

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

No.TC-I/2019/103/1(3318687)

New Delhi, dt.31.08.2021

**General Manager**  
All Zonal Railways

**Sub: Electronic Transmission of Railway Receipts (eT-RR)**  
Ref: Rates Master Circular/eT-RR/2019/0 and its Addendum/Corrigendum

In terms of Para 8.1 and 8.2 of Rates Master Circular/eT-RR/2019/0, delivery of consignment is given to the person who produces Transaction Slip alongwith the print out of eT-RR to the goods clerk.

The matter has been examined and it has been decided to do away with the provision of showing print out of Transaction Slip/eT-RR at the time of taking delivery. Instead, the customer may be allowed to show the Transaction Slip and eT-RR on mobile/tablet/laptop to the goods clerk. Accordingly, existing and revised guidelines as per Paras 8.1 and 8.2 are given below-

|            | Existing Guidelines  | Revised Guidelines  |
|------------|--|---|
| <b>8.1</b> | <b>Procedure for delivery of consignment</b><br><br>a. Delivery of consignment will be given to the person, who produces the transaction slip alongwith the print out of eTRR (PDF format supplied by the system) to the goods clerk. The goods clerk will match the identification details of the person as captured in the FOIS/TMS.<br><br>b. Goods clerk will fill in requisite details in the delivery option | <b>Procedure for delivery of consignment</b><br><br>a. Delivery of consignment will be given to the person, who produces Transaction Slip and eT-RR on his/her mobile/tablet/laptop/ipad or print out of eT-RR (PDF format supplied by the system) to the Goods staff. The Goods staff will match the identification details of the person as captured in the FOIS/TMS.<br><br>b. Goods staff will fill in requisite details in the delivery option |



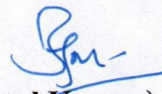
|  |   |
|--|---|
| <p>provided in the system. Once goods clerk submits delivered option, a 'successful delivery' message will be sent by the system to the consignee through email/SMS.</p> <p>c. Goods clerk will also keep the print out of the e-surrender Transaction slip in record and obtain signature of the person taking delivery in the delivery register duly mentioning the Transaction ID.</p> <p>d. At the time of delivery, goods clerk will check the correctness of eT-RR and collect any amount due as per extant rules. System will provide the facility to capture the details of such recovery and its linkage with the concerned eT-RR.</p> <p>e. Where railway administration delivers the consignment to the person who produces the e-surrender transaction slip alongwith the print out eT-RR (PDF format supplied by the system), it shall not be responsible for any wrong delivery on the ground that such person is not entitled thereto or that the transfer/surrender of eT-RR is forged or otherwise defective.</p> | <p>provided in the system. Once Goods staff submits delivered option, a 'successful delivery' message will be sent by the system to the consignee through email/SMS.</p> <p>c. Goods staff will also obtain signature of the person taking delivery in the delivery register duly mentioning the Transaction ID.</p> <p>d. At the time of delivery, Goods staff will check the correctness of eT-RR and collect any amount due as per extant rules. System will provide the facility to capture the details of such recovery and its linkage with the concerned eT-RR.</p> <p>e. Where railway administration delivers the consignment to the person who produces e-surrender Transaction Slip and eT-RR on his/her mobile/tablet/laptop/ipad or print out of eT-RR (PDF format supplied by the system), it shall not be responsible for any wrong delivery on the ground that such person is not entitled thereto or that the transfer/surrender of eT-RR is forged or otherwise defective.</p> <p>f. CRIS/FOIS will enable preservation of eT-RR in the system upto the prescribed preservation period for physical RR and with an option to retrieve the same by CGS as and when required.</p> |
|--|---|



| 8.2 | Procedure in case of partial delivery   | Procedure in case of partial delivery  |
|-----|---|--|
|     | In case when delivery of consignment has been withheld by railway administration and/or partial delivery of consignment is given, goods clerk will put relevant remarks in the column provided in the e-surrender transaction slip. After matching RR details captured in the FOIS/TMS, goods clerk will sign and stamp the transaction slip as well as the print out of eT-RR (PDF format supplied by the system) and give it to the person taking delivery. A copy of transaction slip with relevant entry will also be retained by the goods clerk for record, | In case when delivery of consignment has been withheld by railway administration and/or partial delivery of consignment is given, Goods staff will put relevant remarks in the column provided in the e-surrender transaction slip into the system. A message in this regard will be sent by the system to the customer (consignee). |

In view of above, Advance Correction Slip No.43 to Para 1821(a) to Chapter-XVIII of Indian Railway Commercial Manual (Vol-II) is attached herewith.

