



Pay Now



INDIAN RAILWAYS- FREIGHT BUSINESS DEVELOPMENT PORTAL

ONLINE PAYMENT SERVICE

FASTER, CONVENIENT & SECURE

*Freight & Ancillary Charges Payments are now,
just a Click Away...*

Visiting Freight Business Development (FBD) Portal

Option 1: Visit <https://indianrailways.gov.in> and click on FREIGHT SERVICES -> Freight Business menu item.

The screenshot shows the official website of Indian Railways (<https://indianrailways.gov.in>). At the top, there are links for 'Skip to main content' and 'Skip to navigation'. A search bar and a 'हिन्दी' (Hindi) button are also present. The header features the Indian Railways logo and the slogan 'Lifeline to the nation...'. An orange banner on the right marks '15 YEARS OF CELEBRATING THE BHARATHA'. Below the header, a navigation menu includes links for MINISTRY OF RAILWAYS, ZONAL RAILWAYS, PASSENGER SERVICES, NEW FREIGHT SERVICES, MANUFACTURING UNITS, EDUCATION & RESEARCH, HERITAGE, RECRUITMENT, NEW TENDERS, STATION REDEVELOPMENT, SWACHH BHARAT, and CSR. A sub-menu under 'NEW FREIGHT SERVICES' highlights 'Freight Business' and 'Parcel Business'. The main content area features a large banner with Prime Minister Narendra Modi and medical staff, titled 'भारत में विश्व का सबसे बड़ा टीकाकरण अभियान' (India's largest vaccination drive). It includes icons for handwashing, mask-wearing, and social distancing, along with links for COVID-19 vaccination and appropriate behaviour. Social media links for Facebook, Twitter, and YouTube are also visible. A sidebar on the right shows a portrait of Prime Minister Narendra Modi and an image of a train passing through a waterfall, labeled 'Rail Drishti'.

Option 2: Visit <https://fois.indianrailways.gov.in> and click on FREIGHT BUSINESS button

The screenshot shows the Freight Operations Information System (FOIS) website (<https://fois.indianrailways.gov.in>). The top navigation bar includes links for Skip to Main Content, Skip to Navigation, Screen Reader Access, Theme, Text Size, English, and various ministry services like NEVARAN, Pension Portal, National Voters Service Portal, IR Green Initiatives, Integrity Pledge, and National Government Services Portal (NGSP). A 'WHAT'S NEW' section is visible. The main content area features the Indian Railways logo and the text 'INDIAN RAILWAYS'. A large banner for the 'FREIGHT BUSINESS DEVELOPMENT PORTAL' is prominently displayed, with sub-headings 'Transparency', 'Ease of Doing Business', and 'Professional Support'. A call-to-action button says 'Live now... Click here to visit >'. Below the banner, there are links for FREIGHT CALCULATOR, FNR ENQUIRY, SFOORTI, FREIGHT BUSINESS (highlighted in red), E-Demand, and E-CUSTOMER. A footer section contains links for GUIDELINES, CIRCULARS, FAQS, INFORMATION, and links to User Manual-Station to Station (STS) Scheme and Coal Movement Policy Non Biomass Coal.

Option 3: Direct URL Link <https://fois.indianrail.gov.in/RailSAHAY>

Accessing Customer Dashboard (FBD Portal)

FBD Portal is one stop solution for all the freight customers' needs, providing myriad of information and services. In order to bring IR freight business closer to the customer, FBD portal is an innovative digital platform adding to ease of doing business.



Step 1: Click on EXISTING CUSTOMERS -> Individual Login menu item.

A screenshot of the "EXISTING CUSTOMERS" section of the website. The header is identical to the main page. The left sidebar lists various services: "Corporate Login", "Individual Login" (highlighted in red), "Track & Trace", "Freight Charges & Transit Time Estimator", "Raise A Request", "Track Your Request", "Indents Outstanding & Rake Allotments (RAS)", "Download GST Tax Invoice", "Rebate Schemes & Long Term Contracts", "First & Last Mile Service Providers", and "E-Registration Of Demands". The right sidebar, titled "MY BUSINESS WITH INDIAN RAILWAYS", contains a "DASHBOARD LOGIN" section. It explains that registered users can log in using their login ID and provides a link to "Login to monitor & analyze the current state of business portfolio with Indian Railways". Below this, there is a list of features: "Online Payment Facility for all Freight and Ancillary Charges", "Payments and Refunds History", "Live track the status of booked and on-run consignments", "Raising & Tracking Requests for waiver of punitive charges, diversions etc.", "Help and Support for making online payments", and "and many more..". Navigation links at the bottom include "Contact Finder" and "New User Registration". A "RailBuddy" icon is also present.

Step 2: Login with your FOIS e-RD (e-Registration of Demand) credentials.

The screenshot shows the 'CUSTOMER LOG-IN' form. It includes fields for 'User Name' (redacted), 'Password' (redacted), and 'Captcha' (6rmm7). Below the form is an orange 'SIGN IN' button. At the bottom left are 'Sign Up' and 'Forgot Password' links. On the right side of the form is a yellow circular icon with a person walking. At the very bottom of the page is a 'Contact Finder' button.

Tue Jun 08 12:05:08 IST 2021 Screen Reader Access Text Size A- A+ English

HOME NEW TO RAIL EXISTING CUSTOMERS COMMODITIES TOOLS & SERVICES PARTNER WITH US CONTACT US

CUSTOMER LOG-IN

User Name
Password
Captcha 6rmm7

SIGN IN

Sign Up Forget Password

Contact Finder RailBuddy

Step 3: After successful login, enter the Customer Dashboard, a personalized dashboard reflecting all your freight business with Indian Railways (IR) including Pending Payments, Payments History, Refund History, Outstanding Indents, On-Run Consignments, Registered Concerns and much more.

The dashboard features a 'WELCOME,' message and a 'FOR ALL' dropdown. On the left, a sidebar shows 'LOGGED IN AS' and a main menu with items like 'Pending Payments' (NEW), 'Payment History', 'Raise A Request', 'My Terminal', 'Nodal Officers', 'Help & Support', and 'Contact Us'. A yellow box at the bottom left contains a helpline number: 022-27560266/67. The main area displays four key metrics: 'Pending Payments' (60), 'Outstanding Indents' (2365), 'On Run Consignments' (326), and 'Registered Requests' (2). Below these are sections for 'Pending Payments' (AYODHYA (AY)), 'VADODARA MARSHALLING YARD (BRCY)', and 'SHIVPUR (SOP)'. Each section shows freight charges and payment options. A 'RailBuddy' button is located in the bottom right corner.

