EAST COAST RAILWAY

Office of the
Principal Chief Commercial Manager,
1st Floor, Rail Sadan,
C.S.Pur, Bhubaneswar-17

Commercial Circular No. 70(G)/2022 **Date: 24.02.2022**

Sub: Master Circular on Operating Diversion of Coal and associated Freight Realization/ Refunds.

Ref: i. Railway Board's letter No. 2020/TC-III/20/01 dated:22.02.2022.
ii. Railway Board's letter No.2011/TC-III/20/01/Coal dated 11.07.2014 (Claims Circular No.01/2014) [circulated vide CCM/ECoR's Commercial Circular No. 86(G)/2014 Dt.22.07.2014].

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A copy of Railway Board's letter No. 2020/TC-III/20/01 dated.22.02.2022 2020) regarding **"Master Circular on Operating Diversion of Coal and associated Freight Realization/ Refunds"** is enclosed herewith for information and necessary action.

All concerned to note and act accordingly.

Authority: Railway Board's letter No. 2020/TC-III/20/01 Dated:22.02.2022.

Encl : As Above (06 pages)

24/02/22

(P.P.Sinha)
Sr. Commercial Manager(FS)
For Pr. Chief Commercial Manager

No. PCCM/ECoR/357/Coal/Pt.II Date 24.02.2022.

All Station Managers/ Goods Supervisors/Commercial Supervisors /Siding Clerks / Booking Clerk in Charges / Weigh Bridge Clerks / Clerk in Charges / City Booking Agencies / Out Agencies.
Copy for information and necessary action to the :-

COM: ECoR/SER/SECR/NR/NFR/ER/SR/SCR/WR/NER/CR/SWR/NCR/NWR/WCR/ECR/KRly..**SDGM**/ECoR/BBS, **Chairman**/RCT/BBS,**Dy.CVO**/ECoR/BBS, **Dy.COM(FOIS)**/ECoR/BBS, **PO/RCT**/BBS , **CAO(FOIS)**/NDLS,**Audit officer**/BBS,Rates Section /CCM/ECoR/BBS –10 sets **DRM**: KUR,WAT,SBP/ECoR, **Sr.DOM**- KUR,WAT,SBP/ECoR, **CAO(FOIS),** CRIS/NDLS**Sr.DCM** :KUR,WAT/SBP/ECoR. **Dy.CCM(Claims)**/E.Co.Rly, **FA & CAO**:E.Co.Rly, **FA & CAO(T)**/ECoR/BBS, **Traffic Manager**: VZP, Paradeep Port Trust / Paradeep.

24/02/22

(P.P.Sinha)
Sr. Commercial Manager(FS)
For Pr. Chief Commercial Manager

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

Rail Bhawan, New Delhi-110 001

No. 2020/TC-III/20/01 **Dated: 22.02.2022**

The General Managers (Commercial)
The General Managers (Operating)
All Indian Railways

Sub.: Master Circular on Operating Diversion of Coal and associated Freight Realization/Refunds.

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This circular supersedes claim circular No. 01/2014 (No. 2011/TC-III/20/01/Coal dated 11.07.2014) for handling Freight realization/refund while preparing SRR for operating diversion.

Since the entire process of coal booking, its transportation and delivery thereof has been computerized under RMS and TMS of FOIS, all diversions whenever made, will be reported only through this system.

Conditions and Authority for Operational Diversion

1. Diversion of coal rakes on operational ground should be permitted only in exceptional cases such as line accident, breaches, civil commotion, congestion, inability of the power house to accept the coal rake or in public interest etc.

2. Non-Power Coal rakes shall not be diverted.

3. Rakes of imported coal shall not be diverted without prior approval of the Railway Board.

4. While ordering diversion, care must be taken that coal rakes consigned to a power house of a Corporation or Electricity Board gets diverted only to another power house of the same Corporation or Electricity Board.

5. No diversion from one Power Corporation or Electricity Board to another Corporation or Electricity Board can be permitted without the prior approval of Traffic Transportation Directorate of Railway Board.

