दक्षिण मध्य रेलवे

SOUTH CENTRAL RAILWAY

सर्तकता बुलेटिन

VIGILANCE BULLETIN – 2018

Issue No. 51

विनोद कुमार यादव
Vinod Kumar Yadav

सत्यमेव जयते
भारत सरकार Govt. of India
रेल मंत्रालय Ministry of Railways

महाप्रबंधक
दक्षिण मध्य रेलवे
रेल निलयम, सिकंदराबाद - 500 025
General Manager
South Central Railway
Rail Nilayam, Secunderabad - 500 025

MESSAGE

South Central Railway will observe the Vigilance Awareness Week from 29th Oct-2018 to 3rd Nov-2018 on the theme "**Eradicate Corruption-Build a New India**" as per the guidelines of CVC and Railway Board.

It is very important to eradicate Corruption, since it causes loss of revenue and also leads to poor quality of Goods and Services. Therefore, imbibing a culture of Honesty and Integrity is an integral process for improving the efficiency of our Organization.

With a view to sensitize all Railway Employees about the need to adhere to good Ethics and to maintain high standards of Integrity, Railway Board has launched 'Mission Satyanishtha' on 27.7.2018. As a part of this mission, South Central Railway organized a day-long event on 29.8.2018 in Rail Nilayam, which was simultaneously video linked with all six Divisions. I am optimistic that this movement will motivate every Official to work with Honesty and Integrity. I urge all Officers and Training Institutions of South Central Railway to take this movement forward with full zeal, so that we could work towards eradicating corruption and building a new India.

I congratulate the Vigilance Department of South Central Railway in bringing out the 51st Edition of Vigilance Bulletin. I am sure that the Case Studies and Articles published in this bulletin will be useful to Railway employees in their day-to-day working.

V.K. Yadav 15.10.18

Secunderabad
15.10.2018

(Vinod Kumar Yadav)
General Manager





भारत सरकार
रेल मंत्रालय, (रेलवे बोर्ड)
रेल भवन, नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)
RAIL BHAVAN, NEW DELHI-110001

MESSAGE

At the outset, I congratulate the Vigilance Department/South Central Railway for bringing out the 51st edition of 'Vigilance Bulletin'. This year CVC's theme for observance of Vigilance Awareness Week is **'Eradicate Corruption – Build a New India'**. I am sure that this Bulletin, containing case studies as well as various articles on this theme, will be educative for Officers, Supervisors and Staff in promoting integrity, ethical and moral values.

A new initiative **'Mission Satyanishta'** was launched by Railway Board across all Indian Railways on 27.7.2018 with the objective of promoting ethics in Public Governance. I am are happy to note that SCR has carried forward this mission by organizing a day long programme on 29.8.2018 involving all the Divisions and Training Institutes. We as Vigilance Organization should play a proactive role in curbing corruption and putting in efforts towards bringing about transparency and System Improvements for ensuring transparency, fairness, competitiveness and accountability in day-to-day activities. I wish the Vigilance Organization of South Central Railway all the very best for their activities during the Vigilance Awareness Week as well as for all their future endeavours.

(Sunil Mathur)
Principal Executive Director(Vigilance)
&
Chief Vigilance Officer/Ministry of Railways

जॉन थॉमस आईआरएसईई
अपर महाप्रबंधक
JOHN THOMAS IRSEE
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Date: 15-10-2018.

MESSAGE

I am happy to note that South Central Railway is releasing the 51st Edition of Vigilance Bulletin during the Vigilance awareness week which is being observed from 29th Oct-2018 to 3rd Nov-2018 on the theme "**Eradicate Corruption - Build a New India**".

Corruption is a major problem facing not only the Railways but the entire nation. Corruption has a serious impact on public governance and erodes the gains of the development process. There is an urgent need to address this challenge. Each one of us has to realize that Vigilance is integral to all the administrative and operational processes of the organization. Therefore, all Executive Departments need to work with zero tolerance towards corruption and should join hands with Vigilance in these efforts.

I congratulate Vigilance Department of South Central Railway for bringing out this Bulletin, which will be helpful to the Railway employees in their efforts to work towards prevention of corruption.

(JOHN THOMAS)

अशेष अग्रवाल
वरिष्ठ उप महाप्रबंधक एवं
मुख्य सतर्कता अधिकारी
ASHESH AGRAWAL
Senior Deputy General Manager &
Chief Vigilance Officer

दक्षिण मध्य रेलवे
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दिनांक Date : 16/10/2018

FOREWORD

Vigilance Awareness Week-2018 is being observed from 29/10/18 to 3/11/18 with the theme "Eradicate Corruption-Build a New India". Observance of Vigilance Awareness Week every year is a key strategy of the Central Vigilance Commission to encourage all stake holders to collectively participate in the fight against corruption and raise public awareness regarding the causes and threat posed by corruption.

For Government officials corruption may be defined as misuse of a public office for private gain. Vigilance department acts like a CCTV to keep an alert watchfulness on the various activities of the organisation. As a part of these activities, the Vigilance Department of S.C.Railway in the first six months of 2018-19 (April to Sept.18) has examined 352 complaints and conducted 584 Preventive Checks covering all departments in the various field units; besides suggesting various Systems Improvements to curb possible malpractices.

Officers of Vigilance Department are also regularly taking lectures at HQrs., field units and training institutions for spreading awareness. During the Vigilance awareness week, Officers and Inspectors of Vigilance department will participate in seminars in HQrs. and field units and share case studies and other information on vigilance activities throughout the S.C.Railway.

This 51st Vigilance bulletin is brought out with the hope that it will be found useful for officers and supervisors of all the field units. I convey my appreciation to the entire team of Vigilance Department of S.C. Railway for bringing out this bulletin.

Ashesh Agrawal

(Ashesh Agrawal)
Sr.Deputy General Manager

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टिप्पणी

इस बुलेटिन का प्रयोजन पूर्ण रूप से दिशा-निर्देश
देना है और यह केवल सरकारी उपयोग के लिए है तथा
इसे किसी भी सरकारी संदर्भ में प्राधिकारी के रूप में
उद्धत न किया जाए और न ही किसी अदालत में
प्रस्तुत किया जाए. जब कभी आवश्यक हो
इस विषय पर मूल आदेशों को देखा जाए

NOTE

This Bulletin is purely for the purpose of providing guidelines and is intended for official use only and should not be quoted as authority in any official reference or produced in a court.

A reference, whenever necessary,
should always be made to the original
orders on the subject.

1.0 ARTICLES ON VIGILANCE MANAGEMENT

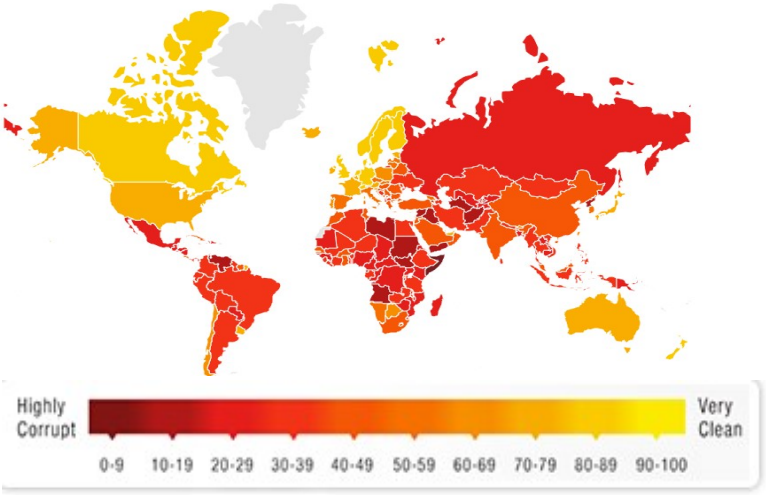
1.1 ERADICATE CORRUPTION – BUILD A NEW INDIA THROUGH MISSION SATYANISHTHA AND VIGILANCE

- Ashesh Agrawal
SDGM/SCR.

"Character is doing the right thing even when nobody is looking"

Corruption can be defined as a dishonest or unethical conduct by a person. Corruption exists in all countries at varying levels. Transparency International in 2017 has rated India as the 81st least corrupt nation amongst 180 countries, with a score of 40 (Max. Score is of New Zealand with 89).

