

Claim Prevention

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.97/TC-III/106

New Delhi, dated 30-5-1997.

The General Manager (Claims)
All Zonal Railways.

Sub:- Prevention of claims.

Cases have repeatedly been reported to the Ministry of Railways about a large number of perishable and non-perishable consignments are being over-carried beyond their booked destination.

The reason for this are generally indiscriminate and haphazard loading, utilising full S.L.Rs capacity with bulky packages leaving no space near doors causing hindrance/obstacle in opening the door of SLRs at the time of unloading or insufficient about at unloading station resulting inability of the station enroute to unloading them correctly.

Member Traffic desires that your Railway may gear up the parcel handling machinery ensuring that the parcels are loading in a geographical manner and at least 6" space near flap doors of SLRs are left which will facilitate in unloading/loading within the schedule stoppage of train time and avoiding over-carriage. Simultaneously parcel unloading point should also be alert and to ensure that all the packages belonging to their stations must be unloaded/loaded within schedule stoppage of train. Suitable instruction may be issued to staff concerned and constant watch should be kept in this regard. Cases of disregard of these instruction should be dealt severely.

Please acknowledge the receipt of this letter.

(H.C.Punia)
Executive Director (P.G.)
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.86/TC-III/60/Vol.II

New Delhi, dated 13/14-11-96.

The General Manager (Claims)
All Indian Railways.

The Railway Managers
Port Railways.

Sub:- Sealing of wagon - use of metal tape seals.

Ministry of Railways have decided that the system of metal tape seal in place of wax seal should be adopted for booking the wagons by all the Zonal Railways on permanent basis. The system of sealing the wagon should be implemented within a period of three months from the date of receipt of these instructions.

The system drawing, material specification for metal tape seal and for one time keyless locks have already been furnished to Zonal Railways vide this Ministry's letter of even number dated 20.6.91.

It is requested that proper arrangement should be made by Zonal Railways to ensure the availability of adequate stock of metal tape seals and one time keyless locks. It should also be ensured that embossing machines required for this purpose are maintained properly by stations so that his scheme is made a complete success.

The extra funds required to implement this scheme will be arranged by the Railways from their own resources.

This letter is issued with the concurrence of the Finance Directorate of this Ministry.

(H.C.Punia)
Executive Director (P.G.)
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.94/TC-III/105/4

New Delhi, dated 25-10-1994.

The General Manager (Cl.)
All Zonal Railways.

Sub:- Intimation of arrival of consignment to consignee.

During the course of his interview in ZEE T.V., M.R.'s attention has been invited to the fact that in respect of consignments which are partly delivered and balance consignment are yet to be delivered, the railways do not intimate the consignee as soon as the balance consignments are received by the destination station, forcing the consignees to visit the station repeatedly for ascertaining the position of delivery of balance consignment.

MR has shown concern about the unresponsive attitude of the Railways in ignoring customers' satisfaction.

In this connection attention is invited to Para 1801 of IRCM Vol.II, according to which a written notice of arrival of consignment should be issued to the consignee/endorsee as soon as the consignments are received at the destination station.

Board desire that the consignee should immediately be informed of the arrival of their consignments as per the provisions of IRCM Vol.II. Suitable guidelines in this respect may be issued to the concerned staff for strict compliance. Cases of disregard of the extant instructions should be dealt with severely.

Please acknowledge receipt of this letter.

(N.R.Sagar)
Jt. Director Traffic Comml. (CL.)
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.89/TC-III/64/1

New Delhi, dated 22-11-1993.

The General Manager (Cl.)
All Indian Railways.

Sub:- Claims on perishables - Dispatch of PW Bills alongwith
consignment.

It has been brought to the notice of this Ministry that Railways are not despatching the PW Bills alongwith perishable consignments.

