

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.TC-I/2024/104/efile/1(3452135)

New Delhi, dt.25.07.2024

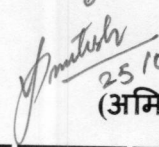
Pr. Chief Commercial Manager
Pr. Financial Adviser
All Zonal Railways

Managing Director/CRIS
Chief Admin. Officer/FOIS

Sub: Refund of Demurrage/Wharfage Charge

A copy of minutes of the meeting held on 16th July 2024 in Rail Bhavan, New Delhi on the above-mentioned subject is enclosed herewith for information and necessary action.

DA: as above


25/07/24
(अमितेश आनंद)
संयुक्त निदेशक यातायात वाणिज्य (दर)
रेलवे बोर्ड

Copy to:
EDFC, Railway Board
GM/FOIS, GM/NIMS, CPE/AIMS

Minutes of the meeting held on 16.07.2024 in Rail Bhawan, New Delhi

During the meeting, CRIS/FOIS informed that most of the issues highlighted in Board's letter No.TC-I/2024/104/efile/1(3452135) dt.24.01.2024 (Annexure-I) has been complied (copy of CRIS/FOIS letter No.CAO/FOIS/Digitalization/DC-WC/2022 dt.29.05.2024 is at Annexure-II).

The pending issues were deliberated in detail and following has been decided:

(i) Enclosing 'digitally signed speaking order' in IPAS

CRIS/FOIS should explore the feasibility of reflecting digitally signed speaking order of waiver granted by the competent authority in IPAS. Alternatively, speaking orders should be visible to IPAS User through a tab or suitable arrangement.

(ii) Refund of waived amount in case of payment through 'E-payment other than SBI'

CRIS/FOIS will flag such cases as "e-payment mode" and share bank account details of customers while pushing waiver application/appeal to IPAS through IRePS.

(iii) Refund of waived amount in case of payment through conventional mode

Customers, while preferring application/appeal for waiver, will provide bank account details and upload a copy of cancelled cheque in FBD portal. After uploading, these details will be shared with IPAS through IRePS.

In pending cases of refund, where freight customers have not provided bank account details, PCCM of Zonal Railways will launch a drive to facilitate uploading of bank account details and cancelled cheque by freight customers. An alert may be sent in IPAS wherever cancelled cheque copy becomes available for old cases. CRIS/FOIS will provide requisite details of pending cases to Zonal Railways for conducting the drive.

(iv) Linking of Money Receipt with relevant e-CR and TR details

CRIS/FOIS informed that linking of Money Receipt(MR) with relevant e-CR and TR details has been implemented in the system from 5th July 2024.

In pending cases of refund prior to 05.07.2024, Traffic Accounts office in coordination with Commercial Department of Zonal Railways will launch a drive for physical verification of Money Receipts. CRIS/FOIS will provide requisite details of such cases to the Zonal Railways for conducting the drive.

(v) Clarification with regard to Board's letter No.TC-I/2002/104/SCR/1(3317550) dt.08.02.2023

PED/TC Rates to explore the possibility of modifying the guidelines prescribed vide Board's letter No.TC-I/2002/104/SCR/1(3317550) dt.08.02.2023 *for processing of refund only after realisation of outstanding dues, if any from the customer.* The matter is under consideration on file.

List of Participants:

Mr./Ms/Mrs.

Railway Board

- Mukul Saran Mathur, Additional Member Commercial
- Navin Kumar Parsuramka, EDTC/R
- Rabindra N. Mishra, EDFC
- Rajat Agarwal, JDF(CCA)
- Prashant Arora, JDF(C)
- Atul Kumar, JD/Rates-I

Northern Railway

- Shikha Srivastava, CCM/FM/NR
- Amrita Darpan Jain, FA&CAO/T/NR

FOIS/IREPS/IPAS

- Dharmendra Kumar, Director(OPS)/CRIS)
- Ravi Mohan Sharma, Dy. CPM/FOIS
- A.K. Goswani, GM/FOIS
- Rajiv Kad, GM/NIMS
- Ajaya Srivastava, CPE/AIMS
- Devesh Pandey, PPE
- Raman Arora, PPE/CRIS
- Rakesh Kumar, SSE/CRIS
- Saket Krishna, SSE/CRIS
- Sarjan Prasad Meena, Sr. Traffic Inspector

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.TC-I/2024/104/efile/1(3452135)

New Delhi, dt.24.01.2024

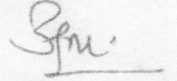
Pr. Chief Commercial Manager
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Managing Director/CRIS
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Sub: Refund of Demurrage/Wharfage Charge

A copy of minutes of the meeting held on 11th January 2024 in Rail Bhavan, New Delhi on the above-mentioned subject is enclosed herewith for information and necessary action.