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6. Only the office of PCOM of the Zonal Railway, where the rake is in transit at the time of diversion, is henceforth authorised to permit operational diversion. They will invoke the task in RMS of FOIS for diversion and this will be transmitted automatically in TMS for completing all commercial formalities with regard to diversion. This task has to be invoked by office of PCOM within or before 01 hour from the actual time of movement of diverted rake from the diverting station. This is in consonance with the instruction issued by CAO/FOIS vide letter no. CAO/FOIS/84/RMS/Vol.-VI dated-07.02.2014 regarding back reporting in FOIS.

7. Diversion orders shall be fed in the relevant module of RMS by the diversion granting authority (Office of the PCOM) and system will generate the corresponding Diversion Order Number.

8. Guidelines on Management of Operational Diversion in FOIS will be issued and updated by CAO office from time to time.

Calculation and Collection of Freight

9. Payment of freight made by Consignee:- In case the consignee at the revised destination is the same as one at the original destination, for customers availing either e-payment freight facility or online payment facility, the system shall calculate difference between freight already paid and freight due for the revised destination and additional freight, if any, will be collected through e–payment system or online payment system respectively at originating station. For this purpose, the e-payment customer (original consignee) shall have to maintain a centralized e-payment account with the bank for Railways.

10. Payment of freight made by Consignor:- For customers availing either e-payment freight facility or online payment facility, the system shall calculate difference between freight already paid and freight due for the revised destination and additional freight, if any, will be collected through e–payment system or online payment system at originating station from consignor. For this purpose, the e-payment customer (consignor) shall have to maintain a centralized e-payment account with the bank for Railways.

11. If the consignee at the diverted station is not the same as at the original destination (who paid freight charges up to the original destination), TMS at originating station will compute the payable freight afresh from Originating Station to the Diverted Destination. For customers availing either e-payment or online payment facility for freight, on collection of total freight charges as due at the Originating Station, TMS will generate a SRR and create a liability at the Originating Station for granting refund of the freight charged from the earlier consignee.

12. If the freight is collected through conventional mode (other than Electronic payment system or online payment system) e.g. Demand Draft etc., TMS at diverted destination station will compute the payable freight afresh from originating station to the diverted destination and full

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freight will have to be paid at the diverted destination against the Memo Invoice generated by TMS. Information with respect to completion of transaction shall be reflected at originating station through the system.

13. For payment of refund, if any, the procedure detailed at Para 17 to 21 shall be followed.

14. In case of piecemeal wagons, the system will compute the freight on the basis of chargeable weight in respect of the wagons involved in the existing memo delivery task at the new destination. The details will also be reflected in the delivery books of both the original & diverted destination and the outward register of the Originating Station. The freight for these wagons at original destination will be subtracted from the total freight and create fresh liability for collection of freight at diverted destination. If the consignee at the diverted station is the same as at the original destination, the party will have to pay the difference of freight at the diverted destination and in case of any refund, the procedure as detailed at Para 17 to 21 shall be followed. However, if the consignee at the diverted station is not the same as at the original destination, then the party will have to pay the full freight at the diverted destination and the originally collected freight will become admissible for refund to the original customer for which the procedure as detailed at Para 17 to 21 shall be followed.

15. In case of diversion made on operational account and not on party's request, diversion fee will not be levied.

16. All RRs are either 'Paid RR' or 'RR with late payment charge'. (Authority:- Board's letter No. TC-I/2015/104/5 dated 03.02.2017)

Refund of Excess Freight if due

17. Refund of freight, where payment of freight has been made by consignee: - In case the consignee at the revised destination is the same as one at the original destination, for customers availing either e-payment freight facility or online payment facility, the system shall calculate difference between freight already paid and freight due for the revised destination and refund, if any, will be done through e–payment system or online payment system respectively in the customer's account from which the payment was made. (The modalities for refund of freight on account of diversion to a shorter distance will be governed by Para 6.2 of Rates Circular No. 18 of 2021 (TC-I/2002/104/SCR/1 (3317550) dated 30.04.2021) as modified from time to time.)

18. Refund of freight, where payment of freight has been made by consignor:- For customers availing either e-payment freight facility *or online payment facility*, the system shall calculate difference between freight already paid and freight due for the revised destination and refund, if any, will be done through e–payment system or online payment system in the customer's account from which the payment was made. This shall not be applicable for any diversions done under the provisions of Para 5 above. (The modalities for refund of freight on account of diversion to a

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shorter distance will be governed by Para 6.2 of Rates Circular No. 18 of 2021 (TC-I/2002/104/SCR/1 (3317550) dated 30.04.2021) as modified from time to time.)

