CHAPTER VIII

BOOKING AND DELIVERY OF PASSENGERS' LUGGAGE

801. Articles not accepted as luggage. Articles which cannot be accepted for booking or carried with passengers as luggage are detailed in the I. R. C. A. Coaching Tariff and in the individual railway's Coaching Tariff Guide etc.

Articles exceeding the maximum weight and dimensions per package as provided for in the I. R. C. A. Coaching Tariff must not be accepted for booking as luggage unless specially authorized.

- **802.** Heavy luggage not permitted to be carried in the chair of the airconditioned express and other similar trains. Passengers are not allowed to carry heavy and bulky luggage in the compartment or to their seats when traveling in chair cars of the air-conditioned express and other similar trains. Such luggage should be booked in the brake-van in charge of the Guard of the train, as storage of heavy articles such as trunks, beddings etc. in these cars obstructs free movement and causes unnecessary inconvenience to other passengers.
- **803. Free allowance.** The quantity of free allowance of luggage admissible on each class of ticket is given in the I. R. C. A. Coaching Tariff. In the case of a combined ticket, the free allowance of luggage admissible to a passenger is of the higher class. In case of through traffic, the free allowance admissible on booking railway will apply.

In addition to the free allowance certain articles which are normally used by passengers during the journey are also allowed free without weighment. The articles which are allowed free on each class of ticket are mentioned in the I. R. C. A. Coaching Tariff. In the case of soldiers traveling on duty by ordinary train their arms and equipment are also allowed free without weighment in addition to the free allowance admissible on warrants.

- **804. Booking of luggage.** All luggage, with the exception of those articles which are allowed free without weighment under the rules, should be weighed and booked at the starting station Luggage may, however, be booked from any station to any station on the direct route for which a ticket is held provided that no luggage in excess of the free allowance is carried unbooked over any portion of the line, the free allowance being granted once on the journey. When a passenger's luggage is booked at his request by a route other than that by which his ticket is available, no free allowance will be granted.
- **805.** Advance booking of luggage. ♦ When luggage is booked in advance of the owner's journey, a remark should be made on the luggage ticket to this effect by issuing station.

When passengers who, having booked their luggage in advance, are unable to use their rail tickets and request in writing for withdrawal of their luggage, if not already dispatched, they may be allowed to do so on surrender of the owner's foil of the luggage ticket. Refunds, if any, of freight charges will be arranged by the Station Master on application from the passengers alter deducting wharfage charge and Rs.5 per luggage ticket as cancellation charge. Even if luggage has been dispatched, the passenger will have to deposit freight for free allowance availed, then he may get refund on journey ticket

806. Booking of luggage on season tickets. Luggage can be booked on monthly or quarterly season tickets also. The following free allowance for each class of season ticket is given at the starting station on the total weight of the luggage:

First Class 15 kgs.

Second Class 10 kgs.

When luggage in excess of the free allowance is found unbooked or partially booked, at an intermediate station or at destination, the entire quantity of luggage is to be weighed and the free allowance granted. If the weight after giving free allowance, does not exceed the marginal allowance of 5 Kgs, it will be charged at the single luggage rate for the entire distance. If the luggage after giving free allowance exceeds marginal allowance of 5 Kgs, it will be charged at six times of luggage rate.

807. Addressing of luggage. Each and every package forming luggage must be carefully and legibly addressed in English/Hindi; the name of the destination station being invariably written in full. Such packages as are not so addressed should not be accepted for booking and carriage in the brake van.

The owner should be asked to place one or two slips in each package showing his complete address so that in the event of packages going astray, the slips inside the packages would give a helpful clue for the restoration of luggage to the owner.

- **808. Packing of luggage.** Luggage must be presented for booking in suitable receptacles such as suitcases, traveling bags, leather, tin or steel trunks, hat boxes or other proper and safe receptacles provided with handles, securely locked or otherwise fastened, or sailors', soldiers' or emigrants' bags or bundles properly wrapped and tied, and of sufficient strength and durability to withstand ordinary handling incidental to conveyance by rail.
- **809. Examination of luggage.** ♦All consignments of luggage should be carefully examined before being accepted for booking in the brake van. If a package that is ordinarily locked is found to be not locked at the time of booking, the owner must be asked to lock or securely fasten it. Luggage which is not securely packed or is of such a kind as to be liable in any way to breakage, leakage, or damage during transit must not be accepted for booking in the brake van, unless the sender or his authorized agent executes a forwarding note and records therein the exact defect or deficiency in packing. The remarks regarding defective or improper packing should be copied out, verbatim, on the luggage ticket.

