale will be prescribed by the railway administration. It should be ensured that only the articles so notified are sold at each such catering and vending unit and that there is no shortage or absence of any one or more of such articles in the catering vending establishment.

(b) Each catering and vending unit will be supplied with a printed tariff indicating the prices of each commodity permitted to be sold at the unit. In the case of fruits stalls and trolleys and other similar units, where it may not be practicable to prescribe the tariff, due to day-to-day fluctuations in rate, the Station Master or any other official may be permitted to revise the prices, whenever necessary and issue the tariff under his own signature. In such cases, the Station Master or other official authorized in this behalf should review the prices prevalent in the market vis-♦-vis the tariff at least once a week and revise the tariff, if necessary.

(c) It should be ensured that, the articles are being sold at the rates prescribed in the tariffs and that the passengers are not being overcharged.

**2808. Utensils and crockery.** ♦(a) The utensils used in the catering and vending units for storing or cooking edibles should be stainless steel or other material approved by the railway administration. In the case of units catering both vegetarian and non-vegetarian dishes, the utensils and service for vegetarian items must be kept separate from those used for non-vegetarian food.

(b) Sufficient quantity of crockery, glass tumblers, etc., should be available in all the catering and vending units in accordance with the instructions issued from time to time. Unless otherwise authorized by the railway administration, only porcelain cups and saucers of standard sizes should be used for serving tea to passengers, Cups, saucers, crockery, cutlery, etc., should first be cleaned in running water and then disinfected in the manner prescribed for the purpose.

**2809. Drinking water.** ♦Adequate supply of clean drinking water should be kept in clean vessels and in a congenial place. Wherever necessary, the water should be boiled and cooled before storing. Ladles should be used for recovering water from the storage puts.

**2810. Cooking media.** ♦The edibles should be cooked in vanaspati products, pure ghee or any other edible oil, as may be approved by the railway administration and the cooking media or any other oil that is used should conform to the Prevention of Food

Adulteration Act. A notice board indicating the cooking media should be conspicuously exhibited in the concerned catering and vending units.

**2811. Vending at night.** ♦ Although there is no restriction on venders for hawking at night, it should be ensured that such hawking is done at a subdued voice so as to cause least disturbance to passengers.

**2812. Bills.** ♦ All the meals, refreshments, etc., taken out from the catering and vending establishments, excluding stalls and train-side vending, should be accompanied by relevant bills, which should be presented to the passengers along with the supplies. Similarly, bills should be issued and presented to passengers for articles served in such establishments.

**2813. Display of advertisements, etc.** ♦ Any kind of advertisements, pictures, notices or other literature should not be displayed in the catering and vending units without prior approval of the railway administration.

**2814. Prohibition of communal distinctions.** ♦ The catering and vending units on the railways should cater to the needs of all the passengers irrespective of their caste or community. No sign boards or other notices indicating that the unit caters to a particular caste or community should, therefore, be displayed on or near any of the catering and vending unit.

**2815. Bookstalls.** ♦ (a) Bookstalls for sale of newspapers, periodicals and other printed literature are provided at certain large stations. The sale of such publications by unauthorized persons on the platforms or other railway premises at any station should not be permitted.

(b) All the books, magazines and other periodicals sold at the bookstall should be stamped with the selling price and the name of the contractor. Sufficient number of books, newspapers, etc., in English, Hindi and regional language should be available for sale at the bookstall at all times. The sale of second-hand books and obscene pictures and literature should not be permitted at the bookstalls.

**2816. Supervision and inspection.** ♦ (a) The Station Master, Catering Inspectors and Commercial Inspectors as also Catering and Commercial Officers should give special attention to the inspection and supervision of the catering units coming under their jurisdiction. Railway Officers of all departments have also been advised by the administration to undertake frequent inspections of catering and vending units at convenient intervals.

(b) Inspectors and Officers inspecting the catering and vending services should submit their inspection report to the Chief Divisional Commercial Superintendent, as may be laid down.

**2817.** The Medical Officers of the railway are authorized to take samples of edibles and beverages from the catering and vending units for chemical analysis. While taking the samples, it should be ensured that the samples are sealed in the presence of the party concerned and that his signature is taken on the packet or other container in which the sample is sealed.

**2818.** The members of the National Zonal Railway Users Consultative Committees as also of the Catering Committees are entitled, in their advisory capacity, to inspect any catering or vending unit coming within their jurisdiction : full facilities should be afforded to them for such inspections.

**2819. Complaints and suggestions.** ♦ Complaint and suggestion books should be

maintained at all catering and vending units. The procedure regarding the maintenance of these books and the action to be taken on the complaints and suggestions recorded therein has been explained in paras 3026 to 3028.

**2820. Supervisory Committee for catering and vending establishments.** ♦ In order to have better supervision over catering and vending establishments, Committees consisting of non-official members of the Zonal Railway Users' Consultative Committees and members of other well known important Social Service Organizations are formed by the railway administration. Each member of such a Committee is given a letter of authorization to check the condition of the catering and vending establishments under his/her jurisdiction. Apart from this, members of Zonal or National Railway Users' Consultative Committee are also similarly authorised to inspect catering and vending units.

### **Contractual Catering and Vending**

**2821. Appointment of contractors.** ♦ Contractors for catering in Refreshment rooms, dining cars, buffet cars, etc., and for vending at stations are appointed by the Chief Commercial Superintendent or by the Divisional Railway Manager, as per extant orders of the Railway Board. Such contractors should be permit-led to operate only after they have fulfilled the conditions set out in the letter of appointment, paid the prescribed security deposit and executed an agreement with the railway administration for the purpose.

**2822.** A copy of the agreement embodying the terms and conditions of the contract as also the license fee, rent, cess and other charges payable by the contractor will be supplied by the Divisional Office to the Station Master concerned. Where the railway has not provided any building, and the licensee is permitted to erect a structure of his own, the design and other details of the construction, duly certified by the Engineering Department, will also be supplied to the Station Master.

**2823.** The Station Master is personally responsible to see that in carrying out his business of catering and vending, the contractor is adhering to the terms and conditions as set out in the agreement. Some of the items generally included in the agreement and meriting attention of the Station Master are ♦

(i) The contractor, or a duly authorized manager competent to manage and supervise the business, remains present during the working hours of the unit;

(ii) The number of servants employed by the contractor does not exceed the sanctioned number and they are present at train timings;

(iii) An attendance register showing the names of bearers, salesmen and other staff, together with their badge numbers, is maintained by the contractor and attendance of each member of the staff is marked daily;

(iv) A sign board indicating the name of the contractor is displayed the unit;

(v) The contractor complies with the provisions of Payment of Wages Act, Employment or Children Aft, Workmen's Compensation Act and other labour laws in force;

(vi) The workers engaged by the contractor are not being paid less than the contracted wage, which must not be lower than the fair wage.

(vii) The contractor does not sublet either whole or any part of his contract;

(viii) The contractor restricts himself to the accommodation provided by the railway and

he does not encroach on the railway or adjacent premises, nor erects any structure without the prior written permission of the competent authority; and

(ix) The contractor is responsible for any damage to the premises or to any railway property in his charge when such damage is caused due to neglect on the part of the contractor or his agent or servant.

**2824. Defaults of the contractor or staff employed by him.** ♦ (a) Station Master should take immediate cognizance of any serious default committed by a contractor or the staff employed by him and ensure that such defaults are set right wherever possible, and that they do not recur. Whenever necessary, he must report such defaults to appropriate authorities for such action as may be considered necessary. Such defaults may include ♦

(i) Poor service;

(ii) Non-payment of railway dues;

(iii) Violation of statutory provisions;

(iv) Employment of unauthorized staff or hawkers;

(v) Failure to get his men medically examined or to get their antecedents verified as per rules;

(vi) Unauthorized encroachment on railway land;

(vii) Travelling without a proper pass or a ticket;

(viii) Subletting;

(ix) Absence for long periods without due permission from the Station Master;

(x) Guilty of insubordination, adulteration of food-stuffs, etc.; and

(xi) Any other faults noticed by the inspecting officials.

(b) If any punitive or disciplinary measure is ordered against the contractor by the appropriate authority and the Station Master is enjoined to enforce the same, he must do so very promptly.

**2825. Termination and non-renewal of contracts.** ♦ Whenever a contract is terminated at a station, either at the initiative of the administration or at the request of the contractor, or a contract is not renewed after expiry of the agreement, immediate steps should be taken by the Station Master to take over the charge of the contract, on the stipulated date. At the time of taking over charge a complete analysis must be made of the outstanding railway dues or any railway property for which the contractor is liable. The contractor should then be advised of the amount due from him and he should be asked to pay the same in cash. It should be made clear to the contractor that the amount advised to him is subject to verification by the Financial Adviser and Chief Accounts Officer of the railway. Meanwhile, the contractor should be asked to give a "no claim certificate" to the railway. After all these formalities arrangements will be made for refund of the security deposit as per extant orders on the subject.

**2826. Responsibility for recovery of railway dues.** ♦ (a) The Station Masters are responsible for realizing the licence fee, etc., and fees for vending rights granted. They

should draw attention of the contractors towards their responsibility for regular payments of railway dues which should always be done in advance. Water and electric charges where due, should be paid within 7 days of the presentation of the bills. If the bills are not received by the Station Master within the prescribed target date, the same should be called for immediately from the authorities who are responsible for sending such bills.

Frequent delays in payments should be reported to the Divisional Railway Manager concerned for appropriate action being taken against defaulters.

(b) The licence fee and other charges due from the contractors for Restaurant Dining Buffet Cars or a service on a steamer should be collected by the Station Master of the base station of such cars steamer.

(c) The Divisional Commercial Superintendent will also see that no railway dues in respect of any contract at any station are allowed to remain in arrears. The primary responsibility to ensure this will, however, devolve on the Station Master concerned.

**2827.** (a) The licence fee, other charges, except those referred to in para 2828 below, should be recovered from the contractors before the commencement of the period to which they relate.

(b) If the same contractor is operating contractors at two or more stations, he shall deposit the dues separately at cash such station to which the charges relate : he should not pay the dues at any other station, or in a lump sum for different stations at one station.

**2828.** (a) In the case of electricity and other similar charges for which the agreement provides for presentation of the bills to the contractor, the amount due should be recovered from the Contractor within seven days of the presentation of the bill or such other period as has been specified in the agreement.

(b) The bills referred to in (a) above will be sent in duplicate by the Divisional Office to the Station Master concerned. On receipt of the bill, the Station

Master should enter the same in a register to be maintained for this purpose in the pro forma appearing at Appendix XXVIII/A separately for each category of charge and hand over one copy of the bill to the contractor after obtaining his acknowledgement on the other copy, which will be filed at the station. When the amount shown in the bill is collected, the date of collection and the particulars of the relevant cash remittance note will be entered in the register (Appendix XXVIII/A). The particulars of recovery and remittance should also be advised simultaneously to the divisional Office.

**2829.** The amounts collected from the contractors should be dealt with as 'miscellaneous receipts' vide para 1231, and accounted for as such in the station books and balance sheet.

**2830.** (a) At all stations, where contractual catering and vending is in force, a register of recovery of licence fee and other charges due from the contractors should be maintained in form Com./V-3, separately for each catering vending unit.

(b) At the close of the month, the Station' Master should prepare a statement, in triplicate, by carbon process, showing the details of amount recovered during the month, separately for each catering vending unit, together with the particulars of the cash remittance note under which each such amount was remitted to cash office. After reconciling the totals of the statement with the relevant figures in the daily trains cash book cum summary, one copy of the statement will be sent to the Accounts Office

concerned, one copy will be sent to the Divisional Commercial Superintendent and the third copy retained as station record.

### **Departmental Catering and Vending**

**2831. Objectives.** ♦ Departmental catering and vending is required to set the standards for the supply of tasty and wholesome food at reasonable prices combined with efficient and courteous service. The catering and vending contractors should also follow and emulate the same standards.

**2832. Organization.** ♦ The departmental catering is under the administrative control of the Chief Commercial Superintendent. The executive control, except in the matters specifically notified by the railway administration concerned rests with the Chief Commercial Superintendent (Catering) in the Headquarters office, who is responsible for the day-to-day working of the various units on the railway in regard to expenditure, works and other matters relating to their efficient working. On railway, where the control of the catering units is decentralized, the executive control in the matters referred to above rests with the Divisional Commercial Superintendent.

**Note** ♦ Unless the contrary is evident from the context, the term 'Chief Commercial Superintendent (Catering) wherever used hereinafter, in this chapter, will mean the 'Divisional Commercial Superintendent' on railways having decentralized control of the catering units.

**2833.** The day-to-day functioning of the unit is the responsibility of the Manager- Even though this work is not controlled by the Station Master, the latter has to exercise a general supervision with a view to ensuring clean and efficient service to the passengers. He should bring the irregularities noticed by him, as well as his suggestions for improvement, if any, to the notice of the Unit Manager and the Divisional Commercial Superintendent concerned.

**2834. Catering Inspectors.** ♦ Catering Inspectors are responsible for the general supervision and control over the catering and vending units under their jurisdiction. They should ensure efficient service to the travelling public and should also see that the instructions issued from time to time in regard to the maintenance of accounts and other related matters are correctly understood and carried out by the staff concerned.

**2835. Central Storage Depot.** ♦ For the sake of economy by bulk purchases, as also to ensure easy availability and uniformity of supplies, a central storage depot is established on each railway. This depot stocks such items of consumable stores as can be stocked without deterioration. These items are normally obtained through contractors appointed by the Headquarters Office. The central storage depot also stocks block stock items procured through the Controller of Stores.

**2836. Classification of stores and other materials.** ♦ For the purpose of indent and accountal, the stores and materials used in the catering and vending units may be classified in three categories, viz.

(i) tools, plants and other equipment, such as furniture, barrows, trays, racks, almirahs, refrigerators, freezers, stoves and other mechanical and electrical gadgets;

(ii) block stock items, such as crockery, cutlery, napery, utensils, glasswares, etc; and

(iii) consumable articles, such as provisions, ghee, butter, pulses, milk, tinned foodstuffs, etc.

**2837. Procurement of tools, plants and other equipment.** ♦ (a) The initial supply of

all tools, plants and and other equipment required for the new catering units will be arranged by the Chief Commercial Superintendent through the Controller of Stores. Indents for additional items, if and when required, should be submitted by the Unit Manager concerned to the Chief Commercial Superintendent, wherever necessary through the Divisional Commercial Superintendent for arranging the supply.