19. Refund of freight, when consignee at the revised destination is not the same as the consignee at the original destination (who paid freight charges up to the original destination), will be processed through CCO's Office. CCO office will take initiative of refund as per existing procedure after receipt of notice of claim for refund of freight made by the party. Before processing the case for refund, the concerned CCO should ensure that the ORR has been surrendered by the party, delivery has taken place at the diverted destination after collection of freight due as per Para 11 above.

20. The entry in the "Refund Due Report" will get closed only when details of Pay Order are entered in the system by the CCO office at the time of granting refund.

21. Issuance of Credit Note for Refund of GST shall be governed by the rules relating to GST issued vide Board's letter No. TCR/1078/GST/2020/15/3325222 dated 18.08.2021, as modified from time to time by Board or by Ministry of Finance.(Authority:- Board's letter No.TCR/1078/2017/19 dated 30.07.2017 & No. TCR/1078/GST/2020/15/3325222 dated 18.08.2021)

Reports to be generated by FOIS

22. The FOIS will provide a report with full details of diversion, matching delivery, reason of refund if any, non-delivery of the full/partial consignment at the original destination etc.

23. FOIS will provide a weekly report to Zonal Railways, furnishing details of shortfall of wagons/rakes for each destination station. This will facilitate Zonal Railway to divert the wagons/rakes in accordance with the requirement for matching delivery.

24. FOIS shall also provide a daily report on all diversions made and awaiting for issue of SRR.

25. FOIS shall generate monthly reports on all the diversions made, originating station wise and revised destination station wise, giving status of the pending work (number of rakes/wagons diverted, ORR surrendered, SRR prepared, refund due, refund paid, auto refund etc.) as the case may be.

26. For the purpose of effecting matching delivery, the FOIS will furnish commodity details.

27. All these web reports shall be posted in the FOIS mail boxes of PCOM, PCCM, CCO, CFTM, Sr.DCM, FA&CAO/TA and TAO of the concerned Zone/Division.

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Matching Delivery and Reconciliation

28. Railway's liability in respect of shortfall of coal diverted on operational account whether in full or partial consignment will be made good through the system by matching delivery of coal to the consignee from whom the coal rake was diverted. This will be done under re-conciliation task to be operated by the respective Claims Offices of the Zonal Railways. It will not be required for goods diverted to the same party.

29. The reconciliation task shall be completed within 10 days without fail for each Power House for the number of rakes booked, delivered, not delivered (missing & diverted), rakes originally booked to other Power Houses diverted to them etc.

This issues with the approval of Traffic Commercial, Traffic Transportation and concurrence of Finance and Accounts Directorates of Railway Board.

These instructions shall be applicable from the date of issue of instructions.

Please ensure compliance of instructions contained in this letter.

Kindly acknowledge receipt of this letter.

22/02/22

(Vivek Srivastava)
Executive Director(Public Grievances)
Railway Board

No. 2020/TC-III/20/01 **Dated: 22.02.2022**

Copy to:
PFAs, All Indian Railways

22/02/22

for Member(Finance)/Railway Board

No. 2020/TC-III/20/01 **Dated: 22.02.2022**

Copy for information and necessary action to:

1. Chairman & CEO, MF, M(Infra), M(TR&S), M(O&BD), AM(C), AM(T), AM(F), AM(Revenue), EDTC(R), EDF(C), ED/Coal- Railway Board.

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2. Director, Rail Movement (Coal), Kolkata.

3. ED/C&IS, Railway Board- with request to upload these instructions on the website of Ministry of Railways.

4. CAO/FOIS, Northern Railway, CRIS Complex, Chanakyapuri, near Safdarjung Railway Station, New Delhi – With request that necessary provision may be made in FOIS to flag ORR and corresponding SRR relating to settlement of automatic refund cases. Manual refund in all such cases will have to be stopped immediately after implementation of automatic refund.

5. MD, CRIS, Chanakyapuri, near Safdarjung Railway Station, New Delhi- For information and necessary action please and also with request to upload these instructions on Railway's claims Website "claims.indianrail.gov.in".

22/02/22

(Vivek Srivastava)
Executive Director (Public Grievances)
Railway Board

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