



# JAIPUR METRO RAIL CORPORATION LIMITED

## Directorate of Operations & Systems

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No. JMRC/O&S/DO/ Lost found/ 2015

Date: 22.04.2015

### **SUBJECT: POLICY ON LOST AND FOUND IN JMRC**

#### **(A) AT STATIONS**

#### **1.0 COLLECTION**

##### **1.1 In Metro Trains**

All metro coaches of the incoming trains and going to be empty at terminal stations (Mansarovar & Chandpole for Phase-1A project), will be carefully checked by a responsible member of the station i.e. Customer Facilitator and Watch & Ward Assistant (CWA) and/or Metro Police staff, to see if any belonging has been left behind by the passenger. Any article found shall be deposited with the Station Controller of the terminal station.

##### **1.2 In Metro Station limits and premises**

Lost and/or unclaimed article/ currency, etc. found in a station and its limits, parking lots, etc. by any person (herein public, passenger, metro staff, metro police, outsourced staff, etc.), will be deposited with the Station Controller, who will take it over and enter into the inventory without undue delay, and get the entry attested by the person making over the articles in Annexure-1 & currency in Annexure-2.

##### **1.3 In Mansarovar Depot and Receiving Sub Stations at Mansarovar & Sindhi Camp**

Any lost and unclaimed article, etc. found in Mansarovar Depot premises including admin building shall be deposited with the Station Controller, Mansarovar; and that found in RSS, Mansarovar and Sindhi Camp shall be deposited with the Station Controller, Mansarovar and Sindhi Camp, respectively.

#### **2.0 REGISTRATION**

2.1 All lost or unclaimed articles, currency, etc. found in Metro trains, in Metro station limits & premises, in Mansarovar Depot and Receiving Sub Stations at Mansarovar & Sindhi Camp, and made over to the Station Controller, shall immediately be entered in relevant register as per Annexure-1 for articles and Annexure-2 for currency. Each article/ currency will be entered separately with full particulars of its description, marks, value (if this can be ascertained), etc., in the relevant Annexure-1 & 2. In case of boxes, bags, etc., an inventory of the contents will be taken, in the presence of a Metro Police official and in case such official is not available, then in the presence of CRA and/or CWA. After the inventory has been witnessed by the officials, the articles will then be repacked properly to the original condition, and sealed with the station seal to avoid damage & pilferage.

- 2.2 Packages hermetically sealed or known to contain articles, which are liable to deteriorate when exposed to atmosphere, shall not be opened.
- 2.3 Each article/ currency in the package, envelope, etc., deposited with the Station Controller as lost found, shall be labelled with serial number and date of its entry indicated in Annexure-1 and 2.

### **3.0 DISPOSAL/ RESTORATION**

#### **3.1 Within 48 hours of the registration and till being sent to LFO**

The lost found articles, currency, etc., will be gracefully returned to the rightful claimant on obtaining an application, and after ascertaining his/ her genuineness as per Annexure-3 for articles & Annexure-4 for currency, in addition to making relevant entry in Annexure-1 & 2 respectively. **No charges need to be recovered.**

If the Station Controller has any doubt about the ownership of the lost article, currency, etc., delivery shall only be made after obtaining orders of Manager (Commercial)/ General Manager (Operations), to whom the matter shall be referred with full details.

#### **3.1.1 Articles of insignificant value and perishable**

Lost found articles of insignificant value or of no value such as worn out old shoes, rags, broken beackets, etc. or perishable remaining unclaimed with the Station Controller, fetching no price if sold will either be thrown away or given to needy/ poor people within 10:00 hours on next working day, in witness of his Station Superintendent. In such cases, Station Controller will personally record remarks in Annexure-1 register that the article was of no value, insignificant value, perishable, etc.

#### **3.1.2 Personal documents such as ID/Credit/ Debit Card, Driving License, Passport, PAN Card, Passbook, Voter ID Card, Aadhar Card, NPS Card, Ration Card, BPL Card, Educatinoal Certificate, Appreciation Certificates, Letters and other such articles**

If the ID/ Credit/ Debit Card, Driving License, Passport and such other articles are claimed within 48 hours or till transferred to LFO, same may be returned to the rightful claimant on obtaining an application, and after ascertaining his/ her genuineness as per Annexure-3, in addition to making entry in relevant Annexure-1.