A World Map indicating Corruption Perception Index (CPI) of various countries is given below:



The above map shows that mainly countries of Western Europe & North America, as well as Australia & New Zealand are perceived as least corrupt countries. It is not surprising that the same countries are some of the most developed nations of the World. This clearly shows the correlation between development and corruption in a nation.

In this connection an example of Vienna public transport system comes to mind, which is so well developed that there is perhaps no need for anybody to own personal transport in Vienna. For travelling in public transport system of Vienna including buses, suburban trains, trams etc., they have relatively inexpensive passes (daily, weekly, monthly). There is no onboard ticket checking staff to check the tickets on any of their public transport and every one purchases tickets on their own through ticketing machines. Very few ticket checkers are available who randomly inspect public transport and they very very rarely find anybody without the ticket (however, there is a very heavy fine in case anybody is found ticket less). This indicates the level of personal honesty and duty consciousness amongst citizens which has lead to Vienna being rated as the most liveable city in the world this year and has resulted in such countries becoming developed nations with excellent infrastructure.

Though all Vigilance Departments are trying their best to eradicate corruption by acting like CCTVs and watching areas which are prone for corruption, as well as

catching offenders; for building a New India and eradicating corruption, this is not enough. After all, punitive vigilance is too late, since it occurs after the misdeed is done. In a very welcome move Indian Railways has launched a "Mission Satyanishtha" programme for promoting ethics in Public Governance on 27/7/18. The objectives of the mission are as follows:

- To train every employee to understand the need and value of ethics in Personal and Public life.
- To deal with ethical dilemmas in life and Public Governance.
- To help understand the policies of Indian Railways on ethics and integrity and the employee's role in upholding the same.
- To develop inner governance through tapping inner resources.

As a part of this Mission in SC Rly, a day long programme was conducted on 29/8/18 which was simultaneously video linked with all the six Divisions of SC Rly. Once Mission Satyanishtha is propagated through all training institutions and through seminars/interactions it will surely bring about sensitization amongst all railway staff about the need to adhere to good ethics and to maintain high standards of integrity at work.

Vigilance Department has been advising all field units from time to time about various malpractices which have been detected (during complaints investigation and

various Preventive Checks). It is necessary that field officers take a cue from these reports and counsel and motivate personnel in their area of responsibility to stop such malpractices. In case we wish to eradicate corruption every officer and supervisor should take responsibility for Vigilance in his area of work and set examples of Satyanishtha (integrity).

As Deming said "Inspection is too late. Quality cannot be inspected into a product or service; it must be built into it".

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1.2 INDIAN RAILWAYS CAN PLAY A VITAL ROLE TO BUILD A NEW INDIA

- Sahitya Kumar Gupta,
Dy.CVO/S&T

Vigilance Awareness Week during this year is being observed on the theme **"Eradicate Corruption-Build a New India".** Corruption is undeniably one of the most menacing evils deeply entrenched in our society. Corruption not only causes revenue leakage, but also **augments the poverty level & worsens the labour resource quality**. It is, therefore, essential to weed out the corruption completely to Build a New India.

As we know strength of any country depends on the strength of its citizen and therefore each of us should have ethics and high moral value with zero tolerance in corruption. We should also ensure that contract labour (engaged in various service contracts) are not deprived of their rights, so that each of us can contribute in building a New India.

Over the past few years, Service Contracts have proliferated into almost all spheres of Railway Working, Workshops and Laundries. Few examples of such contracts are cleaning contracts e.g., Linen Washing, Mechanized Coach Cleaning, OBHS, CTS etc., maintenance contracts in Electrical & S&T/Passenger Amenities items and Miscellaneous contracts e.g., Running Rooms contract, crew management contracts,

Housekeeping of Loco shed & Workshop etc. Similar contracts are prevalent in other departments like Medical, Commercial & Engineering. Therefore, issues brought out are universal.

The Cleaning Contracts are manpower intensive and the major cost element is on manpower deployment. Therefore, addressing issues of contract labour is also the responsibility of Railway Officials so that contract labour do not get deprived of their rights as per legal / statutory obligations. It is noted that during the Preventive Checks by the Vigilance that there is a lot of scope for improvement in this direction.

During the Preventive Checks conducted in these service contracts irregularities noticed are Shortage of Manpower, Deployment of less Machines, not maintaining the minimum stock of cleaning material, not using the approved chemicals for cleaning the Trains, poor cleaning quality of bed rolls and improper packing of bed sheets, not replacing must change items in time, delay in restoration of failures and delay in maintenance visits, non availability of penalty clause for delayed AMC and other various irregularities, not imposing the penalties on the contractor for irregularities noticed and various discrepancies in tender schedule itself.

These irregularities can be corrected by executive through counselling, training, system improvements, imposing penalties on erring contractors, punitive action or

other necessary action, as the case may be. This will be helpful to improve the quality of services provided to customer and save the revenue to the railways.

Apart from above, following irregularities are noticed from Labour Perspective w.r.t their EPF and ESI contributions.

- Bank statement of wages paid, EPF & ESI Contribution for the contract labour submitted by contractor did not match with names as per attendance register.
- EPF contribution for contract labour is either not made or EPF contribution discontinued if no. of persons employed reduced below 20 at a later stage.
- ESI contribution was not made by contractor for contract staff and bills were passed without ensuring this.
- Contractor submitted manual statement of EPF and ESI contribution details instead of downloaded statements from official websites of EPFO & ESIC.
- Tender schedule framed without accounting EPF and ESI in unit rate.
- Contract Labour were not aware with their universal account number (UAN) to avail various facilities like transfer & withdrawal from their EPF balance.
- Contract Labour were not aware regarding their IP Number (Insured Person) for ESI contribution and Permanent Identification Number (e-Pehchan) to

avail medical facility by them & for their family members.

Above irregularities are happening either because of corrupt practices or because of not being aware of rules in this regard. The contract labours are getting deprived off their rights and ultimately leading to socio-economic disparity, augmenting poverty level & worsening the labour resource quality in long run.

Following are the important points to take care of these contract labour issues.

- As per EPF & MP Act, 1952, contractor shall get registered and obtain the code no. from EPFO, whenever workmen employed by him are 20 or more.
- Further, these numbers of the staff i.e., 20 shall be applicable to the Contractor irrespective to number of works taken up by the Contractor.
- As per the clause 1(5) of EPF act 1952 - An establishment to which this Act applies shall continue to be governed by this Act not withstanding that the number of persons employed therein at any time falls below 20.
- As per the ESI Act - Each contractor engaging manpower of 10 or more has to be registered under ESI Act invariably.
- As per Rly.Board Guidelines (E(LL)2015/PNM/AIRF/I, Dt.21.10.15), payment of wages to contract labour should be made through bank/Cheque.
- Contractor should submit his Establishment ID (allotted by EPFO) along with relevant details of staff proposed to be engaged with Railways at beginning of

the contract. Similarly for ESI contribution, contractor should submit his Employee code (obtained from ESIC) along with details of staff.

- Contractor should submit the downloaded statement of EPF & ESI contribution instead of manually prepared statement while claiming bills.
- Before passing the bills, Railway should ensure the Bank Statement of wages, EPF & ESI Contribution details are matching w.r.t name as per attendance register.
- Being the principal employer and in true spirit of implementation of the Labour act, the Railway Official should ensure that the contract labour are aware of their Universal Account Number (UAN) for their EPF contribution and they are provided with this EPF card. UAN is a 12-digit number, which is allotted by Employee Provident Fund Organization (EPFO) to employees and useful to ease the process of EPF transfer and withdrawal from their EPF balance. A sample copy of UAN downloaded from EPF website is as under:


कर्मचारी भविष्य निधि संगठन , भारत

Employees' Provident Fund Organisation, India

यूनिवर्सल खाता संख्या
Universal Account Number (UAN) 100738361017

नाम
Name Mr.