(b) The indents for replacement of any items of tools, plants and other equipment will be forwarded to the Chief Commercial Superintendent (Catering) for transmission to the Controller of Stores in accordance with the procedure laid down in the Indian Railway Code for the Stores Department and other subsidiary instructions in force from time to time.

(c) The Chief Commercial Superintendent (Catering) may arrange temporary transfer of any item of tools, plants and other equipment from one catering unit to another. All such transfers, which must be restricted to minimum, should be made on proper issue notes in the prescribed form. Except where otherwise permitted by the Chief Commercial Superintendent, the articles so transferred should be returned to the original unit as early as possible.

Similarly, on railways having decentralized control of the catering units, the Divisional Commercial Superintendent may arrange for temporary transfer of tools, plants and other equipment from one catering unit to another within his own Division. Inter-Divisional transfers, in such cases, will require prior approval of the Headquarters Office.

(d) In emergent cases, where the procurement through the Stores Department cannot be resorted to for reasons to be recorded, direct procurement may be arranged by the Chief Commercial Superintendent (Catering), subject to the prior approval of the Chief Commercial Superintendent.

**2838. Procurement of block stock items.** ♦As far as possible, the block stock items should be obtained from the central storage depot. In urgent cases, however, the Chief Commercial Superintendent (Catering) permit transfer of these items from one unit to another within his jurisdiction. In extreme cases, the supplies of block stock items may be arranged in any other manner as approved by the Chief Commercial Superintendent.

**2839. Procurement of consumable articles.** ♦For the purpose of procurement, the consumable articles are divided in three groups, viz.

**(i) perishable items,** such as, vegetables, eggs, meat, poultry, fruits, etc.;

**(ii) proprietary items,** i.e., items which are marketed by reputed firms under specific trade names; and

**(iii) other stores** which can be stored for a reasonable period, such as, grains, pulses, vanaspati oil, tinned provisions, etc.

**2840.** (a) The perishable items will be supplied by the approved contractors, wherever appointed, directly to the Unit Managers, who will be responsible to see that the quality supplied is in accordance with the terms of the contract. In the absence of any instructions to the contrary, the payment of the bills of such contractors will be arranged by the authority, who appointed the contractor, in accordance with the terms of the contract (see paras 2848 and 2849 also).

(b) If no contractor has been appointed or the contractor appointed fails to supply the required quality and/or quantity, perishable articles should be purchased locally by the Catering Inspector, if available, or in his absence by the Unit Manager, in accordance with the instructions in force.

**2841.** The supply of proprietary items should be obtained from the central storage depot or from the approved manufactures having rate contract with the administration. In urgent cases, local purchases may be permitted by the Chief Commercial Superintendent (Catering) in accordance with the instructions in force.

**2842.** Wheat, rice, atta, sugar, maida and other controlled commodities should, as far as possible, be purchased from the approved fair price shops on the basis of establishment cards issued by the State Government. The procedure for the procurement of other stores which can be stored for a reasonable period will be the same as laid down for proprietary items vide para 2841.

**2843. Local purchases.** (a) The local purchases, wherever permissible, should be made at economical and competitive rates subject to quality being maintained. All such purchases should be supported by vouchers in the pro forma appearing at Appendix XXVIII/B. These vouchers should be written in ink, endorsed 'paid from unit earnings imprest and signed by the supplier and the Catering Inspector/Unit Manager making the purchases. Any corrections or alterations in the voucher must be initiated and dated by the person issuing the same.

(b) The Catering inspector Unit Manager should ensure that the local purchases are made on a realistic basis and that excess purchases, and consequent wastages, are avoided.

**2844. Cash imprest.** (a) To enable the Unit Managers to meet with the day-to-day expenses on local purchases and other specified items of incidental charges, such as, cartage, etc. individual railway administrations may sanction a cash imprest for each catering unit depending upon the local conditions obtaining on different sections of the railway. The Unit Managers should maintain a detailed account of the expenses incurred from the imprest cash and submit a copy of the same to the Accounts Office concerned for arranging recoup cat, as notified by the railway administration concerned.

(b) The Unit Managers are forbidden to utilize the cash imprest sanctioned for their unit for any purpose other than that for which it is sanctioned.

**2845. Utilization of sale proceeds for local purchases, etc.** (a) When no cash imprest has been sanctioned, or when the imprest on hand is insufficient to meet with the requirements, the Unit Manager may utilize the sale proceeds of his Unit for defraying the expenses on local purchases and other authorized items of expenditure.

(b) Where permitted, the Unit Managers may detain a part of the sale proceeds of the day for payments to be made on the following day towards local purchases and other items of expenditure as authorized by the railway administration. In such cases, names of the units authorized to detain the cash, as also the maximum amount that could be held by them at any time for this purpose, will be notified by individual railway administrations, and action may be taken only in terms of such specific authorization.

Note. The utilization of sale proceeds of a unit should be resorted to in very rare cases. If the imprest is found to be insufficient at a certain unit, arrangements should be made to enhance the imprest as early as possible to avoid drawing from the sale proceeds.

**2846.** (a) In all cases of utilization of the imprest cash or of the sale proceeds of the unit for local purchases or other items of expenditure, the Unit Manager should prepare a statement in the proforma appearing at Appendix XXVIII/C. This statement will be prepared, in triplicate, by carbon process, from the relevant vouchers (see para 2843). The date-wise totals of this statement will be carried over to a summary sheet which will be prepared in the pro forma appearing at Appendix XXVIII/D, in triplicate, by carbon

process. At the end of the period, or any other interval prescribed for this purpose, a general summary should be prepared in the following form : ♦

Opening balance..... Total expenditure .....

Cash detained..... Closing balance .....

Total.....

Total.....

(b) Two copies each of the statement and the summary referred to above will be submitted to the officer controlling the unit along with the relevant vouchers, and the third copy retained as unit record. The controlling officer, after countersigning the summary, will forward one copy each of the statement and the summary to the Accounts Office concerned along with the relevant vouchers received from the unit, retaining the other copy of the statement and summary as record in his office.

**2847. Indenting articles from the central storage depot.** ♦ (a) To facilitate systematic procurement, and to avoid unnecessary storage in the units as also in the central storage depot, the Unit Managers will submit their indents monthly to the central storage depot. These indents should be submitted about a week in advance of the period to which they relate. In the case of urgent requirements, however, the Unit Manager should send the indent to the central storage depot through a special messenger with instructions to collect the stores from the depot and bring the same with him.

(b) Simultaneously with the issue of stores, the central storage depot will prepare an issue note in quintuplicate. The first copy of the issue note will be retained as record in the central storage depot, the second copy will be sent to the Accounts Office concerned directly by the depot, the third, fourth and fifth copies will be sent to the unit concerned along with the stores issued. The receiving unit, after verifying the correctness of the issue note vis-a-vis the second copy will be sent to the Accounts Office record and send one copy each to the Accounts Office concerned and the central storage depot as an acknowledgement for the stores received.

**2848. Indenting articles from the approved suppliers.** ♦ (.a) Orders on the approved contractors for supply of various items of stores will be placed on a 'purchase order form' in the pro forma appearing at Appendix XXVIII/F., which will be prepared in quadruplicate and signed by the Unit Manager personally. The original copy of the purchase order will be sent to the supplier, the second copy will be submitted to the Accounts Office concerned and the third and fourth copies will be retained by the indenter.

(b) The goods, on receipt from the supplier, will be compared with the purchase order and discrepancy, if any, will be noted over the signature of the indenter on the acknowledgement given to the supplier as also on both the copies of the purchase order retained by indenter. The third copy of the purchase order will thereafter be sent to the Accounts Office concerned and the fourth copy retained as unit record.

**2849. Monthly bills of the approved suppliers.** ♦ The supplier will prepare a consolidated monthly bill, in triplicate, separately for each type of commodity, indicating thereon the date of supply, quantity supplied, contract rate and the total value of the commodity supplied. The Unit Manager, after verifying the account of the billed items in his own records, will certify the bill as correct and return two copies of the bill each marked 'original' and 'duplicate' respectively to the supplier, retaining the third copy as his record. The supplier, will thereafter, submit the original copy of the bill to the appointing authority for arranging payment, as due.

**2850. Stock ledgers.** ♦ (a) Each Unit Manager will maintain a stock ledger for tools, plants and equipment and other block items under his custody. This ledger should show, on separate pages, the total holdings of each item in the unit. The balances in the ledger

can be reduced or increased (as the case may be) when

- (i) materials are received at the unit from any source, whatsoever;
- (ii) materials are transferred on proper issue notes to the units;
- (iii) materials are returned as surplus or obsolete to the stores department;
- (iv) responsibility for substantiated shortage has been fixed and action has been taken for recovery of its value; or
- (v) when established shortage excesses are noticed during the course of stock verification.

(b) Similarly, a stock ledger for consumable stores will also be maintained by each Unit Manager in the pro forma appearing at Appendix XXVIII/F, showing the quantity of each item of such stores received and issued, as also the balance on hand after each transaction.

**2851. Debit register.** (a) Each Unit Manager will maintain a debit register in the pro forma appearing at Appendix XXVIII/G, in which he will post the value of shortages of equipment or raw materials, from day-to-day, indicating the name of the party responsible for each shortage. For this purpose, stock of all equipment and stores which have been taken out for use should be checked daily. In the case of crockery and cutlery, their butler or Head Bearer, or in their absence the seniormost Paid Bearer, should be made responsible to keep an account of all such materials and fix responsibility for their breakage or loss. Similarly, the Head Cook or seniormost Cook should be made responsible for the kitchen equipment. Any loss or breakage noticed should immediately be recorded in the debit register, and steps taken for the realization of the amount due from the person responsible.

(b) A list of all shortages or breakages during the month should be submitted by each Unit Manager to the Chief Divisional Commercial Superintendent concerned.

**2852. Loss due to deterioration of consumable stores.** Any consumable stores rendered unfit for consumption due to long storage or otherwise should be destroyed after obtaining a certificate from the official nominated for this purpose. Such official should certify the specific quantity of the consumable stores rendered unfit for consumption and get the same destroyed in his presence. He will also examine, whether the loss could have been avoided by taking due precautions, and will fix responsibility for the lapses, if any, on the part of the staff resulting in the loss.

After the responsibility has been fixed, and action taken against the defaulter, if any, the loss may be written off under sanction of the competent authority.

**2853. Wastage of cooked food-stuffs.** A competent Unit Manager will always plan the purchases and production of food-stuffs on the basis of the minimum requirement for the day. With proper planning and suitable storage arrangements, no wastages of food-stuffs should normally occur. Therefore, any wastage, loss or deterioration of food-stuffs, shall have to be explained in detail by the Unit Manager. In the case it is established that such wastage, loss or deterioration occurred due to the circumstances beyond the control of the Unit Manager, the loss, after being certified by the Catering Inspector, may be written off only under sanction of the authority competent to do so.

**2854. Monthly stock checking.** (a) On the last day of each month, the Unit Manager should prepare a statement of consumable stores on hand indicating the balance of quantity and value of each item of the stores as per the stock ledger and as per actual

stock on hand on that day. The correctness of this statement will be certified by an official nominated for this purpose by the Accounts Office concerned. In case of a difference between the 'book balance' and 'ground balance' the stock ledgers will be corrected to accord with the ground balance by passing a receipt or issue entry, as the case may be, quoting reference to the relevant statement. The value of shortages, if any, may be recovered from the staff held responsible or written off under sanction of the competent authority depending upon the merits of each case.

(b) The statement referred to in (a) above will be prepared, in triplicate, by carbon process, and each copy will be marked 'Original', 'Duplicate' and 'Triplicate' respectively. The original and duplicate copies of the statement will be forwarded to the Chief Commercial Superintendent (Catering) after recording the explanations of the staff responsible for the difference between the 'ground balance' and the 'book balance'. The Chief Commercial Superintendent (Catering) will forward the original copy to the Accounts Office concerned, retaining the duplicate as record in his office.

**2855. Verification of block stock items, tools, plants and other equipment on hand.** ♦ The verification of block items as also of the tools, plants and other equipment on hand will be arranged by the Headquarters Office in accordance with the provisions of the Indian Railway Code for the Stores Department and other subsidiary instructions in force from time to time.

**2856. Accountal of sales.** ♦ (a) All meals, refreshments, etc., sold by the departmental catering and vending units, excluding stalls and train-side vending, will be covered by a cash memo showing the units of various items sold and the value thereof. The cash memos are printed and supplied in a book form. They are serially machine numbered in sets of three foils each, to be written with the aid of double sided carbon paper. The first foil is 'Record' and should be retained at the unit, the second foil is for 'Accounts' and should be submitted to the Accounts Office concerned, and the third foil is 'Receipt' and should be made over to the customer.

(b) The cash memo books are money value books and should be treated as such for all purposes indent, receipt, custody and issue, as laid down in para 227.

(c) At the end of the day, the total sale proceeds as recorded in the cash memo issued during the day should be summarized in the sales register. This register should be posted, in duplicate, by carbon process, in the pro forma appearing at Appendix XXVIII/H separately for each sub-unit. One copy of the sales register will be submitted to the Accounts Office concerned, along with the 'Accounts' foils of the cash memo covers, and the other copy retained as unit record.

(d) The total sales of each sub-unit as worked out in the sales register, will be collected and posted in the cash book (see para 2864).

**2857. Daily abstract of sale proceeds.** ♦ Each catering and vending unit will prepare daily, a commodity-wise abstract of sale proceeds indicating the total number of units of each item sold, as per cash memo, as also the amount due at the prescribed rates. The total amount on all items, as worked out in the daily abstracts of sale proceeds, should be recorded with the total amount as per the sales register (see para 2869 also). The daily abstracts of sale proceeds should be posted, in duplicate, by carbon process. One copy of the abstract will be submitted to the Accounts Office concerned and the other copy retained as unit record.

**2858. Monthly summary of sale proceeds.** ♦ (a) At the end of the month, the total number of units sold together with the value thereof, as worked out in the daily abstracts referred to in para 2857, will be posted in the summary of sale proceeds. The disposal of the daily sale proceeds, as entered in the cash book, will also be posted in

the summary and the total of its debit and credit sides reconciled.

