

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3762
ANSWERED ON:30.07.2009
LOSS OF PARCELS AND GOODS
Dharmshi Shri Babar Gajanan

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways have received complaints about loss of parcels and goods carried by goods trains involved in accidents;
- (b) if so, the details of such complaints during the last two years and the current year;
- (c) whether there is no uniform procedure for dealing with loss of goods, parcels in cases of accidents involving goods trains;
- (d) if so, the details thereof;
- (e) whether the Railways propose to adopt uniform procedure for dealing with loss of goods parcels; and
- (f) if so, the steps taken by the Railways in this regards ?

Answer

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

(a) & (b): Yes, Madam. Indian Railways receives complaints on 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. The yearwise breakup of complaints received are as under:

Year	No. of cases Registered
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2007-2008	30188
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2008-2009	27270
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2009-2010	6638
(April to June)	

(c) There is a defined and uniform procedure, as per relevant provisions of Indian Railways Act, 1989, for dealing (Filing and settlement) of all goods and parcel claims cases (also involving goods train accidents)

(d) to (f): Do not arise.