#### **3.1.3 Jewellery, bullion and other valuable articles**

Jewellery, bullion and all valuable articles such as watches, binoculars, cameras, costly fountain pens, costly spectacles and goggles, deposited as unclaimed articles will be carefully kept in the station safe by the Station Controller. Disposal of such items within 48 hours of their deposit shall be undertaken by the Station Controller as per the procedure indicated in Annexure-1 & 3, **under witness of concerned Station Superintendent.**

### **3.1.4 Indian and Foreign Currency and Coins**

All current currency notes and coins deposited as lost found will be accounted, and be gracefully returned to the rightful claimant on obtaining an application, and after ascertaining his/ her genuineness as per Annexure-4, in addition to making entry in relevant Annexure-2, **within the same business day**.

If not claimed, then unclaimed currency and coins, will be accounted as a Miscellaneous Receipt and remitted along with the station earnings of the day, on which they are deposited. In addition, these remitted unclaimed currency and coins will be suitably accounted in daily balance sheet of the station as per Annexure-7.

A full report, showing how and when the cash/ currency notes came in the possession of the Station Controller, and the particulars of remittance i.e. number & date of the cash remittance note, will be made to Manager (Commercial), GM (Op) and GM (Finance), to enable a refund being arranged, if and when the amount is claimed.

### **3.1.5 Arms, ammunition, intoxicating liquors, etc.**

Lost found articles comprising of arms, ammunition, explosives and other dangerous goods, intoxicating liquors, opium including its preparations, hemp drugs, etc. and/or dangerous and offensive material specified in the Metro Railways (Carriage & Ticket) Rules, 2014, the possession or sale of which by unlicensed person is prohibited by law, when left unclaimed in the possession of the Station Controller, will be made over to the Metro Police/ SHO or Excise authorities for their disposal under the laws affecting the articles, after obtaining receipt of the official concerned in Annexure-1 register by the Station Controller, as soon as possible within 48 hours of their deposit.

The Metro Police and Excise officials will be advised that any recovery shall be remitted to Jaipur Metro, after the transferred articles have been disposed of by them. A copy of the details of such articles shall be sent by the Station Controller, to the General Manager (Operations) and General Manager (Finance) through Manager (Operations), for arranging recovery from Metro Police/ Excise department of the amount due to JMRC.

Unclaimed articles with distinct "Military" marks will be made over to the Defence department by the Station Controller, after making entry in Annexure-1 register with due acknowledgement of the military official concerned, as soon as possible, within 48 hours of their deposit.

### **3.1.6 Metro railway materials, stores, etc.**

Station Controller shall inform concerned departmental controllers in OCC, about the lost found metro railway materials and stores etc., if belonging to their staff, and same shall be returned to the rightful claimant on obtaining an application, and after ascertaining its genuineness as per Annexure-3, in addition to making entry in relevant Annexure-1.

### **3.2 Article, which could not be disposed/ restored within 48 hours**

After exercising the procedure for disposal of the articles in above para 3.1.2 and 3.1.3, the articles that remained undisposed in 48 hours will be dealt with as under:-

**i) Jewellery, bullion and other articles made of gold, silver and precious stones**

Articles made of gold, silver and precious stones, if not claimed within 48 hours, the Station Controller will pack such articles under witness of concerned Station Superintendent and send them to the office of Manager (Commercial), JMRC per bearer with Station Superintendent & CWA, giving their full details on next working day. Such packets will be opened by Manager (Commercial), in the presence of a Finance Officer not below the rank of Executive Officer. Thereafter, the articles shall be weighed and valued, seeking services of authorized goldsmith/ certifier by obtaining the certificate at the expense of JMRC.

After that, the Manager (Commercial) will get them repacked and sealed in the presence of the Finance Officer, will arrange to keep them at the LFO in a safe place under lock, and he shall also maintain a record of such articles with weight & description.

**ii) Other valuable articles**

Other valuable articles, if not, claimed within 48 hours, shall also be sent by Station Controller after carefully packed with the station seal to LFO for their disposal, **with information to Manager (Commercial)**, giving full particulars and approx./ actual weight of articles and also indicating when, where and by whom found.

**iii) All other articles**

Any other articles will also be transferred per bearer by Station Controller to the Lost Found Office (LFO) by 14:00 hours of next working day.

