

EAST COAST RAILWAY

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

Commercial Circular No.381 (GC)/Parcel/2024

Date: 12.11.2024

Sub: Provision of e-Parcel Way Bill (e-PWB) in Parcel Management System (PMS).

- Ref:-(i) CAO/PIS/Northern Railway's letter No.CAO/PIS/93/PMS/Phase-III,III/Rollout issues/IR/2014/Part-I dated.08.11.2024
(ii) CAO/PIS/Northern Railway's letter No.CAO/PIS/93/PMS/Phase-I/Rollout issues/IR/ 2014/Part-I dated.04.10.2021 (This office Circular No.340(GC)/Parcel/2021 date.04.10.2021)

Enclosed please find herewith a copy of CAO/PIS/ Northern Railway's letter No.CAO/PIS/93/PMS/Phase-I,II,III/Rollout issues/IR/2014/Part-I dated.08.11.2024 regarding "**Provision of e-Parcel Way Bill (e-PWB) in Parcel Management System(PMS)**", which is self explanatory for information and necessary action.

All concerned to note and act accordingly.

Authority: Northern Railway's letter No.CAO/PIS/93/PMS/Phase-I,II,III/Rollout issues/IR/2014/Part-I dated.08.11.2024

Encl: As above (11 pages)

No.CCM/457/PMS/10/Pt.IV

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, Sr DCM/KUR,WAT,SBP/ECOR, Traffic Manager/Visakhapatnam Port trust (VZP), Paradeep Port Trust/PRDP.

(G.R.Nayak)

Asst. Commercial Manager (FS)
For Pr.Chief Commercial Manager
Dt. 12.11.2024

(G.R.Nayak)

Asst. Commercial Manager (FS)
For Pr.Chief Commercial Manager

उत्तर रेलवे
NORTHERN RAILWAY

Office of Chief Administrative Officer (PIS)
IRCA Building, State Entry Road,
New Delhi 110055

No: CAO/ PIS/ 93/ PMS/ Phase-I,II,III/Rollout issues/IR/2014/Part-I

दिनांक :Dated: 8 November 2024

Principal Chief Commercial Manager:
All Zonal Railways.

Subject: Provision of e-Parcel Way Bill (e-PWB) in Parcel Management System (PMS).

- Reference:**
1. GM/PMS/CRIS's letter no. CRIS/ HQ/ IMPT/95/2023-PMS dated 06.11.2024.
 2. This office letter of even no. dated 04.10.2021.
 3. Railway Board letter no.2021/TC (FM)/11/15 dated 24.08.2021.

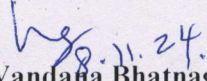
CRIS vide letter dated 06.11.2024 informed that it has come to notice that parcel staff is not aware about availability of e-PWB facility for Booking and Delivery of packages in PMS Application. CRIS has also enclosed relevant screenshot in this regard (Copy enclosed as Annexure-A).

In order to avail this facility, the email id and the mobile number of the consignor & consignee are to be provided by consignor at the time of booking at the counter. An email containing soft copy of the receipt (e-PWB) will be sent to consignor's email id in the form of PDF. Consignor will forward this email to the consignee. In order to take delivery of consignment, consignee has to produce an electronic copy (PDF format) at the counter along with OTP confirmation received on his mobile/email.

This office letter dated 04.10.2021 alongwith Railway Board letter dated 24.08.2021(**containing guidelines on e-PWB/e-LT**) is also attached as Annexure B and C.

Zone is requested to circulate the aforesaid instructions to their respective parcel office for information and these instructions may be placed at conspicuous place at the parcel office for the convenience of Railway staff and customers.

DA/Annex A to C


(Vandana Bhatnagar)
Chief Administrative Officer/PIS

Copy to:

- a. Executive Director (Freight Marking), Railway Board, New Delhi- for information.
- b. Chief Commercial Managers/FM/FS: All Zonal Railways- for information & necessary action.
- c. GM/PMS/CRIS, Chanakyapuri, New Delhi-110021- for information.

क्रिस

रेलवे सूचना प्रणाली केन्द्र

(रेल मंत्रालय भारत सरकार का संगठन)

CRIS

CENTRE FOR RAILWAY INFORMATION SYSTEMS

(An Organisation of the Ministry of Railways, Govt. of India)

No CRIS/HQ/IMPT/95/2023-PMS

Dated 06.11.2024

CAO/PIS,
IRCA Building, State Entry Road,
New Delhi.

