

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3330
ANSWERED ON:24.03.2005
COMPENSATION BY RAILWAYS
Siddeswara Shri Gowdar Mallikarjunappa

Will the Minister of RAILWAYS be pleased to state:

- (a) the total number of cases during 2004-05 in which Consumer Courts have directed the Railways to refund money to passengers;
- (b) the total compensation given by the Railways during the said period; and
- (c) the remedial steps being taken by the Railways for timely payment of refund money to the passengers ?

Answer

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

- (a): During 2004-05 (upto February, 2005), in 74 cases Consumer Courts have directed the Railways to pay refund to the passengers.
- (b): During the above period, the amount of compensation paid by the Railways was Rs.2,64,041/-.
- (c): The remedial steps taken/being taken by the Railways are:
 - (i) Constant monitoring of passenger refund cases at senior officers` level at Zonal Railways.
 - (ii) Separate cells at Zonal and Divisional Headquarters have been set up to follow up the Consumer Court Cases effectively.
 - (iii) Refund Rules have been liberalized.