

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION NO. 2271
TO BE ANSWERED ON 04.03.2020**

PENDING CASES UNDER THE CONSUMER ACT AGAINST RAILWAYS

2271. SHRI UPENDRA SINGH RAWAT:

Will the Minister of RAILWAYS be pleased to state:

- (a) the number of cases that are pending under the Consumer (Protection) Act against the Railways;**
- (b) whether the Railways has identified those responsible for providing deficient/negligent service and recovered the damages paid by the Railways on the verdict of the consumer court; and**
- (c) if so, the details thereof?**

ANSWER

MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY

(SHRI PIYUSH GOYAL)

(a): A total of 3225 cases are pending under the Consumer (Protection) Act against the Railways, as on 21.02.2020.

(b) & (c): Yes, Sir. Railways have identified, wherever possible, those responsible for providing deficient/negligent service, and wherever possible recovery was made.

Contd...

Consumer Court cases were filed mostly on account of theft of unbooked luggage, refund of tickets, unauthorised passengers, deficiency in services, coach maintenance & cleanliness, wrong ticket issued, and luggage & parcel etc. Railways have recovered damages to the tune of ₹ 1,53,742/- in the last three years (i.e. from 2017-2020, upto 21.02.2020).
