

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

Rail Bhawan, New Delhi - 110 001

No. 2011/TC-III/20/01/Coal

Dated : July 11, 2014

The General Managers (Commercial)  
The General Managers (Operating)  
All Indian Railways

**Sub. : Revised rules and procedures regarding operating  
diversion of sponsored coal.**

In supersession of the previous instructions on the above subject issued by Railway Board, as listed below, following rules and procedure will be followed for operational diversion of coal rakes, accounting of goods, freight and refund if any.

Railway Board's previous instructions to be superseded :

- (1) No. 81/TC-III/57/1 dated 27.4.1981
- (2) No. 81/TC-III/28/1 dated 10.1.1984
- (3) No. 81/TC-III/57/1 dated 16.8.1984
- (4) No. 82/TC-III/52/3 dated 23.2.1985
- (5) XXR Message No. 93/TT(V)/58/D dated 21.1.1994
- (6) No. TC-1/93/107/20 dated 23.12.1994
- (7) No. 90/TC-III/67/1 dated 06.02.1995
- (8) No. 96/TT(V)/58/D dated 18.7.1996
- (9) No. 96/TT(V)/58/D dated 19.9.1996
- (10) No. 92/TC-III/57/1 dated 20.10.1996
- (11) No. 95/TC-III/57/4 dated 11.12.1996
- (12) No. 2000/TT-V/58/Diversion dated 16.2.2000
- (13) No. 99/TT(V)/60/UP/1 dated 20.4.2000
- (14) No. 2000/TT(V)/58/D dated 20.10.2000
- (15) No. 2000/TT(V)/58/D dated 13.12.2000
- (16) No. 2001/TC-III/21/3 dated 09.10.2001
- (17) No. 2001/TC-III/21/3 dated 02.01.2002
- (18) No. 2008/TT(V)/58 Diversion dated 24.9.2008.

Since the entire process of goods booking, its transportation and delivery thereof has been computerized under RMS and TMS of FOIS, all diversions whenever made will be reported only through this system. Attention is also drawn to commercial circular no.02 of 2005(No.2004/TC-I/304/65 dated 14.01.2005) wherein instructions regarding joint procedure order for implementation of Terminal Management System were issued to all Zonal Railways.

### **Conditions and Authority for Operational Diversion**

1. Diversion of coal rakes on operational ground should be permitted only in exceptional cases such as line accident, breaches, civil commotion, congestion or inability of the power house to accept the rake etc.
2. Non sponsored Coal rake shall not be diverted even under the circumstances mentioned in Para-1 above.
3. Rake of imported coal shall not be diverted without prior approval of the Railway Board.
4. While ordering diversion, care must be taken that coal rakes consigned to a power house of a Corporation or Electricity Board gets diverted only to another power house of the same Corporation or Electricity Board.
5. Coal rake of one State Electricity Board or Power Corporation shall not be diverted to another State Electricity Board or Power Corporation.
6. Diversion from one power house of a Corporation or Electricity Board to another power house of different Corporation or Electricity Board would be allowed only for the purpose of matching delivery pertaining to the cases prior to the date of issue of this circular. Reconciliation of past cases should be completed within three months from the issue of this circular and

thereafter no diversion from one Power Corporation or Electricity Board to another Corporation or Electricity Board will be permitted without prior approval of TT Directorate of Railway Board.

7. Only the office of COM of the Zonal Railway, where the rake are in transit at the time of diversion, are henceforth authorised to permit operational diversion. They will invoke the task in RMS of FOIS for diversion and this will be transmitted automatically in TMS for completing all commercial formalities with regard to diversion. This task has to be invoked by office of COM within or before 01 hour from the actual time of movement of diverted rake from the diverting station. This is in consonance with the instruction issued by CAO/FOIS vide letter no. CAO/FOIS/84/RMS/Vol.-VI dated-07.02.2014 regarding back reporting in FOIS.

8. Diversion orders shall be fed in the relevant module of RMS by the diversion granting authority (Office of the COM) and system will generate the corresponding Diversion Order Number.