Sub: - Booking & Delivery of packages in PMS through e-PW Bill.

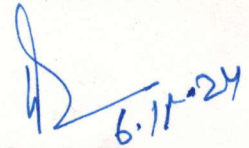
- Ref: (1) Your office letter No CAO/PIS/93/PMS/Phase-1/Rollout Issues/IR/2014/
Pt.1 dated 04.10.2021
(2) Railway Board's Letter No 2021/TC (FM) /11/15 dated 24.8.2021.
(3) This office letter No 2017/CRIS/NDLS-Q/PMS/Implementation/PMIS/0174/
Pt.1 dated 29.9.2021.

During a recent meeting with AM (Commercial) held on 05.11.2024 at Railway Board, it came to notice that parcel staff is not aware about availability of ePWB facility for Booking & Delivery of packages in PMS Application. The instructions in this regards were circulated to all Zonal Railways vide your letter referred at 1 above after getting the procedural approval of Railway Board vide letter referred at 2 above.

The instructions proposed vide letter referred at 3 above are reiterated as under:

"In order to avail this facility, the email ID and the mobile number of the consignor & consignee are to be provided by consignor at the time of booking at the counter. An email containing soft copy of the receipt (e-PWB) will be sent to consignor's email id mentioned in the form of PDF. Consignor will forward this email to the consignee. In order to take the delivery of consignment, consignee has to produce an electronic copy (PDF format) at the counter along with OTP confirmation received on his mobile/email" (relevant screenshot attached).

Instructions issued by your office vide letter referred at 1 above may be re-circulated to all concerned.



(C.L.Sah)

General Manager/PMS

चाणक्यपुरी, नयी दिल्ली-110021

CHANAKYAPURI, NEW DELHI-110021

टेलीफोन/TELEPHONE : 24104525, 24106717 फैक्स/FAX : 91-11-26877893

Process for ePWB Booking & Delivery

Customer will provide email id and mobile no. of consignor & consignee during booking of the consignment as below

NDLS **NR** Counter No.1 Parcel PRR# 05-Nov-2024 15:04 Foreign

New Find All Clear exit (*)->must Form No 27231 Wmt.Clerk ABC-GDWNA-Out-Godc

Destn Stn* MAS MAS-CHENNAI CENTRAL Serving Stn MAS MAS-CHENNAI CENTRAL

Trans Stn. ? Trans2 Via NGP-JHS-BPL-BPQ-BZA (Src)OA Chrg Type

Train no. 12622 12622-NDLS-MAS TAMIL NADU EXP-(Running) Gauge BG

F.Note No.* A1 No.Pkgs.* 10 Distance 2170 Scale R-Rajdhani Parcel Service

Identity proof* PAN-PAN CARI Identity No.* 123456 (+)TDS? No

GSTN[C'nor,15 len] GSTN[C'nee,15 len] Pvt.Mrks.

Sender Name* VIKESH Add* NDLS DL-DELHI Mob* 9213396926 Email* vikeshshar

Consignee* BALBIR Add* MAS Mob* 9811276385 Email* BALBIR.235

Item Type HP-HARD PARC GP BDLE Rate :770.38 M.F. 1 Add Mode

S.N	Item Name (Ratio)	NOP	Shape	R-L-B-H	S.W	A.Wt.	V.Wt.	C.Wt.	O.Wt.	Frgt.--	Owt Ch	SWA
1	HHE-HOUSE HOL-NONE	10	-	0-0-0-0	0	100	0	100	0	770.38	0	SWA

[Item]-[Water]-[Cntr] 10 <==TOTALS==> 0 100 0 100 0 770.38 0

OR Decl.Val.*5000 EWay/Anx B Declared below 50000 %0 PCC N Invoice No.

Frght 771 GST(below) 38.56 GST(TDS)#(below) 0 Rem. T.Chrg. 810 CASH

Postal Ins. 0 Ins.GST(18%) 0 S.Bharat Tax 0 Krishi Cess 0 Tot.GST.Tax 39

GSTN.No.APPLIED FOR Serv.Type Booking Code No. Applied For Exempt.No.

