Chief Commercial Manager
All Zonal Railways


In terms of extant guidelines, on written request of customer, CCM office will issue monthly consolidated Service Tax certificate for Transportation of Goods by Rail(STTG certificate) under the signature of an officer authorized by CCM and Dy.CAO(T) or officer nominated thereto. Time line of 30 days has been prescribed for delivery of the certificate on written request from customer.

References have been received from rail customers mentioning about delay in issue of STTG certificate.

The matter has been examined and it is seen that many Zonal Railways have delegated the power regarding issue of STTG certificate to their Divisions by formulating Joint Procedure Order of Commercial and Accounts Departments.

In view of above it has been decided that that STTG Certificate may now be issued at the level of Divisional Railway, instead of Zonal Railway, under the signature of an officer authorized by CCM and an officer nominated by FA&CAO(T).

Commercial Department of Divisional Railway will prepare customer-wise STTG certificate (in triplicate) for all customers (irrespective of whether a customer gives an application or not) for a particular month within seven working days of following month. All three copies of the certificate duly signed by the competent authority will be sent to Traffic Accounts office/Local Accounts office(associate Finance). Traffic Accounts/Local Accounts office(associate Finance) after verification and signature of the nominated officer will return two copies to the Commercial Deptt. of Divisional Railway within next seven working days. Commercial Deptt. of Divisional Railway will keep one copy as their office copy and one copy will be issued to the customer on receipt of his/her written request. The request can be submitted through goods shed or directly by post. STTG certificate may be delivered through registered post or through goods shed, whichever is convenient to the Division. Time line of 30 days for delivery of the certificate on written request from customer should strictly be adhered to.

(Lata Kumari)
Director, Traffic Comml.(Rates)
Railway Board