

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3758
ANSWERED ON:02.12.2010
DELIVERY OF GOODS/CONSIGNMENTS
Alagiri Shri S. ;Singh Rajkumari Ratna

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of complaints received by the Railway regarding delay in the delivery of goods/consignments and also incomplete or underweight consignments during the last three years and the current year;
- (b) whether any inquiry have been conducted in this regard; and
- (c) if so, the outcome thereof and the action taken thereon ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a) to (c): The complaints received by Railways for delay in delivery and loss of consignments booked with the Railways for carriage during the last 3 years and compensation paid are as follows:-

Delay in transit Loss

Year	No. of Complaints	of paid (Rs. in lakhs)	Compensation No. of Complaints	of paid (Rs. in lakhs)
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2007-08	80	1.99	3665	95.49
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2008-09	116	25.72	3368	205.53
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2009-10	65	1.78	2424	654.93
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2010-11 (up to 15.11.10)	49	0.37	1320	186.48
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On receipt of complaint or notice from consignor/consignee, enquiries are conducted for tracing of goods not delivered on time and compensation paid as per the extant rules.