

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

No.TC-1/2014/104/ 1

New Delhi, dt. 01 .12.2014

**Chief Commercial Manager,**  
All Zonal Railways

**Sub: E-payment of Railway Freight**

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A number of complaints have been received from customers stating that 'To-Pay' RRs have been issued, even when, there were sufficient funds available in their accounts. On investigation, it was found that the Banks server had sent an incorrect response code to the FOIS server. Please note that the accepted codes which CRIS has advised<sup>to</sup> all Banks, are given below:

<b>Response code</b>	<b>Remark/Description</b>	<b>Server</b>	<b>RR Status</b>
00	Successful	BANK	PAID RR
03	Insufficient fund	BANK	TO-PAY RR
-1	Bank System Error	BANK	PAID ERR
-2	Bank Network Error	BANK	PAID ERR
1	FOIS System Error(Contact OCC)	FOIS	PAID ERR
2	FOIS Network Error(Contact OCC)	FOIS	PAID ERR

Any other Message(remark/description) other than the listed above will be treated as 'Insufficient Funds' message with response code '03' and will lead to generation of 'To-Pay' RR.

Zonal Railways are requested to inform in writing to all the concerned banks and customers of the same so that cases of 'To-Pay' RRs, when sufficient funds are available in customer's Bank account, are eliminated.

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