

**GOVERNMENT OF INDIA(BHARAT SARKAR)
MINISTRY OF RAILWAYS(RAIL MANTRALAYA)
RAILWAY BOARD**

No.TC-I/2014/104/2

New Delhi, dt. 23.09.2014

General Manager(Comml.)
All Zonal Railways

**Sub: Registration of demand for wagons electronically (e-RD) through
FOIS web portal**

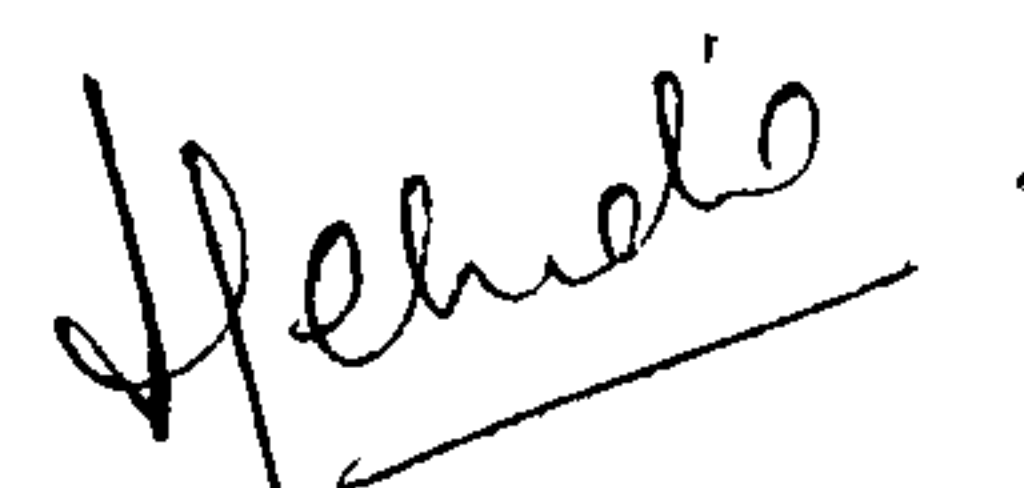
Ref: Board's letters/Circulars under reference:

- (i) No.TC-I/2014/104/2 dt.01.07.2014 (Rates Circular No.21 of 2014)
- (ii) No.TC-I/2014/104/2 dt.22.09.2014 (Corrigendum to Rates Circular No.21 of 2014)

The guidelines regarding registration of demand for wagons electronically (e-RD) through FOIS web portal are stipulated in Board's letters/Rates Circulars as mentioned above. It has been decided to issue a Rates Master Circular on the subject by duly consolidating all guidelines.

Accordingly, the relevant provisions figuring in the above mentioned Board's letters/circulars have been drawn out and consolidated guidelines on the subject matter are enclosed herewith.

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



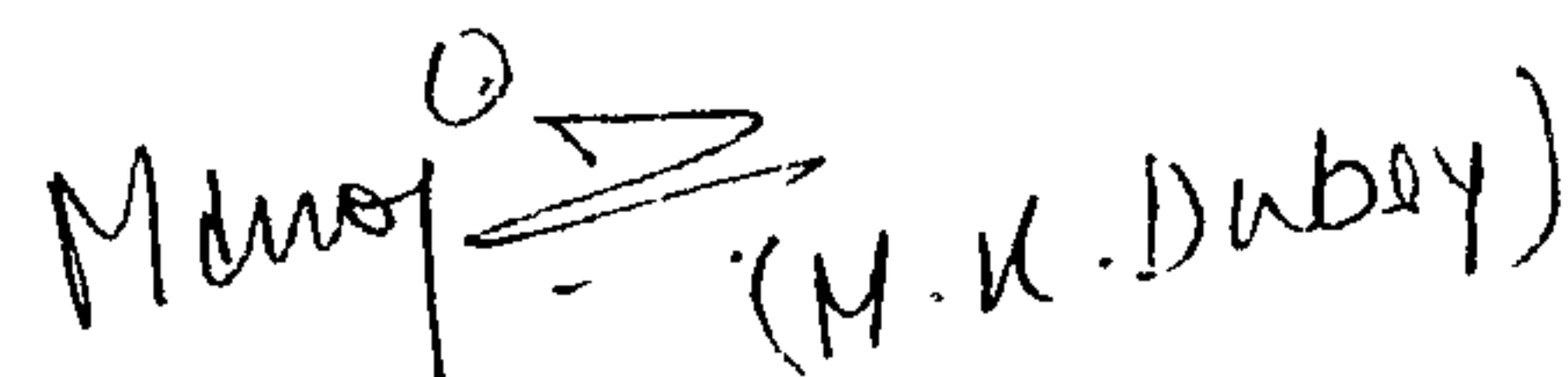
(Aashima Mehrotra)
Director, Traffic Commercial(Rates)
Railway Board

