

Indian Railway Vigilance Chronicle - 2024

Compendium on System Improvements and Case Studies in Vigilance Traffic



Vigilance Directorate
Rail Bhawan New Delhi



Disclaimer

While every effort has been made to ensure that the information in this compilation is correct and updated uptill the time of its publication. However, any errors or omissions may be brought to the notice of Director Vigilance Traffic, Railway Board on email to dvt@rb.railnet.gov.in for correction. Further this booklet is intended solely to raise awareness and should not be construed as a legal advice or counsel. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, for any commercial use, without the prior written permission of the Vigilance Directorate, Ministry of Railways. All rights reserved.



For Internal Circulation Only



सतीश कुमार
SATISH KUMAR



सत्यमेव जयते

अध्यक्ष एवं मुख्य कार्यकारी अधिकारी,
रेलवे बोर्ड
पदेन प्रमुख सचिव, भारत सरकार
रेल मंत्रालय,

**CHAIRMAN & CHIEF EXECUTIVE OFFICER,
RAILWAY BOARD
EX OFFICIO PRINCIPAL SECRETARY
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

MESSAGE

I am happy to share with you "Vigilance Chronicle 2024: Compendium of System Improvements and Case Studies in Vigilance Traffic." This compendium stands as a beacon of our sustained commitment towards promoting transparency, accountability, and excellence in operational procedures within Indian Railways.

The Vigilance Directorate has shown unwavering vigilance and pro-active involvement in ensuring that our operations function with integrity. This publication testifies our work and devotion through a series of improved systems and solutions that both outfill the loopholes and improve our operational systems. Each entry here has a different look from a different perspective on how we can bring improvement in our work practices to ensure a much better framework for times to come.

Our vigilance efforts are not just about identifying issues but also about implementing sustainable solutions that drive through system improvement and its implementation. The highlighted case studies and system improvements provide insights into how various challenges were tackled, processes streamlined and reinforced our commitment to excellence. This compendium serves as an essential resource for understanding the strides we have made and the future directions we must pursue to uphold the highest standards of integrity.

I begin by extending warm congratulations to the Railway Board and Zonal vigilance team and every contributor who has played an instrumental role in shaping this publication. Vigilance Organisation's expertise, dedication and innovative thinking have been invaluable in furthering our vigilance initiatives. This is a collective effort that not only enhances our vigilance practices but also reinforces our commitment toward excellence and integrity in all aspects of our operations.

While we continue to build on the success stories, let this compendium guide the future endeavors and inspire continuous improvements across Indian Railways by all stakeholders.

With warm regards,

(Satish Kumar)



डी.के. सिंह
D. K. SINGH



सत्यमेव जयते



प्रधान कार्यकारी निदेशक (सतर्कता)

रेलवे बोर्ड

भारत सरकार

रेल मंत्रालय

PRINCIPAL EXECUTIVE DIRECTOR (VIGILANCE)

RAILWAY BOARD

GOVERNMENT OF INDIA

MINISTRY OF RAILWAYS

MESSAGE

It is with great pride and a sense of accomplishment that I introduce our latest publication, "Vigilance Chronicle 2024: Compendium on System Improvements and Case Studies in Vigilance Traffic." This compendium is a reflection of our continuous journey towards enhancing transparency, accountability, and efficiency within the Indian Railways.

The role of the Vigilance Directorate is pivotal in ensuring that our operations are conducted with the utmost integrity and adherence to ethical standards. Through vigilant oversight and proactive measures, we strive to foster a culture of honesty and excellence that permeates every level of our organization.

In this publication, you will find a collection of insightful system improvements and case studies that have been implemented to address and mitigate issues related to vigilance. These will not only highlight our challenges and successes but also serve as valuable lessons and best practices for the future.

I would like to express my sincere gratitude to the entire vigilance traffic team for their unwavering dedication and to all the contributors who have shared their expertise and experiences. Your commitment to upholding the principles of vigilance is the cornerstone of our progress.

As we look ahead, let this compendium inspire us to remain steadfast in our mission. Let it remind us of the importance of vigilance in our daily operations and encourage us to continuously seek ways to improve and innovate.

Together, let us drive the wheels of progress forward, ensuring a transparent, accountable, and efficient railway system that stands as a beacon of integrity and excellence.

With best regards,


(D. K. SINGH)

Rail Bhawan, Raisina Road, New Delhi-110 001.
Tel.:011-47844551, Email : amvig@rb.railnet.gov.in



अंशुमन कुमार
ANSHUMAN KUMAR



सत्यमेव जयते



कार्यकारी निदेशक सतर्कता (यातायात),
रेलवे बोर्ड
भारत सरकार
रेल मंत्रालय
EXECUTIVE DIRECTOR VIGILANCE (TRAFFIC),
RAILWAY BOARD
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

FOREWORD

The compendium of "Vigilance Chronicle 2024: Compendium on System Improvements and Case Studies in Vigilance Traffic." stands as a testament to our ongoing efforts to enhance the integrity, efficiency and transparency of systems procedures on the Indian Railways.

The Vigilance Directorate's mission is to ensure that all activities are conducted with the highest standards of professionalism, transparency and accountability, thereby fostering public trust and confidence. In this compendium, you will discover a compilation of implemented system improvements and significant case studies that highlight our commitment towards such objective.

Each system improvement and case study provides detailed insights into the challenges faced and the innovative solutions implemented to overcome them. These narratives serve as guiding examples for continuous improvement.

I extend my gratitude to our vigilance team for their relentless dedication and hard work who have shared their valuable experiences and knowledge, enriching this publication with their insights.

As you delve into the pages of this compendium, I hope you find the commentating studies useful and insightful. We uphold our collective resolve to ensure integrity and transparency in the system that is both ethical and efficient.

Thank you for your continued support and commitment to excellence.

With best regards,


(ANSHUMAN KUMAR)

Preface

Systemic Improvements in an organisation fosters a positive change and improves the organisational ability to produce a desired result. Railway Board Vigilance, as a preventive vigilance measure, emphasizes on simplification and standardization of rules, leveraging technology, automation, business process-reengineering, transparency, accountability, early detection of misconducts etc (IRVM Para 403). These Systemic Improvements generally emanates from the recommendations of CVC, Railway Board Vigilance, Zonal Railway Vigilance etc. while dealing with various vigilance cases in pursuit of organisational transformation towards higher standards of integrity and impeccability.

It has been noted that most of the Zonal Vigilance organizations have taken certain proactive systemic improvements in this regard. During internal review meetings of Vigilance directorate, it has felt that, there is a need for compilation of noteworthy initiatives and case studies pertaining to Vigilance Traffic. Accordingly we have compiled this booklet titled "Vigilance Chronicle 2024": Compendium on System Improvements and Case Studies in Vigilance Traffic. In this compendium, we have selected few such initiatives implemented by Railway Board Vigilance Traffic Dte and Zonal Vigilance pertaining to Traffic Transportation and Commercial domain.

The case studies touched upon in the booklet may stimulate the live situations/ challenges and serve as a valuable resource for understanding "why" or "how" of a situation. They could impart better awareness of complex phenomenon at work place among supervisors, inspectors, auditors etc to be more vigilant. In this compendium we have also incorporated few circulars, office memorandum etc as Annexure for the ready reference of the readers. The booklet is compiled in order to nurture a culture of root cause analysis for irregularities and to propel systemic improvements more robust.

We extend our sincere appreciation to all contributors, zonal railways, experts etc whose valuable insights have enriched this publication. We hope that by sharing such experiences and insights, we can raise awareness and enable mutual adoption of best practices among all zonal railways instead of reinventing the wheel. If any zonal railway finds a system improvement feasible for implementation in their zone, they may directly contact the concerned zone which has pioneered the initiative.

This compendium is intended for the internal consumption of Vigilance, Traffic Transportation, Commercial and other concerned departments of Indian Railways. For any suggestions/feedback, may reach Director Vigilance Traffic, Room no.524 Rail Bhawan, Delhi/ email: dvt@rb.railnet.gov.in

K Uma Maheswara Rao
Director Vigilance Traffic
Railway Board.



Editor : **K Uma Maheswara Rao**
Director Vigilance Traffic
Railway Board

CONTRIBUTIONS

Vigilance Traffic Officials at Railway Board

Sh. Akash Bhardwaj, Dy Director/V2

Sh. Prashant, Dy Director/Vigilance Traffic

Sh. Vivek Mayalu, II/Vig/T

Ms. Anubha, II/Vig/T

Sh. Jay Prakash Thakur, II/Vig/T

Sh. Sanjay Basudev Bose, II/Vig/T

Sh. Digvijay Chandra Aman, II/Vig/T

Sh. Ram Singh Jat, II/Vig/T

Sh. Kalyan Singh Rao, II/Vig/T

Sh. Tilaram Choudhary, II/Vig/T

Sh. Ashok Kumar Gautam, II/Vig/T

Sh. Arun Kumar Singh, II/Vig/T

Sh. Amar Pal, II/Vig/T

Sh. Santosh Kumar Sharma, II/Vig/T

Sh. Sudhanshu Kumar, II/Vig/T

Sh. Ajay Kumar, II/Vig/T

Ms. Preeti, SO/V2

Sh. Tarachand Meena, SO/V2

Sh. Kundan Kumar, SO/VSS

Sh. Vinai Srivastava, SO/VSS

Sh. Deepankar Saha, PS DVT

Sh. Rahul Chaturvedi, PO/Vig.

Sh. Amitesh Kumar, PO/Vig.

