दक्षिण मध्य रेलवे

SOUTH CENTRAL RAILWAY

सतर्कता बुलेटिन

VIGILANCE BULLETIN - 2019

Issue No.52

गजानन मल्लया
GAJANAN MALLYA

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

I congratulate the Vigilance Department for bringing out the 52nd issue of Vigilance Bulletin on the occasion of Vigilance Awareness Week 2019.

South Central Railway has been making constant efforts to leverage technology to ensure transparency and accountability in all spheres of activity. Some of the recent initiatives taken by SCR are as follows:

1. Shift from working with normal manual file system to e-Office throughout the zone in order to ensure that the entire decision making process is logged online and verifiable.
2. A new application e-DAS i.e. e-Drawing Approval System has been developed by South Central Railway to make the approval of engineering and signalling plans online. This process in the normal course is a long drawn one, involving often scrutiny across departments at the Divisional and Headquarter level before the final approval. Making the entire process online ensures stage wise monitoring and also expediting the approval.
3. South Central Railway has been selected for development and implementation of Unique Medical Identity (UMID) scheme. 97.2% of the serving employees have already been registered. Efforts are on to register all the Pensioners too. This will help in implementing HMIS which would make medical facilities anywhere in India available to all serving /retired employees with a single identity card.
4. Active work is being done in installing Human Resource Management System (HRMS) which shall enable service records of all employees of IR to be put online.

Vigilance department on South Central Railway is doing good work in both complaint investigation and conducting preventive checks. The emphasis is more on preventive vigilance and as such several system improvements are being suggested as a outcome of these investigations. All the suggested system improvements are being uploaded in the SCR website so that all concerned can easily peruse the ones relevant to their area of work for guidance.

I urge Team SCR to actively participate in the process of making integrity a way of our life.

Place: Secunderabad
Date: 22.10.2019

Gmallya
(Gajanan Mallya)
General Manager

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बी.बी. सिंह आईआरएसईई
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दक्षिण मध्य रेलवे
South Central Railway
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Headquarters, Rail Nilayam
सिकंदराबाद (टी.एस.)
Secunderabad - 500 025. (T.S.)

MESSAGE

I am happy to join South Central Railway on the eve of Vigilance Awareness week which is being observed from 28th October to 2nd November, 2019 on the theme "**Integrity – A way of life**".

In the recent years, transformation of systems and procedures has been one of the priority areas of Indian Railways policy makers. South Central Railway is a front runner in implementing these transformation measures. I think, these policy changes, leading to empowering and enabling railway employees, will go a long way in building integrity of the individuals.

I congratulate the Vigilance department for bringing out the 52nd issue of Vigilance Bulletin and I hope that this bulletin will prove to be useful for all the railway personnel and will help in updating their knowledge and following correct procedures for the overall benefit of the organisation.

(B.B. Singh) 21/10/19
Additional General Manager

Ramesh Kumar Jha
Principal Exec. Director(Vig.)
&
Chief Vigilance Officer

सत्यमेव जयते

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

स्वच्छ भारत
एक कदम स्वच्छता की ओर

Message

Vigilance Awareness Week is observed every year as a part of the multi-pronged approach against corruption, with the key strategy to encourage all stakeholders to collectively participate in the prevention of, and the fight against corruption and to raise public awareness regarding the existence, cause and gravity of and the threat posed by corruption.

During the course of the Vigilance Awareness Week-2019 and throughout the year that follows, government organizations, in the pursuit of promoting integrity, probity and ethics would pay special attention to the theme of ***"Integrity - A way of life"*** decided by the Central Vigilance Commission. Transparency, accountability, minimal discretion, reduced public interface, technology based procurement and automation are to be internalized into the organizational philosophy for making right strides towards the dream of ***"Integrity - A way of life"***.

Clear intent of the organization towards zero tolerance for corruption when conveyed to all stakeholders i.e. staff, operational partners and public at large through seminars, debates, panel discussion, etc, leaves an indelible mark on their psyche. I hope that the Railway will undertake the aforesaid activities in an organized manner during the Vigilance Awareness Week-2019, for maximum impact.

I sincerely wish that the efforts put in by the Railway in publishing the special edition of the Vigilance Bulletin would spread awareness amongst all functionaries at different levels and go a long way in creating an eco-system which is free from corruption.

(Ramesh Kumar Jha)

चंद्रिमा रॉय
वरिष्ठ उप महाप्रबंधक एवं
मुख्य सतर्कता अधिकारी
CHANDRIMA ROY
Senior Deputy General Manager &
Chief Vigilance Officer

दक्षिण मध्य रेलवे
SOUTH CENTRAL RAILWAY
महाप्रबंधक का कार्यालय
General Manager's Office,
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FOREWORD

Vigilance Awareness Week is being celebrated from 28th October to 2nd November, 2019 on the theme ***Integrity-A way of life***. On this occasion, Vigilance Department of South Central Railway has published the 52nd edition of the annual Vigilance Bulletin. It has been decided to name this Bulletin ***Animisha*** from this year. This issue contains a number of articles on vigilance management, case studies related to various types of irregularities revealed in different areas of Railway working, etc. In addition, some thought provoking articles, stories, poems and sketches have also been included to make the edition more interesting and readable.

Integrity of public servants is a cornerstone for successful governance efforts. It is strongly felt that spreading vigilance awareness would go a long way in encouraging public servants to adopt Integrity as a way of life. We, in the Vigilance Department of South Central Railway, are consistently striving to play a constructive role in suggesting system improvements to streamline and bring about transparency in railway working and spreading awareness about rules and regulations to prevent railway employees from making genuine mistakes through ignorance. I would request all the readers to come forward with their valuable suggestions to improve the working of the Vigilance Department of South Central Railway.

(Chandrima Roy)
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 Integrity and Vigilance Management

1.1 Roadmap of Ethics in Public Service

Chandrima Roy
Sr.Deputy General Manager

A rather striking conundrum comes to the fore when one hears two divergent views relating to ethics in India: the first one is the report card of exemplary ethical behaviour given to Indian citizens by visitors from other countries, as early as the 4th to 6th century AD; the second is India's ranking today among the more corrupt nations. This sets up a train of thought—where and how did this degradation of ethics begin and whether it can be stemmed.

For the professionals who are in the field of government service, this is a very crucial area of discussion and action. But before one comes to the subject of professional ethics, it is essential to look into individual/personal and social ethics as professional ethics is to be strengthened on these foundations.

For instance, we can take the example of Rama in a foundational text of India called *Ramayana;* he is considered to be a model of ethics. In spite of this, often some aspects of his behaviour such as his killing of Bali or his banishment of Sita are considered unethical. In-depth analyses of such contexts reveal the distinction between personal, social and professional ethics. As a husband Rama felt the pain of Sita's absence, but as the King he did his duty by sending her away. He punished the ego-blinded despot Bali as a duty of purging society, though at the individual level he may not have wanted to.

Often in ancient Indian wisdom the distinction is made by using the term *dharma*, that is, choosing the right code of conduct for each context. This makes ethics different from fixed value systems which are called morals. Truth is morality as long as it is indiscriminately applied to all contexts. But a person who knows how to avoid or

tone down an unpleasant truth when the context demands it, is ethical in the best sense of the term.

One is reminded of Aristotle's definition of "righteous anger"—to be angry with the right person, to the right degree and for the right purpose and in the right way. So to classify anything—even anger—as outright wrong or negative or immoral is impossible. Contextually moderating one's attitudes and behaviour, thoughts, words and actions is the sign of true ethics.

When each person is monitoring such a change within them and makes *Integrity* a way of life, society as a whole becomes ethically rejuvenated because it is these ethical individuals who constitute society. And again an ethically healthy society gives impetus to professional ethics. Where the individual digresses, society is blinded and professions become corrupt.

Therefore, instead of making a blanket statement about ethics in professional life especially for government officials, one has to move step by step by bringing about some self-awareness among individuals. It has famously been said that no one can transform the world: one can only choose to transform one's own self. The element of choice is the most important aspect in this process—unless a person has an internal urge to be ethical it is impossible for her/him to be made ethical by external factors. Punitive measures are deterrents to unethical practices, but results of these punishments cannot be called true ethical behaviour because it is guided by fear and compulsions. The change needed at this point of time is a natural inclination towards ethics coming from within. No doubt conditioning plays a major role in this internal transformation.

So what values would an individual need to cultivate or strengthen to achieve this end of a total internal transformation? For an official in government service, or in any job for that matter, wholehearted **commitment** to the task at hand is essential. As we know in that

famous manual of efficient living called the *Bhagavad Gita*, work has to be done for its own sake and not for the sake of the rewards/returns (*karmanye vadhikaraste ma phaleshu kadachana. . .)*. Now, one can do some self-analysis to see how many are working because the job they are doing is important and how many are just whiling away the work hours for a salary or perks or awards and rewards. A missed promotion, a delayed increment, a chiding from the boss—such are challenges which deter many from being true to the position / responsibility which they have. Corruption is often equated with taking monetary bribes, but it is much more than this. A person who does his/her job with indifference is equally corrupt. A person who uses working hours to do work-unrelated activities is also corrupt. Real commitment is to derive joy and satisfaction from the most dreaded part of one's professional duties. To achieve this mindset one needs to do the most mundane job **creatively**. So commitment and creativity should march hand in hand for the best professional output any official can give That is a huge step forward in ethical behaviour.

This leads to the key factor **honesty,** followed by its corollary **integrity**. Not allowing one's conscience to become passive is a significant part of the process. Selflessness, ability to control aggressive self-interest is one of the prerequisites for this. Often people feel that so much idealism is not realistic or pragmatic. But again a reference to the framework in Indian philosophy called *purushartha—dharma, artha, kama, moksha—* is helpful. Nothing could be more practical. *Dharma* and *moksha* are the boundary walls which enclose *artha* and *kama*; this means wealth and desire are legitimised by righteousness and final liberation. The moment the boundary of *dharma* and *moksha* are jettisoned *artha* and *kama* lose their legality—they come under the heading of corruption.

And from this evolves **accountability**—the willingness to take responsibility for both the good and the bad. Officers in leadership

positions need this quality more than others. Such a person admits a fault and works hard to rectify the error. A good leader shows accountability by sharing credit with his/her team members. Ego is a barrier in the path of accountability. Ego leads to self-aggrandisement which is often masked with false humility. This is like playing a dangerous game of self-deception. Hope of praise or fear of blame often takes the guise of accountability. But true accountability is that which makes one work with single-minded concentration towards a goal.

Another ethical need for a true professional especially in government service—which shows the path to all other professionals—is **reliability/dependability.** No official worthy of his/her salt can be other than reliable or dependable. Completing the work assigned on time, being available whenever needed, willing to undertake a task however impossible it appears, not making excuses for every out-of-the-ordinary role assigned in the job front—there are numerous such examples which assess reliability and dependability. In a word, it is the ability to generate faith and trust. And without this no ethical code is complete.

The above mentioned are just a few ethical steps; the list is much longer. Each individual officer or employee needs to explore and experiment in order to widen the ambit of ethics. Such a march forward will serve the personal and organisational needs vis-a-vis professional, social and individual ethics. Waiting for others to be ethical and lead the way is a passive attitude. The hour is right to take up the task of being ethical in all spheres of work and life without worrying about whether the others are doing so or not. Let each one take the responsibility of his/her own ethical conduct so that no policing will be needed and soon there will be a sea change in the way systems and professional organizations work—with ETHICS foregrounded above all else.

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1.2 Essentials of Cleaning Contracts in IR from Vigilance perspective

Sahitya Kumar Gupta
Dy.CVO/S&T

Cleaning contracts fall under the category of Service Contracts. Cleaning contracts cover mainly Mechanized Coach Cleaning (MCC), Clean Train Station (CTS), On Board Housekeeping Service (OBHS), Station Cleaning Contracts, Maintenance of Running Room Contract, etc. These cleaning contracts become an important part of day to day Railway working due to emphasis on reduction of departmental manpower and reducing costs.

