

GOVERNMENT OF INDIA (भारतसरकार)
MINISTRY OF RAILWAYS (रेलमंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)

No.TCR/1078/2010/13/3118145

New Delhi, dated 10.11.2020

**Principal Chief Commercial Manager,
Principal Chief Operation Manager,
All Zonal Railways.**

Sub.: Rebooking/Diversion of traffic-Force Majeure.

Ref.: Board's letter No.TCR/1078/1998/8 dated 18.01.2002.

The Contents of Board's letter No.TCR/1078/1998/8 dated 18.01.2002 are hereby reiterated, "To relieve congestion arising on account of *force majeure* conditions namely (a) Act of God; (b) Act of War; (c) Act of public enemies ; at the booked destination station the Railway Administration with the prior approval of CCM & COM (now PCCM & PCOM) and with the consent of the concerned consignee/ consignor may permit rebooking /diversion/ delivery short of destination of consignments to nearby alternative station for delivery. No Rebooking/ Diversion fee will be charged in this regard and the freight charges up to the rebooked/ diverted station will be recovered on such consignments allowing telescopic rate benefit for the entire distance traversed. In these circumstances when delivery of consignments short of destination is permitted, freight charges for the uncovered journey will not be refunded.

ZR should ensure flagging of diversion of rakes in RMS so that there is easy linking at the time of preparing supersessional RRs.

It is hereby advised that considering the current agitation in Punjab, Zonal Railways are permitted, to rebook /divert/ deliver short of destination of consignments to nearby alternative station, for delivery as per above guidelines.

This issues in consultation with Traffic Transportation and Claims Directorate of Ministry of Railways.

(This disposes off CFTM/NR's message No.MNO-18/CCO/NRHQ/20 dated 07.11.2020 addressed to EDTCR/RB)


(Sanjay Kumar Jha)
Deputy Director, Traffic Commercial (Rates)
Railway Board.

Copy for information to : GM/CRIS/FOIS, Chanakyapuri, New Delhi.