ZAFTYS | Transit damage claim checklist (1 page)

Workshop aid for Indian industrial FTL. Not legal or insurance advice. Confirm statute and policy schedule before a demand letter.

Receiving dock (next hour)

- Halt unload on visible damage, torn tarp, or broken seal.
- Photo registration plate, tarp, seal numbers, and cargo in place (geo-tagged).
- Refuse a clean lorry receipt (bilty) stamp.
- Write qualified remarks: crate counts, wet marks, seal breaks, weighbridge figures.
- Call transporter branch; start joint survey and insurer written notice.

24-hour clock

- 0h: Gate-in discovery - inspect seals/tarps/body; do not open blindly if compromised.
- 2h: Digital evidence in TMS/ePOD, not only a chat album.
- 4h: Written intimation to booking + delivery branches and marine claims desk.
- 12h: Joint survey with IRDAI surveyor and transporter representation where possible.
- 24h: Joint inspection record, qualified LR, damage/shortage certificate on file.

Procurement / risk (before next booking)

- Book a registered common carrier under Carriage by Road Act, 2007.
- Declare value on Form 7; avoid the Rule 12 ten-times-freight trap.
- Write commodity-specific weighbridge shortage tolerance in the MSA.
- Ban subrogation waivers that kill marine recovery.
- Score the 20-point cargo protection audit with finance and dispatch.

Documents surveyors ask for

- Goods forwarding note / Form 7 and goods receipt / LR copies
- Stamped weighbridge slips (kanta parchi) at both ends
- Geo photos, joint inspection record (panchnama)
- Carrier damage or shortage certificate
- Insurer intimation and policy declaration references

zaftys.com/blog/transit-damage-shortage-cargo-insurance-india-carrier-liability-guide

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