Sub: E-payment system
Ref: Rates Master Circular/e-payment/2014/1 and its corrigenda

Some Zonal Railways, *inter alia* referring to Arbitration and Conciliation (Amendment) Act, 2015 (effective from 23.10.2015), has sought a clarification regarding amendment in the arbitration clause under e-payment agreement.

Extant guidelines regarding e-payment system are contained in the Rates Master Circular under reference. As per extant guidelines, an agreement is executed between Railway, Bank and customer. Board has not circulated any draft agreement; instead every Zonal Railways have formulated their own model agreement in consultation with Bank and customers.

The matter has been examined and it is advised that prevailing law on arbitration may be followed.


(Lata Kumari)
Director, Traffic Commercial(Rates)
Railway Board