Full particulars including the description and contents of articles, how marked, when, where and by whom found, approx./ actual weight, approx. value of the articles transferred to the LFO will be recorded in Annexure-5, which shall be in 4 copies, by carbon process. Two copies of Annexure-5 together with the connected article will be sent by Station Controller to the LFO, one copy will be sent to the Manager (Commercial) and one copy shall be retained as station record.

**(B) AT LOST FOUND OFFICE (LFO)**

**1.0 RECEIPT**

- 1.1 All lost found articles, if not claimed within 48 hours of their deposit at metro stations, and transferred by Station Controllers to LFO as per Annexure-5, shall be entered in the register for unclaimed articles maintained at LFO, with serial no. of entry in the register against each item, as well as in both the copies of Annexure-5. One copy of the Annexure-5 will, thereafter, be returned to the sending station as an acknowledgement of the articles received. The acknowledged copy of Annexure-5 will be pasted in the register, in which entry of receipt has been made.

## **2.0 REGISTRATION**

- 2.1 The LFO will examine all articles at the time of taking over from CWA of the station. The article, of which the outward appearance is defective and which show signs of pilferage, etc., will be weighed/ counted, and suitable remarks passed in both copies of Annexure-5, in the presence and acknowledgement of the CWA staff of the Station, and informed to the Station Controller concerned.
- 2.2 Each article received in the LFO will be properly entered, a label bearing serial number and date of the entry in register will be pasted on it. All details in the register will be carefully made till the article is either given to the claimant or sold by auction, etc.
- 2.3 All the articles brought to LFO shall be segregated in different categories and coded for easy identification, before these are stored, as per Annexure-6.
- 2.4 A list of the unclaimed articles in LFO, shall be displayed on the website of JMRC, till finally disposed of. Manager (Commercial) shall ensure updated position of such articles on the website.

## **3.0 DISPOSAL**

### **3.1 Personal documents such as ID/Credit/ Debit Card, Driving License, Passport, PAN Card, Passbook, Voter ID Card, Aadhar Card, NPS Card, Ration Card, BPL Card, Educational Certificate, Appreciation Certificates, Letters & other such articles**

- (a) The ID/ Credit/ Debit Card, Driving License, Passport and such other items, will be sent to the concerned issuing authorities/ offices within next two working days by speed post or registered post, as per their address while also informing them on email, as mentioned on the documents.
- (b) In case of personal documents associated to foreign nationals, i.e., Passport, Visa, etc., LFO will immediately inform the concerned Embassy/ Consulate in India and Metro Police Station for information and necessary coordination. Within next two working days, these will be sent to concerned Embassy/ Consulate in India through speed post or registered post.

### **3.2 Unclaimed articles, if not delivered to the rightful owner within 7 days**

All endeavours will be undertaken for joint valuation by a committee consisting of Manager (Commercial), a Manager level officer of concerned department and a finance member, JMRC. It will be seen that the value of the articles are properly assessed at such joint valuation. The articles, which are not directly related to any department of the JMRC, Manager (Civil)/ Manager (HR) will be associated as third member. The exercise of joint valuation shall be completed within 10 days of receipt of the unclaimed articles.

### **3.3 Unclaimed articles first offered to the concerned department of JMRC**

After joint valuation, if the unclaimed articles are accepted by the concerned department of JMRC, same shall be issued to them on issue note, indicating detail of the material/ items, their assessed cost, quantity; keeping one copy of the note in record at LFO. The concerned department (at least upto Manager level) will account for material/ articles on similar lines in their store register, as is done for items purchased or procured from other departments / or on cash from market.

#### **3.4 Articles not acceptable to JMRC departments**

Arrangement shall be made by the LFO to dispose them of by public auction, after 30 days of receipt.

#### **3.5 Standard date & time of auction sale**

7<sup>th</sup> date of every month and, same being holiday, then next working date shall be treated as standard notified date (15 hours at Lost Found Office) for public auction of the unclaimed articles.

#### **3.6 Public notice for auction sale**

A public notice on JMRC website and at notice board of LFO, shall be pasted for the public auction of unclaimed articles, indicating their detail, quantity, etc., by giving at least 7 days notice prior to the date of public auction. A copy of the same shall be given to the nominated auction committee and General Manager (Operations).

