

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1504
ANSWERED ON:27.02.2003
LOSS OR THEFT OF LUGGAGES ON TRAINS
SUKENDER REDDY GUTHA

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Railways are responsible for luggage loss or theft of luggages on trains;
- (b) if so, the details of procedure devised for claiming the loss of luggage of passengers and goods booked with the Railways; and
- (c) the compensation paid by the Railways on this account during the last three years?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(SHRI BANDARU DATTATRAYA)

(a) : Railway administration is responsible for loss or theft of booked luggage only.

(b) : In the case of booked luggage, the claim can be filed either by the consignee/the endorsed consignee or the consignor/any other agent on production of authority from the consignee.

Claims for compensation should be made on the prescribed proforma to the General Manager or Chief Commercial Manager or Chief Claims Officer or at station goods shed or at parcel office either at booking Railway or destination Railway or the Railway on which loss or theft has occurred. Claims should be filed within six months from the date of booking with necessary documents like Railway Receipt, Beejuck or Sale invoice of the goods, etc.

(c) : Claims paid for loss or theft of goods, parcel and luggage for the last three years are as under :-

Year (in Rs.)	Description	Amount
------------------	-------------	--------

1999-2000	Goods	857.99 lakh
	Parcel & Luggage	306.56 lakh

2000-2001	Goods	435.7 lakh
	Parcel & Luggage	46.16 lakh

2001-2002	Goods	419.85 lakh
	Parcel & Luggage	332.75 lakh