(b) The monthly summary of sale proceeds should be posted in the pro forma appearing at Appendix XXVIII/J in triplicate, by carbon process. One copy of the summary will be sent to the Chief Commercial Superintendent (Catering) and the Accounts Office concerned, and the third copy retained as unit record.

**2859. Production analysis.** ♦ The total number of units of each article produced and sold during the day and the ingredients used for the same will be posted daily in the production analysis report in the pro forma appearing at Appendix XXVIII/K. The total number of units of each article sold as, appearing in this report should be reconciled with the relevant figures in the daily abstract of sale proceeds (see para 2857). Similarly, the total quantity of various ingredients used on all the articles produced should be reconciled with the issues recorded in the stock ledger of consumable stores (see para 2850).

At the end of the month, a consolidated production analysis report should be prepared and submitted to the Accounts Office concerned.

**2860. Commission vendors and bearers.** ♦ In order to keep down the staff costs, as also to give incentive for boosting the sales, vendors and bearers are appointed on commission or salary-cum-commission basis. Before appointment, such vendors and bearers are required to execute an agreement on the prescribed form and deposit a security, which is refundable on termination of their services after deducting the amount, if any, outstanding against them.

**2861. Sale through commission vendors.** ♦ (a) The commodities issued to the commission vendors will be indicated in the 'commission vendors account' in the proforma appearing at Appendix XXVIII/L, which will be prepared, in triplicate, by carbon process. At the end of the day, the sale proceeds will be collected from the vendors concerned and a cash memo issued for the amount collected. Separate cash memo books should be maintained for this purpose. After recording the particulars of the relevant cash memo on all the three copies of the commission vendors accounts, one copy will be made over to the vendor, one copy will be sent to the Accounts Office concerned and the third copy retained as unit record.

(b) The commission earned by the vendors will be paid to them in accordance with their agreement. Detailed instructions for maintenance of record, preparation and submission of bills and the procedure for payment of the commission charges will be issued separately by each railway administration.

**2862. Sale through commission bearers.** ♦ (a) Separate cash memo books should be maintained in each sub-unit for sale through bearers appointed on commission and salary basis. Similarly, separate sales register (see para 2856) should be prepared for the sales through commission bearers and those appointed on salary basis.

(b) Commission earned by the bearers will be paid to them in accordance with an agreement they entered into with the administration. Detailed instructions regarding preparation of bills, etc., will be issued separately by each railway administration.

**2863. Sales tax.** ♦ The Sales tax, wherever leviable, should be collected at the prescribed rates and shown separately on the cash memo and other books and documents. The total amount of sales tax during the day will be remitted under a separate entry in the miscellaneous cash transmit note (see paras 1230♦1231). Detailed instructions in respect of account of sales tax and submission of relevant returns will be issued separately by each railway administration.

**2864. Cash book.** Each catering and vending unit will maintain a cash book in the pro forma appearing at Appendix XXVIII/M. All cash receipts, as well as disbursement there from, during the day will be recorded in the cash book and the net amount will be made over to the Station Master daily along with a miscellaneous receipts transmit note (see paras. 1230 & 1231).

**2865. Profit and loss account.** Each catering and vending unit will prepare monthly, a profit and loss account in the pro forma appearing at Appendix XXVIII/N, in accordance with the instructions printed on the back of the pro forma. The monthly profit and loss account will be submitted for check to the Accounts Office concerned through the Chief Commercial Superintendent (Catering) on the dates notified by the railway administration for this purpose.

**2866. Disposal and account of 'empties'.** The empties should be accounted for and disposed of in accordance with the relevant provisions of the Indian Railway Code for the Stores Department, based on which, detailed instructions are issued by the railway administration.

## CHAPTER XXIX

### COMMERCIAL AND ACCOUNTS INSPECTIONS

**2901. Commercial inspections.** There are many ways of doing a job. But there is only one way of doing it in a precise and correct manner. Station Masters and Superintendents, as also Inspectors and Officers of the Commercial Department, have to ensure that all the jobs at all the stations within their jurisdiction are done in that correct and precise way. For this, it is essential that the Commercial Officers and Inspectors as

also the Station Masters should have an effective control over the working of the stations within their area of control. They must know how well their subordinates are functioning; whether the staff have done as they have been directed; whether they are putting out work of a satisfactory quality and in a satisfactory quantity. Such a check up is possible through inspections.

**2902.** The utility of inspections lies not only in the detection of faults, lapses and irregularities already committed but in the steps taken for avoiding their recurrence. One of the ways to achieve this is that the inspecting officials give proper directions to the staff regarding the correct and concise way of doing a particular job during the course of the inspection itself.

**2903. Object for commercial inspections.** ♦ A commercial inspection has a multipronged objective and its scope is wide. The principal objects of an inspection by the commercial officials, however, would include the following : ♦

(i) to check up whether a high standard of cleanliness and orderliness is being maintained at the station platforms, in retiring rooms and waiting rooms including waiting halls, in catering establishments, such as, restaurants and refreshment rooms and in various booking and delivery offices, go-downs, etc., as also in the bath-rooms and lavatories;

(ii) to observe whether the commercial staff are prompt, alert, civil and obliging, and that they pay adequate attention to the comforts and conveniences of the railways users;

(iii) to check up whether the commercial staff are fully conversant with the rules and regulations laid down for the performance of their respective duties;

(iv) to see whether the rules laid down for the booking, handling, despatch, storage and delivery of various items of traffic, including explosives and other dangerous goods, are being carefully observed ;

(v) to see whether the rules and instructions prescribed for prevention of loss of or damage to consignments are properly observed ;

(vi) to check up if adequate steps are taken for connecting the unconnected packages ;

(vii) to see whether adequate arrangements exist for prevention of leakage of railway revenues through ticketless travel, misdecia ration, under-weighment or any other cause ;

(viii) to see whether proper attention is bring paid to the clearance of station outstanding ;

(ix) to see that initial records and documents at stations are maintained properly and in accordance with the extent rules and orders, and that the various returns are being submitted to the Traffic Accounts Office on due dates;

(x) to see whether the procedure prescribed for handling and taking and making over of cash at the stations is being rigidly followed by the staff concerned under security arrangements appropriate for handling the cash and travelling cash safes at all stations :

(xi) to examine if any loss or leakage of railway revenues is taking place through evasion, misapprehension or abuse of rules :

(xii) to examine and analyse the causes of diversion of traffic, if any, to other means of

transport ; and

(xiii) to see if any improvements in the methods of working at the station are necessary to achieve efficiency and economy or to retrieve the traffic, if any. diverted to other means of transport ;

**2904. Frequency of inspections.** ♦ Every station, including an out-agency, a city booking office and a tourist agency should be inspected by a Commercial Officer and/or a Commercial Traffic Inspector at specified intervals as notified by the Chief Commercial Superintendent, who will also decide as to which stations are to be inspected by each Divisional Assistant Commercial Superintendent. Even where the Chief Commercial Superintendent has allotted the inspection of a particular station to a Divisional Assistant Commercial Superintendent, such a station must also be inspected regularly by the Commercial Inspector : in other words, the inspection of such stations by the Officers will be in addition to, and not in substitution of, the inspection by the Commercial Inspectors.

**2905. Inspection by Station Masters.** ♦ As stated in para 2904, the inspections by Inspectors & Officers have to be periodic and at certain specified intervals of time. As against these, Station Master's inspection should be a continuing process. His inspection should be so phased as to cover all aspects of working over a period of the month. His inspections, therefore, will be month-wise rather than monthly. The Station Masters, therefore, should work out a roster of inspection for himself from day-to-day, fixing as to how he will distribute the various items to be inspected during the course of a month. This, however, will be in addition of the details of work that should receive his attention every day.

**2906. Inspection by Commercial Officers and Inspectors.** ♦ The general procedure to be observed by a Commercial Inspector during the course of his inspection has been dealt with in this Chapter. Besides, in certain cases the checks to be exercised by the Commercial Inspectors have also been dealt with at appropriate places in either Chapters of this Manual. Although care has been taken to include all items requiring attention of the Commercial Inspectors, it may be appreciated that any set of rules, however, elaborately detailed, cannot meet every contingency. Much, therefore, depends upon the personal interest, intelligence and initiative of the officials in their conducting a station inspection.

Unless otherwise notified by the railway administration, the procedure for inspections by Commercial Officers should be on the same lines as indicated in this Manual for Commercial Inspectors.

**2907. Check of books and documents.** ♦ (a) In examining the various books and documents required to be maintained at the station, the Commercial Inspector should pay personal attention to the way in which these have been maintained. He should specially scrutinize cases of erasures, disfiguring, overwriting and corrections in all the books and other documents so as to ascertain whether these are merely the result of careless or indifferent working or a deliberate attempt to falsify or confuse the records with a mollified intention.

(b) All books and documents examined by the Commercial Inspector must be initialled and dated by him in ink, indicating the designation under his initials. All items checked should be ticked off in ink, the ticks being neat and tiny. Whenever two corresponding entries of different books |documents are checked, both the entries should be ticked off and not merely one. It is important that evidence should be on record of all checks exercised by the Inspector, as in the absence of such evidence, the normal assumption would be that these items had not been checked or inspected.

**2908. Cleanliness and orderliness.** ♦ The general appearance of the station as a whole should receive special attention of the inspecting officials. It should be seen that the station premises are kept clean and well-lit. The arrangements for eradicating the nuisance of beggars and stray cattle within the station premises should also be checked to ensure that these are adequate.

**2909. Duty lists.** ♦ It should be seen by the Commercial Inspector that the duty lists of all the staff approved by the competent authority are properly displayed at appropriate places and that the staff are attending to their duties in time and are in uniform with proper badges and insignia, where provided. Any cases of incivility and indiscipline on the part of the staff, whether within or outside their duty hours, coming to the notice of the Commercial Inspector, should be taken up.

**2910. Public complaints.** ♦ (a) In regard to the public complaints and suggestions, it should be seen that ♦

(i) 'complaint and suggestion books' supplied by the Divisional Office are kept on the racks provided for this purpose at various places including refreshment rooms and other catering and vending installations ;

(ii) Station Master has examined and initialled the 'complaint and suggestion book' every day and that appropriate action has been taken on the complaints and suggestions recorded therein ;

(iii) reference to letter from the competent authority advising the final disposal of the complaint suggestion has been recorded against each item in the complaint and suggestion book ; and

(iv) notice indicating that the 'complaint and suggestion book is available with.....' has been conspicuously displayed at appropriate places.

(b) The date of the oldest complaint/suggestion, which has not been finally disposed of under orders of the competent authority, should be indicated in the Inspection Report and cases of inordinate delay in the disposal of the complaints should be brought to the personal notice of the Divisional Commercial Superintendent.

**2911.** The general nature of complaints and suggestions should be examined and remedial measures for removing the difficulties experienced by the public should be suggested to the Station Master through the Inspection Book. Repeated complaints of uniform nature or against a particular member of the staff should be specially reported to the Divisional Commercial Superintendent for necessary action.

**2912. Tariffs, manuals and circulars.** ♦ (a) All the tariffs, manuals and other books of reference at the station should be examined to ensure that they are kept up-to-date, with all correction slips duly posted, and that the instructions notified from time to time are understood and correctly carried out by the staff (see para 117) also. For this purpose, the inspecting officials should keep a list of file latest correction slips issued to various tariffs, manuals, etc., readily available with them for comparison with the register of correction slips appended to the respective tariffs, manuals, etc. The inspecting officials themselves should have knowledge of the instructions conveyed under these correction slips to satisfy themselves on their application by staff.

(b) Similarly, the files of rate advices, rate circulars, gazettes, etc., should be scrutinized to see that these are properly maintained and that their contents have been noted by staff and are understood and followed by them.

**2913. Money value books.** ♦ At least ten series of the money value books should be

checked with the relevant stock book to see that the balance on hand is correct. The series of money value books checked should be indicated in the Inspection Report. It should also be seen that the stock on hand is adequate to meet with the day-to-day requirements at the station, that the instructions regarding the indent, receipt, examination, custody and issue of money value books are being correctly followed by the stall and that the stock book is properly maintained.

**2914. Other books, forms and stationery.** ♦ In respect of other books and forms and items of stationery, it should be seen that the indents are placed on due dates according to requirements and that the stock on hand is neither insufficient nor excessive in comparison with the requirements of the station. In case the stock of books and forms is in excess of the normal requirement of the station, arrangements may be made for transferring the same to other stations on the Division where these could be utilized advantageously. It will be expedient for the Commercial Inspectors to keep a note of the stations where the stock of books and forms is either too low or very high so that transfer of the excess stock could be arranged without any difficulty. In case where the stock of books forms cannot be utilized by inter-station transfers, the same should be returned to Stores Department.

**2915. Attention to correspondence.** ♦ (a) In respect prompt attention to correspondence, it should be seen that the relevant registers are correctly maintained of prompt attention to correspondence, it should be seen that the relevant registers are correctly maintained and that there is no delay in disposing of the letters received at the station.

(b) In the case of letters received from distinguished or important persons including Members of Parliament and State Legislatures and various Consultative Committees, it should specially be seen that these receive Station Master's immediate and prompt attention. It should further be ensured that whenever a letter received at the station cannot be finally disposed of immediately, an interim reply acknowledging the receipt of the letter is sent whenever circumstances would appear to call for such a reply.

**2916. Fluctuation in earnings.** ♦ (a) The earnings under various heads of accounts at the station should be reviewed for the last three years and the causes for abnormal fluctuations analysed. In case the earnings have been dwindling, this fact together with the reasons therefore and the remedial measures which could augment the railway revenues, should be specially indicated in the Inspection Report. It would be available to send a report personally to the Divisional | Assistant Commercial Superintendent.

(b) If the fall in the earnings is attributed to competition from other means of transport, such as road or river, it should be critically examined if this is the result of change in the policy of issue of licences or permits for the operation of such other means of transport. The result of this examination indicating the fall in the earnings should be reported to the Divisional Commercial Superintendent for necessary action. Any other suggestions for increasing the railway revenues, which the Inspector may feel necessary to make as a result of his experience of the local conditions obtaining in the area, should be specially brought out in the Inspection Report.