पिता / पति का नाम
Father's / Husband's Name SHAILESH BHAI

के. वाई. सी.
K.Y.C. No


www.epfindia.gov.in

यूनिवर्सल खाता संख्या
Universal Account Number (UAN) 100738361017

अस्वीकरण : इस कार्ड पर दर्शाया गया ब्योरा ईपीएफओ में उपलब्ध ब्योरा के अनुसार है। विसंगति की स्थिति में आप इसमें सुधार के लिए अपने क्षेत्रीय कार्यालय से संपर्क कर सकते हैं।

Disclaimer: Data appearing on the card is as per the database available in EPFO. In case of any discrepancy you may contact your concerned EPFO office for its rectification.

Printed from EPFO Member Portal On: 17.06.2017

- Similarly, to avail the ESI facility by the Contract staff, the Railway Official should ensure that Contract Labour are aware of their IP Number (Insured Person Number) for ESI contribution and they are provided with Permanent Identification Number (e-Pehchan) to avail medical facilities by them and their family members. A sample copy of e-Pehchan downloaded from ESI website is as under:



- These UAN (Universal Account Number) for EPF benefit and Insured Person Number (IP Number) for ESI benefit should be printed on the identity card of the contract labour provided by the Contractor.
- We should also strive to ensure maximum possible coverage of contractual worker of OBHS, CTS, Cleaning, catering and other labour intensive contract to enroll under insurance scheme PMSBY and PMJJBY launched by Hon'ble PM. (CRB letter D.O.No.20118/Trans.Cell/Mech/Contractual Staff dtd. 2.8.18).

As such there is every need to sensitize officers, Railway supervisors and contractors to take care of above aspects in execution of service contracts, which will be helpful to Build a New India.

Jai Hind, Jai Bharat

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This is a table with modified 'Drawer'...This opens on both sides. You may drop the amount there itself...

1.3 ERADICATION OF CORRUPTION – ROLE OF TECHNOLOGY

- S.Ramesh Babu
Dy.CVO/T

"Where do the evils like corruption arise from? It comes from the never ending GREED. The fight for corruption free ethical society will have to be fought against this greed and replace it with what can I give spirit" - **A P J ABDUL KALAM.**

Greed is nothing but a strong wish or desire to continuously get more of something like food, power, wealth etc. This greed is a common nature of human being from time immemorial to the present. As told by Michael Moore an American Author and Film maker, greed has been with human beings forever. We have a number of things in our species that you would call the dark side and greed is one of them. If you don't put certain structures in place or restrictions on those parts of our being that come from the dark place, then it gets out of control. So what is required to be done to eradicate corruption?

- We need to tackle the greed in human beings
- Strengthen the institutions which can fight against corruption.
- Curtail the chances which lead to corruption by using technology.

All these activities should go together hand in hand in order to get the best results. This article mainly focuses on the last point mentioned above.

The first point i.e., tackling greediness in human beings and changing them cannot happen overnight. It has to be started from the childhood. Parents while raising the children has to imbibe ethics and morals as a way of life rather than treating them as qualities which can be only read and forget. The ethics and morals are to be incorporated in the curriculum of schools and colleges and eminent people from all walks of life should be called to share their life in order to inspire the children. May be religious institutions can also help in this as all the religions says in one way or other that man has to control his greed in order to be happy. Many people follow the preachings of religion, so this can have an impact on the society.

With regard to strengthening of institutions, it is interesting to know that in a recent on-line survey conducted by Transparency International in India, 56% people who participated in the survey admitted to have paid bribe in past one year to get their work done. It was 45% during 2017. So there has been an increase of 11% in the bribery. Surprisingly 91% people said that they are not aware that their State Governments have any anti-corruption help line number. About 82% of the respondents said that their local administration has not done anything to curb corruption over the past one year.

The results in the survey shows that Institutions like CBI, CVC, CVOs of various ministries and organizations, ACBs of state governments etc which are fighting against corruption are not effectively tackling the issue. At the same time, the efforts made by these institutions to create awareness about corruption and various channels available to complain about corruption are not reaching the public effectively. This shows that we have to re-think about the working of these institutions and strengthen them in order to make an impact on the society while fighting against corruption.

The third point mentioned in the beginning i.e. to curtail the chances which can lead to corruption by using technology. In Indian Railways, coaching, parcel and goods are the major areas where the customer interaction takes place as well as lot of petty corruption leading to many complaints from customers. Taking the help of technology and modifying the procedures can definitely curtail the chances of making corruption in many of the areas.

For eg. The introduction of PRS and E- ticketing has reduced the chances of making money in the PRS offices considerably. In the same way, the online booking of UTS tickets will also reduce many problems in the booking offices. Most of complaints comes from mass contact area in that majority of them are related to ticket checking. Carrying unauthorized passengers, improper allotment of berths in the trains, issuing EFTs on the platforms to the general ticket holders and allowing them to travel in the Sleeper/AC coaches, wrong claiming of TA and getting down en-route without completing the

duty are some of the irregularities noticed during the vigilance checks. Checking of tickets with hand-held machines(already started as a pilot project) which can be used to check the tickets as well as issuing EFTs (*by printing the place of issuing EFT through GPS system*) will be effective and cut down many issues related to corruption. For this, the tickets with QR/ Bar-codes required to be introduced. Along with this if we Introduce Bio-metric Attendance at the starting point, enroute and destination it will be effective in addressing the other issues mentioned above.

Parcel offices in the Railway stations are one of the major points of corrupt practices leading to corruption. Even though Parcel Management System (PMS) has been introduced, still it is not extended to all the parcel offices. Replacing all the mechanical weighing scales with digital weighing scales and connecting them to PMS along with installation of CCTV cameras inside the parcel offices will definitely curtail many corrupt practices. In the stations, where VPU/VPH are dealt and no Electronic In Motion Weigh Bridge(EIMWB) is available, mobile digital weighing scales to be provided in order to weigh the parcels at the unloading point itself and set-up a CCTV camera connected to the Supervisor of the Parcel office situated elsewhere so that excess loading can be curtailed.

In the area of Goods, we have already introduced FOIS which has curtailed many irregularities that were happening over the years. Still some kind of irregularities

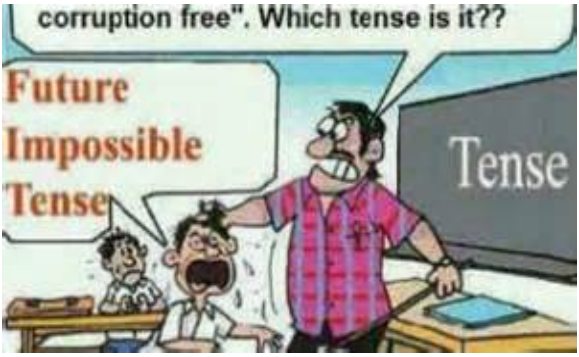
are being noticed, for eg. misusing the concession given for the traffic booked in the Traditional empty flow direction(TEFD) under Liberalized Automatic Freight incentive scheme by booking the Goods from station A to B in the TEFD and again booking the same commodity from station B to C which is not permitted as per the policy. In order to curtail this kind of irregularities, feed-back has to be taken from the field so that changes can be made in FOIS which will not allow the employee to do such malpractice. Some of the other irregularities noticed are mainly in the operation of Electronic In Motion Weigh Bridges(EIMWB). Presently, EIMWB is not connected to FOIS, because of this, manipulation of the weighment details is happening. Linking the EIMWB to FOIS and installing CCTV cameras inside the room will curtail the corrupt activities in this area.

Awarding and following up of the performance of contracts is one area where lot of scope is there for corruption. Hence there is a need to develop contract management system where all the contract details can be entered and monitored. Each contractor has to be given a unique ID which can track all the contracts held by the contractor throughout Indian Railways. All the correspondence related to payment of license fee, penal charges for any delay, penalties imposed on the irregularities etc. has to be made through this system. The system should be able to generate SMS alerts to the contractor as well as the officer concerned regarding any dues. This will help in curtailing many corrupt practices

and also help the organization in keeping track of the performance of the contractor in the contracts operating anywhere in Indian Railways. This contract management system can be linked to the Railway website where the public can go through the details of the contracts.

Indian Railways is effectively leveraging the technology to usher in transparency, accountability which will help in eradication of corruption. The introduction of IPAS, AIMS, CMS, E-Procurement system, E-Payment E-tendering for Works Contracts E-auction for the sale of material etc had considerably reduced the chances of corrupt practices and improved efficiency. The use of technology has to be further expanded and changed according to the needs of the changing times. This is the most effective way to curtail corruption and this has to be emulated in other organizations as well in order to eliminate corruption in all spheres of life.