No.TC-I/2014/104/2

New Delhi, dt. 23.09.2014

Copy to:

1. FA&CAOs, All Zonal Railways & FA&CAO(T)/Northern Railway
2. Dy.C&AG(Rlys), Room No.222, Rail Bhavan, New Delhi.



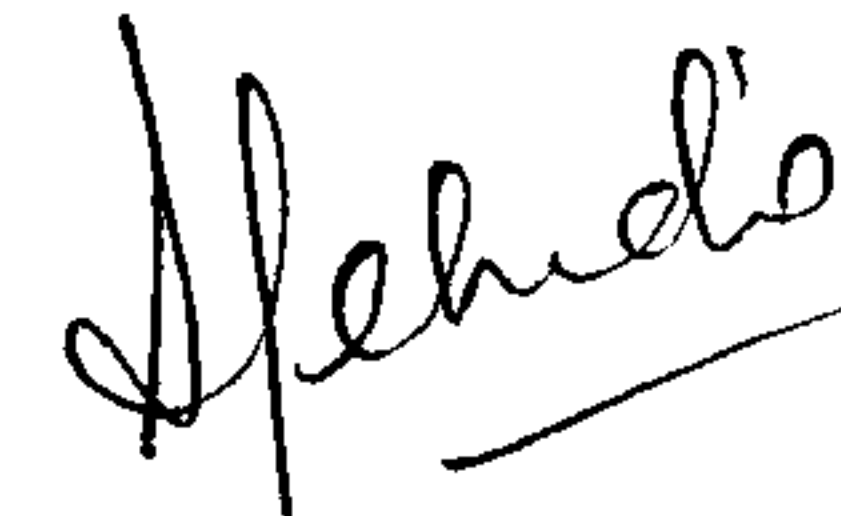
for Financial Commissioner/Railways

No.TC-I/2014/104/2

New Delhi, dt. 23 .09.2014

Copy for information and necessary action to:

1. Chief Operations Manager, All Zonal Railways
2. Managing Director, CRIS, Chanakyapuri, New Delhi-21.
3. Chief Admn. Officer, FOIS, N. Rly., Camp: CRIS, Chanakyapuri, New Delhi-21.
4. Managing Director, KRCL, Belapur Bhavan, Sector-11, CBD Belapur, Navi Mumbai-400614.
5. Director General, National Academy of Indian Railways, Vadodara.
6. General Secy., IRCA, New Delhi.
7. Managing Director, IRCTC, 9th floor, Bank of Baroda Building, 16 Parliament Street, New Delhi-110001
8. Director, IRITM, Campus: Hardoi Bye-pass Road, Kanausi, Manaknagar, Lucknow-226011
9. Secretary, RRT, 5, Dr. P.V. Cherian Crescent Road, Egmore, Chennai-600105.
10. Chief Commissioner of Railway Safety, Lucknow.
11. Executive Director Rail Movement(Railway Board), Eastern Railway House, 17, NS Road, Kolkata-1



(Aashima Mehrotra)
Director, Traffic Comml.(Rates)
Railway Board

Copy for information:

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AM(C), AM(T), AM(IT), AM(T&C), Adv(F), Adv.(A/c), Adv(FM), Adv(Infra), Adv(Safety), Adv.TT(M), Adv(Vig.), ED(CC), EDTC(R), ED(C&IS), ED(PG), EDPM, ED(T&C), EDTT(M), EDTT(S), EDTT(F), EDFC, EDVT, ED(S&E), ED(Plg), ED(PPP), ED(PP), DTC(G), DTT(POL), DPM, Dir(T&C), DFM, DFC, JD(A), Railway Board

TC(R), TC(CR), F(C), Safety Branches, Railway Board

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Sub: Guidelines regarding registration of demand for wagons electronically (e-Rd) through FOIS web portal

1.0 e-RD

The scheme of e-RD provides a facility to rail users to register demand for wagons electronically through FOIS web portal.

