JALVAHAK SCHEME

STANDARD OPERATING PROCEDURE (SOP)

Processing of Claims under Component-1 for Cargo Owners and Vessel Operators

Including safeguards against duplicate claims and mechanism for obtaining commitment for modal shift from Road/Rail to IWT

Document Control	Details
Document No.	IWAI/Jalvahak/Component-1/SOP/2026
Version	Approved Version 1
Scheme	Jalvahak – IWT Cargo Promotion Scheme
Component	Component-1 – Incentives for sustainable modal shift of cargo to IWT
Implementation Agency	Inland and Coastal Shipping Limited (ICSL)
Effective Date	To be specified upon approval
Review	By steering Committee

1. Purpose

This SOP provides a uniform procedure for registration, claimant designation, pre-voyage verification, claim submission, scrutiny, duplicate-claim detection, approval and disbursement of incentives under Component-1 of the Jalvahak Scheme.

The SOP is based on the approved modified Scheme provisions under Para 4.4.1, Para 6.1 and Annexure-7, which provide for claims by eligible Cargo Owners and Vessel Operators, designation of one claimant for each cargo movement, prohibition of duplicate claims.

2. Guiding Rule

For implementation and claim control, the following rule shall apply:

ONE CARGO MOVEMENT → ONE DESIGNATED CLAIMANT → ONE CLAIM REFERENCE → ONE INCENTIVE PAYMENT

3. Authority

This SOP shall be read with the approved Jalvahak Scheme Guidelines. In case of any inconsistency, the approved Scheme Guidelines and subsequent directions of the competent authority shall prevail.

4. Scope and Eligibility

4.1 Scope

- Applicable to Component-1 claims submitted by eligible Cargo Owners and Vessel Operators for eligible IWT cargo movements.
- Applies to movements on the waterways/routes covered by the Scheme, including eligible IBP movements by Indian-flag vessels, subject to the conditions of the approved Scheme.
- Does not alter the substantive eligibility, exclusions or incentive rate prescribed in the Scheme.

4.2 Eligible Claimant

For each particular cargo movement, the incentive shall be admissible to only one claimant—either the Cargo Owner or the Vessel Operator. The claimant shall be identified/designated at the application/Business Plan stage.

Where Cargo Owner is claimant	Where Vessel Operator is claimant
Cargo Owner details	Vessel Operator details
Cargo details and quantity	Cargo Owner, cargo details and quantity
Vessel and operator details, wherever applicable	Vessel and voyage details
Origin, destination and proposed route	Origin, destination and proposed route

4.3 Core Controls

<

Control	Mandatory requirement
Claimant designation	One claimant identified before eligible movement/claim.
Unique movement reference	Each approved movement/claim shall have a unique reference in the claim register/system.
Duplicate prevention	Same cargo movement shall not be claimed by both Cargo Owner and Vessel Operator.
1 Year business commitment	Applicant shall submit a one-year cargo-volume commitment.
Traceability	Cargo, vessel, voyage, origin, destination and claimant shall be linked.
Document verification	Payment only after satisfactory verification of prescribed documents.
Digital record	Applications, approvals, claims, decisions and payments shall be recorded electronically.

4.4 Responsibility of Applicant

The applicant shall furnish complete and correct information and shall disclose the details of the other party (Cargo Owner/Vessel Operator), as applicable, to enable verification of the cargo movement and prevention of duplicate claims.

5. End-to-End Claim Processing Procedure

Stage	Activity	Principal output
I	Registration of Cargo Owner / Vessel Operator	Registered applicant profile with unique ref. no.
II	Submission of 1-year Business Plan	Approved commitment
III	Designation of claimant	Claimant recorded against movement

IV	Pre-voyage verification	Eligible movement reference – linked to Claimant's unique ref no.
V	Eligible IWT voyage	Voyage/cargo records
VI	Online claim submission	Claim application
VII	Document & duplicate-claim scrutiny	Verified / deficiency / duplicate flag
VIII	Business commitment verification & claim assessment	Recommended claim
IX	Approval and payment	Incentive disbursed
X	Post-payment monitoring	Updated performance record

5.1 Stage I – Registration

i. ICSL shall register the applicant online and verify basic entity details.
ii. The profile shall capture Cargo Owner/Vessel Operator status, contact details, PAN/GSTIN and authorised representative.
iii. Vessel Operators shall furnish vessel particulars relevant to proposed eligible movements.
iv. The applicant shall nominate single point of contact (SPOC) authorised to submit applications and claims.

5.2 Stage II – Modal Shift / Business Plan Commitment

The applicant shall submit a one-year Business Plan/Modal Shift Commitment containing, at minimum: cargo commodity; existing mode (Road/Rail); proposed IWT route; origin and destination; estimated quantity; number of voyages; expected tonne-km, wherever applicable; proposed vessel/vessel operator; and proposed claimant.

The applicant shall undertake that the identified cargo volume is proposed to be shifted to IWT during the committed period and that no duplicate incentive shall be claimed for the same cargo movement.

5.3 Stage III – Claimant Designation

The system/record shall identify the claimant as either "Cargo Owner" or "Vessel Operator". Once recorded, any request to change the claimant shall be separately examined and approved by the competent authority/authority designated under the implementation arrangement before the claim is processed.

6. Claim Submission and Verification

6.1 Stage IV – Pre-Voyage Verification

- Check approved Business Plan/commitment.
- Check eligibility of the Claimant.
- Check eligibility of the proposed movement under the Scheme and applicable exclusions.

6.2 Stage V – Voyage and Cargo Documentation

After completion of the eligible voyage, the designated claimant shall submit the claim online with prescribed supporting documents. The revised Annexure-7 requires records relating to cargo details, voyage/port calls, vessel-related expenses and other supporting documents.

