

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:6551
ANSWERED ON:08.05.2003
CLAIM SETTLEMENTS IN RAILWAY CLAIM TRIBUNALS
MANJAY LAL

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of cases relating to claims settlement pending with the various Railway Claims Tribunals, zone wise;
- (b) whether several victims of Railway accidents have boycotted the hearings of Railway Claims Tribunals;
- (c) if so, the details thereof with reasons;
- (d) the time likely to be taken to clear the pending claims;
- (e) whether the Central Government have framed any policy guidelines for the speedy settlement of claims;
- (f) if so, the details thereof; and
- (g) if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) No of cases pending as on 1.4.03

Name of the zone Name of the Bench No of pending cases

Delhi	945
North Chandigarh	365
Zone Lucknow	1418
Ghaziabad	960
Gorakhpur	2472
Total	6160
Calcutta	4967
East Patna	3853
Zone Guwahati	3336
Bhubneshwar	363
Total	12519
West Mumbai	1257
Zone Bhopal	1104
Ahmedabad	917
Jaipur	443
Nagpur	48
Total	3769
Chennai	333
South Secunderabad	1229
Zone Ernakulam	388
Bangalore	347
Total	2297

Grand TOTAL 24745

(b) & (c) No such incident has been reported.

(d) RCT is a judicial body and follows procedure for hearing of settlement of claims as provided for in the RCT Act.No time frame, therefore, can be prescribed for finalisation of pending claims in RCT.

(e) Yes, Sir.

(f) 1. RCT (Procedure) Rules have been amended for speedy settlement of claims filed in RCT. The amendments provide for-

(a) Facility for the claimant to file the claim for accident cases at where the claimant normally resides, originating station, destination station as against only at place of occurrence earlier.

(b) Number of adjournments in each case restricted to three.

(c) RCT to pronounce an order within 21 days after the date of final hearing.

(d) To provide information with regard to status of pending cases and judgments of the Tribunal on internet, the functioning of RCT is being computerized.

2. Administrative measures in regard to expeditious settlement of Accident cases

(i) An accident cell is set up under the Chief Claims Officer which monitors all cases of death, injury for providing relief.

(ii) Accident cell monitors the preparation of written Statements and supporting documents to facilitate early settlement of cases.

(iii) After the decree has been passed, a copy of the judgment is obtained and the cheque is prepared at the earliest.

3. Administrative measures in regard to Goods claims.

(i) Single window clearance for major commodities for expeditious settlement of claims cases.

(ii) Officers of Claims office and Accounts interact regularly to remove bottlenecks for early claims settlement.

(iii) Target time is laid down for claims settlement of different commodities and efforts made to process the cases within the time frame.

(iv) Regular meetings held with important customers for finalizing their claims.

(g) Does not arise.