DA: as above.



अतुल कुमार

संयुक्त निदेशक (दर) -I
रेलवे बोर्ड

Copy to:
EDFC, Railway Board
GM/CCMS/EPS(CRIS), GM/EPS&IMMS, GM/Fin./CRIS

Minutes of the meeting held at Rail Bhavan on 11th January 2024

	<u>Topic/Issue raised</u>	<u>Action deliberated</u>	<u>Action by</u>
1.	<p>Each competent authority as per SOP/ RB Ltr. No. TC-1/2019/201/6 (3298964) dt. 16.07.2021 decides on the quantum of waiver. Presently, in IPAS only the unsigned 'Decision document' is visible which only mentions JS/SS/JAG for the competent authority.</p> <p>Further, the Pay Order is digitally signed but is showing a footnote "This decision document is auto-generated by the system only after competent authority's approval. Hence, no signature is required on the same."</p>	<p>Refund /Payment against digital Pay orders from IREPS</p> <p>The pay order should show the MR no., primary customer/secondary customer and GSTIN from whom the original payment was received.</p> <p>The pay order amount should be bifurcated into taxable amount and GST.</p> <p>All the items related to DC/WC should be mapped with correct allocation in IREPS/FOIS.</p> <p>Station concerned and Division should be reflected in the pay order.</p> <p>Original MR no., MR date, RR details, Sanctioning Authority should be reflected on the pay order and the required reference documents be attached with the pay order. Digitally signed Sanction order should have name and designation of the sanctioning authority and the required information.</p> <p>Once party is registered in FBD/FOIS, Party details e.g. Customer ID, GSTIN, Bank account details (along with Cancelled cheque) should be shared by FOIS to IPAS. The party details will be shown to Accounts during Bill Passing.</p> <p>Copy of cancelled cheque should be submitted for the first time to update the party's bank account details in IPAS.</p> <p>It has been seen that once the payorders are returned, they are not being seen in IPAS. The refund pay orders returned by IPAS should be traceable in IREPS. Also for the past period, CRIS may provide details of all such pay orders generated and returned to prevent any duplication of payment.</p> <p>If second refund is processed against any MR no. it should be reflected in the pay order. A proper trail of all refunds processed against a MR number be made available for passing of the bill.</p>	IRePS

2.	In offline cases, a verified D&W statement duly signed by ACM with remarks of Accounts (TIA) after checking at station was received along with Pay-order. This was in line with point 5.2 of RB Ltr. Dt 19.5.2016 which stated the requirement of prior account verification to establish that the amount to be refunded has actually been received by the railway. The same is not being received presently.	FOIS should link Money receipt with relevant e-CR and TR details to verify its accountal. MR no. against which refund has been processed once should not be allowed to repeat same refund. Transaction history RR-wise, Party-wise and MR-wise should be made available for verification.	FOIS and/or IPAS
3.	Party code verification process wherein party code is generated in IPAS by Commercial Dept. and then details confirmed by Accounts Dept. is not being followed. In IPAS, no unique party code is being generated. Party name preceding with a number is visible in IPAS about which, how this number has been generated/confirmed/verified is not known.	Once party is registered in FBD/FOIS, Party details e.g. Customer ID, GSTIN, Bank account details (along with Cancelled cheque) should be shared by FOIS & IPAS. The party details will be shown to Accounts during Bill Passing.	FOIS and IPAS
4.	Whether the party can apply for waiver again on the same MR no. and whether any mechanism is there in FBD portal/IRePS to ensure there is no duplicate payment for the same MR No.	MR numbers, once processed for refund should be validated by the system when processed again by showing transaction history. MIS reports should be available for previous periods for all wharfage/demurrage refunds initiated in an executive unit for verification and reference.	IRePS
5.	It is mentioned in the Rly. Bd's ltr no. TC-I/2002/104/SCR/1(3317550) dated 08/02/2023 that "Refunds shall be processed only after realization of the outstanding dues if any, from the customer"	In compliance of the same, it needs to be mentioned in the "Decision document" by Commercial department that "There are no outstanding dues against the party" in order to pass the waiver claim.	IRePS
6.	Digitally signed final waiver sanction letter addressed to party is presently generated AFTER PAYMENT and shared with the party.	Sanction letter should be generated after decision of competent authority and accompany Pay Order. Payment advice to be generated after payment and digitally shared with the party as well as TAO for final closure of the case.	IRePS and IPAS
7.	As per Railway Board letter No. TC-I/2022/201/efile/2(3394909) Dt. 13.10.2022, the collection of	In view of the above, it is suggested that parties may be encouraged for payment via online mode and refunds to continue in	Policy matter