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1.4 WHISTLE BLOWER PROTECTION IN INDIA

- Ankur Srivastava
Dy.CVO/Stores

Government is a behemoth which engages in myriad activities that silently go on, day and night and across the length and breadth of the country. It is virtually impossible that an outsider will be able to comprehend, let alone monitor them all. What, to us, is a simple fair price shop, is actually a huge procurement and logistics machinery working behind the scenes to support the public distribution. A simple train journey, when looked closely, dovetails into big divisions carrying out varieties of works: purchase, maintenance, ticketing, fueling etc. These organizations, though in the background, might easily be spending thousands of crores of taxpayer's money. These agencies operate in a non transparent environment, away from the public gaze, and cloaked with complicated procedures that will frustrate any attempts of scrutiny. It is fairly easy in such a situation, and indeed common, for some officials to collude with interested parties, giving unfair advantage to them in return for undue gratification, and get away with it as there is no public oversight in their day to day working.

...Unless, of course, there is a well meaning insider who is ready to come out and spill the beans.

Until a few years ago, the odds were stacked heavily against such whistle blowers. As it is, there was

no personal benefit for the whistle blower in the first place. To add to that, by making a disclosure, he or she was exposing himself to the “revenge” of the corrupt, who could go to any length to protect themselves and their interests, and government was not obliged to help. It was a definite lose-lose situation for the informant.

The cases of Sri Satyendra Dubey, an honest engineer who highlighted corruption in road projects and Sri Shanmughan Manjunath, who tried to prevent malpractice in petrol pumps were eye openers. The murders of these two righteous men showed the glaring inadequacy of the prevailing system and lent an air of urgency to the need of providing protection to the whistle blowers. It is in this context, that the Government of India notified the Public Interest Disclosure and Protection of Informers Resolution (PIDPI), 2004, which gave powers to Central Vigilance Commission to act on disclosures made by whistle blowers.

The PIDPI resolution has been a game changer. The highest body dealing with corruption in government, the Central Vigilance commission (CVC) has been made directly responsible for handling disclosures under this scheme. It still requires the informant to furnish his identity to the “designated authority” i.e. the Central Vigilance commission, but at the same time, it casts a duty upon the commission not to reveal the identity. Thus, the PIDPI scheme balances the need of protection

to the genuine informant and also the need of protection to an honest public servant against frivolous complaint.

The resolution acknowledges that there may be cases where the content of the disclosure itself may reveal the identity of the informant, and therefore it specifically provides that such complaints shall not be acted upon unless the informant has no objection to the same.

Several other provisions are available in PIDPI resolution for the protection of the informants, e.g.

- Duty has also been cast upon the Head of the Department/Organization to keep the identity of the informant secret, if he comes to know of it.
- If the informant feels he is being victimized, he may approach the CVC seeking redress. CVC has authority to give suitable directions to the concerned public servant or the public authority,
- If CVC is of the opinion that the complainant or the witness needs protection, it can issue appropriate directions to the concerned Government authorities.
- The resolution also authorizes CVC to take appropriate action against any person or agency which reveals the identity of the informant against CVC's instructions.

The substantive provisions of PIDPI resolution have subsequently been incorporated in the Whistle Blower's Protection Act 2011 (yet to be notified). In

addition, now the Chief Vigilance Officers of Ministries under the Central Government have also been included as Designated Agencies. However, CVC continues to monitor the progress of complaints under PIDPI process, thereby ensuring direct oversight by the apex body.

The PIDPI resolution (and subsequently the Whistle Blower's Act) have given due importance to the protection of informant and it is reasonable to expect that it will reduce, if not remove, the fear of persecution from the minds of individuals. Indeed, hundreds of applications are now being received every year under the PIDPI process, which indicates the efficacy of this scheme.

At the same time, it would be wrong to say that nothing more is required. While the resolution authorizes Designated Agency to give directions to Central Government to protect the individual, the nature and extent of protection that shall be afforded is not very clear. Considering the lack of established systems and, in general, lack of capacity in most government branches, there is always a possibility of the protection given being too little, too late. A dedicated machinery under direct control of CVC, with trained personnel and set protocols for handling such cases, may instill more confidence in the minds of the informants.

Also, while the Act does recognize the possibility of vexatious disclosure of identity and victimization of informant, the only remedy provided is by way of directions by the Designated Agency. It is suggested that treating such acts as a criminal offence may act as an effective deterrent, and thereby lend more credibility to the safeguards provided.

Many more suggestions for improvements have been put forth on various aspects of the Act from various quarters. They should be welcome, for any legislation is a living organism and needs to evolve to survive and be relevant. But, there is no denying the fact that with the PIDPI resolution in place, the next whistle blower can have the assurance that he will not be punished for having done a noble act for his society.

Quick DOs and DONTs for Complaint Under PIDPI Resolution

DOs:

- Send complaints in closed envelope super-scribed ***"Complaint under the Public Interest Disclosure"***
- Send only to Designated Agencies (CVC or CVOs of Ministries)
- Draft carefully so that the content does not give clue as to the identity.
- Approach Designated Agency if you are being victimized or feel the need for protection

DONTs

- Send anonymous/pseudonymous complaints. They will not be acted upon.
- Send to several authorities. Such complaints are not treated as PIDPI complaints.
- Enter into further correspondence. It may reveal your identity.
- Send motivated/vexatious complaints. Punitive action may be taken.

"YOUR IDENTITY WILL NOT BE REVEALED UNDER PIDPI PROCESS"

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1.5 (MIS) INTERPRETATION, AN INSPIRATION?

- Vanitha S Kumar
CVI/Personnel

There was an instance when an alleged fellow railway man had taken the shelter of The Gita for his negligence and his sense of unaccountability. His contention had shaken everyone around, as it was beyond anyone's wildest imagination. No one would ever envisage that the teachings contained in the great scripture of the oldest religion, the Hinduism, would render such a solace to a mislead soul. After a second, there was a sense of composure as everyone realized that it is the interpretation and not the contents which is misleading. But the question remained 'why not each individual have one's own interpretation?' for that, one has to read and identify with the scripture itself and the context to which it relates.

Thus began the study of the great scripture. The sense of accountability, lost temporarily by Arjuna in the first chapter in performing his swadharma, has lead to the consequent produce i.e., the second chapter. The verse 2.7 could vividly envision the attitude of that railway man. Then, the preponderance of the said verse of the great scripture started. The verse is a popular one that advises non-attachment to the produce or consequence of actions executed in the line of one's duty. "Toil for the sake of work" would then be the definition of committed work. Unavoidable disenchantment will be the result of

promotion-oriented work which cannot cause brilliance. The benefit-oriented performance cause mental agitation due to the angst of tomorrow, that would blemish the quality of performance of the present day duties. Another rationale for detachment to results is the reality that workings of the world are not designed to absolutely respond to our calculations and hence expected consequences may not always be impending.

Some arguments are that being uncommitted to the consequences of one's action would make one un-accountable, as accountability is a much flaunted word these days with the vigilance department keeping an eagle’s eye on everyone’s action constantly. The great scripture is filled with guidance on the theory of cause and effect, making the doer accountable for the results of his deeds. While advising detachment from the avarice of selfish gains by discharging one's accepted duty, it does not absolve anybody of the consequences arising from discharge of his responsibilities. Detached involvement in work is the key to mental calmness. This attitude leads to a stage where the worker begins to feel the presence of the Ultimate guiding the pragmatic individual intelligence. Such intelligence is best suited for those who sincerely believe in the pre-eminence of organizational goals as compared to narrow personal success and achievement. Hence a person with certain amount of spiritual excellence needs no outside vigilant force. Our inability to

measure up to this height is undoubtedly the liability that lies with us and not with the philosophy.