Taking its importance into consideration, a separate **"GCC for Services"** was **issued on 28.2.18** by transformation cell, which forms the basis for all tenders invited by the Indian Railways for all service contracts. As per this document, for **service contracts valuing Rs.50 lakhs and above, two packet system for bidding has to be followed.**

Constant efforts are being made to improve the level of cleanliness in Coaches, Stations, etc. In spite of all these efforts, various irregularities are observed during the checks conducted on cleaning contracts. The major irregularities includes **(**a) non-availability of Biometric Attendance of contract staff, (b) non-usage of heavy duty machines (such as high pressure jet cleaners, floor scrubber etc.) & specified cleaning chemicals for cleaning purpose, (c) not maintaining sufficient buffer stock of chemicals for prescribed period & not maintaining the accountal of cleaning materials (d) not monitoring activity of collection and disposal of garbage (e) not imposing full penalty against deficiencies recorded on various activities on day to day basis while certifying bills (f) not verifying the

genuineness of bank statement of wages and statement of EPF & ESI contribution for contract staff made by firm.

These irregularities in execution of the cleaning contracts tarnish the image of Railway due to poor cleaning quality and also deprive contract staff from their rights of getting various benefits under Statutory Provisions of Contract Labour Act.

Important suggestions, guidelines and instructions on above issues are as under:

(i) Biometric Attendance System for contract staff: Biometric Attendance of contract staff should be compulsory. A System Improvement has been issued vide PCME/SC's letter No.M.313/C&W/Tenders/286/Vol. IV dtd.17.6.19, to incorporate a penalty clause in future outsourcing contracts with penalty of Rs.1000/- per shift, where bio-metric attendance is not taken for the contract staff. Aadhar based biometric system will further reduce the probability of proxy attendance by same person using his other fingers/thumb.

Muster for outsourced staff should be maintained. Shift wise attendance should be marked in the attendance register duly countersigned by the shift in-charge. In case of MCC, the rake wise attendance of contract staff should be maintained. The bio-metric attendance of contract staff should cross-verify with these attendance registers from time to time.

(ii) Cleaning Machines: It is observed at few occasions that machines are not being used for cleaning of coaches instead work is managed with manual cleaning. However, the basis of the mechanized cleaning is machine intensive to ensure quality cleaning. Therefore, in order to ensure that machines are invariably used in such cleaning activities, the quantum of penalty provisions need to be adopted so that that it compels the firm to use the

cleaning machines (such as high pressure jet cleaners, floor scrubber etc) for the cleaning purposes, instead of paying meager penalty & escape from using these machines.

(iii) Maintenance and Accountal of cleaning chemicals: Buffer stock of specified cleaning chemicals should be ensured as per the contract. The proof of purchase (Tax invoice) should be submitted by firm while handing over the cleaning chemicals to Railway. Receipt & issue of cleaning chemicals should be carried out through Railway Store only. Relevant provision in tender should be incorporated and same should be ensured while executing the contract.

(iv) Collection & Disposal of garbage:- Clause for collection & disposal of garbage in contract should be clearly specified. The proforma of garbage disposal record on daily basis should also have a column indicating vehicle number through which garbage is transported to dumping area / nominated area. It should be ensured that garbage is transported to dumping yard/nominated area as stipulated in contract, instead of accumulating and burning it at the same place. This activity should be checked by officer in-charge periodically.

(v) Maintenance of record & deduction against irregularities recorded on day to day basis- All relevant records as per prescribed proforma in contract should be maintained. Deficiencies recorded on day to day basis w.r.t cleaning machines (non-usage/non-working), cleaning chemicals, short deployment of manpower etc. should be recorded in the relevant registers. It should be ensured that penalties for all irregularities have been levied while recording MB and certifying bills.

(vi) Genuineness of bank statement of wages paid, EPF and ESI contribution to contract staff:- Railway should ensure that Gross minimum wages including ESI, EPF etc. is paid as per the actual by

contractor to all workers. The genuineness of bank statement of wages should be cross verified with respective banks, wherever required/felt necessary. Railway should cross verify these EPFO & ESIC statements from On-Line EPFO & ESIC records. Points to be ensured while passing the contract bills are detailed under **Para-5.6.5 of "GCC for Services**." PCME/SC has also reiterated instructions vide letter No.M.313/C&W/Tenders/286/Vol. IV, dtd.17.6.19 for ensuring compliances on wages through bank payment, EPF & ESI contribution for contract staff by Firm before processing bills.

(vii) Use and return of Railway T&P items:-The T&P item including the DG sets used during execution of the contract (MCC, Station cleaning contract etc.) should be handed over back to Railway in proper working condition, if stipulated in the contract. These T&P items should be utilised suitably.

(viii) Private cash declaration by OBHS staff:- Recently Railway Board vide letter No.2017/EnHM/15/8, dtd.6.12.2018 has issued a format to declare private cash for OBHS & their supervisor and other on board staff. This new format contains two Annexures I & II. Annexure-I is to be verified by the Supervisor In-charge, while Annexure-II is to be retained by OBHS staff. It should be followed by concerned OBHS and on board staff.

Vigilance department has been advising all field units from time to time about various irregularities/malpractices, which have been observed during the preventive checks/complaint investigation. It is, therefore, necessary to field executives to sensitize the staff in order to ensure quality in supervision & execution of work and stop any sort of malpractices.

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1.3 Need for integrity in our life

S. Ramesh Babu
Dy.CVO/Traffic

The word 'integrity' is derived from the Latin word 'integer' and means to feel whole, i.e. a complete person. So it refers to the sense of completeness and togetherness one enjoys when they live their lives honestly and morally. Often we confuse Integrity with Honesty. While Integrity is the quality of being honest and having strong moral principles considered socially right or acceptable, Honesty on the other hand is the quality of being truthful and sincere. Integrity is choosing the right path and consistently going in that path even if it leads to problems financially or otherwise. Whereas Honesty is being truthful to what one believes is right (it may not be considered right by the society). You can have honesty without integrity, but you cannot have integrity without honesty. So integrity stands as a more broadly demanding concept morally in comparison to honesty.

Why should we Live with Integrity

- Living with integrity brings wholeness and peace. Your conscience can rest easy, and you can look at yourself in the mirror with pride
- When you choose to live with integrity, all of your relationships will be healthier, stronger, and more satisfying as everyone knows that you are a person to be trusted
- A commitment to live a life of integrity allows you clarity when you have to make hard choices. You won't be at war with yourself over which path to choose. Instead, you will experience

the confidence that comes with having every aspect of your life knit together in a unity of purpose.

How to Cultivate Integrity in Personal Life

The strength of a nation derives from the integrity of the home. – Confucius

It is a good habit to develop integrity early in our life, as this holds us in good stead as we progress in our life. Children should be taught to do basic things like helping parents in doing chores, respecting others, telling the truth, doing homework on their own, not cheating during exams or on any assignments, and generally doing any work ethically and honestly, following the rules, etc. This is very essential as they are the building blocks of personal integrity.

The following are some of the steps which help in cultivating integrity in personal life

- Be honest with yourself. Be who you are. Say what you mean. Do what you say you will do.
- Decide early in life what you will and will not compromise on, so it'll help you when faced with making ethical choices, since the decision has already been taken.
- Don't give any exceptions in practicing integrity no matter how small the things are. It will make you not compromise on the bigger ones.
- Don't justify your actions which are contrary to your principles even if the end is richly rewarded. Remember, the journey towards an accomplishment or decision is just as important as the destination itself.
- Take responsibility for your decisions whether success or failure.

Integrity at the Workplace

As we know, integrity is one of the essential values in any organization. So professional integrity is when a person adopts his values and integrity to his chosen profession and job. Taking a principled and ethical approach to decisions related to your work and workplace can have a positive impact on your life and that of your co-workers. It builds trust and people are drawn towards such honest and dependable behavior. Integrity in a workplace also promotes a positive environment which encourages higher productivity. It can also lead to a greater sense of self-respect and self-esteem. Some of the work ethics which every employee needs to follow are in order to achieve professional integrity.

- Work when you are supposed to and save socializing, snacking, searching the Internet and personal phone calls for break time
- Show respect to coworkers with appropriate conversation and empathy
- If you are in management, keep your employees informed so they will know what is coming and what needs to be done
- Adhere to organization's policies and procedures
- Be responsible. Do what you say you will do
- Do not use office materials for personal use
- Work together as a team. This builds trust and shows integrity
- If you are a leader/manager of a project, take responsibility when your team fails and give them the credit when it succeeds.
- Don't take credit for others' success.
- Be transparent in your decisions.
- Avoid situations where you'll have a conflict of interest.

Conclusion

As you act with integrity in everything you do, you will find that every part of your life will improve. You will begin to attract the best people and situations into your life. You will become an outstanding person as well as a success in everything you do.

"Have the courage to say no. Have the courage to face the truth. Do the right thing because it is right. These are the magic keys to living your life with integrity." - W. Clement Stone

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1.4 Integrity Is Everything

R.V.R. Murthy
Dy.CVO/Accounts

In these days of increasing greed, unabashed and perpetual quest for wealth accumulation, if there is one single trait that every person has to pursue and be conscious of in the mind, it is INTEGRITY.

In your career, you may move from one place to another place, get promoted, get a salary hike, get recognized for your skills but if there is one trait that outshines everything and through which you outshine yourselves, set an example to others it is INTEGRITY.

It is not difficult to define what INTEGRITY is. AN Oxford dictionary states that INTEGRITY is “the quality of being honest and having strong moral principles”. INTEGRITY can be felt more in actions rather than a word on paper in people’s lives. It will come through shiningly in the following examples

1. NOT looking for personal gains in transactions
2. NOT accepting gifts from third parties
3. NOT taking credit for someone’s work.
4. NOT blaming others and not standing up for yourselves
5. NOT providing false promises to get someone to do something.
6. NOT showing Favoritism /Nepotism and being unfair.
7. NOT downplaying employees' accomplishments to make oneself look better.
8. NOT treating others poorly – not showing respect or empathy, micromanaging employees, not trusting them to do their job.

Not acting with INTEGRITY will lead to short term gains but will lead to long term pains. The pain when it comes, comes very hard and it will encompass your family members, their future and your social status. It is recommended whenever a situation arises

that you have to take a balanced view and act, always think of the consequences your family may face in the future and the shame that you may bring to them when your integrity fails.

You may gain power and money quickly if you are cutting corners and act without the constraints of morality. Dishonesty may provide instant gratification in the moment but it will never last. You can think of several examples of people without integrity who are successful or rich but the law will definitely catch up with them. This should be the last resort. Your character should determine what position you have to take in the first instance and then judge what to do in a way that your INTEGRITY is an example to others.

Few people are born with integrity, few people acquire integrity and few have integrity thrust upon them. People who are born with INTEGRITY need not be trained in it. People acquire INTEGRITY by watching their managers and mentors. They can be trained easily. Few who have INTEGRITY thrust upon them are those who learn their lessons in a hard way, change their perceptions on life and embrace INTEGRITY. That's when the character of the person starts to build but the important thing is to practice it every day and every minute. INTEGRITY is the Energy that will drive the individual.

When you practice INTEGRITY, every person who trusts or knows you will spread the word of that trust to at least a few of their friends, and the word of your character will spread like wildfire. The value of the trust others have in you is far beyond anything that can be measured. For employees it means a manager or a boss that is willing to trust them with additional responsibility and growth opportunities. For organizations like us, it means customers that trust giving more and more business. People trust you and if they recommend you for your INTEGRITY, it means that you will never damage their own reputation or INTEGRITY. That creates

opportunities for you to be recognized as a shining star in the Organisation.

"Do what is right, let the consequence follow". Follow this as a Mantra and it guides you to do a great job without succumbing to greed, desire and the senseless striving for wealth accumulation.