SDGM and Dy CVO/Traffic of Zonal Railway

Parteek Goswami – SDGM/CR

Pradeep Hirade - Dy CVO/CR

Anand Bhatia - SDGM/ER

Daina Bala - Dy CVO/ER

Shailesh Verma - SDGM/ECR

Subodh Kumar - Dy CVO/ECR

Sanjay Mahapatra - SDGM/ECOR

Partha Pratim Sinha - Dy CVO/ECOR

Monika Agnihotri - SDGM/NR

Manisha Chatterjee - CVO/T/NR

Vinay Kumar Garg- SDGM/NCR

Dr Jitendra Kumar - Dy CVO/NCR

Nilamani - SDGM/NER

Shivendra Singh - Dy CVO/NER

Rajiv Mahajan - SDGM/NFR

Y N Singh - Dy CVO/NFR

Anil Kr Gupta - SDGM/NWR

Bharti Bharadwaj - Dy CVO/NWR

P Mahesh - SDGM/SR

Ajay Kaushik - Dy CVO/SR

J. Vinayan - SDGM/SCR

Ch.Rakesh - Dy CVO/SCR

Surinder Pal - SDGM/SER

Avtar Singh - Dy CVO/SER

Manoj Gurumukhi - SDGM/SECR

Anant Raman Sharma - Dy CVO/SECR

Manoranjan Pradhan- SDGM/SWR

Satish Ratkale - Dy CVO/SWR

Kuldip Kumar Jain - SDGM/WR

Anita P - Dy CVO/WR

Niraj Kumar - SDGM/WCR

Arun Kumar Sharma - Dy CVO/WCR

Prateek Goswami - SDGM/KRCL

V.S.Shinde - Dy CVO/KRCL

CONTENTS

System Improvement

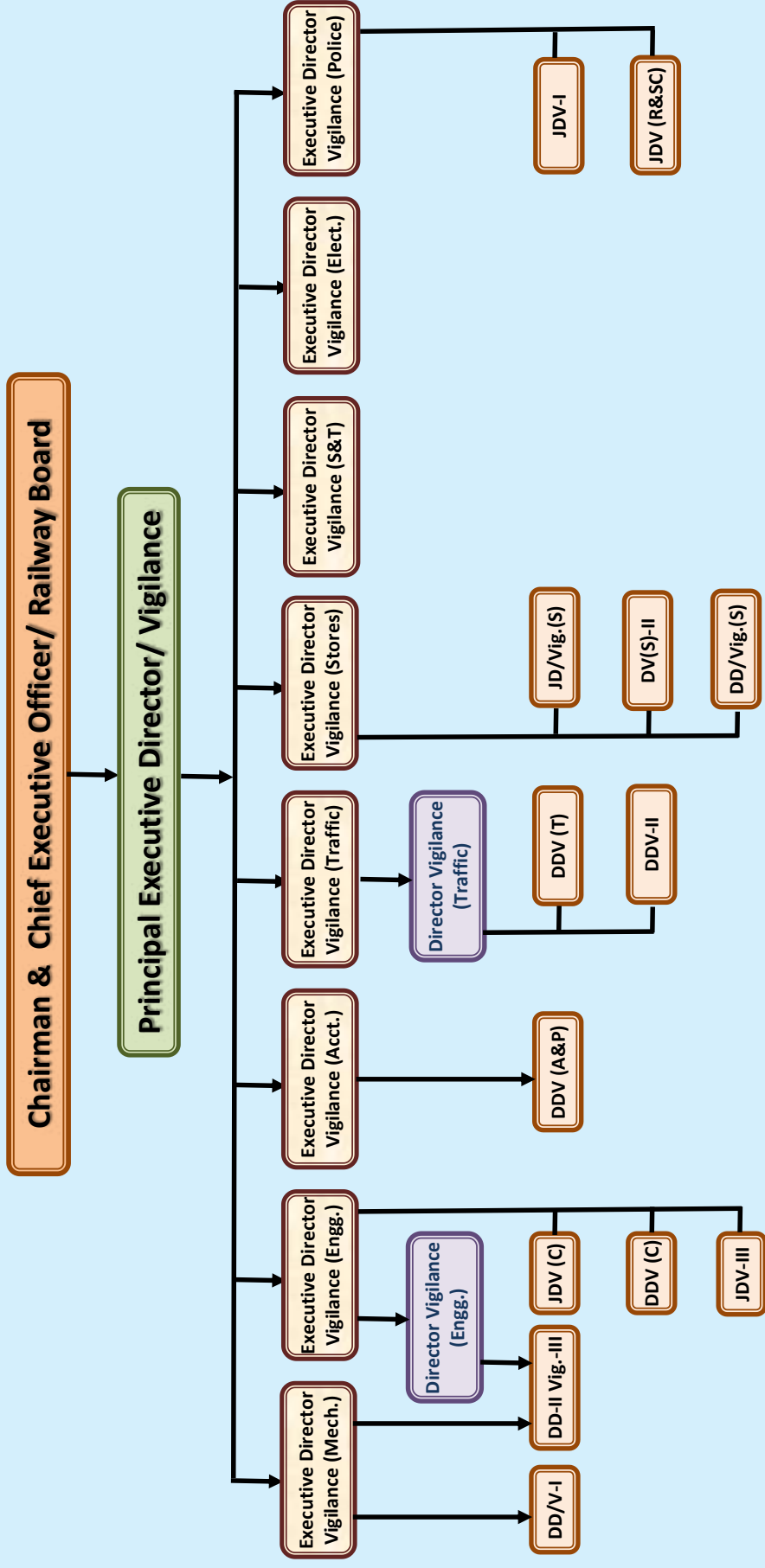
Railway Board	
Central railway	
Eastern Railway	
East Central Railway	
East Coast Railway	
Northern Railway	
North Central Railway	
North Eastern Railway	
Northeast Frontier Railway	
North Western Railway	
Southern Railway	
South Central Railway	
South Eastern Railway	
South East Central Railway	
South Western Railway	
Western Railway	
West Central Railway	

Case study

Central railway	
Eastern Railway	
East Central Railway	
East Coast Railway	
Northern Railway	
North Central Railway	
North Eastern Railway	
Northeast Frontier Railway	
North Western Railway	
Southern Railway	
South Central Railway	
South Eastern Railway	
South East Central Railway	
South Western Railway	
Western Railway	
West Central Railway	

Annexure - I

ORGANIZATION CHART OF BOARD (CRB)



System Improvement



a. Subject of System Improvement:

Uniformity in working of Vigilance Inspectors/ Traffic in Zonal Railways

b. Basic details of system improvement with background:

Based on the inputs received during various review meetings with zonal railways and in view of the multifarious activities involved in execution of checks by Vigilance traffic, Board vigilance suggested following guidelines for uniformity in working of Vigilance Inspectors/Traffic in zonal railways.

- 1) All official tour/preventive checks should be conducted with prior approval from Competent Authority in writing or after duly informing the Competent Authority verbally or through SMS, or Post-facto approval to be taken immediately after returning to HQ.
- 2) A brief of the PC to be relayed to concerned Reporting Authority immediately after completion of the check.
- 3) Registration of PCs in IRVINS to be done immediately (same day) after returning to HQ without delay.
- 4) PC report to be closed only after approval from SDGM/CVO.
- 5) Proper accountable /record of Cash Check Memo book to be done by concerned section. Rotation of CVIs/ VIs to be followed while making teams for preventive checks.
- 6) Vigilance checks should not be conducted by any vigilance inspector while he/she is on leave/HQ leave and their movement on leave/HQ leave should be through proper travelling authority.
- 7) Preliminary report of the PC to be put up to Competent Authority within Ten (10) days of the check and Final PC report to be submitted at the earliest.

c. Merits of the system improvement:

The guidelines aim to streamline and provide uniformity in the execution of preventive checks and working of vigilance inspectors to Traffic dealing with mass contact areas.

d. Relevant circular/OM issued in this regard:

Instructions issued to all Zonal railways vide letter No. 2024/V2/RB/Traffic/2 dated 09.01.2024.

(Refer Annexure I Page No. 01)

a. Subject of System Improvement:

Misdeclaration of commodity

b. Basic details of system improvement with background:

During PC it was noticed that some similar looking commodities with different classifications. The consignors intentionally misdeclared the commodity of higher class rate as commodity charged on lower freight rate due to similarity in appearance take a maximum monetary benefit in freight. Vigilance Traffic recommended clubbing and placing similar looking commodities with similar properties in a single chargeable commodity classification.

c. Merits of the system improvement:

The system improvement would help to curb the fraudulent practice of availing monetary benefit for commodity of higher class rate by misdeclaring as commodity of lower class rate due to similarity in appearance.

d. Relevant circular/OM issued in this regard:

Rates Dte. has reviewed and revised the classification of Putty from class 150 against 110 for Putty which is susceptible to misdeclaration. It was issue vide Rates Circular No. 13 of 2023 dated 11.09.2023.

(Refer **Annexure I** Page No. 02)



"As I have said, the first thing is to be honest with yourself. You can never have an impact on society if you have not changed yourself. Great peacemakers are all people of integrity, of honesty, but humility."

- Nelson Mandela

a. Subject of System Improvement:

Monitoring and collection of Stabling charges/ Detention charges- Inclusion of reason “attributed to party” in COA drop down menu/ECOR.

b. Basic details of system improvement with background:

During a PC conducted by ECOR Vigilance it was noticed that a loaded private rake was stabled at Railway premises as the party was unable to receive the stock in their siding but concern entry was done in Control Office Application (COA) as OTHR-Others due to no proper option available in dropdown menu. ECOR has suggested following system improvements.

- (i) The reason “ attributed to party” to be included in dropdown menu of stabling (for stabling of privately owned stock at railway premises only)
- (ii) When the section controller selects the reason for stabling in COA, message of such stabling may be sent to registered email of customer. Further, on withdrawal of stabling, the amount of stabling charge due can be reflected in the delivery book (FOIS) at destination station for collection of stabling charges.

c. Merits of the system improvement:

It would help to streamline the process of collection of stabling charges of privately owned rake in railway premises.

d. Relevant circular/OM issued in this regard:

Rates Directorate/RB vide Letter No. TC-I/2023/201/2 dated 31.01.2024 has advised CRIS/FOIS to make requisite provisions in the system to include the reason ‘attribute to party’ in dropdown menu in CAO and also make provision for transmitting such information to rake owner through SMS/Email and also to TMS location.

(Refer **Annexure I** Page No.71)

“Our deeds determine us, as much as we determine our deeds.”

– George Eliot

a. Subject of System Improvement:

System improvement in Parking Contracts.

b. Basic details of system improvement with background:

Certain guidelines for parking contracts, awarded through e-Auction were issued as 'Special condition for Contract' vide Railway Board letter no. 2022/TG-IV/18/ Misc dated 28.06.2022. However, certain issues have not been completely covered under aforesaid instructions and accordingly system improvement has been suggested to cover such issues.

c. Merits of the system improvement:

Computerized coupon may also be made compulsorily for other category stations of NSG and SG, Debarment clause, insurance clause, penalty clause, electricity connection, and provision of CCTV in parking area to be covered under system improvement.

d. Relevant circular/OM issued in this regard:

Instructions on the matter have been issued to zonal railways vide Board's letter No. 2023/TG-IV/18/Misc/7 dated 19.02.2024.

(Refer **Annexure I** Page No. 03)

"Honesty and integrity are absolutely essential for success in life- all areas of life.

The really good news is that anyone can develop both honesty and integrity."

- Zig Ziglar

a. Subject of System Improvement:

Declaration of private cash by Contractual labour in case of parcel handling

b. Basic details of system improvement with background:

A Preventive check was conducted at Parcel office of North Western Railway (NWR) by a team of Railway Board Investigating Inspectors where the aspect of outward & inward parcel traffic was checked. It was noticed that declaration of Private Cash Register by parcel porters of Handling Contract was not maintained at parcel office.

c. Merits of the system improvement:

It should be mandatory to declare private cash by each and every on duty contractual staff to prevent irregularities.

d. Relevant circular/OM issued in this regard:

Zonal railways have been advised to include contractual labour in parcel handling for private cash declaration vide Letter No. TC-II/2870/2022/Private Cash dated 13.02.2024.