This issues in consultation with Traffic Transportation Directorate and with the concurrence of Finance and Accounts Directorates of Ministry of Railways.

  
(Atul Kumar)

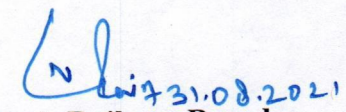
**Dy Director, Traffic Commercial (Rates)**  
**Railway Board**  
011-23047364

No.TC-I/2019/103/1 (3318687)

New Delhi, dt.31.08.2021

Copy to:

1. **Pr. Financial Adviser**, All Zonal Railways
2. **Dy.C&AG(Rlys)**, Room No.222, Rail Bhavan, New Delhi.

  
for **Member(Finance), Railway Board**

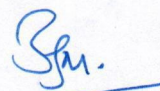


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New Delhi, dt.31.08.2021

Copy to:

1. **Pr. Chief Commercial Manager**, all Zonal Railways
2. **Pr. Chief Operations Manager**, all Zonal Railways
3. **Managing Director**, CRIS, Chanakyapuri, New Delhi-21.
4. **Chief Admn. Officer**, FOIS, Camp: CRIS, Chanakyapuri, New Delhi.
5. **MD, KRCL**, Belapur Bhavan, Sector-11, CBD Belapur, Navi Mumbai-400614.
6. **Director General**, National Academy of Indian Railways, Vadodara.
7. **General Secy.**, IRCA, New Delhi.
8. **Director, IRITM**, Vill-Kanausi, Manaknagar, Lucknow-226011



(Atul Kumar)

**Dy Director, Traffic Commercial (Rates)**

**Railway Board**

011-23047364

Copy for information:

**CRB, M(O&BD), M(Fin.)**, Railway Board

AM(C), AM(T), AM(R), PED(TT/M), PED(Vig.), PED(Accts), EDTC/R, EDFM, ED(CC),

ED(PG), EDTT(S), EDTT(F), ED(Coal), EDFC, EDVT, OSD/MR, Railway Board

TC(R), TC(CR), F(C), TT-III, Railway Board



Indian Railway Commercial Manual Vol-II(1991 edition)

Chapter-XVIII (Delivery Rebooking and Diversion of Goods)

**Advance Correction Slip No.43**

Para 1821 (a) may be modified as under:

Existing Para:

“1821 (a): The persons claiming the delivery should be required to produce the receipt granted to the sender at the forwarding station and the same should be taken back from him before delivery of goods- Goods are not to be delivered to any person other than the invoiced or endorsed consignee. The delivering Goods Clerk should carefully observe the instructions given in Para 956 to guard against the use of fraudulent railway receipts and be careful to see that the receipt presented to him is in every way genuine and correctly prepared. If it has been endorsed, he should see that each endorsement is made by the previous holder of the receipt.

Modified Para:

“1821 (a): The persons claiming the delivery should be required to produce the receipt granted to the sender at the forwarding station and the same should be taken back from him before delivery of goods- Goods are not to be delivered to any person other than the invoiced or endorsed consignee. The delivering Goods Clerk should carefully observe the instructions given in Para 956 to guard against the use of fraudulent railway receipts and be careful to see that the receipt presented to him is in every way genuine and correctly prepared. If it has been endorsed, he should see that each endorsement is made by the previous holder of the receipt. **In case of eT-RR, delivery of consignment will be given to the person, who produces Transaction Slip and eT-RR on his/her mobile/tablet/laptop/ipad or print out of eT-RR (PDF format supplied by the system) to the goods clerk. CRIS/FOIS will enable preservation of eT-RR in the system upto the prescribed preservation period for physical RR and with an option to retrieve the same by CGS as and when required.**

*(Authority Board's letter No.TC-I/2019/103/1 (3318687) dt.31.08.2021)*