



SOUTH CENTRAL RAILWAY
Office of the Chief Claims Officer,
First Floor, Rail Nilayam, Secunderabad – 500025 (Telangana)

No:C.137/Accdt/Untoward Incident/Corres-Divl.Security/18-19

Dt: 09.01.2019.

✓ **Dy.Chief Vigilance Officer/Traffic/SC**

Sub: System improvements to stream line the process of claim cases under Sec. 124-A.

Ref: Your letter No.G.265/V/System Improvement dt. 15th Oct 2018.

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With reference to the above, the following para-wise remarks are furnished.

Para – 17:

The CCO office needs to monitor the untoward incidents as and when reported in the zone. In this regard a mechanism may be put in place so as to properly convey and connect the reported untoward incidents with the lodged claims.

Remarks:

One Commercial Inspector has been nominated to monitor the untoward incidents as and when reported in the Zone. The Inspector will daily take the position of untoward incidents from all the Divisions from Security Controllers and monitor the position. LP/Guard/SMR/other concerned officials are being advised to give statements of evidence to produce the same before the Hon'ble RCT. Commercial Inspector also contacts RPF officials daily for early completion of Joint Observation and DRM reports of untoward incidents.

In this context, a Whatsapp group has been created with RPF staff of all the Divisions for fast communication and early submission of DRM reports.

Para – 18:

Earlier, the Claims Inspector available in the section was ascertaining the presence of ticket and bonafides of the deceased person and presently this practice is been dispensed which may be reintroduced.

Remarks:

It is observed from the available records that there is no practice of posting of Claims Inspector in the section to ascertain the presence of ticket and bonafides of the deceased person.

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Para – 19:

There is delay in sending Original Application filed by the applicant in the RCT to the concerned Sr.DSCs/DSCs. It is suggested to explore the possibility of curtailing the time delay by uploading the requisite documents on line by CCO Office linking with RPF Security Management System (RSMS) for further process.

Remarks:

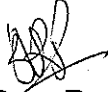
Noted. The possibilities will be explored for uploading the Original Applications on line by CCO Office linking with RPF Security Management System (RSMS).

Para – 20:

The final orders need to be communicated to the field unit which may enable them to look into the lacunae and take corrective line of investigation.

Remarks:

Final judgment copies are being sent to Divisions. Further, seminars/workshops have been conducted at Divisions to educate RPF/LP/ALP/SMRs/Guards etc.


(B.V.Ram Prasad)
Dy.CCM/Claims.