(Refer **Annexure I** Page No. 04)

"In the long run, the fight against corruption will succeed only to the extent to which a favourable social climate is created. When such a climate is created and corruption becomes abhorrent to the minds of the public and the public servants and social controls become effective, other administrative, disciplinary and punitive measures may become unimportant and may be relaxed and reduced to a minimum."

- Santhanam Committee Report

a. Subject of System Improvement:

Declaration of private cash by Pantry Car Managers, contractual staff of Pantry car and other static units.

b. Basic details of system improvement with background:

During Preventive check conducted in Pantry car by railway board vigilance, various discrepancies were noticed. It was also noticed that On Board Contractual staff of Pantry Car and other static catering units are involved in cash dealing with public directly on day to day basis but no record of private cash declaration being maintained, giving rise to earning through illegal means from passengers. A system improvement was recommended to IRCTC to include declaration of Private cash by Pantry Car managers, contractual staff of Pantry car and other static units in tender documents.

c. Merits of the system improvement:

Declaration of private cash by contractual staff and vendors of running and static units of catering before taking up duty would help to eliminate chances of illegal earnings from passengers.

d. Relevant circular/OM issued in this regard:

Letter No. 2021/IRCCTC/Catg./MCS/ Vig.-2 dated 31.07.2023 issued from IRCTC to zonal railways to incorporate the system improvement in tender documents.

(Refer Annexure I Page No. 05)

***“Moral authority comes from following
universal and timeless principles like
honesty, integrity, treating people with
respect.”***

- Stephen Covey

a. Subject of System Improvement:

System based working at Goods Sheds.

b. Basic details of system improvement with background:

- Based on the PCs conducted by Board's vigilance, System improvements were suggested regarding:
- Demurrage/ wharfage like restricting back reporting in removal of goods from 72 hrs to 12-24 hrs.
- In case of difference in manual and FOIS entries of Demurrage/Wharfage- FOIS entries to be made applicable.
- Communication of warf wagon balance to Comm.control at 22 hrs.

c. Merits of the system improvement:

The back reporting time to be allowed upto 24 hours and to be extended to 72 hours only in case of exigencies like link failure, power failure, technical issue etc. The above system improvement would ensure entries to be maintained in Physical Delivery Book during the back reporting period and fed in the system during approved back reporting time. Also daily position to be updated by Divisional Control office at the closure of business/working hours of the goodshed.

d. Relevant circular/OM issued in this regard:

Letter No. TC-I/2020/103/efile/I-Part (1) dated 18.08.2023 issued by Rates Dte. on the above system improvements. Further, letter dated 25.08.2023 issued from Vigilance Dte to all zonal railways to conduct special drive on physical verification of Demurrage and Wharfage.

(Refer Annexure I Page No. 06)

"Develop your character so that you are a person of integrity."

- Peter Cain

a. Subject of System Improvement:

Training to SM/ASMs to supervise the functioning of STBA, YTSK, JTBS etc

b. Basic details of system improvement with background:

A Preventive Check was conducted by Railway Board Vigilance with respect to station ticket booking agent on ECoR. During scrutiny of Private Cash Declaration Register (PCDR), it was observed that no private cash declaration was being done by the representative of STBA in Private Cash Declaration Register. Railway Board Vigilance proposed to issue necessary instructions to Zones for imparting training to SM/ASMs of such stations where STBA, YTSK, JTBS etc. are in operation.

c. Merits of the system improvement :

The SMs/ASMs have to supervise the functioning of STBA so they need to have thorough knowledge of their working. It will ensure transparency and integrity in the working of STBA, YTSK and JTBS.

d. Relevant circular/OM issued in this regard:

Instructions issued by Commercial Dte Vide Letter No. 2023/TG-I/20/STBA/Preventive Check dated 01.06.2023.

(Refer Annexure I Page No. 07)

"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

a. Subject of System Improvement:

Maintenance of database of defaulting OBHS and not engaging such defaulting staff in on-board train service further.

b. Basic details of system improvement with background:

During a PC an OBH staff was found taking money from irregular passengers in lieu of allowing them to travel. In another PC many without ticket passengers were found travelling in linen storage area.

c. Merits of the system improvement:

This would help to ensure transparency in working of OBH staff.

d. Relevant circular/OM issued in this regard:

Instructions issued by EnHM vide letter No. 2023/EnHM/26/02/System Improvement dated 07.04.2023.

(Refer Annexure I Page No. 08)

“With many overhead schemes for the world’s salvation, everything rests back on integrity and driving power in personal character.”

- Harry Emerson Fosdick

a. Subject of System Improvement:

Guidelines regarding Multi Purpose Stalls.

b. Basic details of system improvement with background:

During a preventive check conducted by Board Vigilance, irregularities were noticed against licensee whose book stall was converted in to Multi-Purpose Stall. Despite conversion more than 3 years ago, contractual work is being carried out without incorporation of Agreement, bill books were incomplete and not serially numbered, non-approved brands of items were being sold etc.

Zonal Railways were advised to conduct preventive checks on this aspect and furnish ATR

c. Merits of the system improvement:

Such checks would help to investigate the cases of inordinate delays in signing of agreement for MPS and to control above irregularities in functioning of Multi Purpose Stalls.

d. Relevant circular/OM issued in this regard:

Instructions to all zonal railways vide Board's letter No. 2022/V2/ER/PC/07 dated 14.02.2024 to conduct checks on this aspect and also investigate the matter of inordinate delay in signing of agreement of Multipurpose stalls, if any.

(Refer **Annexure I** Page No. 66)

***"There is no investment you can make which
will pay you so well as the effort to scatter
sunshine and good cheer through your
establishment."***

- Orison Swett Marden

a. Subject of System Improvement:

System Improvement regarding working of Goods Shed

b. Basic details of system improvement with background:

During PC conducted at various goods sheds, a communication gap between freight terminals and control offices was noticed, along with a lack of round-the-clock operations at many Group I & II goods sheds and essential customer amenities. Vigilance/(T)RB suggested System Improvement measures to ED-TC(R)RB, and in consultation with the Freight Marketing Branch of Railway Board, these measures have been implemented.

- (a) Zonal Railways must implement use of FOIS messaging facility between Goods sheds/freight terminal and Control Office for communication of commercial activities (e.g. stacking permission, night working permission, weighment of rakes etc.). Instead of verbal means, with due approval of the competent authority.
- (b) The guidelines for introducing round the clock working at Goods Sheds and criteria for the same are prescribed vide Board's circular/letter under reference. Round the clock working may be implemented at Group-I & II goods sheds duly keeping in view the Board's guidelines.
- (c) Efforts may be made that all Goods Sheds should be equipped with essential customer amenities such as drinking water, toilet, resting facilities, wharf, sufficient lighting, approach road and other required facilities in Goods Sheds by developing the necessary infrastructure required for round the clock working of goods sheds as per the guidelines. In this regard, the Railway Board has enhanced the financial power of GMs up to 20 crores for itemized works under the umbrella by recent modifications to the SoP. Zonal railways may expedite the approval process for all projects up to 20 crores awaiting at the Zonal level and forward proposals exceeding 20 crores to the Board for approval, aiming to enhance customer facilities at Goods Sheds.

c. Merits of the system improvement:

The implemented system improvements will enhance the efficiency and customer orientation of goods sheds.

d. Relevant circular/OM issued in this regard:

Letter No TC-I/2022/210/efile/4 (3415216) dated 05.06.2024.

(Refer **Annexure I** Page No. 09)

a. Subject of System Improvement:

To develop web link updated on real-time basis for 'on- board' catering /(WR.)

b. Basic details of system improvement with background:

In a PC conducted by Western Railway Vigilance team a racket operating unauthorized 'on board' catering services was detected and the offenders were handed over to RPF for further course of action u/s 144 of Indian Railway Act. The 'on board' catering contracts are awarded by IRCTC. In the subject train, no 'on board' catering contract was in operation. However, due to non-availability of clear information, divisional inspecting officials including Commercial and RPF staff were clueless about the same and such unauthorized activity continued till the vigilance check was conducted. Western Railway suggested the system improvement:

CMD/IRCTC may be requested to develop a web link giving complete real time details of the 'on-board' catering service contracts (contractor name, train No, section on which the contractor is allowed to operate, tenure. travelling authority No. etc) and these details shall be updated further on real-time basis, so that inspecting officials including Commercial and RPF staff may get the information at any place/ train for immediate action against the offenders. Such updated list may be uploaded on the official website of IRCTC

c. Merits of the system improvement:

This would help to ensure transparency and prevention of fraudulent and unauthorized on board catering services.

d. Relevant circular/OM issued in this regard:

Instructions issued by T&C Dte/Railway Board to Zonal railways and IRCTC on 18.01.2023.

(Refer **Annexure I** Page No. 67)

"It takes courage to create a meaningful life of integrity. It also requires good company and practice."

- Shelly Francis

a. Subject of System Improvement:

Unauthorized stacking of Coal at BRRB siding, Bargawan/WCR

b. Basic details of system improvement with background:

West Central Railway Vigilance brought out several cases of unauthorized stacking of coal being done by the party without obtaining stacking permission and without placing of indent. Railway Vigilance stated that in the absence of provisions of penalty clause for unauthorized stacking, in such cases, only the due stacking charges at normal rates are being collected by the division for the whole stacking period. Zonal railway vigilance requested for incorporation of penalty clause in the policy.

c. Merits of the system improvement:

This would help to keep a check on unauthorized stacking and loss of railway revenue.

d. Relevant circular/OM issued in this regard:

Instructions issued vide Rly Board's letter No. TC-I/2021/201/Advance Stacking (3356743) dated 24.4.2023 mentioning that permission for advance stacking to be granted to such rail users only who have indented for the wagons.

(Refer **Annexure I** Page No. 61)

"Power really is a test of character. In the hands of a person of integrity, it is of tremendous benefit; in the hands of a tyrant, it causes terrible destruction."