Success and money will indeed come and go but INTEGRITY is everything.

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1.5 Integrity Pacts: A New Paradigm in Preventing Corruption

Ankur Srivastava
Dy.CVO/Stores

Corruption has been a serious problem for society since time immemorial. We have often heard of forty different ways of embezzlement enumerated by Chanakya in the 3rd Century BC. However, the "grandest of corruption" in any government inevitably happens in the area of public procurement. Procurement functions vest a lot of financial resources and trust on individuals, and there is a huge incentive for such individuals to belie the trust for personal gains. At the same time, procurement activities have very little public visibility and therefore, irregularities in procurements seldom come to the notice of the public. This makes it all the more easy for the perpetrators to indulge in corrupt activities.

There is, therefore, a definite need to find ways to arrest corruption in public procurements. Towards this goal, Transparency International designed and launched an innovative tool, *"the Integrity Pact (IP)*" in the 1990s.

What is Integrity Pact?

The goal of Integrity Pact is to reduce any chances of corrupt practices during procurement through a binding agreement between the agency and bidders for specific contracts and help governments, businesses and civil society fight corruption in the field of public contracting where the scope of abuse is immense owing to the large value of contracts

It is intended that an integrity pact will accomplish the twin objectives of

a. Assuring the bidders that the process of awarding contracts shall be fair and transparent, and

b. Enabling the government to reduce the high cost and distorting impact of corruption on public procurement.

Towards this goal, an Integrity pact invariably incorporates the following commitments/undertakings from the government as well as the prospective bidders

- An undertaking by the Public Agency that its officials will not demand or accept any bribes, gifts, etc., with provision for appropriate disciplinary or criminal sanctions in case of violation

- A statement by each bidder that it has not paid, and will not pay, any bribes and that it shall disclose all payments made in connection with the contract in question to anybody

- Explicit acceptance by each bidder that the no-bribery commitment and the disclosure obligation as well as the attendant sanctions remain in force for the winning bidder until the contract has been fully executed

Why an Integrity Pact?

In the first reading, these clauses do not appear anything out of the ordinary. After all, if any official is found to demand or accept bribes, or (with the new amendment to the Prevention of Corruption Act recently), if a bidder offers such bribes, they are liable to be prosecuted for criminal offences, even without these clauses being incorporated in the agreement.

However, the real benefit of Integrity Pacts is apparent, when these commitments of parties are seen along with the remedies provided for violation of integrity pacts. Each integrity pact incorporates a pre-

announced set of sanctions for any violation by a bidder of its commitments or undertakings, including (some or all):

- Denial or loss of contract
- Forfeiture of the bid security and performance bond
- Liability for damages to the principal and the competing bidders, and
- Debarment of the violator by the principal for an appropriate period of time.

The key differentiator here is the fact that these penalties for violation of the Integrity Pact are contractual remedies and do not require formal conviction in a court of Law. This makes the process simpler, faster and hence more effective. At the same time, an action or invocation of a clause from the pact (termination, penalty, blacklisting) would in no way preclude criminal prosecution for these offences.

In addition, integrity pacts usually incorporate another innovative condition, that of the role of an Independent External Monitor (IEM), which is an independent agency, with no interest in the outcome of the contract. Usually reputed agencies like Transparency International are adopted as IEMs by public bodies. This provides an effective check on the parties to avoid any willful deviation from their undertakings/commitments. The IEMs also work to disseminate the information regarding procurement decisions among the public, thereby bringing more transparency in the system.

Integrity Pacts (IPs) have been adopted in a number of countries as an instrument for greater public oversight over possible corruption in government organizations. According to Transparency International, Integrity Pacts have been adopted by public procurement agencies

in more than 15 countries across the world, and these agencies have also benefitted from these pacts. A stellar success of Integrity Pacts was seen in India itself in the year 2014, when the Government of India cancelled an agreement of purchase of Augusta Westland Helicopters, taking cognizance of the proceedings in foreign court of alleged bribery by top executives of Augusta Westland. The agreement was cancelled, based on the Pre-Contract Integrity Pact, without having to wait for formal conviction of the contractor in an Indian court.

Integrity Pacts have the potential to bring about a paradigm shift in handling corruption in public sphere, by providing recourse to rights under the contract in addition to rigorous prosecution. This field is seeing a lot of activity now, and it is expected that we will see Integrity Pacts in action in many more cases in the future.

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1.6 Ethics and Ethical Dilemmas in Public Administration

C.N. Deevan Reddy
Dy.CVO/Personnel

"Virtue is more to be feared than vice, because its excesses are not subjected to the regulation of conscience"

- Adam Smith

Public administration is defined as a determined action taken in pursuit of a conscious purpose achieved through organizing and maintaining human and fiscal resources. Without public administration, the government cannot operate and manage its own activities efficiently and effectively. Public administration plays a very important role for delivering and distributing public services to all corners of the country.

In a general sense, ethics is the code of moral principles and values that governs the behaviors of a person or group with respect to what is right or wrong. Ethics sets standards as to what is good or bad in conduct and decision making. Ethics provide accountability between the public and the administration. Adhering to a code of ethics ensures that the public receives what it needs in a fair manner. It also gives the administration guidelines for integrity in their operations. That integrity, in turn, helps foster the trust of the community. By creating this atmosphere of trust, the administration helps the public understand that they are working with their best interests in mind.

Another positive outcome of good ethics in public administration is timely and informative communication with the community. This kind of transparency builds trust and prevents or minimizes the potential issues that can arise when information is divulged from outside

sources. If there is something of consequence that the public needs to know about, it's better for it to come directly from the leaders and administration. Communication also keeps all parties involved so that they can all work toward a common goal

Additionally, a code of ethics creates standards of professionalism that co-workers in the public sector can expect from each other — the public can also expect the same from their leaders. With a strong code of ethics in public administration, leaders have the guidelines they need to carry out their tasks and inspire their employees and committees to enforce laws in a professional and equitable manner.

Viewing ethics in this light indicates that people are faced with choices requiring them to make decisions enabling them to lead an ethical life within the context of their relationships with others. This suggests that people can be placed in ethical dilemmas. An ethical dilemma arises from a situation that necessitates a choice between competing sets of principles. Thus an ethical dilemma can be described as a circumstance that requires a choice between competing sets of principles in a given, usually undesirable or perplexing, situation.

Some of the most common ethical dilemmas with which public servants are confronted, revolve around aspects such as:

• Administrative Discretion - Public officials are not merely executors of public policy. They make decisions pertaining to the lives of people, for example, about taxes, survival and the dismissal of people and, by doing so they exercise discretion. It is true that within the rules and regulations laid down by legislation and within the prescribed procedures, there is ample opportunity for the public official to use his discretion. When faced with alternatives the choice of the public official poses an ethical problem: the choice may be acceptable to only a small section of society. The problem is that the

selection of one path of action from among several alternatives is often made on the basis of personal preference, political or other affiliations, or even personal aggrandizement, thereby disregarding known facts and thus the possibility of rational decision making. It could well be that all the prescribed rules, regulations and procedures are adhered to but that the discretionary choice may be viewed as unethical or even corrupt.

• Corruption - The majority of officials uphold the high standards required by public office and are devoted to promoting the general welfare. The ethical standards of public officials are, however, directly related to society as a whole. If the public accepts that in order to secure an expeditious response from a public official some pecuniary or other incentive is necessary, and the official accepts the incentive, then the standards of ethical conduct of officials and the public are in fact in harmony from the point of view of the public. The corruption of public officials by private interests is usually very subtle, for example, favors by the public to the official under obligation and he gradually substitutes his public loyalties to those doing him favors. The ethical dilemma that faces the public servant with regard to corrupt practices as a result of private interests primarily concerns his reaction to the situation. If a corrupt practice or an attempt to corruption is discovered, it is quite possible that the official's personal loyalties or party political affiliations may be in conflict with his official duties.

• Administrative Secrecy - An area which lends itself to the creation of situations and actions which could prove to become major ethical dilemmas is the secret conduct of public business. This is especially so because secrecy can provide an opportunity to cover up unethical conduct. Secrecy is an ally of corruption and corruption is always practiced in secrecy. It is generally accepted that in a democracy the people have a right to know what the government

intends to do and it would be in the interest of the public for the administration of public affairs to be conducted openly.

• Information Leaks - Official information is often of such a sensitive nature (for example, pending tax increases, rezoning land, retrenchment of staff) that disclosure of the information can lead to chaos, corrupt practices or, for some individuals, improper monetary gains. Leaking official information at a date prior to the public announcement thereof is a violation of procedural prescriptions and can be an ethical dilemma.

• Public Accountability - Since public officials are the implementers of public policies, they ought to be accountable for their official actions to their superiors, the courts and the public. It is nevertheless, possible for them to hide behind prescribed procedures, the cloak of professionalism and even political office-bearers.

• Policy Dilemmas - Policy makers are often confronted by conflicting responsibilities. They have specific loyalties to their superiors, but also to society. They have freedom to act on behalf and in the interest of others, but they must also answer to others - their superiors and society – for their actions. The official's obligation to respect the political process may conflict with his view on how the objects of policy making are treated. In other words, the dilemma of the public official is the clash between his view of the public interests and requirement of laws.

However the potential areas for conflict are not necessarily ethical dilemmas in themselves. It is what the public servant does when he is confronted by activities pertaining to these phenomena that could prove to be the ethical dilemma:

1. Would he keep silent when he finds that administrative discretion is abused, or that corruption is practiced?

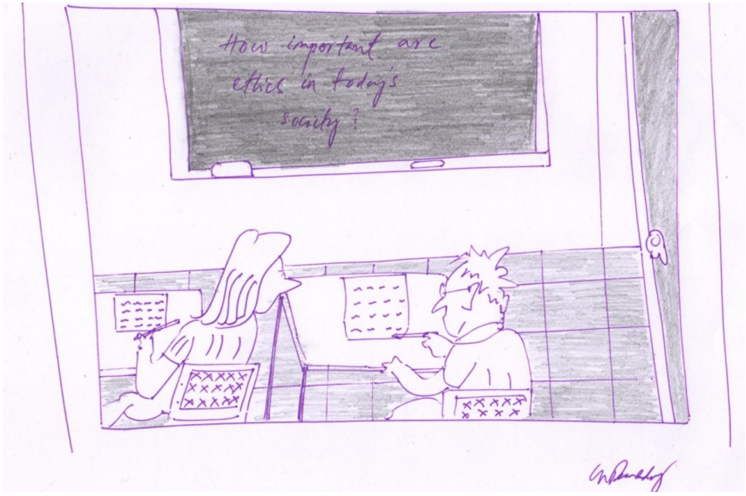
2. Or should he blow the whistle?

3. Should he actively engage in pressure group activities because he sympathizes with their views?

4. Should he actively participate in party politics?

5. Or should he endeavor only to promote the public good and uphold the high standards of public office?

Therefore it can be concluded that the reputation and success of governance depends upon the conduct of public functionaries and what the public believe about their conduct. It is therefore of fundamental importance that public functionaries act justly and fairly to all, not only paying lip service to ethical conduct but also ensuring that these are manifestly and undoubtedly seen to be done. It is imperative that all public functionaries upon accepting government employment recognize that they have a special duty to be open, fair and impartial in their dealings with society. Personal self-interest should be subordinate to the public good in all circumstances, especially if circumstances arise where the possibility of a conflict of interest may become an ethical dilemma.



1.7 Integrity - A way of Life

D.Rajini
Jr. Translator
Hindi Section/HYB

A person of integrity,
Is ever at serenity,
We become a celebrity,
With our own identity.

Being a little conscious,
We can become virtuous,
And also become righteous,
For a life with a purpose.

A life of solitude,
Can never be of magnitude,
How good is our attitude,
So high will be our altitude.

