

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3587  
ANSWERED ON:13.02.2014  
LOSS OF PARCEL AND GOODS  
Jeyadural Shri S. R.

**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 train in accidents;
- (b) if so, the details of such complaints during the last three years and the current year, year/zone-wise;
- (c) the details of the procedure adopted for dealing with loss of goods, parcels in cases of accidents involving goods trains;
- (d) whether the Railways have paid any compensation to persons/companies for the loss; and
- (e) if so, the details thereof and if not, the reasons therefor?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.3587 BY SHRI S.R. JEYADURAI TO BE ANSWERED IN LOK SABHA ON 13.02.2014 REGARDING LOSS OF PARCEL AND GOODS

(a) to (e) Parcels are not carried in goods trains. The same are carried in SLRs attached to Mail/Express trains and special parcel trains. As regards goods carried in goods trains which are involved in accidents, no complaints are lodged by the party. Instead of complaints, a proper claim for compensation for non-delivery of booked goods is lodged by the concerned party.

There is a uniform procedure prescribed in the Chapter-XI of The Railways Act, 1989 for dealing with loss of goods and parcel carried by goods trains which are involved in accidents.

The details of claims pending in Railways on account of derailment accident are appended.