

## EAST COAST RAILWAY

Office of the  
Principal Chief Commercial Manager  
1<sup>st</sup> Floor, Rail Sadan  
C.S.Pur, Bhubaneswar-17  
Date:16.08.2024

### Commercial Circular No.282(GC)/2024

**Sub: Waiver/Refund of Demurrage/Wharfage.**

- Ref:** 1) Rates Master Circular / Demurrage-Wharfage-Waiver/2016/0 {circulated vide PCCM/ECOR's Commercial Circular No.65(G)/2016 dated 20.05.2016}, and its corrigendum No.32 dt.13.09.2022(Circulated vide PCCM/ECOR's Commercial Circular No.289(GC)/2022 dated 13.09.2022).
- 2) Board's letter No.TC-I/2019/201/6(3298964) dt.16.07.2021(Circulated vide this office Commercial Circular No.244(G)/2021 dtd.19.07.2021)

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A copy of Railway Board's letter No.TC-I/2022/201/efile/Waiver Module(3385529) dtd.14.08.2024 regarding "**Waiver/Refund of Demurrage/Wharfage**" is enclosed herewith for information and necessary action.

All concerned to note and act accordingly.

Authority: Railway Board's letter No.TC-I/2022/201/efile/Waiver Module(3385529) dtd.14.08.2024.

Encl: As above.

16.08.2024

(G.R. Nayak)  
Asst. Commercial Manager (FS)  
For Chief Commercial Manager(FS)

No. PCCM/95/DC/Pt.VII

Date:16.08.2024

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/NDLSSr.DCM** :KUR,WAT/SBP/ECOR. **Dy.CCM(Claims)/E.Co.Rly, PFA :E.Co.Rly, FA & CAO(T)/ECOR/BBS Traffic Manager:** VZP, Paradeep Port Trust / Paradeep. Divisional Commercial Controller : KUR, WAT & SBP.

16.08.2024

(G.R. Nayak)  
Asst. Commercial Manager (FS)  
For Chief Commercial Manager(FS)



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

No.TC-I/2022/201/efile/WaiverModule(3385529)

New Delhi, dt.14.08.2024

General Manager  
All Zonal Railways

MD/CRIS

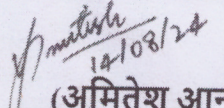
**Sub: Waiver/Refund of Demurrage/Wharfage**

Ref: (i) Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 and its Corrigendum  
No.32 dt.13.09.2022  
(ii) Board's letter No.TC-I/2019/201/6(3298964) dt.16.07.2021

FOIS has informed that a number of cases are pending for refund of waived amount of Demurrage/Wharfage charge due to the reason that waiver applications of Demurrage/Wharfage have not been finalized by the Competent Authorities within time bar as per Bank guidelines (*upto 180 days in case of UPI, upto 365 days in case of net banking & credit/debit card*).

The matter has been examined. It has been decided that all cases of refund, which are pending in the system due to time bar as per banking norms (*i.e. upto 180 days in case of UPI, upto 365 days in case of internet banking/payment through credit/debit cards*) may be processed for manual refund, for which CRIS/FOIS will provide requisite details to the concerned zonal railways.

This issues in consultation with Finance and Accounts directorates of Railway Board.

  
14/08/24  
(अमितेश आनंद)  
संयुक्त निदेशक यातायात वाणिज्य (दर)  
रेलवे बोर्ड

Copy to:

- PCCM, PCOM, PFA/All Zonal Railways
- Dy.CPM(FOIS)/CRIS, GM(FOIS)/CRIS