Fri Jun 18 11:13:52 IST 2021 Screen Reader Access Text Size A- A+ English

HOME NEW TO RAIL EXISTING CUSTOMERS COMMODITIES TOOLS & SERVICES PARTNER WITH US CONTACT US MY ACCOUNT

WELCOME, FOR ALL

PENDING PAYMENTS

Pending Payments 60

Outstanding Indents 2365

On Run Consignments 326

Registered Requests 2

Pending Payments

*Charges shown below do not include Taxes/Adjustments

AYODHYA (AY)

F/Note 2.001 / 17-06-2021 [● AY (AYODHYA) → ● VYN (VYAS NAGAR)]

Pending Charges (Total: ₹ 25653)

FREIGHT CHARGES (Raised At: 17-06-2021 21:20) ₹ 25653 Pay Now

VADODARA MARSHALLING YARD (BRCY)

F/Note 1.002 / 16-06-2021 [● BRCY (VADODARA MARSHALLING YARD) → ● JBD (JALLALABAD)]

Pending Charges (Total: ₹ 137825)

FREIGHT CHARGES (Raised At: 17-06-2021 17:03) ₹ 137825

SHIVPUR (SOP)

RailBuddy

A Primary customer may make all the payments, pending on behalf of his organization/company.

A Secondary customer (Handling Agent) may make payments, pending on the any location(s) on behalf of all the primary customers (organizations) for which he's registered as an handling agent in FOIS.

List of organizations (Primary/Secondary) is available at the top right corner of the pending payments view.

LOGGED IN AS

MAIN

- > Pending Payments
- > Payment History
- > Refund History
- > My Secondary Customers **NEW**
- > Raise A Request
- > My Terminal
- > Nodal Officers

HELP

- > Help & Support
- > Contact Us

For any online payment related assistance, issues or complaints

WELCOME, PRIMARY SECONDARY

Pending Payments 5 Outstanding Indents 26 On Run Consignments 22 Registered Requests 0

FOR ALL FOR ALL FCI

STATION MB-MORADABAD/NR

SEOHARA (SEO)

F/Note 11.001 / 02-09-2021 [SEO (SEOHARA) → CH (CHANDAUSI JN.)]

Pending Charges (Total: ₹ 1300)

DEMURRAGE CHARGES (Accrued: 02-09-21 | Raised: 06-09-21 11:17) ₹ 1300 Pay Now

SEOHARA (SEO)

Pending Charges for Station (Total: ₹ 830)

SIDING CHARGES (Accrued: 02-09-21 | Raised: 02-09-21 12:18) ₹ 500 RailBuddy Pay Now

SIDING CHARGES (Accrued: 03-09-21 | Raised: 03-09-21 12:48) ₹ 330 Pay Now

LOGGED IN AS

MAIN

- > Pending Payments
- > Payment History
- > Refund History
- > My Secondary Customers **NEW**
- > Raise A Request
- > My Terminal
- > Nodal Officers

HELP

- > Help & Support
- > Contact Us

For any online payment related assistance, issues or complaints

WELCOME, PRIMARY SECONDARY

Pending Payments 9 Outstanding Indents 0 On Run Consignments 0 Registered Requests 0

FOR ALL FOR ALL APDP

STATION UMB-AMBALA/NR

AMBALA CANT JN. (UMB) Secondary: APDP

Pending Charges for Station (Total: ₹ 43009)

CUSTOM CLEARANCE CHARGES FOR T/L. (Accrued: 27-08-21 | Raised: 27-08-21 16:39) ₹ 1001 Pay Now

CUSTOM CLEARANCE CHARGES FOR W/L. (Accrued: 27-08-21 | Raised: 27-08-21 16:39) ₹ 2001 Pay Now

LAND LEASE CHARGES/LICENSE FEES. (Accrued: 27-08-21 | Raised: 27-08-21 16:39) ₹ 7001 Pay Now

LICENSE FEES FOR HANDLING AGENTS. (Accrued: 27-08-21 | Raised: 27-08-21 16:39) ₹ 3001 Pay Now

PAYMENT AGAINST CANCELLATION OF INDENT(PREMIUM CUSTOMER) (Accrued: 27-08-21 | Raised: 27-08-21 16:39) ₹ 4001 Pay Now

REPOSITION CHARGES PER 4 WHEELED WAGON. Pay Now

Making online payment(s) of Freight and Ancillary Charge(s)

Step 1: In the customer dashboard, click on **Pending Payments** to view the detail of all the outstanding charges (latest at the top), raised by IR Goods Clerk at respective loading stations.

The screenshot shows the IRCTC Customer Dashboard with the following details:

- MAIN** menu items: Pending Payments (60), Payment History, Raise A Request, My Terminal, Nodal Officers.
- HELP** menu items: Help & Support, Contact Us.
- Pending Payments** summary:
 - Pending Payments: 60
 - Outstanding Indents: 2365
 - On Run Consignments: 326
 - Registered Requests: 2
- Pending Payments** table:
 - AYODHYA (AY)**: Invoice 1 / 17-06-2021, ACB (M/S ACB (INDIA) LIMITED). Pending Charges (Total: ₹ 25653). Action: Pay Now.
 - VADODARA MARSHALLING YARD (BRCY)**: Invoice 2 / 17-06-2021, AMBC (M/S AMBUJA CEMENTS LIMITED). Pending Charges (Total: ₹ 137825). Action: Pay Now.
 - SHIVPUR (SOP)**: Invoice 2 / 17-06-2021, ACB (M/S ACB (INDIA) LIMITED). Pending Charges (Total: ₹ 15500). Action: Pay Now.
 - POL SDG, NAJIBABAD JN. (POSN)**: AMBC (M/S AMBUJA). Pending Charges for Station (Total: ₹ 18200). Action: Pay Now.

Step 2: Verify the detail of individual charge, click on displayed amount and get to know about taxes, adjustments and net payable amount for **Freight Charges** and for **Ancillary Charges**.