**2917. Custody and handling of cash and travelling cash safes.** ♦ (a) The arrangements for making and taking over of cash between the various members of the staff should be checked up to see that there is no lacuna in the procedure and that in case of deficiency or loss of cash, responsibility could be properly fixed. It should be seen if the security arrangements existing for handling the cash at various stages including the handling of travelling cash safes at the station, are adequate.

(b) the cash remittance notes for at least one calendar month should be examined to see that, these had been correctly filled in and that the cash receipts had been correctly

pasted with the block foils of the relevant cash remittance notes. The calendar month selected for this check should be indicated In the Inspection Report.

**2918.** While travelling by the train carrying traveling cash safes, the Commercial Inspector should make it a point to keep a watch over the depositing of cash bags in the travelling cash safe and see that instructions issued on this subject are being correctly followed by the Station Master Assistant Station Master and the Guard. Any disregard of rules noticed in such checks should be specially reported to the Divisional Railway Manager for taking up suitably with the staff at fault. The staff should also be suitably activated to follow the correct procedure.

**2919. Submission of returns.** ♦(a) Transmit mean for various returns should be examined for at least three calendar months to see that all the returns were correctly submitted to the Traffic Accounts Office on due dates and that the acknowledgements received therefore have correctly been pasted with the recode foils of the relevant transmit mema.

(b) The actual dates of submission of various returns as per transmit memo should be compared with the entries in the 'calendar of returns' for at hast one calendar month to see that the latter is correctly posted. The 'calendar of returns' should be examined to see that it had been posted up-to-date and that all the returns due till the date of inspection had been submitted correctly. If the submission of any returns is in arrears effective steps should be taken for their submission to the Traffic Accounts Office without further delay.

(c) The period for which the checks prescribed in

(a) and (b) above have been exercised should, be indicated in the Inspection Report.

**2920. Preservation of records.** ♦It should be seen that various items of initial records and registers prescribed under the rules are being preserved neatly and methodically so that there is no delay in producing the same wherever required. If any lapses art noticed specific instructions should be given to the Station Master through the Inspection Book for improving the preservation of such records.

**2921. Recovery of rent, licence fee, etc.** ♦The registers of recoveries from vendors, stall-keepers, plot-holders, licensed Porters, etc., should be examined to see that these are properly maintained and that no amount fallen due has remained unrealized. The non-collection or late recovery of rent or licence fees, etc., should be taken up with the staff at fault and arrangements made for the recovery of the arrears, if any, without further delay.

**2922. Supply of drinking water** ♦The adequacy of the number of watermen and the arrangements for storage and supply of clean drinking water to passengers should be reviewed and shortcomings, if any, reported through the Inspection Report. During the summer season, it should also be seen that proper arrangements exist for supply of cool drinking water to the passengers.

**2923. Licensed Porters.** ♦It should be seen that the number of licensed Porters engaged at the station are adequate to meet with the requirement of the travelling public and that the licensed Porters, attend to all trains in proper uniform and with metal badges provided for the purpose.

**2924. Public announcement system.** ♦The public announcement system, if provided at the station, should be watched to see that it serves the purpose for which it is introduced. The Commercial Inspector should satisfy himself that the equipment is in

perfect working order and that the voice is clear and not jarring to the ear. Regular announcement regarding late running of trains, if any, in the prescribed languages by rotation, should be specially watched.

**2925. Catering and vending services.** ♦ In the restaurants, refreshment rooms and other catering and vending services, whether run departmentally or through contractors, it should be seen that ♦

- (i) proper lighting and ventilation has been provided;
- (ii) arrangements for sanitation and protection from flies are satisfactory;
- (iii) wire mesh is used for protection of foodstuffs;
- (iv) the vendors bearers wear clean and tidy uniforms and badges;
- (v) medical and character certificates as required are available at the station for the persons engaged;
- (vi) water is stored properly and is used after boiling and cooling, and that ladles are used for recovering water from the storage post;
- (vii) utensils and crockery are clean and art-sterilized as per extant orders;
- (viii) table clothes and other linen are washed and cleaned properly;
- (ix) provisions and other stores are neatly arranged in the store rooms and protected from insects etc.;
- (x) quality and quantity of eatables served are in accordance with the minimum standards prescribed by the administration;
- (xi) articles on sale are in accordance with the list approved by the competent authority and that rate lists have been properly exhibited as per extant orders;
- (xii) actual number of salesmen vendors, trays trolleys, etc., does not exceed or fall short of the sanctioned number;
- (xiii) notice regarding the cooking media is properly exhibited;
- (xiv) hawking during night hours is done in a subdued voice so as to avoid disturbance to sleeping passengers;
- (xv) vendors do not pester the passengers in any way for selling their goods or otherwise; and
- (xvi) catering service is otherwise being run satisfactorily and that all rules and instructions issued by the administration from time to time are being correctly followed.

**2926. Bookstalls.** ♦ In the bookstalls, it should be seen that ♦

- (i) adequate number of books and newspapers, both in English, Hindi and regional language, are available for sale at all times;
- (ii) no obscene or prohibited picture or literature, is put up for sale or otherwise exhibited;

- (iii) second-hand books or other literature is not put up for sale;
- (iv) selling price has been indicated on each book and that it is reasonable; and
- (v) other instructions issued by the administration from time to time are being correctly followed by the bookstall-keeper.

**2927. Stock of tickets in tubes and store.** ♦ The inspecting official- must check and count the tickets in tubes and stock for at least ten series which should be selected at random and not in any particular order from the local and through printed card and season tickets. This check should be exercised as early as possible after arrival at the station. The series checked, together with the result of check, should be indicated in the Inspection Report. Any serious irregularities noticed in this regard should be investigated on the spot and a detailed report submitted.

**2928. Booking Office.** ♦ In the inspection of a booking office, the following points should merit special attention : ♦

- (i) whether the number of booking windows provided is adequate and whether separate booking windows for ladies and upper class passengers have been provided wherever the traffic offering would warrant this;
- (ii) whether the booking windows are opened in time and whether there is any necessity for altering the time for opening the booking windows to cater to the needs of the traffic offering;
- (iii) whether the passengers queue up before the booking windows at the time of purchasing the tickets and wherever necessary, staff educate the travelling public in this regard;
- (iv) whether the booking windows are properly lit up at night to enable the passenger to check: their tickets and change before leaving the booking window;
- (v) whether sheet time tables and fare lists (see para 113) have been conspicuously exhibited neat the booking windows or at other places within the station buildings to which the passengers have easy access before taking their tickets;
- (vi) whether the notices regarding the hours of business and examination on change and tickets before leaving the booking window are properly exhibited;
- (vii) whether the estimate of tickets (see para 219) has been correctly prepared and whether any revision is necessary due to abnormal fluctuation of traffic;
- (viii) whether the indents are submitted properly on due dates, in accordance with the estimate of tickets and whether the stock o: tickets on hand is adequate;
- (ix) whether the ticket cases, tubes and almirahs are properly cleaned and are free from dust and insects;
- (x) whether random check of tickets in tubes supplied to the station is adequate and whether they are in perfect working order;
- (xi) whether random check of tickets in tubes and stock is correctly exercised by the Station Master and the result recorded in the daily trains cash book-cum-summary;
- (xii) whether the fares on tickets have been corrected, wherever necessary, before replenishing tie tubes;

(xiii) whether excess fare tickets, blank paper tickets, etc, are legibly and correctly prepared;

(xiv) whether the imprest cash at the station is adequate to meet with the demand of passengers in respect of small change;

(xv) whether the passenger fare notebooks for through traffic (see para 261) are correctly maintained;

(xvi) whether the train-wise shift-wise cash is collected from the Booking Clerks by the Station Master or any other staff authorized in this behalf;

(xvii) whether the notice regarding 'availability of platform tickets', when stocked at the station has been correctly exhibited;

(xviii) whether the daily trains cash book-cum-summary is posted up-to-date and signed by the staff concerned,

(xix) whether the Station Master or any other authorized staff has signed the certificate in the daily trains cash book-cum-summary (see para 714);

(xx) whether there are repeated deficiencies in cash by a particular Booking Clerk and whether this is due to intentional falsification of accounts, with a mala fide intention ;

(xxi) whether the deficiencies in cash are made good by the staff immediately as per extant orders.

**2929. Reservation Office.** ♦(a) In the reservation office, it should be seen that the reservation registers are properly maintained and that regret slips are issued when accommodation is not available. A few entries in the reservation charts should be checked with the reservation register to ensure that the berths seats are allotted in accordance with the rules laid down by the railway administration.

(b) Where a booking and reservation office has been work-studied and consequent recommendations like the introduction of Kardex Book Units, and combining the booking and reservation functions at the same counter have been introduced, it should be seen that the working of the reservation office is carried on according to the revised procedure since introduced, and that there is no slipping back to erstwhile methods of working on any detail.

**2930. Collection of tickets and Ticket Collectors Report.** ♦(a) While at the station, the Commercial Inspector should watch collection of tickets preferably by the train by which he has arrived to see if the tickets of the incoming passengers are being correctly checked and collected wherever necessary. The percentage of tickets missing in such a collection should be compared with the corresponding figures of the previous days and causes of abnormal fluctuation, if any, should be investigated. If any deficiency exists in the existing arrangements, the same should be removed and concerned staff imparted suitable advice in the matter.

(b) It should also be seen that arrangements for the check and collection of tickets, including luggage tickets, are adequate and that the collected tickets are properly cancelled and kept under lock and key till they are submitted to the Traffic Accounts Office along with the relevant Ticket Collectors' Report.

(c) The statement of missing tickets (see para 514) should be examined to see if the percentage of missing tickets is high. If so, the causes thereof should be analysed and

remedial measures suggested.

**2931. Outward goods and parcels and luggage.** ♦ (a) With a view to ensure that the railway receipts are not issued in advance of the receipt of the packages, a few way-bills invoices issued on the date of inspection or on the previous day should be examined to see that either the relevant packages are on hand or they have been correctly despatched from the station.

(b) The outward booked consignments lying on hand should be examined to see that the instructions regarding packing, marking and labeling have correctly been observed. Similarly, the outward loaded wagons, waiting despatch, should be examined to see that they have been correctly labelled, sealed, riveted and E. P. locked as required under the rules and other instructions in force. If the case of open loaded wagons, it should further be seen that, wherever necessary, check lines have been provided on the top layer of the consignment and that they have been covered with wagon sheets and tied with ropes as per extant orders.

(c) Forwarding notes to the extent of one full working day's transactions in each office (goods, parcels and luggage) should be examined in detail vis-a-vis the relevant invoices, way-bills or luggage tickets to ensure that they have correctly been executed by the senders or their authorized agents, and that they have been completed and signed at appropriate places by the staff responsible for various operations involved in the booking and despatch of the consignment. In the case of general forwarding notes, it should be seen that they have approved by the competent authority and that they are not date expired. It should also be seen that the way-bills, invoices, etc., are being prepared legibly and correctly as per extant orders.

(d) A few consignments of goods parcels already booked and awaiting despatch should be examined with a view to detecting misdeclaration of goods.

**2932. Weighing machines and weighbridges** (a) All the weighing machines and weighbridges provided at the station should be tested to see that they are in perfect working order and are being maintained properly. It should also be seen whether the number of weighing machines and weighbridges provided is adequate to cope with the quantum of traffic dealt with at the station. The date on which each weighing machine or weighbridge was last tested by the representative of the Mechanical Department should be indicated in the Inspection Report. In case any weighing machine or a weighbridge is found defective, the Station Master should be advised to take immediate steps for rectification of the defect.

(b) At weighbridge stations, it should be seen that the wagons required to be weighed on the weighbridge are correctly weighed as per extant orders and that the weighment advices and a copy of the weighment register are regularly sent to the destination stations and the Traffic Accounts Office respectively.

**2933. Reweighment of consignments.** ♦ (a) The reweighment registers should be examined for at least one calendar month to ensure that these are being correctly maintained and that requisite percentage of inward consignments prescribed for this purpose is being correctly weighed. A few of the items recorded in the reweighment registers should be traced into delivery books to ensure that the results of reweighment have been recorded therein and undercharges, wherever due, have been accounted for. Similarly, a few of the telegraphic messages received from weighbridge stations should be traced into the delivery books with a view to ensure that the result of reweighment has been recorded therein and undercharges, wherever due, have been accounted for.

(b) The Commercial Inspector should get at least ten outward booked consignments lying on hand re-weighed in his presence to ensure that the booked weight was correctly

shown by the staff. Similarly, ten inward consignments lying on hand, preferably those which were already reweighed by the staff at the destination station, should be got reweighed to ensure that there is no leakage of railway revenues. The result of reweighment should be recorded in the Inspection Report. The consignments on which undercharge becomes due as a result of reweighment by the Commercial Inspector should immediately be brought to the notice of the Station Master for recovery of the amount due. The result of the reweighment should also be recorded in the reweighment register and respective delivery books or unloading tally books.

(c) Similarly, five full load wagons each of outward, inward and transit goods, should be reweighed on the weighbridge, wherever provided, and further action taken as indicated in (b) above.

**2934. Inward goods and parcels and luggage.** ♦ In respect of inward consignments it would be seen that ♦

- (i) inward way-bills invoices are taken to account immediately on receipt;
- (ii) notices of arrival are issued to consignees as per extant orders;
- (iii) railway receipts and freight and other charges as due are collected before effecting delivery;
- (iv) collected railway receipts or indemnity notes in lieu thereof are properly preserved as per extant orders;
- (v) inventory of goods and parcels is properly taken and checked by the Station Master, or any other staff authorized in this behalf, in his own handwriting; and
- (vi) rules regarding disposal of unclaimed and unconnected packages are properly followed.

**2935. Check of goods and parcels on hand.** ♦ (a) The Commercial Inspector should take an inventory of goods and parcels on hand in the relevant register (see para 2048) and check the same with the delivery books, unloading tally books, register of unconnected packages wagons and other relevant records. The inventory should be taken in full, in the handwriting of the Commercial Inspector himself, immediately after his arrival at the luggage and parcels office or goods sheds, as the case may be.

(b) The provision regarding taking full inventory is sometimes relaxed under the orders of the Chief Commercial Superintendent in respect of larger stations which are notified by the railway administration for the purpose. In such cases, the Commercial Inspectors will take a partial inventory of not less than 50 consignments in each such parcels office | goods shed, and check the same as indicated in (a) above. Further, the Commercial Inspector should also pick up at least 50 items of parcels goods on hand from the delivery books and/or unloading tally books and see that the consignments are actually on hand. The items so checked will be identified in the respective delivery books/unloading tally books and also recorded in the inventory books.

