

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

No.TC-I/2025/201/efile/5(3491463)

New Delhi, dt.18.06.2025

**Pr. Chief Commercial Manager**  
 All Zonal Railways

**Sub: Guidelines regarding Waiver/Write off of Demurrage/Wharfage**

Ref: (i) Chapter-III of Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 &amp; subsequent amendments

- (ii) Rates Circular No.38 of 2004
- (iii) Rates Circular No.38 of 2006
- (iv) Rates Circular No.21 of 2007
- (v) Rates Circular No.35 of 2009
- (vi) Board's letter No.TC-I/2019/2016/6 (3298964) dt.16.07.2021
- (vii) Board's letter No.TC-I/2020/103/efile/1Pt.(2)(3341820) dt.20.04.2022

Guidelines regarding waiver/write off of Demurrage/Wharfage are prescribed vide Board's circulars/letters under reference.

The matter has been reviewed and it has been decided (i) to change the SOP for waiver and (ii) to modify the circumstances for considering application/appeal. Accordingly, in supersession of all earlier instructions/circulars, the revised guidelines are given below-

Para

**GUIDELINES****1.0 Power of officers to waive Demurrage or Wharfage charge**

	Designation of officer	Maximum amount of Demurrage per wagons, which can be considered by an officer	Maximum amount of Wharfage per consignment, which can be considered by an officer
1	AGM	Full Powers	Full Powers
2	PCCM	₹1,00,000/-	₹1,00,000/-
3	HOD(CCM/FM or CCM/FS)	₹50,000/-	₹50,000/-
4	DRM	₹25,000/-	₹25,000/-
5	ADRM (nominated by DRM)	₹10,000/-	₹10,000/-

1.1 The powers of waiver of Wharfage indicated in the table above will be on consignment basis except in the case of trainload consignment where it will be applicable on per wagon basis. In the case of trainload consignment, the application for waiver of Wharfage for a particular rake will be considered by the authority, who is competent to deal with the highest amount of Wharfage accrued per wagon of that rake.

1.2 Where Demurrage cases are being handled by Officers of Operating Department, PCCM will mean PCOM.

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- 1.3 The cases for waiver should not be dealt by an officer below the level of an officer competent to deal with the case as per the schedule of powers given in the above table. Say, PCCM will not deal with such case where AGM is the competent authority. Since waiver of Demurrage/Wharfage is discretionary power, PCCM cannot recommend percentage of waiver, instead, he will only put up facts of the case and give his remarks on the customer's application/appeal.
- 1.4 Prior Finance concurrence will be required for waiver of Demurrage/Wharfage charges above Rs.25,000/- per wagon/per consignment respectively. Cases submitted to AGM should be routed through the Coordinating HOD of the Commercial Department and PFA of the Zonal Railways, irrespective of the amount involved.
- 2.0 **Waiver**
- 2.1 Due care should be taken in preparation of the Demurrage/Wharfage bills at the first instance to obviate recasting of bills subsequently on representation by the customer or otherwise.
- 2.2 In case the consignor/consignee feels that Demurrage/Wharfage was due to reasons beyond his control, he could apply for waiver (on FBD Portal) giving all relevant details with documentary evidence wherever necessary.
- 2.3 First application for waiver of Demurrage/Wharfage should be submitted to the Station Manager/Goods Supervisor within 10(ten) days from the date upto which these charges had accrued.
- 2.4 In case of Wharfage, the consignor/consignee should deposit the amount of Wharfage charges and submit the original proof of such payment alongwith his application while preferring for waiver. Pre-payment of wharfage will be ensured before delivery of the consignment.
- 2.5 The concerned Station Manager/Chief Goods Supervisor will forward the application of waiver of Demurrage/Wharfage to the Divisional Officer together with the factual position and remarks within 3(three) days of the receipt of the application.
- 2.6 In case of large sidings, like those of power houses, steel plants etc., the time limit for preferring the first application for waiver of Demurrage Charge will be the next month implying that application for waiver of Demurrage Charges accrued in one month should be submitted latest within the next month.
- 2.7 Application for waiver will be considered only when preferred within the stipulated time period. In case of Demurrage, the consignor/consignee should deposit the amount of Demurrage charges and submit the original proof of such payment along with his application while preferring application for waiver.
- 2.8 The circumstances, which lead to accrual of Demurrage/Wharfage charges, can be broadly grouped as under:  
(i) Reasons within the control of the consignor/consignee.



(ii) Force majeure condition (like Act of God, Act of War, Act of Public Enemies, Restriction(s) imposed by Local Administration/State Government, Local Festivals recognized by State Govt./Local Administration, Labour Strike, Transport Strike, general *bandh*, Agitations, Riots, Curfew, Fire, Explosion, Heavy Rains, Flood, etc.) OR Operational exigencies (like accident, congestion at a terminal, wagon damage, restriction imposed by railway administration, etc.).