– John Maxwell

a. Subject of System Improvement:

Bringing perishable ice consignments also under purview of PMS weighment.

b. Basic details of system improvement with background:

Southern Railway highlighted the case where perishables from Central railway were being booked on SWA even when there was no record of malfunctioned weighbridge. In case of perishable consignments, weighment is done on manual weighing scale since such consignments contain ice and dripping water can damage other hard parcels as well as electronic weighing scale. However, possibility of revenue loss cannot be ruled out in case weighment of such consignment is not done at destination. Central railway has also pointed out that it is exploring the possibility of bringing perishable consignment also under the purview of PMS Weighment and suggested to explore feasibility by implementing it over all Indian Railways. The matter was taken up with Freight Marketing Branch of Railway Board.

c. Merits of the system improvement:

This would help to keep a check on possibility of revenue loss in cases where Senders Weight Accepted (SWA) and weighment of such consignment is not done at destination.

d. Relevant circular/OM issued in this regard:

Vide Vig.Dte/Railway Board's letter No.2023/V2/CR/Traffic/7 dated 12.09.2023, Zonal railways are advised to ensure weighment of perishable traffic at Electronic Weighing Scale (wherever available) like other parcels and avoid sending perishable items on SWA.

(Refer **Annexure I** Page No.69)

"Supporting the truth, even when it is unpopular, shows the capacity for honesty and integrity."

- Steve Brunkhorst

a. Subject of System Improvement:

System improvement in Parking Contracts.

b. Basic details of system improvement with background:

Certain guidelines for parking contracts, awarded through e-Auction were issued as 'Special condition for Contract' vide Railway Board letter no. 2022/TG-IV/18/ Misc dated 28.06.2022. However, certain issues have not been completely covered under aforesaid instructions and accordingly system improvement has been suggested to cover such issues.

c. Merits of the system improvement:

Computerized coupon may also be made compulsorily for other category stations of NSG and SG, Debarment clause, insurance clause, penalty clause, electricity connection, and provision of CCTV in parking area to be covered under system improvement.

d. Relevant circular/OM issued in this regard:

Instructions on the matter have been issued to zonal railways vide Board's letter No. 2023/TG-IV/18/Misc/7 dated 19.02.2024.

(Refer **Annexure I** Page No. 03)



"If a country is to be corruption free and become a nation of beautiful minds, I strongly feel there are three key societal members who can make a difference. They are the father, the mother and the teacher."

- A. P. J. Abdul Kalam

a. Subject of system improvement–

Empty freight charges on LWIS wagons

b. Basic details of the system improvement with background

In a preventive check conducted at KSLK siding /Kakinada port, it was noticed that two parties M/s Vedanta Ltd., and M/s Bharat AluminumCo.Ltd. are operating as co-users. The said co-users have procured 14 BTAP rakes (private wagons) and 10 BTAP rakes respectively under LWIS Scheme. During the check, it was noticed that above mentioned two co-users were placing the indent for loading of private wagons from KSLK/SCR to notified destination under SECR. In terms of FM 19/2012, *“if the distance travelled by empty rakes is more than the loaded distance, then for additional distance travelled by empty rake over and above loaded distance, empty freight rate shall be charged at 50% of loaded freight of public tariff on carrying capacity of the wagon”*.

During the check, it came to light that there were many instances where the distance travelled by empty rake is more than the loaded distance. The data in this regard was obtained from CAO/FOIS/New Delhi. Further, Railway Staff working at SECR were also consulted wherein it was revealed that they were not issuing any RR or collecting freight for empty movement of these rakes. Accordingly, a debit of Rs.11 crores was raised and realization is under process. In this regard, system improvement was suggested to facilitate issue of RR and collection of freight through FOIS in terms of FM 19/2012 for the empty rake movement of privately owned wagons where the empty distance travelled is less or equal or more than the last loaded distance. Above system improvement has been incorporated by Railway Board.

c. Merits of the system improvement

This will ensure realizing of empty freight charges for the empty rakes travelling more than the last loaded distance and zero freight RRs for empty movement of less or equal to the last loaded distance. Thus, leakage of Railway revenue on account of empty Freight charges is arrested.

d. Relevant circular /OM issued in this regard.

- 1) CCM/FS Lr.No.C.490/Policy/Sdgs/Vol.XIX dtd.16.06.23 addressed to ED/FM/Rly. Bd.
- 2) Dy.CVO/Tfc's Lr.No.G.265/VIG/System Improvements /2019/TFC dated 28.06.22 addressed to Director/Vigilance/ Traffic/Rly.Bd.

(Refer **Annexure I** Page No.64& 65)

a. Subject of system improvement:

Inclusion of site plan and stall size specification in Notice Inviting Tender.

b. Basic details of system improvement with background:

During a preventive check conducted to verify the relocation of catering stalls after the issuance of the letter of Award (LOA), it was found that the Catering Policy 2017 dated 27.02.2017 governing the catering contracts under Indian Railways, lacks provisions to include critical details in NITs such as size and location of stalls etc which may lead to potential manipulation at various stages of tendering process.

c. Perceived benefits of the system improvement:

Incorporation of site plans and stall size specifications in NITs would be crucial for determining license fee and submission of informed bids so as to reduce ambiguity. Inclusion of above provisions in catering policy would enhance transparency and streamline the tendering process.

d. Relevant circular/OM issued in this regard:

Director/T&C/ Railway Board's letter No. 2024/TG-III/631/7 dated 12.08.2024 to all Zonal railways.

"Head of any government department should not be allowed to hold the post for prolonged time, as it may give him chance to establish friendly relationship with the subordinates to coverup his wrongdoings. It may give him time to spread the corruption in lower cadres as well as other functions. People of the society too gets afraid of the fact that official staying longer time in one post, may harm their individual interest directly or indirectly, and they can not complaint against such officials under a threat."

- Chanakya Niti

a. **Special Drive on release of Emergency Quota by Zonal Railways**

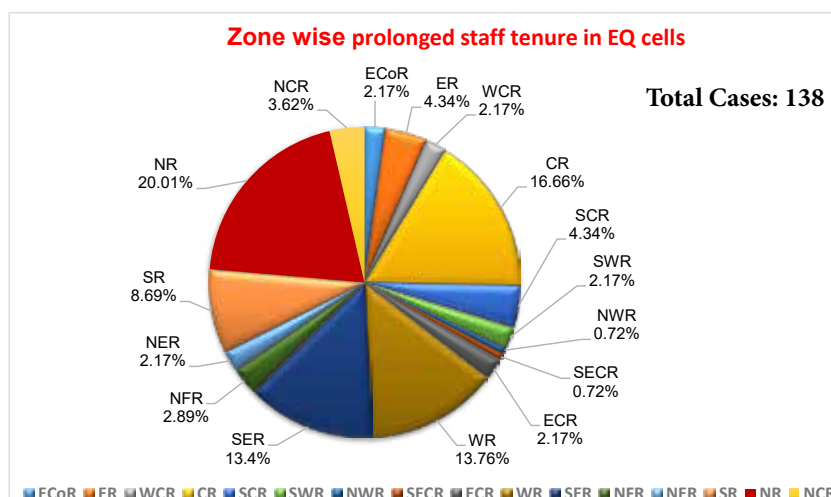
b. **Details of the special drive–**

In compliance with the directives of the Competent Authority in this office under reference No. 2022/VSS/NFR/C-2 dated 09.08.2023, a special drive has been initiated by Zonal Railways during the period from 12.05.23 to 21.05.23. Zonal Railways have been advised to conduct checks in the area of release of EQ at HQs and divisions including, but not limited to, impersonation, entertaining spurious/fraudulent EQ requests, etc.

The checks focused on three key aspects:

1. Scrutiny of Emergency Quota (EQ) berth allocations in five high-occupancy trains per division (and HQs, if applicable).
2. Review of complaints related to EQ allotments during FY 2022-2023 and FY 2023-2024 (up to July 31, 2023), along with actions taken.
3. Examination of prolonged staff tenure in EQ cells, which may foster corruption, misuse of power, and undue influence over time.

All Zonal Vigilance conducted a successful drive.



c. **Suggestions for Action -**

After scrutinizing reports, several irregularities were noticed, especially in the utilization of manpower in the EQ cell. Zonal Railways have been advised to take suitable action for the above lapses and.

d. **Relevant circular/OM issued in this regard-**

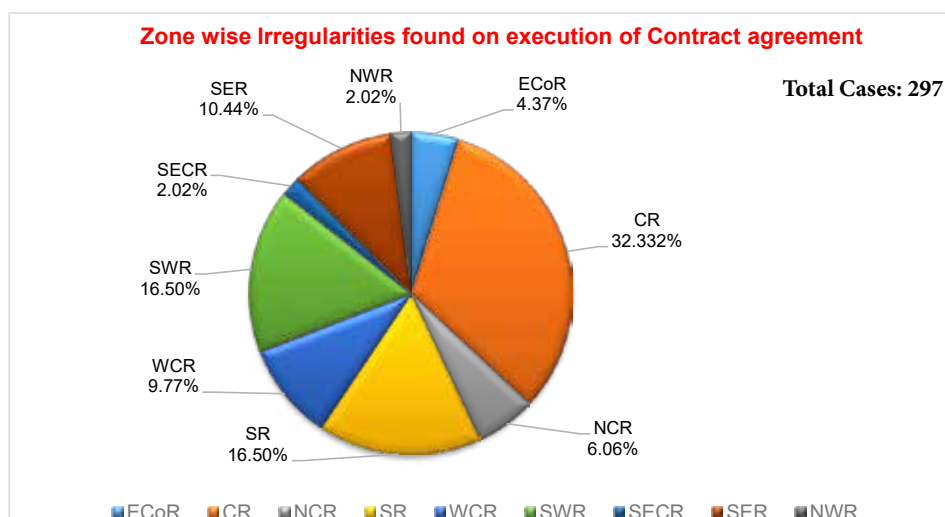
RBV letter No. 2022/VSS/NFR/C-2 dated 10.04.2024.

a. Special Drive conducted on the Commercial Contracts operating without execution of Contract Agreement after 60 days of issue of LOA

b. Details of the special drive—

During a vigilance check, it was noticed that a contract was awarded and operated for a long time without a formal Contract Agreement. The agency was allowed to operate without timely payment of license fees and other charges, and the contract was later terminated without collecting outstanding dues, causing significant financial loss to the Railways.

A drive was conducted across the Railways, and 09 Zonal Railways reported a total of 296 cases of similar irregularities. The breakdown of cases per zone included CR-96, NCR-18, SR-49, ECoR-13, WCR-29, SWR-49, SECR-6, SER-31, and NWR-6.



c. Suggestions for Action -

Concerned Zonal Railways have been advised to look into these irregularities, to fix up responsibility, for immediate execution of the pending Contract Agreement and to nominate a Nodal Officer at the Division Level for continuous monitoring of these aspects under their jurisdiction.