When consignments of luggage tendered for booking contain articles of any of the following categories, they must be accompanied by a forwarding note in the appropriate form, duly executed by the sender or his authorized agent:

- (i) articles of a perishable nature;
- (ii) articles mentioned in Part I of Schedule II of the Railways (Extent of Monetary Liability and Prescription of Percentage Charge) Rules, 1990; and
- (iii) articles not packed in accordance with the prescribed packing conditions or articles in a defective condition.
- **810. Weighment of Luggage.** Luggage must be correctly weighed, care being taken that undue advantage is not taken of the rule in the Coaching Tariff under which certain small articles of personal use are allowed free in carriage.
- **811. Weighment memo.** �(a) At large stations special staff are appointed to weigh all luggage that has to be booked. The weighment recorded on the weighing machine should be entered in a weighment memo in Form Com./W-5, which is machine numbered and prepared in duplicate by carbon process. One copy should be retained by

the Weighment Clerk as his record and the other copy should be handed over to the Luggage Clerk who will issue the necessary luggage ticket, and paste the weighment memo to the 'Record' copy of the luggage ticket.

- (b) Before going off duty, the Weighment Clerk must check daily all the memo issued by him with the record copies of the luggage tickets and report the difference, if any, to the Station Master for investigation and necessary action. At stations where special staff for weighment are not provided, luggage will be weighed by the Luggage Clerk or such other staff to whom the job of booking luggage has been entrusted. The weighment memo need not be prepared in such cases.
- **812.** Luggage ticket. (a) Luggage should be booked under luggage ticket Form Com./L-48 (for local bookings) or Com./L-49 (for through bookings), the latter having letter 'F' printed prominently on the top right hand corner. These tickets are machine numbered and supplied in sets of three foils, bound in books to be written by double sided carbon process. The luggage ticket books will be treated as money value books for indenting, custody, issue, etc. (see paras 227 and 228.) The books should be brought in use in consecutive order, and except at large stations for which special arrangements are made, more than one book should not be used at any one time. Issue of blank books to Luggage Clerks will be made on satisfactory evidence being produced that the book already in use has been completed or is nearing completion. The luggage ticket books in use must be kept in safe custody by the Luggage Clerk on duty, and when no luggage is being booked, the same should be kept under lock and key.
- (b) Luggage tickets must be written out clearly and care must be taken to see that the details on carbon copies are clear and legible. Entries once made on the luggage ticket should not be erased. If a mistake has been made and a correction is necessary, the original entry should be neatly crossed through and a fresh entry made above it under dated signature of the person making alterations. If the corrections are so large as to make the luggage ticket illegible, a fresh luggage ticket should be issued and the original cancelled under the signature of the issuing clerk. Reasons for alterations and cancellations should be recorded on all foils of the ticket and attested by the Station Master or the Chief/Head Luggage/Parcel Clerk on duty. Once the receipt foil is detached from the set and issued, no correction should be made in it The Guard's foil and Receipt portion of the cancelled luggage ticket should be submitted to the Traffic Accounts Office along with the connected returns.
- (c) The first foil of the luggage ticket is for record, the second, which has a 'hatching' of the issuing railway on the face of it, is furnished to the passenger in token of receipt for the luggage and for freight paid, and the third foil is made over to the Guard, except when the whole luggage is booked with owner, in which case the Guard's foil of the luggage ticket is sent direct to the destination station under a booked cover. The luggage tickets carried by the Guard will be delivered to the Station Master at the destination station where these will be entered in the delivery book and filed. The owner's foil of the luggage ticket will, on collection, be sent to the Traffic accounts Office periodically or at the end of the month as prescribed. In the case of brake van delivery when the owner's foil is used as a receipt, the Guard's foil or, failing that, a certified copy thereof should be sent to the Traffic Accounts Office. When any of the receipt foil is not collected from passenger or is mislaid, the Guard's foil should be forwarded to the Traffic Account Office in substitution of the passenger's receipt and a copy of the same will be made out in manuscript and retained as station record.

