

679816/2020/O/o DD(R)-I

N.F.Railway

Office of the
Chief Commercial Manager/FM,
Maligaon, Guwahati-781011
Dated:05.06.2020

No. C/F-34/O/ECS/eT-RR

To,
Ex. Director, Traffic Commercial (Rates),
Railway Board, Room No.469
New Delhi-110001

CAO/FOIS,
CRIS Complex, Chanakyapuri,
New Delhi- 110021

Sub: - Inconveniences faced by Rail user(s) in e-demand and eT-RR utilities.

Ref: - (1) Railway Boards letter No.TC-I/2014/103 Pt.II dtd.04.07.2019.

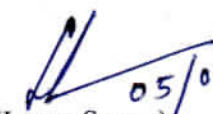
(2) Railway Boards letter No.TC-I/2014/103/2 dtd.05.09.2019.

In compliance to Railway Board's directive mentioned under reference, this railway had Implemented the Electronic Registration of Demand for Wagons (e-RD) and Electronic Transshipment of Railway Receipt (eT-RR). Meanwhile for successful proliferation of the said schemes, major consignors and consignees were identified and enrolled in e-RD module. NFR is one of the pioneer Zones to implement e-TRR before the Board's target date. However, in recent interaction with customer(s), the customers have highlighted the following issues which need to be addressed for effective digitalisation –

- (1) Presently the account holder(s) of State Bank of India and Indus Ind Banks are permitted to pay their WRF through IRCTC gateway. NFR is in view that account holder(s) of other Nationalised/Schedule Banks may also be permitted to participate in the module. **This will ensure more proliferation of e-demand and subsequent generation of e-TRRs over IR.**
- (2) It is experienced that despite having policy directives in RB's Rates Master Circular/e-RD/2019/O dtd.11.11.2019 to credit the WRF into the customer's account within 72 hours from successful loading or otherwise; it is not happening in most of the cases. As a result, resentment is growing among the customer(s) and they are expressing their displeasure on the module. **So, Board's intervention is solicited.**
- (3) In course of interaction, several customers have pointed out that despite deduction of WRF from their Bank accounts; demands were shown as 'incomplete' demand in the e-RD module. Further, there is no provision for verification of transaction details in the said module.

In order to provide user friendly utility, there is need for incorporation of a module so that the customer(s) may verify their transaction status at any given time.

This has got the approval of PCCM/NFR.


(Leena Sarma)
05/06/2020
Chief Commercial Manager/FM

680048/2020/O/o DTC(R)

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

No.TC-I/2012/101/1

New Delhi, dt 03.06.2020

CMD

IRCTC Corporate Office,
B-148, 11th Floor, Statesman House
Barakhamba Road, New Delhi.

Sub: e-RD and eT-RR

Ref: Board's letter No.TC-1/2014/104/2Pt.2 dt.07.08.2018 addressed to IRCTC

Please find enclosed herewith a copy of NFR's letter No.C/F-34/O/ECS/eT-RR dt.05.06.2020 mentioning about the inconveniences being faced by customers.

The proposal to make e-RD and eT-RR mandatory for all kinds of freight traffic is under consideration of Board.

In view of above, it is requested to take appropriate action for item No.(i) to (iii) as mentioned in NFR's letter, under advise to Railway Board.

The importance of resolving these issues cannot be over-emphasized in view of increased focus on broadening the scope of e-RD.

Shilpi Bishnoi
03.06.2020

(Shilpi Bishnoi)
Director Traffic Commercial (Rates)
Railway Board

DA: as above

Copy to:

1. CMD/CRIS
2. GM(FOIS)/CRIS

Camp-CRIS, Chanakyapuri
New Delhi