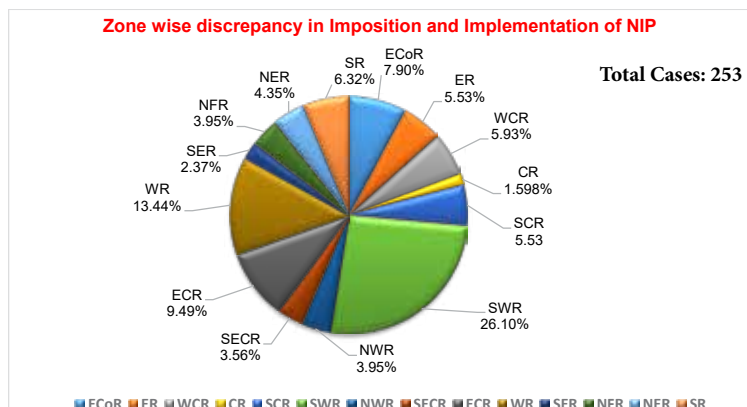
d. Relevant circular/OM issued in this regard-

RB letter no.2023/V-2/ALL/Traffic/5 dated 27.06.2024

(Refer **Annexure I** Page No. 59 & 62)

- a. **Special Drive conducted by Railway Board Vigilance Dte. w.r.t discrepancy in Imposition and Implementation of NIP**
- b. **Details of the special drive—**

A Special Drive by the Vigilance (Traffic) of Railway Board was conducted to check if administrative actions and Non-Implementation Penalties (NIPs) recommended by Railway Board Vigilance and Zonal Vigilance were properly executed. The focus was on NIPs issued between April 1, 2022, and March 31, 2023. Discrepancies were found, including non-entry or late entry of NIPs in service records and salary bills. Reports from 15 Zonal Railways, RCF Kapurthala, and Metro Railway Kolkata revealed 253 such irregularities, with various zones showing different counts of cases.



c. **Suggestions for Action -**

Based on the irregularities noticed in the reports received from Zonal Railways, Vigilance (Traffic), Railway Board issued further instructions in addition to the existing system which are as under:

1. Monitor/conduct such preventive checks on this aspect to prevent occurrence of such incidents in future.
2. To take suitable disciplinary action against staff responsible for lapses whenever noticed.
3. As the issue involves inter departmental coordination, Zonal Railways are advised to device suitable mechanism by leveraging the technology, to monitor the entire gamut of NIP end to end (Imposition of NIP to final implementation inflicting the charged official).

d. **Relevant circular/OM issued in this regard-**

RB letter No.2023/V-2/All/C/2 dated 08.05.2024.

(Refer **Annexure I** Page No.60 & 63)

a. SPECIAL DRIVE CONDUCTED ON PHYSICAL VERIFICATION OF WHARFAGE AND DEMURRAGE-REG.

b. Details of the special drive–

Vide L. No. 2022/All Zonal Railways/V2/NWR/PC/5, dated 25.08.2023 Zonal Railways (Vigilance) were advised to conduct preventive checks on concealment of accrual time/ manipulation in recording actual timings of wharfage and demurrage.

Aspects of checks:

ITEM-I: Checks revealed various forms of fraud and manipulation at freight terminals, such as falsifying demurrage and wharfage accruals, maintaining duplicate records, and not updating placement release timings in the Freight Operations Information System (FOIS). Additionally, staff issues like reassignments within two years, long-term placements without proper orders, and prolonged postings were identified as potential risks for corrupt practices. Zonal railways are advised to monitor staff with over 12 years of cumulative service at a single location and conduct random preventive checks.

ITEM-II: Zonal railways are urged to automate processes in high-risk areas for revenue leakage and adhere strictly to Railway Board instructions for system-based operations at goods sheds. Preventive checks conducted across all zonal railways identified 86 cases of concern.

c. Suggestions for Action

On the basis of certain irregularities noticed during the checks, it is felt that following prevalent instructions should be strictly adhered to:-

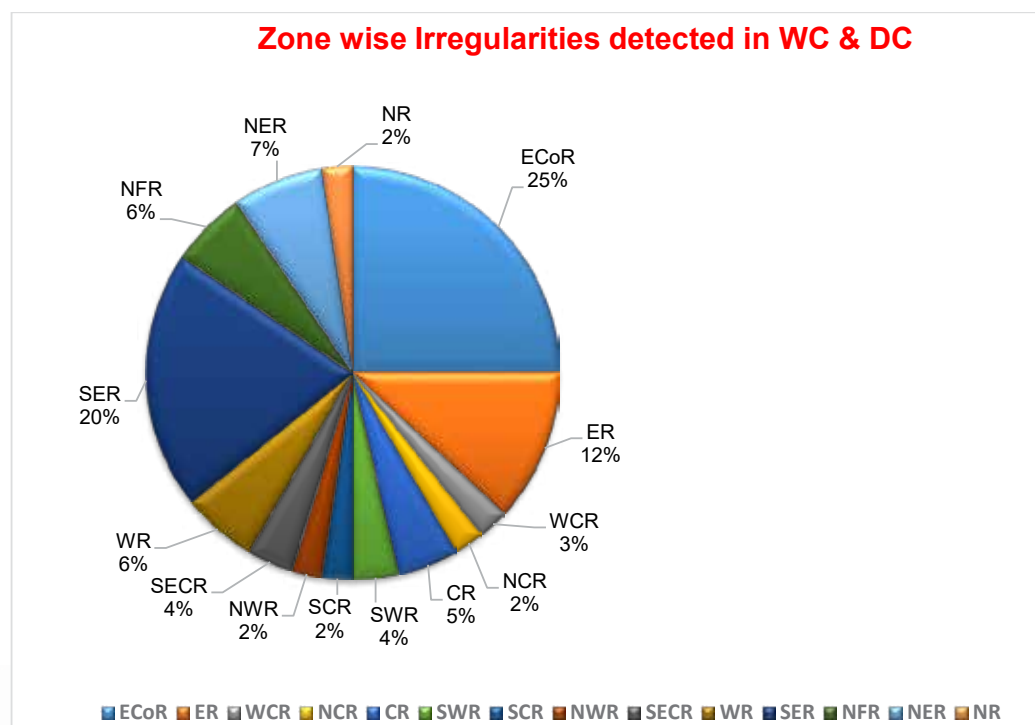
1. All goods sheds shall scrupulously follow Railway Board instructions regarding system based working at goods sheds as issued by TC Dte. vide circular-TC-I/2020/103/efile/I-part(1)(3328202),dated-18.08.23. Concerned Divisional authority shall ensure the same.
2. Maintenance of clone/duplicate (manual) records in freight terminal should be discouraged.
3. After issuing of gate pass all consignment must be removed from of railway premises. (As per IRCM, Vol-II, Para-1853 to 1856)
4. Outstanding should be reflected in the same month's Balance sheet without any further delay and all outstanding should be collected as per IRCM, Vol-II para 1820 and Rates Circular 29 of 2022.
5. No staff shall be posted for more than Four years on sensitive posts at goods shed.(In

Railway Board

case of staff promoted at same place total length of posting should not be more than Four years)(As per RBE no.244/89)

6. Reposting of staff on same sensitive location could be considered only after cooling period of two years.
7. No staff should be posted to work on verbal message except in case of emergency and staff should work in such place on proper posting orders.
8. All goods Sheds shall report the ground stock balance/ wharfage balance to the respective commercial control at 22hrs.(TC circular no.- TC-I/2020/ 103/ERFILE/1-Part(1)(3328202), date 18.08.2023)

Compliance of above instructions should be monitored by concern supervisor. In case of any deviation of irregularities necessary disciplinary DAR action may be initiated against the concerned responsible staff.



d. Relevant circular/OM issued in this regard-

RB letter No.2022/V2/NWR/PC/5 dated 23.04.2024.

(Refer **Annexure I** Page No.70)

a. Subject of System Improvement:

Illegal display of advertisement in the inside panel of EMU rakes after termination of the contract

b. Basic details of system improvement with background:

During a preventive check, it was found that the contractor continued to display ads in the space allotted to them even after two months had passed since the termination of the contract. The following system improvements were suggested:

1. A record should be maintained at the depot where advertisement panels are installed and removed. This record should include details of the party, their contact person, the expiry date, the action to be taken by the depot in the event of expiry/termination, and the action taken. This information should be reported to the Commercial Department in the division.
2. The Commercial Department should take a weekly position from the car shed regarding the status of removal of displays from EMU rakes upon the termination/expiry of the contract..

c. Merits of the system improvement:

By maintaining a record of advertising contracts at the station, there will be regular tracking of the termination dates. Regular updating of this record will help curb the misuse of public property by the contractors.

d. Relevant circular/OM issued in this regard:

Implemented vide letter no. L.531.P.11 dated 17.05.23 issued by PCMEA, a register is maintained at the car shed to record all the details regarding contracts for advertising in EMU rakes. This includes the details of the party, their contact person, expiry date, and the action to be taken by the car shed in the event of expiry/termination. Upon termination/expiry of the contract, the Commercial Department is advised about the removal of displays from each rake.

(Refer Annexure I Page No. 11)

"Corruption is paid by the poor"

- Pope Francis

a. Subject of System Improvement:

Irregularity in collection of leased freight.

b. Basic details of system improvement with background:

During a check on the irregularity in the collection of leased freight, it was noticed that even after the completion of the 3-year lease period, escalated lease freight was not being collected. The following system improvements were suggested:

1. Money receipts for leased parcel traffic should be prepared only from PMS.
2. Details of the lease should be prefilled in PMS.

By doing this, the system will automatically calculate the due date for the enhanced freight after the completion of the three-year lease.

c. Merits of the system improvement:

With the implementation of this system, the PMS will automatically calculate the due leased freight according to the time of remittance. Additionally, the escalated advance lump-sum freight will be automatically calculated after the completion of 3 years.

d. Relevant circular/OM issued in this regard:

A letter dated 12.05.2021, issued by the Dy. CCM and addressed to all Sr. DCMs, called for implementation of the system. PMS has been installed, and money receipts are now being issued from PMS. (This may be obtained from Central Railway.)

(Refer Annexure I Page No. 12)

***"Many have died; you also will die. The drum
of death is being beaten. The world has
fallen in love with a dream. Only sayings of
the wise will remain."***

– Sant Kabir

a. Subject of System Improvement –

Lease Consignments–Production of manifest and free time for the removal of goods at Intermediate stations.

b. Background-

During a preventive check, it was detected that consignments unloaded from a leased SLR of a train at an intermediate station were lying on Railway Premises for more than 2 hours. Further, the party was unable to produce the 4th copy of the manifest, which should bear the signatures and stamps of both the loading and unloading stations, serving as authority to remove consignments from Railway Premises as per prescribed norms. No free time has been exclusively prescribed for the removal of goods at an intermediate unloading station as per CPLP – 2014.

c. Details of System Improvement & Merits –

The following system improvements were recommended:

1. A copy of the manifest should be produced for delivery at intermediate stations where there are more than 02 unloading stations.
2. Free time of 02 hours for the removal of leased consignments unloaded at an intermediate station.

