

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1187
ANSWERED ON:01.03.2001
SETTLEMENT OF CLAIMS
CHANDRA NATH SINGH

Will the Minister of RAILWAYS be pleased to state:

- (a) the average time taken for settlement of railway claims;
- (b) whether the Government have received any complaint regarding corruption in settlement of claims during 2000;
- (c) if so, the action taken by the Government against the guilty officials; and
- (d) the steps taken for speedy settlement of claims ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH)

- (a) The average time taken in settling the claims by All Indian Railways for the Year 1999-2000 is 32 days.
- (b) No, Sir.
- (c) Does not arise.
- (d) A statement is attached.

Statement referred to in reply to part (d) of the Unstarred Question No.1187 by Shri C.N.Singh to be answered in Lok Sabha on 1.3.2001 regarding settlement of claims

- (d) The following steps have been taken for speedy settlement of railway claims:-
 - i) Notice of claims can be accepted at the station/goods shed to which the goods are booked.
 - ii) Claims work on Zonal Railway has been computerized to expedite settlement of claims.
 - iii) The scheme of Mobile Claims Offices has been reactivated on Zonal Railways to entertain and settle claims on the spot at important cities.
 - iv) Commodity Claims Cells have been set up on the Zonal Railways.
 - v) Machinery has been toned up to implement the scheme for claims enquiry for tracing on `end to end` basis.
 - vi) Monitoring is done over Zonal Railways to ensure that target time for finalization of different types of claims is observed.
 - vii) Full powers have been delegated to General Managers for settling time barred cases. Earlier cases beyond Rs.50,000/- were required to be approved by Railway Board.
 - viii) Financial concurrence has been completely dispensed with in decreed claims cases.
 - ix) Strict instructions have been issued to the railways to ensure that cheques are issued and dispatched within a period of 15 days after the decretal amount for claim has been sanctioned.