

GOVERNMENT OF INDIA/BHARAT SARKAR
MINISTRY OF RAILWAYS/RAIL MANTRALAYA
(RAILWAY BOARD)

No. TC-1/2011/104/3

New Delhi, dt. 6-09-2013

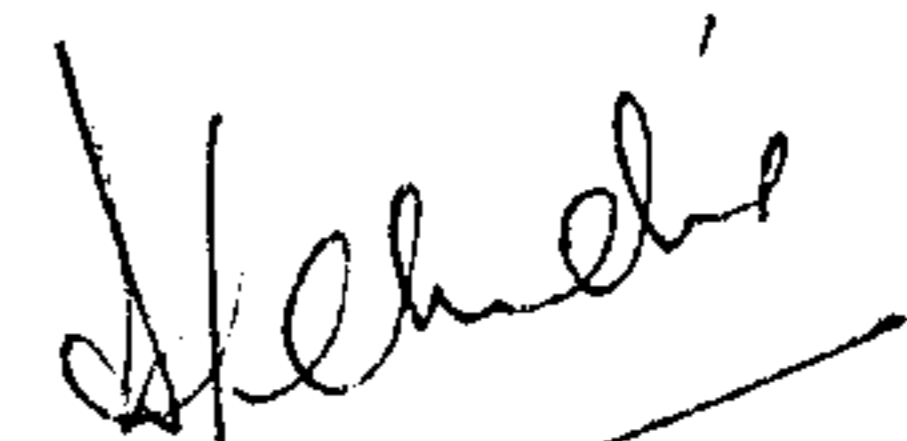
Chief Operations Manager(Retail) Hq.,
Bharat Petroleum Corporation Ltd.,
12/E&F, Maker Towers, Cuffe Parade,
P.O.Box No. 19949, Mumbai-400 005.

Sub: 5% penalty charged on to-pay RRs for TW consignments loaded Ex.
Various loading bases on BPC accounts.

Please refer to your letter No. RET.LOG.FRT.10 TOPAY RRs BPC dated 18.07.2013 wherein it is mentioned that to-pay ERR were issued due to error message of insufficient funds by SBI.

In this regard it is stated that the Zonal Railways have already been advised vide Board's letter No. TC-1/2009/104/1 dated 19.07.2011(copy enclosed) that in case of such erroneous messages being exchanged between the nodal bank server and the CRIS server, customers should hold the nodal bank, in its position as a signatory to the tripartite agreement, as responsible.

DA : As above.



(Aashima Mehrotra)
Director, Traffic Comml.(Rates)
Railway Board.

SN-87

**GOVERNMENT OF INDIA/BHARAT SARKAR
MINISTRY OF RAILWAYS/RAIL MANTRALAYA
(RAILWAY BOARD)**

No.TC-1/2009/104/1

New Delhi, dated 19-07-2011

*Ref: 2009/104/1
19/07/2011*

**Chief Commercial Manager,
East Central Railway,
Hajipur.**

Sub: Issuance of 'To-pay' E-RR.

**Ref:- Your letter No. ECR/CRM/FMS/02/E-payment/CP&P dt.
03.05.2011.**

Please refer to your above mentioned letter addressed to CAO/FOIS on the above mentioned subject vide which it has been requested to take up the issue with SBI authority to find out the actual reasons of issuance of To-pay E-RR in case of receiving message of insufficient fund through system in spite of availability of sufficient fund as certified by concerned bank's branch.

In this connection, the matter has been examined by CRIS vide their note No. 2011/GGM/FOIS/E-payment dt. 27.05.11(copy enclosed).

Board have observed that in cases of wrong messages being exchanged by the nodal bank server, with the CRIS server, the customer can hold the nodal bank responsible in its position as a signatory to the tripartite agreement.

In view of above, It is requested that M/s. Century Pulp & Paper Ltd. may be advised to resolve the matter with SBI keeping in view the comments of GGM/FOIS enclosed with this letter.

Aashima Mehrotra
**(Aashima Mehrotra)
Joint Director, Traffic Comml.(Rates)
Railway Board**

DA:as above

20

20/7/11

No.2011/GGM/FOIS/E-payment.

Dated: 27-05-2011.

Sub:- Issue to To-Pay E-RR No.252000002 dated 07.01.11 Ex. KASN to CPML dated 07.01.11 in favour of Century Pulp and Paper Ltd.

Ref:- COM/FM/ECR's letter No.ECR/CRM/FMS/02/E-Payment/CP&P dated 03.05.2011.(copy enclosed)

As per Clause 2.6 of the Tripartite Agreement signed by the Zonal Railway, the customer and SBI clearly states "in case of failure due to insufficient funds in the consignee's account, the authorized railway official will issue "To-Pay" ERR." This Clause is absolutely in accordance with the E-Payment guidelines issued by the Railway Board. The message of insufficient fund was clearly received from State Bank of India through E-payment system and "To pay ERR" was issued accordingly. Copy of logs generated through the system is also enclosed.

In addition to the above, transaction log maintained in the system also substantiate that SBI had sent a clear message of insufficient funds and "To-pay ERR" was generated in response to that message only. There was no system or technical error in the E-payment system for issuing such message. Issue of any type of ERR depends on the type of message sent by the Bank about the status of customer's account and success/failure of the transaction. Here the irregularity is on the part of the , as first they relayed the message of insufficient funds and then issuing a certificate of sufficient balance in customer's account thereby contradicting their own statement. Hence E.C Railway may advise the customer to resolve the matter with SBI.

Submitted for kind information please.


(Dharam Singh)
GGM/FOIS

A.M./IT.