Apply GST/Serv.Tax

IGST(0 %) 0 CGST(2.5 %) 19.28 UGST(0 %) 0 SGST(2.5 %) 19.28

IGST(TDS)(0 %) 0 CGST(TDS)(0 %) 0 UGST(TDS)(0 %) 0 SGST(TDS)(0 %) 0

Card Cash Type Master Bank Card RRN RRN(Again)

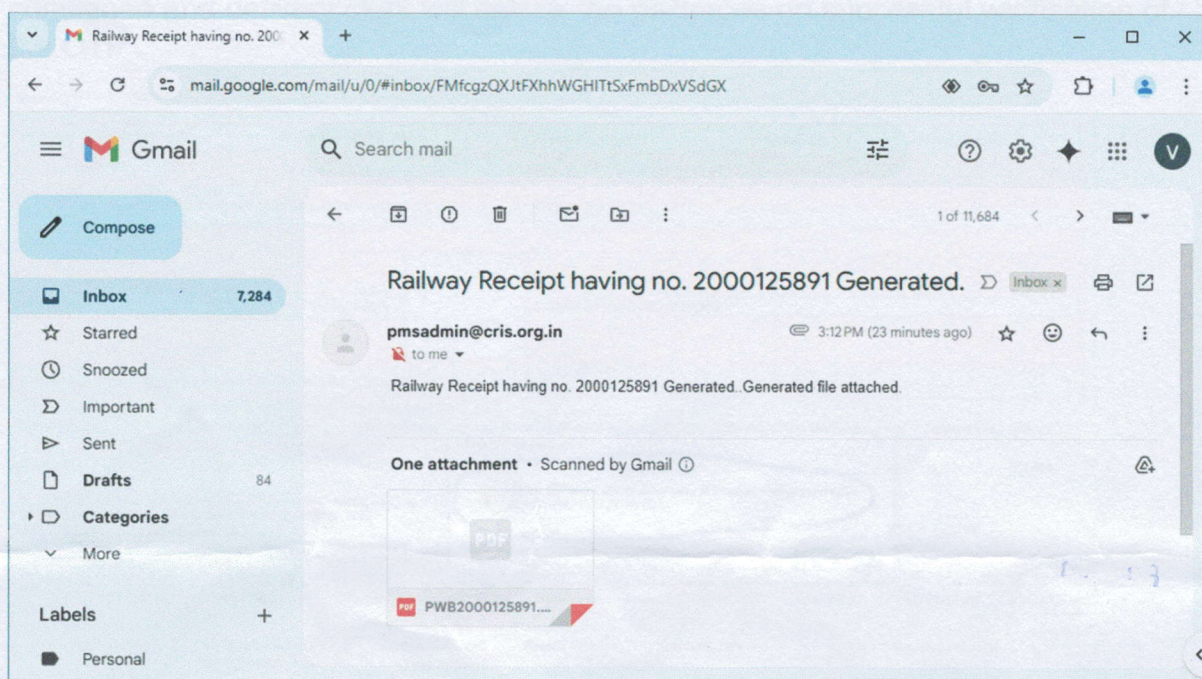
Last 4-digits Card No. Last 4-digits Card No.(Again)

Show Details Print in Rly. Board Submit for print All Clear exit

Activate W Go to Settings


h I=Length H=Height (All are in cms.) NOP=No.Of Packages T.Ch.=Total Charges M.F.=Multi-Factor A.Wt.=Actual Wt. V.V

Consignor will get the soft copy of PRR as ePWB in his email id as below



2000-125891(PWB/MAS-MAS-CHENNAI CENTRAL-~~DL~~ ~~ABC~~)/CASH/PR24NR2000125891

NR 27231



F/N no. A1 [Identity Document->PAN No.->123456] A1 [Identity Document->None] Bkng dt. 05-Nov-2024 15:12 Local/Foreign: F Trn.type SF

From: NDLS-NEW DELHI-~~DL~~ ~~ABC~~ To: MAS-CHENNAI CENTRAL-~~DL~~ ~~ABC~~ via: JHS BPL BPQ Trans:

Sdr Name/Addr: VIKESH - NDLS Sdr GST:

Cnee Name/Addr: BALBIR - MAS Cnee GST:

Type: Pvt Marks: Dist: 2170 Scale: R-Scale

Rem: Value declared|PC not paid. Mob:s->9213396926 Mob:r->9811276385 Reg.No->APPLIED FOR Serv.Type->Booking
 Serv.Code->996512 Freight(without ST)->771.0 GST->38.56 SGST(2.5%)->19.28 CGST(2.5%)->19.28 Suplr GSTN->07AAAGM0289C1ZL Suplr State->DL Recp.State->DL Anx-B[Declared<=50000]

18 SR	19 RLY	20 5000.0	21 OR MF(1.0)	22 0.0	23
24	25	26	27	28 -	29 -
30	31	32	33	34	35
36 770.38	37 0.0(0 hrs.)	38 OA Src.0.0/Dstn.0.0	39 0	40 DFC-15.41	41 0.0
42 0	43	44	45	46	47

Desc of Articles	Pkgs(wt)	BV	Sdr.wt	Measure(cms)	Act.wt.	Ch.wt.	B.Fght.	O.wt.Ch	T.Cl
-HOUSE HOLD EFFECT	0	10	0.0	0*0*0[0.0]	100.0[SWA]100	770.38	-		

Said To Contain 0 (10) 0.0 100.0 100.0 770.38 0.0 810.0

Grand Total (In Words): Eight Hundred Ten - अठसौ दस रुपये value= 810.0

R.R.No.: 2000-125891 For status, visit website:www.parcel.indianrail.gov.in
 NDLS/AT/1/05-Nov-2024 15:12/Scale-R/27231/Wmt.clerk-ABC/CASH

During delivery, the softcopy of the PRR is to be shown to the delivery clerk by the consignee and delivery clerk will deliver the packages on successful verification of the OTP

http://10.64.1.150/ - PWB/LT Delivery Search (Godown Delivery) - Internet Explorer

PWB PRR No.: 2000125891 Bkng. Type: PW Bill Commodity Type: Source Stn.: Via Stn. (Optional):

No of Mat pgs: 0 Bkng. scale: Dirty Zone: SR

Booking Dt: Nov 05 2024

No Theft of items

Perishables only

MR No: 0 Add-MR Delete-MR Authority for memo correct: NONE

Find For Delivery Connect For Perishable Delivery

* PWB booking dates ** optional for system booked packages only

PWB PRR No. Booking Dt. Cons'nor Name

There are 10 item(s) in Inward godown. After iss 2000125891 03-Nov-2024 VIKESH

M_TRNDTSL distance() between src stn...NDLS and dest station.MAS.is...2170 distance() between src stn...NDLS and dest station.MAS.is...2170

* > Distances picked from DMS database

Message from webpage

This is OTP based delivery as softcopy of RR (eRR) issued as per circular 2021/TC(FM)/11/15 DT. 08. 2021..

OK

Diff.(Kg.) UC/OC Tot.Wharf Dem. Hrs. Rate/Hr-Tot. Dem. L/U Chrg. A)Tot.Chrg B)Amt.Paid

GST(see below) 0 S.Bharat Tax 0 Krishi Cess 0 Tot.GST.Tax 0 GST.No. 33AAAGM0289C1ZQ

Serv.Type Delivery Code No. null Exempt.No.

Plc. Dt. & Time Rel. Dt. & Time

(For DFC) MR No. MR Amt 0.0 MR Issue Dt

Src.* NDLS Dstn.* MAS Dist 2170 Tkt.No. Jrny.Dt. Mon DD YYYY

Sender Name* VIKESH Address* NDLS GSTN

Orig.RR recv C'nee* BALBIR Add.* MAS GSTN(15 len) TN-TAMIL

B/Type* Parcel Way Bill B/dt.* Nov 03 2024 B/V Ft.(minus w/f,%chg,tax) 770.38

VCh.No. 0 Iss.dt. Mon DD YYYY Iss.Auth. val.dt. Mon DD YYYY

Type HP-HARD P Rate: 770.38 VP Penalty Rate: M.F.: OR Scale R-Rajdhani Parcel Service