Merits: This helped in the time-bound removal of leased consignments at intermediate stations.

d. Relevant circular/OM issued in this regard:

May be obtained from Eastern Railways.

“One man may read the Bhagavata by the light of a lamp, and another may commit a forgery by that very light; but the lamp is unaffected. The sun sheds its light on the wicked as well as on the virtuous.”

– Ramakrishna Paramahansa

a. Subject of System Improvement –

Advanced Booking of Parcel Space

b. Background. –

A new policy was introduced for advance booking of parcel space, incorporating many identical features of the parcel leasing policy, to benefit parcel merchants. The deficiency in this policy was the absence of a penalty clause in case of overloading detection. Additionally, under the new policy, loading/unloading was to be undertaken by railway authorities, whereas under the leasing policy, it is done by the party. Consequently, frequent instances of excess loading were being detected.

c. Details of System Improvement & Merits-

The party will undertake activities of loading/unloading.

An appropriate deterrent penalty clause will be introduced in case of detection of overloading by the party.

Merits - It helped introduce deterrent penal action against the defaulting party.

d. Relevant circular/OM issued in this regard:

(Refer Annexure I Page No.31)

***"The evil of corruption reaches
into every corner of the world. It
lies at the heart of the most urgent
problems we face"***

- Economic Uncertainty

a. Subject of System Improvement –

System Improvement for endorsement of expenditure incurred from the private cash of staff.

b. Background –

It is a stated policy of the Railway Board to declare the private cash held by frontline staff onboard maintenance railway/contractual staff of the Electrical and Mechanical Department, and RPF staff deployed in mass contact areas.

c. Details of System Improvement & Merits –

The Eastern Railway Vigilance Department had earlier recommended a system improvement in the year 2006 for recording the expenditure incurred from private cash of staff, provided such expenditure exceeds Rs. 50/-. However, considering that the prices of various items required during staff duty have increased over time and staff now have to spend considerably for their petty expenses, it has been decided to increase the 'Monetary Ceiling Limit of Expenditure' from Rs. 50/- to Rs. 200/-.

Merits –

This adjustment helps identify unnatural or unusual amounts of private cash in possession of frontline staff by allowing sufficient margin for expenditure.

d. Relevant circular/OM issued in this regard:

(Refer Annexure I Page No. 32)

"To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity."

- Douglas Adams

a. Subject of System Improvement –

Withdrawal of “Dumb PRS Terminals from system.

a. Background –

During preventive checks at PRS locations of Habra (HB), Sheoraphuli (SHE), and Carnawalis (CWS), it was observed that PRS operators were using “Dumb Terminals” despite the availability of “Thin Client Terminals” at these locations. It was noted that Dumb Terminals are susceptible to preloading of data before the scheduled opening time of Tatkal booking or the opening of the PRS office, thereby providing an unfair advantage in securing accommodations for highly patronized trains.

c. Details of System Improvement & Merits-

Directives should be issued for PRS locations equipped with both “Thin Client Terminals” and “Dumb Terminals,” mandating the use of Thin Client Terminals exclusively. Dumb Terminals should only be utilized when Thin Client Terminals are out of order. Furthermore, the withdrawal of Dumb PRS Terminals from the system is recommended.

Merits –

This measure helped curb the irregular activity of PRS counter operators regarding pre-feeding data into the PRS terminal.

d. Relevant circular/OM issued in this regard:

(Refer Annexure I Page No. 33)

***“A life lived with integrity, even if it lacks the
trappings of fame and fortune, is a shining
star in whose light others may follow in the
years to come.”***

- Denis Waitley

a. Subject of System Improvement –

Grey areas in the policy of Advance Booking of Parcel Space.

b. Background-

During the investigation into a complaint regarding the implementation of Advance Booking of Parcel Space, certain grey areas in policy and inconsistencies in procedures have surfaced. The policy of Advance Booking of Parcel Space was inherently based on manual booking methods for related transactions, such as maintaining records of dates, trains, and the space for which booking is made. Even the calculation of freight and the restriction of booking up to notified days of train services were not system-enabled. Although the stipulated time for indenting was 10 to 18 hours, the acceptance of indents was not time-restricted in PMS. There was no policy mandating the mandatory display of opening booking on public notice boards, nor was there a stipulation regarding the time gap between the display on public notice boards and actual booking. Furthermore, the number of transactions to be accepted per requisition per tenderer was not clearly defined.

c. Details of System Improvement & Merits –

The following System Improvements were recommended:-

Working hours is to be determined through PMS. System enabled bar on booking beyond 120 days and beyond notified train services.

Advance booking of parcel space to be done online. Display of initial opening booking in Public Notice Board.

Restrictions on the number of applications to be submitted by individual parties.

Merits - It facilitated transparent and fair advance booking of parcel space.

b. Relevant circular/OM issued in this regard:

(Refer **Annexure I** Page No. 34 & 35)

"Honesty is the best policy. If I lose mine honour, I lose myself."

- William Shakespeare

a. Subject of System Improvement –

Manipulation of indents for monopolizing allotment of rakes.

c. Background-

Major deficiencies were identified as follows:

- During a preventive check, it was discovered that a party placed a large number of indents (more than 100) to monopolize the allotment of rakes for seasonal traffic to Bangladesh, where the maximum potential was only 40 rakes.
- Upon receiving stacking permission, which was typically granted telephonically upon the party's formal application, the party withdrew indents on multiple occasions.
- Exploiting a loophole in Paragraph 7.1 of the Rates Master Circular 2016, due to the indents being more than 10 days old, the party would receive a full refund of the registration fee.
- The party avoids wharfage charges by withdrawing indents prior to the supply of empty rakes (Paragraph 7.1 of the Rates Master Circular 2016).
- Other small but genuine parties were unable to obtain allotments due to fictitious indents.

c. Details of System Improvement & Merits-

Maximum indents accepted from a party for such traffic are to be reasonably restricted and duly notified. At stations notified for stacking, the indent itself is to be treated as an appeal for stacking; no formal appeal of the party seeking stacking permission is required. Stacking permission is to be generated through FOIS, with CRIS involved in messaging the party on their registered mobile through the Freight Business Development Portal. It is proposed that once stacking permission is granted, any withdrawal of the indent up to 15 days from the date of permission will entail forfeiture of the registration fee, even if the indent is more than 10 days old. Furthermore, it is to be considered that in cases where the party withdraws the indent after stacking permission is granted, wharfage charges are to be levied for the period from the time of granting stacking permission to the time of indent withdrawal, even if stacking has not commenced.

Merits - This approach helped weed out fictitious indents.

d. Relevant circular/OM issued in this regard:

May be obtained from Eastern Railways.

a. Subject of System Improvement -Preventive Check on outward Bangladesh Traffic

- b. Background-** Despite high demand for transportation of traffic to Bangladesh, only about 05 rakes per day can be made available due to insurmountable infrastructural bottlenecks. Traffic to Bangladesh is high-premium and quota-based, predominantly comprising stone and food grains. Indents used to remain pending for years. No formal policy regarding the rotational system adopted for allotment was made available in the public domain.

Frivolous indents were placed by parties to counter competitive measures. A 25% congestion surcharge is levied on normal freight for traffic to Bangladesh. If a rake is initially booked from a far-off station to a station closer to Bangladesh, the surcharge element is reduced. Prohibiting the rebooking of rakes to Bangladesh eliminates the evasion of congestion surcharge. Some parties obtain out-of-turn allotments, causing resentment among deprived customers.

c. Details of System Improvement & Merits-

A formal rotational allotment system for stone traffic, specifying the exact sequence of allotment to loading points, is issued and made available in the public domain. Indents were linked to LCs (loading points). The registration fee is increased from Rs. 50,000/- to Rs. 2,00,000/- to curb frivolous indents. Rebooking of rakes to Bangladesh is prohibited, and permission for out-of-turn allotment is withdrawn.

Merits –

Useful in a fair and transparent system of allotment by plugging the loopholes.

d. Relevant circular/OM issued in this regard:

(Refer Annexure I Page No.36)

“Honesty is often very hard. The truth is often painful. But the freedom it can bring is worth the trying.”

– Fred Rogers

(a) **Subject of System Improvement.**

Restriction of authorized representatives' roles in halt operation activities.

(b) **Basic details of the system improvement with background.**

It was observed that authorized representatives were involved in all aspects of halt operation activities, including ticket indenting, receipt of tickets from the serving station, and the sale of tickets to passengers. Currently, indents are placed in one copy with the signature of the authorized representative of the halt contractor, and tickets are supplied to this representative. This broad engagement in various activities raises concerns about efficiency and accountability.

(c) **Merits of the system improvement.**

By restricting authorized representatives to ticket sales only, this system improvement aims to streamline halt operations and enhance accountability. It ensures that representatives are focused solely on ticket sales, thereby minimizing potential discrepancies and improving the overall efficiency of halt operations.

(d) **Relevant circular/OM issued in this regard:**

May be obtained from Eastern Railway

"The great secret of true success, of true happiness, is this: the man or woman who asks for no return, the perfectly unselfish person, is the most successful."

- Sri Aurobindo

(a) Subject of System Improvement.

Enhancement of duty roster compliance and monitoring for squad TTEs.

(b) Basic details of the system improvement with background.

During a PC (Performance Check) conducted to assess the functioning of squad TTEs (Travelling Ticket Examiners), it was discovered that squad TTEs were signing on but not signing off on the duty roster register. Additionally, it was found that squad TTEs were performing duties in sections or trains other than those allocated to them by the squad in-charge. To address these issues and ensure better accountability and adherence to duty rosters, several improvements have been proposed:

1. Sign on and sign off in e-lobby has been made mandatory.
2. The squad in-charge must ensure that all TTEs in their squad cover their entire beat as per the program.
3. The ticket checking program for the squad should be pre-decided by the squad in-charge.
4. Any changes in the duty of squad members must be communicated to the competent authority as well as the Vigilance Department.
5. Integration of the e-lobby system with IPAS (Integrated Passenger Amenity System).

(c) Merits of the system improvement.

The proposed system improvements aim to enhance the accuracy and accountability of squad TTE operations. By making sign-on and sign-off in the e-lobby mandatory and ensuring that squad TTEs adhere to their assigned sections, the system will help prevent unauthorized duty assignments and improve overall compliance. Pre-deciding the ticket checking program and communicating any duty changes will further ensure better management and oversight. Integration with IPAS will facilitate a more streamlined and efficient monitoring process.

