



EAST COAST RAILWAY

Commercial Circular No.225 (GC)/ Parcel / 2021

Office of the
Pr. Chief Commercial Manager
Rail Sadan,
Chandrasekharapur,
Bhubaneswar – 751023

Date: 02.07.2021

Sub: Guidelines to facilitate working of "City Booking Agencies" for Parcel traffic.

Ref: Railway Board's letter No. 2021/TC(FM)/20/01 dated 01.07.2021.

Enclosed please find herewith copy of the Railway Board's letter No. 2021/TC(FM)/20/01 dated 01.07.2021 (FM Circular No.13 of 2021) regarding Guidelines to facilitate working of "City Booking Agencies" for Parcel traffic, for information and necessary action.

All concerned to note and act accordingly.

Authority: Railway Board's letter No. 2021/TC(FM)/20/01 dated 01.07.2021 (FM Circular No.13 of 2021).

Encls: As above (08 Pages).

(P. P. Sinha)

Asst. Commercial Manager (FS)
For Pr. Chief Commercial Manager

No. PCCM/432/City Booking Agency/2021

Date: 02.07.2021

Copy to:-

All SMS/Goods Supervisors/ Comml. Supervisors/Siding clerks/Booking Clerk in charges/Parcel Clerk/ weigh Bridge clerks/City Booking Agencies.

Copy for information and necessary action to the:-

PCOM, SDGM, FA & CAO(T), Chairman/RCT/BBS, Dy CVO(T), DY CCO, Dy COM(FOIS), CFTM, PO/RCT, Audit Officer/ECOR/BBS, Rates Section/CCM/ECOR/BBS,

GM(PMS)/CRIS/NDLS

DRM/KUR, WAT& SBP/ECOR, Sr DOM/KUR,WAT,SBP/ECOR, Sr

DCM/KUR,WAT,SBP/ECOR, Traffic Manager/Visakhapatnam port trust (VZP), Paradeep port Trust/PRDP.

(P. P. Sinha)

Asst. Commercial Manager (FS)
For Pr. Chief Commercial Manager

FREIGHT MARKETING
CIRCULAR NO. 13 OF 2021

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

No. 2021/TC(FM)/20/01

New Delhi, Dated 01.07.2021

The General Managers,
All Zonal Railways.

Sub: Guidelines to facilitate working of 'City Booking Agencies' for Parcel Traffic.

Provision already exists for booking of parcel traffic directly to or from the city or town, through City Booking Agent(s) – which are governed by the instructions detailed in rule no. 1701 to 1716 of Chapter XVII of Indian Railway Traffic Code for Commercial Matters, and Para 2601 to 2647 of Chapter XXVI of Indian Railway Commercial Manual –Vol.II, along with their amendments and various rules, guidelines, instructions issued from time to time.

In order to facilitate working of the City Booking Agencies exclusively for Parcel traffic, guidelines have been framed which are enclosed herewith.

This issues with the concurrence of Finance Directorate of Ministry of Railways.

Please acknowledge receipt of this letter.

Suhani
01/07/2021

(Suhani Mishra)
Director Freight Marketing

No. 2021/TC(FM)/20/01

New Delhi, Dated 01.07.2021

Copy forwarded to:

1. The Deputy Comptroller & Auditor General of India (Railways) Room No. 224, Rail Bhawan with 36 spares.
2. Principal Financial Advisors, All Indian Railways.

P. S. S.
1.7.21

for Member (Finance)/Railway Board

No. 2021/TC(FM)/20/01

New Delhi, Dated 01.07.2021

Copy forwarded for information and necessary action to:

1. The Principal Chief Operations Managers, All Indian Railways.
2. The Principal Chief Commercial Managers, All Indian Railways.

FREIGHT MARKETING
CIRCULAR NO. 13 OF 2021

3. The Chief Passenger Transportation Managers, All Indian Railways.
4. The Chief Commercial Managers (FM), All Indian Railways.
5. Director General, RDSO, Manak Nagar, Lucknow.
6. Director, Indian Railways Institute of Transport Management (IRITM), Manak Nagar, Lucknow.
7. Director General, National Academy of Indian Railways, Vadodara.
8. Managing Director/ Chief Commercial Manager, Konkan Railway Corporation, Belapur Bhawan, Plot No. 6, Sector-11, CBD Belapur, Navi Mumbai-400014.
9. Managing Director, Centre for Railway Information System (CRIS), Chanakyapuri, Near National Rail Museum, New Delhi.
10. Managing Director, DFCCIL, Pragati Maidan, New Delhi.

Suhani
02/07/2021

(Suhani Mishra)
Director Freight Marketing

No. 2021/TC(FM)/20/01

New Delhi, Dated 01.07.2021

Copy for kind information to:

1. Chairman & CEO, Member (O&BD), Member (Finance), Member (Infra.), Member (T&RS), DG(RPF), and Secretary Railway Board, New Delhi.
2. AM(Traffic), AM(C), Adv (Infra), Adv. (Vig), EDTC(Rates), EDTT(M), EDTT(S), EDTT(F), ED(Plg.) EDT(PPP), EDV(T), EDF(C), DTT(Coord), OSD/Chairman & CEO, OSD/Member (O&BD), Co-Chairman/TMIR, Chairman and Convener/AGE and DTC(R)/ Railway Board, New Delhi.