S.No	Item Name	A.Wt.(O.Wt.(R.Wt.(V.Wt.(HOW S.	Dist	Dlvry.Stat	Unld dt
1	HOUSE HOLD EFEC	770.38	0	10.0	0.0	0	R_2170_In Godown	_05-Nov-2024	15:35
2	HOUSE HOLD EFEC	770.38	0	10.0	0.0	0	R_2170_In Godown	_05-Nov-2024	15:35
3	HOUSE HOLD EFEC	770.38	0	10.0	0.0	0	R_2170_In Godown	_05-Nov-2024	15:35
4	HOUSE HOLD EFEC	770.38	0	10.0	0.0	0	R_2170_In Godown	_05-Nov-2024	15:35

Diff.(Kg.) UC/OC Tot.Wharf Dem. Hrs. Rate/Hr-Tot. Dem. L/U Chrg. A)Tot.Chrg B)Amt.Paid

GST(see below) 0 S.Bharat Tax 0 Krishi Cess 0 Tot.GST.Tax 0 GST.No. 33AAAGM0289C1ZQ

Serv.Type Delivery Code No. null Exempt.No.

IGST(0 %) 0 CGST(0 %) 0 UGST(0 %) 0 SGST(0 %) 0

Decl.Val.* 5000 EWay/Anx B Declared below 50000 Invoice No. E-way bill No.

Card Type Cash Service Type Master Issuing Bank ?

Card RRN Enter Card RRN(Again)

Last 4-digits Card No. Last 4-digits Card No.(Again)

Pro.No. 0 DBPg.No. 0 Remarks

No Theft of items

OTP OK 8705620059 Last Dlvry GP No. 0 Show Details

Submit For Issuance Of Gatepass All Clear exit CASH

/L=Length/H=Height/R,B,L,H are in cms./Distance in kms./Freight.Amount charged are in Rs./HOW*=Hrs of Wharfage[in hrs f
 etric weight found at Inward godown./U=Unloaded/G=Inward Godown/D=Delivered/R=Remaining items for full delivery/T=Total

उत्तर रेलवे
NORTHERN RAILWAY

Office of Chief Administrative Officer (PIS)
IRCA Building, State Entry Road,
New Delhi 110055

No: CAO/ PIS/ 93/ PMS/ Phase-I/Rollout issues/IR/2014/Part-I

दिनांक :Dated: 4 October 2021

✓ The Principal Chief Commercial Managers:

West Central Railway, Jabalpur
North Eastern Railway, Gorakhpur
South East Central Railway, Bilaspur
North Central Railway, Prayagraj
Southern Railway, Chennai
Eastern Railway, Kolkata
Central Railway, Mumbai
South Central Railway, Secundrabad

East Coast Railway, Bhubaneswar
Western Railway, Mumbai
North Western Railway, Jaipur
South Western Railway, Hubballi
East Central Railway, Hajipur
N.F.Railway, Malegaon (Guwahati)
South Eastern Railway, Kolkata
Northern Railway, New Delhi.

Subject: Provision of e-Parcel Way Bill (e-PWB) in Parcel Management System (PMS).

- Reference:**
1. CRIS's letter no. 2017/ CRIS/ NDLS-HQ/ PMS/ Implementation/ PMIS/ 0174/ Pt.I dated 29.09.2021.
 2. This office letter of even no. dated 03.09.2021.
 3. Railway Board letter no.2021/TC (FM)/11/15 dated 24.08.2021.

Railway Board vide their letter dated 24.8.2021 (Item 3 above), had accorded its approval for introduction of e-Parcel Way Bill (E-PWB) in PMS. The detailed guidelines for the introduction of the same is enclosed at **Annexure A**.

The salient features include:

- (a) Transmission of both e-Parcel Way Bill (E-PWB) and e-Luggage Tickets (e-LT) to rail users electronically through PMS.
- (b) The process would enable paperless transaction and would obviate need for physical generation of receipt both at the time of booking and also physical verification of receipt at the time of delivery of consignment.
- (c) At the time of the booking of parcel/ luggage, details as mentioned in forwarding note along with the mobile number and e-mail ID of the **consigner as well as the consignee** will be captured fed into the system.
- (d) On submission of details in the PMS booking counter, printing of PWB through printer as well as email of the e-PWB (.pdf format) will be send to the **consigner**.
- (e) **e-PWB** will be forwarded by the **consigner** to the **consignee**.
- (f) Once the consignment is unloaded at the destination, SMS will be sent to the valid **consignee's** mobile number.
- (g) At the time of delivery, the consignee shall produce the e-PWB/ e-LT, from which, the PRR number will be fed into the delivery module. An OTP will be generated which will be sent to the consignee's mobile and consigner's email ID.
- (h) The consignee shall verify the OTP received with the counter staff and delivery Gate Pass shall be generated by the system through the printer. Delivery Gate Pass shall be produced for delivery of the consignment.

