

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:4167
ANSWERED ON:18.05.2006
SETTLEMENT OF RAILWAY CLAIMS
Bose Shri Subrata

Will the Minister of RAILWAYS be pleased to state:

- (a) the time period prescribed to settle the claims by the Railway Claim Department;
- (b) the number of cases registered with the Northern Railway Claims Office during each of the last three years; and
- (c) the number of cases decided during the said period and the number of cases pending as on date?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

(a): The time period prescribed to settle different types of claim cases is as under:-

- i) Claims for non-delivery of wagons/complete consignments: 6 months.
- ii) Partial non-delivery of complete packages: 4 months.
- iii) Shortage/damage/breakage etc.: 3 months.

(b) & (c): The details of the claims cases dealt with in Northern Railway claims office during the last three years are as under:-

Period	Opening Balance registered including reopened cases	No. of claims decided	No. of claims pending	No. of cases
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2003-04	965	8857	9053	769
2004-05	769	7037	7039	767
2005-06	1003	7398	7358	1043

The total number of cases pending as on 12.5.06 is 550