The screenshot shows the IRCTC Customer Dashboard with the following details:

- HOME**, **NEW TO RAIL**, **EXISTING CUSTOMERS**, **COMMODITIES**, **TOOLS & SERVICES**, **PARTNER WITH US**, **CONTACT US**, **MY ACCOUNT**, **SEARCH**.
- Pending Payments** summary: 60.
- Pending Payments** table:
 - SEOHARA (SEO)**: F/N 4.001 / 26-06-2021 [SEO (SEOHARA) → LKO (LUCKNOW JN.)]. Pending Charges (Total: ₹ 42294). Action: Pay Now.
 - AMBALA CANT JN. (UMB)**: F/N 92.001 / 16-03-2021 [UMB (AMBALA CANT JN.) → GZB (GHAZIABAD)]. Pending Charges (Total: ₹ 3900). Action: Pay Now.
 - AMBALA CANT JN. (UMB)**: F/N 1.001 / 10-03-2021 [PKY (PILKHANI) → UMB (AMBALA CANT JN.)]. Pending Charges (Total: ₹ 800). Action: Pay Now.
- BREAK-UP OF CHARGES** modal for SEOHARA (SEO):

Amount	42294
Total GST	2115
Total Amount	44409
Net Payable Amount	44409

Invoice 1 / 27-06-2021, AMBC (M/S AMBUJA CEMENTS LIMITED). Action: Pay Now.
- RailBuddy** logo.



SIDING CHARGES. (Accrued: 26-06-21 | Raised: 28-06-21 13:02) ₹ 1300 [Pay Now](#)

SIDING CHARGES. (Accrued: 25-06-21 | Raised: 28-06-21 13:02) ₹ 1200 [Pay Now](#)

SEOHARA (SEO) MB-MORADABAD/NR
F>Note 4.001 / 26-06-2021 [SEO (SEOHARA) → LKO (LUCKNOW JN.)]
Pending Charges (Total: ₹ 42294) Invoice 1 / 27-06-2021 AMBC (M/S AMBUJA CEMENTS LIMITED)

FREIGHT CHARGES (Accrued: 27-06-21 | Raised: 28-06-21 11:45) ₹ 42294 [Pay Now](#)

AMBALA CANT JN. (UMB) UMB-AMBALA/NP
F>Note 92.001 / 16-03-2021 [UMB (AMBALA CANT JN.) → GZB (GHAZIAE)]
Pending Charges (Total: ₹ 3900) Invoice 7 / 16-03-2021 AMBC (M/S AMBUJA CEMENTS LIMITED)
DEMURRAGE CHARGES (Accrued: 16-03-21 | Raised: 27-06-21 10:01) ₹ 3000 [Pay Now](#)

AMBALA CANT JN. (UMB) UMB-AMBALA/NR
F>Note 1.001 / 10-03-2021 [PKY (PILKHANI) → UMB (AMBALA CANT JN.)]
Pending Charges (Total: ₹ 800) Invoice 1 / 14-03-2021 ACB (M/S ACB (INDIA) LIMITED)
CRANE HAULAGE CHARGES FOR 6 OR 8 WHEELED CRANES ₹ 800 [Pay Now](#)

AMBALA CANT JN. (UMB) RailBuddy
F>Note 92.001 / 16-03-2021 [UMB (AMBALA CANT JN.) → GZB (GHAZIABAD JN.)]
Pending Charges (Total: ₹ 3900) Invoice 7 / 16-03-2021 AMBC (M/S AMBUJA CEMENTS LIMITED)

Step 3: Initiate the payment process through Pay Now option.

FREIGHT PAYMENT SERVICES

Payment of Freight Charges

[← Back to Dashboard](#)

Station SEO Invoice Date 27-06-2021 Charge Type FREIGHT CHARGES (₹ 42294)

Breakup of Charges

Amount	₹ 42294
IGST	₹ 2114.70
CGST	₹ 0.00
SGST	₹ 0.00
UGST	₹ 0.00
Total GST	₹ 2115
GST Remark	GST AMOUNT RS.2115(IGST@5% = RS.2114.7)
Total Amount	₹ 44409
Net Payable Amount	₹ 44409
Customer GSTIN	03AAACF0365N1ZS

*Transaction Charges as applicable will be levied.

*In case of Corporate Banking, payment has to be approved within half-an-hour of initiating the payment.

[« Cancel and Go Back](#) [Continue with Payment »](#)


For any Online Payment related assistance, issues or complaints please contact
SBI Helpline

022-27560266/67

merchant@sbi.co.in



RailBuddy

(*Screen shot for Freight Charges)

FREIGHT PAYMENT SERVICES

Payment of Demurrage Charges

[← Back to Dashboard](#)

Station UMB Invoice Date 16-03-2021 Charge Type DEMURRAGE CHARGES (₹ 3000)

Charge Detail

Demurrage Accrued	₹ 3000
Demurrage Waived	₹ 0
Demurrage Outstanding	₹ 3000

Breakup of Charges

Amount	₹ 3000
IGST	₹ 150.00
CGST	₹ 0.00
SGST	₹ 0.00
UGST	₹ 0.00
Total GST	₹ 150
GST Remark	GST AMOUNT RS.150(IGST@5% = RS.150)
Total Amount	₹ 3150
Net Payable Amount	₹ 3150
Customer GSTIN	03AAACF0365N1ZS

*Transaction Charges as applicable will be levied.

*In case of Corporate Banking, payment has to be approved within half-an-hour of initiating the payment.

[« Cancel and Go Back](#) [Continue with Payment »](#)



For any Online
Payment related
assistance, issues
or complaints
please contact
SBI Helpline

022-27560266/67

merchant@sbi.co.in



RailBuddy

(*Screen shot for Demurrage Charge)

Step 4: Verify the detail of GST and WRF Adjustment (if any for Freight Charges) and Net Payable Amount calculated there-on, at the confirmation page. In case of any assistance or query regarding freight payments, may check **Help & Support** Section or directly contact **IR Freight Officials** through **RailMadad** application (**Contact Us** Option). If everything is in place, may **Continue with Payment**.

STATE BANK MULTI OPTION PAYMENT SYSTEM

Net Banking

SBI Net Banking / yono
Bank Charges: 11.8

[CLICK HERE](#)

Other Banks
Bank Charges: 0.0

[CLICK HERE](#)

Card Payments

Please select appropriate card type to avoid failures (C-Credit Card Options/D for Debit Card)

State Bank Debit Cards
Bank Charges: 0.0

[CLICK HERE](#)

Other Bank Debit Cards
Bank Charges: 0.0

[CLICK HERE](#)

Credit Cards
Bank Charges: 0.0

[CLICK HERE](#)

Other Payments Modes

NEFT
NEFT/RTGS
Bank Charges: 0.0

[CLICK HERE](#)