Principles of honesty and sincerity,
Can only lead to prosperity,
There are no substitutes,
For the above attributes.

One is not born with integrity,
But to be practiced with humility,
For integrity Is not a part of life,
But ***Integrity is a way of Life.***

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1.8 A Silent Promise – A Corrupt Engineer

Mini Dhanesh
Ch.OS/Vig.

It was a usual ride for me. I was going to a nearby village in connection with some official work. I was quite satisfied with this job. The only thing that sometimes worried me was these long motorcycle rides, especially in the rainy season. I did not mind though because these trips were chances for me to make extra money.

I was about to reach my destination, village Mahipur. In the morning, the weather was quite pleasant, so I didn't want to increase the weight of my bag by carrying the raincoat. But now the sky was full of dark clouds. I was quite worried. During my previous trip also I got wet and I was still suffering from cold. I did not want to get wet again.

I was working as an Assistant Engineer under a government contractor. I had to go to the rural areas very often to observe the progress of different works. It is quite natural that most of these works do not progress in a satisfactory manner. But the sanction of money for the works at different levels usually offered me a little commission for that. Personally, I am not a supporter of corruption. But it was my need or something else I don't know exactly, that always influenced me to accept the commission. In fact, it was the only thing that motivated me to go to these backward faraway places even during weather like this.

Soon it really started drizzling and in a short time the drizzle turned into a heavy rain. The wind was also becoming stronger. It was no longer possible for me to continue my journey. I saw a bus stop with a small shelter with a concrete bench inside. I stopped my bike and

entered the bus shelter. I decided to wait for the rain to stop. I looked at the sky. It was full of black clouds. It seemed that the rain was never going to stop.

I saw the bus coming from the town. The bus stopped. A woman in white sari got off. She ran to the bus shelter to protect herself from getting wet. By observing her dress, I could understand that she was a Hindu widow. She was a young woman. I felt sorry for her. Most girls don't even get married at her age and now she was a widow. She sat in the corner of the concrete bench. She was wet. She rubbed her hair with the end of her sari. Being a little modest by nature, I was not comfortable. Both of us were silent.

"I don't think the rain is going to stop in less than half an hour," I said, breaking the silence. She didn't reply. She just looked at me. I looked at her eyes. She looked very resigned and helpless.

"Are you coming from town?" I asked her. She nodded her head in response.

"I am also coming from the town. I have to reach village Mahipur early but God knows when this rain will stop," I said expressing my annoyance. She didn't reply.

"Anyway, do you work in the town?" I asked her.

"No, I don't work in the town. I went to the court," she said in a soft voice.

Suddenly an aged man reached the place. He had an umbrella with him.

"Your mother-in-law has sent this umbrella for you. Take this and go home," said the man looking at the woman. The woman took the umbrella and left the place. The man entered the bus shelter and sat down.

“Are you not the engineer?” the man asked me.

“Yes. How do you know me?” I asked.

“I saw you in the village Mahipur. A mason working there is my nephew. I went there last week.” The man replied and asked, “Are you going to Mahipur?”

“Yes. I am going to visit some work at Mahipur. But God knows when this rain is going to stop,” I replied.

“Yes. I also have many works left in my field. If the rain doesn’t stop it will be a problem,” the man replied.

“By the way, who is this woman?” I asked him

“She is a very unfortunate girl. It was not even a month since her marriage and her husband has passed away,” the man said.

“Oh, how did that happen?” I asked

“Her husband was a labourer. He was working in the site where a bridge is being made in the nearby village. Suddenly a newly constructed wall collapsed on him and he died,” the man replied.

“Where is she coming from now?” I asked.

“In this country there is no one to think for anyone. It is a government project. So she deserves some compensation from the government. It is her right. But she has not yet received it. She goes to the town to the District Collector’s office or to the court every week. But who will help a poor woman like her? All want bundles of notes and nothing else,” lamented the man.

I could not utter a single word. I understood that the incident had taken place only because of the poor quality of work which engineers like me approve for a small amount of commission. My

entire body and soul were trembling with a feeling of guilt. The rain stopped. The man went away to work in his field. I was left alone under the small bus shelter.

I am not brave enough to go to her house and tell her that I will give her justice. Nor am I strong enough to declare a fight against the system which is fully steeped in the mud of corruption. I just made a silent promise to my conscience and to that poor woman: “From now onwards, I will never indulge in corruption of any kind in my work. I will be honest to my work and make sure that the quality of any work I supervise is very good.”

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1.9 सतर्कता ही जीवन

Vikram Gupta
CE/TP

जंगल का हर जीव सतर्क

हर पल यहाँ मौत का डर

विधाता का खेल निराला

हर कोई यहाँ भोज निवाला

जहाँ जरा सा चूके ध्यान

पल भर में ही छूटे प्राण

मेरा नुक्सान आपका फायदा

दुनियादारी का अजब कायदा

सबको सबकी सब खबर

आपके माल पर गिद्ध नज़र

जो सतर्क वही बचेगा

वरना चूना खूब लगेगा

रेल आज भी मालदार

चूना लगाने वाले हज़ार

सतर्क रहो ज़रूर मिलेंगे

कुछ अंदर कुछ बाहर

सतर्कता केवल एक हथियार

जो सतर्क, वही चौकीदार

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1.10 Integrity – Responsibility to be Inculcated in the Community

G Sreenivasa Babu
Section Officer/IT

Integrity and Honesty. Both the words may look similar in their meaning, but there is a difference. Integrity is more than Honesty. Integrity means soundness of moral character, as well as honesty. I will try to give one example that I heard from my higher officer that when a child is prevented from telling lies by his father as it is bad and he stops lying in front of his father, it is his Honesty, but when the child doesn't lie even in the absence of his father, it is Integrity.

A person with integrity will tell the truth/do the things, even if it costs them, such as in an accident in a car park where he damages someone's car and could easily escape without being caught.

Integrity means being effectively the *same person* at all times, in other words the internal and external persona are integrated. And different faces are not shown in different situations to suit oneself.

To sum up, Integrity has been defined as "Moral soundness; honesty; freedom from corruptive influence or motive." If we are all forced to follow this, we would have a much more honest and a safer world.

Nobody forces us to do anything, and that is the point. Our personal integrity can only be formed by one person i.e. ourselves. Nobody can control our integrity. They can try to influence it, but they cannot change it unless we allow it to be changed. So it is up to you to make the decisions that are right for your life. Because even in your workplace with your colleagues, where you live with your family and

neighbours there are choices to be made every single day. And they all could affect your life.

Integrity is absolutely vital to a community. If a community as a whole, logical & consistent does not have morals, it will be a very bad community. The people in it will not flourish, the next generation i.e. children will grow up bad, and it will be a continuous cycle of immorality.

As I pointed out just now about the responsibility of a community, I would like give an example which happened recently.

The Sikh community has made, probably, the first move in this regard. We are aware that Gurudwaras offer free food to anyone. Sikhs enjoy cleaning shoes of people coming to a Gurudwara, it is probably the only community in the world having zero beggars; their bravery is legendary.

PMC (PUNJAB AND MAHARASHTRA BANK) started in Bombay in 1984 was a dream come true for Sikh taxi drivers and other Sikhs which later became the mouthpiece of the Sikh community in the banking sector, has recently gone bankrupt. It had branches all over the country. The Bank was primarily managed by affluent Sikhs. It was a cooperative bank. In advances, they had given more than 10,000 crores to bogus parties without any securities. Thousands of people, who had faith in them, who had deposits, lost their hard-earned money.

Sikh Gurudwara Prabandhak Sabha, which manages all Gurudwaras in Mumbai, unanimously passed a resolution to throw out all the eight Sikh directors & their families from the community. They cannot have any relations with the community and cannot enter any Gurudwara. No Sikh will welcome them in their house or business. This includes their family. This is the highest insult to any Sikh. As directors, they failed in upholding people's faith. This is the

harshest punishment a society can give to an individual. All Gurudwaras of the country have been requested to follow this and give no entry to any of them, including their families.

It is to be noted that each individual director is a rich man and with a lot of influence in society. Still, they could not save themselves from the boycott society imposed on them.

If all communities of our country follow this, individuals will be afraid to be cut off from the society and that can put the lid on corruption. Hats off to the Sikhs for showing the way to the country! They have fought many battles; this may be the first civil war in society. Others have to learn a lot from them.

Integrity is honesty with moral and ethics compounded on top.

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1.11 Vigilance Angle

D. Durga Rao
OS/SDGM/O/SCR

“Vigilance”, the nine letters so often quoted in this country creates a phobia in the minds of people. But it has certain parameters on which it functions like in olden days Kings used to take some parameters which are helpful in deciding and passing judgements in cases. Similarly, in modern times, vigilance organisation deals with the cases having a vigilance angle.

What is a Vigilance Angle?
The term "vigilance angle" has been defined in the Special Chapters for Vigilance Management in the public sector enterprises, public sector banks and public sector insurance companies which include the following acts at CVC Vigilance Manual:

a) Demanding and/or accepting gratification other than legal remuneration in respect of an official act or for using his influence with any other official.

b) Obtaining valuable thing, without consideration or with inadequate consideration from a person with whom he has or likely to have official dealings or his subordinates have official dealings or where he can exert influence

c) Obtaining for himself or for any other person any valuable thing or pecuniary advantage by corrupt or illegal means or by abusing his position as a public servant.

d) Possession of assets disproportionate to his known sources of income.

e) Cases of misappropriation, forgery or cheating or other similar criminal offences.

Other Circumstances/Factors

There are, however, other irregularities where circumstances will have to be weighed carefully to take a view whether the officer's integrity is in doubt. Gross or wilful negligence; recklessness in decision making; blatant violations of systems and procedures; exercise of discretion in excess, where no ostensible public interest is evident; failure to keep the controlling authority/superiors informed of required transactions and issues in time; cause of undue loss or a concomitant gain to an individual or a set of individuals/a party or parties; these are some of the irregularities where the disciplinary authority with the help of the CVO should carefully study the case and weigh the circumstances to come to a conclusion whether there is reasonable ground to doubt the integrity of the officer concerned

A vigilance angle could be perceptible in cases characterized by commission of criminal offences like demand and acceptance of illegal gratification, possession of disproportionate assets, forgery, cheating, abuse of official position with a view to obtaining pecuniary advantage for self or for any other person, irregularities reflecting adversely on the integrity of the public servant and lapses of gross negligence, recklessness, failure to report to competent authorities, exercise of discretion/powers without or in excess of powers/jurisdiction cause of undue loss or a concomitant gain to an individual or a set of individuals/a party or parties and flagrant violation of systems and procedures.

Existence of a Vigilance Angle

In the Vigilance Branch there are two sources viz complaints received from different platforms and checks conducted by Vigilance branch where the vigilance angle is checked. Complaints received from various sources are dealt only when they possess valid reasons, verifiable facts coupled with vigilance angle and the remaining complaints devoid of vigilance angle are forwarded to the respective departments for necessary action as deemed fit.

The other source is inspections/checks conducted by the Vigilance Officer/Inspector wherein there is a difference in the nature of Inspections conducted as compared to those conducted by Departmental Officer/Inspector and Vigilance Officer/Inspector. A Vigilance Officer/Inspector lays stress on the vigilance angle comprising of different aspects assigned by Vigilance Directorate, Railway Board during their inspections which will result either into administrative action/ corrective action or DAR

In both the cases after conducting inspections, the decisions of the Vigilance Branch along with the approval of CVO will be sent to concerned departments for taking necessary action and they will be dealt as per the directives of CVC. It is also pertinent to bring to light that all the cases are dealt by Vigilance without any bias duly following the cardinal principles of natural justice. But absence of vigilance angle in various acts of omission and commission does not mean that the concerned official is not liable to face the consequences of his actions. All such lapses not attracting vigilance angle would, indeed, have to be dealt with appropriately as per the disciplinary procedure under the service rules. Thus Vigilance Organisation takes up only such matters to investigate and follow up punitive/corrective action which have a vigilance angle.

