

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:265
ANSWERED ON:11.08.2005
DELIVERY OF GOODS
Chaudhary Shri Pankaj

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have received complaints to the effect that goods sent through railways are delivered late to the designated persons and they get less quantity of materials than actually transported;
- (b) if so, the number of cases brought to the notice of the Railways during the last three- years, Zone-wise;
- (c) whether any inquiry has been conducted in such cases;
- (d) if so, the results thereof and the action taken against the persons found guilty; and
- (e) the steps taken or proposed to be taken for delivery of goods in time and in proper quantity to the concerned parties?

Answer

MINISTER OF RAILWAYS (SHRI LALU PRASAD)

(a) to (e): A statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF THE STARRED QUESTION NO.265 BY SHRI PANKAJ CHOWDHARY TO BE ANSWERED IN LOK SABHA ON 11.8.05 REGARDING DELIVERY OF GOODS.

(a) : Yes, Sir.

(b) (1) The number of complaints received on account of non receipt of consignment by the Railways during the last three years, zone wise are as under:-

Railways 2002-03 2003-04 2004-05

Central	4782	5711	4542
Eastern	11033	5309	4174
Northern	3210	2440	1830
North Eastern	1850	1979	1521
Northeast Frontier	6055	6657	4710
Southern	2964	3233	1749
South Central	863	275	128
South Eastern	17059	7673	3623
Western	3597	4152	1826
East Central	8	21	70
East Coast	-	156	192
North Central	-	1690	1550
North Western	465	972	585
South East Central	-	16	38
South Western	-	271	302
West Central	-	642	490
Total complaints received	51886	41197	27330
Total no of cases in which consignment traced and delivered to consignee	34887	32494	24338
Percentage of complaints redressed	67.23%	78.87%	89.05%

(2) The year wise position of number of cases in which claim has been settled is as under:-

Year No of cases settled on account of shortage

2002-03	24895
2003-04	27771
2004-05	23111

(c) : Yes, Sir.

(d) : Every complaint received is thoroughly investigated. In most of the cases consignments have been traced and delivered to the designated persons. In remaining cases claims have been settled and defaulting staff taken up under Disciplinary and Appeal Rules. During the years 2002-03, 2003-04 and 2004-05, 1114, 1159 and 1181 Railway employees respectively were taken up under Disciplinary and Appeal rules. In cases of loss and theft of booked consignments 1214, 1313 and 1374 outsiders were also arrested during the calendar years 2002, 2003 and 2004 respectively.

(e) : The following steps have been taken for delivery of goods in time and in booked quantity to the concerned parties:-

- (i) Monitoring of trains is done through `Freight Operations Information System` which has reduced the transit time.
- (ii) Bottlenecks of Railway system are removed by doubling of lines or improvement of signaling system.
- (iii) The detentions at yards have been reduced considerably.
- (iv) Railways have improved its wagon turn round which clearly indicate faster and quicker movement of goods trains. The wagon turn round which was 7.47 days during 2000-01 has reduced to 6.72 days in 2003-04.
- (v) Opening of Not Received Cells on Zonal Railways and Divisional Headquarters to trace wagons/consignments which have not reached destination within reasonable transit time.
- (vi) Escorting of goods trains by Railway Protection Force and armed personnel;
- (vii) Proper marking and labeling of parcels to avoid their loss/over carriage;
- (viii) Use of metal tape on wagons to avoid mis-dispatches and prevent them from becoming unconnected is being introduced;
- (ix) Periodical claims prevention checks at Parcel and Goods offices to prevent claims.