

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

No.TC-I/2005/201/2Pt.P

New Delhi, Dt. /8 .09.2014

Chief Commercial Manager,
All Zonal Railways

Sub: Placement of rake for loading/unloading
Ref: Board's letter of even number dt.20.05.2011

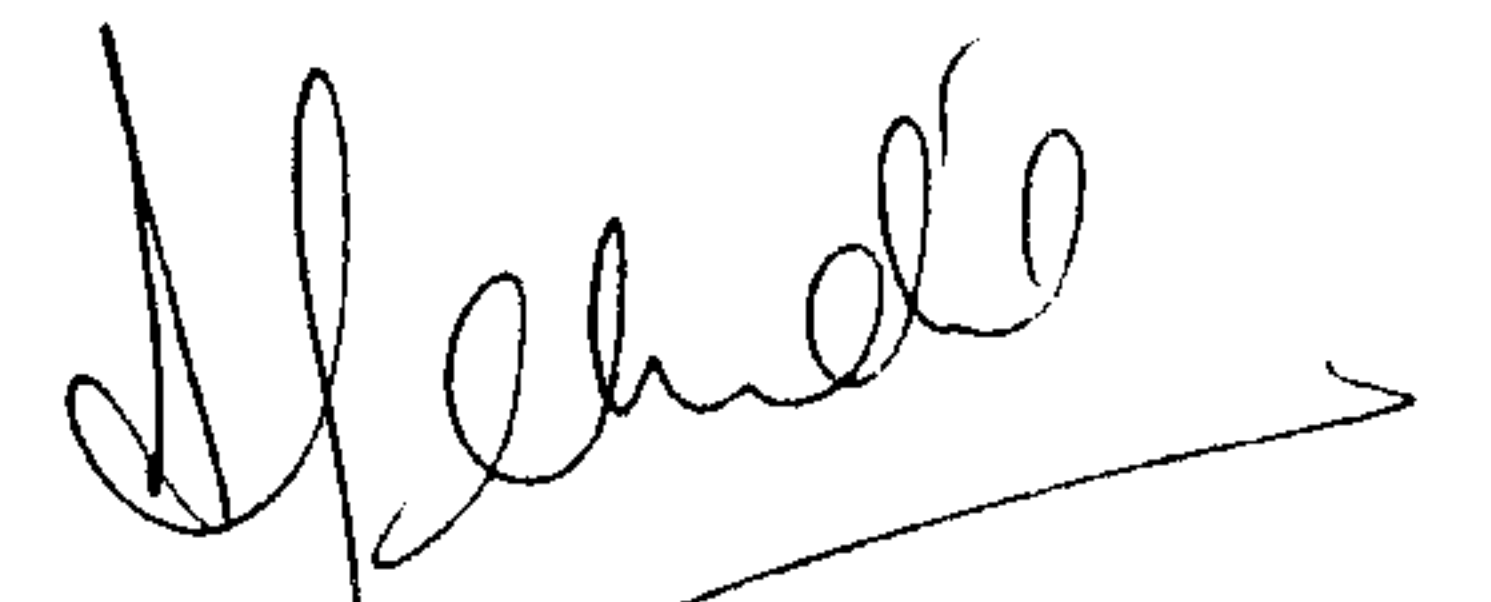
A number of representations are being received in Board from rail users complaining that their rakes have been treated as placed for unloading even when they could not approach the wagons as the wharf was occupied with goods unloaded from a previous rake. In order to avoid complaints of this nature arising in future, the Goods Clerk/Station Master must take cognizance of such situations. It is a matter of concern that this is happening despite having clear guidelines laid down in the Indian Railway Commercial Manual for dealing with such cases. The same problem could also be encountered in case of loading as well. The relevant portion of Para 1708 of Indian Railway Commercial Manual reads as under:

“1708 The reasons for delay in treating the wagons as place in position for unloading, after they have been placed by the trains branch, should be recorded in the wagon transfer register and countersigned by the Station Master.”

Zonal Railways should, therefore, record reasons for delay wherever applicable so that there is no reason for customers to feel aggrieved.

Instructions may be issued to all concerned in this regard immediately.

Receipt of this letter be acknowledged.



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