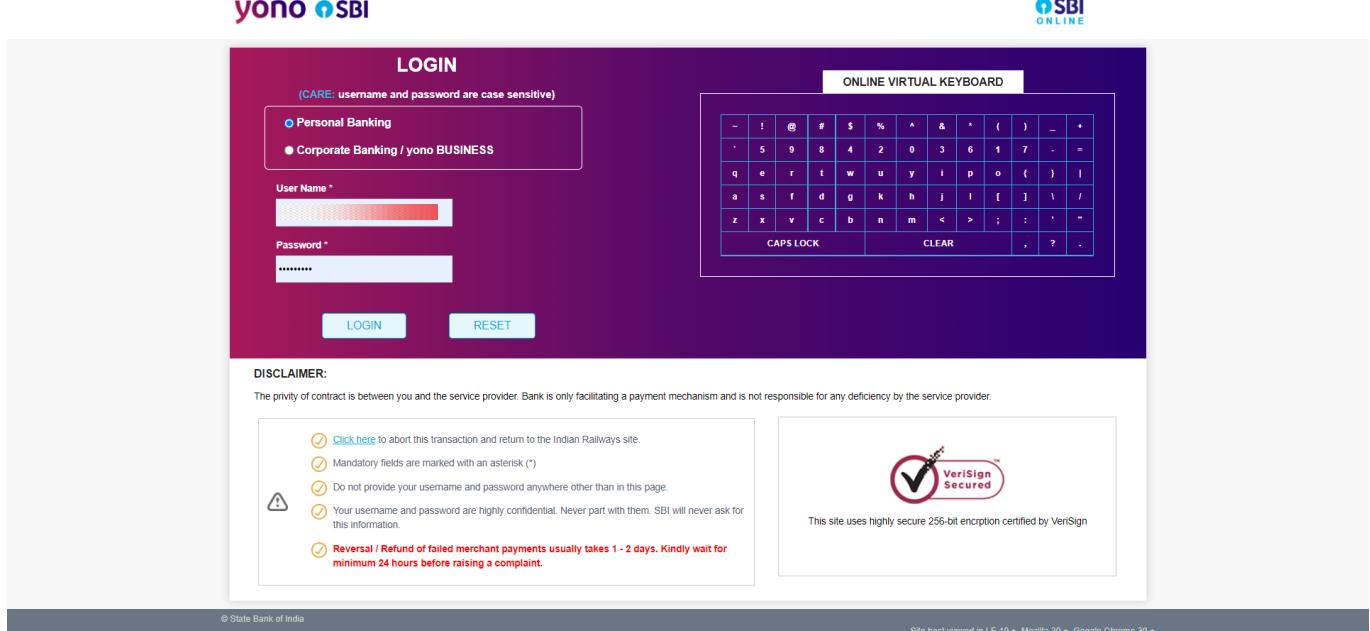
SBI Branch
Bank Charges: 0.0

[CLICK HERE](#)

[CANCEL](#)

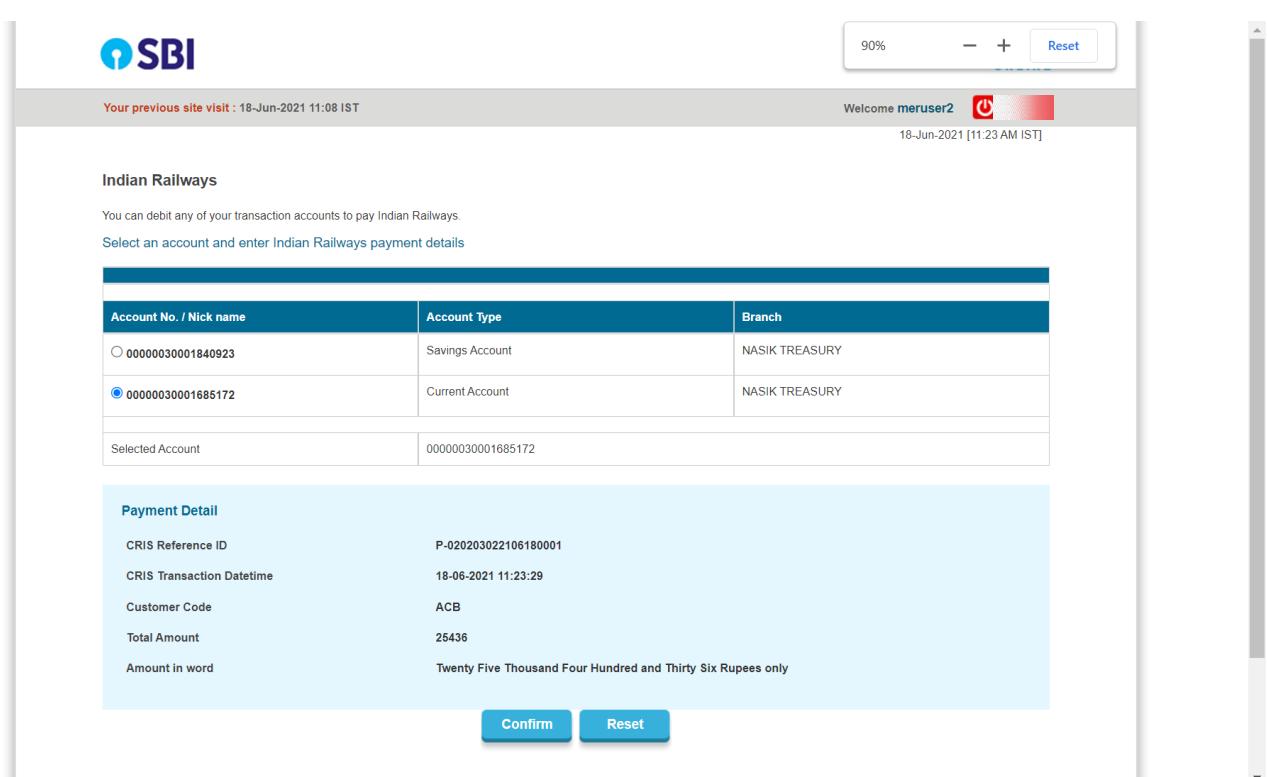
Step 5: Select your preferred mode of payment, amongst the various options available on SBI Payment Gateway:
SBI Net-banking, other banks online banking, Debit Card, Credit Card, NEFT/RTGS etc.