2. Attention is invited to para 915 of the Indian Railways Commercial manual Vol.I which stipulates that the guard foil of the PW Bills should be handed over to the guard and the same should accompany the consignment to destination. These instructions were also reiterated to the Railways from time to time vide Board's letter No.84/TC-III/107/7 dated 13.3.85 and 85/TCIII/RITES/19 dated 17.1.80. To ensure compliance of these instructions Zonal Railways were directed to stop booking of perishables one hour before the scheduled departure of the train. This should be rigidly enforced.

3. Ministry of Railways would once again like to reiterate that if for any exceptional reasons, guard's copies of the PW Bills are left behind, the same should be sent by post to the Station Master of the destination station immediately to enable him to look the consignments and thus avoid incidence of claims.

4. These instructions should be strictly complied with and receipt of the letter acknowledged.

(Achla Sinha)
Jt. Director Traffic Comml. (CL.)
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.88/TC-III/29/2

New Delhi, dated 30-6-1988.

The General Manager (Cl.)
All Indian Railways.

Sub:- Analysis of D.D. messages.

Please refer to paras 10.1 and 10.2 of record note of discussions held in the meeting of the CCOs and CSCs with Board (M.T.) on 28.4.1988 in Board's office and circulated to all railways vide this office letter No.88-TCIII/75/1 dated 24.5.88. The same are reproduced below for ready reference:-

PARA 10.1

Timely and correct issue of D.D. Messages should be insisted upon. Each Zonal Railway should nominate goods sheds, parcel depots etc., for concentrated checks by supervisors of the Commercial and R.P.F. Departments.

PARA 10.2

Zonal Railways should streamline the procedure of dispatch of D.D. Messages keeping in view the gradual reduction in telegraphy. Inspectors should be nominated who should scrutinise outward D.D. Messages issued by stations and ensure that copies of those which report major thefts and pilferages are transmitted to the concerned RPF posts and follow up actions are taken thereon.

Necessary action may please be taken accordingly and receipt of this letter acknowledged.

(Pramod Uniyal)
Jt. Director Traffic Comml. (CL.)
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.84/TC-III/65/4

New Delhi, dated 12th Sept.'84

The General Manager (Comml.)
All Indian Railways.

Sub:- Labelling of wagons after transhipment.

Complaints have been received that after sick wagons are detached enroute for attending to damages and when their contents are transhipped into other wagons care is not often taken to provide full complement of wagon labels on them before releasing them for dispatch to their destinations. Sometimes, these are sent even in reverse direction. In many cases they get unconnected.

Attention in this context is invited to para 976 of Indian Railway Commercial Manual, Vol.II which, inter-alia, provides that "all particulars including the wagon number as appearing on the seal cards and/or bracket labels of the wagon, the contents of which are transhipped, must be incorporated in the new seal cards/bracket labels prepared by the transhipping station. The old seals and labels should be carefully preserved."

Board desire that the above should be brought to the notice of all concerned and it should be ensured that no wagon moves out of the sick lines or transhipment sheds without proper wagon labels.

(D.R.Sharma)
Jt. Director Traffic Comml. (Claims)
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.77/TC-III/70

New Delhi, dated 26.11.1977

The General Managers,
All Indian Railways.

Sub:- Closing, bolting and securing the doors of wagons.

Please refer to Board's letters No.TC-III/3029/71 dated 7.5.1971 and 20.8.1971 on the above mentioned subject in which instructions were reiterated that to avoid accidents as a result of doors of wagons striking against structures, doors of covered wagons should be closed, bolted and secured properly after loading as well as after unloading under the supervision of the loading/unloading clerk. It is regrettable to note that despite these clear cut instructions accidents due to the doors of wagons striking against structures still continue to occur. It is therefore necessary that much greater caution should be exercised in case of doors of horse boxes, brakevans, luggage vans and rising and falling flap doors of goods wagon which is an open condition infringe standard moving dimensions. The fact that open doors of this type of stock infringe standard moving dimensions and any omission is not closing and securing their doors can lead to serious accident should be clearly brought to the notice of staff concerned.

It is also necessary to exercise good care in the examination of door fittings so that when a train in motion the side doors and flap doors do not open out and flap doors do not fall down.