The passenger should surrender the journey ticket at the time of taking delivery of the booked luggage. Such collected tickets should be returned by Parcel/luggage office to the Accounts along with Accounts foil. The ticket collectors at the gate should cancel such tickets with the cancellation nipper and return the tickets to passenger on production of luggage ticket in which the tickets number are quoted.

813. Description of packages to be given on luggage tickets. The packages booked with owner and those to be loaded in the brake vans should be entered separately on the luggage ticket. Full particulars of packages and contents should be clearly described in the luggage ticket such as 'steel trunks black containing wearing apparel', 'gunny bags containing house-hold kit', etc., to facilitate enquiries in case any of the packages go astray and to enable the Traffic Accounts Office to check the correctness of the free allowance granted.

The number of packages should be recorded on luggage tickets both in figures and in words.

- **814. Booked route to be shown on luggage tickets.** The names of junction stations by which luggage is booked must be indicated in full on luggage tickets. When a luggage ticket is issued over two or more contiguous railways and the destination can be reached by more than one route, the first junction with each connecting railway together with the initials of the adjoining railway should be clearly shown. For example, when luggage is booked from Rewari to Madras Central via Delhi and Vijayawada, the route on the luggage ticket should be shown as 'via Delhi (C. Rly.) and Vijayawada'.
- **815.** Particulars of tickets/passes-to be indicated on luggage tickets. (a) The number and class of ticket or pass held by the passenger for whom luggage is booked should be entered on the luggage ticket. In the case of free passes, full particulars of the issuing office and the number of passengers for whom issued and the class of accommodation -must also be entered on the luggage ticket If full particulars of the passenger ticket or pass on which free allowance of luggage is granted are not quoted on the luggage ticket the free allowance will not be passed by the Traffic Accounts Office.
- (b) Before accepting the passenger's ticket/pass for the purpose of free allowance, the Luggage Clerk should carefully examine the ticket/pass to ensure that it is available for the date and train by which luggage is to be booked. All charges for excess luggage, after allowing free allowance, should be recovered and shown on the luggage ticket.
- **816.** Marking tickets/passes on which luggage is booked. Each passenger ticket or cheque pass on which free allowance of luggage admissible under the rules is given, should have the letters 'LB' in ink or stamped to prevent its being used more than once for the purpose of free allowance. At large stations the ticket/pass on which free allowance has been allowed will be punched with a nipper so as to make a hole in it about 1/8" in diameter.
- **817.** Booking of luggage when passenger wants to break journey en route. The passenger should be asked to record on the forwarding note the names of stations at which he wants to break journey. Luggage will be booked from the starting station to the destination station after allowing the necessary free allowance. The names of stations at which the passenger-is to break his journey will be written on the luggage ticket and the packages will be labeled to the first halting station and also so entered in the Guard's luggage and parcels summary. The packages will be unloaded at the first station of halt as per entries in the summary and labels, and delivered to the owner on collection of the luggage ticket When a passenger resumes journey, his luggage will be labeled to the next halting station and the same luggage ticket returned to him. This procedure will be repeated at each halting station till the destination is reached where the luggage ticket will be collected and filed.

At every halting station, the luggage of the passenger must ,be re-weighed. If more luggage has been picked up, the additional luggage will be booked under a separate luggage ticket at full luggage rates, no free allowance being given. If, however, the weight has been reduced, a suitable remark will be passed on the luggage ticket and

Guard's foil, and got .countersigned by the passenger.

