

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.299
TO BE ANSWERED ON 12.12.2018**

NON-DELIVERY OF PARCELS

299. SHRI B. SENGUTTUVAN:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways is aware that the complaints of non-delivery of parcels of goods booked on the Railways are on the increase and if so, the details thereof;**
- (b) whether the Railways are paying huge amounts as compensation for non-delivery of goods to the consignees and if so, the region-wise details thereof;**
- (c) whether the Railways is also aware that non-delivery of valuable goods is alleged to have reached the proportion of a scam in the Southern Railways; and**
- (d) if so, the details thereof?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a): Year-wise comparative figures for the year 2016-17 and 2017-18 of complaints registered for non-delivery of parcels of goods booked on the Railways show a decreasing trend.

Year	No. of Complaints
2016-17	4750
2017-18	4344

(b): Region-wise details of amounts paid as compensation for non-delivery of goods to the consignees are not maintained. However, an amount of ₹2.74 crore has been paid as compensation by the Railways for non-delivery of goods to the consignees in the year 2017-18.

(c): No such case of non-delivery of valuable goods has come to notice.

(d): Does not arise.