2.0 Practice

Customers wishing to transport their goods by rail submit a Forwarding Note to the Goods Clerk with the following particulars filled in viz., (a) Name and address of the Consignor, (b) Name and address of the Consignee(s), (c) Description of commodity, (d) Number of articles, (e) Quantity in tonnes, (f) Number of wagons, (g) Type of wagons, (h) Station from, (i) Station to and, (j) via. The Goods clerk having satisfied himself that the demand can be registered, collects the Wagon Registration Fee (WRF), where applicable, and enters the particulars in the wagon demand/priority register maintained at the station or the goods shed. This requires the customer to physically visit the goods shed which is a tedious and time consuming job.

3.0 Concept of e-RD

The tremendous progress in Information and Communication Technology has now made it feasible to introduce registration of demand through web that is expected to make the process of registering demand for wagons simpler, convenient, speedier and transparent. This will be done by enabling on the web an electronic demand note. The electronic demand note is nothing but that part of the forwarding note which is currently used for registration of demand. For availing the facility of registering demand through web, all prospective customers shall be required to register and verify themselves on the e-Demand module of FOIS website as per the procedure laid down in para 5.0 below.

However for those customers not opting for the electronic registration of demand, the existing system of registering of demand for wagons manually at the goodshed/siding will continue, wherein on the presentation of the Forwarding Note in physical form by the customer, the goods clerk will key in the details in the Terminal Management System(TMS) as per current procedure and will collect WRF where applicable. TMS would generate a demand number, forwarding note number, priority number which will be advised to the party by the goods clerk in confirmation of having registered

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the demand. It may be noted then that instead of the Goods clerk maintaining a physical priority cum demand register at the goods shed, the same will be now done by the system.

4.0 Attachment of printed copy of acknowledgement with Forwarding Note

It may be noted that for all cases of web registration of demand, on completion of loading, the customer shall attach with the Forwarding Note, a printed copy of the system generated document received by him in acknowledgement of successful registration of demand. For those not registering their demand through web, the existing system will continue.

5.0 Registration of Customers availing e-RD facility

5.1 Customers wishing to avail the facility of electronic demand registration(e-RD) will be required to pre-register themselves on the E-Demand module on the FOIS website (www.fois.indianrail.gov.in) and get their credentials verified by the Railway administration by presenting the relevant documents in original to the office of the Sr. DCM of any division close to the customer, for final registration.

5.2 **Pre-Registration:** The customer on selecting the e-Demand link on FOIS website, would be directed to the log-in screen, where he has to follow the procedure given below:

- Select the 'new-user' option.
- Fill in the 'registration form' giving name, email id, phone numbers, basic details of representing organisation, TIN number, details of id card, pan card, authorisation letter from the organisation etc.
- Upload these documents on the site and submit the same.
- Will receive an 'activation link', customer registration id and date of registration through email at the email address submitted by him.
- Will also receive a 'six digit verification code' through SMS on the registered mobile number.
- Customer to open his email account and select the link which will redirect him to the "Activate Your Account" webpage of the e-Demand module and enter the verification code (sent on his mobile as SMS) and submit.

The system shall validate the verification code and Customer Registration ID and on validation display a message on the screen requesting the Customer to approach the competent Railway authority for completion of verification process as a step towards customer registration.

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A handwritten signature, possibly "A. K. Singh", followed by a period and another handwritten signature, possibly "M. S. Singh".