- **818.** Recovery and accountal of luggage charges. (a) All changes recoverable on booked luggage should invariably be pre-paid. If an error in collection of charges resulting in an undercharge is discovered after the luggage is booked and despatched, the destination station should immediately be advised by a telegram to recover the amount of undercharges from the passenger concerned at the time of delivery. In case the luggage has not been despatched, a suitable remark should also made in the Guard's foil of the luggage ticket and in the parcel and luggage summary so that the recovery of charges may be made at destination.
- (b) If luggages is booked at concession rates, full particulars of the concession order must be quoted on the luggage ticket.
- (c) The freight recovered will be entered in the cash book for parcels, luggage, etc. (Form Com./C-4 Rev.).
- 819. Booking of certain valuable articles of Part I of Schedule II of the Railways (Extent of Monetary Liability and Prescription of Percentage Charge) Rules, 1990 as luggage. ♦ When luggage includes packages containing valuable articles, it must be dealt with in accordance with the special rules pertaining to the booking of such articles as laid down in the I.R.C.A. Coaching Tariff and Chapter XI of this Manual.
- **820.** Booking of bicycles, tricycles and perambulators, etc., as luggage. When an unpacked bicycle, tricycle, or perambulator, etc. is tendered for booking as luggage, the sender must record on the forwarding note the frame number, make and condition of the article, which will also be entered on the luggage ticket. He should also tie to the bicycle or tricycle, etc., as the case may be, with a strong iron wire, a tinplate or strong cardboard or wooden label showing station from, station to, number and make of the article and the name of the owner. The railway staff will, in addition, affix a 'paste-on' or 'tie-on' label showing station from and to, luggage ticket number and the number of packages booked.

The Guard-in-charge or Assistant Guard will acknowledge receipt of article loaded in the brake van separately in the Guard's signature book (Form Com./G-21).

- **821.** Labeling of luggage. As soon as luggage is booked, each package should be labelled with 'paste-on' (Com./L-41) or 'tie-on' (Com./L-47) label as necessary. The entries in the labels will be made in blue pencil in block letters and NEVER in running hand. The pasting or tying of labels should be done under the supervision of a responsible official so that the cross-labelling of packages may be avoided. If the booking to any station is heavy, special labels with the name of 'station to' printed on them may be used. An indent therefor should be submitted to the supplying officer through the Divisional Office. The labels must be fixed to the sides or ends of the packages, care being taken that the label-ends or sides of the packages are so placed in the luggage or brake vans as to admit of ready checks by Guards or Brakesmen. Before affixing labels, old labels, if any, must be removed and old marks must be obliterated.
- **822. Expeditious despatch of luggage.** Station Masters will be personally responsible to ensure that booked luggage is correctly sorted, safely Jcept and expeditiously despatched to destination. Every endeavour must be made to despatch luggage by the same train by which the passenger travels. If for any reason it is not possible to do so, it must be despatched by the next suitable train so that the passenger may not be inconvenienced at the destination station.

Articles of merchandise, if booked as luggage, must not be cleared by brake vans of through, mail or express trains in preference to personal luggage or perishables and similar articles of high priority.

- **823.** Transhipment of. luggage at junctions. ♦ Full particulars of packages transhipped at junctions should be entered in the transhipment register in Form Com./T-27.
- **824.** When transshipment is involved and the luggage misses the connecting train, the Station Master must make arrangements for despatch of luggage by the first available train. He should also send a message to the junctions ahead and destination station mentioning the actual train by which such luggage is being forwarded, so that the destination station can advice the owner, the train by which he should expect his luggage to arrive. On receipt of such advice from a station, intermediate junctions must act on the advance information and push the luggage forward to destination by first available means.
- **825.** Unbooked or partially booked luggage. (a) The free allowance mentioned in para 803 applies to luggage which has been booked at the starting station. When luggage in excess of the free allowance is found unbooked or partially booked at an intermediate station or at destination, the whole quantity of luggage, excluding the articles allowed free without weighmerit, should be weighed and the free allowance of luggage granted. The marginal limits are as follows:

Air-conditioned class	15 k	〈gs.
First class/AC sleeper	10	•
Second class	10	•

Half of this quantity is allowed for child ticket.

If the total weight exceeds the free allowance plus marginal allowance, free allowance will be given and the remaining weight will be charged at six times of luggage rate.

(b) When a passenger is detected en route with unbooked or partially booked luggage weighing more than the free allowance and he refuses or is unable to pay/due freight charges on demand, the luggage, after it has been properly packed and fastened, must be booked to the destination under a 'To Pay' Parcel way bill at the nearest station where there is time to do so. The receipt will be handed over to the passengers and the luggage removed to the brake van. The charges will be way-billed as from and to the stations between which the passenger's ticket is available and the passenger will be advised to take delivery at the destination on payment of all charges due.

