

## EAST COAST RAILWAY

Office of the  
Chief Commercial Manager  
1<sup>st</sup> Floor, Rail Sadan  
C.S.Pur, Bhubaneswar-17  
Date: 19.09.2014

### Commercial Circular No.115(G)/2014

Sub: Placement of rake for loading/unloading.  
Ref: Railway Board's letter No.TC-I/2005/201/2Pt.P dated 20.05.2011 {CCM/ECOR's  
Commercial Circular No.52(G)/2011 dated 23.05.2011}.

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A number of representations are being received in Board from rail users complaining that their rakes have been treated as placed for unloading even when they could not approach the wagons as the wharf was occupied with goods unloaded from a previous rake. In order to avoid complaints of this nature arising in future, the Goods Clerk/ Station Master must take cognizance of such situations. It is a matter of concern that this is happening despite having clear guidelines laid down in the Indian Railway Commercial Manual for dealing with such cases. The same problem could also be encountered in case of loading as well. The relevant portion of Para 1708 of Indian Railway Commercial Manual reads as under:

"1708.....The reasons for delay in treating the wagon as place 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."

Zonal Railways should, therefore, record reasons for delay wherever applicable so that there is no reason for customers to feel aggrieved.

All concerned to note and act accordingly.

Authority: Railway Board's letter No.TC-I/2005/201/2 Pt.P dated 18.09.2014.

*R.K. Sahu*  
19/9

Dy.Chief Commercial Manager(FS)

No.CCM/95/DC/Pt.V

Date: 19.09.2014

Copy forwarded to:

All Station Managers/ Goods Supervisors/Commercial Supervisors /Siding Clerks / Booking Clerk in Charges / Weigh Bridge Clerks / Clerk in Charges / Commercial Movement Inspectors.

Copy for information and necessary action to the:-

**COM:** ECoR, **SDGM**/ECoR/BBS, **Chairman**/RCT/BBS, **Dy.CVO(T)**/ECoR/BBS, **PO/RCT**/ECoR/BBS  
**Dy.COM(FOIS)**/ECoR/BBS, **Audit officer**/BBS. **DRM:** KUR,WAT,SBP/ECoR, **Sr.DOM**-KUR,WAT,  
SBP/ECoR, **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, Traffic Manager/ Paradeep PortTrust/Paradeep.

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*R.K. Sahu*  
19/9

Dy.Chief Commercial Manager(FS)