#### **3.7 Segregation/ separation of articles**

On the date of auction sale, the articles will be separated and auctioned in separate lots, unless the officials supervising the auction consider that sale of all items in one lot is likely to fetch better price.

#### **3.8 Auction committee**

The public auction committee of these unclaimed articles at LFO, shall consist of at least 3 members; Manager (Commercial) as Convener, one Manager of S&T/ Traction/EM/ RS/ Civil nominated by GM (Operations), and one Executive Officer from Finance department, JMRC.

#### **3.9 Handing over of articles to rightful claimant before auction**

If the owner reports and submit his/ her claim before finalization of the joint valuation of the unclaimed article in the LFO (on or before 10 days of its receipt), a wharfage/ demurrage charges @ Rs. 50 per day for first 5 days and Rs. 100 per day after 5<sup>th</sup> day shall be levied.

In case, the unclaimed articles are already issued to JMRC departments, and if they have partly used it, the owner shall be returned only unused articles and paid assessed cost of used articles, after deducting the applicable wharfage/ demurrage charges @ Rs. 100 per day, from the day of its receipt in LFO.

If the rightful owner of the unclaimed article submit his/her claim; even one working day prior to the notified date of its public auction, the LFO may hand it over to the owner, by getting approval of General Manager (Operations) through Manager (Commercial), subject to levying of wharfage/ demurrage charges @ 1% per day of the assessed value or Rs. 100 per day, from the day on which the unclaimed article is received in the LFO, whichever is less.


#### **3.10 Waivar of wharfage/ demurrage**

Waivar of wharfage/ demurrage may be made upto 25% by General Manager (Operations)-I stage, upto 50% by Executive Director (Op)-II stage and beyond 50% by Director (O&S)-III stage, on submission of application by the owner, with recorded reasons.

### (C) AT AUCTION SALES

1. Conditions of the auction sale will be announced before starting the auction, duly approved by auction committee. Manager (Commercial) shall be the Convener.
2. It will be a condition of all auction sales that JMRC reserves the right to withdraw any article from sale, for which an acceptable offer is not made.
3. No article of value will be sold without a predetermined reserve price being fixed on the date/time of auction sale, approved by the auction committee.
4. It will be seen that no pool exists among the bidders, to keep the prices at their minimum. In case a pool is found to exist, suitable action will be taken to break the pool.
5. Ordinarily, the highest bidder on the fall of the hammer/ upto 3 announcements will be considered as the purchaser, unless the bid is lower than any reserve price that has been fixed or the sale is subject to the approval of higher authority.
6. No JMRC or Metro Police staff shall be permitted, either in person or through an agent, in his/her own name or in a joint name, to purchase or bid for any article put to sale at LFO.
7. Unless otherwise specially arranged, sale proceeds will be collected in cash on the spot and remitted as the station earning of Mansarovar Station, on the same day the auction is held.
8. In disposing of articles, care will be taken to observe scrupulously any ban or restriction imposed by the local authorities of the State/ Central Government on the sale of the articles, as well as any regulation regarding control prices etc.
9. The decision of the auction committee will be final and binding on all the participating bidders. The sale proceeds shall be properly recorded by the auction committee. GM (Operations), JMRC or higher official may nominate a fourth member of the auction committee or send any observer in the auction sales, if they so desire. A copy of the sale proceeds shall be sent to GM (Op) and GM (Finance).
10. Auctioned articles shall be removed from the LFO by the successful bidder on the same day (17:00 hours). If not removed, wharfage charges @ Rs. 100/- per article/ lot of the auction, shall be levied on daily basis till the same are finally removed.
11. Full particulars of the articles sold together with the name of the buyer, amount of sale and amount received shall be posted in sale register; on each auction sale, including cash remitted.
12. A summary of the articles that could not be sold, shall also be made by the committee with their remarks for next sale.

The policy on lost and found is issued with finance concurrence and approval of Chairman and Managing Director, JMRC.



