

NORTH EASTERN RAILWAY

85

RATES CIRCULAR(Goods) No.85 of 2015
(CASE No.C/Wagon Registrastion/Policy/O/RG)

Sub- Policy on 'Premier Customers' for freight traffic on Indian Railway.

Ref- Rly.Board's letters –

- (i) No.97/TC(FM)26/1 dt. 01.04.1990
- (ii) No.97/TC(FM)26/1 /Vol.II dt. 09.06.2000
- (iii) No.97/TC(FM)26/1 dt. 21/24.06.2002
- (iv) No.97/TC(FM)26/1/Vol.III dt. 30.07.2014.

1. With a view to improve rail-co-efficient and give focused attention to the problems of premier customers ,Policy guidelines was issued vide Railway Board's above referred letters to recognize 'Premier Customers' The matter has been reviewed in Board's Office. In supersession of all previous instructions (as referred above), following guidelines are issued-
2. Earning criteria for reckoning the different type/category of 'Premier Customers', shall be as under-

S.N.	Types of customers	Earning
1	Platinum Card Holders	Above Rs.100 crores per annum
2	Gold Card Holders	Above Rs. 50 crores per annum
3	Silver Card Holders	Above Rs.10 crores per annum

3. Criteria for reckoning the different type of the category of 'Premier Customers' shall be as under-
 - (i) **Outward Traffic**- booking from 'Sidings' alone with form the criteria for classifying the premier customers.
 - (ii) **Only 'Outward Traffic'**- from 'Sidings' will be eligible for reckoning the category under which the siding falls.
 - (iii) The loading of any '**Outward Traffic**' from the sidings has to be '**Paid traffic**'
 - (iv) Parties having multiple Sidings on a single railway shall be classified on the basis of originating earnings of each sidings separately. No clubbing of originating earnings from each of the sidings is envisaged under this scheme.
- 3.1 Zonal railways shall compile a list after an annual review of Plantinum, Gold and Silver Card holders of their railways and publish the same, under intimation to Board's office. The list shall be updated by the zonal railways for each financial year.
4. The 'Premier Customers' shall be exempted from the requirement of payment of Wagon Registration Fee for wagons/rakes indented by them as per Board's letter No.TC-I/2001/101/2 dt 12.04.2012 , 15.01.2007 and its amendments issued from time to time.
5. Chief Commercial Manager(FM) of the zonal railways shall personally monitor the Sidings with annual freight traffic earnings of over Rs. 10 crores which should include-
 - (i) Month-wise comparative position of earnings for the last 5 years;
 - (ii) Incoming traffic received by the siding owner through road and by rail.
 - (iii) Outward dispatch by rail and road.
 - (iv) Mention of specific marketing efforts to bring new traffic to rail;

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5.1 The zonal railways shall appoint SAG officer as 'Nodal Officer' to look after all the customer related issues on quarterly basis/resolve problems/grievances of 'Premier Customers'. The Nodal officer should co-opt one divisional officer, i.e. Sr.DCM OR Sr.DOM to have local content in monitoring.

5.2 They shall hold regular meetings with them with a view to (a) encourage them to improve rail co-efficient of traffic both inward and outward,(b) solve issues like siding maintenance, disputes in respect of staff payments and issues pertaining to technical departments, and suggest ways and means to reduce their overall siding cost; bring in new customers into this fold.

5.3 The nominated officers shall visit at these sidings at regular intervals & monitor their inward/outward traffic. Details of the meeting hold by nodal officers with 'Premier Customers' should be sent to Board's office.

6. This issues with the concurrence of Finance Directorate of Ministry of Railways.
7. These instructions will come into force with immediate effect.

All the circulars issued on and after 01.01.2014 are also available on this railway's website www.ner.indian railway.gov.in and the same can also be downloaded from the site

DRMs to please ensure compliance by the staff.

Authority:-(Railway Board's letter No.97/TC(FM)/26/1/Vol. III dt. 10.07.2015 Freight Marketing Circular No 15 of 2015).

sd.
(Dev Anand)
ACM/FMS

Dated ~~30~~ 7-2015

NoC/Wagon Registrastion/Policy/0/RG

Copy forwarded for information and necessary action to:-

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For General Manager