Suhani
02/07/2021

(Suhani Mishra)
Director Freight Marketing

GUIDELINES FOR 'CITY BOOKING AGENCIES' FOR PARCEL TRAFFIC

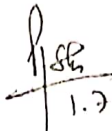
Following are the guidelines to facilitate working of City Booking Agencies exclusively for Parcel traffic:

1.0 Eligibility Criteria:

- 1.1 The applicant(s) should have space for the purpose of godown, office, store, and a room for the customers, at least with the under noted dimensions (in square meters):

Category of stations	Godown	Office-cum-store Room	Visitor's Room	Minimum area of the Godown which should be covered
NSG 1 & NSG 2	100	20	15	100%
NSG 3 & NSG 4	80	15	12	50%
NSG 5 & NSG 6	60	12	10	50%

- 1.2 The space as mentioned in Para 1.1 above, should either be in the name of the applicant or should be on lease/rent. In case of leased/rented accommodation, the applicant should furnish a copy of latest rent receipt, a copy of lease deed, and a copy of no objection letter from the owner of the premises to run the business of City Booking Agency by the applicant. Copy of the document to establish the ownership of the premises will also be submitted.
- 1.3 The proposed site should be situated in the main market or in the business industrial area of that city.
- 1.4 The applicant should have a valid email id, and a land-line or mobile number registered in his name.
- 1.5 Due consideration may be given to the applicants having their own arrangement for road transport.
- 1.6 The applicant or the partners (in case of a firm) should not be involved in any criminal activity. Police verification report shall be provided to this effect.
- 1.7 In case the serving station has been provided with facility of Parcel Management System (PMS), the applicant shall have to install PMS at his own cost, and with private online connectivity. The specification of PMS equipments shall be supplied by the Railway.


1.7.21 Page 3 of 8


01/07/2021

2.0 Procedure for Allotment of CBA:

- 2.1 Contract for City Booking Agencies shall be awarded through a competitive bidding process as per the directions provided in Para 1705 of Chapter XVII of Indian Railway Traffic Code for Commercial matters.

3.0 Number of City Booking Agencies:

- 3.1 The number of City Booking Agencies in a city and their locations will be decided by the PCCM on the basis of recommendation of the Divisions. In case, more than one City Booking Agencies are recommended in a city, there should be adequate distance between each locations.

- 3.2 Location wise tenders shall be invited for City Booking Agencies.

4.0 Tenure of Contracts:

- 4.1 Contracts should not be awarded for an indefinite period but should be usually limited to 5 years with a clause for termination in the event of unsatisfactory service. No renewal shall be permitted.

5.0 Security Deposit:

- 5.1 In order to safeguard the interest of the Railway Administration, a City Booking Agent should be required to deposit with the Railway Administration adequate security for the satisfactory performance of the contract and to cover the monthly outstandings.

- 5.2 In supersession of the earlier instructions in this regard, the City Booking Agent shall deposit a Security Deposit of the amount as decided by Divisions subject to a minimum of Rs. 5 lakhs for stations under category NSG 1 and NSG 2, Rs. 3 lakhs for NSG 3 and NSG 4, Rs. 2 lakhs for NSG 5 and NSG 6.

- 5.3 Senior DCM/Commercial Office will intimate the monthly outstanding position to the Associate Accounts office so that the appropriate security deposit to be maintained with Railway administration and it will be the duty of the Accounts Office to ensure that the outstanding against the City Booking Agent, at any one time, do not exceed the amount of security deposited for those.

Res.
1.7.21

Subar
02/07/2021

6.0 Agreement for City Booking Agency:

6.1 An agreement for working of a City Booking Agency shall be executed in the format as prescribed in the Appendix IX of the Indian Railway Traffic Code for Commercial Matters.

7.0 Cartage Charges/City Booking Agency Charges:

7.1 The Cartage Charges/City Booking Agency Charges levied for transport of luggage, parcels to and from the city booking agencies should be shown separately on the luggage tickets, way-bills, and in the initial books and returns.

7.2 These cartage charges shall be levied at the rates notified by the Railway administration keeping in view the existing market rate in that area.

7.3 The cartage charges may either be included in the relevant Parcel Way Bills under the head 'Other Charges' or collected through cash/other accepted mode by the contractor, as notified by the Railway administration.

7.4 In cases where the collection charges are invoiced, these will automatically be collected and accounted for as part of the total freight charges. In such cases, the contractor shall prefer a bill for his dues as per procedure detailed in Para 2625 and 2626 of IRCM Vol.II.

7.5 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.

The bill of this service charge should be made available to the customer by the contractor and its record should be kept to avoid any public complaints of over-charging, etc.

