

# EAST COAST RAILWAY

Office of the  
Pr. Chief Commercial Manager  
1<sup>st</sup> Floor, North Block, Rail Sadan  
Bhubaneswar – 751017

Commercial Circular No.291(GC)/Parcel/2021

Date: 31.08.2021

**Sub: Refund of freight for cancellation of booked Parcels on account of cancellation of trains.**

**Ref: Railway Board's letter No.2021/TC (FM)/11/16 dated. 31.08.2021**

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Extract of the Railway Board's letter No2021/TC (FM)/11/16 dated. 31.08.2021 is reproduced below for information and necessary action please.

"It has been decided that in case consignor requests for cancellation of his booked Parcels on account of cancellation of all trains or non-availability of trains to the booked destination (due to lock-down, etc.) for a period exceeding 07 days, **full freight shall be refunded against such cancellation(s), without deducting any charges viz. Wharfage charge, cancellation charges, etc.** through the Claims Office of the Zonal Railway. The extant provisions stipulated in the Indian Railway Commercial Manual shall be observed in granting such refund(s)".

This issues with the concurrence of Finance Directorate of Railway Board.

**Authority:** Railway Board's letter No. 2021/TC (FM)/11/16 dated. 31.08.2021



(Anil Kumar S)

Dy.Chief Commercial Manager (FS)  
Dt. 31.08.2021

No.PCCM/432 /Parcel& Luggage /2019

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, PFA, CFTM,SDGM,FA & CAO(T),Chairman/RCT, Dy CVO(T), DY CCO, Dy COM(FOIS),PO/RCT, Audit Officer/ECOR/BBS.

Rates Section/CCM/ECOR/BBS, DRM/KUR, WAT& SBP/ECOR, Sr DOM/KUR, WAT,SBP/ECOR, SrDCM/KUR,WAT,SBP/ECOR,Traffic Manager/Visakhapatnam Port trust (VZP), Paradeep Port Trust/PRDP.



(Anil Kumar S)

Dy.Chief Commercial Manager (FS)