GOVERNMENT OF INDIA
MINISTRY FO RAILWAYS
(RAILWAY BOARD)

Rail Bhawan, New Delhi -110001

No.2010/TT-IV/9/1 Dated 18.09. 2015

The General Managers
All Zonal Railways

SUB: JOINT PROCEDURE ORDER ON WAGON DAMAGES

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Incidences of damage to wagons due to improper handling during loading/unloading operations are regularly being reported by the Zonal Railways. Varying practices are being followed on the zonal railways regarding punitive action to be taken to prevent damages to wagons and also recover the cost.

The matter has been examined by Traffic Transportation, Traffic Commercial and Mechanical Engineering Directorates of Railway Board and accordingly Joint Procedure Order on wagon damages to prevent ~~of~~ damage to wagons during loading/unloading operations over Indian Railways is attached .

Encl.: As above (4 pages)

(A. K. Behera)
Exe. Director Traffic Trans.-(S)
Railway Board

Copy to:

1. GM (Operating), GM (Commercial) and GM (Mechanical), all Zonal Railways.
2. EDTC(R), EDME/Freight Railway Board

JOINT PROCEDURE ORDER ON WAGON DAMAGES

Sub: Prevention of damages to Wagons during loading/unloading operations over Indian Railways.

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Zonal Railways are regularly reporting incidences of damage to wagons due to improper handling during loading/unloading operations. Wagon damages severely impact Railways' transportation capacities. Wagon damages also result in:-

a) Running of embedded empties in loaded rakes resulting in loss of revenue to railways.
b) Arising of "C" Category unloadable wagons requiring additional movement for repairs, thereby raising additional cost of transportation to Workshop and cost.
c) Additional cost of "C" Category repairs in open line and workshops.

2. Varying practices are being followed on the zonal railways regarding the punitive action to be taken to prevent damages to wagons and also recover the cost. This procedure is issued for ensuring strong and effective punitive action on all Zonal Railways so that wagon damages due to improper handling are checked.

3.1 Identification of Sidings/Goods sheds: Every Division must evolve a comprehensive database on terminal wise pattern of unloading and loading operations and type of handling equipment used. The database must have photographs of wagon handling infrastructure available at the terminals. Terminals with past history of shortcomings in handling infrastructure, where wagon damages are taking place or are likely to take place, need to be clearly identified so that the concerned terminal operators can be advised to take remedial steps. Such remedial action could vary from terminal to terminal. As an example, a typical case of remedial action against wagon body damages in loading operations could be, provision of guardrails longitudinally along the length of the loading line to prevent front-end loaders from ramming into the wagon body during loading. Similarly prevention of use of inappropriate mechanical unloading equipment which otherwise cause damages to wagons floors, body, etc. would constitute typically remedial action in mechanical unloading operations not involving tippling. The record/list of such sidings will be maintained by Sr.DME.

3.2 A committee comprising Sr. DOM, Sr. DME & Sr.DCM (or the concerned Branch Officer) of the division will jointly identify the locations/ sidings, located in their jurisdiction, where the extant wagon handling procedures are causing or are likely to cause damage to wagons. In this regard, instructions issued vide Board's letter No. 2010/TT-IV/9/1 dated 08.10.2012 should also be taken into account while identifying such terminals. This identification exercise should be personally done by the team of the concerned Branch Officers every 6 months, or earlier, if required and

the terminal wise database should be updated accordingly. The record/list of such sidings will be maintained by Sr.DME.

3.3 Regular checks (at least once in three months) should be conducted at such locations by a team of operating/commercial and mechanical officers/inspectors. In order to make these checks structured, Zonal Railways may issue a format for the same (a sample format is enclosed as Annexure A). Concerned loading/unloading parties should be informed regarding improper handling practices deployed and advised to put in place alternate handling procedures in a time bound manner. In the event of the continued use of improper practices by these parties, restriction on the terminals for the particular traffic stream responsible for damages to the wagons should be proposed by Zonal Operating Department to Traffic Transportation Directorate of Railway Board based on the report of divisional committee. The restrictions would be relaxed only after the team of divisional officers (Sr.DOM, Sr.DCM and Sr. DME) is satisfied that the required changes in the handling practices have been made in the terminal. A message confirming the same should be conveyed by Zonal Operating Department to Traffic Transportation Directorate of Railway Board for lifting the restriction.