There are two ways to study the scriptures. When we study the scriptures with the *mind* we are constantly admonished by the strict vigilance of conscience. When we study the scriptures with the *heart* we are unceasingly inspired by the flowing spontaneity of glowing consciousness. The achievement of the mind is a scholar and the other is a lover of the scriptures. The scholar tries to satisfy the world without being satisfied himself. The lover feeds the world with the radiance of brightening manifestation and the enchantment of fulfilling excellence. So one should target to be the lover of scriptures, thus achieve the goal of spiritual excellence, nullifying the need of outside vigilance.

Even with their flaws, some people inspire others into extract the essence of the scriptures and draw the very objective for which they came into existence to be the guiding factor across the eras. Our friend was one such soul…..rightfully deserving all the gratitude.

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You are wasting your time. These papers I've kept to prove I'm innocent and not corrupt!

1.6 ERADICATE CORRUPTION – BUILD A NEW INDIA

- V YAGNESWARAN
CVI/Traffic

The issue of ethics, Integrity and probity in public life has been a matter of concern all over the Government sector. The observance of Vigilance Awareness Week every year is not to observe it as a ritual or making it a symbolic affair. It aims in promoting social awareness of corruption; bring active participation of stake holders in prevention of corruption and to fight against corruption. Corruption hinders economic growth and human development of a nation. If we overlook corruption, power and wealth get concentrated in the few hands. This will turn out into a scam leading to erosion of democratic institutions. People will start losing faith in the Government and the Administration.

The Government has taken several initiatives such as E-Governance, Systemic changes in procedures, leveraging technology in delivery system etc; to reduce corruption. In addition “Mission Sathyanishta” was launched by Indian Railways which aims in sensitising railway employees on the need and value of ethics in Personal and Public life.

The IC (Initiative of Change) Centre of Governance in coordination with Indian Railways conducted one day Launch Programme of “Mission Sathyanishta” at Rail

Nilayam, Secunderabad on 29/8/18 on our Zonal Railway. Lectures were delivered during the programme by eminent personalities that included Shri Prabhat Kumar, IAS, Former Cabinet Secretary, Shri Anil Swarup, IAS, Former Secretary, School Education and Literacy, Shri Mahesh Kapoor, IRTS, Former Advisor, Planning Commission. During the course of the session six well chosen questions were posed to the audience. These questions are framed with a wider vision in building a corruption free India. The questions were;

Q-1: In Public perception is Indian Railways an ethical organisation?

Q-2: Do you take pride in doing work, in Indian Railways?

Q-3: Are you doing your job to the best of your capability or you could have done much better?

Q-4: You may be honest money wise. Are you honest time wise?

Q-5: Have you seen any wrongdoing in your department? Have you reported or kept quiet?

Q- 6: Have you done something beyond your call of duty?

The answer to **Eradicate Corruption- Build a New India** to a great extent lies in the above questions.

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1.7 IMPORTANCE OF SILENCE IN VIGILANCE ORGANISATION

- D.DURGA RAO
OS/Traffic/SDGM/O/SC

Parents act as “Friend, philosopher and guide” from the moment the baby starts its life on this earth till the last breath, irrespective of it’s age in different phases of it’s life. It is the unique nature of parents which God bestowed on all the species of this planet. The Vigilance Organization also plays a similar role of parents in the lives of Railway employees, with multi facets like Preventive, Surveillance, Punitive, Reformative etc. In order to perform this task every parent needs silence i.e. peace of mind, positive thinking and unbiased nature of mind in nurturing their children. The same also applies to the Vigilance Organization.

Lets us throw light on the nature of job of Vigilance Organization and the role of silence it its pursuit of achieving this goal along with advantages and disadvantages of silence. The task of the Vigilance is four folded like making Preventive Checks to arrest corruption, detecting the already committed irregularities, preparing/advising/ monitoring punitive action in serious irregularities and making efforts to guide, counsel, warn, and reform the employees in their mindset in the form of System Improvement and thereby showing the right path. No doubt this is a Noble Task, if it is understood in the right

perspective. In order to accomplish this noble work, silence i.e peace of mind, thorough knowledge of one's job, positive thinking and unbiased nature of mind is required.

Silence is required in every aspect of Vigilance activity like while undertaking checks, taking decisions with regard to punitive action and reforming the employees. This will in turn give a better image of the Organization in the eyes of the staff. If Vigilance does its job with a disturbed mind, without knowledge of rules, with preconceived notions and with a negative attitude, it will spoil the lives of staff as well as image of the Organization.

Inner Silence and Outer silence matter more in life. As we all know that the most important quality of life is that growth happens only in silence. Womb of silence is the birth place of life. A child takes birth through silence, ideas are generated in silence, dreams are nurtured in silence and all the most wonderful qualities of life emerge out of silence. If one is able to set aside his/her suspecting mindset for a few moments while working in the Vigilance Organisation and spend more quality time on quiet contemplation, a new understanding of oneself and his/her work emerges. Thus it helps us in auditing our work and life. Thus silence is the ultimate teacher of life. The best teacher in the world is silence. **"So, give ourselves a chance to experience our inner silence------ we will never be the same again."**

Silence has got the following advantages and the disturbing factors.

Advantages:

(1) Silence is a powerful way of communication
(2) During an argument-one of the best tools to use is the power of silence. The ego will be trying to force its way out of you and finish the argument, but you are the controller, of your body and thought, not EGO .When someone in the office is shouting at you, listen all the words silently. After sometime you can literally take all the power away from them and keep all your energy by saying absolutely nothing. This is extremely difficult to do but very powerful because listening sometimes to others is very beneficial for us.
(3) Silence gives more strength physically and mentally and enhances the power of concentration.
(4) The beauty of silence is that it develops new cells in hippocampus which is a region of the brain associated with memory, emotion and learning
(5) *Silence is the psychological soil in which our best ideas take root and thus it is a great productivity booster.*
(6) *Silence teaches healthy skepticism. As we get to* higher positions at the workplace with increased responsibility, a lot of what comes our way is new. And new can always be frightening. Practicing

silence, on the other hand, can open your mind to the problem – its root cause, its opportunities, its challenges. We can deal with it better.

Thus silence brings peace of mind, clarity of thoughts, increases productivity, produces positive energy, acts as an agent of stress reliever, provides better focus, provides motivation and shows the right guidance in solving many problems.

All these advantages will help in smooth functioning and improving the image of the Vigilance Organisation

The disturbing factors of silence:

a) Employee's silence can mask an array of significant workplace problems. Surmising that all is well — just because all is quiet — can be a dangerous assumption on the part of supervisors and organizational leaders. In reality both performance and employee morale may suffer as a result of leaders' failure to understand their employees' silence.
b) What constitutes employee silence? It isn't merely a lack of speech. Silence in the workplace context is defined as when an employee does not share concerns, suggestions, points of view or other information that might be helpful or relevant in the development of the organisation.

c) The problem of silence is a common one: Employees at every level are aware of problems, inefficient systems, inappropriate behaviour or actions, and positive opportunities for growth, yet they don't always address these concerns and suggestions with someone in a position to take action. Simply, employees don't use their voice.
d) For some other reasons employees don't speak up include the following: an office's climate of fear, hierarchical structure, abusive leadership, attitudes of powerlessness and detachment, and a change-resistant office culture.
e) Silence doesn't only result in missed opportunities; it can also negatively impact decision-making and change processes. Lack of communication can lead to three significant disadvantages, viz: 1) employees don't feel valued; 2) employees sense a lack of control; and 3) employees exhibit a "discrepancy between beliefs and behaviour," also known as cognitive dissonance.

   Yet employers and other office leaders can encourage employee communication using the following key methods:

   - Foster a "group voice climate," giving employees opportunities to observe and comment on peers' work, providing suggestion boxes, surveys or other forums for them to share ideas and concerns.
   - Cultivate group identification.

- Develop an honest environment.
- Aim for “the right kind” of employee feedback.

Thus silence has its advantages and disadvantages. But it is a true friend, who never betrays, with more advantages. In the Vigilance Organisation Silence plays an important role because at every point of work the decision of the Organisation has an impact on the careers of its employees.

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Where the mind is without fear and the head is held high;

Where knowledge is free;

Where the world has not been broken up into fragments by narrow domestic walls;

Where words come out from the depths of truth;

Where tireless striving stretches its arms towards perfection;

Where the clear stream of reason has not lost its way into the dreary desert sand of dead habit;

Where the mind is led forward by Thee into ever widening thought and action.....