#### **Management of operational Diversion in FOIS**

9. The RMS will have two options with regard to diversion, namely "Diversion on owner's request" and "Diversion on operational Account."

10. Diversion on consignor/consignee's request shall be done in accordance with the Para 1873 of Indian Railway Commercial Manual Vol. II.

11. On selecting the option to divert a rake on operational account, information regarding Date & Authority and revised destination in case of full rake diversion or piecemeal diversion will have to be fed in by the Office of the COM. Name of the consignee at revised/diverted destination

shall be selected from the list fed in the system. This information will be used for generation of Diversion Order Number and it will also automatically modify the Load Destination.

12. On entry of the above information in RMS this data will flow to TMS which will generate a flag in the Outward Register of the Originating Station for preparation of Supersessional Railway Receipt (SRR).

13. Once the Load & Wagon destination details are changed in RMS the Original Railway Receipt shall re-appear in the Outward Register of the Originating Station and originating station will prepare SRR through TMS after getting diversion order number.

14. On the SRR a remark *"Issued in supersession of Invoice No. ---- Dated -- - RR No. ---- dated --- from ---- station to --- station due to operational reasons ..... (Name of the customer/organisation at the diverted destination)"* shall be printed through the system.

15. Once the freight due is collected and reported in the system, SRR shall be generated for its issue to the party who surrenders the Original Railway Receipt (ORR) (Consignor/consignee as the case may be) and also get electronically posted in the Delivery Book of the revised destination station.

16. Consignor/Consignee shall have option to surrender the original RR either at the destination station (original or diverted) or at the originating station. The entry of original booking details shall get removed from the TMS screen only when ORR shall be surrendered by the consignor/consignee anywhere mentioned above. Till such time the ORR is surrendered the TMS screen will flash the ORR and display a message to the effect that the ORR has not been surrendered.

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17. On generation of SRR, TMS will discharge railway's liability in regard to both goods and freight at the original destination. A remark to this effect will get reflected in the delivery book of the original destination station.



18. In case of 'To- Pay' ORR, the freight liability at the original destination station will be discharged through 'over chargesheet' with the remark to the effect that the consignment has been diverted to a new destination.

19. In case of any refund, the system will provide a report with full details of diversion and reasons for refund being due.

#### **Calculation and collection of Freight**

20. In case the consignee at the revised destination is the same as one at the original destination, for customers availing e-payment of freight facility, the system shall calculate difference between freight already paid and freight due for the revised destination and additional freight if any will be collected through the e-payment system at the Originating Station. For this purpose, the e-payment customer shall have to maintain a Centralised e-Payment Account with the Bank for Railways.

21. If the consignee at the diverted station is not the same consignee as at the original destination, TMS at originating station will compute the payable freight afresh from Originating Station to the diverted destination. For customers availing e-payment of freight facility, on collection of charges as due at the Originating Station, TMS will generate a SRR and create a liability at the Originating Station for granting refund of the freight charged earlier to the customer if already paid.



 

22. If the freight is not collected through the e-payment facility, in all cases, TMS at diverted destination station will compute the payable freight afresh without levy of "To-pay" surcharge from Originating Station to the diverted destination and full freight will have to be deposited at the diverted destination against the Memo Invoice generated by TMS. Information with respect to completion of transaction shall be reflected to originating station through the system.

23. For payment of refund if any, the procedure detailed at Para 28 to 31 shall be followed.

24. In case the original RR was a "To-pay" RR a remark to this effect will get reflected in the delivery book of the original destination station through "Overcharge sheet".