Document category	Illustrative documents
Cargo	Bill of coastal goods; shipper's certificate; receiver's certificate.
Voyage/route	Port invoices; terminal invoices; arrival/departure details; lock-gate charges, where applicable; vessel-tracker record.
Vessel expenses	Attested log book; fuel invoice; manning contract/invoice; insurance premium invoice.
Other expenditure	Valid invoice and supporting documents as prescribed under the Scheme.

6.3 Stage VI – Claim Scrutiny

Check	Verification question
Eligibility	Is the movement eligible under the Scheme?
Claimant	Is the claimant the same as the approved/designated claimant?
Cargo	Can the claimed cargo and quantity be established from documents?
Voyage	Does the voyage correspond to the claimed origin, destination, vessel and route?
Duplicate	Has the same cargo movement already been registered/claimed/paid?
Modal shift / Business Plan	Does the movement relate to the approved Business commitment?
Expenditure	Are claimed costs supported and admissible under the Scheme?

6.4 Deficiency

Where documents are incomplete or inconsistent, ICSL shall issue a deficiency/clarification requirement and keep the claim pending until the required clarification is received and verified.

7. Duplicate Claim Prevention and Modal Shift Monitoring

7.1 Duplicate-Claim Control

The duplicate-claim control shall operate at application stage, pre-voyage stage and claim stage. The following identifiers shall be used, singly or in combination, to detect possible duplication:

- Cargo Owner and Vessel Operator.
- Commodity and cargo quantity.
- Origin and destination.
- Vessel and voyage/date.
- Cargo document references.
- Port/terminal and voyage records.
- Existing application, claim or payment reference.

Situation	Action
No matching record	Proceed with verification.
Possible matching movement	Flag and seek verification before claim processing.
Same movement claimed by both parties	Hold duplicate claim(s); verify designated claimant and existing record.

Same movement already paid	Subsequent duplicate claim shall not be admitted.
Claimant differs from approved claimant	Keep pending and obtain decision under approved procedure.
Distinct voyages with separately identifiable cargo movements	May be processed separately, subject to eligibility and documentary proof.

7.2 Mandatory Declaration

At application and claim stages, the designated claimant shall furnish a declaration confirming that the cargo movement is being claimed only by the designated claimant and that the same movement has not been/will not be claimed by the other party.

7.3 Business Plan / Modal Shift Monitoring

The committed cargo volume shall be monitored against actual IWT movement. The applicant shall furnish periodic information on quantity transported, routes used, modal shift achieved and other prescribed data.

Parameter	Approved commitment	Actual	Variance / remarks
Cargo volume (MT)			
No. of voyages			
Tonne-km			
Origin–Destination			
Existing mode	Road/Rail/other		

7.4 Payment Control

Payment shall be processed only after satisfactory completion of the eligible voyage and verification of requisite documents.

ANNEXURE-I

FORMAT FOR ONE-YEAR COMMITMENT / BUSINESS PLAN

Particular	Details to be furnished
1. Applicant name	
2. Applicant type	Cargo Owner / Vessel Operator
3. PAN / GSTIN	
4. Authorised representative	
5. Cargo commodity	
6. Existing mode	Road / Rail / Road-Rail / Other
7. Proposed IWT route / waterway	
8. Origin	
9. Destination	
10. Estimated cargo quantity (MT)	
11. Proposed number of voyages	
12. Proposed quantity per voyage	
13. Proposed vessel / operator	
14. Proposed claimant	Cargo Owner / Vessel Operator
15. Commitment period	One year
16. Estimated tonne-km, if applicable	

Undertaking

I/We hereby undertake that the cargo volume indicated above is proposed to be moved on IWT mode during the committed period and that the information furnished is true and correct. I/We shall furnish the prescribed documents and actual movement details for verification. I/We further undertake that no duplicate incentive shall be claimed for the same cargo movement under Component-1 of the Jalvahak Scheme.

Name of authorised signatory	
Designation	
Entity	
Date	
Signature & Seal	

ANNEXURE-II

CLAIMANT DESIGNATION & NON-DUPLICATION DECLARATION

Cargo Movement Ref.	
Cargo Owner	
Vessel Operator	
Cargo / Quantity	
Origin / Destination	
Vessel / Voyage	
Designated claimant	Cargo Owner / Vessel Operator

Declaration: I/We confirm that the above cargo movement is designated for incentive claim by the identified claimant only. No duplicate claim has been submitted/approved/paid by the other party for the same cargo movement. I/We undertake not to claim the same cargo movement more than once under Component-1 and agree to verification of the information furnished.

ANNEXURE-III

CLAIM PROCESSING / SCRUTINY CHECKLIST

Sl.	**Check point**	**Yes/No**	**Remarks**
1	Applicant registered with ICSL		
2	One-year modal-shift commitment approved		
3	Claimant designated in advance		
4	Cargo / quantity verified		
5	Origin / destination / route verified		
6	Vessel / voyage verified		
7	Prescribed cargo documents verified		
8	Voyage/port/terminal documents verified		
9	Fuel/insurance/crew/other expenditure documents verified, as applicable		
10	Duplicate claim check completed		
11	Business Plan commitment checked		
12	Claim amount calculated as per Scheme		
13	Previous payment against same movement checked		
14	Competent approval obtained		

ANNEXURE-IV

DUPLICATE / DISPUTED CLAIM REGISTER

Claim Ref.; Cargo Movement Ref.; Cargo Owner; Vessel Operator; Cargo; Quantity; Origin; Destination; Vessel; Voyage Date; First Claimant; Second Claimant (if any); Status; Decision; Date of Decision; Payment Status; Remarks.

— End of SOP —