Benefits of the Concept of a Vigilance Angle

Vigilance Angle is the pivot around which the activity of Vigilance branch revolves. The guiding factors and cardinal principles stipulated in it which not only help the task of Vigilance but also help in improving the image of Vigilance Organisation by way of:

a) Protecting the honest person

b) Disciplining the wrong doer

c) Increasing transparency and fairness

d) Ascertaining accountability

e) Reducing wastage/leakages

f) Promoting the culture of honesty and integrity

g) Reforming systems for corruption free delivery

In brief, it helps in striving for zero tolerance for corruption while protecting the honest and thereby enhancing the organisation's image.

Vigilance Angle/Vigilance as a Guide

It is believed that some of the members of staff are so afraid of vigilance that they do not want to perform or perform with extra caution leading to inordinate delay. When staff with no malafides follow the principles of transparency, fairness, competitiveness, accountability and time factor, no action will be taken against such persons who take even wrong decisions in business interest. In other words vigilance is not only punitive/deterrent but also acts as friend, philosopher and guide.

*****JAI HIND ****

1.12 INTEGRITY – Display to Inspire

Vanitha S.Kumar
CVI/Personnel

How do we perceive this year's theme 'Integrity – Way of Life'? It is quite a thought-provoking one and very much in line with my idea of integrity. To me integrity is how one leads one's life. One faces umpteen number of choices each and every day of one's life and the choice can be made by each individual. How we decide to lead our lives defines us. Integrity means the world for many, while to some it may mean nothing. The former lot is the so-called "good people" and the opposite is the term for the latter. Things which we all know and should continue to know needs reiteration, hence this humble write-up.

Maintaining integrity is one thing and display of it is another. A person having traits of integrity within may not be looked upon as an integrous one by others and reason for it is the lack of display of the integrity. From my experience gathered during the past years in Vigilance and the interactions to which I was exposed, in the line of my duty, I can sum up Integrity and its display as follows:

(1) The easiest way to display integrity is to have no conflict between what is inside the person and that which is displayed outside to the world. When one's behavior does not reflect one's feelings, there will be lower self esteem leading to indications opposite to integrity.

(2) A person who keeps his word is looked upon as a person with integrity because of the solid reputation it establishes by way of deliverance of promise and keeping up commitments.

(3) A focused person draws admirers. Keeping the focus on what's honest and true helps us not to be tempted by other distractions that take us away from being integrous.

(4) We should remember that we are judged by people based on our surroundings, both inanimate and our acquaintances.

(a) A person's integrity permeates the environment and the opposite is equally true, so be in honest company.

(b) A person with messy, unkempt and unorganized environment around him cannot send positive messages about his integrity.

(5) Be ready to take responsibility. A person who admits his mistakes either in personal front or in professional front without being fearful is the one who shows signs of integrity.

(6) Last but not the least, respect and show the respect you have for those that are not in your vicinity, so that those around will sense your integrity.

To sum up, we should feel good about ourselves by inculcating high self esteem built on integrity. We should value ourselves and our peace of mind enough to be integrous. By this we can create the foundation of trust. At no cost should we lose our trustworthiness which is the very base for healthy personal and professional relationships. Our credibility is a critical portion of ourselves, so nurture it to make integrity the way of life so conspicuous that it inspires.

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1.13 Integrity – A Way of Life!

M.K.Shaji
CLA/Law Branch

The word “integrity” has its origin from Latin: “integer” – meaning the whole or complete. I still remember, what had impressed me about 3 years back, the slogan of “Vigilance Awareness Week” held by the South Central Railway: “Honesty is the truth, you tell others and Integrity is the truth, you tell yourself”. In fact, this was an adaption from what was told by American physician turned author Patrick Spencer Johnson (“Who moved my cheese?” & “Yes” or “No” fame) “Integrity is telling myself the truth. And honesty is telling the truth to other people.”

Now, back to the definition of “integrity”: a person of integrity needs to be the same in all situations. When somebody is not expressing truly, probably to please others, they are causing long term negatives, for the sake of short-term gains. In fact, most of us are guilty of these “innocent lies” which we tell, to please others or to avoid a confrontation. It is not without realisation that such conduct of not opposing a negative, gives those persons a wrong feedback, until one day they crash beyond recovery.

For many, integrity is being honest, speaking the truth, adhering to law, etc. Though all these are part of integrity, it is not the holistic view. In an article, integrity was defined as - “when your internal values and external behaviours are in alignment”. An apt expression of “integrity”!

“Live so that when your children think of fairness, caring & integrity, they think of you” is what was told by American inspirational writer H. Jackson Brown, Jr. Probably this is one of the best ways to motivate one to lead a life of worthiness, as no one wants to be seen belittled by their children.

Famous golfer Bobby Jones, during 1925 U.S. Open Championship had pulled an iron out of his bag and addressed the ball. As he was preparing to hit out of the rough grass, the ball moved very minimally, a motion which calls for a penalty stroke. But none else had seen that. However, Jones called for penalty on himself. That penalty ultimately cost him the title. Jones brushed this happening lightly when others congratulated him for his integrity and remarked, "That's like congratulating someone for not robbing a bank." An exemplary model of "integrity"!

"He who walks in integrity, walks securely," is the old Proverb. The touchstone of integrity is "doing the right thing, knowing that nobody is going to know whether you did it or not" [Oprah Winfrey, American media executive, talk show host, philanthropist and actress].

This is how Piet Hein, the Danish poet, mathematician and architect described "The road to wisdom – Well, it's plain and simple to express: Err and err and err again; but less and less and less." When I returned to St. Josephs' HS School, Thiruvananthapuram, decades after my high schooling, this was what the then Head Master (my loving and adorable, Fr. Ephreme Thomas, SJ) wrote as an autograph in that year's school magazine for me. Let this be our guiding light.

Piet Hein's view holds a very important practical aspect. We need to go on improving on a daily basis (Kaizen method), duly reducing the mistakes/errors over a period of time. This transforms one into a person of integrity. A theory which I propound is to be a "Maximum Person". It is not possible for us in a short time to attain the stature of a person of integrity, but definitely we can become a "Maximum Person" in the interregnum, by compromising the least. However, the concept of "Maximum Person" should not be held in the longer run to defeat the goal of becoming a man of integrity or to remain ever as a "Maximum Person" by compromising forever. Once we accept the theory of "Maximum Person", then we will not

be keen to criticise the inappropriate or slack conduct of a great personality which he did at some point of his life and about which we came to know through his own autobiography or speech. Rather we would see what his major contribution to the society or humanity was.

During my trade union days, the knowledgeable Sri T. Hanumaiah, a senior leader of AILRSA, used to inspire the crowd by telling that one should own the organisation. Let us follow it and even extend this aspect to all spheres of our activities. In short, if we own our railways (like how we own our home, parents, children etc.), then the rest will follow – the conduct, the output, the punctuality, the efficiency, the righteousness and of course, the integrity as well.

Integrity spreads into all walks of life such as official integrity, personal integrity, financial integrity, social integrity, etc.

Great thoughts on “Integrity” at workplace:

✓ Don’t justify the means for the end.

✓ Unethical decisions are often easier in the short term; it eventually takes its toll.

✓ Living a life of integrity is a daily process, that’s doesn’t end until our life does.

✓ Workers are paid to do a job, not goof around.

✓ Don’t take credit for others’ success.

✓ Someone who is dishonest and greedy will always lack integrity.

✓ Practice the habit of imagining the presence of someone at the work place whose opinion we value, like our parents, spouse, children etc.

*To prepare these jottings I had browsed the internet, to equip myself with the familiarisation of “integrity”. It was a greater realisation and I am astonished with its deeper dimensions, which are being given by different authors/writers. This is more of a compilation than an original article, but intertwined with my thoughtlets, and hence no credit is being claimed. Yet, I felt it worth to place before my railway colleagues.

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1.14 ईमानदारी – एक जीवन शैली

Sahitya Kumar Gupta
Dy.CVO/S&T

'ईमानदारी सर्वश्रेष्ठ नीति' है यह कहावत तो हमने सुनी ही है और इस सर्वश्रेष्ठ नीति को अगर हम अपनी जीवन शैली बना ले तो फिर कहना ही क्या, इससे हमारा जीवन धन्य हो सकता है. ईमानदारी एक गुण ही नहीं बल्कि एक आचरण है, अगर हमारी जीवन शैली ईमानदार युक्त है तो हमारे चारों तरफ का वातावरण सकारात्मक होगा. इसके महत्व को ध्यान में रखते हुए तथा भ्रष्टाचार से लड़ने एवं लोक प्रशासन में ईमानदारी सुनिश्चित करने के लिए केन्द्रीय सतर्कता आयोग (CVC) वर्ष 2019 का सतर्कता जागरूकता सप्ताह, ईमानदारी – एक जीवन शैली ("Integrity-A way of life") के रूप में आयोजित करने जा रहा है.

सार्वजनिक जीवन में नैतिकता, ईमानदारी और सत्यनिष्ठा का मुद्दा सरकारी क्षेत्र के लिये हमेशा से एक चिंता का विषय रहा है. एक रेल कर्मचारी होने के कारण, इसका महत्व और भी बढ़ जाता है क्योंकि हम एक सेवा प्रदाता संगठन हैं तथा देश के विभिन्न भागों के लाखों लोगों को परिवहन सेवा प्रदान करते हैं. हम सभी रेल कर्मचारी जनता की सेवा के लिए प्रतिबद्ध हैं. चूंकि हम प्रत्यक्ष रूप से जनता से जुड़े हुए हैं, अत: भ्रष्टाचार का प्रभाव सीधे जनता पर पड़ता है. भ्रष्टाचार का दूरगामी दुष्प्रभाव रेल प्रणाली की कार्यक्षमता पर भी पड़ता है और इससे रेलवे का समूचा कार्यनिष्पादन प्रभावित होता है. वास्तव में ईमानदारी लोगों में हमारा विश्वास कायम रखती है जिससे अंतत: व्यक्ति, समाज व संगठन तथा देश का कल्याण होता है. अत: रेल कर्मियों में ईमानदारी और निष्ठा की भावना का होना अत्यंत आवश्यक है. इस संदर्भ में पिछले वर्ष भारतीय रेल द्वारा लोक प्रशासन में "मिशन सत्यनिष्ठा" पर एक कार्यक्रम आयोजित किया गया था,

जिसका उद्येश्य रेलवे के अधिकारियों एवं कर्मचारियों के व्यक्तिगत व सार्वजनिक जीवन में ईमानदारी व नैतिकता की भावना जागृत करना, उनको इसके प्रति प्रशिक्षित करना, उनकी कार्यकुशलता में वृद्धि करना आदि था.

हमारे व्यक्तिगत जीवन में भी ईमानदारी विश्वास का दूसरा पर्याय है अगर हम अपने जीवन में ईमानदार हैं तो हम पर लोग सहज रूप से विश्वास करेंगे. बेईमानी से कार्य करने से जीवन में एक अपराध बोध रहता है जो जिंदगी भर हमारा पीछा नहीं छोड़ता और हमारे मन को नकारात्मकता से भर देता है. ईमानदारी हमारे अंदर एक आत्मविश्वास का निर्माण करती है जिससे हम और अधिक दृढ़ता से अपने लक्ष्य की ओर अग्रसर होते हैं.

ईमानदारी से रहना बहुत आसान है, बस आवश्यकता है तो, केवल सोच बदलने की तथा अपने अंदर आत्मविश्वास जागृत करने की. शुरु में हमें इसके पालन में कुछ कठिनाइयां हो सकती हैं, लेकिन धीरे-धीरे एक बार हमारे अंदर ईमानदारी से रहने की प्रवृत्ति विकसित हो जाएगी तो हमें ईमानदारी से चलने में कोई कठिनाई नहीं होगी बल्कि आनंद आएगा. हमें यह भी अनुभव करने की आवश्यकता है कि ईमानदारी हमारी आत्म संतुष्टि का भी एक महत्वपूर्ण उपाय है जो हमें अपना जीवन व्यतीत करने में शांति और संतुष्टि प्रदान करती है.