3.4 In order to check wagon damages, it is essential that the terminal responsible for the damage is correctly identified. Normally, the wagon damages are detected during C&W examination or at loading/unloading points. In case a report is received from Railway staff (C&W, Operating, Commercial) or from the loading/unloading party (that wagons have been received by them in damaged condition), message to Divisional Control should be given. The Divisional Control will identify the last loading/unloading points where through FOIS and give a message to the Divisional Control where the defaulting terminal is located. In case the last loading /unloading point has flagged the particular wagons as being already damaged when received by them, effort shall be made to identify the siding responsible for damages by tracing the movement history of the rake through FOIS. In case damages are found occurring but have not been reported, disciplinary action should be taken against the errant Railway staff.

On receipt of the FOIS message, action as detailed in Para 3.2 above should be taken by the concerned Branch Officers of the division where the terminal is located. In the event of more than 3 cases of serious wagon damages attributable to a terminal are reported, immediate restriction on the terminal should be asked for by the Zonal Operating Department from Traffic Transportation Directorate of Railway Board. The restriction would be relaxed only after the team of divisional officers (Sr.DOM, Sr. DCM and Sr.DME) is satisfied that the required changes in the handling practices have been made in the terminal. A message confirming the same should be conveyed by Zonal Operating Department to Traffic Transportation Directorate of Railway Board for lifting the restriction.

4. Meeting may be held in the Divisions with the freight customers (along with their handling agents) and the need for total elimination of wagon damages during handling highlighted. They may be advised to ensure immediate reporting regarding receipt of damaged wagons so that the defaulting terminal can be pinpointed. They may be counseled, that in case of their failure in reporting the damaged wagons in

the incoming rakes, the damages to wagons detected at the subsequent loading point or during C&W examination may be attributed to them and necessary action taken against them. It may be clearly informed to the customers and their handling agents that damaging wagons would result in immediate imposition of restriction on handling of traffic in the concerned terminal.

5 As per Para 18 of **"Standard form of Agreement of Private Siding"** issued vide Railway Board's letter No. 2002/CE-I/SP/I dated 12.07.2005, **"The siding owner is entirely responsible for damage to the Engines, damages and deficiencies of rolling stock (Railway Wagons) or other property of Railway Administration from any cause and shall make good on demand for all such losses."**

Zonal Railways may, accordingly, ensure timely raising of bills and recovering cost of wagon damages on the concerned siding owner. Similarly, in case of wagons damaged during handling in Railway goods sheds, cost of damages may be recovered from the concerned customer/handling agent. A detailed procedure order for the recovery of the cost of wagon damages from the concerned siding owner may be issued jointly by Operating, Commercial & Mechanical Departments in each Zone, keeping in view the respective Zonal requirements. In case the defaulting siding is located in a foreign railway, the statement of amount to be realized shall be sent to the FA & CAO of the concerned railway where the defaulting siding is located. The recoverable amount should reflect in the "Bills Recoverable" register maintained by Sr. DFM of the division. Further punitive action, including stoppage of supply of wagons may be taken against the siding owners or loading/unloading parties who fail to clear the dues within a reasonable period of time.

6. Zonal Railways may continue with the system of assessing the damage and deficiency in wagons in sidings handling large number of wagons (e.g. steel plants) through periodical joint checks with the siding owner and to work out the average cost per wagon to be recovered from the siding owner for damage & deficiency to wagons.

(A. K. Behera)	**(N. Madhusudan Rao)**	**(Ajay Nandan)**
EDTT (S)	**EDTC (Rates)**	**EDME/Freight**
Railway Board	**Railway Board**	**Railway Board**

Annexure- A

S. No.	Siding/Goods shed	Commodity handled	Infrastructure available with the siding/goods shed and observations hereon	Loading/unloading procedure deployed	Wagon damages reported since last review	Details of the last joint check with observations and action taken by the siding/goods shed	Remarks