(c) A few inward consignments of goods' parcels lying on hand should be examined to see that they have not incorrectly described with a view to securing benefit of lower rates or booking against restrictions.

(d) A few items of left luggage on hand in Cloak Room should be checked with reference to the relevant record foils of left luggage tickets to check their correctness.

**2936. Recovery of wharfage and demurrage charges accrued.** ♦ (a) In order to

ensure that wharfage and demurrage charges are being correctly levied, the Commercial Inspectors should check

(i) wagon transfer registers in detail for 10 days transactions and trace the amount of demurrage charges due in the cash books;

(ii) at least 50 entries subject to a maximum of five days transactions in the wagon exchange book with the relevant placement| release mema and the wagon transfer registers in respect of correctness of the time of placement and release;

(iii) delivery books in detail for 10 days' transactions and trace the amount of wharfage charges due in the cash books;

(iv) unloading tally book for two days transactions with the delivery books in respect of dates of arrival and availability for delivery;

(v) dates of removal as entered in the delivery book with the relevant gate passes and the register of goods passed out (see para 1857), wherever the gate pass system is in force.

(b) The dates for which the above transactions are checked should be indicated in the Inspection Report.

**2937. Station outstanding.** (a) The station out-standings in the closed period preceding the inspection should be examined in detail to ensure that adequate steps as per orders in force are being taken by the station staff for clearance of the outstanding specially those outstanding for more than three months.

(b) The last advice of internal check received at the station should be examined to see that all the debits and credits mentioned therein had correctly been taken into account in the station book. If any item are not found to have been so accounted, the Commercial Inspector should get the same accounted during the course of his inspection; repeated failures in this respect on the part of the station staff should be reported to the Divisional Commercial Superintendent.

**2938. Check of pay orders for petty claims** At stations, where Station Masters are authorized to issue pay orders in respect of petty claims, it should be seen that the relevant record for settlement of claims is being properly maintained and that the claims have been settled judiciously as per extant orders. Pay orders issued on four dates, subject to a minimum of 10 pay orders, should be checked in detail with the relevant record and irregularities, if any, taken up with the staff at fault. The dates selected for this check should be indicated in the Inspection Report.

**2939. Checks for goods sheds and luggage and parcels offices.** In the goods sheds and luggage and parcels offices, it should also be seen that

(i) accommodation provided is adequate to cope with the traffic offering at the station;

(ii) arrangements for the safety and security of goods and parcels against theft, pilferage, damage, etc., are adequate;

(iii) approach roads are in good condition,

(iv) station buildings, particularly where the consignments are slacked, are not leaky;

(v) number of booking and delivery windows provided is adequate;

- (vi) other arrangements for booking, clearance and delivery of consignments are adequate;
- (vii) various prescribed notices particularly in relation to restrictions in booking, working and business hours, allotment of wagons, etc., are correctly exhibited
- (viii) instructions regarding the protection of consignments from damage by wet are being properly followed;
- (ix) tarpaulins provided at the station are adequate and are maintained in serviceable condition;
- (x) there is no avoidable delay in loading and unloading of traffic;
- (xi) prescribed check on gate passes., wherever in force, is correctly exercised;
- (xii) sweepings and grain and other materials are collected and correctly accounted for:
- (xiii) outward and inward summaries are prepared correctly and legibly and are properly filed;
- (xiv) efforts are made to detect mis-declaration of goods and parcels;
- (xv) missing and damaged goods reports are submitted promptly;
- (xvi) damage and deficiency registers are maintained and relevant advices are despatched promptly as per extant orders ;
- (xvii) particulars of payment of claims are entered in the various records as per extant orders;
- (xviii) a copy of the agreement for handling contracts/out-agencies sidings, wherever necessary, is available with the Station Master and that the terms and condition's stipulated therein are being followed ; and
- (xix) at stations where traffic is likely to increase due to coming up of new industries, etc, in its vicinity, appropriate action has been initiated with an end in view that the additional traffic can be lifted without difficulty when the time comes.

**2940. Additional checks for goods sheds.** -in the case of goods sheds, it should additionally be seen that

- (i) register of invoices received (see para 1807) is properly maintained ;
- (ii) priority registers (see pares 1405 and 1406) properly maintained and that the rules regarding registration of goods, allotment of wagons and collection and refund of wagon registration fee are being correctly observed:
- (iii) instructions regarding selection of wagons for loading (see para 1506) and precision to be taken when loading wagon (see para 1507) are being correctly followed ;
- (iv) wagons are correctly labelled, sealed and riveted and that full use is made of the E. P. locking system, if available at the station ;
- (v) inward and outward index registers are properly maintained (see paras 1441 and and 1813) regular non-receipt of invoices from a particular station being brought out in the Inspection Report for necessary remedial measures; and

(vi) invoices are regularly dispatched to the destination stations and to the Traffic Accounts Office as per extant orders.

Note. ♦ The check in respect of deposits and refunds of wagon registration fees should be exercised for at least four days' transactions subject to a minimum of 10 entries, the dates selected being indicated in the Inspection Report.

**2941. Repacking and transshipment sheds.** ♦ In the case of repacking and transshipment sheds, it should also be seen that

- (i) vans are being prepared in accordance with the extant orders on the subject ;
- (ii) there is no undue detention to wagons or consignments;
- (iii) there is proper ordering of work and distribution of staff and labour;
- (iv) there is proper co-ordination between the commercial and transportation staff and
- (v) working hours are adequate and proper to cope with the work involved.

**2942. Commercial Inspection Book.** ♦ All irregularities noticed during the course of inspection should, as far as possible, be set right on the spot. On completion of the inspection, the Commercial Inspector should enter in brief detail, in the Commercial Inspection Book, the particulars of irregularities noticed, together with instructions and suggestions for avoiding repetition of such irregularities. At the time of the next inspection, the Commercial Inspection Book should be called for and perused to see that the instructions have been complied with by the staff.

**2943. Commercial Inspection Report.** ♦ (a) After completing the inspection, and as far as possible before leaving the station, the Commercial Inspector should fill in the Inspection Report in the prescribed form as notified by the railway administration. These Inspection Reports are normally in the form of a questionnaire embodying the points meriting special attention during the course of inspection. Any other point of commercial importance requiring attention of the higher authorities should be indicated on separate sheets, which should be stitched with the Inspection Report.

(b) A detailed statement of undercharges detected during the course of inspection should be prepared in triplicate, by carbon process, showing full particulars of the undercharges, as also their remittances and the name of the staff responsible for the same. If the amount is not made good before the inspection is completed, remarks of the staff responsible for the undercharges should be obtained and attached with the statement. All three copies of the statement should be submitted to the Divisional Commercial Superintendent, who will arrange to forward two copies of the same to the Traffic Accounts Office for verifying accounts of the undercharges or raising debits, as the case may be. The third copy of the statement will be retained in the Divisional Office along with the relevant Inspection Report.

**2944. Submission of the Commercial Inspection Reports.** ♦ The Commercial Inspection Reports should be submitted by the Commercial Inspectors to the Divisional Office immediately after the completion of the inspection. As the serious irregularities pointed out in the Inspection Reports, as also the outstanding Inspection Reports awaited from the Commercial Inspectors for the inspection completed by them, are discussed in the monthly commercial meetings, the Commercial Inspectors should be punctual in the submission of the Inspection Reports to the Divisional Office lest the efficiency of their working be commented upon adversely.

**2945. Accounts Inspections.** ♦ The earnings of railways are chiefly derived from the transport of passengers and merchandise traffic, and are realized through the agency of stations. The main headings under which these earnings are classified are 'coaching', 'goods' and 'sundries'. To ensure that income on account of the services rendered by the railways is properly and correctly accounted for and remitted by station's, internal checks and test checks are exercised in the Traffic Accounts Office, on the basis of returns and documents submitted by stations at specified intervals as laid down in this Manual or as notified separately by individual railway administrations. These checks cannot by themselves eliminate the possibility of frauds, defalcation; and malpractices resulting in leakage of railway revenues, unless supplemented by regular vigilant and effective 'on the spot' checks over the initial records and documents at stations specially those which are not made available to the Traffic Accounts Office at the time of internal checks. These 'on the spot' checks are conducted periodically by the Inspector of Station Accounts in-charge of the section. The object of such 'on the spot' checks is also to ensure that the returns rendered by the stations to the Traffic Accounts Office reflect the true state of accounts on the basis of the initial documents maintained at the stations.

**2946.** In addition to the periodical inspections by the sectional Inspectors of Station Accounts, refined to in para 2945 above, inspections' are also conducted by the Accounts Officers and the Inspectors of Station Accounts attached to the Traffic Accounts Office, Further, the initial books and documents as also other records maintained at the stations are also subjected to checks by the officials of the Audit department.

**2947.** The periodicity and the extent of checks by the officials! of the Accounts and Audit departments are determined by their respective Heads of Department and these are not divulged to the station staff. It is, therefore, incumbent upon the Station Master, as also his subordinates to extend full co-operation to the inspecting officials. It is the duty of the Station Master to ensure that all books and other records maintained at the station are always kept posted up-to-date. It will be appreciated that the arrear in the accounts work at the station tends to hamper the progress of the inspection.

**2948.** All the books, documents, correspondence and cash vouchers on hand, as also the unconnected and undelivered consignments and other records maintained at the station, should be made available to the inspecting officials as and when demanded by them. Similarly, clarification in relation to any transaction sought by the inspecting officials should be given to them promptly.

**2949.** Undercharges or other short remittances pointed out during the course of the inspection should be made good on the spot. In case the Station Master feels that the debit pointed out is not correct, he should bring it to the notice of the inspecting officials, quoting reference to the tariffs or any other authority in support of his arguments. In the case of a difference of opinion between the Station Master and the inspecting official in regard to the interpretation of a particular rule, the matter should be referred to appropriate higher authorities.

**2950.** (a) Irregularities noticed by the inspecting officials will, as far as possible, be brought to the notice of the Station Master at their earliest through irregularity statements. It is the duty of the Station Master to obtain the explanation of the staff responsible for each such irregularity in the irregularity statement itself. He should also ensure that the explanations given by the staff are brief and to the point, quoting reference to rules and instructions, wherever necessary.

(b) Irregularity statements bearing observations of the Station Master against such item in the statement should be returned to the inspecting official before he leaves the station after completion of the inspection.

**2951.** The Station Master should make it a point to seek clarification from the inspecting officials on any points of doubt in relation to the accounting matters. He may also discuss with them the maintenance of accounts in general to see if any steps for streamlining the procedure at his station are necessary to bring about an all round efficiency.

**2952. Accounts Inspection Book.** ♦A separate Inspection Book should be maintained at each station for the officials of the Accounts and Audit Departments. Brief particulars of the irregularities noticed during the course of the inspection as also instructions and suggestions, if any, for eliminating the repetition of such irregularities will be recorded by the inspecting officials, whenever considered necessary, in the Inspection Book. It is the duty of the Station Master to see that the irregularities pointed out and the instructions recorded in the Inspection Book are noted by all the staff particularly those who are directly concerned with them, the Station Master should also ensure that the instructions recorded in the Inspection Book are subsequently acted upon by the staff concerned.

**2953.** The Officers and Inspectors of the Commercial Department, while at a station, should call for the Accounts Inspection Book to see that the instructions have correctly been noted and that the irregularities pointed out therein are not being repeated.



## **CHAPTER XXX**

### **MISCELLANEOUS**

**3001. Advance statement of gross earnings and traffic handled.** ♦ To enable the railway administration to keep a watch over the trend of traffic offerings on the railway,

each station including an out-agency and city booking office, should prepare an 'advance statement of gross earnings and traffic handled' as detailed in paras 3002 to 3012 below. As this is one of the important returns, it should be prepared carefully and written legibly and neatly.

**3002.** The 'advance statement of gross earnings and traffic handled' should be compiled, checked and despatched under a special cover superscripted 'advance statement of gross earnings and traffic handled' and addressed to the authority notified for this purpose, on the day following the close of each tri-monthly period, i.e., on the 11th and 21st of the same month and the 1st of following month for the three tri-monthly periods of a month respective by Detailed instructions regarding the manner in which the above covers are to be despatched will be notified by each railway administration separately.

**3003.** (a) The 'advance statement of gross earnings and traffic handled' should take into account only the traffic originating from the station both paid and to-pay. If the station happens to be a junction with Pakistan Railways, the traffic coming from Pakistan Railways, and passing the station into Indian territory, also shall be accounted by that station under originating traffic. For traffic booked to Pakistan Railways, the station will include through traffic outward, the entire traffic and the Indian Railways' share only of earnings.

(b) For the preparation of this statement, out-agencies should consider themselves as stations on the railway served by them but the earnings to be reported should be the share of earnings due to Indian Railway excluding the cartage charges for the road portion Traffic booked to out-agencies should be treated as local or through traffic, according as the railway station serving the out-agency is on the same or other railway as for the reporting station.

(c) The earnings of the flag stations, which do not maintain and submit separate balance sheets to the Traffic Accounts Office, should be exhibited distinctly in the statement of the depot station.

(d) In all cases, a copy of the statement should be retained as station record.

**3004.** (a) The figures compiled for a particular period should be compared, separately by each category, with the figures of the corresponding period of the preceding year, and brief remarks for abnormal variations, if any, recorded in the appropriate column of the statement. The reasons for variations in the traffic should be specific and not vague. For the guidance of the station staff, a few specimen of specific remarks are given below :◆

1. "Increase in passengers traffic due to ..... (a fair/festival/conference/marriage season" or "decrease attributed to road competition to the extent of Rs....."

2. "Increase in other coaching earnings due to increase in ..... (parcels traffic/ military of other specials" or' 'decrease cue to early cessation of mango traffic".

3. "Increase in goods earnings due to increased booking under .....(livestock, cotton raw or pressed, piece-goods, etc." or "decrease due to .....(failure in crops, less output by factories served by the station, or less demand for finished goods, etc.)" or "decrease attributed to competition from road or inland waterways transport to the extent of Rs..... "

4. "Increase/decrease/in sundry other earning due to more/ less receipts under..... rent, etc."