When a passenger is detected at the destination station with unbooked or partially booked luggage weighing more than the free allowance and he refuses or is unable to pay the due freight charges on demand the entire luggage should be detained and transferred to the cloak-room. A Railway receipt showing the charges as from and to the stations between which the passenger's ticket is available will be handed over to the passenger who will be advised to take delivery after payment of all charges due including cloak-room charges. A special report should be sent to the destination by the ticket checking staff detecting the unbooked luggage.

(c) If trunks, suit cases and boxes, exceeding any one of the dimensions prescribed in the I. R. C. A. Coaching Tariff are found to be carried with the passenger in his compartment which is not entirely reserved in his favour, they should be charged separately as luggage on their full chargeable weight without any free allowance being granted up to the station of detection. Such packages will then be transferred to the brake van for onward carriage and the free allowance if admissible in terms of the

foregoing paragraph, allowed for the distance these packages are carried in the brake van.

- (d) If a passenger is detected with unbooked or partially booked luggage which is not paid for exceeding the free allowance of luggage and the marginal allowance, will be charged for the excess weight exceeding free allowance of luggage, at six times the luggage scale, rate, subject to a minimum of fifty rupees. A passenger detected with more than one ticket to avail of free allowance or to carry extra luggage should be allowed free allowance and weight permissible only on one ticket. The other ticket should be cancelled and extra weight charged at six time the luggage scale rate subject to a minimum of fifty rupees.
- (e) When a passenger is detected with en-route or at destination with unbooked or partially booked luggage weighing more than the marginal allowance, the excess weight exceeding free allowance of luggage will be charged at six times the luggage scale rate subject to a minimum of fifty rupees. Passengers holding single journey ticket detected with unbooked or partially booked luggage weighing more than the free allowance of luggage but within the limit of marginal allowance will be charged for the weight exceeding free allowance of luggage at luggage scale rate subject to a minimum of thirty rupees.
- **826.** Re-weighment of inward luggage. �(a) Inward luggage with passengers must be scrutinized as passengers leave the platform: luggage that appears to be in excess of the free allowance must be weighed and charged for according to the tariff rules.
- (b) Inward booked luggage will not ordinarily be re-weighed unless there is reason to suspect that there is noticeable difference between the booked and the actual weight. When, however, the number of chargeable packages is in excess of the number shown on the luggage ticket, the whole luggage should be re-weighed and charges recovered according to tariff rules.
- **827.** Luggage arriving in advance. All luggage arriving at destination in advance of the owner should be kept in safe custody. When the owner arrives, the luggage carried with him should be weighed and added to the weight of the luggage already received in brake van, and if the total of these weights is within the limits of free allowance according to the class of ticket held, it should be passed, but if found in excess, the freight due should be realized subject to the instructions contained in Para 825.

Consignments of luggage must be entered at destination in the same way as parcels and a portion of parcel delivery book (Form Com./P-7) should be set apart for this purpose. When delivery of luggage is given, the signature of the receiver should be taken as in the case of parcels. When luggage is delivered on the platform, the signature of the owner should be taken on the back of the owner's foil of the luggage ticket, proper entry being subsequently made in the delivery book.

- **828.** Free time allowed for luggage. Luggage not taken delivery of at destination will be allowed to remain free of charge for the days allowed free under the tariff rules. If not removed within the 'free' time, it should be removed to the cloak-room and charged for accordingly.
- **829. Delivery of luggage booked by brake vans.** Luggage booked in brake vans should be delivered only to the person named on the luggage ticket on collection of the relevant receipt if a person other than the consignee asks for delivery, care should be taken to see that the receipt is properly endorsed in his favour. If the receipt portion is lost, luggage may be delivered on application, if the Station Master is satisfied of the applicant's ownership of luggage. If there is any doubt, Station Master should insist on a stamped indemnity note being executed. In all such cases, the signature of the person to

whom luggage is delivered should be taken in the delivery book. The passenger should also surrender the journey ticket while taking delivery (See Para 812 also)

