



Conducting

Training Programme for In-Service Railway Traffic officers
Course on

“Railway Claims and Tribunal”

Programme Course Director: -Sh. Rajesh Kumar, Sr. Professor (Admin & Commercial)

Overview :- Railways as common carrier to nation, transport passengers and goods. While carrying goods and passengers, many a times either due to accident or untoward incident losses and deterioration of goods/articles booked by passenger, injury or loss of life to passenger happens. Railway is liable to pay compensation in such cases. The substantive liability of the railway administration for loss, destruction, damage, non delivery or deterioration of goods entrusted to them for carriage and for death or injuries or loss to a passenger in a railway accident or untoward incident is laid down in The Railways Act 1989. The consignor/consignees and passengers or their representatives prefer claims for compensation for loss of and damage to, booked goods and are not satisfied with the decisions of the railway administration, file suits in courts of law. To settle such claims all Railway officers should have a basic knowledge of these Laws, so as to settle claims timely and prevent frauds. A legislation named as The Railways Claims Tribunal Act, 1987 was enacted, which came into force from 1st July, 1987.



Objectives and Methodology

Objectives of Course: - The module of this course is designed in a way so as to make it understandable to any Railway officers irrespective of their cadre/department, about the core objective of Claims and Tribunal setup in Railways and its purposes and achieve better customer relations, as well as to timely settle various claims through Railway Claims Tribunal and also to prevent fraud cases or bogus claims.

Brief content & Delivery: Through this course Railway officers of different cadre will be able to get in-depth knowledge of various matters pertains to claims, types of claims, Rules for claiming claims, different types of liabilities and Laws related to claims. The content of the course is designed in a way to impart trainee officer’s all important topics of Claims and RCT which shall be delivered through experienced, Judicial Service members, legal professionals, law faculties and Railway officers who are having rich experience in this field with discussion on case studies.

Who Should attend: - Railway Officers from all cadre from Junior scale to Senior administrative grade may attend this course.

Course Duration :- 04 Days

Timing of course :- 09.30 a.m to 16.00 p.m

Day	Brief of Content delivery on Claims
Day - I	Indian Railways Act and Claims, Concept of Liabilities: - Bailees Liability, Common carrier Liability, Strict Liability, No faults liability and other types of liabilities. Claims Management at CCO Office.
Day - II	Railways Claims Tribunal Act Constitution and Working of Claims Tribunal, Presenting officer and its role in claim settlement.
Day - III	Reporting and recording of untoward incidents and accidental cases. DRM reports in untoward incident, its importance and how it should be prepared. Commercial Claim – MGS reports, DDMs, AD/ODs and other cases.
Day - IV	Claims settlements and Claim prevention. Consumer Protection Act :- with Railway reference.
	Legal aspects of Motor vehicle accidental claim. Important cases of Claims – Case Studies.