- 5.3 **Registration:** Sr. DCM will be the competent authority for conducting the verification of the customer. CRIS will provide Sr.DCMs a user-id and password for undertaking the process of verification of the customers.
- 5.3.1 Customer who has successfully completed pre-registration has to visit the Sr. DCM's Office with all the supporting documents uploaded in original and entered in the registration form, for final verification, within fifteen(15) days of registration.
- 5.3.2 Customer shall also convey the Unique Registration Id and Registration Date to the nominated Railway Officer/Sr.DCM's office which customer has received on his e-Mail / Mobile Number while completing the Pre-Registration process.
- 5.3.3 Sr. DCM after logging into the system shall opt for the User verification menu and input the Registration Id and the date of Registration of the specific new Customer and submit. He then shall be able to verify the details entered / uploaded by the Customer with the Original Documents brought by the Customer for Verification.
- 5.3.4 On physical verification of the documents Sr. DCM shall Confirm/Reject the registration of the customer. In case of Rejection by Sr. DCM's office the customer shall get a message on his email id/mobile no. with a remark that verification not successful for reasons as given by Sr. DCM.
- 5.3.5 After successful verification, the Railway User (Sr.DCM) shall input the applicable commodity type (Coal or Others) and Customer category (Consumer and/or Endorsee) for the Customer.
- 5.3.6 Sr.DCM shall also provide a convenient User ID for the specific Customer (by default the system shall display Customer's given email ID as User ID). After inputting all the above details, the Railway User (Sr.DCM) shall submit the details. The system shall save all the details of the customer as verified.
- 5.3.7 The customer will receive User ID as specified by Sr.DCM through e-mail.
- 5.3.8 The customer shall receive an SMS on his registered mobile number containing User Id and OTP (One Time Password) for first login into the e-Demand system/module.
- 5.3.9 On first log-in, the customer has to mandatorily change his password which would complete the Customer registration and verification process.

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6.0 Procedure for submission and sanction of Sponsored Traffic is given in **Annexure-1.**

7.0 Procedure for e-Demand registration

7.1 Authorized Users shall login to the e-Demand module of FOIS Website with the credentials provided by the system.

- For demand registration against sanctioned program, the User (Consumer/Consignor of the Sanctioned Program) shall select the Sanctioned Program in the Application and register the e-Demand against the same.
- In case of General Customers (non-Sponsored Traffic), the Consignor shall directly register the e-Demands in the System.

7.2 Registration of e-Demand shall be a two-step process:

- **Saving the e-Demand Details:** After all the details are entered by the User he shall submit the details for saving. In case of non-acceptance of an e-Demand owing to some validation failure, the system shall show a pop-up message to the user mentioning the details of the same. In case all the details of the e-Demand are in order, the system shall save the e-Demand in the system and generate an e-Demand Reference Id and an OTP and send the same to the registered Mobile Number of the Customer for confirmation of e-Demand in the system.
- **Confirming the e-Demand** using the e-Demand Reference Id and providing the OTP sent to his registered Mobile Number and Payment of WRF where applicable.

7.3 Once the WRF is collected, if due, the e-Demand shall be registered in the System and the Demand Number, Forwarding Note Number and the Priority Class and Number shall be displayed to the User.

7.4 Customer shall receive a PDF-document at his registered email id, which will contain all the details filled in by him as well as the demand number, forwarding note number, priority class and number, and time and date of registration.

8.0 Procedure on completion of loading

On completion of loading, the e-demand customer shall attach with the Forwarding Note, a printed and signed copy of the document received by him in

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acknowledgement of successful registration of demand. Unless and until, the document is submitted to the Goods Clerk, RR shall not be prepared for that e-Demand in FOIS Application.

9.0 Procedure for collection of Wagon Registration Fee (WRF)

Wagon Registration Fee (WRF) will be charged from the customers as per extant guidelines at the time of registration of demand. The procedure for collection and refund of WRF is given in the table below:

9.1	Collection of WRF in case of customers who have entered into a tripartite agreement with railways and banks for e-payment of freight	
9.1.1	In case of Customers who maintain a lump-sum account with railways	Deduction and refund of WRF will be done as at present
9.1.2	In case of customers who have been exempted from paying WRF	No action is necessary
9.1.3	In case of those customers who neither maintain a lump sum amount nor are exempt from paying WRF and hence pay WRF manually at the station	Zonal railway shall take action to modify the existing tripartite e-payment agreement to cover WRF also so that WRF can be debited and credited from and to customer's e-payment account *
	<p>* For this category of customers, CRIS has taken steps, using the existing e-payment of freight gateway, to enable (a) collection, (b) refund and (c) adjusting the WRF in the freight payable so that the issue of refund does not arise. Procedure for verification, reconciliation and accountal of this process will be advised after CRIS has developed the required software module.</p> <p>However, till such time that the necessary modifications in the software regarding Refund and Adjustment process are completed, the payment for WRF will be through IRCTC payment gateway as laid down in para 9.2.3 below.</p>	
9.2	Collection of WRF for customers who have not entered into a tripartite agreement with railways and banks for e-payment of freight	
9.2.1	Customers registering demand at the goods shed by physically submitting the forwarding note	WRF to be paid by either cash or Demand draft, Refund of WRF will be done manually as per extant practice
9.2.2	For those customers who maintain a lump-sum deposit at the goods shed	Debiting and crediting the WRF amount from the lump-sum

