


# Web enabled Claims & Refunds

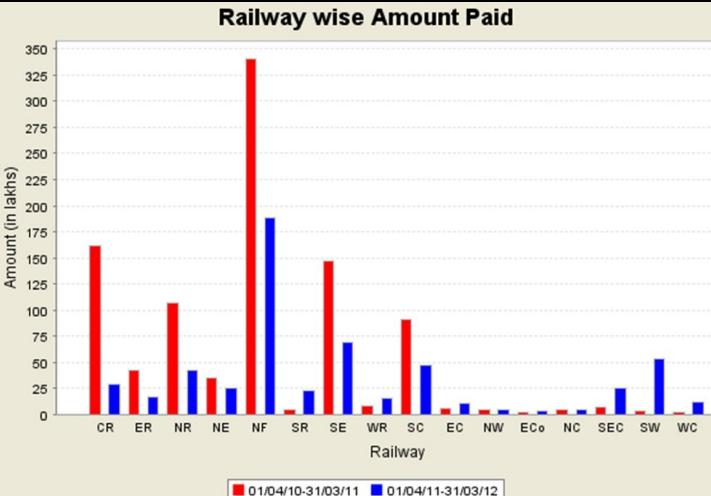


## Railway Claims and Refunds

- E-mail Facility for Railway Users
- FAQs
- Contact Details
- Master Circulars / Forms
- The Railways Act, 1989
- Rates Branch System (RBS)
- Other Railway Links
- Traffic Commercial Directorate
- Right to Information Act
- Claims MIS Reports
- JIDRP

- > Railway Claims and Refund-Goods User [Click to login](#)
- > Railway Refund-Coaching User [Click to login](#)
- > Railway Claims Tribunal User [Click to login](#)
- > JIDRP User [Click to login](#)
- > Search Railway Claims Tribunal Cases
- > Register your Compensation Claim (for Damage/Shortage/Loss/Non Delivery of Goods/Parcel/Luggage)
- > Register your Goods-Refund Claim (for Refund of Freight)

### Railway wise Amount Paid



Railway	01/04/10-31/03/11	01/04/11-31/03/12
CR	165	30
ER	45	20
NR	105	40
NE	45	30
NF	340	185
SR	15	10
SE	150	70
WR	15	15
SC	90	50
EC	10	10
NW	5	5
Eco	5	5
NC	5	5
SEC	5	25
SW	5	55
WC	5	15

**Central Application:** CRIS, Chanakyapuri, New Delhi

	Rly. Board's Sanction Year	Sanctioned Cost	Scope	Commission- ing Year	Present Status
<b>Phase-I</b>	2003-04	Rs. 2.4 Crores	16 Zonal Rlys. + 1 Division	2004-05	Successfully running under 3 years centralised AMC.
<b>Phase-II</b>	2005-06	Rs. 2.5 Crores	16 Zonal Rlys. + 19 RCTs + 12 Divisions	2006-07	Successfully running under 3 years centralised AMC.
<b>Phase-III</b>	2011-12	Rs. 5.63 Crores	All Divisions		Software Development in progress.

## Advantages:- Web enabled Claims is for the benefit of Railways as well as general public.

- Prevention of duplicate/fraud claims.
- Reducing man-power/effort/time by automatic generation of various Letters and MIS Reports.
- Reduction in no. of claims and amount paid for claims.
- Railway Board can monitor progress in processing of Claims by Railways at any point of time without waiting for their manual statements.
- Reduction in average time taken to process the claim.
- Public can register their claim online through Internet <http://www.claims.indianrail.gov.in> . It minimizes the chance of a claim being time-barred.
- Public can view latest status of their claims through Internet.
- Public can view/download latest circulars/policies/rules and various forms regarding claims.