25. In case of piecemeal wagons, the system will compute the freight on the basis of chargeable weight in respect of the wagons involved in the existing memo delivery task at the new destination. The details will also be reflected in the delivery books of both the original & diverted destination and the outward register of the Originating Station. The freight for these wagons at original destination will be subtracted from the total freight and create fresh liability for collection of freight at diverted destination. *If the consignee at the diverted station is the same as at the original destination, the party will have to pay the difference of freight at the diverted destination and in case of any refund the procedure as detailed at Para 28 to 31 shall be followed. However, if the consignee at the diverted station is not the same as that at the original destination then the party will have to pay the full freight at the diverted destination and the originally collected freight will become admissible for refund to the original customer for which the procedure as detailed at Para 28 to 31 below shall be followed.*

26. In case of diversion made on operational account and not on party's request, neither diversion fee nor "To-pay" surcharge will be levied.

27. All the coal rakes shall be booked on paid basis only. In case of any extraordinary circumstances such as insufficient fund in the account of regular customer, if a coal rake is booked originally on "To-Pay" basis and same rake gets subsequently diverted, then, the freight for the diverted destination shall be collected at the originating station at the time of generating "Paid SRR". However, if this is not possible (any extraordinary circumstances such as insufficient fund in the account of customer) then "To-Pay" SRR shall be generated at originating station and the collection of freight will be governed by the existing rules regarding "To-Pay" consignment and guidelines of e-payment system issued by Railway Board from time to time.

#### **Refund of Excess Freight if due**

28. The system will provide a report with full details of diversion, matching delivery, reason of refund if any, non-delivery of the full/partial consignment at the original destination etc.

29. This report will be viewed by the concerned CCO's office and they will take initiative of refund as per existing procedure after receipt of notice of claim for refund of freight made by the party. The web report related to each diversion shall be submitted to the Traffic Accounts office along with the refund case.

30. Before processing the case for refund, the concerned CCO should ensure that the ORR has been surrendered by the party, delivery has taken place at the diverted destination after collection of freight wherever due, etc.

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31. The entry in the "Refund Due Report" will get closed only when details of Pay Order are entered in the system by the CCO office at the time of granting refund. The refund module should be available for access by TAO also to facilitate expeditious clearance of the refund cases.

#### **Reports to be generated by FOIS**

32. CRIS will provide to Zonal Railways a report every 10 days, furnishing details of shortfall of wagons / rakes for each destination station. This will facilitate Zonal Railway to divert the wagons/rakes in accordance with the requirement for matching delivery.

33. FOIS shall also provide a daily report on all diversions made and awaiting issue of SRR. This report will be posted in the FOIS mail box of all the concerned traffic accounts office.

34. FOIS shall generate monthly reports on all the diversion made originating station wise and revised destination station wise giving status of the pending work (number of rakes/wagons diverted, ORR surrendered, SRR prepared, refund due, refund paid, etc.) as the case may be.

35. All these web reports shall be posted in the FOIS mail boxes of CCM, CCO, Sr.DCM and FA&CAO of the concerned Zone/Division.

36. For the purpose of effecting matching delivery, the system will furnish commodity details.

#### **Matching Delivery and Reconciliation**

37. Railway's liability in respect of shortfall of coal diverted on operational account whether in full or partial consignment will be made good through the system by matching delivery of coal to the consignee from whom the coal rake was diverted. This will be done under re-conciliation



task to be operated by the respective Claims Offices of the Zonal Railways. It will not be required for goods diverted to the same party.

38. The reconciliation task shall be completed within 10 days without fail for each Power House for the number of rakes booked, delivered, not delivered (missing & diverted), rakes originally booked to other Power Houses diverted to them etc.

This is issued with the approval of Traffic and Commercial Directorate and concurrence of Finance Directorate of Railway Board.

This shall be effective from 1<sup>st</sup> August, 2014.

The compliance of the letter may please be ensured and receipt acknowledged.

Hindi version will follow.



( R.K. Singh )  
Director (Public Grievances)  
Railway Board

No. 2011/TC-III/20/01/Coal

Dated : June 11, 2014

Copy to :

FA & CAOs, All Indian Railways



for Financial Commissioner / Railways

Copy to :

CRB, FC, ME, ML, MM, MS, MT

AM(C), AM(T), AM(F), EDTC(R), EDF(C) and all AMs/ Advisors & EDs/JSs of Railway Board.