

**GOVERNMENT OF INDIA
SHIPPING
LOK SABHA**

UNSTARRED QUESTION NO:1057
ANSWERED ON:17.07.2014
COMPLAINTS AGAINST AGENCIES
Jadhav Shri Prataprao Ganpatrao;Khaire Shri Chandrakant Bhaurao

Will the Minister of SHIPPING be pleased to state:

- (a) the details of the complaints received regarding the working of the agencies engaged in the shipping sector;
- (b) whether any enquiry has been conducted against them;
- (c) if so, the details thereof and the number of officers found guilty for the irregularities during the last three years; and
- (d) the outcome of the action taken against the said officers?

Answer

MINISTER OF STATE IN THE MINISTRY OF SHIPPING (SHRI KRISHANPAL GURJAR)

(a)to(d): There were complaints from the exporters/importers/trading associations regarding alleged exorbitant charges levied by the freight forwarders, damages caused to the goods on transit, insurance claims, abusive malpractices on part of shipping agents and freight forwarders. The above issues do not fall under the domain of the Ministry of Shipping to be dealt with.

In view of the fact that selection of freight forwarders and the rates to be charged by such service providers etc. are based on formal/informal agreement between two private entities i.e. shippers (exporters/importers) and service providers (freight forwarders) etc. this Ministry has no role in these matters.