

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:5034  
ANSWERED ON:09.12.2010  
COMPLAINTS ABOUT GOODS/PARCELS  
Dharmshi Shri Babar Gajanan

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Railways have received numerous complaints about lost parcels and goods carried by goods trains involved in accidents;
- (b) if so, the details thereof and the action taken thereon;
- (c) whether there is any uniform procedure in place for dealing with such cases; and
- (d) if so, the details thereof and if not, reasons therefor?

**Answer**

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

(a)&(b) : Railway receives application for claims for lost parcel and goods carried by Goods trains/Parcel trains on account of loss and theft, pilferage, Breakage, Damage, delay in transit and other causes including trains involved in accidents. During the current year upto November, 2010, 3742 applications for claims have been received and an amount of Rs. 616.64 lakhs has been paid.

(c) Yes, Madam.

(d) There is a well defined and uniform procedure contained in the Railways Act, 1989 for dealing with settlement of claims cases. On receipt of a notice of occurrence of an accident, inquiry is conducted to ascertain cause of accident, compensation is paid for loss/destruction/damage/deterioration or non-delivery suffered by consignor/consignee for goods/parcels booked with Railways for carriage based upon inquiry report.