Login to your selected payment mode



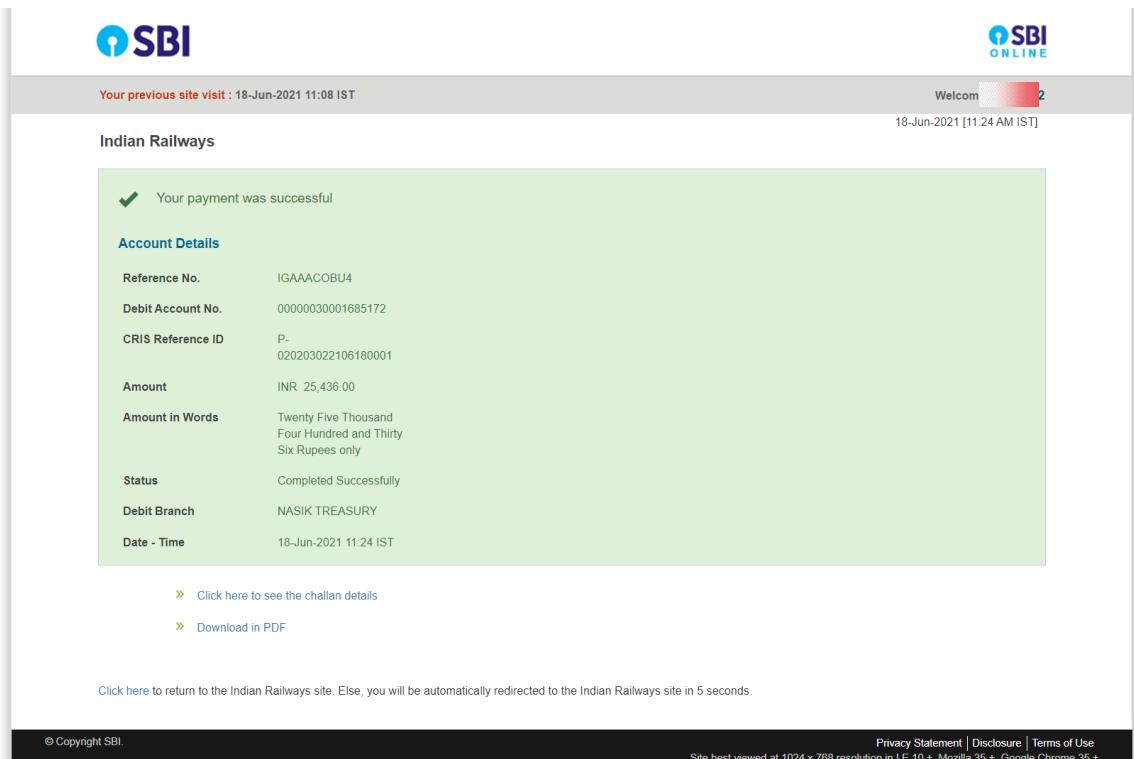
The screenshot shows the SBI Online Virtual Keyboard login interface. At the top left is the yono SBI logo. Below it is a 'LOGIN' button and a note: '(CARE: username and password are case sensitive)'. There are two radio button options: 'Personal Banking' (selected) and 'Corporate Banking / yono BUSINESS'. Below these are fields for 'User Name' (with a placeholder 'yono') and 'Password' (with a placeholder '*****'). To the right is an 'ONLINE VIRTUAL KEYBOARD' grid. At the bottom are 'LOGIN' and 'RESET' buttons, and a 'DISCLAIMER' section with a warning icon and text about transaction aborting and security.

Step 6: Verify the payment amount and confirm the transaction.



The screenshot shows the Indian Railways payment confirmation page. At the top right are zoom controls (90%, -, +, Reset). The header includes the SBI logo, a message about previous site visit (18-Jun-2021 11:08 IST), a welcome message for 'meruser2' with a power icon, and the date (18-Jun-2021 [11:23 AM IST]). The main content area is titled 'Indian Railways' and shows instructions to debit transaction accounts. A table lists accounts: one Savings Account (00000030001840923) and one Current Account (00000030001685172). The current account is selected. Below the table is a 'Payment Detail' section with CRIS Reference ID (P-020203022106180001), CRIS Transaction Datetime (18-06-2021 11:23:29), Customer Code (ACB), Total Amount (25436), and Amount in word (Twenty Five Thousand Four Hundred and Thirty Six Rupees only). At the bottom are 'Confirm' and 'Reset' buttons.

Step 7: After successful payment, user shall be redirected to FBD Portal-Payment Confirmation Page.

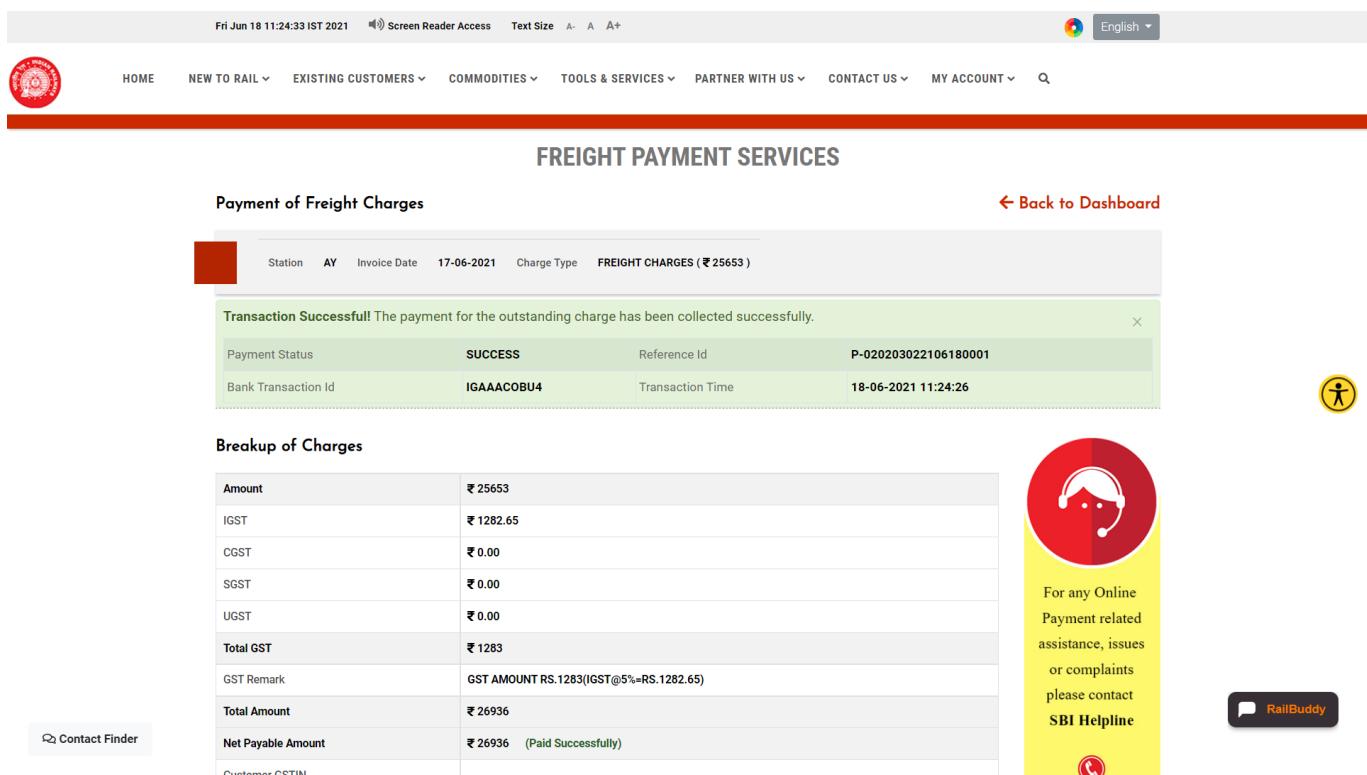


The screenshot shows a payment confirmation page from SBI Online. At the top, there's a header with the SBI logo, a welcome message, and a timestamp (18-Jun-2021 [11:24 AM IST]). Below the header, it says "Indian Railways". A green success message states "Your payment was successful". The "Account Details" section lists the following information:

Reference No.	IGAACOBU4
Debit Account No.	00000030001685172
CRIS Reference ID	P-020203022106180001
Amount	INR 25,436.00
Amount in Words	Twenty Five Thousand Four Hundred and Thirty Six Rupees only
Status	Completed Successfully
Debit Branch	NASIK TREASURY
Date - Time	18-Jun-2021 11:24 IST

Below the account details, there are two links: "Click here to see the challan details" and "Download in PDF". At the bottom, a note says "Click here to return to the Indian Railways site. Else, you will be automatically redirected to the Indian Railways site in 5 seconds." The footer includes copyright information, privacy statements, and a note about browser compatibility.

Step 8: User may keep note of Bank Transaction ID and IR Transaction Reference ID for future reference. In case, user experiences any aberration in the payment process, may contact SBI Helpline, available 24x7.



The screenshot shows the "FREIGHT PAYMENT SERVICES" dashboard. At the top, there's a navigation bar with links for HOME, NEW TO RAIL, EXISTING CUSTOMERS, COMMODITIES, TOOLS & SERVICES, PARTNER WITH US, CONTACT US, MY ACCOUNT, and a search icon. The main content area has a heading "Payment of Freight Charges" and a "Back to Dashboard" link. Below this, a message box says "Transaction Successful! The payment for the outstanding charge has been collected successfully." It displays payment details:

Payment Status	SUCCESS	Reference Id	P-020203022106180001
Bank Transaction Id	IGAACOBU4	Transaction Time	18-06-2021 11:24:26

A yellow sidebar on the right contains a helpline icon and the text: "For any Online Payment related assistance, issues or complaints please contact SBI Helpline". There's also a "RailBuddy" button at the bottom right.

Step 9: Go Back to Dashboard for further monitoring and analysis of customer's freight business with Indian Railways.

The screenshot shows the Indian Railways Freight Business Dashboard. At the top, there are links for Screen Reader Access, Text Size (A-, A, A+), and a language selector for English. Below the header, there are navigation links for HOME, NEW TO RAIL, EXISTING CUSTOMERS, COMMODITIES, TOOLS & SERVICES, PARTNER WITH US, CONTACT US, MY ACCOUNT, and a search bar. On the left, a sidebar titled 'LOGGED IN AS' lists 'MAIN' sections like Pending Payments (59), Payment History, Raise A Request, My Terminal, and Nodal Officers. Under 'HELP', it lists Help & Support and Contact Us. A yellow box at the bottom left provides contact information for SBI Merchant Services. The main content area is titled 'WELCOME' and displays four key metrics: Pending Payments (59), Outstanding Indents (2365), On Run Consignments (326), and Registered Requests (2). Below these are four sections for different stations:

- VADODARA MARSHALLING YARD (BRCY)**: Invoice 2 / 17-06-2021. Pending Charges (Total: ₹ 137825). Includes a 'Pay Now' button.
- SHIVPUR (SOP)**: Invoice 2 / 17-06-2021. Pending Charges (Total: ₹ 15500). Includes a 'Pay Now' button.
- POL SDG, NAJIBABAD JN. (POSN)**: MB-MORADABAD/NR. Pending Charges for Station (Total: ₹ 18200). Includes a 'Pay Now' button.
- BAREJADI NANDEJ (BJD)**: MB-MORADABAD/NR. Pending Charges for Station (Total: ₹ 47800). Includes a 'Pay Now' button.

Payment History

This feature provides a comprehensive view of the payments made by user for different types of charges viz. Freight Collection, Demurrage charges, Wharfage Charges, Wagon Registration Fees and other Ancillary Charges along with their status. The user can also download the money receipt for successful payments from this view.

Payments made by Secondary Customers (Handling Agents) on behalf of Primary are highlighted separately (light green background) in this view.



LOGGED IN AS

MAIN

- > Pending Payments
- > Payment History
- > Refund History
- > My Secondary Customers NEW
- > Raise A Request
- > My Terminal
- > Nodal Officers

HELP

- > Help & Support
- > Contact Us



For any online payment related assistance, issues or complaints

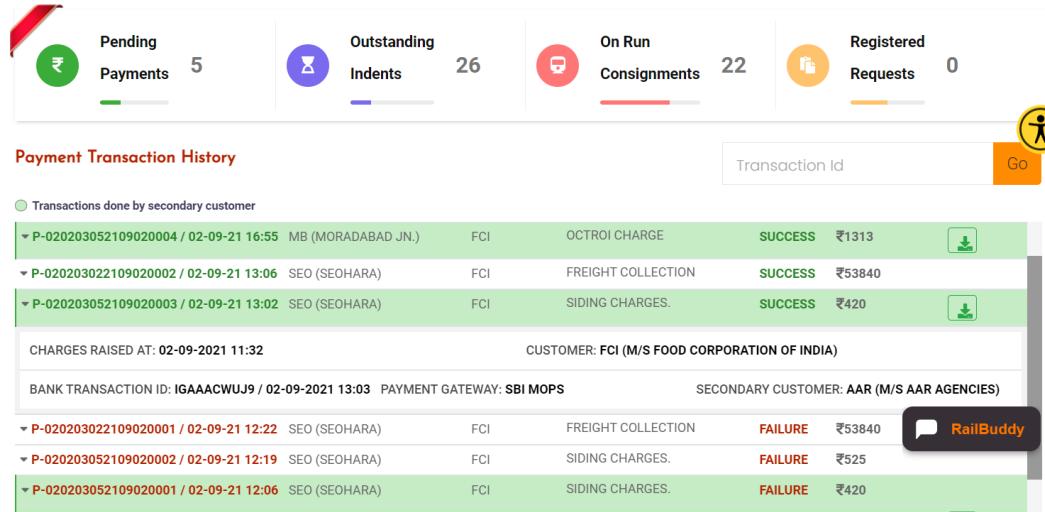
WELCOME!