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	and wish to register their demand through the FOIS web portal	deposit shall be done as at present **
	**CRIS will provide necessary linking of the lump-sum amount maintained by the customer for enabling registering of demand through web.	
9.2.3	For those customers who wish to register demand through web but do not maintain a lump-sum account	They shall be enabled to pay WRF using the IRCTC payment gateway ***
	***CRIS has developed a module for using IRCTC payment gateway. IRCTC has developed necessary infrastructure to manage the same with the banks and Zonal Railways. The same gateway shall be used for refunding the WRF also.	

9.3 Process for reconciliation of WRF when collected/refunded through IRCTC Payment Gateway is given in **Annexure-2**.

10.0 e-transaction confirmation for collection of WRF

Where WRF is collected via electronic gateway, a e-transaction confirmation will be sent by the system on registered e-mail or SMS on registered mobile number of the customer.

11.0 Collection of freight from non e-payment customers

Freight collection from all those customers, who have not entered into an e-payment agreement, shall continue as is being done currently.

12.0 Traffic for which e-RD will be available

e-RD will be available for traffic originating from one station/siding by a single consignor. It will not be available for traffic originating from more than one station/siding and/or by multiple consignors. e-RD facility will not be available for iron ore and container traffic.

13.0 Intervention of goods shed staff

There shall be no intervention of goods shed staff in case of e-RD.

14.0 Assignment of priority by system

The system shall assign priority number and priority class in all e-RD cases.

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15.0 Amendment in Goods Tariff

For introduction of electronic registration of demand, Rule 201 of I.R.C.A. Goods Tariff No.41 Pt. Vol-1, has been modified as under:

<u>Existing rules</u>	<u>Revised rules</u>
<p>“201(1)(a)Registration of demands for wagons – All demands for dispatch of goods in wagon loads/train loads should be entered in the Wagon Demand/Priority Register maintained at the stations of goods sheds open for booking of goods in wagon loads/train loads. The signature of the sender or his representative should be taken in the appropriate column provided in the register after duly filling in all the other columns. The prescribed registration fee will be paid by the sender or his representative at the time of registration of demands for wagons.”</p>	<p>“201(1)(a) Registration of demands for wagons – All demands for dispatch of goods in wagon loads/train loads should be entered in the Wagon Demand/Priority Register maintained at the stations of goods sheds open for booking of goods in wagon loads/train loads. The signature of the sender or his representative should be taken in the appropriate column provided in the register after duly filling in all the other columns. The prescribed registration fee will be paid by the sender or his representative at the time of registration of demands for wagons. After the introduction of electronic registration of demand, the Wagon Demand/Priority Register shall be maintained by the Terminal Management System(TMS). In case of electronic registration of demand(e-RD), an acknowledgement shall be sent to the sender confirming registration of demand offered by him as per the procedure laid down. Where registration of demand is done at goods shed/station by presentation of the Forwarding Note, the sender shall be advised by the demand cum priority number generated by the system by the goods clerk.”</p>
<p>“201(2) A Forwarding Note duly filled in should be tendered by the sender at the time of registration of demand for supply of wagons.”</p>	<p>“201(2) A Forwarding Note duly filled in should be tendered by the sender at the time of registration of demand for supply of wagons. However, after introduction of electronic registration of demand, sender</p>

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	shall fill electronic Demand Note, available through the FOIS web portal for registering demand for supply of wagons. For this purpose, sender should have registered himself as per the guidelines defined from time to time.”
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16.0 Amendment in Indian Railway Commercial Manual

For collection of WRF via an electronic gateway, the relevant provisions Indian Railway Commercial Manual(Vol-II) have been amended as under:

- An additional sub-para (e) has been inserted in Para 1408 of Indian Railway Commercial Manual (Vol-II), as under:

“1408(e)- Where WRF is collected via electronic gateway, an e-transaction confirmation will be sent by the system on registered e-mail or SMS on registered mobile number of the customer.”