	Demurrage/Wharfage through conventional mode (viz. DD/Cheque/cash) should be discouraged.	offline mode, if payments have been done in offline mode to ensure due checks and reconciliation.	
9.	Reports in FOIS	<p>Following reports should be available in FOIS:-</p> <p>DC/WC collected by a station during the month</p> <p>DC/WC waived during the month</p> <p>DC/WC refunded during the month</p>	FOIS
10.	Accountal in Online Balance sheets	<p>DC/WC waived and refunded should be correctly updated in the Online Goods B/s in FOIS.</p> <p>One time rectification of data to be undertaken to update correct amounts of wharfage/ demurrage in online Balance sheets.</p>	FOIS/ TMS
11.	GST	<p>GST should be separately reflected in the MR pay order, and all the system generated statements.</p> <p>Credit note should be generated in all refund cases and uploaded in GSTR1 for proper accountal.</p> <p>An MIS in this regard may be generated with regard to cases where refund has been initiated and if the credit note has been generated and uploaded.</p>	IRePS, FOIS, IPAS
12.	Demurrage against Private Siding (DSDNG) and Ports	<p>In case of Demurrage against Private Siding (DSDNG) multiple pay orders against single Request ID of customer is being forwarded and IPAS shows "Passing of bills with duplicate request ID not allowed". It needs to be addressed.</p> <p>In Ports, Primary customer is mentioned as per RR i.e. consignee and bank account is of handling agent/ port. A drive for re-registration of all handling agents may be undertaken for capturing their details in FOIS.</p>	IRePS and IPAS
13.	Post-Audit of online refund cases	All documents related to direct online refund cases may be made available for post-audit to TA in FOIS.	FOIS

14.	IPAS related requirements-	<p>The bank account details from IREPS should be checked and confirmed.</p> <p>MR no. and RR no. should be saved in IPAS so that repeat cases can be detected. GSTIN mentioned on the pay order should be checked.</p> <p>The allocation of DC/WC amount and GST should be correctly selected on the basis of details in the Pay order.</p> <p>The refund pay orders returned by IPAS should be traceable in FOIS, IREPS & IPAS.</p>	FOIS,IREPS and IPAS
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List of participants

Railway Board

Mr/Ms

- Navin Kumar Parsuramka, EDTC/Rates
- Rabindra N Mishra, EDFC
- Rajat Agarwal, JD/FC
- Atul Kumar, JD/Rates-I

Zonal Railway

- Richa Khare, FA&CAO(T&CM)/WR (*through VC*)
- Shikha Srivastava, CCM(FM)/NR
- Amrita Darpan Jain, FA&CAO(T)/NR
- Prashant Arora, Dy.CAO(TA)/NR
- Mansi Singh, Dy. CAO(T)/WR
- Shivani Kapur, Sr.AFA(TA)/NR

CRIS/FOIS, IRePS and IPAS

- Ravi Mohan Sharma, Dy.CPM(FOIS)
- Mudit Chandra, GM/FOIS
- Abhishek Kumar, GM/Fin./CRIS
- S.A.M Naqvi, GM/EP&IMMS
- Vinay Srivastava, GM/CCMS/EP&CRIS
- Saket Krishna, SSE/CRIS(IRePS)
- Rakesh Kumar, SSE/CRIS(IRePS)
- Kumar Abhishek, PPE/AIMS/CRIS
- Ajay Srivastava, PPE/AIMS/CRIS



**FREIGHT OPERATIONS INFORMATION SYSTEM
OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER
CHANAKYA PURI, NEW DELHI-110021**

No. CAO/FOIS/Digitalization/DC-WC/2022

Dt.29.05.2024

**Executive Director Traffic Commercial (Rates)
Ministry of Railway
Railway Board, New Delhi**

Sub: Refund of Demurrage/Wharfage Charges.**Ref:** Joint Director/Rates-I/Railway Board Letter no.TC-I/2024/104/efile/1(34521335) dt.24.05.2024.

In reference to the above, the compliances of the minutes of the meeting held at Rail Bhavan on 11th January-2024 are submitted. ***In that, below mentioned Para-2(a), 5 & 6 are required exemptions from Railway Board.***

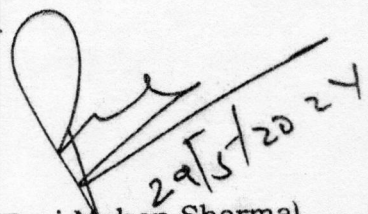
S.N.	Ref. para of the MoM	Topic/Issue	Status
1	1(a)	The pay order should show the MR Number, Primary customer/ Secondary Customer and GSTIN from whom the original payment was received.	Complied
2	1(b)	The pay order amount should be bifurcated into taxable amount and GST.	Complied
3	1(c)	All the items related to DC/WC should be mapped with correct allocation in IREPS/FOIS.	Complied
4	1(d)	Station concerned and Division should be reflected in the pay order.	Complied
5	1(e)	Original MR no., MR date, RR details, Sanctioning Authority should be reflected on the pay order and the required reference Documents be attached with the pay order.	Complied
6	1(f)	Digitally signed sanction order should have name & designation of the sanctioning authority and required information.	Complied
7	1(g)	Once Party is registered in FBD/FOIS, Party Details e.g. Customer ID, GSTIN, Bank Account Details (Along with Cancelled Cheque) should be shared by FOIS to IPAS. The Party Details will be shown to Accounts during bill passing.	Complied