PRIMARY



SECONDARY

FOR ALL ▾



Refund History

All the refunds raised against any of the payments (viz. Freight, Demurrage, Wharfage, Ancillary Charges etc.) are available through **Refund History** option.



LOGGED IN AS

MAIN

- > Pending Payments NEW
- > Payment History
- > Refund History
- > Raise A Request
- > My Terminal
- > Nodal Officers

HELP

- > Help & Support
- > Contact Us



For any online payment related assistance, issues or complaints

WELCOME!

FOR ALL ▾

**Refund History****BANK REFUND**

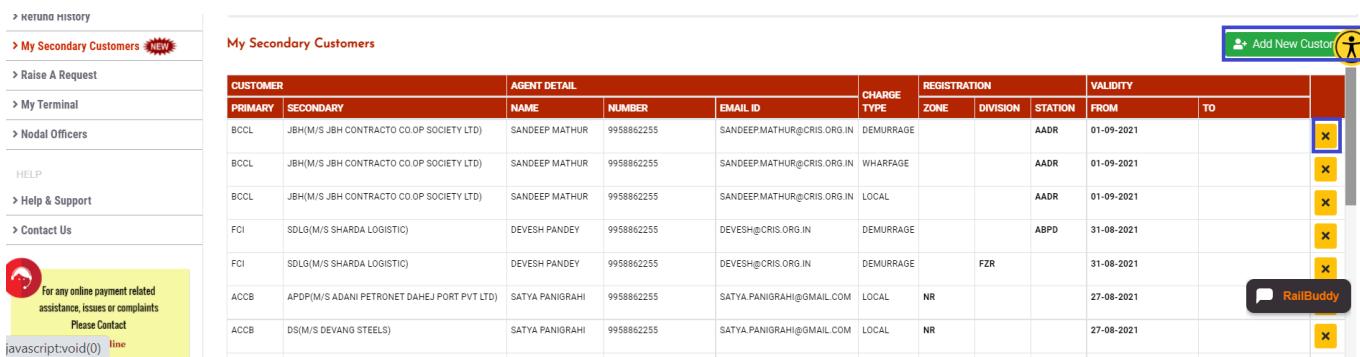
REFUND ID/DATE TIME	ID	CHARGE TYPE	STATUS	DESCRIPTION	AMOUNT	PAYMENT MODE
R-020208032107110001/13-07-2021 17:54	IX0ESEZYT3	DEMURRAGE	SUCCESS	COMPLETED SUCCESSFULLY ₹525		SBI INTERNET BANKING
TRANSACTION ID/TIME: P-020208032107110002 / 11-07-21 11:54 STATION: LCH (LINCH) CUSTOMER: BALA PAYMENT GATEWAY: SBI MOPS						
R-020208032107120004/13-07-2021 17:54	IX0ESEZYTO	DEMURRAGE	SUCCESS	COMPLETED SUCCESSFULLY ₹525		SBI INTERNET BANKING
R-020203032107120001/13-07-2021 17:54	IX0ESEZYT1	DEMURRAGE	SUCCESS	COMPLETED SUCCESSFULLY ₹4851		SBI INTERNET BANKING
R-020203032107120002/13-07-2021 17:54	IX0ESEZYT2	DEMURRAGE	SUCCESS	COMPLETED SUCCESSFULLY ₹63		SBI INTERNET BANKING

My Secondary Customers

This module facilitates the user to add handling agents as secondary customers.

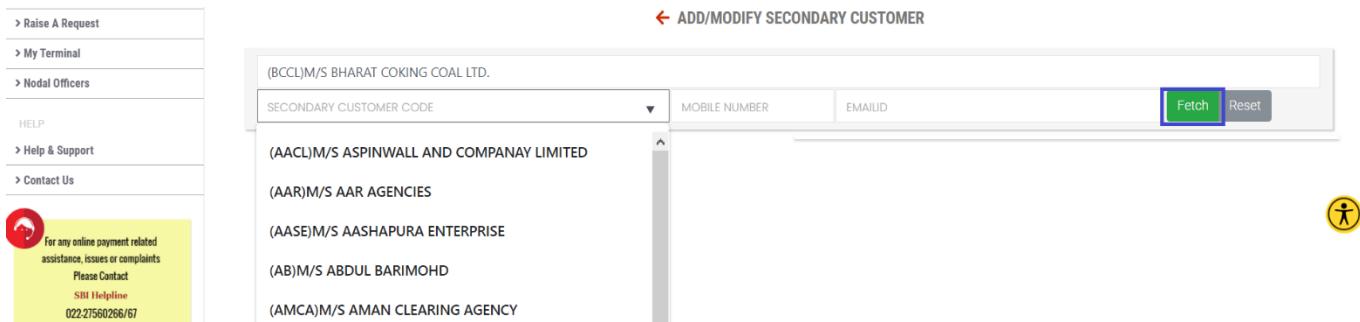
Register Secondary Customers

Step 1: In the customer dashboard, click on **My Secondary Customers** to view the detail of existing Secondary customers for the user along with the locations (Zone, Division and Stations) and effective dates.



CUSTOMER	AGENT DETAIL			CHARGE TYPE	REGISTRATION			VALIDITY		
	PRIMARY	SECONDARY	NAME		NUMBER	EMAIL ID	ZONE	DIVISION	STATION	FROM
BCCL	JBH(M/S JBH CONTRACTO CO.OP SOCIETY LTD)	SANDEEP MATHUR	9958862255	SANDEEP.MATHUR@CRIS.ORG.IN	DEMURRAGE		AADR		01-09-2021	
BCCL	JBH(M/S JBH CONTRACTO CO.OP SOCIETY LTD)	SANDEEP MATHUR	9958862255	SANDEEP.MATHUR@CRIS.ORG.IN	WHARFAGE		AADR		01-09-2021	
BCCL	JBH(M/S JBH CONTRACTO CO.OP SOCIETY LTD)	SANDEEP MATHUR	9958862255	SANDEEP.MATHUR@CRIS.ORG.IN	LOCAL		AADR		01-09-2021	
FCI	SDLG(M/S SHARDA LOGISTIC)	DEVESH PANDEY	9958862255	DEVESH@CRIS.ORG.IN	DEMURRAGE		ABPD		31-08-2021	
FCI	SDLG(M/S SHARDA LOGISTIC)	DEVESH PANDEY	9958862255	DEVESH@CRIS.ORG.IN	DEMURRAGE		FZR		31-08-2021	
ACCB	APDR(M/S ADANI PETRONET DAHEJ PORT PVT LTD)	SATYA PANIGRAHI	9958862255	SATYA.PANIGRAHI@GMAIL.COM	LOCAL	NR			27-08-2021	
ACCB	DS(M/S DEVANG STEELS)	SATYA PANIGRAHI	9958862255	SATYA.PANIGRAHI@GMAIL.COM	LOCAL	NR			27-08-2021	

Step 2: User may click on **Add New Customer** button to add new Handling agent(s). May select the Primary Customer Code and fill Secondary Customer Code from the available list, Mobile Number or EmailId (atleast one of these has to filled) and click the **Fetch** button. In case user wants to delete a record for an existing secondary customer he may click the **x** button against the record.