अत: ईमानदारी एक गुण ही नही बल्कि एक जीवनशैली है

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1.15 Information Technology: For Transparency and Eradication of Corruption

V.Yagneswaran
CVI/Traffic

Indian Railways is the national transporter and termed as the Lifeline of the Nation. On an average 25 million passengers and 3 million tonnes of goods are transported by IR. Freight business constitutes the major source of revenue to railways. To handle the huge volume of goods traffic efficiently and optimally, FOIS was introduced by Indian Railways in the year 2001.

FOIS has been introduced with two fold objectives

(1) To facilitate planning and inventory management of the rolling stock and locos for Railway Administration
(2) To facilitate acceptance booking, delivery and tracking of consignments through online to its customers.

In order to achieve the above objectives, FOIS has been devised comprising of two modules viz. the Rake Management System (RMS) and Terminal Management System (TMS).

Rake Management System serves as a managerial tool to effectively plan and monitor the freight operations. Freight operations is a complex management due to reasons such as fluctuations in demand, variety of commodities to be moved and the need of specific type of wagons, preferential traffic schedule, loading, train examination, etc;. the main activity centers of freight operation include terminals, yards, control office and stations. RMS system provides important information concerning the position of freight operations which includes loading and stock position, fresh registration of indents, position of unloading, wagon balances at

yards, train running on each section, interchange position, loco position, etc;

Terminal Management is devised to computerize the commercial activities i.e. booking and delivery of goods at terminals. Terminal activities are customer centric, wherein placement, loading/unloading, release collection and accountal of various charges such as freight, demurrage, wharfage, etc; are involved. Thus TMS system is a boon to the commercial staff in correct collection of freight and application of incentive which hitherto had complex calculation due to regular changes in rules on application of various surcharges and incentives. It also serves as an effective tool to generate statistical reports on commodity wise loading, to study demand pattern, generation of balance sheet, various returns and reports as Managerial Information System.

To meet the growing demand of customized choices and demand of consumers, various IT initiatives have been taken to digitalize freight operations and business such as integration of FOIS with RBS,(Rates Branch System) COA (Control Office Application) and EIMWB (Electronic in-Motion Weighbridge). Further to promote ease of doing business, customer interface modules such Electronic Demand registration (E-Rd) and Electronic transmission of RR (E-Trr) has been developed. This has helped customer in streamlining their logistics management as indents for wagons can now be placed 24X7 and the RR is directly sent to their e-mail id.

To check these and obviate the scope for malpractice in weighment data captured by EIMWB and its consequent preparation of weighment sheet, integration of FOIS system with the EIMWB has been initiated, wherein the weighment details of wagon(s) recorded in EIMWB is digitally transferred to FOIS without any manual intervention.

Further to have real time information on continuous cargo visibility FOIS has been integrated with COA which provides accurate position of freight trains as well as availability of wagons in yards, details of detention of wagons at different locations.

It is suggested that a software provision for reporting software issues may be incorporated in the FOIS (TMS), in order to facilitate the field staff to interact with the CRIS for debugging of any computation errors in freight as well as wrong application of any incentives. In a recent case of inter-zonal traffic TEFD concession was wrongly granted to pure BOST rakes, despite clear instruction in Rates Circular that the restriction applicable to BOXN group of wagons may also apply to pure BOST rakes. The formal communication protocol system has caused delay in addressing the cited issue by CRIS.

FOIS is an information system and it aids the management in effective planning of freight operations. Hence it is imperative that in order to ensure smooth penetration of technology in freight business, field staff should adapt with changing scenario and equip themselves with necessary skills to reap the strategic benefits of (FOIS) TMS system. The active involvement of field staff and stakeholders can usher not only strategic benefits to administration but also brings transparency and eradicates corruption in freight operations.

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1.16 जागो भारत, जागो

A.K.Singh
CEE/Con/SCR

उठो, बोलो
कभी तो
भ्रष्टाचार के खिलाफ
मुँह खोलो

कब तलक होठों पर
ताला लगा रखोगे
कब तलक अपने
ईमान को दबा रखोगे

कभी तो खुद के होने का
एहसास दिलाओ
कभी तो अपनी नज़रों से
नज़रें मिलाओ

जो हैं ईमानदार उनकी
इज़्ज़त करो
और हों जो बेईमान उनको
बेइज़्ज़त करो

है जिनका हक़

उनको ही मिलने दो

किसी का हक़

किसी को न हड़पने दो

मानवता के लिए अपना भी

तो कुछ फ़र्ज़ बनता है

वैसा ही बोलो उनको

जो जैसा दिखता है

अब तलक जो झेल चुके

अब और न झेलो

भ्रष्टाचार के खिलाफ

एक वाक्य नहीं तो

एक शब्द तो बोलो

एक एक शब्द मिलकर

एक वाक्य बनेगा

जगेगी हिम्मत अवाम में

एक आंदोलन उठेगा

दूसरों की तरफ न देख

न ही कोई उनसे आस रख

कर आवाज़ बुलंद अपनी

और पहले खुद ही आगाज़ कर

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2.0 CASE STUDIES

2.1 Case studies - Accounts & Medical

Case Study - 1

During a PC conducted in Contractor's Bills at the O/o WAO/CRS/Tirupati, it was observed that the Labour cess @ 1% is added to the Agreement Value and Final Agreement value is arrived. Further, in the bills preferred by the Agency, the Labour Cess @1% is claimed and is allowed / paid at the time of bill passing and simultaneously deducted from the bill for remitting to State Govt. This is in violation of RB's letter No.2008/CE-I/CT/6 dated 9.7.2008 which mentions that the Tenderer shall be required to pay Cess @1% of cost of work which has to be deducted from each bill. On advice from Vigilance, the agreements of previous years were reviewed and the overpayment to the tune of `4,68,789/- was recovered from the Agencies. Henceforth, WAO/CRS/TPTY informed that Executives have been advised not to include labour cess in the gross value of the Agreement.

Case Study - 2

During a PC conducted at Sr.DFM/O/BZA, it was observed that Contractor's bills were only being debited to the concerned Deposit Works. Departmental and other establishment charges are not debited to the said Deposit work. On the advice of Vigilance, the deposit work registers were reviewed and an amount of `14,72,160/- was Charged against the deposit amount of the work.

Case Study - 3

During a PC, Indents & POs for procurement of Levosalbutamol 100 mcg + Ipratropium Bromade 20 mcg Inhaler (200 MDI) were scrutinized. Technical suitability was rendered stating that the product Levosalbutamol 100 mcg is not available in the market and a clerical mistake occurred while typing strength of the composition as 100 mcg instead of 50 mcg. Without adopting alternative method of purchase of 100 mcg inhalers, tender was invited changing the

description of the item as 50 mcg and without altering the PL no. As a result, an item which was not indented was procured at a higher rate than the LPR. The Medical and Stores Departments were advised to cancel the PO immediately and on the advice of Vigilance, the POs valuing `5.8 lakhs were cancelled and further investigation is on.

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2.2 Case Studies - Electrical

Case Study - 1

Irregularities in recording measurements in contract work of operation of lifts & Escalators:

During the check conducted in one of the contractual work of operation of lifts and Escalators at various stations over the Division, it was observed that SSE/HQ recorded M.B without imposing penalty against absenteeism of contractual staff for 79 shifts in one of the station. On further details, it was observed that as work was scattered under jurisdiction of various SSEs, and hence SSE/HQ used to record M.B based on statement submitted by respective field SSEs. In this case, where irregularity observed, the field SSE of that station was sick and hence statement was submitted by a Sr.Tech of that station. The SSE/HQ, without either visiting the site or without ascertaining the field record, recorded M.B and certified the bills as per statement sent by Sr.Tech. As Sr.Tech did not communicate absent particulars of contract staff and hence bills were cleared without imposing penalty for absenteeism of operator for 79 shifts.

Based on the advice of the Vigilance, both SSE and Senior Technician were issued with recorded warning. Executive has been advised to recover an amount of Rs.20,250/- from the agency.

Case Study - 2

Irregularities in claiming under warranty failures of LED fittings:

During the check conducted on 10.12.18 on procurement of 35000 LED fittings through Stores (SCR), it was observed that total 24690 LEDs were collected by all 6 Divisions from Stores. Out of which, 4481 no. of LED fittings were failed with failure rate of 18.15%.

Failed LEDs under warranty were not replaced by firm for a long period of more than 6 months. After vigilance check, letter was addressed by Executive to firm for these large No.of LEDs failures for replacement & quality improvement. Till 16.9.19, 1778 nos., were replaced by the firm & balance 2703 nos. of LED fittings are yet to be replaced.

Other observations made during PCs on the works contract of LEDs in various Divisions of SCR, it was observed that (a) Agt. & warranty details were not marked on LEDs. (b) SD was not retained till completion of warranty period of LEDs of 5 yrs. (c) Credit value for old released fittings was not available in contract. (d) No penalty clauses were available in contract for not attending defects & for not carrying out screen printing on LEDs. (e) No guidelines are available with field SSEs on action to be taken on released fittings, and (f) Warranty record of LEDs were not maintained by field SSEs.

A System Improvement has been suggested to PCEE/SC duly covering all the above issues.

2.3 Engineering

Case Study - 1

During the preventive check conducted in P. Way material depots it is found that CMS crossings supplied by some of the Private Firms are not as per RDSO specifications and following irregularities are noticed:

1) Checked the CMS crossings for physical properties and found varying compared to RDSO drawing RDSO drg. No. T-4734. Longitudinal unevenness in horizontal plane in zones of the crossing A-A,C-C (measured at top surface) and found having undulations which is not as per RDSO drawing. It is found that the surface finishing at FP zone and ANC area at web and foot location is not uniform and found shrinkage cavities and hot tears.

2) In some of the CMS crossings surface finishing at V portion and wing rails at ANC area is not uniform and found rough surface, which clearly indicates that the portion of Nose is not the originally casted one. **It very much appears to be attended with modification/reconditioning after casting** and further found vertical undulations at Rail top table near heel of crossing on both LH and RH side, when measured it is found 0.635mm as against no negative tolerances on rail top.

3) In some of CMS crossing there are visible cavities noticed. Surface finishing at ANC area on top table is rough and at Web portion of the crossing at ANC area cavities and deposition of metal and slag noticed.

4) In some CMS crossings surface finishing at Web zone is having undulations and at liner contact area the surface finishing is having undulations instead of smooth surface.

5) In all of the CMS crossings supplied, the profile at the flange area is deviated from RDSO Drg. No T-4734. As per RDSO drawing, end view on A-A cross Web and flange junction is to be merged at radius of 10 with falling slope of 1 in 2.75 for a length of 30.75 mm then it has to be level for 26 mm and after that 1 in 6 falling slope is to be provided for 24 mm. But in actual web and flange junction is merged abruptly, then a deep channel is created and after that there is sudden rising slope provided.

6) Surface at liner seating area is highly uneven and not as per prescribed profile for proper seating of liner.

7) At the corner of fish plate housing area surface is covered by foreign material and sand. This common irregularity is seen in all crossings at same locations.

8) Surface on Rail top table and gauge face at throat portion of the crossings **(four crossings used as sample for joint observations**) are full of corrugation type marks/groove, which reflects poorly finished repair works done.

9) Lots of deposition of metal and slag is noticed, may be due to splashing of arc welding on surface of the flange.

10) Paint applied is coming out just by minor rubbing, shows very inferior quality of painting and there are lot of brush marks and paint droppings/bristles justifies the poor quality of finishing and workmanship.

