

PENALTIES

1. The successful contractor will have to place adequate manpower in the Outwards Parcel Office/Shed/ Luggage Office immediately after booking the packages/parcels/luggage, as per the instructions of the Parcel Office staff. The packages/parcels so booked should be moved to the concerned platform from where the train is moved and also load the packages/parcels/luggage so booked without fail on the day itself as per the advice of the supervisor of the parcel office. Failing which penalty of Rs.4,000/- will be levied per occasion.
2. The successful contractor will adequate manpower well in advance near the Parcel vans/SLRs of the trains arrived on each platform as per the advice of the parcel supervisor and move the parcels/luggage so unloaded from Parcel vans/SLRs to the Parcels Inwards shed immediately without keeping/stacking on the platform. Failing which penalty of Rs.4,000/- will be levied per occasion.
3. The successful contractor will have to stack the parcels so brought from the platforms to parcel inwards shed in the place as per the advice of parcel supervisor, Proper maintenance of registers for reckoning the actual volume of the parcels handled by the contractor. Failing which penalty as deemed fit will be levied per occasion.
4. The contractor shall have to place adequate manpower in the Outwards Parcel Office/Shed/ Luggage Office immediately after booking the packages/parcels/luggage, as per the instructions of the Parcel Office staff. The packages/parcels so booked shall be moved to the concerned platform from where the train is moved and also load the packages/parcels/luggage so booked without fail on the day itself as per the advice of the supervisor of the parcel office. Failing which penalty of Rs.4,000/- will be levied per occasion.
5. The contractor shall have adequate manpower well in advance near the Parcel vans/SLRs of the trains arrived on each platform as per the advice of the parcel supervisor and move the parcels/luggage so unloaded from Parcel vans/SLRs to the Parcels Inwards shed immediately without keeping/stacking on the platform. Failing which penalty of Rs.4,000/- will be levied per occasion.
6. The contractor shall have to stack the parcels so brought from the platforms to parcel inwards shed in the place as per the advice of parcel supervisor, Proper maintenance of registers for reckoning the actual volume of the parcels handled by the contractor. Failing which penalty as deemed fit will be levied per occasion.
7. In case of failure to maintain the prescribed number of staff (labourers) as prescribed in this tender or directed by the Railway Administration at any point of time, penalty of Rs. 2000/-per day per staff found short shall be levied.
8. Lapse in the authorized dress code of Supervisors/Labourers (uniform/ badge/ ID card/Shoes) - up to Rs.500/- per day/occurrence.

9. In the case of outgoing trains, all parcels shall invariably be properly marked, labelled, stacked (where required), and directly moved from the Parcel Office to the SLRs/VPs. While for incoming trains, all parcels shall be directly moved from the train to the Parcel Office to ensure smooth delivery and prevent any exploitation of customers by handlers. Any instance of collecting TIPs from the customers for parcel handling activities, if detected, shall attract a penalty of up to ₹2,000/- per occurrence.
10. If the labourers of the contractor detain the train on account of loading or unloading, a penalty of Rs.2000/- per occasion would be imposed.
11. The labourers shall always be in sober condition and must not smoke on platforms and in Railway premises. Upon labourers found in intoxicated condition, a fine of Rs.1,000/- per occasion/labourer can be imposed by any inspecting official, if recurring, leading to termination of contract with forfeiture of Security Deposit, recovery of any damages arises due to termination of contract.
12. The neatness of the control room, parking space is to be maintained by the contractor. If found dirty at the time of inspection a fine of Rs.1000/- for each irregularity shall be levied by the Railway Administration.
13. The billing cycle shall be on a monthly basis, and the contractor shall submit the bills in the succeeding month for timely processing. However, in the event of abnormal delay in submission of bills beyond two (02) months or so from the end of the relevant billing month, the Railway reserves the right to impose a suitable penalty, as deemed fit.
14. If the labourers of the contractor fail to load/unload parcels within the stipulated time for which the parcels overcarry to other stations in case unloading or couldn't be sent in that particular train resulted in overall delay of transportation in case of loading, a penalty of Rs.2000/-for each case shall be imposed by the Railway Administration.
15. In the event that the contractor's labour fails to complete loading or unloading of parcels within the stipulated time, resulting in (i) over carriage of parcels to subsequent stations in case of unloading, or (ii) failure to dispatch the parcels by the designated train in case of loading, thereby causing delay in transportation, a penalty of Rs. 2,000/- per instance shall be imposed by the Railway Administration.
16. For any other offences involving contravention of Railway rules or contract conditions not defined above, the Railways reserves the right to impose suitable penalty as deemed fit. The Railways shall also have the right to recover such penalties by effecting a pro-rata deduction from the contractor's bills against any of the aforesaid irregularities.

17. In case of repeated offences on any count, Railways reserves the right to impose suitable penalties or take punitive action as deemed fit, including termination of the contract.
18. Sr. Divisional Commercial Manager, South Western Railway, Bengaluru reserves the right to cancel/modify/reduce/increase the above specified penalty/fine based on a case-to-case basis.