- 2.9 There may be no waiver of Demurrage and Wharfage for cases where reasons for accrual of Demurrage/Wharfage have been within the control of consignor/consignee. Application(s) for waiver may be considered only in case of force majeure condition (like Act of God, Act of War, Act of Public Enemies, Restriction(s) imposed by Local Administration/State Government, Local Festivals recognized by State Govt./Local Administration, Labour Strike, Transport Strike, general *bandh*, Agitations, Riots, Curfew, Fire, Explosion, Heavy Rains, Flood, etc.) OR Operational exigencies (like accident, congestion at a terminal, wagon damage, restriction imposed by railway administration, etc.).
- 2.10 The powers for waiver as mentioned above should be exercised judiciously keeping in view the merits of each case as per instructions contained in this letter. The waiver should not be granted in a routine manner.
- 2.11 Application for waiver of Demurrage/Wharfage shall be entertained only for the cases where circumstances fall within condition given in Para 2.9. Recording of reasons of waiver in the form of a reasoned speaking order shall be compulsory for all the cases of waiver, irrespective of the quantum of waiver.
- 2.12 In the case of large sidings, like those of power-houses, where demurrage is not waived on wagon to wagon or daily basis, speaking orders need not be recorded for each consignment/wagon. It would be sufficient if broad reasons are given in support of such periodical waiver after analyzing the broad causes of such detentions.
- 3.0 Appeal against orders of Waiver**
- 3.1 A consignor/consignee can prefer an appeal to a higher authority (on FBD portal) in case he is not satisfied with the decision of the lower authority. The Station Manager/Chief Goods Superintendent should forward the appeal to the Divisional authorities within 3 (three) days of the receipt of the appeal.
- 3.2 An appeal against the order of lower authority should be preferred within 30(thirty) days of the date when the decision of the lower authority is communicated.
- 3.3 A maximum of only two appeals can be made against the decision of the lower authorities.
- 3.4 In all cases where a change is made by the appellate authority against the decision taken earlier, speaking orders should be recorded by the appellate authority.
- 3.5 AGM will be the final authority for consideration of application/appeal for waiver. No appeal will be entertained against the decision of AGM.



- 4.0 Processing of applications for waiver of demurrage and wharfage charges shall be done electronically. Demurrage and Wharfage collection and decision on waiver may be done in a time-bound manner. Each competent authority, as per the Schedule of Power, shall be required to decide on the request for waiver within a fixed time, and any failure to adhere to the time-lines shall be flagged by the system to the next higher authority.

The concerned ADRM will take adequate measure to ensure timely recovery of dues on account of Demurrage/Wharfage and clearance of outstanding.

**5.0 Refund**

- 5.1 No direct refund of Demurrage/Wharfage charge should be made unless proper procedure for waiver as laid in this letter has been followed. While granting refund of Wharfage or Demurrage Charges, due cognizance should be taken of the quantum of waiver already allowed in each case.
- 5.2 For any refund of Wharfage or Demurrage, prior account verification as distinct from Finance concurrence is required to be done to establish that the amount to be refunded has actually been received by the Railway. Such refunds would be subject to post check by the Finance. No prior Finance concurrence would be required in these cases.
- 5.3 Refund of Demurrage/Wharfage Charge should be made expeditiously through conventional mode or online mode/E-payment system, as the case may be.
- 6.0 If it is felt that the rules for accrual/waiver of Demurrage/Wharfage Charge need review, the same should be recommended by the GM to Board's office with the observations of the associate Finance.

**7.0 Waiver of Stacking Charge**

Extant rules for waiver of Wharfage charge will continue to apply in the case of waiver of stacking charge also.

**8.0 Waiver of Stabling Charge**

Stabling Charge leviable on privately owned wagons or wagons procured under Own Your Wagon Scheme (Category 'C') should not be waived except to the extent of Force Majeure Conditions - viz. Act of God, Act of war or Act of public enemies.

**9.0 Write off of Demurrage/Wharfage**

The extant power of waiver of Demurrage/Wharfage charge is also applicable in case of write off of Demurrage/Wharfage charges. However, the write off should be done in exceptional cases and in extremely extenuating circumstances where chances of recovery are remote due to the fact that the defaulting party is not traceable, or has wound up his business, or has become insolvent, etc.

**10.0 Write off of Stacking Charge**

The guidelines regarding write off of Wharfage Charge is also applicable for write off of

Stacking Charge.

**11.0 Delegation of power for waiver of Demurrage and Wharfage to DFCCIL**

Till Indian Railways is the sole operator on DFCCIL network; the extant guidelines regarding waiver of Demurrage and Wharfage will also be applicable to DFCCIL. The power for waiver/write off of Demurrage and Wharfage shall be exercised by the same level of DFCCIL officers, duly keeping in view the extant guidelines.

These guidelines will be implemented from 01.07.2025. Zonal Railways will furnish their feedback duly indicating its impact on traffic operation and business development, for review of these guidelines.

This issues in consultation with Freight Marketing Branch & Traffic Transportation Dte. and with the concurrence of Finance Dte. of Ministry of Railways.



अतुल कुमार  
संयुक्त निदेशक (दर) I  
रेलवे बोर्ड

No.TC-I/2025/201/efile/5(3491463)

New Delhi, dt.18.06.2025

Copy to:

1. **Pr. Financial Adviser**, all Zonal Railways
2. **Dy.C&AG(Rlys)**, Rail Bhavan, New Delhi



कृते सदस्य (वित्त), रेलवे बोर्ड

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Copy to:

1. **PCCM, PCOM**, all Zonal Railways
2. **MD/CRIS; CAO(FOIS); GS/IRCA**
3. **DG/ NAIR, DG/IRITM**
4. **MD/KRCL, MD/DFCCIL**



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Copy for information:

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