

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

No.TC-I/2020/101/IronOre

New Delhi, dt.29.12.2020

**General Manager**  
All Zonal Railways

**Sub: Registration of demand for wagons electronically (e-RD) - Change in process for registration of customer**

Ref: Rates Master Circular/e-RD/2019/0 and its addenda

Please refer to Board's circular under reference regarding registration of demand for wagons electronically(e-RD).

The matter has been examined and it has been decided to revise the process for registration of customers under e-RD, by modifying the relevant paras as given below -

Para	Extant Guidelines	Revised Guidelines
5.0	<b>Registration of Customers availing e-RD facility:</b>	<b>Registration of Customers availing e-RD facility:</b>
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 ( <a href="http://www.fois.indianrail.gov.in">www.fois.indianrail.gov.in</a> ) 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.	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 ( <a href="https://indianrail.gov.in/RailSAHAY/index.jsp">https://indianrail.gov.in/RailSAHAY/index.jsp</a> ) by uploading <b>self-attested copies</b> of relevant documents.
5.3.1	<b>Registration:</b> 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.	<b>Registration:</b> During pre-registration, customer will also be asked to provide from which division he/she wants registration and if no options are given, the system shall based on the PINCODE number captured while filling pre-registration data will make all documents available to Sr. DCM of the Division nearest to customer's PINCODE or the selected Division, as the case may be.
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.	Sr. DCM will also be given SMS on his/her mobile on the day of pre-registration, 4 <sup>th</sup> day of pre-registration and then 6 <sup>th</sup> day of pre-registration that verification is due alongwith mail on his email ID.
5.3.3	Sr. DCM after login in to 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.	Sr. DCM after login in to 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 will download the documents uploaded by the customer and complete the process of registration, within seven days.

Per:  
FR 12.20

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29 Dec 2020

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.	Sr. DCM shall confirm/reject the registration of the customer on the system. A SMS accordingly will go to the customer in case of confirmation/rejection on mobile number and also on email ID. In case of rejection, the reason for rejection fed in the system will also be communicated to the customer both on mobile number and email.
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.	After completing the process of registration, the Railway User (Sr. DCM) shall input the applicable commodity type (Coal or others) and customer category (consumer and/or endorsee) for the customer.

This issues in consultation with Traffic Transportation Directorate and with the concurrence of Finance Directorate of Ministry of Railways.

*A 29 Dec 2020*

(K K Mishra)  
**Director Traffic Commercial(Rates)**  
**Railway Board**  
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Dy.C&AG, Rail Bhavan, New Delhi

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PCCM, PCOM, All Zonal Railways  
MD/CRIS, CAO/FOIS, GM(FOIS)/CRIS

*PCC*  
*29.12.20*  
for Member (Finance), Railway Board

*A 29 Dec 2020*

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