

Customer can register his Compensation Claim
through Web at **Railway Claims and Refund**
Website www.claims.indianrail.gov.in.

However, claims registered on the above website will be
processed on submission of formal Claim
Application by Claimant.

Application Form for Claim Compensation



Format for Compensation Claim

(Claim for Damage/Shortage/Loss/Non Delivery of Goods/Parcel/Luggage)

To
The Principal Chief Comml. Manager (Claims)
Eastern Railway,
3, Koilaghat Street,
Kolkata-700001.

| | | | | | |
|-----------------|---|-------|-----------------------------|---|-------|
| Nature of Claim | : | | Invoice/Railway Receipt No. | : | |
| RR/PWB/LT No. | : | | Date of Booking | : | |
| From Station | : | | To Station | : | |
| Amount Claimed | : | | Vehicle Regn. No. | : | |
| Party's Name | : | | (if Vehicle Case) | | |
| Address | : | | Phone No. | : | |
| City | : | | Mobile No. | : | |
| PIN Code | : | | FAX | : | |
| State | : | | Email Address | : | |
| | | | Aadhaar No. | : | |

Remarks :-

Caution : As per Section 149 of the Railway's Act, 1989, if any person requiring compensation from a Railway Administration for loss, destruction, damage, deterioration or non-delivery of any consignment makes a claim which is false or which he/she knows or believes to be false or does not believe to be true, he shall be punishable with imprisonment for a term which may extend to three years, or with fine or both.