- Following line has been inserted at the end of Para 1409(b) of Indian Railway Commercial Manual (Vol-II):

“1409 (b)-:.....Where WRF is refunded or adjusted via electronic gateway, an e-transaction confirmation will be sent by the system on registered e-mail or SMS on registered mobile number of the customer.”

An advance correction slip No.36 to Indian Railway Commercial Manual (Vol-II) is enclosed at **Annexure-3**.

17.0 Immediate steps to be taken for registration of customers

Zonal Railways shall immediately take steps to register the customers for e-registration of demand. Zonal Railways may seek clarifications and guidance if necessary in the intervening period.

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Annexure-1**Procedure for submission and sanction of Sponsored traffic**

- 1.0 For sponsored traffic, the programme would require approval from a designated railway authority. CRIS will design an exclusive web based application in FOIS to enable customers to submit their proposed loading programme electronically to the respective designated railway authority who after examination would give the approval through this interface. However the customer shall continue to submit in physical form all those documents to the approving authority that are needed for giving approval to the programme submitted by them.
- 2.0 Sponsored Traffic: This traffic can be broadly classified into two categories, viz..
 1) Sponsored traffic for coal-sanctioned by EDRM/Dir. RM Office
 2) Sponsored traffic for others – which includes Sponsored traffic for coal not sanctioned by EDRM Office and all other commodities, excluding iron-ore and container traffic.
- 3.0 The designated railway authority for approving the programmed traffic would be as under:

	Commodity	Designated Railway Authority
1.0	Coal	
1.1	Indigenous coal under Priority C	Executive Director, Rail Movement or in his absence Director/Jt. Director, Rail Movement, Kolkata for ER, ECR, SER, SECR, ECoR For other Railways, COM/CFTM of concerned Zonal Railway
1.2	Imported coal on Eastern, South-Eastern and East Coast Railways	Executive Director, Rail Movement or in his absence Director/Jt. Director, Rail Movement, Kolkata
1.3	Imported and Rail cum sea route Indigenous Coal: Central, Southern, South Central, South Western and Western Railways	COM/CFTM of the concerned Zonal Railway
1.4	Priority D coal	all Zones except NFR to be cleared by EDRM office and for NFR by COM/NFR
2.0	Food grains	COM of the concerned Zonal Railway
3.0	Fertilisers	

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3.1	Fertiliser-Domestic	COM of the concerned Zonal Railway
3.2	Fertiliser-Imported	COM of the concerned Zonal Railway
4.0	POL	DTT (POL), Railway Board
5.0	Other Sponsored Commodities	CFTM of the concerned Zonal Railway.

4.0 For COAL, WASHED COAL & COKE – Sanctioned by EDRM, Kolkata:

Loading of Coal, Washed Coal, Coke, imported coal either under Priority C or Priority D.

- Authorised users (Consignee/Consumer) shall login to the system, select coal/coke/washed coal with EDRM sanction option as applicable and submit their consolidated program.
- Sponsors shall endorse/reject the consolidated Programs submitted by the Consumers wherever required.
- Authority authorised to endorse the programs are as follows:
 - For Coal, concerned coal company shall endorse the consolidate Program.
 - For Washed Coal, Washery shall endorse the consolidate Program.
 - For Coke, Coke Oven Plant shall endorse the consolidate Program.
 - However programs for imported coal and coke are not required to be endorsed by a sponsor.
- In case of Rejection, the remark for rejection shall be captured by the System and the information regarding the same shall be displayed to the Consumer against the consolidated Programs submitted by him.
- Once the consolidated Programs are endorsed by the Sponsors wherever required, the Consumer shall bring all the supportive documents of the Program and submit the same to EDRM Office manually.
- EDRM Office shall verify the documents submitted by the Consumer with the Programs entered by him on the System. EDRM shall approve/reject the consolidated Programs as endorsed by the Sponsors.
- In case of Rejection, the remark for rejection shall be captured by the System and the information regarding the same shall be displayed to both Sponsor and the Consumer against the consolidated Programs submitted/endorsed by him.
- The System shall show the applicable Priority Class as per Preferential Tariff Schedule based on the inputs captured in the process. EDRM shall confirm the same at the time of sanctioning the Program which cannot be modified at a later stage.