(d) Relevant circular/OM issued in this regard:

May be obtained from Eastern Railway

“Corruption is worse than prostitution. The latter might endanger the morals of an individual, the former invariable endangers the morals of the entire county.”
– Karl Kraus

(a) Subject of System Improvement.

Assignment of checking staff to reserved sleeper coaches for effective monitoring.

(b) Basic details of the system improvement with background.

It has been detected that some reserved sleeper coaches on four trains were not assigned to any checking staff for manning. Consequently, 11 irregular passengers were accommodated on vacant or not-to-be-used (NTU) berths in unmanned coaches by amenity staff who were assigned to other coaches of those trains. To address this issue and ensure proper monitoring and control, the following system improvement has been proposed:

System Improvement: Train Managers should be directed to assign nominated unmanned coaches to TTEs (Travelling Ticket Examiners) already working on the same train, especially in overcrowded trains and during festive seasons. This ensures that unmanned coaches can be checked by Railway authorities to the maximum extent possible. The allotment of TTEs to unmanned coaches should be managed through the Hand Held Terminal (HHT) system.

(c) Merits of the system improvement.

The proposed system improvement will enhance the management and monitoring of reserved sleeper coaches, ensuring that all coaches are adequately manned. By assigning TTEs to unmanned coaches, it will help prevent the accommodation of irregular passengers and improve overall train security and compliance. The use of the HHT system for allotment will streamline the process and facilitate better coordination among checking staff.

(d) Relevant circular/OM issued in this regard:

May be obtained from Eastern Railway

***"A mode of conduct, a standard of courage,
discipline, fortitude and integrity can do a
great deal to make a woman beautiful."***

- Jacqueline Bisset

(a) Subject of System Improvement.

Standardization of free time for mechanized and manual loading/unloading at NTKS siding.

(b) Basic details of the system improvement with background.

During a check at the NTKS siding, it was detected that the free time allocated for BOBRN rakes is considered as 2.5 hours, which is meant for mechanized loading. In contrast, for BOXN rakes, the free time is considered as 9 hours, which is generally meant for manual loading. This discrepancy suggests that arbitrary decisions have been made, resulting in a loss of railway revenue. To address this issue and ensure consistency in the allocation of free time, the following system improvement is proposed:

System Improvement: For the admissibility of free time for mechanized loading/unloading of rakes at siding over Eastern Railway, it is recommended that all sidings where mechanized loading/unloading is available should have the free time fixed according to the extant Railway Board policy circulated vide No. TCI/2016/201/1 dated 19.05.2016. Necessary changes to agreements should be made by the competent authority.

(c) Merits of the system improvement.

This system improvement will standardize the free time allocated for mechanized and manual loading/unloading, ensuring fairness and consistency across different types of rakes. By adhering to the Railway Board policy, it will prevent arbitrary decisions and potential revenue loss, thereby optimizing operations and maintaining equitable practices at the siding.

(d) Relevant circular/OM issued in this regard:

May be obtained from Eastern Railway

"It has to be noted that a good percentage of our public servants, even those who have opportunities, maintain and function in accordance with, strict standards of integrity. We have to base the efforts for a thorough cleansing of our public life, on this solid and hard core of honest public servants."

- Santhanam Committee Report

(a) Subject of System Improvement.

Mandatory declaration of private cash and expenditures by Station Ticket Booking Agents (STBAs).

(b) Basic details of the system improvement with background.

During a check on the operations of Station Ticket Booking Agents (STBAs), it was found that there is no provision for the declaration of private cash and expenditures exceeding Rs. 200 in the Passenger Cash Daily Report (PCDR) either by the STBA or their authorized representative. Additionally, the existing agreement does not specify revisions related to the declaration of private cash and expenditures. This lack of clarity and provision could lead to unaccounted cash and expenditures.

System Improvement: STBAs or their authorized representatives should be required to declare private cash in the PCDR and any expenditures beyond Rs. 200 while working at the counter, similar to other commercial staff. If unaccounted cash is detected in the possession of an STBA or their authorized representative while working at the counter, it will be deposited into the railway exchequer. Suitable penalties should be imposed in cases where irregularities are detected regarding the declaration of private cash and expenditures.

(c) Merits of the system improvement.

This system improvement will enhance transparency and accountability in the handling of private cash and expenditures by STBAs. By mandating declarations and imposing penalties for irregularities, it will help prevent potential misuse and ensure that all financial transactions are properly accounted for. This will contribute to better financial management and adherence to established procedures.

(d) Relevant circular/OM issued in this regard:

May be obtained from Eastern Railway

"Where is something in corruption which, like a jaundiced eye, transfer the color of itself to the object it looks upon, and sees everything stained and impure."

- Thomas Paine

a. Subject of System Improvement:

Inclusion of a penalty clause in the tender document of SBD for OBHS.

b. Basic details of the system improvement with background:

During a preventive check conducted by Railway Board vigilance on train No. 12309 between Kanpur and New Delhi on 15.05.2016, it was found that a contractual staff member of Onboard Housekeeping Service allowed a passenger without a ticket to occupy seat B-2, seat-48, and accepted Rs. 3,000 (Three Thousand only) from the passenger, which was recovered from him during the vigilance check.

c. Merits of the system improvement:

Suggestion for the inclusion of a penalty provision in the tender document of SBD for OBHS. "Contractual staff working at stations/trains shall not indulge in any illegal activities, such as demanding or receiving money for any reason. If any staff member is found engaging in such illegal activities, the contractor will be liable for a penalty of a minimum of Rs. 15,000/- (Rupees fifteen thousand only), and the concerned staff member shall be barred for a lifetime from OBHS services. If such incidents occur up to three times with contractual staff under the same contractor, the railway administration will terminate the contract.

d. Relevant circular/OM issued in this regard:

ECR/Vig/V2/DNR/20160501841/PC/RB/104 dated 29.06.2021

ECR/MEC/EnHM/427/OBHS dated 30/07/2021

ECR/MEC/EnHM/427/OBHS dated 02/08/2021

(Refer **Annexure I** Page No.19)

"Honesty is the fastest way to prevent a mistake from turning into a failure."

- James Altucher

a. Subject of System Improvement:

Overloading in SLR

b. Basic details of system improvement with background:

During weighment of inward parcels at LTT, overloading detected in SLR of Train No. 11062, having capacity of 3.9 tonnes. Total excess weight of 1132 kg was found booked from three different locations of ECR are as under

S. No	PW Bill No.	From – To	No. of Pkg. booked	Booked wt. (In KG)	RF wt. of unloaded Pkgs.
1	A847127	JYG-LTT	71	1020	994
2	2014-629476	DBG-LTT	48	600	600
3	2014-629112	DBG-LTT	83	1037	1038
4	2014-628919	DBG-LTT	150	1950	1950
5	2014-616284	DBG-LTT	01	200	200
6	2014-606061	DBG-LTT	01	25	25
7	W425591	SPJ -LTT	01	200	200
TOTAL			355	2032	5007

In light of the above, it is requested to instruct the concerned staff to adhere to para 940 of IRVM Vol-I, which stipulates the preparation of luggage and parcel summaries at train starting stations and intermediate stations, so that overloading may be prevented and thus other repercussions can be avoided.

c. Merits of the system improvement:

Proper maintenance of records of booked parcel consignments by parcel staff and train staff, i.e., Train Manager, will ensure the safety of the train and passengers, and at the same time prevent the wear and tear of rolling stock.

e. Relevant circular/OM issued in this regard:

(Refer Annexure I Page No. 20)

"A half-truth is a whole lie."

– Yiddish Proverb

a. Subject of system improvement

Maintenance of personal cash register

b. Basic details of system improvement with background:

Proper maintenance of records of booked parcel consignments by parcel staff and train staff, i.e., Train Manager, will ensure the safety of the train and passengers, and at the same time prevent the wear and tear of rolling stock.

c. Merits of the system improvement:

It will ensure attendance, transparency, punctuality, and integrity.

d. Relevant circular/OM issued in this regard:

ECR/VIG/V-1/PC/N/SE/2022100590/ dated 20.12.2022

ECE/CRM/Misc/Vig. Matters/2022 dated 10.01.2023.

May be obtained from ECR.

“Honesty and integrity are absolutely essential for success in life- all areas of life.

The really good news is that anyone can develop both honesty and integrity.”

- Zig Ziglar

a. Subject of system improvement: -

Allotment of Rake

b. Basic details of the system improvement with background:

During a preventive vigilance check at a private siding, it was noticed that there was delay on allotment of Rake(s) by the Controller vis-à-vis physical arrival/placement of the rake(s) at the siding. Indent was available. Such delay in issuing allotment order by the Divisional controller, causing unwarranted detention of Rakes.

Investigation reveals that due to lack of co-ordination amongst the controller(s) at Divisional office and communication gap between the Divisional controller(s) and the Movement Inspector(s) at field, such unwarranted delay took place. This leaves the scope of manipulation in demurrage charges.

Further, during the course of investigation it was also noticed that the details of allotment order is not recorded in the allotment register.

Accordingly, Vigilance advisory has been issued with the following system improvement:

- (i) Whenever any rake is physically arrived / placed at a private siding and indent is available, there should not be any undue delay in giving allotment order.
- (ii) In addition to the information already being recorded in allotment register as per extant rules/practice, the following additional information must be recorded in the allotment register (if not being followed presently):
 - Time of issue of allotment order.
 - Name and Designation of the staff receiving the allotment order.
 - Name, Designation and signature of the staff issuing allotment order.
- (iii) In case there is delay in allotment of rake, the reason of the same to be recorded in the allotment register and the same should be countersigned by an operating officer looking after the allotment of rake(s).

c. Merits of the system improvement:

Unwarranted detention of Rolling Stock can be avoided and thus wagon Turn Round will be improved.

d. Relevant circular/OM issued in this regard –

(Refer Annexure I Page No. 56)

a. Subject of System Improvement:

Integration of PRS with PMS system for genuineness verification of luggage booked by the passengers.

b. Basic details of system improvement with background:

Currently, the passenger, while booking their luggage on the train, is supposed to provide the PNR of the ticket against their booking request to the booking clerk. During scrutiny of luggage tickets issued from ANVT station, it was observed that the PNRs provided by the passengers were not genuine and were either cancelled or forged/manipulated PNRs. This was being done to avoid detection of passengers who fraudulently book contraband items. Systemic loopholes regarding ticket verification were detected by NR Vigilance, and a system improvement for the integration of the Passenger Reservation System (PRS) with the Parcel Management System was suggested.

c. Merits of the system improvement:

As a result of the integration of the PRS system with PMS, verification of the genuineness of tickets while booking luggage can now be easily done through the system. This would eliminate the chances of booking luggage tickets on bogus or manipulated PNRs, thereby reducing the possibility of booking contraband/prohibited items in trains by anti-social elements.

d. Relevant circular/OM issued in this regard:

NR Vigilance vide letter No.VIG/PC/2020/12/00431/DLI dated 08.09.2021 addressed to PCCM/NR suggested integration of PRS with PMS. This system improvement has been implemented vide SCM/FM letter no.36-RD/SCR/VP/CPLP/Modified Policy/Pt-I dated 01.10.2021.