(b) The figures of decrease in earnings attributed to road river sea competition should be shown only after establishing that the traffic previously carried by rail had been diverted to road river sea; it should not be based on mere presumption. In the absence of definite knowledge, the figures of loss due to such competition need not be shown.

**3005.** The 'advance statement of gross earnings and traffic handled' should be prepared in six parts, as indicated below ♦

Part I Passenger traffic including Government passenger traffic.

Part II Other coaching earnings including Government and other coaching traffic.

Part III Goods earnings.

Part IV Sundry other earnings.

Part V Total earnings.

Part VI Earnings commodity.

**3006.** The figures relating to passenger traffic, will be picked up from the periodical totals of the daily trains cash book-cum-summary, should be posted in the pro forma appearing at Appendix XXX/A.

### **INSTRUCTIONS FOR FILLING OF THE ADVANCE STATEMENT OF GROSS EARNINGS AND TRAFFIC HANDLED BY THE STATION STAFF**

#### **(a) GENERAL**

1. This is one of the most important return. it should be prepared carefully and legibly.
2. This return shall be prepared for each tri-monthly period, namely, 1st to 10th, 11th to 20th and 21st to the end of each month.
3. This return shall be compiled, checked and despatched under a special cover superscribed "Advance returns of Gross earnings and traffic handled" and addressed to.....on the day following the close of each tri-monthly period. The office copy should be examined carefully for check by inspecting officials.
4. Both local outward and through traffic outward should be included.

#### **(b) PASSENGER TRAFFIC ♦ Table I**

1. In computing the number of passengers in column 2 and 3, each single journey child ticket shall be counted as one passenger, each return journey ticket as 2 passengers, each monthly season ticket as 150 passengers and each quarterly season ticket as 150 passengers, circular Journey ticket round tour tickets should be counted as single journey tickets.
2. The figures in columns 2, 3, 4, 6, 7, 3, 10 and 11 shall include both ordinary and military traffic. The particulars of blank card or paper tickets issued shall also be included under the relevant classes. In the case where soldier tickets are issued for a party of military personnel, the number of passengers (and not the number of soldier tickets

issued) shall be shown.

3. In column No. 4 shall be included the number of Passengers travelling without tickets and exercised. The number of passengers issued excess fare tickets or receipts or memo either towards extension of journeys or as difference in fares between one class and its higher class shall not be included in the statement.

4. In column 8 the amount of all excess fares shall be included whether collected from passenger travelling without tickets or for extension of journeys or as difference in fares between one class and its higher class. The excess fare collected as difference of fares shall be shown against the higher class. The figures shall include not only the amount collected by the Ticket Collectors at the station but also the amount collected by Travelling Ticket Inspectors or Examiners (whether headquartered at the station or some other station) who remit the collected amount at the stations. The figure in this column shall not include the amount collected either as excess fare on uncooked luggage or penalties levied on passengers for irregular travelling.

5. When a combined ticket is issued either for mail or ordinary under the same class or for two or more different classes, the particulars of such combined tickets shall be shown against the class in which the traffic originates.

**3007.** The figures relating to other coaching traffic, which will be picked up from the relevant cash books and other initial documents, shall be posted in the 'advance statement of gross earnings and traffic handled', Part II, in the proforma appearing at Appendix XXX/B.

#### **OTHER COACHING TRAFFIC ♦ TABLE II**

1. Against the head luggage including military baggage (item No. 1) shall also be included the amounts collected as excess fare on unbooked luggage by the Ticket Collectors at the station as well as by Travelling Ticket Examiners or Inspectors who remit their cash at the station.

2. Under the head parcels to-pay traffic (item No. 4) shall be excluded the paid on charges on rebooked parcels.

3. The amount of penalties collected for irregular travelling and included in excess fare tickets, receipts or memo (whether by Ticket Collectors or Travailing Ticket Examiners or Inspectors) shall be included against the head "Penalties collected for irregular travelling (item No. 3).

4. Under the head left luggage demurrage etc. (item No. 7) shall be included the demurrage collected at the station on inward and booked parcels.

5. Miscellaneous other coaching earnings (item No. 8) shall include ail items of other earnings not included under items Nos. 1 to 7 such as earning from platform tickets, reservation charges for berth or seats, retiring room fees, etc.

6. The amount of undercharges detected or refund of overcharges allowed by the station at the time of delivery of parcel's (item Nos. 9) should be included as the same cannot be included by the forwarding stations in their returns.

7. Amount of deposits which are refundable shall not be included.

**3008.** The total earnings as per Parts I and II of the 'advance statement of gross earning and traffic handled' should be added to arrive at the figures for 'total coaching traffic' which will be shown in Part V of the statement.

**3009.** The figures relating to the earnings from Goods Traffic will be picked up from the goods cash book for outward paid traffic and from the goods outward book for outward to-pay traffic, and will be posted against the respective headings in Part III of the 'advance statement of gross earnings and traffic handled' in the pro forma appearing at Appendix XXX/C. The station staff should particularly ensure that the freight charge on non-revenue traffic, i.e., railway materials and stores traffic booked on railway material consignment notes, are not included in the statement.

### **GOODS TRAFFIC ♦ TABLE III**

1. The goods traffic figure (item No .1) shall include also the particulars of consignments rebooked by the station. Only the further to pay freight charges shall be included. The paid-on charges shall not be included.

2. Against the head demurrage wharfage and storage collected (item No. 2) shall be included not only the cash collected (and not the amount accrued) on outward consignments but also those of inward and rebooked consignments.

3. Other miscellaneous goods earnings (item No. 3) shall include all sundry goods earnings creditable to the Head 630 in Abstract 'Y' as earnings, such as crane charges, shunting charges siding charges etc.

4. The amount of undercharges detected or refund of over charges allowed by the station at the time of delivery of goods (item Nos. 4 & 5) should be included as the same cannot be included by the forwarding stations in their returns.

5. Amount of deposit like wagon registration fees shall not be included.

**3010.** (a) The amount pertaining to 'sundry other earnings' should be entered in Part IV of the 'advance statement of gross earnings and traffic handled' in the pro forma appearing at Appendix XXX/D. Besides the telegraph earnings, which will be posted separately against the relevant head, the sundry other earnings will include the earnings, on account of platform vendors' fees, bed roll charges, rents and tolls, earnings will include the earnings as shown below. The charges will be shown separately for those collected in the booking office and in the goods shed.

(b) The total amount of Parts I, II, III and IV of the statement should be recorded at the end of Part V against the head 'Total gross earnings'.

### **SUNDRY OTHER EARNINGS ♦ TABLE IV**

All other sundry earnings (item Nos. 2 & 3) shall include all the sundry earnings creditable to Abstract Z' other than telegraph earnings as rent on buildings and land, sub proceeds of unclaimed & damaged goods, and gross excess in cash interest and maintenance charges on account of sidings, saloons, level crossings etc. from private bodies, sale of time tables, license fee etc. etc. The amount of deposit which is refundable shall not be included.

**3011.** The freight earnings by important commodities will be entered in Part VI of the 'advance statement of gross earnings and traffic handled' in the pro forma appearing at Appendix XXX/E. The earnings (in Rs.) for the current period as well as for the corresponding period of the previous year, should be shown side by side for each commodity. The causes of variations for individual commodity should also be shown.

**3012.** The commodity-wise split of the amount of the revenue earning goods traffic, will be shown separately in the proforma at appendix XXX/E-I for individual commodity.

**3013. Lease and licence.** ♦(a) Standard size plots of land, as also buildings and other structures within railway premises, are leased | licensed to outsiders by the Headquarters or Divisional Office for stacking rail-borne goods or for any, other specified purpose such as operating a cycle stand, etc. The Lessees |Licensees are required to execute an agreement indicating, inter-alia, the purpose for which the lease license is granted. A copy of the agreement will be furnished to the Station Master by the Divisional Office to ensure that the conditions attached to lease license are correctly fulfilled by the lease licensee.

(b) It should be ensured by the Station Master and inspecting officials that the standard size plots have been properly demarcated and that there are no unauthorized infringements. It should also be examined whether the parties holding the plots of land are regularly booking consignments from the station and that they are not merely retaining plots for purposes other than railway transaction.

**3014.** (a) At all stations, irrespective of whether a lease or a licence has been granted at the station or not, a lease and licence register should be maintained in Form Com. |V-3. A separate page should be allotted for each asset plot and as index to the register should be kept posted up-to-date to facilitate easy reference. The Station Master is personally responsible to ensure that the required particulars are correctly posted in the register in accordance with the information furnished to him by the Headquarters Divisional Office. Where intimation of lease or licence is received from the Headquarters Divisional Office in advance of the execution of the agreement, particulars in the register should be filled up to the extent possible, leaving the other columns blank. If a copy of the agreement in connection with such advance intimation is not received within a reasonable time. The same should be called for from the Head Quarters [Divisional Office concerned. On receipt of the copy of the agreement, the remaining columns in the register will be filled up.

(b) Station Masters are responsible for realizing the licence fee and other charges due from lessees of licensees at their stations as stipulated in the agreement, as also for accounting the same as miscellaneous receipts vide paras 1230 and 1231.

(c) Any case of encroachment or subletting of the lease license or violation of other stipulations of the agreement by the lessee licensee should be reported to the Divisional Commercial Superintendent, endorsing a copy to the Chief Commercial Superintendent, wherever necessary.

(d) A monthly statement showing the particulars of recovery of lease licence fees during the month should be submitted to the Divisional Commercial Superintendent and to the Traffic Accounts Office, along with the relevant balance sheet. On railways where the work is decentralized this statement should be sent to Divisional Accounts Office instead of to the Traffic Accounts Office.

**3015. Licensed Porters.** ♦(a) Licensed Porters are engaged by the railway administration for carrying passengers' luggage within the station limits, on payment of prescribed portage charges. Such Porters are required to wear shirts of the prescribed colour with a piece of cloth indicating the porter age charges stitched on the pocket, as also a metal badge, indicating the licence number, on their arms. The charges payable to the licensed Porters are notified for the information of all concerned through time tables | guides and other notices displayed at each station. The portage charges are also announced for the information of the passengers through loud-speakers, wherever they are provided. The Station Masters should see that the licensed Porters, with proper shirts and badges, are present at the time of all trains carrying passengers and that there is no harassment, whatsoever, to the travelling public, by the licensed Porters.

(b) No unlicensed porter should be allowed to operate at station, where licensed porters are available.

(c) The licence fee as also the security deposit if any recoverable from the licence porters will be fixed by the Divisional office and will be advised to the Station Master concerned and the Traffic Accounts office. On collection of the licence fee and the security deposit, a money receipt (from Com. |M-2) should invariably be issued and the amount accounted for as "Miscellaneous receipts" vide paras 1230-31.

(d) At stations where licensed Porters are engaged, a register of licensed Porters should be maintained in the Pro forma appearing at Appendix XXX/F. A monthly statement of licence fee and security deposits collected from the licensed Porters should be prepared in the pro forma appearing at Appendix XXX/G in triplicate, by carbon process, One copy of the Office and the Traffic Accounts Office and the third copy retained as record at the station.

**3016. Accountal of Railway Recruitment Board applications forms, Time tables, tariff and other publications.** ♦ The Railway Service Commission application forms, time tables, tariffs, and other publications, etc., meant for sale to public, will be sent to stations by the Divisional Office in sealed packets booked under free service way-bills. Each such supply will be accompanied by a issue note in the pro-forma appearing at Appendix XXX/H. On receipt, the articles should be compared with the issue note which will be received in duplicate along with the articles it covers. One copy of the issue note should be returned to be Divisional Office after recording the month in which the articles have been accounted in the station balance sheet, and the other copy retained as station record.

**3017.** (a) The value of articles received during a month should be taken to debit in the station balance sheet for the same month under separate head for each kind of article, quoting reference to the issue note under which the supply was received. The number and value of articles remaining unsold at the end of the month will be shown as 'outstanding' under distinct heads separately for each kind of article. When the articles are sold, the sale proceeds should be accounted for in the relevant cash book under a separate head for each kind of article.

(b) The number and value of each kind of article received and or sold should also be simultaneously posted in a register, a pro forma of which appears at Appendix XVIII/D. This register should be posted, in duplicate, by carbon process, separately for each kind of article. At the end of the months, the pencil copy of the register should be submitted to the Traffic Accounts Office and the carbon copy retained as station record.

(c) On the last day of each month, the Station Master should personally count the number and value of each kind of articles on hand and record the same in the register over his full dated signature.

**3018. Telephones.** ♦ Public call telephones are installed at certain stations by the Posts and Telegraphs Department. The amount in respect of such telephones is generally collected, accounted and remitted by the officials of Posts and Telegraphs Department. At stations where the public call telephones are manned by the railway staff, a serially machine numbered receipt should be issued., in duplicate, by carbon process, separately for each call, from the books supplied by the Posts and Telegraphs Department for this purpose. The total amount collected during the day should be accounted for in the cash book under a distinct head 'Telephone calls'. At the end of the month, a statement showing telephone call charges collected during the month should be prepared, in duplicate, by carbon process, in the pro forma appearing at Appendix XXX/J. One copy of the statement should be submitted to the Traffic Accounts Office along with the relevant balance sheet and the other copy retained as station record.

**3019.** (a) The telephones installed on railway account at the stations, including those installed in the reservation office, parcels office or goods shed, are generally meant for inward calls only for obtaining information required by the calling party. The use of such telephones for outward calls should normally be allowed to railway staff using the telephone in performance of their duties only. However, for the convenience of persons staying in the retiring rooms or other specified categories, the Divisional Commercial Superintendent may authorize a station to permit use of the telephones for outward local calls only by such persons on payment of the usual charges prescribed for public call telephones. This facility should be afforded for outward calls only and not for inward calls or for the receipt and communication of phone messages.

(b) The amount collected should be posted in a register showing the date and serial number of the call, the person calling and the party called, as also the amount collected. This register should be posted in duplicate, by carbon process. At the end of the month, one copy of the register should be submitted to the Traffic Accounts Office and the other copy retained as station record. The amount collected should be accounted for under a separate head 'Telephone calls'.

