

NORTH EASTERN RAILWAY

CE'S (MISC.) CIRCULAR NO.27 OF 1962.

CASE NO.W/349/6/W-5

LODGING OF CLAIMS FOR MISSING CONSIGNMENTS.

It has come to notice that a number of claims lodged by the District Officers for non-delivery or short delivery of consignments with the Chief Comml. Supdt. have been repudiated either by saying claims are time barred or delivery given under clear signature. This repudiation of claims on the part of the Chief Comml. Supdt. has been possible either due to the carelessness on the part of the subordinate or due to the lack of knowledge of the procedure to be followed.

The following procedure should, therefore, be strictly followed in preferring claim either for a missing consignment or for part or short receipt of a consignment. A defaulter will be taken up very seriously.

1. Effecting delivery of a consignment either in 'Smalls' or 'Wagon Loads'.

(a) For smalls.

Each and every package should be carefully examined before taking delivery. If any of the packages are found damaged, open delivery should be demanded and after taking open delivery, if any of the times found short or damaged, the delivery should be effected by making suitable remarks in the delivery book. The signature and date should be affixed in the delivery book by the person effecting delivery in presence of the Traffic representative. A certificate for short or damaged materials delivered as remarked in the delivery book should be obtained from the Traffic representative for his record.

(b) For wagon load consignments either from Stores Depot/From Trade.

Before taking delivery of the consignment, seals and labels of both sides of the wagon should be carefully examined. If the seals and labels are intact and of originating station, the delivery should be taken. If the seals are neither intact nor of originating station, but found either deficient or of intermediate station of Transhipment point, the contents should be unloaded in presence of the Traffic representative and contents got checked by them. If any shortage or damage is found in the consignment a remark should be made in the delivery book affixing the signature and date of the person effecting delivery in presence of the Traffic representative. A certificate for short receipt or damaged materials delivered as per remarks in the delivery book should be obtained from the Traffic representative for record.

(c) For Sleeper consignment:

Any consignment of sleeper must be opened in presence of Traffic representative and suitable remarks made in the delivery book with regard to the condition of seal and label, and also of the discrepancy of any found in the number of sleepers. A certificate should be obtained from the Traffic representative who witnessed the checking of the contents of the effect of the discrepancies noticed in the quantity of sleeper and condition of seal and label for record.

2. Stores lost or damaged in Transit:

(a) For consignments received from Trade either in 'Smalls' or 'Wagon loads'.

(i) Missing stores report should be submitted in Form S-2131 to the Chief Comm. Supdt., within one month from the date of booking. Full particulars as to the number and date of the lot, description and quantity of stores and consignee particulars, should be quoted in the missing Stores Report.

(ii) Subordinate should ensure that the station master submits his usual missing goods report in the form prescribed for this purpose to the Chief Comm'l. Supdt. with all the necessary documents for all shortages found at the time of delivery;

(iii) Subordinate should prepare Issue Notes in Form S 1319 against the Traffic Deptt. crediting his books. This issues note will show particulars of deficiency or damage and should be countersigned by the Station Master delivering the consignments who will then send these Issue Notes to DEN for onward transmission for necessary action.

(b) For sleepers:

(i) In case of short receipt of sleepers a telegram should immediately be got issued by the Station Master or Goods Clerk intimating the short receipt of sleeper to the sending station and the last sealing station. The telegram must be sent within 6 hrs. of opening and verification of the consignment by the Traffic Representative:

(ii) A copy of telegram together with all seals and labels of the wagon, discrepancy report and claim form duly certified by the Traffic Staff in whose presence the wagon was opened and contents verified should immediately be sent to the District Engineer, who on receipt of the same should send one copy of the same to the Chief Operating Supdt. and two copies of each to the Chief Engineer and the Controller of Stores. After filling in the value of Stores one copy of each should be sent to the Chief Comm'l. Supdt. Chief Optg. Supdt. and acknowledgement obtained. It is very important to submit the claim form and discrepancy report promptly to the COPS to prevent claims becoming time barred.

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(iii) Where railway receipt has been received and the entire consignments is missing the consignee after waiting for 15 days from the date of reporting the short receipt to COPS should remind the COPS of the Rly. concerned and if the missing sleeper consignment is not traced even after a month, he should immediately send missing store report in form S 2131 to the Chief Commr. Supdt.

3. Consignment in wagon loads loaded sealed and labelled by a Depot.

(a) If the original seal of the despatcher found intact, the Traffic Deptt. will neither check the contents while effecting delivery even if they are requested to do so nor will they accept any responsibility for any shortage or damage. The responsibility in that case is of the sender.

(b) When a wagon is loaded by a Depot in the Goods Shed and the contents got checked by the Traffic Deptt. While loading, such wagons should be sealed by the Traffic deptt. Remarks to the effect that loading done in the presence of Traffic staff should invariably be made in the forwarding note. Effecting delivery of and preferring claim for missing consignment or short receipt etc. should be dealt as per para 1 & 2 above.

(c) If the arrival at destination one or both seals are found deficient, the traffic deptt. will witness the check of the contents, but will not accept the responsibility of any shortage or damage. But if the consignment was booked on Railway Risk the Traffic deptt. will accept the responsibility and action to be taken in such cases as per para 1 & 2 above.

(d) If any such consignment is found missing or not delivered to the consignee, action should be taken as per para 1 & 2 above.

4. For consignments in open wagon:

The same procedure should be adopted as in para 1,2 & 3 above.

5. Seals and label of wagons:

In all cases of disputed wagons for which claim has to be lodged seals, and labels, should be carefully taken out from the wagon and preserved for sending the same to the Chief Optg. Supdt. alongwith Claim papers.

6. Time Limit for claims:

Claims for losses should invariably be accompanied by transfer statement of debits and should be submitted to the Chief Comml. Supdt. within six months from the date of booking the consignment.