

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5508

ANSWERED ON:27.04.2015

PARCEL BOOKING AT RAILWAY STATIONS

Jadhav Shri Sanjay Haribhau;Pradhan Shri Nagendra Kumar;Shewale Shri Rahul Ramesh;Shinde Dr. Shrikant Eknath;Singh Deo Shri Kalikesh Narayan;Singh Shri Rama Kishore;Verma Shri Rajesh

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the incidents of fake Parcel Booking at railway stations have come to the notice of the Railways;
- (b) if so, the details thereof along with the number of cases that have been detected during the last three years, Zone-wise;
- (c) whether the Railways have conducted any enquiry into these incidents;
- (d) if so, the details thereof and the action taken against the officials found guilty in this regard; and
- (e) the steps taken/ being taken by the Railways to streamline the system of Parcel Booking and Ticket Reservation Service?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MANOJ SINHA)

(a) to (d): Yes, Madam. Over Indian Railway, only two cases of fake parcel booking have been reported in Southern Railway during the last three years. Enquiry into both of the instances had been conducted. In one of the case, the contract of leaseholder was terminated alongwith forfeiture of security deposit. Besides, a fine of Rs. 50,000/- was imposed and leaseholder was debarred from entering into any contract for a period of five years. In other case, enquiry conducted has revealed that consignor or consignee could not be traced, therefore consignment was disposed. Further, the staff concerned was warned to be careful in future.

(e) In order to streamline the system of Parcel Booking and Ticket Reservation Service, various steps have been taken including mandatory condition for seeking proof of identity while booking of parcel etc. over Indian Railways. Further, regular as well as surprise checks are conducted by Commercial and Vigilance department with the assistance of Railway Protection Force personals to curb malpractices in Parcel Booking and Ticket Reservation Service.