- **830. Delay to luggage in transit.** If a consignment of luggage is not received within a reasonable time, the forwarding station and the junction via which it is booked, should be telegraphically addressed to furnish despatch particulars. In cases where abnormal delays occur, causing inconvenience to passengers, the matter should be reported to the Divisional Commercial Superintendent so that he may take up with the forwarding station to avoid delays in future. Proper record must be maintained at all stations as laid down in chapter XXI, to prove, if necessary, that delay was not caused due to any negligence of the railway.
- **831.** Telegraphing for lost luggage. When it is necessary to issue a telegram to recover luggage left in a train or in the station waiting rooms, the owner must be called upon to pay the cost of the message at Express or Ordinary rates, according to the time the message is tendered, unless there is good reason for exempting him from payment. The circumstances under which telegrams are sent free must be reported to the Divisional Commercial Superintendent, giving the name and address of the passenger.
- **832.** Left luggage and cloak room ticket. Left luggage is luggage tendered by passengers for temporary custody at stations authorized to receive it A list of all such stations where cloak-room facilities are provided is notified by the railway administration for the guidance of the public. In all such cases, a cloak room ticket describing the articles so tendered should be issued to the passenger in Form Com./T-9, which is printed in three foils by carbon process, viz., passenger's foil, label and record foils. A full description of each package, as also the total number of packages, should be given on the cloak room ticket When delivery is claimed, the ticket should be collected from the owner who should be asked to sign an acknowledgement and to note the date and time of removal of luggage on the space provided for the purpose on both parts of the cloak room ticket The charges recovered in accordance with the rates given in the I.R.C.A. Coaching Tariff should be entered in the cash book for parcels, luggage, etc. (Form Com./C-4 Rev.). The collected cloak room tickets will be submitted to the Tariff Accounts Office along with the monthly return in Form Com./D-16 Rev.
- **833.** Delivery of left luggage when cloak room ticket is lost. ♦ The instructions contained in Para 829 regarding delivery of luggage when the luggage ticket is lost should be followed. In addition, a written receipt indicating the date and time of deposit as well as removal must be obtained from the owner and sent to the Traffic Accounts Office in lieu of the original cloak room ticket.
- **834. Disposal of unclaimed left luggage.** Articles remaining in cloak-rooms for a longer period than one month should be treated as unclaimed property. The depositor of luggage should be served with a Registered Acknowledgement Due notice under the provisions of sections 83 and 84 of the Railways Act to take delivery of his articles on payment of the charges due which should be specified in the notice. If the articles are not removed within 7 days of the receipt of the notice by the depositor or the notice is received back at the station unserved due to the addressee being untraceable, the articles should be transferred to the Lost Property Office for disposal by public auction.
- **835.** Cancelled luggage and cloak room tickets. The Guard's and Owner's portions of the cancelled luggage ticket and passenger foil and label of the cancelled cloak room ticket should be submitted by stations to the Traffic Accounts Office concerned duly stitched to the respective returns in which reasons for cancellation should be recorded.
- **836.** Lockers. ♦ (a) Safe deposit lockers are provided at certain stations, notified by the railway administration, for the convenience of passengers to keep their valuables in them. The lockers are allotted for a fixed period subject to a maximum of 7 days. The

rates and conditions under which lockers can be allotted are given in the individual Railway's Coaching Tariff and Guide. Articles of dangerous, explosive, offensive or perishable nature are not permitted to be kept inside the lockers.

(b) At the time of allotment, the allottee should sign a Deed of Licence and pay the security deposit for which a money receipt in Form Com./M-2 will be granted. On release of the locker, the money receipt will be collected and security deposit refunded to the passenger. The passenger will acknowledge receipt of the amount on both the foils of the money receipt

A separate money receipt book should be used in respect of transactions of security deposits.

- (c) A register showing the day to day utilization of lockers will be maintained in a manuscript from vide Appendix VIII/A. Separate pages should be allotted for each locker.
- **837.** Recovery of hire charges. ♦ (a) A cloak room ticket showing the individual number of the locker and the date and time of its allotment will be issued to the passenger. The Deed of Licence, after execution, will be pasted on the back of the record foil of the cloak room ticket

Separate cloak room ticket book should be maintained for this purpose

- (b) In operating the lockers, the key of the locker should be made over to the hirer and, if he so chooses, he may also put on his own padlock on the hasp.
- **838.** Accountal of locker's fee and security deposits. The cash collected in respect of locker's fee and security deposit will be accounted for under a distinct head in the cash book for parcels, luggage, etc. In case the key is lost, the amount recovered from the allottee towards cost of replacing the lock will be accounted for as sundry earnings in the daily train cash book-cum-summary.