

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD

No. 2023/Sec(Crime)/45/36

New Delhi, Dated: 21.06.2023

The General Managers,
All Zonal Railways.

Sub:- Hon'ble Supreme Court Judgment Order dated 15.06.23 in Civil Appeal No.7116/2017 in case of Station Supdt & Anr. Vs. Surender Bhola.

Please find enclosed herewith a copy of Hon'ble Supreme Court's Judgment Order dated 15.06.23 in case of Station Supdt & Anr. Vs. Surender Bhola.

In the subject Order, the Hon'ble Supreme Court has set aside the orders passed by the Hon'ble District Consumer Forum and Hon'ble National Consumer Dispute Redressal Commission for payment of compensation of Rs.1 lakh by Railways to the respondent for theft of his valuables during train journey.

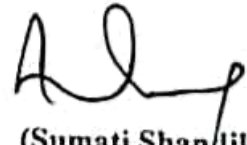
The Hon'ble SC order in this Appeal case reads as under :-

"We fail to understand as to how the theft could be said to be in any way a deficiency in service by the Railways. If the passenger is not able to protect his own belongings, the Railways cannot be held responsible.

Accordingly, we allow the appeal and set aside the orders passed by the National Consumer Disputes Redressal Commission, State Consumer Dispute Redressal Commission and the District Consumer Forum."

The enclosed judgment may be circulated to all the field units for information and necessary action in such type of cases as it is an important judgment in favour of Railways.

Encl:- Hon'ble SC order dated 15.06.23.



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Copy to:- Principal Chief Security Commissioners/RPF, All Zonal Railways, Kolkata Metro, Director-JR RPF Academy/LKO, TC/KGP & PCCMs, All Zonal Railways for information and necessary action, please.

Rail Bhawan, Raisina Road, New Delhi-110001

IN THE SUPREME COURT OF INDIA
CIVIL APPELLATE JURISDICTION

CIVIL APPEAL NO.7116/2017

STATION SUPERINTENDENT & ANR. Appellant(s)

VERSUS

SURENDER BHOLA Respondent(s)

O R D E R

Heard Mr. Rajan Kumar Chaurasia, learned counsel for the appellant.

Despite service of notice, no one appears for the respondent although the matter is pending for the last eight years.

The respondent raised a claim before the District Consumer Forum stating that while he was travelling in a train and was carrying Rs.1 lakh in cash in a belt tied around his waist, the same got stolen and as such the Railways should reimburse the said loss.

The District Consumer Forum allowed the same by awarding Rs.1 lakh to be paid by the appellant(s). The State Consumer Dispute Redressal Commission and the National Consumer Disputes Redressal Commission dismissed the appeal(s).

We fail to understand as to how the theft could be said to be in any way a deficiency in service by the Railways. If the passenger is not able to protect his own belongings, the Railways cannot be held responsible.

Accordingly, we allow the appeal and set aside the orders passed by the National Consumer Disputes Redressal Commission, State Consumer Dispute Redressal Commission and the District Consumer Forum.

.....J.
[VIKRAM NATH]

.....J.
[AHSANUDDIN AMANULLAH]

NEW DELHI;
JUNE 15, 2023.