Sent through email (P.T.O.)

- (h) The consignee shall verify the OTP received with the counter staff and delivery Gate Pass shall be generated by the system through the printer. Delivery Gate Pass shall be produced for delivery of the consignment.
- (i) Fall back arrangements for regeneration of OTP has also been provisioned in case of non-receipt of OTP by the consignee. All other provisions including accountal of e-PWB/ e-LT as introduced in PMS has been enumerated further is available at **Annexure A.**

CRIS, now, vide letter dated 29.9.2021 (SN 1) informed that the provision for generating e-PWB /e-LT in Parcel Management System application has been **made online after testing w.e.f. 20.09.2021.** They have further confirmed the fact that the email ID and the mobile number of **both the consignor & consignee** are to be provided by consignor at the time of booking at the counter. An email containing .pdf soft copy of the receipt (e-PWB) (.pdf format) will be sent to consignor's email ID.

Zonal Railway, are requested to issue instructions to all parcel office to extensively use the facility and highlight issues related to its implementation to this office at the earliest.

Encl: **Annexure A**


(Seema Dhir)
Chief Administrative Officer/PIS

Copy for:

1. Chief Commercial Manager's/ FM of all Zonal Railways may like to educate consignee about feeding of valid and correct mobile number of consignee at the time of booking of the consignment.
2. Executive Director (Freight Marking), Ministry of Railway, Railway Board, New Delhi.

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

No. 2021/TC(FM)/11/15

New Delhi, Date: 24.08.2021

Managing Director,
CRIS, Chanakyapuri,
New Delhi.

Sub: Provision of e-Parcel Way Bill (e-PWB) in PMS.

Ref: (i) CRIS' letter no. 2017/CRIS/NDLS-HQ/PMS/IMPLEMENT/PMIS/0174/PT-1,
dtd. 02.07.2021.

(ii) WCR's letter no. WCR/HQ/C/P-602/FM Circular/Suggestions, dtd. 19.02.2021.

The proposal sent by West Central Railway vide letter under ref-(ii) along with the process flow furnished vide letter under ref-(i), have been examined in consultation with Accounts and Finance Directorates of Railway Board.

Approval of the Competent Authority is hereby accorded for implementation of e-Parcel Way Bill (e-PWB) in the Parcel Management System (PMS). In this regard, detailed guidelines have also been framed which are enclosed herewith.

CRIS is accordingly requested to take necessary action for implementation of e-PWB in the PMS, under intimation to this office.

DA: As above.

(Yasir Rizvi)

Dy. Director Freight Marketing
Railway Board

Copy to –

CAO/PIS, Northern Railway, IRCA Building, State Entry Road, New Delhi.

GUIDELINES ON 'e-PWB/LT'

- 1.0 The scheme of **e-PWB/LT** provides facility for transmission of Railway Receipt to rail users electronically through PMS.

2.0 Extant Procedure

Presently, Parcel-way Bill (PWB)/Luggage Ticket (LT) are prepared at the Booking Office/ station when the consignment is presented for booking at the parcel office. Four foils are printed namely Receipt (RR), Guard Foil (Transit Invoice), Accounts Foil and Record Foil. RR bears the signature of Parcel staff. RR printed (on pre-printed stationery) is given to the rail customer (viz. consignor), who further transfers it to the consignee through post or courier. Endorsement of RR is done manually. At destination station, delivery of consignment is given on surrender of original RR by customer duly taking signature of the invoiced or endorsed consignee(s) on the delivery register.

3.0 Concept of e-PWB

e-generation of PWB/LT is a process that will enable paperless transaction in parcel business. The concept will obviate the need for physical generation of receipts at the time of booking and also physical verification of receipts at the time of delivery. The broad features of the electronic PWB/LT are as under-

3.1 Booking

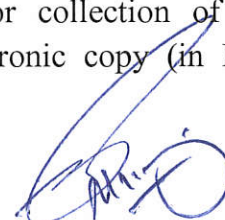
- 3.1.1 There will be a **Module in PMS for booking** of parcel/luggage. The module will have provision for generation of PWB/LT.
- 3.1.2 Details from the forwarding note alongwith the mobile number and e-mail id of consignor will be fed into the system.