In case of loaded horse boxes and C.A.type or General Service wagons loaded with live stock, if the side doors have to be kept open during the run of a train, it is necessary to ensure to open doors are properly fastened with hooks etc. provided for the purpose against side walls.

These instructions should be repeated to the staff concerned and their rigid compliance ensured. Non compliance of these instructions should be seriously viewed.

Pleas acknowledge receipt.

(R.G.Khanna)
Jt. Director Traffic Comml. (Claims)
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

S.B.Mathur
Dy. Director, Traffic Commercial (SD)

DO No.TC-III/3058/72

New Delhi, dated 19th Dec.'72

Dear Shri

Sub:- Damage and Deficiency Messages.

Reference Board's endorsement of even number dated 28.7.1972 on the above subject addressed to the General Managers to the Zonal Railways. The matter was considered by the Commercial Committee at their meeting No.130 held in September, 1972. The Committee considered that the existing rules on the subject are adequate. They have suggested the following course of action to be taken:

1. The relevant instructions regarding notification of loss, damage, deficiencies or excess contained in Rules 313.1, 313.2 and 313.3 of Part II of the Conference Rules of the Indian Railways Conference Association should be reiterated.
2. Frequent inspections should be made to ensure compliance of the instructions by the staff.
3. A special study should be made for a period of about 10 days of the messages issued from a selected number of stations, say six on each railway, to an equal number of stations including at least one station on a continuous railway, and take suitable corrective measures on the study.

The Board have considered the matter and desire Railways to take action as suggested by the Commercial Committee. As regards the suggestion contained in para 1(3) above, the names of stations at which the scheme is to be tried should be finalized quickly under advice to concern Railways and Board by 30.12.1972. The special study should be made on all Railways from 10.1.1973 to 20.1.1973 and a report sent to the Board as early as possible.

Please acknowledge.

Yours sincerely

(S.B.Mathur)

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.TC-III/3001/65/Hooks

New Delhi, dated 15th March, 1965

The General Managers,
All Indian Railways.

Sub:- Use of Hooks in lifting bagged consignments-

Ref:- Railway Board's letter No.6601-TC dated 7.3.53 relating to para 48 of the Report submitted by Shri A.A.Brown, Officer on Special Duty (Commercial), Railway Board.

An extract from the Minutes of a meeting held at Calcutta on 9.2.65, which was attended by IG/RPF, CCS E. Rly, and CSO/Eastern Railway and other RPF and commercial officials, is reproduced below.

`` It was mentioned by the Commercial Officers present that hooks had always been in use and it would be a very difficult job to do away with them. Any sudden or strict enforcement might result in labour troubles etc. CCS stated that there was a circular for not using hooks but the laborers usually do it despite these orders. However, he would look into the matter and try to eradicate this evil, as far as practicable while giving effect to the Pilot Scheme.``

It will be observed that inspite of the instructions contained in the Board's letter referred to above, hooks are still being extensively used for lifting bagged consignments. This practice results in bags getting torn and being rendered liable to ` Pilferage's` easily

The Board desire that necessary steps should be taken early to effectively prohibit the use of hooks for lighting bagged consignments by tightening up control and supervision and the staff found responsible for non-observance of these instructions suitably dealt with.

An acknowledgement of this letter is requested.

(R.S. Bharal)
Assistant Director, Traffic/C,
Railway Board.

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

P K ANANTANARAYANAN,
ADDITIONAL MEMBER TRAFFIC

DO NO. TC-III/3150/75/03

Dated : March 19,1975

My Dear,

Sub : Claims Prevention :- Shortage from Seals intact wagons.

As you know, one of the causes of claims is loss of complete packages and partial shortages from seals-intact wagons. Board are gravely concerned about high incidence of such losses which can be and should be stopped by improving supervision at the loading and unloading points and by taking deterrent action against responsible staff.