8	1(h)	Copy of cancelled cheque should be submitted for the first time to update the party's bank account details in IPAS.	Complied
9	1(i)	It has been seen that once the pay orders are returned, they are not being seen in IPAS. The refund pay orders returned by IPAS should be traceable in IREPS. Also for the past period, CRIS may provide details of all such pay orders generated and returned to prevent any duplication of payment.	Complied
10	1(j)	If second refund is processed against an MR Number, it should be reflected in the pay order. A proper trail of all refunds processed against a MR number be made available for passing of the bill.	Complied
11	2 (a)	FOIS should link Money Receipt with relevant e-CR and TR details to verify its accountal.	In the present system, the required facility is not available. However, the work on it has been started and this can be done prospectively, till then Board may give exemption on it.
12	2(b)	MR no. against which refund has been Processed once should not be allowed to repeat same refund.	Complied
13	2(c)	Transaction history RR-Wise, Party-Wise and MR wise should be made available for verification.	Complied
14	3	Once party is registered in FBD/FOIS, party details e.g customer Id, GSTIN, Bank Account Details (Along with cancelled cheque) should be shared by FOIS to IPAS. The Party details will be shown to Accounts during bill passing.	Complied
15	4	Whether the party can apply for waiver again on the same MR number and whether any mechanism is there any FBD portal/IREPS to ensure there is no duplicate payment for same MR No.	Complied
16	5	It is mentioned in the RB letter no. TC-I/2002/104/SCR/1 (3317550) dated 08.02.2023 that the refunds shall be processed only after realization of outstanding dues if any, from the customer	In the IT system, this can not be ensured by the one user giving assurance that all the outstanding for the customers at all the locations.
17	6	Digitally signed final waiver sanction letter addressed to party is presently generated after payment and shared with the party	In the present system, IREPS is not able to handle the requirements.
18	7	In view of the above, it is suggested that parties may be encouraged for payment via online mode and refunds to continue in offline mode, if payments have been done in offline mode to ensure due checks and reconciliation.	Noted
19	9	Following reports should be available in FOIS:- DC/WC collected by a station during the month DC/WC waived during the month DC/WC refunded during the month	Noted
20	10	DC/WC waived and refunded should be correctly updated in the Online Goods	Refunds are processed from Traffic Accounts Budget.

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		B/S in FOIS. One time rectification of data to be undertaken to update correct amounts of wharfage/ demurrage in online Balance sheets.	The refunds never accommodate in the Station Balance Sheet in the past also.
21	11 (a)	GST should be separately reflected in the MR & pay-order and in all the system generated statements.	Complied
22	11(b)	Credit note should be generated in all refund cases and uploaded in GSTR 1 for proper accountal.	Complied
23	11(c)	An MIS in this regard may be generated with regard to cases where refund has been initiated and if the credit note has been generated and uploaded.	Complied
24	12 (a)	In case of Demurrage against private siding (DSDNG), multiple pay-orders against single request ID of customer is being forwarded and IPAS shows "passing of Bills with duplicate request ID not allowed. It needs to be addressed.	Complied
25	12(b)	In Ports, Primary customer is mentioned as per RR i.e. consignee and bank account is of handling agent/ port. A drive for re-registration of all handling agents may be undertaken for capturing their details in FOIS.	Complied
26	13	All documents related to direct online FOIS refund cases may be made available for post-audit to TA in FOIS.	Complied
27	14(a)	The bank account details from IREPS should be checked and confirmed.	Complied
28	14(b)	MR Number and RR Number should be saved in IPAS, so that repeat cases can be detected. GSTIN mentioned in the pay order should be checked.	Complied
29	14(c)	The allocation of DC/WC amount and GST should be correctly selected on the basis of details in the pay order. A proper trail of all refunds processed against a MR number be made available for passing of the bill.	Complied
30	14(d)	The refund pay orders returned by IPAS should be traceable in FOIS, IREPS and IPAS.	Complied

This is for your kind information and necessary action please.


29/5/2024
(Ravi Mohan Sharma)
Dy.CPM/FOIS

Copy to: GM/FOIS
GM/IREPS
GM/TAMS
GM/AIMS

For information and necessary action please.