3.2 Generation and transfer of e-PWB/LT

- 3.2.1 On final submission of the booking details at the counter, printing of receipt will be done through printer and simultaneously an email, containing the soft copy of the receipt (e-PWB) will be sent to consignor's email-id in the form of PDF. Consignor will forward this email, to the consignee.
- 3.2.2 Consignee will get a system generated SMS on his mobile number when the parcel is unloaded at the destination.

3.3 Verification of e-receipt (E-PWB/LT)

- 3.3.1 When the consignee approaches the delivery counter for collection of the consignment, he/she will be required to produce an electronic copy (in PDF format) of the Receipt (e-PWB).



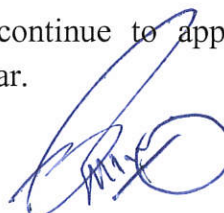
- 3.3.2 In delivery module, staff will enter PRR number mentioned in the produced e-PWB. This will generate an OTP, which will be sent to consignee's mobile as well as in consignee's email.
- 3.3.3 Consignee verifies the OTP received with counter staff, who will feed the OTP in the system and will verify in the system. If OTP is not delivered consignee will show OTP from his email. In case OTP does not arrive in email then staff will re-enter PRR number to get the OTP again.
- 3.4 **Delivery against e-PWB/LT**
- 3.4.1 On receiving correct OTP, Delivery Gatepass will be generated by the system through printer.
- 3.4.2 Delivery Gatepass will be produced by consignee for delivery of consignment.

4.0 **General**

- 4.1 Accounts Foil of e-PWB/LT will be transmitted to concerned Traffic Accounts office and retained in electronic form. Record Invoice will be retained in electronic form in the system of originating station. The foil intended for destination will be transmitted in electronic form and Parcel clerk will be able to open and view its details.
- 4.2 In place of Transit foil, the system will provide the facility of viewing e-PWB/LT details, as and when required by Tax Authority of respective State Government/Central Government.
- 4.3 CRIS will also provide the facility of viewing e-PWB/LT details as and when required, by the Service Tax authority.
- 4.4 In case of technical error (like system breakdown or network failure) when e-PWB/LT could not be generated or transmitted, the normal RR on preprinted stationery may be given to the customer after Parcel clerk has obtained due permission from Sr.DCM or DCM Incharge who will in turn take due confirmation from CRIS.

Similarly in case of technical error at the time of taking delivery, if the OTP is not generated/sent on SMS and/or e-mail, the delivery may be affected after the responsible Railway staff verifies the identity of the consignee (through Aadhar Card or any other verifiable identity proof). Proper documentation of such deliveries, along with copies of the identity proofs submitted by the consignees, shall be maintained.

- 4.5 System will provide Zonal Railways the facility to view transaction log for each transaction, on real time basis.
- 4.6 All extant guidelines pertaining to RR will continue to apply in the case of e-PWB/LT to the extent modified by this circular.



5.0 Role and Responsibility of CRIS

- 5.1 CRIS to develop the software for e-PWB/LT in PMS and issue secured unique User ID and password for each staff of each parcel booking location dealing with the preparation of e-PWB/LT and delivery of consignment.
- 5.2 The system should be built in with the features to ensure that all transactions are done in a secured way. The responsibility for obtaining User ID and password from CRIS for all parcel staff dealing with the preparation of RR and delivery of consignments will lie with concerned Zonal Railway.
- 5.3 Details of surrendered e-PWB/LT are to be made available for viewing by TA office in PMS.
- 5.4 All requisite MIS reports shall be made available for Commercial &Accounts officials.
- 5.5 Till the system stabilizes, provision for printing PDF copy of e-PWB/LT by TA office will be available; if so required for internal checks as per codal provisions.

6.0 Secure Implementation and Reconciliation of e-PWB/LT

Secure implementation of **e-PWB/LT**, protection of user IDs etc. will be done as per the instructions issued by C&IS Dte. and reconciliation of **e-PWB/LT** will be done as per the guidelines prescribed by Accounts Dte. of Railway Board.