**3020. Maintenance of accounts at joint stations.** ♦ At joint stations, the traffic originating on the working railway and each one of the using railways should be accounted for in separate set of books in accordance with the instructions issued by respective railway administrations. Unless otherwise notified, the cash collected on account of the traffic relating to the owning/using railway will be remitted to the cash office of that railway. Similarly, station returns and other documents will be submitted to the Traffic Accounts Offices of the respective railways.

**3021. Running power traffic.** ♦ When running power is exercised by one railway over the track owned by another railway, the earnings derived from the trains of the using railway should be remitted to, and accounted for in the books of, the owning railway. In such cases, unless otherwise notified, the tickets, waybills, invoices, etc., will be issued from the stock of the owning railway.

**3022. Procedure to be adopted in absence of specific instructions on the subject.** ♦ In this Manual, efforts have been made to cover all aspects of the commercial working at a station. In addition to this, supplementary and subsidiary instructions will be notified to staff through circulars, etc., issued by the individual railway administrations. However, due to multifarious aspects of the commercial working, if it transpires that specific instructions on a particular aspect of commercial working have not been incorporated in this Manual nor have they been notified separately to the staff, the matter should immediately be referred to the Divisional Commercial Superintendent and the Traffic Accounts Office. Pending receipt of specific instructions, the Station Master should adopt the procedure considered suitable in the circumstances obtaining at the station.

**3023. Special procedure for booking, delivery, accountal. etc., of traffic at certain larger goods sheds and parcel offices.** ♦ In view of heavy traffic dealt with at certain larger important goods sheds or parcels offices, individual railway administrations prescribe separate procedure for adoption of such sheds' offices, keeping in view the magnitude of the traffic dealt with as also other local circumstances obtaining in the area. In such cases, detailed instructions covering all aspects of booking, delivery, accountal, etc., as also the forms to be used, are notified to the staff concerned. Except as provide in such special instructions, the procedure laid down in this Manual will also apply to such larger important goods shed parcels offices.

**3024. Alteration in initial documents and books.** ♦ (a) No erasure or correction of any kind should be made in any figures or other entries made in tickets and money value

books, viz., invoices, way-bills, luggage tickets, blank paper tickets, excess fare tickets, etc. If a mistake has been committed while making entries in any of these documents. It should be cancelled and a fresh one prepared.

(b) The corrections in other books and documents may be made by drawing a line with a pen or an indelible pencil, as the case may be, lightly through the incorrect entry and the correct entry written little above it. In no case, the original entries should be erased or over-written. The corrections should be initialled and dated by the staff carrying out the correction. Similarly, corrections made in the forwarding notes by the consignors or their authorized agents should be initialled by the person executing the forwarding note.

**3025. Use of coloured pencils.** ♦ Red and/or blue coloured pencils should not be used in writing or checking the station books and returns. These coloured pencils can only be used by the authorized officials of the Accounts Department while checking the accounts at the station.

**3026. Complaints and suggestions** ♦ (a) To enable the passengers and other railway users to record their complaints regarding inconvenience caused to them, as also their suggestions for the improvement in the working of the railway, a 'complaint and suggestion book' should be maintained at each station in the Assistant Station Master's Office, where public can have easy access. Similarly, a complaint and suggestion book should also be maintained ♦

(i) in each catering and vending establishment including Dining Restaurant Buffet cars, stalls and trolleys whether run departmentally or through contractors ;

(ii) in each goods shed and parcels office situated at a distance from the main station building; and

(iii) with each Guard and Conductor of all trains carrying passengers excluding suburban trains.

(b) Notice boards indicating the places where the complaint and suggestion books are available should be displayed at suitable places at all stations.

(c) The pages of the complaint and suggestion books are serially machine numbered in sets of three foils each marked 'original', 'duplicate' and 'triplicate' respectively, to be written by carbon process. These books will be supplied by the Divisional Office, after endorsing the date of issue over the signature of a gazetted officer and the Divisional Office stamp on the inside of the top cover of the book. The complaint and suggestion books which are not so endorsed should not be used at stations or other places referred to in (a) above. A specimen of the complaint and suggestion book appears at Appendix XXX/K.

**3027.** The complaint and suggestion book should be chained to a wall, table or any other article so it could not be removed from the place where it is required to be maintained. In the case of complaint and suggestion books maintained by Guards and Conductors, or those used for mobile catering units (excluding the Dining Buffet Restaurant cars), where chaining is not conveniently possible, the chaining may be dispensed with but it should be ensured that the book is readily available at such places at all times.

**3028.** (a) Staff should not enter into any argument with any one asking or the complaint and suggestion book even though they have reasons to feel that there is no valid cause of complaint : they should make available the book immediately on demand or direct the complaint to the place where the book would be available. It should be remembered that non-production of the book, immediately on demand, will constitute a

separate offence in itself.

(b) The original copy of the complaint suggestion will be retained in the book itself as record; the duplicate copy will be submitted to the Divisional Office within prescribed time of its recording and the triplicate copy will be given to the complainant for his record. Full explanation of the staff responsible for the complaint, together with the remarks thereon by the Station Master/Unit Manager on duty, should be attached to the duplicate copy of the complaint before it is transmitted to the Divisional Office.

(c) If, after recording a complaint, the complainant withdraws the same, he should be requested to record his withdrawal on all the three copies of the complaint over his full signature. In such cases, despite the fact that the complaint was subsequently withdrawn, the duplicate copy of the complaint along with the explanation of the staff concerned, as also the observations thereon of the Station Master Unit Manager on duty, should be submitted to the Divisional Office as stated in (b) above.

(d) As far as possible, the Station Master Unit Manager on duty should redress the grievance of the complainant on the spot, and the action taken in this direction should be indicated in his report submitted to the Divisional Office along with the duplicate copy of the complaint.

(e) When a complaint or a suggestion has been finally disposed of, the Divisional Office will advise the Station Master Unit Manager through a letter, a reference of which should be entered by the Station Master Unit Manager on the record copy of the relevant complaint

(f) With a view to ensuring that the duplicate copies of the complaints and suggestions are correctly submitted to the Divisional Office within the prescribed time limit, the Station Master Unit Manager should examine daily the complaint and suggestion books in his charge. The complaint and suggestion books of the Guards and Conductors will be examined by the Station Master of the station at which the Conductor or Guard concerned is head quartered,

**3029. Commercial advertising at stations.** ♦(a) The agreements with the advertisers for display of posters, boards, enameled iron plates, hoardings, etc., on railway premises are entered into by the Public Relations and Commercial Publicity Department of the railway administration, who will keep the Station Master concerned advised up-to-date in regard to fresh agreements or the renewal or otherwise of the existing contracts. No unauthorized material should be allowed to be displayed by Station Masters within their station limits.

(b) At stations, where any advertisement material referred to above has been permitted to be displayed by the Public Relations Officer, an advertising register should be maintained in the pro forma supplied by the railway administration for keeping an up-to-date record of advertisement material exhibited at the station. It should be clearly understood that all such advertising material remains under the general charge of the Station Master, who should ensure that the advertising material exhibited at his station tallies with the entries in relevant register.

(c) The date of expiry of the contracts for advertisements displayed at the station should be posted against each item in the register. If instructions regarding renewal of contract or otherwise are not received from the Commercial Publicity Department, up to the date of expiry of contract, the Station Master should immediately refer the matter to the Commercial Publicity Officer, and obtain his instructions in the matter. Meanwhile, the advertisement material should remain displayed until instructions to the contrary are received from the abovementioned Officer.

(d) The Station Master should exercise a monthly check on the advertisement material on display at his station. Any deficiency or damage should be reported at once to the Commercial Publicity Officer, as the case may be. The Station Master should also arrange to have the posters, boards, etc., dusted once a month- Similarly, enamelled iron plates and painted boards should be washed at least once a month to give smart appearance to the station.

**3030. Stationery, books and forms for use at stations.** ♦(a) Station Masters should submit indents to the Stores Department on the prescribed forms for stationery, registers and other forms for use at their station, in accordance with the instructions issued by that Department. It is the duty of each member of the staff to see that the consumption of stationery, books and forms at the station is not excessive and that their stock on hand does not exceed the normal requirement of the station. Station Masters should obtain instructions from the Divisional Commercial Superintendent in regard to the disposal of obsolete and excess books and forms at their station.

(b) To ensure economical use of various books and forms, the station staff need not open new books at the commencement of the year the books in use should be completed before new ones are opened.

**3031. Preservation of records.** ♦(a) All books, papers, correspondence and other documents maintained at the station should be carefully preserved and so arranged as to allow of a book or document being traced when required. All completed books of invoices, way-bills and luggage, excess fare and other tickets should be filed in serial order and kept in safe custody.

(b) The period for which various records, as above, will be preserved at the station, will be notified by each railway administration separately. After the expiry of this period, the records, with the exception of those required for reference at the station in connection with clearance of outstandings, payment of claims, etc., as also those for which specific orders for preservation have been received by the Station Master, will be disposed of in accordance with the instructions issued from time to time.

**3032. India-Pakistan traffic** - All traffic, of what ever description, carried by rail from one country, i.e., India Pakistan to or across the other, is known as India-Pakistan traffic. Instructions regarding booking and accountal of this traffic, together with the forms of invoices and way-bills to be used, are contained in the India Railway Conference Association's publication titled "Fundamental and Subsidiary rules for interchange of traffic between India and Pakistan " Further detailed instructions regarding submission of returns including those required to be submitted by the border stations in respect of India-Pakistan traffic are also issued by the railway administrations concerned, from time to time. At stations, where the India-Pakistan traffic is dealt with, the Station Master must ensure that the staff dealing with such traffic are thoroughly conversant with the relevant rules and regulations on the subject including the notified operating and other restrictions or regulations, etc., on the movement of traffic in either direction.

**RESPONSIBILITIES OF RAILWAY ADMINISTRATION AS CARRIERS OF GOODS,  
(EXTRACT FROM THE RAILWAYS ACT, 1989)**

**3101. General responsibility of a railway administration as carrier of goods.**

"Section 93 Save as otherwise provided in this Act, a railway administration shall be responsible for the loss, destruction, damage or deterioration in transit, or non delivery of any consignment, arising from any cause except the following, namely :

- (a) act of God;
- (b) act of War;
- (c) act of public enemies;
- (d) arrest, restraint or seizure under legal process;
- (e) orders of restriction imposed by the Central Government or a State Government or by an officer or authority subordinate to the Central Government or a State Government authorised by it in this behalf;
- (f) act of omission or negligence of the consignor or the consignee or the endorsee or the agent or servant of the consignor or the consignee or the endorsee;
- (g) natural deterioration or wastage in bulk or weight due to inherent defect, quality or vice of the goods;
- (h) latent defects;
- (i) fire, explosion or any unforeseen risk :

Provided that even where such loss, destruction, damage, deterioration or non-delivery is proved to have arisen from any one or more of the aforesaid causes, the railway administration shall not be relieved of its responsibility for the loss, destruction, damage, deterioration or non-delivery unless the railway administration further proves that it has used reasonable foresight and care in the carriage of the goods."

**3102. Goods So be loaded or delivered at a siding not belonging to a railway**

**administration :** "Section 94. (1) where goods are required to be loaded at a siding not belonging to a railway administration for carriage by railway, the railway administration shall not be responsible for any loss, destruction, damage or deterioration of such goods from what ever cause arising, until the wagon containing the goods has been placed at the specified point of interchange of wagons between the siding and the railway administration and a railway servant authorised in this behalf has been informed in writing accordingly by the owner of the siding.

(2) Where any consignment is required to be delivered by a railway administration shall not be responsible for any loss, destruction, damage or deterioration or non-delivery of such consignment from whatever cause arising after the wagon containing the consignment has been placed at the specified point of interchange of wagons between the railway and the siding and the owner of the siding has been informed in writing accordingly by a railway servant authorised in this behalf."

**3103. Delay or detention in transit.**

"Section 95. A railway administration shall not be responsible for the loss, destruction, damage or deterioration of any consignment proved by the owner to have been caused by the delay or detention in their carriage if the railway administration proves that the delay or detention arose for reasons beyond its control or without negligence or misconduct on its part or on the part of any of its

servants."

**3104. Traffic passing over railways in India and railways in foreign countries :**

"Section 96. ♦ Where the course of the carriage of any consignment from a place in India to a place outside India or from a place outside India to a place in India or from one place outside India to another place outside India or from one place in India to another place in India over any territory outside India, it is carried over the railways of any railway administration in India, the railway administration shall not be responsible under any of the provisions of this chapter for the loss, destruction, damage or deterioration of the goods, from whatever cause arising, unless it is proved by the owner of the goods that such loss, destruction, damage or deterioration arose over the railway of the railway administration."

**3105. Goods carried at owner's risk rate :** "Section 97. ♦ Notwithstanding anything contained in section 93, a railway administration shall not be responsible for any loss, destruction, damage, deterioration or non-delivery in transit, of any consignment carried at owner's risk rate, from whatever cause arising except upon proof, that such loss, destruction, damage deterioration or non-delivery was, due to negligence or misconduct on its part or on the part of any of its servants :

Provided that ♦

(a) Where the whole of such consignment or the whole of any package forming part of such consignment is not delivered to the consignee or the endorsee and such non-delivery is not proved by the railway administration to have been due to fire or to any accident to the train; or

(b) Where in respect of any such consignment or of any package forming part of such consignment which had been so recovered or protected that the covering or protection was not readily removable by hand, it is pointed out to the railway administration on or before delivery that any part of that consignment or package had been pilfered in transit, the railway administration shall be bound to disclose to the consignor, the consignee or the endorsee how the consignment or package was dealt with throughout the time it was in its possession or control, but, if negligence or misconduct on the part of the railway administration or of any of its servants cannot be fairly inferred from such disclosure, the burden of proving such negligence or misconduct shall lie on the consignor, the consignee or the endorsee.

**3106. Goods in defective condition or defectively packed :** "Section 98. (1)

Notwithstanding anything contained in the foregoing provisions of this chapter, when any goods entrusted to a railway administration for carriage ♦

(a) are in a defective condition as a convergences of which they are liable to damage, deteriorate on, leakage or wastage; or

(b) are either defectively packed or not packed in such manner as may be prescribed and as a result of such defective or improper packing are liable to damage, deterioration, leakage or wastages and the fact of such condition or defective or improper packing has been recorded by the consignor or his agent in the forwarding note, the railway administration shall not be responsible for any damage, deterioration, leakage or wastage or for the condition in which such goods are available for delivery at destination :

Provided that the railway administration shall be responsible for any such damage, deterioration, leakage or wastage or for the condition in which such goods are available for delivery at destination if negligence or misconduct on the part of the railway administration or of any of its servants is proved.

