

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

No.TC-I/2022/201/efile/WaiverModule(3385529)

New Delhi, dt.14.08.2024

General Manager
All Zonal Railways

MD/CRIS

Sub: Waiver of Demurrage/Wharfage

- Ref: (i) Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 and its Corrigendum No.32 dt.13.09.2022
(ii) Board's letter No.TC-I/2019/201/6(3298964) dt.16.07.2021
(iii) Board's letters No.TC-I/2022/201/efile/2(3394909) dt.14.12.2022 & dt.28.12.2022

FOIS has informed that a number of cases are pending for refund of waived amount of Demurrage/Wharfage charge due to the reason that waiver applications of Demurrage/Wharfage have not been finalized by the Competent Authority within time bar as per Bank guidelines (*upto 180 days in case of UPI, upto 365 days in case of net banking & credit/debit card*).

Board has emphasised that Demurrage and Wharfage collection and decision on waiver may be done in a time bound manner. The pendency of waiver cases of Demurrage and Wharfage should be cleared expeditiously. Time lag between preferring application for waiver and disposal thereof should be monitored at the Apex level. Further, waiver if granted should also be monitored for refund through online mode.

Waiver Module of Demurrage & Wharfage has been implemented since October 2022 where processing, examination, finance concurrence and refund of waived amount are done through the system.

In order to promote Ease of Doing Business and boost the confidence of rail customers in freight business of IR, following guidelines are laid down for expeditious disposal and monitoring of cases of waiver of Demurrage/Wharfage -

- (i) System based alert message via SMS and email will be sent on daily basis to the concerned authority indicating number of cases regarding waiver of Demurrage and Wharfage are pending (*with break up pending for 15 days, 15 to 30 days, 30 to 45 days and so on*)'. Similar alert may also be send to concerned officers of Associate Finance where cases are pending for Finance concurrence.
- (ii) For cases pending with authorities below DRM, a system generated Monthly Report indicating name of authority and number of cases pending (*with break up pending for 15 days, 15 to 30 days, 30 to 45 days and so on*) will be sent to DRM via mail followed by SMS informing that "*Monthly Report of pending cases of waiver of Demurrage/Wharfage has been sent via mail*".
- (iii) For cases pending with authority from DRM to AGM, a system generated Monthly Report indicating name of authority and number of cases pending (*with break up pending for 15 days, 15 to 30 days, 30 to 45 days and so on*) will be sent to GM via mail followed by SMS informing that "*Monthly Report of pending cases of waiver of Demurrage/Wharfage has been sent via mail*".

This issues in consultation with Finance and Accounts directorates of Railway Board.

[Signature]
14/08/24
(अमितेश आनंद)

संयुक्त निदेशक यातायात वाणिज्य (दर)
रेलवे बोर्ड

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