

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO.1185
TO BE ANSWERED ON 09.02.2022**

REVENUE FROM PARCEL SERVICES

**1185. SHRI REBATI TRIPURA:
SHRI ANURAG SHARMA:**

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of the revenue earned by the Railways annually from its parcel services during each of the last three years;**
- (b) whether revenue from parcel services has increased in the recent years and if so, the details thereof;**
- (c) whether the Government proposes to take initiative to compensate for non-delivery of parcels of goods booked on the Railways;**
- (d) if so, the details of the compensation paid during each of the last three years, region- wise; and**
- (e) the steps taken by the Government to focus on growth of parcel business and increase its revenue?**

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS AND ELECTRONICS &
INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 1185 BY SHRI REBATI TRIPURA AND SHRI ANURAG SHARMA TO BE ANSWERED IN LOK SABHA ON 09.02.2022 REGARDING REVENUE FROM PARCEL SERVICES

(a) and (b) : The details of the revenue earned by the Railways annually from its parcel services and increase/decrease in revenue during each of the last three years and current year up to November 2021 is as under:

(₹ in crore)

S. No.	Year	Revenue Earned	% Increase/decrease over previous year
1	2018-19	1619.03	-7.44%
2	2019-20	1448.06	-10.56%
3	2020-21	1037.06	-28.38%
4	2021-22 (up to November 2021)	1061.42	—

(c) and (d) : There is a provision to compensate for non-delivery of parcels booked on the Railways under the extant rules. The details of the compensation paid during each of the last three years, zone- wise is as under:

(₹ in lakhs)

S. No.	Railway	2018-19	2019-20	2020-21
1	Central	0.58	0.67	0.07
2	Eastern	0.89	0.18	0.05
3	East Central	6.51	2.38	0.53
4	East Coast	1.56	0.63	0.16
5	Northern	2.02	0.82	0.13
6	North Central	0.60	0.42	0.32
7	North Eastern	0.39	0.28	0.16
8	Northeast Frontier	1.70	1.32	0.10
9	North Western	0.15	0.00	0.31
10	Southern	0.65	1.22	0.95
11	South Central	1.00	0.71	0.39
12	South Eastern	0.25	0.33	0.00
13	South East Central	0.36	0.86	0.00
14	South Western	0.04	0.40	0.08
15	Western	0.45	0.06	0.00
16	West Central	0.06	0.27	0.22
	Total	17.21	10.55	3.47

(e) : Steps taken by Government in the recent past to improve parcel business are as under:

- i. Running of Time Tabled Parcel Trains and Kisan Rail services;**
- ii. Opening of all terminals for handling of parcel traffic;**
- iii. Advance booking of Parcels upto 120 days in advance;**
- iv. Leasing of Parcel Space in Parcel Vans (VPs) by Rajdhani/Duronto Train;**
- v. Utilization of Railway land for stacking/storage of Parcel consignments by parcel loading parties;**
- vi. Guidelines issued to facilitate working of City Booking Agencies;**
- vii. Provision of short term leasing of Parcel Vans (VP)/Seating cum luggage rake (SLR);**
- viii. Introduction of General Seating (GS) and New Modified Goods (NMG) coaches in Parcel specials and Kisan Rail service to increase capacity;**
- ix. Rationalization of freight rates for Parcel traffic by giving discounts in empty direction;**
- x. 8% discount of Base freight rate applicable on Indented Parcel Trains with composition 24 VP+1 SLR.**