(2) When any goods entrusted to a railway administration for carriage are found on arrival at the destination station to have been damaged or to have suffered deterioration, leakage or wastage, the railway administration shall not be responsible for the damage deterioration, leakage or wastage of the goods en proof of railway administration, ♦

(a) that the goods were, at the time of entrustment to the railway administration, in a defective condition, or were at that time either defectively packed or not packed in such manner as may be prescribed and as a result of which were liable to damage, deterioration, leakage or wastage; and

(b) that such defective condition or defective or improper packing was not brought to the notice of the railway administration or any of its servants at the time of entrustment of the goods to the railway administration for carriage by railway :

Provided that the railway administration shall be responsible for any such damage, deterioration, leakage or wastage if negligence or misconduct on the part of the railway administration or of any of its servants is proved.

**3107. Responsibility of a railway administration after termination of transit :**

"Section 99. ♦(1) A railway administration shall be responsible as a bailee under sections 151, 152 and 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.

(2) The railway administration should not be responsible in any case for the loss destruction, damage, deterioration or non-delivery of any consignment arising after the expiry of a period of seven days after the termination on transit.

3. Notwithstanding anything contained in the foregoing provisions of this section, a railway administration shall not be responsible for the loss, destruction, damages, deterioration or non-delivery of perishable goods, animals, explosive or such dangerous or other goods as may be prescribed after the termination of transit.

(4) Nothing in the foregoing provisions of this section shall affect the liability of any person to pay any demurrage or wharfage, as the case may be, for so long as the consignment is not unloaded from the railway wagons or removed from the railway premises."

**Cessation of responsibility after termination of transit : ♦** A railway administration shall not be responsible after the termination of transit for the loss, destruction, damage, deterioration nor non-delivery of the goods specified in the schedule below : ♦ Schedule

1. Inflammable solids
2. Petroleum and other inflammable liquids
3. Oxidizing substances
4. Acids and other corrosives
5. Poisonous (Toxic) substances
6. All radioactive materials
7. Heavy Water
8. Drugs and narcotics
9. Gold

10. Silver
11. Pearls
12. Precious stones
13. Jewellery
14. Currency notes and coins
15. Government stamps

**3108. Responsibility as carrier of luggage.** "Section 100. A 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.

**3109. Responsibility as a carrier of animals.** "Section 101. A railway administration shall not be responsible for any loss or destruction of, or injuries to, any animal carried by railway arising from freight or restiveness of the animal or from overloading of wagons by the consignor."

**3110. Exoneration from liability in certain cases.** "Section 102. Notwithstanding anything contained in the foregoing provision of this chapter, a railway administration shall not be responsible for the loss, destruction, damage, deterioration or non-delivery of any consignment

(a) When such loss, destruction, damage, deterioration or non-delivery is due to the fact that a materially false description of the consignment is given in the such statement delivered under sub-section (1) of section 66, on

(b) Where a fraud has been practiced by the consignor or the consignee or the endorsee or by an agent of the consignor, consignee or the endorsee; or

(c) Where it is proved by the railway administration to have been caused by, or to have arisen from

(i) improper loading or unloading by the consignor or the consignee or the endorsee or by an agent of the consignor, consignee or the endorsee;

(ii) riot, civil commotion, strike, lock-out, stoppage or restraint of labour from whatever cause arising whether partial or general; or

(d) for any indirect or consequential loss or damage or for loss of particular market."

**3111. Extent of Monetary liability in respect of any consignment** "Section 103. (1) Where any consignment is entrusted to a railway administration for carriage by railway and the value of such consignment has not been declared as required under sub-section (2) by the consignor the amount of liability of the railway administration for the loss, destruction, damage, deterioration or non-delivery of the consignment shall in no case exceed such amount calculated with reference to the weight of the consignment as may be prescribed, and where such consignment consists of an animal the liability shall not exceed such amount as may be prescribed.

(2) Notwithstanding anything contained in subsection (1), where the consignor declares the value of the consignment at the time of entrustment to a railway administration for carriage by railway, and pays such percentage charge as may be prescribed or so much of the value of such consignment as is in excess of liability of the railway administration as calculated or specified, as the case may be, under sub-section (1), the liability of the railway administration for the loss, destruction, damage, deterioration or non-delivery of

such consignment shall not exceed the value so declared,

(3) The Central Government may, from time to time, by notification direct that such goods as may be specified in the notification shall not be accepted for carriage by railway unless the value of such goods is declared and percentage charge is paid as required under sub-section (2)."

**3112. Extent of liability in respect of goods carried in open wagon.** "Section 104. Whereas any goods, which, under ordinary circumstances, would be carried in covered wagon and would be liable to damage, if carried otherwise, are with the consent of the consignor, recorded in the forwarding note, carried in open wagon, the responsibility of the railway administration for destruction, damage or deterioration which may arise only by reason of the goods being so carried, shall be one-half of the amount of liability for such destruction, damage or deterioration determined under this chapter."

**3113. Notice of claim for compensation and refund of overcharge.** "Section 106. (1) A person shall not be entitled to claim compensation against a railway administration for the loss, destruction, damage, deterioration or non-delivery of goods carried by railway, unless a notice thereof is served by him or on his behalf

(a) to the railway administration to which the goods are entrusted for carriage; or

(b) to the railway administration on whose railway the destination station lies, or the loss, destruction, damage or deterioration occurs, within a period of six months from the date of entrustment of the goods.

(2) Any information demanded or enquiry made in writing from, or any complaint made in writing to, any of the railway administrations mentioned in subsection (1) by or on behalf of the person within the said period of six months regarding the non-delivery or delayed delivery of the goods with particulars sufficient to identify the goods shall, for the purpose of this section, be deemed to be a notice of claim for compensation.

(3) A person shall not be entitled to a refund of an overcharge in respect of goods carried by railway unless a notice therefore has been served by him or on his behalf the railway administration to which the overcharge has been paid within six months from the date of such payment or the date of delivery of such goods at the destination station, whichever ever is later."

**3114. Service of notice etc. on railway administration.** "Section 192 Any notice or other document required or authorised by this Act to be served on a railway administration may be served, in the case of a Zonal Railway on the General Manager or any of the railway, or the owner or lessee of the Railway or the person working the railway under an agreement

(a) by delivering it to him ; or

(b) by leaving at his office; or

(c) by registered post to his office address."

**3115. Deviation of route in carriage of goods.** "Section 69. Where due to any cause beyond the control of a railway administration or due to congestion in the yard or any other operational reasons, goods are carried over a route other than the route by which such goods are booked, the railway administration shall not be deemed to have committed a breach of the contract of carriage by reason only of the deviation of the route."

**3116. Liability of railway administration for wrong delivery.** ♦ "Section 80. ♦ Where a railway administration delivers the consignment to the person who produces the railway receipt, it shall not be responsible for any wrong delivery on the ground that such person is not entitled thereto or that the endorsement on the railway receipt is forged or otherwise defective."

**3117. The Railway Claims Tribunal-** The Railway claims Tribunal has been established under section 3 of the Railway Claims Tribunal Act, 1987. It consists of one Chairman, four Vice Chairmen and such number of Judicial members and Technical members as the Central Government may decide. The jurisdiction, powers and authority of the claims Tribunal shall be exercised by the Benches there of. A Bench shall consist of one Judicial Member and one Technical Member. The Chairman also discharges the functions of Judicial Member or Technical Member in any bench. He may also transfer a Vice Chairman or member from one bench to the other bench. The bench may also consist of single member.

Chairman must be or has been a Judge of a High Court or he has worked at least for two years as Vice Chairman. A person shall not be qualified for appointment as Vice Chairman, unless he is or has been or is qualified to be a Judge of a High Court or has been, a member of the Indian Legal Service for at least five years or has for at least five years, held a Civil Judicial post in a 'scale not less' than that of a Joint Secretary to the Government of India or has worked at least for five years under a railway administration in a scale not less than that of a Joint Secretary to the Government of India and has adequate knowledge about Railway claims and the commercial matters or has held for a period of not less than three years office as a Judicial Member or Technical member. A Judicial Member must be or has been or is qualified to be a Judge of a High Court or has been a member of the Indian Legal Services for at least three years or has held the office of a Civil Judicial post for not less than three years. A Technical Member must, have worked for at least three years in railways in a scale not less than that of a Joint Secretary to the Government of India and has adequate knowledge about railway claims and other commercial matters.

Chairman, Vice Chairman and every other member shall be appointed by the President. The Chairman shall be appointed only after the consultation with the Chief Justice of India. In the absence of Chairman, Vice Chairman may look after the duties of Chairman. The Chairman shall hold the office for five years or upto the age of sixty five years whichever is earlier. The Vice Chairman or other members shall also hold the office for five years or upto the age of sixty two years whichever is earlier. They may also submit resignation to the President. The salaries and allowances payable shall be such as may be prescribed. After ceasing to hold office, they may be eligible for reappointment under the conditions as laid down in section 10 of the Railway Claims Tribunal Act.

The financial and administrative powers of Chairman shall be as vested in him under the rules. The Central Government shall determine the nature and categories of the officers and other employees required to assist the Claims Tribunal. The distribution of business amongst the benches shall be done by the Central Government. The application for seeking relief shall be on the form as prescribed. The time limit in the cases of responsibility of railway as carrier is three years from the date of booking and in case of section 124 of the Railways Act, shall be one year of occurrence of the accident. In case of refund of fare and freight, the time limit is three years from the date on which fare or freight is paid to the Railway.

The claim Tribunal shall deal with the following cases.

(i) application for claims against railway administration for loss, damage, destruction, deterioration or non-delivery of consignment under chapter XI of Act.

(ii) application for compensation in respect of death injury to railway passengers arising out of train accident under Section 124 of the Act.

(iii) application for refund of fare or freight. The other rules regarding procedure and powers of the Claims Tribunal and appeals etc. have been given in the Railway Claims Tribunal Act.

### **3118. RAILWAYS (EXTENT OF MONETARY LIABILITY AND PRESCRIPTION OF PERCENTAGE CHARGE) RULES, 1990.**

G.S.R. 557(E). In exercise of powers conferred by sub-section (1) and clause (c) of sub-section (2) of section 112 of the Railways Act, 1989 (24 of 1989) read with section 22 of the General Clauses Act, 1896 (10 of 1897), the Central Government hereby makes the following Rules namely :

1. Short Title and Commencement : (1) These rules may be called the Railways (Extent of Monetary Liability and Prescription of Percentage Charge) Rules, 1990.

(2) They shall come into force on the date of commencement of the Act.

2. Definitions : In these Rules unless the context otherwise requires:

(a) "Act" means the Railways Act, 1989 (24 of 1989).

(b) "Baggage" means personal effects of a passenger entrusted to a railway administration for carriage.

(c) "Excess value" in respect of any consignment means the amount by which the value declared by a consignor exceeds the amount of liability of a railway administration as specified or calculated under sub rule (1) of rule (3).

(d) "Percentage charge" means the percentage charge payable on excess value calculated in accordance with the rate specified in column 2 of Schedule II.

(e) "Schedule" means the Schedule to these rules.

(f) Words and expressions used and not defined in these rules but defined in the Act shall have the meanings respectively assigned to them in the Act.

3. Monetary Liability of a railway administration : (1) Where a railway administration is responsible for loss, damage, destruction, deterioration or non-delivery of any consignment the amount of liability of such railway administration in respect of such loss, damage,, destruction, deterioration or non-delivery shall not, unless the consignor has declared its value and paid percentage charge on excess value of such consignment, exceed,

(i) in the case of any consignment consisting of animals, the amount specified in Schedule I, or

(ii) in the case of any consignment consisting of baggage, an amount calculated at rupees one hundred per kilogram; or

(iii) in the case of any consignment other than those referred to in clauses (i) and (ii) above, an amount calculated at rupees fifty per kilogram.

(2) Where a railway administration is responsible for loss damage, destruction,

deterioration or non-delivery of any consignment and the consignor has at the time of entrustment for carriage declared the value of such consignment and paid percentage charge on excess value at the rate specified in Part I or Part II as the case may be of Schedule II, the amount of liability of a railway administration for loss, damage, destruction, deterioration or non-delivery of such consignment shall not exceed the value so declared.

**Explanation 1**

Where in respect of carriage of any consignment, the freight is chargeable on any basis other than its actual weight, the amount of liability of a railway administration shall be determined with reference to the actual weight of such consignment.

**Explanation 2**

Where the loss, damage, destruction, deterioration or non-delivery is only with respect to part of a consignment, the weight to be taken into consideration for determining the amount of liability of a railway administration is the weight of the goods lost, damaged, destroyed, deterioration or non-delivered unless such loss, damage, destruction, deterioration or non-delivery affects the value of the entire consignment.

(3) Certain goods not to be accepted for carriage unless percentage charge paid.

No railway administration shall accept for carriage, the goods specified in Part I of Schedule II unless the consignor declares the value of such goods and pays the percentage charge applicable to such goods as indicated in column 2 of Schedule II.

**SCHEDULE 1**

<b>Description of animals</b>	<b>Extent of responsibility railway administration of</b>
	(per head) Rs.
Elephants	6,000
Horses	3,000
Mules, horned cattle or camels	800
Dogs, donkeys, goats pigs, sheep or other animals not mentioned above, or bircs	120

**SCHEDULE II**

<b>Description of Goods</b>	<b>Rate of Percentage Charge</b>
-----------------------------	----------------------------------

<b>Part I</b>	
<b>(1)</b>	<b>(2)</b>
I. Gold	13 paise per 100 rupees or part thereof on excess value per 160 kilometres or part thereof subject to a maximum of 1 % of excess value.
2. Silver	
3. Pearls	
4. Precious stones	
5. Jewellery	
6. Currency notes and coins Other than government Treasure.	
7. Government stamps and stamped paper Other than postal stationery and stamps.	
<b>Part II</b>	
Goods other than those specified in Part I	25 paise per 100 rupees or part thereof on excess value per 160 kilometres or part thereof subject to a maximum of 1% of excess value.