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- When sanctioned by EDRM, the consolidated Program shall be converted to individual Rake Programs against which the Sponsor shall register the e-Demand in the system and Divisional Authorities shall allot the rakes against these Rake Program/e-Demands.
 - In case of Imported Coal & Coke where endorsement is not required, the Consumer shall register the e-Demand in the System against the Sanctioned Program.
 - After sanction of Program by EDRM, in case there is a requirement to modify the sanctioned program, the Customer shall follow the process of Annexure-D as currently being followed and the same shall be recorded in the system. These modified programs shall be treated as Fresh Programs, which shall undergo the process of Endorsement and Sanction by EDRM as mentioned above.
- 5.0 For COAL, WASHED COAL, COKE and imported coal and Other Sponsored Commodities Sanctioned by designated Railway Authorities, other than EDRM
- Authorised users (Consignee/Consumer) shall login to the system, select “Customer Rake Requirement (CRR)” option and submit their program. In case the Consignor and Consignee/Consumer are different then the programs shall be endorsed by the Consignor. If the Consignor and Consignee/Consumer are same then the Rake Programs shall be treated as endorsed by the system.
 - Once the Program is endorsed by the Consignor wherever required, the Consignee/Consumer shall bring all the supportive documents of the Program and submit the same to designated Railway Authorities manually. Designated Railway Authorities shall verify the documents submitted by the Consignee/Consumer with the Programs entered by him on the System
 - Designated Railway Authorities shall approve/reject the Programs as endorsed by the Consignor. In case of rejection, the remark for rejection shall be captured by the System and the information regarding the same shall be displayed to both Consignor and the Consignee/Consumer against the Programs submitted/endorsed by him
 - However, in case the Customer Rake Requirements (CRR) entered by the Consignee and endorsed by the Consignor wherever required, does not require sanction by the Designated Railway Authorities, then, the concerned Authorities shall opt for “Sanction Not Required” option on the Sanction Screen. The

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information regarding the same shall be displayed to both Consignor and the Consignee/Consumer against the Programs submitted/endorsed by him.

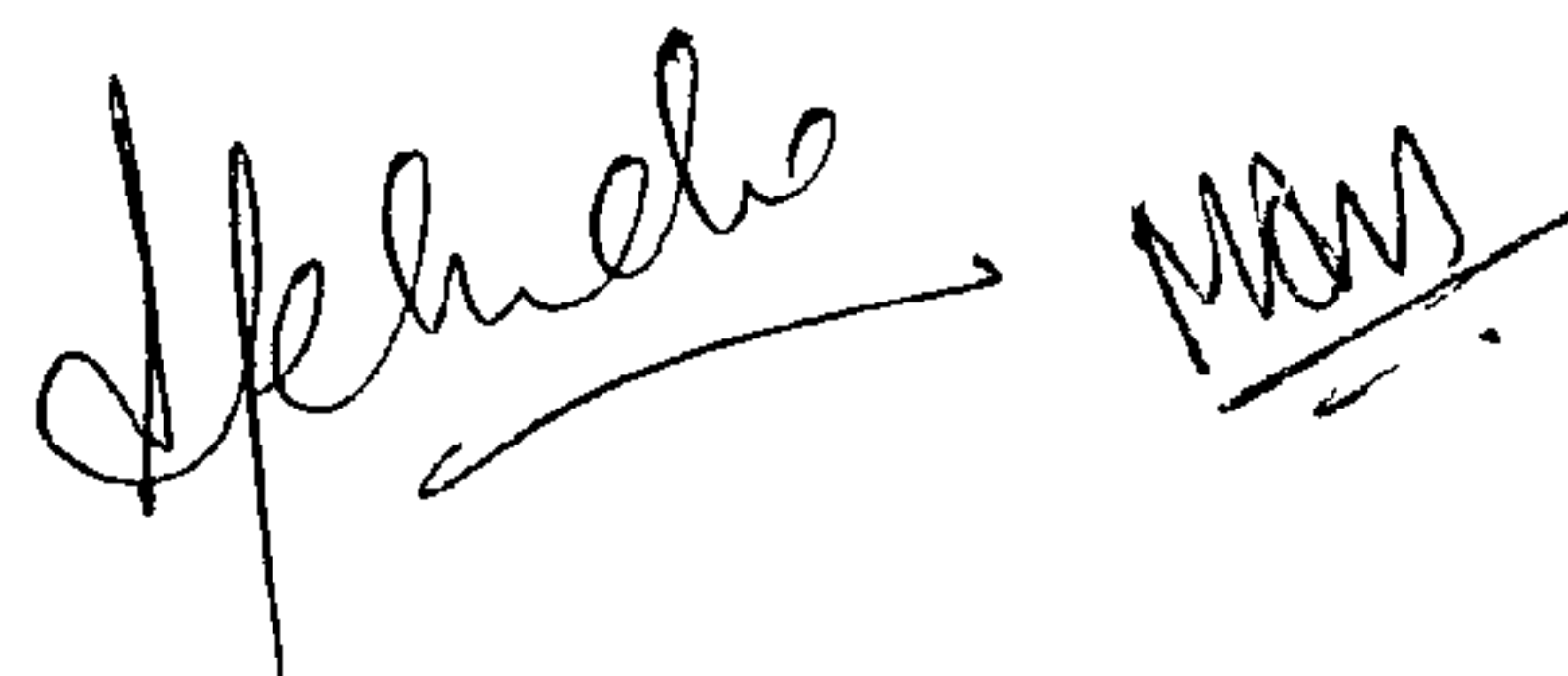
- The System shall show the applicable Priority Class as per Preferential Traffic Schedule based on the inputs captured in the process. Designated Railway Authorities shall confirm the same at the time of sanctioning the Program which cannot be modified at a later stage.
- After sanction of program by designated Railway Authorities, the Consignor shall then register e-Demand against the sanctioned programs in the system and the Divisional Authorities shall allot the rakes against these sanctioned and registered Program/e-Demands.
- Where the customer wishes to register demand for a rake not in the sanctioned programme list, then the procedure that has been outlined above for getting the programme sanctioned has to be repeated.

