

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:92

ANSWERED ON:19.11.2009

SETTLEMENT OF INSURANCE CLAIMS

Deo Shri Kalikesh Narayan Singh;Deora Shri Milind Murl

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Indian Railways have decided not to renew the Insurance cover bought from general Insurers that shields passengers against injuries or death due to accident;
- (b) if so, the reasons therefor and whether this insurance cover was not renewed during 2008-09;
- (c) whether in order to decide the amount of compensation and genuineness of the claims filed, the Railways have decided to set up Railways Claims Tribunals (RCT);
- (d) if so, the details thereof alongwith the role and functions of the RCT in setting the claims;
- (e) the number of cases of false claims that had come to their notice in the previous system; and
- (f) the number of cases of insurance claims still pending alongwith the measures initiated by the Railways to settle those claims, division-wise?

Answer

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

(a) & (b): In case of death/injury in accident, it is the responsibility of the Indian Railways under the Railways Act, 1989 to pay the compensation as decreed by the Railway Claims Tribunal. The insurance cover bought from general Insurers is an internal mechanism to get the reimbursement of the compensation paid by the Railways to the claimants. Payment of compensation to the victims of train accidents does not get affected whether insurance cover is there or not. Presently, no insurance cover has been bought by Railways.

(c) & (d): Railway Claims Tribunal was set up in 1987 for determining genuineness of claimants, speedy adjudication and early payment of compensation for death and injury in case of railway accidents; for loss, destruction, damage etc. of goods booked by Railway and refund of fare and freight.

(e): Such record is not maintained by Railways.

(f): The information of pending insurance claim cases is not maintained division-wise. Railway Claims Tribunal Bench- wise total number of insurance claims pending as on 31.10.2009 is 24343 (A statement is attached).

Measures initiated by the railways to settle these claims in a time bound manner are:

- (i) Procedure of filing compensation claim has been simplified.
- (ii) The number of adjournments has been restricted to three in Railway Claims Tribunal.
- (iii) The Tribunal shall announce the order not later than 21 days from the final hearing.
- (iv) After the decree, railways is to ensure dispatch of cheque within 15 days.