(C.S. Jeengar)

Director (Operations and Systems)

All Station Controllers and Lost Found Office Incharge

Copy to: All Directors and Executive Directors, OSD (S&V), JMRC & DCP/Jaipur Metro  
GM (Op), JGM (Civil-O&M), Manager (Op, TO, Comm.), SS/1 & 2, JMRC  
PS to CMD, JMRC

**ANNEXURE-1**

**DETAILS RELATED TO ARTICLES FOUND AND DISPOSED**

<b>SN</b>	<b>Date</b>	<b>Time</b>	<b>Name &amp; sign. of person handing over article</b>	<b>Description of article</b>	<b>Any other identifiable/unique mark</b>	<b>Place where article found</b>	<b>Remarks if any</b>	<b>Name &amp; sign. of claimant</b>	<b>Date with detail sent to "LFO "</b>	<b>Signature of Station Controller</b>



## DETAIL RELATED TO CURRENCY FOUND AND DISPOSED

SN	Date	Time	Name & sign. of person handing over	Loose/ Package/ Purse	Currency nos.	Indicated Value	Name of currency (Rupee, Dollar etc.)	Total Current Value in INR	Any other mark	Place of found	Remarks if any	Name and sign. of claimant	Remittance detail	Signature of Station Controller
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
12														
13														
14														
15														
16														
17														
18														
19														
20														

**DETAIL TO BE OBTAINED FROM THE CLAIMANT**

**BEFORE HANDING OVER THE LOST ARTICLES TO CLAIMANT**

To ascertain the genuineness of claimant, Station Controller/ Lost Found office in-charge must ask questions given below. Only after getting proper replies (to be recorded) which prove the genuineness of the claimant, the articles may be hand over to be claimant.

Q (A) Name of claimant and address (to be registered in Annexure-1 also) (with ID proof & mobile/LL number).

Ans:-

.....  
.....

Q (B) Place where articles, you might have lost, its time and date etc.

Ans:-

.....  
.....

Q (C) Detail of article lost, if valuable item then proper description and identification mark (like colour, size, make and contents etc).

Ans:-

.....  
.....

**Declaration by Claimant:-**

I have checked all the belonging before receiving and I declare that these articles are belong to me which I have lost. No change/removal is found at the time of receiving the article.

**Signature of Claimant**

**Signature of SC/LFO**

**DETAIL TO BE OBTAINED FROM THE CLAIMANT**

**BEFORE HANDING OVER THE LOST CURRENCY TO CLAIMANT**

To ascertain the genuineness of claimant, Station Controller must ask questions given below. Only after getting proper replies (to be recorded) which prove the genuineness of the claimant, the currency may be hand over to be claimant.

Q (A) Name of claimant and address (to be registered in Annexure-2 also)  
(with ID proof & mobile/LL number).

Ans:-

.....  
.....

Q (B) Place where currency you might have lost, its time and date etc.

Ans:-

.....  
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Q (C) If loose currency notes, then denomination of currency, identification mark and quality of currency whether old or new etc.

Ans:-



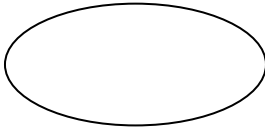
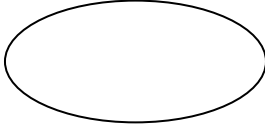
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**Declaration by Claimant:-**

I have checked all the belonging before receiving and I declare that these cash are belong to me which I have lost. No change/removal is found at the time of receiving the cash.

**Signature of Claimant**

**Signature of SC**

 <b>JAIPUR METRO RAIL CORPORATION</b>  <b>Lost &amp; Found Acknowledgement Form-4 copies</b> (Submission to Lost Found Office/ LFO, after 48 hrs. of receipt at station)		
STATION NAME: _____		SR. NO. _____
1. Found Date	<u>dd/mm/yyyy</u>	
2. Found Time	<u>hh:mm</u>	
3. Time of Sealing	<u>hh:mm</u>	
4. Date of Sending to Lost Found Office	<u>dd/mm/yyyy</u>	
5. Time of Sending	<u>hh:mm</u>	
6. No. of items	_____	
7. Description of Item (content, how mark, when, where, by whom found, approx. weight, value etc.)	_____ _____ _____	
Remarks (if any)	_____	
Sent By:- Signature _____ Name _____ Designation _____ EID No. _____ CUG NO. _____		Station Stamp  Cut from here
Received By:- Signature _____ Name _____ Designation _____ EID No. _____ CUG NO. _____ Date & Time _____ Sr. No. of Lost Found Register _____		Sr. No. _____ LFO Stamp 