← ADD/MODIFY SECONDARY CUSTOMER

(BCCL)M/S BHARAT COKING COAL LTD.

SECONDARY CUSTOMER CODE

MOBILE NUMBER EMAILID

(AACL)M/S ASPINWALL AND COMPANAY LIMITED
(AAR)M/S AAR AGENCIES
(AASE)M/S AASHAPURA ENTERPRISE
(AB)M/S ABDUL BARIMOH
(AMCA)M/S AMAN CLEARING AGENCY

Step 3: List of all the handling agents satisfying the given inputs will be displayed. The user may click on the desired detail which shall populate the frame on the right side with the eligible locations.

> Refund History

> My Secondary Customers NEW

> Raise A Request

> My Terminal

> Nodal Officers

HELP

> Help & Support

> Contact Us

For any online payment related assistance, issues or complaints
Please Contact
SBI Helpline
 022-27560266/67
 merchant@sbi.co.in

← ADD/MODIFY SECONDARY CUSTOMER

(BCCL)M/S BHARAT COKING COAL LTD. (JBH)M/S JBH CONTRACTO CO.OP SOCIETY LTD	MOBILE NUMBER SANDEEP MATHUR SANDEEP.MATHUR@CRIS.ORG.IN ZONES: NR,SE	EMAILID ED2021080005	Fetch Reset
		Zone: <input type="text" value="NR"/> <input type="text" value="SE"/>	Division: <input type="text" value="ADRA(ADRA)"/> <input type="text" value="CKP(CHAKRADHAR PUR)"/> <input type="text" value="DU(DELHI)"/> <input type="text" value="FZR(FIROZPUR)"/>
		Station: <input type="text" value="ADR(AMB ANDURA)"/> <input type="text" value="ABB(ABADA)"/> <input type="text" value="ABBS(BURRAGARH SIDING - NO.1A)"/> <input type="text" value="ABHR(BEJDIH NO. 1)"/>	ChargeType: <input type="text" value="DEMURRAGE"/>
Continue			
ZONE DIVISION STATION CHARGE TYPE CUST ID PRM ORG SEC ORG			
Save Reset Cancel & Go Back			

Step 4: The user may now select the locations for which he wants to register the secondary customer. Multiple locations may be selected by pressing the CTRL key while clicking. After the locations and charge type have been selected, user may press the **Continue** button which shall result the data being listed in the table below. In case the user wants to remove an entry from the table, he shall click the **x** button against that row. Now the user may click **Save** button to finally save the details.

> My Secondary Customers NEW

> Raise A Request

> My Terminal

> Nodal Officers

HELP

> Help & Support

> Contact Us

For any online payment related assistance, issues or complaints
Please Contact
SBI Helpline
 022-27560266/67
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← ADD/MODIFY SECONDARY CUSTOMER

(BCCL)M/S BHARAT COKING COAL LTD. (JBH)M/S JBH CONTRACTO CO.OP SOCIETY LTD	MOBILE NUMBER SANDEEP MATHUR SANDEEP.MATHUR@CRIS.ORG.IN ZONES: NR,SE	EMAILID ED2021080005	Fetch Reset
		Zone: <input type="text" value="NR"/> <input type="text" value="SE"/>	Division: <input type="text" value="ADRA(ADRA)"/> <input type="text" value="CKP(CHAKRADHAR PUR)"/> <input type="text" value="DU(DELHI)"/> <input type="text" value="FZR(FIROZPUR)"/>
		Station: <input type="text" value="BMHR(BAMANHERI)"/> <input type="text" value="BMPR(BADAMPAHAR)"/> <input type="text" value="BMRD(BEJDIM METHANI SIDING RADHANAGAR)"/> <input type="text" value="BMRS(BONDAMUNDA ROH SHED)"/>	ChargeType: <input type="text" value="WHARFAGE"/>
Continue			
X CKP, DLI BMHR, BMRD W ED2021080005 BCCL JBH			
Save Reset Cancel & Go Back			

During any stage of payment process, concern(s) may be raised to IR freight officials through **RailMadad** Application (**Contact Us** Option)

The screenshot shows the RailMadad application homepage. At the top, there is a banner with the Indian Railways logo and the text "RailMadad" with a subtitle "For Inquiry, Assistance & Grievance Redressal". To the right of the banner is a button for "139 for Security/Medical Assistance" and links for "Log In", "Sign Up", and "English". Below the banner, there is a "Note:" section and a "COVID-19 Appropriate" status indicator. The main content area features a blue banner with COVID-19 prevention tips: "Stay Protected from Corona", "Wear your mask properly", "Frequently wash your hands with soap", and "Maintain safe distance". To the right of this is a "No Carelessness until there is a Cure" message. Below these are two buttons: "FREIGHT/PARCEL INQUIRY" and "TRACK YOUR CONCERN". On the right side of the screen, there is a "Complaint Detail" form with fields for "Type *", "Sub Type *", "Inquiry Date *", "Upload File", and "Submit" and "Reset" buttons. A note at the top right of the form says "*Mandatory Fields".

There's an extensive set of Frequently Asked Questions (FAQs), dedicated to this payment process, providing clarifications on various topics! FAQs may be accessed through **Help & Support** Section.

The screenshot shows the "Frequently Asked Questions" section of the FBD Portal. At the top, there are links for "User Manual", "Visual Demonstration", "Frequently Asked Questions" (which is underlined and highlighted in red), "Contact Us", and a "Close this window" button. Below this, there is a list of five questions with expandable arrows:

1. Which type of charges, can I pay through FBD Portal?
2. When can I pay the freight charges through FBD Portal?
3. How could I make the payment of Freight Charges through FBD Portal?
4. How would I know that I have successfully paid the Freight Charges?
5. Which are the online transaction modes that I can use to make payments?