

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

No. 2024/TC(FM)/11/07

New Delhi, Date: 16.04.2024

Managing Director,
Centre for Railway Information System (CRIS),
Chanakyapuri, New Delhi.

**Sub: Provision in PMS for non-realization of under-charges for over-carried
Parcels.**

- Ref: i. Board's letter of even no. dated 12.04.2024.
ii. CAO(PIS)/NR's letter no. CAO/ PIS/ 93/ PMS/ Phase-I, II, III/Rollout
issues/IR/2014/Part-I, dtd. 10.04.2024.

Please find enclosed herewith a copy of the Board's letter under ref-i, wherein instructions have been issued to Zonal Railways for compliance of the provisions stipulated in Para 972 of Chapter IX of the Indian Railway Commercial Manual, Vol-I regarding dealing of the over-carried parcels, and to make all out efforts to avoid over-carriage of parcels.

However, it has come to the notice that PMS shows under-charges against the re-booking of the over-carried parcels to its original destination station, if the parcel scales of the 'booked train' and that of 'unloading train' are different. It has been reported that if a consignment booked at lower scale, though dispatched by the booking station as per the scale charged, if over-carried and subsequently get unloaded at destination station from a higher scale train, PMS shows the undercharges equal to the difference in parcel freight, and the consignee is asked to pay the same at the time of delivery.

In this regard, it is desired that since the PMS history for any parcel consignment clearly reveals that the package/ consignment has been over-carried, and has been re-booked subsequently by some other station, suitable mechanism in the PMS should be developed, so as to stop realizing such under-charges.

Action taken in this regard may also be intimated to this office.

DA: As above.


(Ashutosh Mishra)
Jt. Director Freight Marketing
Railway Board

Copy to –

1. PCCMs, All Zonal Railways; for kind information please.
2. CAO (PIS), Northern Railway, IRCA Building, State Entry Road, New Delhi; for kind information w.r.t. letter under ref-ii.