Into that heaven of freedom, my Father, let my country awake.



2.0 CASE STUDIES

2.1 Case Studies – Accounts & Medical

1. Variations in quantities and over payment

A PC was conducted at one of the Construction Units (Accounts) on the above subject and certain irregularities were observed.

- As per the Agreement, the limit for varying quantities for Minor Value items shall be 100% (as against 25% prescribed for other items).
- A Minor Value item for this purpose is defined as “an item whose original agreement value is less than 1% of the total original agreement value”. However, unit rate was not reduced even though the variation was more than 100% resulting in overpayment.
- As per the Schedule, there are single items for “Supply and Erection”. However, these items were split into two items and shown in the variation statement separately as “Supply Item” & “Erection Item”.
- Due to splitting, some of the Major Items were reckoned as Minor Items and unit rate was not reduced resulting in over payment in Major items.
- As per the Agreement, “No quantity variation limit shall apply for foundation items”. However, in the variation statement unit rate was

reduced for foundation items also resulting in less payment to the agency.

- Based on the vigilance observations, the variation statement was reviewed and an overpayment amount of Rs.17,447/- was recovered.
- The concerned Executive and the Associate Finance were advised to ensure that all the variation statements are prepared strictly as per the agreement conditions.

2. Failed NEFT Transactions and Banker's Cheques

Preventive Checks were conducted on all Account Units of this Railway on the above subject and observed certain irregularities.

- All Payments to the beneficiaries are being disbursed collectively on day-to-day basis through NEFT/RTGS/CORE banking by the Accounting Units to the Bank duly sending the party-wise details of the amounts to be credited.
- Some of the transactions that have failed on a day are returned by the Bank through a separate party-wise Banker's Cheque with an advice duly mentioning the reason(s) for failure.
- The Banker's cheques so received should be processed for crediting to Railway A/c by the concerned Accounts Officer under intimation to

the Bill Drawing Officer who processed the payment advising the reason for failure.

- During the check in the Accounts Offices, it was observed that the Banker's Cheques for the failed transactions received were not processed for crediting to Railway A/c and were lying un-encashed for more than 3 years.
- The above action was in violation of the RB's instructions and JPO issued by PFA.
- Based on the Vigilance advice, all the failed payments were reviewed by the respective Divisions and were processed. As a result, 145 instruments valuing Rs.31.86 lakhs were credited to Railway's Account. PFA was advised to reiterate the instructions to the Divisions for strictly following the provisions of JPO.

3. Billing and Recovery of Diet Charges

A PC was conducted at one of the Railway Hospitals on the above subject and observed that billing/recovery of diet charges were not made for the last 4 years.

- It was observed that billing and recovery is not being done concurrently which is in violation of extant instructions and System improvement suggested by Vigilance in 2014.

- Employee-wise Diet Sheets (for billing of diet charges) are received by the OS from the concerned Wards concurrently.
- The same are bundled and kept aside and the OS cited lack of computer knowledge when questioned about the non-billing.
- Vigilance has advised the Hospital to immediately take up billing of all the diet bills duly advising the concerned Bill Drawing Officers for affecting recoveries.
- Based on the vigilance advice, Diet Bills are since prepared and recovery of an amount of Rs.12.36 lakhs from 1555 Employees is under process with the assistance of EDP Centre.

4. IOD Sick-List

A Track Man got injured while on duty and was taken on IOD Sick List. Later, he was referred to Divisional Railway Hospital for Specialist opinion who opined that the patient was fit to attend duties. However, the Medical Officer continued him on IOD Sick list for sickness other than injury sustained while on duty. This resulted in loss of man power in addition to payment of salary without any debit to his leave account.

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2.2 Case Studies – Engineering

1. In one of the preventive checks pertaining to maintenance of consumable stores and Tools & plants in SSE/PWAY section, following irregularities were noticed:-

- As against the book balance of 341Lts. of K.Oil, the ground balance was only 224 lts. After getting the ledger updated on date of check, a shortage of **117.00 lts of K.oil** was observed.
- It is found during a preventive check that **ACB paint of 640 lts** valuing Rs.49,480/-was shown issued to field in **One day** without any requisition slips from any of the field officials and no gate pass was issued for the above transaction. On further scrutiny, it was observed that (i) the signature in token of receipt of material was found to be fake and (ii) the entries are subsequently inserted in the Material Issue Book
- It is confirmed by SSE (Over all in-charge) and concerned sub-sectional SSE/PWAY that the above ACB paint was neither indented nor received.
- It was found that 427 nos of indicator boards valuing **Rs.2,77,200/-** are shown issued without any requisition from the concerned sectional SSE/JE/PWAY who confirmed that the above indicator boards are not requisitioned neither by the

SSE/JE nor their staff and the same were not received at site.

The extant procedure is that on receipt of a written request from field officials, the materials are to be issued with local challan with numbered gate pass signed by SSE duly taking counter signature of the person receiving the material at site.

Responsibility:

It is established during investigations that Sr.Clerk/Stores concerned had misused the consumables, Tools and Plant and to cover-up the misuse, he has shown fake issues with unauthorized signature as the recipient.

2. During a preventive check in one of the Ballast depots, it is observed that the supply of ballast is not as per the supply schedule prescribed in agreement conditions. If ballast supply is not as per the supply schedule at the end of each quarter, a penalty of Rs.60 has to be recovered from the agency for every 100 Cum of short supply. Further, the short supply will become cumulative at the end of each quarter period.

It was observed during vigilance scrutiny that even though there is short supply in every quarter, the Sub Division/Division has not made any efforts to recover leviable penalties for short supply. The

divisional authorities were advised to recover the resultant penalty of Rs.18,50,628/- from the running bills of the Agency.

3. **Irregularities in execution of earth work in Construction Organization - Doubling of track in one of the projects**

The following irregularities were noticed during earth work in formation: -

- It is observed that for earth work in formation the initial levels were recorded in level book at a location for a length of 280m and for a depth of 1.10m. But during the check, the depth of formation actually found to be only 0.35 to 0.45m.
- Thus, an amount of Rs.3,05,832/- was paid in excess to the Agency on account of inflated measurements, which was advised for recovery.

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2.3 Case Studies – Personnel

1. A complaint made by Indian Bank Authorities has alleged cheating the Bank by the three employees by producing fake documents to show inflated salaries to avail higher amounts of Housing loans than admissible. However, the investigation on the complaint made by the Indian Bank revealed that the employees have cheated 3 other Banks and availed Housing Loans by adopting same modus operandi i.e., producing fake salary slips showing very high amount of salary so that a higher amount of Housing loan can be availed. It is surprising to observe that two employees have availed Housing loans worth Rs.1.01 crores from 4 Banks while the other availed Rs.77 lakhs Housing loan from 3 Banks. In all the cases, the three employees availed Housing loans from the Banks by producing fabricated Salary slips, Form – 16s, Pan Cards, ID cards, Income tax deduction statements from employer etc., It is observed that even the Home Loan applications to the Banks contained Bogus Photographs of Spouses. It is evident that the employees were pre-determined not to repay the Housing loan as it is seen that no EMIs have been paid by them. It is also practically not possible to pay 4 EMIs to the loans of almost Rs.1 crore.

All these activities highlight the criminal conspiracy of the employees to cheat the Nationalized Banks. While preferring the complaint to Railways, the Indian Bank Authorities have stated that they are contemplating Criminal action against the employees and requested suitable disciplinary action and remedial action to recover the Bank loans from the employees. As far as the recovery of Housing loans are concerned, the Railways cannot help the Banks in any way as they are not party to the agreements between the employees and the concerned Banks. However, the misconduct of the employees is very serious in nature. As such, the employees were taken up under Major penalty proceedings and one of the three has been imposed with the penalty of Compulsory retirement and enquiry under D&AR is in progress against the other two.

2. Based on a complaint alleging that the widow family pensioner, mother of an employee died some months ago but neither the administration nor the bank authorities were informed about the death and fraudulently the pension is being withdrawn. An investigation was taken up. The employee deposed that her widowed mother expired on 10.11.2016, but she neither informed administration nor the Bank authorities for stoppage of drawl of Family pension into her deceased mother’s account. The date of death was confirmed by the relative of the employee who is

also a Railway employee. It was confirmed by the Bank authorities that Family pension of the widow was drawn, upto Nov-2017. Statement provided by the Bank shows the deposits of Family pension into the account of the widow and subsequent immediate withdrawals through ATM.