11) RDSO has done the third party inspection and the material is accepted by the consignee without any inspection at their end.

Case referred to RDSO Vigilance and under further investigation.

Case Study – 2

1. During a Preventive check conducted in one of the construction projects, It is observed that a work of doubling of BG line – Earth work in embankment and cutting including construction of minor bridges and other miscellaneous works was terminated.

2. Subsequently, another agreement is awarded for executing the left over works at a cost of Rs.36,28,41,107.95/-. Scope of the work is earth wok in embankment and cutting including construction of minor bridges and other miscellaneous works (balance works).

3. Four CC bills for a value of Rs.7,37,53,768/- were paid to the contract agency. All the four bills were recorded by JE/W/C in MB and requisite test checks were done by AXEN/C and DY.CE/C.

4. The initial levels for earthwork are not taken/recorded in the level books for the new work and LS payment was made to the agency in new agreement, final levels of the terminated agreement also were not taken into consideration while arriving at the payment quantities.

5. The samples of blanketing materials collected from the first quarry were sent for testing to SM Lab, Rail Nilayam on 31.8.17 by JE/W/C and found to be not as per specifications. The SM Lab Rail Nilayam suggested to go for 60% sample is blended with 40% of quarry dust to suit with the specification.

6. The samples of blanketing materials collected from the second quarry were also sent for testing to SM Lab Rail Nilayam on 5.1.18 by JE/W/C and found to be not as per specifications. The

SM Lab Rail Nilayam suggested to go for 70% sample is blended with 10% of 6mm metal + 20% quarry dust to suit with the specification.

7. Source of sample was not approved for blanket material by competent authority till the date of check but the quantity of 54788.25 m^3 of blanket material paid to the agency.

8. As per earth work guide lines of GE-G1 vide para no 7.2.1.2 (a), frequency of tests at site minimum one test sample per 500 m^3 or part there of to be conducted. But no test was conducted and the quantity of 54788.25 m^3 of blanket material paid to the agency.

9. On the day of vigilance check, blanketing material work completed and paid to the agency for different stretches. Blanketing material sample collected during vigilance check jointly with JE/W/C was sent for testing to SM lab/RN. **The result of report showing the material used for blanketing is unsuitable.**

10. Subsequent to the failure of the tested sample, it was decided by vigilance to test more samples from the paid locations. 8 nos of representative samples randomly one at every KM are collected jointly in presence of JE/W/C, authorised representative of the agency and SSE/PW of open line as an independent witness and sent to Soil Mechanics Lab, Rail Nilayam, Secunderabad for conducting necessary tests for blanketing material.

11. Results of blanket material collected at above locations received from SSE/SM Lab, Rail Nilayam, Secunderabad shown that all the eight samples were **UNSUITABLE** for blanketing.

12. In view of the above, it is clear that the earthwork is not executed as per the specifications. As per the contractual conditions mentioned in page-37 & 38, para-8.3**,** *those soils which are approved shall only be used at site. No work should start until soil sample is approved.* It is seen that the blanket material sample is not approved by Dy.CE/C and work executed at site, recorded by JE/W/C, 100% test checked by AXEN/C and payment done for a quantity of 54788.25 m^3 amounting to (54788.25 X 250 X 1.91) Rs.2,61,61,390/-.

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2.4 Case Studies - Mechanical

Case Study – 1

Delay in realization of bills against private sidings towards re-railing charges

During the check conducted on 20.10.18 at one of the SPART in SCR on 'Raising bills against private sidings towards charges of re-railing / cost of damages to railway property on account of accidents for the period from 1.4.14 to 20.10.18, it was observed that for following 5 instances, old claims to the tune of **Rs.52.94 Lakhs were not realized.**

S N	Date	Attention paid to	Amount to be realised (in Lakh)
1	24.7.14	Loco	2.3
2	29.4.16	Wagon	9.87
3	4.10.17	Loco	9.77
4	29.6.18	Loco	13.96
5	7.7.18	Wagon	17.04
Total amount due for realisation on date of check-Rs.52.94 Lakhs			

As per JPO on subject vide No.C/Safety/JPO-Recovery of losses/Accdts. Dtd. 08/2011, the stipulated time for submission of bills by Mech. branch to Account deptt is 40 days from date of accident and Finance deptt. should further send these bills to the concerned siding within 5 days with a copy to Commercial deptt. to pursue with siding authorities for early realization.

It was however observed that claims of year 2014 to 2018 were sent to respective siding authorities but not realized even after a long period as above. Sr.DCM has been advised to pursue the matter for early realization of bills.

Case Study – 2

Irregularities in execution of station cleaning contract work:

During investigation of one of the complaints over allegations of not deducting penalties in execution of contract work of **'Station Cleaning'**, it was observed that nominated supervisor was responsible for thorough supervision of the contract work and certify the bills.

He had recorded the M.B & certified the bills, however he did not impose the penalty fully towards the deficiencies recorded in field register and hence resulted into short recovery of Rs.1,74,959/- for the period of 21.9.18 to 20.3.19. He also did not maintain the Muster Roll Register, Stock Register of Cleaning Gadgets & Cleaning Materials, Register of Pest control measures as stipulated under Para-10.3 of the contract, and Transportation & Disposal of Garbage record as per Para-31 of contract, before certifying the contractual bills.

DAR action is recommended against concerned supervisor and Executive has been advised to make recovery of Rs.1,74,959/- from final bill of contractor.

2.5 Case Studies - Personnel

Irregular payment of family pension of an employee of South Central Railway.

Based on the source information that one employee is drawing family pension even after remarriage. A Vigilance check conducted brought to light a case of irregular payment of family pension even after remarriage. On verification of records available it was noticed that one employee while working as Khalasi in C&W department expired on 28.10.1986 and his wife was subsequently sanctioned family pension w.e.f: 28.10.1986. Further she was appointed on compassionate ground on 27.02.1988. At the time of her appointment in Railways she submitted her family composition is as under:

1.	Self	Date of birth:	02.04.1962
2.	Son	Date of birth:	15.06.1980
3.	Son	Date of birth	12.10.1982

Similarly she has submitted family declaration to the office for payment of Passes/PTO's from time to time as under:

1.	Self	Date of birth:	02.04.1962
2.	Son	Date of birth:	15.06.1980
3.	Son	Date of birth:	12.10.1982
4.	Son	Date of birth:	02.10.1992
5.	Son	Date of birth:	21.03.1994

Further, the ration card issued by MRO to the employee was verified and found that she is having four sons. On going through the detail

of family composition submitted by the employee and ration card of the employee it was observed that the two sons (3rd & 4th) were born to the employee after six years of her husband death.

The school certificates and Aadhaar card of her two sons (3rd & 4th) were also verified and found that the father name of these two sons were not tallied with the name of deceased Railway employee.

The employee was called to Vigilance branch and obtained her statement. In her statement she deposed that she got remarried in the year 1990, but she neither informed Railway administration nor the bank authorities for stoppage of payment of Family Pension.

On verification of records with the Bank it was noticed that she declared intentionally that she didn't remarry. Further she submitted representations for revision of family pension from time to time and same was revised by Personnel and Accounts Department.

Sr.DPO & Sr.DFM were advised to stop family pension immediately. The overpayment amount involved in this case worked out to ₹ 14,00,000/- approximately which will be recovered from the employee.

All these activities highlight the fraudulent nature of the employee to cheat the Railway administration as well as Bank authorities with an ulterior motive to gain certain benefits of undue Family Pension has caused a leakage of revenue to the Railway Administration with a tune of Rs.14 lakhs.

However, the misconduct of the employee was taken up under Major penalty proceedings under D&AR and imposed with a penalty of Compulsory retirement.

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2.6 Case Studies - S&T

Case Study – 1

Irregularities in execution of AMC work:

During the check conducted in one of the contractual work of AMC of CIB's/TIB's at one of the stations of SCR, it was observed that firm did not carry out the 10 nos. of the scheduled fortnightly maintenance visits as per the contract. It was also found that there was no penalty clause for delayed/missing AMC visits and for not maintaining required spares with railways by the firm. After the vigilance check, the amount of Rs.1.94 Lakhs was deducted by executive for missing AMC visits. Similar observations were also made in AMC's in other stations of SCR.

On advice of the vigilance, a system improvement has been issued by PCSTE to incorporate suitable penalty clause in future AMC's against delayed/missing scheduled AMC visit, failure to maintain spares as per contract, defining major & minor failures and penalty when restoration exceeds stipulated time and non-availability of competent Service Engineer. OEM to give competency certificate to Service Engineer along with training imparted to him on maintenance. It is also applicable for works contract of electronic items (EI, MSDAC, IPIS, CCTV etc.), wherein equipments are covered under maintenance/warranty after completion of the work and should be deducted from pending dues of agency.

Contd…

Case Study – 2

Irregularities on imposing penalty towards delay in restoration of the failure

During the check conducted in one of AMC work of coach/Train indication boards (CIB/TIB), at one of the station of SCR, it was observed that, there was the delay of 3 days beyond stipulated time of 24 hrs for restoration of a failure of CIB/TIB as per contract. However, SSE recorded MB without imposing the penalty for this delay. On advice of the vigilance, penalty to the tune of Rs.23,490/- is proposed by executive to be recovered from pending dues of the contractor. Concerned in-charge SSE issued **"recorded warning".**

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2.7 Case Studies - Stores

Case Study – 1

Supply of materials more than MRP in Stores Deptt:-

- On a Complaint based investigation regarding quoting higher prices more than the MRP, a check was conducted in Diesel Loco Sheds of SCRly in connection with the supply of 'filter elements to HHP Alco locomotives of specific make with different part numbers'.
- During the check in one unit, it was noticed that the firm had supplied the materials duly 'erasing' the MRP sticker on the material packings. Subsequently checks were conducted in other units where this firm had supplied the same materials and found that MRP was erased in other units also.
- To ascertain the actual MRP of the supplies, a reference was made to OEM to furnish the MRPs of the above items each part number wise. Accordingly OEM has submitted the MRPs for the said items.
- On comparing the MRPs with AIRs(All Inclusive Rates) quoted by the firm in the tenders quoted for the subject items, it revealed that AIRs quoted are more than 50% of MRP of subject item.
- A reference was also made to the firm to furnish the reasons for quoting the prices more than the MRP and firm had admitted that they have quoted rates higher than MRP citing various reasons.
- As per IRS Conditions of Contract para 300, Sub Clause (a): The price quoted by the Contractor ***shall not be higher than the lowest price charged by the Contractor for stores of the same nature, class or description to a private purchaser***, domestic or foreign, as well as purchaser Governments. Sub Clause (b): provides that ***if the price quoted is higher than the price usually charged from a private purchaser for the stores of same nature***

the contractor will specifically mention this fact in his tender giving reasons for quoting higher prices. If he fails to do so or makes any mis-statement, ***it shall be lawful for the purchaser to revise the price at any stage so as bring it in conformity with sub clause (a)*** or to terminate the contract and forfeit the Security Deposit.

- In this case, the firm has not indicated this fact in his tender nor has given any reasons for quoting such higher prices.
- Hence, the difference of all inclusive price(AIR) quoted by the firm and the MRP was advised to recover from the firm under the clause 0300 of the IRS conditions.
- This resulted in a savings of Rs.9.44 lakhs to the railways.

Case Study – 2

A Test check on quantity received in containers before acceptance:-

A Preventive Check was conducted in one of the Stores Depots. During the check, 4 out of 12 drums of 'Cleaning Solvent' available at the time of check in the depot which was received against the Purchase Order were randomly weighed and the gross weight was found to be lesser than the net weight marked on the container. Considering the average weight of 4 containers as found during the check, the actual receipted quantity has been estimated to be 460kgs ie., shortage of 50kgs as compared to invoiced qty(appx10%short) and 40kgs as compared to PO qty.

This reveals a deficiency in the working system as even a test check was not conducted on the quantity received.