Amount of compensation paid on account of shortages of complete packages from seal-intact wagons on Indian Railways during 1973-74 was Rs. 57 lakhs, of which Eastern Railway accounted for Rs. 20 lakhs, Western Railway for Rs. 13 lakhs, Central Railway for Rs. 6 lakhs and Southern and South Eastern Railways for Rs. 4 lakhs each. These statistics do not include the shortages in respect of which claims have been repudiated.

In respect of partial shortages, intactness of seal may not be relevant when goods are pilfered through panel holds and door creaks. But pilferage's detected from middle of stack in seals-intact wagons stand on the same footing as loss of complete packages, and through the statistics of claims paid on this account are not separately available, it is well known that this is responsible for a sizable amount of compensation paid. Crime Reviews and Claims Prevention Reviews received from the Railways also confirm this.

Board desire that this aspect of claims prevention needs to be particularly watched and followed up.

Normally, the sealing station is responsible for shortages found in seals-intact wagons and reported as per rules. The loading staff should , therefore be taken up except when `said to contain` railway receipt is issued. When RPF staff witness loading, they should also be held responsible for shortages. Sometimes the destination station may also issue false or exaggerated messages. To detect such cases, instructions were issued to the Railways to prepare test vans so that for any deficiency reported from such vans

having seals-intact, unloading staff can be severely taken up. More and more test van should be prepared, particularly for large number of DD. Messages.

In the case of a full wagon load consignment, loading and unloading is done by the consignor/consignee. In the even of shortages from seals-intact wagons, the matter should also be brought to the notice of the consignor as he may not be otherwise aware of any mischief which might have been done by his own agent or labour.

When clear RRs are issued, staff responsibility should be fixed on the basis of DD messages without waiting for preferment and settlement of claims. This should be regularly and systematically done by claims prevention inspectors posted in the divisions. Additional CCS(CP) should personally pursue these cases.

It is also necessary to ensure that DD messages are issued in the prescribed time, and re, in fact, dispatched by reporting stations. The aspect also needs to be frequently checked by the officers and inspectors.

If the same employee is repeatedly figuring either in outward or inward DD messages, the question of his transfer to another less important place should be considered. This course of action will have salutary effect.

Your CCS and CSO should jointly examine this problem regularly and taken suitable remedial steps to minimize the claims on account of shortages from seals-intact wagons. Commercial and Security Departments should be jointly made responsible to follow up respect of those section and routes on which this evil is recurring repeatedly.

With regards

Yours sincerely,

(P K ANANTANANRAYAN)

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No.TCIII/3058/72

New Delhi, dated 28.7.1972

The General Secretary,
Indian Railway Conference Association,

Sub : Damage and Deficiency Messages.

Recently a drive was launched on the Zonal Railways for combating thefts and pilferages of goods from Railways. In order to know the effect of this campaign the Zonal Railways were asked to furnish each month, beginning from February 1972 as compared to the corresponding month of the previous year, the number of Damage and Deficiency messages issued/received by stations, reporting loss of complete packages, shortages and pilferages.

2. A review of the number of messages issued and received by stations (other than transshipment and repacking points) for the period February 1972 to April 1972 as compared to the corresponding period of the previous year was made and it was found that in 1972, against 92,261 messages issued by stations only 18,180 were received by stations. A statement showing the messages issued/received railway wise is enclosed. This shows that against 5 messages issued only one was received. This discrepancy could be due to one or more of the following causes:-

- i) All D.D. messages are in fact not despatched by the Goods Sheds/Parcel Offices;
- ii) The messages are not transmitted by Telegraph Offices; and
- iii) All messages received at a station are not properly recorded and accounted for.

3. The very purpose of a D.D. message is defeated if it does not reach the station against whom loss, shortage or pilferage is reported as no action can be taken to trace the missing package for to fix responsibility of staff.

4. As it is inter-railway problem the matter may be placed before the Commercial Committee for examining the rules on the subject and to suggest measures to set the matter right.

Please acknowledge receipt.

(M.S.Bhandari)
Jt. Director Traffic (Rates)
Railway Board