**CATEGORISATION, IDENTIFICATION & STORAGE OF ARTICLES IN LFO**

- 1) All the found articles brought to Lost Found Office will be segregated in 5 different categories:-
  - I. Bags, Briefcases, Leather bags
  - II. Ladies purse/hand bags
  - III. Items kept in polythene bags or paper bags
  - IV. Valuable items like; jewellery, watch, mobile etc.
  - V. Others
  
- 2) Articles then shall be coded for easy identification. The coding system shall be standardized and will have following details:-
  - I. Name of station, where article was received
  - II. Location where the article was found e.g. Station/Train/ Others (STN/TR/OTH)
  - III. Route/ Line
  - IV. Date & time on which article was found
  - V. Category of item
  - VI. Colour of article, if possible (otherwise NIL).
  - VII. Serial No. of Lost Found Register

For example: The code for a watch found at VKVR Station can be VKVR/STN/01.03.2015/II/RED/20 (Station Name /Location/Date/Category/Colour/Serial No.).

The following details shall be maintained in a register/ computer at Lost Found Office (data base to be created in different files, one for each category of articles).

<b>Code</b>	<b>Brief description of articles</b>	<b>Any other remarks</b>

All these items categorized in different groups shall be stored separately in the almirah/ rake kept in the Lost Found Office, and a sticker indicating the above mentioned code shall be pasted on the article for easy identification

## REVISED BALANCE SHEET

STATION:

MONTH:

DEBIT				CREDIT			
AFC Items				AFC Items			
Item		Qty.	Amount	Item		Qty.	Amount
CST	Free Exit	0	0.00	Refund	CST	0	0.00
	SJT Sold	0	0.00		SV1 & Tour Card	0	0.00
	Paid Exit	0	0.00	Cancel	SV1 & Tour Card	0	0.00
CSC	Sale: SV1 & Tour Card	0	0.00		Add Value	0	0.00
	Sale: SV4 & SV5	0	0.00	Add Value	SV4 & SV5	0	0.00
	Add Value	0	0.00	(without Cash)			
Surcharge		0	0.00				
<b>Total of AFC Amount:</b>			0.00	<b>Total of AFC Amount:</b>			0.00
Fraction Value Round Off (+)			0.00	Fraction Value Round Off (-)			0.00

Non-AFC Items							
Item		Qty.	Amount	Item		Qty.	Amount
Souvenir Token sale		0	0.00	Manual Refund of CST		0	0.00
Group Booking		0	0.00	Manual Refund of CSC		0	0.00
Other JMRC Book/ Time Table sale		0	0.00	<b>Total of Manual Refund</b>			
Penalty (Tailgating)		0	0.00				
Penalty (under O&M Act, 2002)		0	0.00				
Penalty (Others)		0	0.00				
Excess in booking							
Parking							
Miscellaneous (if any)							
<b>As per Lost Found Policy (at MSOR only)</b>							
Outsource earning							
<b>Total of Non-AFC Amount:</b>							

Bank Details			Bank Details		
Brought forward difference		0.00	Cash to bank		0.00
Difference deposited		0.00	Current difference		0.00
Cash accepted by bank		0.00	Carried forward difference		0.00

Outstanding Amount			Outstanding Amount		
Brought forward	AFC	0.00	Current	AFC	0.00
	Misc.	0.00		Misc.	0.00
Paid referential value	AFC	0.00	Waived off	AFC	0.00
	Misc.	0.00		Misc.	0.00
			Carried Forward	AFC	0.00
				Misc.	0.00
<b>Cash on Hand (Brought Forward)</b>			<b>Cash on Hand (Carried Forward)</b>	<b>0.00</b>	

<b>Grand Total</b>		<b>0.00</b>	<b>Grand Total</b>		<b>0.00</b>
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## Enclosures:

Item	Series of Receipts & Remarks
1.	Manual Refund Receipts
2.	Group Booking Receipts
3.	JMRC Book Sale Receipts
4.	Penalty Receipts
5.	Defective CST
6.	Defective CSC
7.	Defaced CSC
8.	Receipt as per Lost Found Policy (at MSOR only)
9.	Others

## Remarks:

1.	Cause of Misc. Earning	
2.	Cause of Comm. of Bal. Sheet	
3.	Others	

Sign. of Station Controller :.....

Name of Station controller: .....

Date : .....

Station Stamp : .....