On further verification of the records available in the Bank it has come to light that the employee has presented an old woman purporting to be her mother to the Bank on 28.11.2016(after the date of death of her widowed mother) with an ill-intension to continue to draw the undue Family Pension beyond the date of death of her mother. The old woman affixed her LTI on the Life Certificate which was certified by the Officer of the said Branch without verifying the identity of the old lady. As per the records available in the form of software data of the Branch, the widow pensioner was seen to affix her signature on all her previous visits to the Bank. This gave an explicit hunch about the old lady presented at the Branch on 28.11.2016 that too after the date of death i.e 10.11.2016.Verification with regard to the whereabouts of the burial ground where the mortal remains of widow pensioner was buried in order to obtain a documentary proof of death was in vain as none of the Masjids nearby the Railway Quarters could give any details. This is sheer conspiracy on the part of the employee to leave no evidence of the death of her mother. The fraudulent

drawl of undue Family Pension beyond the date of death of the family pensioner has caused a leakage of revenue to the tune of Rs.1,43,209/-. Major penalty D&AR proceeding was initiated against the employee.

Physical verification drive of pensioners is being carried out by deputing staff to banks and discrepancies noticed include credit of pension/family pension without submission of Life certificate and even after demise of Pensioner/Family Pensioner despite intimation by family members as per Railway Board vide letter dt.26.09.2017 wherein it was advised to carry out a physical verification drive of pensioners in the month of November each year to coincide with submission of ‘Life Certificate” by the pensioners to the Bank.

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2.4 Case studies – Signal &Telecommunications

1. **Issues in monitoring passenger amenities items**:-
   Preventive check conducted in one of the station over SCR brought out that, prolonged failures of Passenger Amenities (Digital clock, Coach/Train indication boards and Touch Screen Display) were noted by the supervisor but not acted upon. Further checks revealed that these failures were not communicated by in charge SSE/Tele to Divisional HQ/Test Room. “A system Improvement was implemented that Failure of Passenger Amenity items to be advised to commercial control and test room on daily basis and consolidated position of Passenger Amenity items not working to be put up by respective controllers to divisional officers on daily basis”.

2. **Issues in inspection of material by consignee:-**
   During preventive check conducted in one telecom store over the SCR, it was noted that, contractor had to supply 158 nos. of C Compound (250gms each with 50 gms of Hardener) in one of the contract work. However Consignee had accepted this material simply by seeing the marked weight value on the item. On measuring the weight of the material it was found as 238 gms of “C” compound with 46 gms of Hardener against scheduled quantity of 250 gms of “C” compound with 50 gms of hardener each. Further invoice copies of the materials were not maintained by

SSE in charge for Consignee Inspected materials. After vigilance check, contractor has supplied leftover quantity of material and concerned SSE/Tele was issued “warning” letter.

3. Issues in execution of AMC works:-

During preventive check conducted at one of the station over SCR, it was noticed that, in execution of AMC of passenger amenity item (CIB/TIB), contractor did not carry out scheduled maintenance visits. It was also noted that agreement copy was not available with in-charge SSE. After vigilance check, penalty of Rs.1,94,023/- was imposed and recovered from the contractor’s bills. In-charge SSE was counseled & agreement copy was made available.

2.5 Case studies - Mechanical

1. Issues in Electronic in motion Weigh Bridges (EIMWBs):-

During PCs conducted on maintenance of EIMWBs over SCR, it was noted that ERASE & DELETE options of weighment data of a particular Rake was available in the software of EIMWBs (In M/S Rice Lake Weighing Systems & M/S Digital Weighing Systems). Other observations were made w.r.t to delay in attending AMC visit by OEM/Contractor and no penalty clause was available in contract for delay in attending the AMC visit. It was also noted that there was abnormal delay in conducting Annual joint inspections of **EIMWBs** by Divisional Officers. PCME has been advised to issue a System improvement duly covering all these aspects.

2. Issues in MCC Contracts:-

During PCs conducted on contracts of Mechanized cleaning of coaches (MCCs) over SCR, irregularities were noticed for not using specified chemicals for cleaning the trains, not maintaining minimum stock of cleaning chemicals for 15 days as per contract, shortfall with respect to deployment of manpower & cleaning machines including spare machines, not providing Dozing equipment for dilution of cleaning chemical and Bio-metric attendance system for contract staff. Penalty has been proposed by executive

for these lapses from contractor bills. Further one contract has been terminated for these irregularities in execution of contract by agency.

3. Issues in Mechanized Washing of Linen Contracts:-

During PCs conducted on contracts of Mechanized washing of Linen over SCR, irregularities noticed for not using canvas bags for handling washed / soiled linen, not using Specified printed envelop for supply of bed roll to passengers, overdue woolen blankets for washing, short fall of equipments like Drier & DG set and for not maintaining minimum stock of washed linen as buffer stock by contractor. **Penalty has been imposed for Rs 3.48 Lakhs** in one of the contract for lapses on the part of agency. Observations were also made in one of this contract w.r.t. not specifying the list of machines required for work in the tender document and inspection of firm premises before finalization of tender in two packet tendering system. System improvement has been issued on uniformity of tender of subject work duly covering these aspects.

2.6 Case studies - Electrical

1. Irregularity in execution of AMC of RMPUs of AC coaches:

Investigation of CVC referred PIDPI complaint in execution of AMC of RMPUs (Roof Mounted Package Units) over SCR brought out the following:

- Contractor was **not replacing** "**must change items" as per schedule.** These must change items are bearings of condenser & fan motors, conduits, earthing shunts, AVMs, gaskets for access doors etc. Further, Contractor does not have sufficient spares of material as per schedule.
- It was noted in contract schedule that, there was a discrepancy with regard to replacement of "must change items". As per scope of the work, replacement of bearings of motors was "must change item" during POH, whereas as per schedule (Annexure A & B), it shall be replaced on condition basis. There was also confusion on quantity of must change items to be replaced during POH. The Contract does not have penalty clause for not maintaining the spares.

Recoveries made to the tune of Rs.40.29 Lakhs from contractor bills. Disciplinary action has been taken against officials responsible for these lapses. System Improvements issued by PCEE on replacement of bearings in AC coaches during every POH and accounting the Quantity of "must change items" in Deptt Ledger for at least 3 months & further issue to contractor on Challans on daily basis.

2. **Issues related to record of Warranty/AMC of equipments**:-

During preventive checks conducted in one of the unit of SCR, it was noted that 16 sets of passenger amenity items (LED based display system & PA system for EMU'S) were procured thorough PO's in 3 different spells. These equipments were under AMC /warrantee as per their PO conditions. During the Vigilance check it was noted that, no record of details of AMC/Warranty of these equipments were maintained by SSE. Further no records of log of failure and no record of AMC indicating items to be checked during AMC, were available. On advice of the Vigilance, proper warranty records of equipments under warranty, proper AMC record with checklist of items to be checked during AMC and record of log of failures along with rectification detail, were prepared and maintained.

3. **Issues related to mentioning inspection authority in contract work:**

During the preventive checks conducted in electrical contract works, it was observed that Inspection authority is not being mentioned against each item under supply. System improvement has been suggested for mentioning the inspection authority against each item in contract works for clarity to contractor and inspection authorities.

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2.7 Case studies – Stores

1. **Preventive Check on Receipt & Issue of Servo RR-606 Lube oil:**

A Preventive Check was conducted in one of the Diesel Stores Depots regarding receipt & accountal of RR-606 Lube Oil. A total shortage of appx. 134KL (approx. value Rs.1Cr.) was noticed. This shortage had accumulated over the past few years. It was the collective failure of custodians, witnessing officials, Supervisory officials which resulted in huge shortage.