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Annexure-2

Process for reconciliation of WRF when collected/refunded through IRCTC Payment Gateway

- 1.0 FOIS will generate the list of successful registrations of Wagon Registration Fee on the basis of payment settlement successful status received from IRCTC on the following day and provide a copy to IRCTC.
- 2.0 IRCTC will reconcile the list of successful registrations of WRF provided by the FOIS on the basis of payment settlement successful status transmitted to FOIS. A copy of reconciled list of successful transactions of WRF so generated will form the basis of payment to Railway.
- 3.0 FOIS will also generate a list of WRF refund cases of the previous day for IRCTC to refund back the amount to the customer in their respective bank accounts/debit/credit card account on line. IRCTC shall make all efforts to ensure that customers account is credited within 72hrs of advice from FOIS
- 4.0 IRCTC will make payment of net amount of WRF (bookings-refund) through cheque to Railway in the name of FA&CAO Northern Railway and hand it over to CCM FM Northern Railway, having its office in Baroda House, along with statement referred to in paras 2.0 and 3.0 above. The payment shall be made on T+2 basis except for Saturday, Sunday and Holidays wherein it will be on the following working day.
- 5.0 Dash board will be provided for IRCTC by CRIS for reconciliation of Registration and refund transactions between FOIS and IRCTC.
- 6.0 A Monthly statement will be generated by FOIS on the basis of daily reconciled statements and provided to IRCTC for preparation of goods balance sheet and submission to CCM/FM Baroda House New Delhi.
- 7.0 In cases of forfeiture of WRF, FOIS will generate a railway wise list of amount creditable to respective railways every month and provide it to CCM/FM/NR with a copy to the FA&CAO/Traffic of all the concerned Zonal Railways for arranging transfers of the amount to respective Railways(s) through Traffic Accounts Office/Northern Railway.

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INDIAN RAILWAY COMMERCIAL MANUAL(VOL.II) 1991

CHAPTER XIV- BOOKING OF GOODS TRAFFIC

Advance Correction Slip No.36

- **Para 1408(e) may be inserted below to Para 1408(d) of Chapter XIV, as under:**

1408(e) Where WRF is collected via electronic gateway, an e-transaction confirmation will be sent by the system on registered e-mail or SMS on registered mobile number of the customer.

- **Para 1409(b) of Chapter XIV may be revised, as under:**

1409(b). While making a refund or adjusting the same towards the freight charges, the signature of the party or 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.

Where Wagon Registration Fee is refunded or adjusted via electronic gateway, an e-transaction confirmation will be sent by the system on registered e-mail or SMS on registered mobile number of the customer.

*(Authority Railway Board's letter No.TC-1/2014/104/2 dated 01.07.2014
--Rates Circular No. 21 of 2014)*

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