8.0 Booking and dispatch of Outward Luggage/Parcels:

8.1 The conditions prescribed by Railways viz. Packing, Labelling and Marking should be scrupulously followed.

8.2 The City Booking Agent shall be responsible for compliance of guidelines for booking of parcels i.e. obtaining Forwarding Note completed in all respect, copy of prescribed ID proof, documents pertaining to compliance of GST and e-way bill guidelines along with relevant instructions issued from time-to-time by Rly. Administration.

P. S. S.
1.7.21

Page 5 of 8

J. K. S.
01/07/2021

- 8.3 All luggage and parcels traffic, offered for dispatch at the City Booking Agency should be booked direct to destination stations including City Booking Agencies open for receipt of such traffic, subject to the conditions laid down by the railway administration and exceptions in force from time to time. No traffic should, however, be booked from a City Booking Agency to its serving station or to CBA worked via the same serving station.
- 8.4 Railway shall not give any guarantee for providing space for the particular train for which consignments shall be booked by the City Booking Agencies.
- 8.5 The booking of traffic from the City Booking Agencies should be carried out on the forms prescribed for railway stations, i.e., luggage tickets and parcel way-bills, and in strict accordance with the rules laid down by the Railway Administration in the books, circulars, notices and other publications.
- 8.6 The priority for loading of the consignments booked at CBA – where PMS has been installed – shall be decided as per the time of booking. For CBAs where PMS is not installed, this priority shall be decided as per the time of actual arrival of the consignment at the station.

However, consignments shall reach well in advance (preferably at least 2 hours before) of the scheduled departure of the train in which loading is being planned.

- 8.7 All outward luggage and parcels booked from the city booking agency together with the connected booking documents, viz., luggage tickets, way-bills, 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 as prescribed in Appendix XXVI/A of the IRCM-Vol.II. The station staff receiving the packages from the city booking 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.

9.0 Remittance of cash:

- 9.1 All the transactions at out agency shall be made only through cash. Hence, credit notes, pay orders and other vouchers shall not be accepted by out-agent.

P.S.E.
1.2.21

Anwar
01/07/2021

- 9.2 The entire collection of the day represented in coins and/or currency notes must invariably be remitted to the cash office or to the Treasury/notified bank and in accordance with the procedure approved by the Railway Administration and laid down in the agreement and the Treasury Remittance Note of this deposit should be invariably sent to the associate Railway station for sending it to cash office/TA office.

10.0 Receipt and disposal of Inward Luggage/Parcels:

- 10.1 All inward luggage and parcels booked to the city booking agency on arrival at the junction station with the CBA will be entered in the relevant Register and made over along with the connected luggage tickets, parcel way-bills to the Contractors' authorized representative who will sign for the same in the relevant documents, along with remarks of any defective conditions, etc. of the packages (if required).
- 10.2 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, way-bills are not received. These should also be entered in the pro forma as prescribed in Appendix XXVI/B of the IRCM-Vol.II, in the same way as regular packages for which booking documents are available.
- 10.3 Similarly, all luggage tickets, way-bills 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.
- 10.4 Inward luggage tickets, parcel way-bills must be taken to account immediately upon receipt, in the accounts then in hand, even when the consignment has not been received, the amount being shown outstanding until the luggage, parcels have been delivered or orders received for the outstanding to be cleared otherwise and it should be reconciled with the actual receipt of consignment in due course.

11.0 Wharfage charges:

- 11.1 For inward/outward traffic, consignments should be removed from railway premises by the out-agent within the free time permitted for such removal, failing which the out-agent shall be responsible to pay wharfage charges as per extant rules.

P. S. K.
1.7.21

A. K. S.
01/07/2021

FREIGHT MARKETING
CIRCULAR NO. 13 OF 2021

12.0 Responsibility of the City Booking Agents:

- 12.1 The out-agent will be responsible for the correct collection of freight and other charges on luggage, parcels traffic in accordance with the rules applicable for similar traffic at railway stations.
- 12.2 During the period of consignments booked from City Booking Agencies, till the time of actual handing over of the consignments to Parcel office of the serving station and vice-versa, the City Booking Agents shall be responsible for any damage, loss, theft, pilferage of such consignments along with settlement of compensation claims, if any and no claim for the above mentioned omission by the contractor will be entertained by Railway administration.
- 12.3 The various records of the City Booking Office (CBO) exclusively for parcel traffic will be subject to TIA check as per provisions of Account code 2.

13.0 Force Majeure:

- 13.1 Railway shall not be responsible for any loss, destruction, damage, deterioration or non delivery of parcels arising from the following causes:
- i. Act of God.
 - ii. Act of War.
 - iii. Act of Public enemies.
 - iv. Restraint or seizure under legal process
 - v. Orders or restrictions by Central Government or states Government or by any officer or authority subordinate to the Central Government or a State Government authorized in this behalf.))
 - vi. Fire, explosion or any unforeseen risk.
 - vii. Act or omission or negligence of the lease holder or consignor or consignee
 - viii. Natural deterioration or wastage in bulk, or weight due to inherent defect, quality or vice of the goods.
 - ix. Latent defect.

Recd:
1.7.21

Juhai
01/07/2021