Irregularities were noticed:-

- Repeatedly and knowingly allowed Short receipts, but the same were not endorsed in the invoices/challans and certified for full quantities.
- Temperature variation Clause was not taken into consideration while certifying the invoices/challans.
- Dip readings of the storage tanks are not recorded in the Dump Register (Unloading Register) before and after unloading of Servo RR-606 Lube oil.
- DRRPs were kept pending for a long time without generating Receipt Notes in Receipt Section and also there is a inordinate delay in grant of ROs from ward. This was done intentionally to hide the shortages.
- Selective discontinuity of established practices such as maintaining position sheets in receipt files of Servo RR-606 and not recording the dip readings in dump register.

- Pairing & Distribution of Issue notes was not done properly. This was made good use by official by fudging the indents to the tune of 55KL to cover up shortages.
- Substantial quantities were kept pending for accountal for a long time and the same was not disclosed to the stock verifier at the time of stock verification to hide the shortages.
- Failed to conduct Departmental Stock verification periodically by Depot Officer/Supervisory officials.

Corrective actions taken:-

- Procedure to be adopted while decanting of Oils/Lubricants in storage tanks has been reiterated.
- RGC terms & conditions to be scrupulously followed to ensure proper accountal of Oils/Lubricants.
- Position sheets to be maintained invariably in the receipt ward for each case file.
- The Departmental Stock verification is to be conducted periodically.
- All the Oils/Lubricants shall be accounted and receipt note should be issued on the same day of receipt of materials.

2. Scrutiny of Medical Referral Bills:

A Preventive Check was conducted over 600 Medical Referral Bills of various empanelled Hospitals in one of the divisions.

Irregularities noticed:-

- Medicines, Investigations and consumables included in CGHS package were separately charged over and above the package cost.
- Non CGHS package has been billed in some cases when CGHS package for the same treatment, at lower rates, was available.
- The quantity of consumables (like Gloves, Medical oxygen) billed was unreasonably high in some cases.
- No prior approval was taken for costly medicines in some cases, though mandated under terms of MoU.
- System of adequate scrutiny and test check of Medical referral bills, as laid down in Rly Bd. lr no 2014/H-1/19/3/PNM dtd 05.10.15 was not in place.

Corrective action taken:-

- Checks conducted led to the identification of excess payments to the tune of Rs.10 lakhs (appx). Recovery is under progress.

System improvements suggested:-

- Audit of bills by medical board to be conducted as per Rly.Bd guidelines.
- Costly medicines to be certified by doctor in discharge summary and to be scrutinized by bill certifying officer.
- Any implants/stents used for the patient shall be properly indicated in the referral bills. The respective invoices with packing shall be attached along with the bills by referral hospitals. The same shall be scrutinised by the bill certifying doctor for genuinity, for proper post medical treatment/care of the patient in the follow-up.
- Any bill if passed under packaged rate, no additional item or cost should be allowed.
- Attestation is essential for any alterations in the referral bills.
- Advised for rotation of staff working in sensitive posts/areas.
- Bills should be properly scrutinized and certified as per MOUs and Timely submission of bills as per MOUs.

3. **Inadequacies in Local Purchases :**

Repeated Purchases:-

- In one of the units, it was noticed that Items with different descriptions but confirming to the same Brand/Make were procured frequently and

sometimes with differential rates within a span of one year. Ideally, the demands should have been consolidated and submitted at one go for obtaining the benefits of bulking the demand.

- The necessary mechanisms are in place for obtaining the supplies within the time frame of work.
- No efforts were taken for stocking of such item.

Deficiencies in Tender Documents:-

- Tenders were floated without any standard specifications though IS specifications are available for the said items.
- It was noticed that some local makes are included in the tender description, though some standard makes are available in the market.
- A Tender was accepted based on the tenderers commitment to submit proof of purchase from Authorised Dealer along with supplies. This is not in complete compliance of the tender condition - “Only OEM/Authorised Dealers to participate along with Authorisation Certificate”.
- Modification of tendered description vis-a-vis the indent description without record of prior consultation with User Department.
- Deficiency in the format of Authorization Certificate. The Authorization letter issued was not in a proper format and it could not establish the obligations between the OEMs and its Authorized Dealers.

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2.8 Case Studies – Traffic

1. During a check at a Private siding (say 'X') it was noticed that 8 rakes of Galvanized Coils were booked from the siding 'X' to another siding on SW Railway. On investigation it was found that these 8 rakes were originally booked from a goods siding in Central Railway to siding 'X' under Automatic Liberalized Freight Incentive scheme in traditional empty flow direction (TEFD) as per Railway Board rates circular no.29/2016) , and same were rebooked.

As per the clause no.1.9 (v) of the said circular "traffic booked under this scheme shall not be rebooked, diverted or given delivery short of destination". In case it has to be done then the normal freight shall be charged for the entire distance at the applicable class of the commodity.

Hence the difference of freight charges between freight paid under TEFD concession and freight charges worked out at normal tariff rate and Rs.1,36,28,099/- was raised as under charges and the concerned Division was advised to realize the difference of freight charges and take suitable action on the staff concerned. All divisions of SCR were asked to check this aspect in their Goods sidings.

2. At a Private siding, clinker was loaded in a rake. Since the EIMWB in the siding was not working, it was weighed en route and over loading was detected. Load

adjustment was done and rake was detained for over 24 hrs. The detention details were not informed to the siding clerk by commercial control & the siding clerk had also not checked the FOIS message resulting in non realization of detention charges to the tune of Rs.2.3 lakhs.

3. During the preventive check in an EIMWB at a private siding it was noticed that the operator was editing the gross weight in case where excess loading was detected as if no over loading was found. But after verifying the weighment details of the first copy (extracted from the system) it was found that there was over loading in numerous rakes and the siding clerks failed to monitor and notice this kind of fraud , hence no detention charges were raised.

The penal charges were calculated for the period of 1 year and an amount of Rs.6 Crs was raised. DAR action initiated against all siding clerks, CCI and TIAs.

4. During the preventive check in a Parcel Office it was noticed that after weighment of leased VPH when excess loading was detected (on three occasions) the excess load was unloaded but punitive charges were not collected.
As per “Comprehensive lease Policy” whenever weight of leased VPH exceeds PCC+0.5 tons tolerance, Normal lump sum leased freight for weight in excess of permissible carrying capacity of vehicle + Punitive charges equivalent to six times the freight at Scale ‘R’ for entire excess weight from origin to destination + Penalty

Rs.10,000/- to be collected. In addition to these penalties, Railway will terminate the contract after 4th default by forfeiting Security / Performance deposit.

It was found that CPSR informed CCI/HQ in writing about overloading but failed to collect Penal charges, in this case CCI/HQ also failed to monitor the contract properly and failed to record incident of defaults in Contract file. Total Rs.2,08,406 /- was raised as penalty, division was advised to realize the under charges and take action against the concerned employees.

5. During Random check on utilization of Privilege Pass it was noticed that one Employee made multiple reservations on 8 Privilege Passes, out of 14 Passes he availed during 2012 to 2017. On 8 Passes, total 43 reservations were made – out of 43 reservations 27 were extra reservations.

He availed 22 student passes during 2012 to 2017, but no Bonafide certificate was submitted during the years 2013 to 2017, neither for his son nor for his daughter. Only three applications for issue of school pass were found in the SS office, remaining 19 school passes were issued without any requisition/application. In the counter foils of 4 passes, Pass issuing authority did not entered the date in “Available up to” column.

As per the Schedule-III of Pass Rules entitlement of School Pass is 3 sets or 6 half sets in a year, but he availed 3 and ½ sets in 2015 and 4 sets in 2017. Passes were issued from the place other then the Railway Servant's headquarter or the permanent place of

residence. On eleven occasions reservations were made from & to stations beyond the stations permitted on the pass. Report from data base was extracted and pecuniary loss caused by him calculated and arrived at Rs.1,49,389/- and further action is being initiated.

6. Preventive check conducted on Catering bills reimbursed to IRCTC for catering services provided by them in Tr. No.12285/86 for 3 days and reconciled with the working charts of the train. While reconciling the figures mentioned in occupancy certificate with working charts, it was observed that claims were made for more than the actual occupancy/ No of passengers. As per charts 1014 passengers travelled but catering bills were produced for 1159 Passengers - excess claiming for 145 Passengers i.e., Rs.59,643/- more than the actual amount. PCCM and PFA were advised to take necessary action in this regard.

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