In view of this, a System Improvement is suggested and implemented:

"The receiving official(s) must check the net quantity received before accepting the material, even if the material is received in sealed containers. In cases where it may not be either advisable or convenient to open the packages or cases to make a cent per cent check, a test check on quantity in containers shall be made, and the result of test check must be recorded in the receipt case file before acceptance".

Case Study – 3

Non-incorporation of accepted brand name in the Purchase Orders:-

A Preventive Check was conducted on supply of Churning Fans against the referred PO. During the check it was observed that the firm had quoted for 'X' Make Churning Fan which was accepted and PO was placed. However, the accepted brand, "X" was not incorporated in PO. Subsequently, firm has supplied "Y" make material against the referred PO which is not strictly as per the accepted offer.

Omission of brand name in PO can potentially lead to supply of substandard brands as the receiving officials will not be aware of brand which has been accepted. As such, the purchase officer is expected to incorporate all the salient terms of accepted offer in his acceptance note and to ensure that they are included in PO. It is also the duty of concerned PO clerk to ensure that all salient details of accepted offer and included in the PO that is prepared by him.

Even though the brand was not incorporated in PO, the supplier was very well aware of its original offer for "X" brand and therefore has knowingly supplied materials which is not as per its accepted offer.

In this regard the following actions are suggested and implemented :

a. Issue instructions to all purchase officers to ensure incorporation of brand name in Acceptance Note/PO.

b. To refer the matter to CRIS for fetching and auto populating the brand in the acceptance note based on firm's offer.

Case Study – 4

Inadequacies in Depot/Divisional Purchases :

During the scrutiny of purchase files of some of the depots, following deficiencies have been noticed in procurement:

- **Improper Eligibility Criteria**: In a case of procurement of LED tube lights for retro fitment, a clause was added in the indent that all ICF approved sources are eligible. The same condition has also been incorporated in tender. On clarification from the depot, it was informed that this item is not available in ICF approved list, hence condition that all ICF approved vendors are eligible was incorporated to ensure offers from ICF approved sources only. This is a non standard and improperly worded condition as it allows any of the ICF approved sources (irrespective of the item they are approved for) to become eligible for the order.

- **Deviation from tendered brands**: A tender was floated for specific make of battery (Exide), without insisting on PAC. Moreover, subsequently offer for a different make (Luminous) has been accepted.

Incomplete description and specification: It was observed in a procurement case of Bolts with castle nuts that the description of bolt is not complete and it does not include the length of the bolt which makes the description incomplete and hence has the potential of restricting competition. Moreover, the IS specification included (IS 2232) is for castle nut, but the IS specification of bolt (the major

component) has not been specified. That the description is incomplete was also highlighted by one of the bidders but overlooked by officials concerned.

- **Not recording proper reasons at the time of acceptance**: A case of procurement of change-over switches was been re-tendered twice and the rate finally accepted is substantially higher than the rate quoted by the same firm in the first tender. The first tender was retendered stating that the rates are high, however the last tender has been accepted at even higher rates. While, urgency has been recorded by the consignee in the present case at the time of third tender, accepting the higher rate without recording any reasons for the same is improper.

- **Unreasonable Brand/Make restriction**:- During a preventive check, it was observed that a requisition was submitted for the procurement of the Tool Kits with acceptable makes restricte to 4 brands. In this regard, it is observed that the brands/makes mentioned in the tender were copied verbatim from the budgetary quotation submitted by one of the likely suppliers. Other reputed brands available in the market, which have also been incorporated as acceptable brands by other units of S.C.Railway and also other zonal Railways, were however not added to acceptable brands. This has led to unreasonable restriction in competition.

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2.8 Case Studies – Traffic

Case Study – 1 (Checks on Freight Trains)

a) Incorrect realisation of detention charges on Container rakes.

All group-III goods shed are opened for container traffic as per policy for CRT (container rail terminal). An irregularity is noticed on collection of detention charges for Container rakes.

As per RMC/CRT-CCR/2015 Para 3.2.5 Detention charges will be levied for 45 BLC wagons irrespective of the actual number of wagons or containers in the rake or the number of wagons or containers actually dealt with at the CRT concerned.

The Demurrage Charges was collected for 40 BLC wagons as per the actual number of wagons dealt at CRT on 21/09/18 and 10/4/19. Accordingly Demurrage Charges amounting to Rs. 4725 & Rs. 3150 respectively towards difference of detention charges has been raised.

b) In a preventive check at a siding in a division it is noticed that the goods clerk had received a rake from other railway. The specific endorsement is made on RR that it was booked on SWA of the wagons and EIMWB was out of order. The Rake was confined to Weighment at en-route station. On weighment an excess loading of 7.1 tons was detected in 8 wagons. The weighment sheet result is kept in FOIS. The goods clerk had not ensured the remarks on the RR and also ignored the FOIS messages and had delivered the consignment without realising the undercharges. It is observed that the Goods clerk had not worked at the Goods shed earlier and not quite familiar with the Goods working and the FOIS working. There by the undercharges of Rs 26,331/-was proposed as a result of vigilance check and the employee was taken up under D&AR.

c) During a preventive check at a Goods loading station it is noticed that the RR is prepared very late and without collecting the 5% late payment fees even after obtaining the weighment particulars from the en-route station with in 24 hrs of loading. In this case the Goods clerk of the station subjected the rake for en-route weighment. The rake was released at 20.10hrs and it was weighed next day at 17.54hrs and the weighment particulars were relayed at 19.28 hrs to the Goods clerk.He was not physically available at the loading station by the time the weighment particulars were relayed. He sought permission for the late preparation of RR from the competent authority stating that the consignor was unable to come for obtaining the RR at that time. However permission was denied by Sr DCM and instructed to collect 5% late payment fees. In spite of the instructions he had not collected that amount.

Thus an amount of Rs 2, 21,196/- was raised as under charges and the employee was taken up D&AR.

Case Study – 2 (Divisional Contracts)

Preventive check on CMCC (Comprehensive Mechanised cleaning contract)

The contractor's Bill for the work executed during the period from 27.11.18 to 30.04.2019 was processed and submitted to Sr DFM/GTL for payment.

On scrutiny of bill it was revealed that 50% of the penalties levied by DEnHM/GTL amounting to Rs. 54,469 were waived by himself without following the procedure. As per SOP waiver of penalties can be done only with finance concurrence.The amount of Rs. 1,08,938 is the penalty amount imposed by DEnHM/GTL during his surprise inspections. DEnHM/GTL cannot be reviewing authority on penalties imposed by him. Hence it was advised to recover the waiver amount of Rs. 54,469/-.

Case Study – 3 (Misuse of 1st Class Free Pass (Privilege))

- A preventive check was conducted on the "reservations done on zero value & pre bought tickets", during the check it was observed that the pass holder had made multiple reservations on strength of 1st class free pass duly marking a circle on the previous reservation endorsements on the pass in token of cancellation and sought fresh reservations (four single journeys).

- Pass route is from CMRN to DBRT and back via MYS, SBC, GTL, SC, BZA, VSKP & HWH. Whereas Pass holder had made reservations KCG to MS via Tadipatri (against the mentioned/permitted route).

- It was advised to recover an amount of Rs. 18,410/- from the employee for the extra journeys performed and initiated D&AR action.

Case Study – 4 (Scrutiny of EFTs)

During check of EFT return it was noticed that, EFT issued for Un-Booked Luggage were issued either without mentioning the UTS ticket number on it, or the UTS ticket numbers which were issued on previous date, e.g. EFT issued for UBL on 01.11.18 based on the UTS Ticket No. which was issued on 29.10.18, in this way he claimed TA without working the Trains. The 'From' station and 'To' station mentioned on EFTs (issued for Un-Booked Luggage) were not in conformity with the 'From' and 'To' station of UTS ticket based on which the EFTs were issued, e.g. UTS ticket No.12345 is from Nandyal to KKachiguda whereas EFT was issued from Nandyal to Narsaraopet mentioning same UTS ticket number 12345, which is entirely in different direction/route. DAR action was initiated against the employee and divisions were asked to check this aspect.

Case Study – 5 (Checks on TTEs working)

Based on a complaint from a passenger that his ticket from HYB to TNSK was cancelled fraudulently by a Squad TTE, who checked his ticket in 18646 Exp, without his knowledge and pocketed the refund amount, because of this he had to travel in GS compartment with his family. During investigation, contacted Squad in-charge and taken list of TTEs worked in the said train and identified the TTE who checked his ticket between Hyderabad and Secunderabad, on questioning the said TTE she stated that she asked the passenger to pay the penalty as the ticket was for a different train and when he refused, she handed over the ticket to the Train TTE. In order to verify who cancelled the ticket, Checked cancellation location through PRS and found it was cancelled at CDB counter of SC station, and the ticket was of 12704 Exp from SC to TNSK, and the passenger boarded 18646 Exp by mistake.

Taken possession of the cancellation form, on questioning the ECRC who cancelled the ticket he stated that train TTE of 18646 Exp cancelled a ticket by tendering this requisition form. Further both the TTE of 18646 Exp who worked on the day of incident were questioned and found one of the sleeper TTE had went to SC station CDB counter, cancelled the ticket and pocketed the refund amount. The said employee was transferred out of division and taken up under D&AR.

Case Study – 6 (Checks on parcels)

1) During the preventive check conducted on leased SLR by Train No.17230 Sabari express, parcels were checked and found 264 mini gas cylinders which were booked as general goods, violating Para 34.4 and 34.6 of FM circular No.06 of CPLP 2014. An amount

of Rs.52,500/- has been raised and realized towards penalty for the said irregularity and the Contract has been terminated by the division duly forfeiting the SD of Rs.31 lacks

2) During the preventive check at parcel office/HYB it was found that parcels booked from PUNE to MADRAS were being transshipped on 23 occasions from 07.9.18 to 05.12.18.whereas as per FM circular No 34 of 2005 " the transshipment station must be situated in parcel originating zonal Railway". In the subject case even though CPSR/HYB had written letters to CPSR/PUNE not to load the Madras bound parcels in trains terminating HYB, CPSR/PUNE had booked the parcels to MADRAS. He had collected the freight charges for the shortest route and loaded trains terminated at HYB which is longer route and involved transshipment. Accordingly an amount of Rs.36000/- has been raised towards parcel under charges and advised to take up the employee under D&AR.

3) A preventive check was conducted on SLR of Train No.17640 AK-KCG express at Kachiguda station of HYB Division on 17-07-19 parcels booked on Scale-“L” in rear SLRD No.SC-99753 reweighed and found the following irregularities.

- Found an excess of 4.6T in 1st luggage room and 4.2 T in 2nd luggage room against the PCC of 4 T in each luggage room violating FM circular No.15 of 2018 dt. 10.5.2018
- It was noticed that CPSR/AK had booked 5.6T in one RR, 5.58T in another RR against PCC of 4T each
- TXR staff also failed to notice the over loadingof the train during Rolling in & out exam at originating & en-route stations

It was a blatant violation of rules endangering safety of the train as well as revenue leakage. An amount of Rs.9241/- has been realized towards parcel under charges and advised to take up all the concerned staff under D&AR.

Case Study – 7 (Checks on TTEs Duty Roster)

During a preventive check at a amenities base it was noticed that one of the senior CTI was not included in Roster Link and found working in mostly for special trains running in a route. Out of 54 trips during the time, 51 times he worked in a specific train. Another sleeper TTE though he enlisted in Sleeper link had worked mostly for the same train. He had worked 61 out of 74 trips of duty for the same train. **In all the above cases it is noticed that there was a gross deviation of duty Roster.**

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I am against corruption.... What about you ?
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Stop
Stop Corruption
stop Corruption
देश को आगे बढ़ाना हैं, भष्ट्राचार मिटाना हैं.

The main purpose of life

is to live rightly,

Think rightly,

Act rightly.