(Refer **Annexure I** Page No. 50)

"Honesty is more than not lying. It is truth telling, truth speaking, truth living, and truth loving."

– James E. Faust

a. Subject of System Improvement:

Fixing a ceiling limit for private cash for RPF staff working in mass contact areas.

b. Basic details of system improvement with background:

Although instructions regarding the declaration of private cash by on-duty RPF staff in Mass Contact Areas at the time of reporting for duty in a separate register already existed, during a Vigilance check, it was noticed that while the private cash of on-duty RPF staff was declared in the private cash declaration register maintained at the RPF post, the same was being done only in digits and not in words, thereby providing scope for manipulation in the figures at a later stage. A systemic lacuna was further noticed regarding the non-fixing of a ceiling limit for private cash for RPF staff. As a measure of system improvement, the Director General/RPF, Railway Board was advised by NR Vigilance to issue instructions that each RPF staff working in the mass contact area must declare private cash in both figures and words at the time of reporting for duty. Besides, as a systemic measure to plug the loophole, a monetary ceiling for private cash of RPF staff, particularly working in Mass Contact Areas, may also be fixed/prescribed analogous to extant instructions already in practice for commercial and non-commercial staff stipulated vide Railway Board's Commercial Circular No.13 of 2014. In the event of RPF staff carrying more private cash than the prescribed monetary ceiling, the excess amount may be declared separately with the reason for carrying the same, and a counter signature must be obtained from the duty officer/duty staff available there to legitimize the excess private cash at the time of declaration itself. A separate register must be opened for this purpose, and duty staff must keep a record of the cash carried by RPF staff in the register.

c. Merits of the system improvement:

This suggested system improvement and its implementation are expected to bring more transparency and accountability to the prevailing system.

d. Relevant circular/OM issued in this regard:

NR Vigilance vide letter no-VIG/PC/2021/07/02455 dated 02.09.2021 addressed to Director General,RPF/Railway Board suggested this System Improvement. **Requisite instructions were accordingly issued by Railway Board to all Pr.CSCs/RPF vide letter no.2021/Sec/(IV)/Instruction dated 16.09.2021** for the implementation of this system improvement down to the field staff for strict compliance. (Refer **Annexure I** Page No. 51 & 52)

a. Subject of System Improvement:

Fixing the ceiling limit for private cash of Onboard Technical Staff (C&W)

b. Basic details of system improvement with background:

During vigilance checks on trains, it was observed that TTEs were utilizing the services of OBHS staff to handle their cash earned through illegal means from passengers. Although guidelines for the declaration of private cash by OBHS staff before taking up their duties had already been issued in the past, there was no provision for any ceiling limit on the private cash being carried by onboard OBHS staff and their supervisors, such as AC mechanics, ACCA coach attendants, diesel fitters, carriage staff, etc., concerning commercial, non-commercial, and RPF staff working in Mass Contact Areas.

c. Merits of the system improvement:

The systemic improvement suggested in this case is expected to eliminate the scope for TTEs intending to utilize the services of OBHS staff to handle their cash earned through illegal means from passengers and to prevent the onboard technical staff (C & W) working in mass contact areas from indulging in acts of bribery and corruption.

d. Relevant circular/OM issued in this regard:

NR Vigilance vide letter no.VIG/PC/V1/2021/08/01259/NFR dated 23.12.2021 addressed to PCME/HQ suggested this system improvement. In response, instructions were issued to all DRMs over Northern Railway vide letter no.802-M/Misc/Chg/MC-I dated 11.06.2022 for implementing the system improvements suggested by Northern Railways Vigilance by stipulating the maximum limit of cash declaration of OBHS staff for trains having round trip journey time up to 3 days as Rs. 2000/- and for trains having round trip journey time more than 3 days as Rs.2000/- + Rs.1050/- for each additional day. It was also stipulated that in case private cash has been carried by such staff is more than the prescribed ceiling, the denominations of the cash and its purpose should be clearly mentioned in the private cash declaration register.

(Refer **Annexure I** Page No.53)

“Integrity is telling myself the truth. And honesty is telling the truth to other people.”

- Anonymous

a. Subject of System Improvement:

Implementation of schedule for open TC squad to curtail claim of excess TA.

b. Basic details of system improvement with background:

During a vigilance study/scrutiny of used EFTs & TAs claimed by Open Ticket Checking staff of LDH station in the months of February 2021 and March 2021, it was revealed that these staff members were claiming 100% Travelling Allowance even for duty periods of less than 12 hours on a calendar day. These staff members were observed to be claiming TA at the rate of 30% and 70%, in a split manner, for performing duties on 2 trains on a calendar day, despite their total working hours on such a day being less than 12 hours. The modus operandi adopted by certain Open Ticket Checking staff members involved deliberately taking breaks between two or more train checks on a calendar day, as per their convenience, and then changing trains at different stations to charge TA separately for each journey/instance of absence from headquarters on that calendar day. While the rules/provisions allowed ticket checking staff to claim TA in a split manner, this practice was further facilitated due to the absence of any pre-approved specific train check programme assigned by their division. In order to prevent potential loss of Railway revenue, NR Vigilance suggested issuing a proper schedule of ticket checking beforehand.

c. Merits of the system improvement:

Such a system will promote transparency and prevent potential loss of Railway Revenue due to 100% travelling allowance claimed by ticket checking staff of the open squad, who deliberately take breaks between two or more train checks on a single calendar day.

d. Relevant circular/OM issued in this regard:

NR Vigilance vide letter no. VIG/PC/V1/2021/10/00439 dated 10.02.2022 addressed to PCCM/NR suggested this system improvement. In this regard Dy.CCM/G/NR vide letter no. Comml/Sys. Improvement/2022 dated 16.02.2022 issued instructions to all Sr.DCMs/NR for assigning proper schedule/plan to open squad ticket checking staff before undertaking checks.

(Refer **Annexure I** Page No.54)

“Intelligent and effective propaganda can play a great part in fight against corruption”

- Santhanam Committee Report

a. Subject of System Improvement:

Maintenance of documentary evidence to ensure the genuineness of EQ requests.

b. Basic details of system improvement with background:

During an investigation carried out by the Northern Railway Vigilance in connection with verifying the genuineness of requests received in the EQ cell, Varanasi, for the confirmation of PNRs under the Emergency Quota, it was detected that besides written requisitions, many requests seeking the release of berths under the Emergency Quota were also being received through SMS/Whatsapp from various railway officers/officials/VIPs & other dignitaries. As per the prevalent practice there, based on the requests being considered for the release of berths under EQ, the staff of the EQ Cell/BSB were noting down the details of such PNRs by simply mentioning references such as SMS/Whatsapp, thereby increasing the probability of misuse. In order to strengthen the existing system, it was suggested to make it mandatory for every EQ Cell across Northern Railway to maintain a record of the same in the form of documentary evidence, preferably by keeping a printout of every such request received via SMS/Whatsapp that is being considered for the confirmation of EQ berths.

c. Merits of the system improvement:

This system improvement is likely to promote transparency and accountability in the system, thereby curbing instances of fake requisition requests made in the name of VIPs/other dignitaries.

d. Relevant circular/OM issued in this regard:

NR Vigilance vide letter no. VIG/PC/V1/2020/09/00413 dated 25.03.2021 addressed to PCCM/NR suggested this system improvement. In this regard CCM/PS/NR vide letter no. RTA-EQ Cell/Misc/2018 dated April 2021 issued instructions to all Sr.DCM's/NR and Dy.CCM/Resvn/HQ to ensure every EQ cell under their jurisdiction is maintaining a record of EQ received through SMS/Whatsup in the form of documentary evidence by keeping printout of the same.

(Refer Annexure I Page No.55)

"No Service worth the name can claim to exist if it does not have in view the achievement of the highest standard of integrity. "

- Sardar Vallabhbhai Patel

a. Subject of System Improvement:

System improvement for inclusion of certain provision with respect to Notice for inviting tenders in the catering Policy

b. Basic details of system improvement with background:

During a Preventive Check on the tendering process of catering stall, it was found that the NIT was floated without mentioning the area and location of the catering stall. When investigated for the reason thereof, it was noticed that the catering policy of 2017 dated 27.02.2017 which governs all catering contracts under Indian Railways, lacked any such clause. Therefore it was suggested that the NITs should carry the aspect of location and size of the catering staff and that the catering policy of 2017 should be amended to include these provisions.

c. Merits of the system improvement:

Implementation of this system improvement is likely to minimise the likelihood of potential manipulation at various stages of the tendering process that may have arisen due to omission of this clause. These provisions will significantly impact product sales, will attract best bidders and ensure competitive pricing.

d. Relevant circular/OM issued in this regard:

RB letter no. 2024/TG-III/631/7 dated 12.08.2024

(Refer Annexure I Page No. 42)

"Government officials, who work honestly in fulfilling their duties, who do not do corruption and work towards collecting revenues and righteous management of state money are favourable of king. Such officials should be given promotion and salary hikes."

– Chanakya Niti

a. Subject of System Improvement:-

System Improvement for late payment of catering license fees.

b. Basic details of the System Improvement:-

A complaint was investigated by NCR vigilance. During the investigation it was found that a number of catering licensees are running the contract without depositing license fees. It has also been seen that there was no system of monitoring of this type of lapses. To avoid occurrence of such cases, a System Improvement / Monitoring mechanism in the form of a proforma has been developed. In the given proforma, monthly position of the unpaid license fees of all earning commercial contracts over the Division shall be put up to Sr.DCM by 7th of every month which may be further put up to DRM.

c. Merits of the System Improvement:-

“It will ensure timely realization of Railway dues.”

d. Relevant circular/OM issued in this regard:-

May be obtained from North Central Railway.

“If a country is to be corruption free and become a nation of beautiful minds, I strongly feel there are three key societal members who can make a difference. They are the father, the mother and the teacher.”

– A. P. J. Abdul Kalam

a. Subject of System Improvement:-

System Improvement for collecting the undercharge/punitive charges on account of weighment/re-weighment.

b. Basic details of the System Improvement:-

A preventive check was conducted by NCR vigilance on the Electronic in motion weighbridge at Jhansi on 23.01.2022. During check, it was found that details of the undercharge/punitive charges on account of weighment/re-weighment is not available at the EIMWB which makes it difficult to ascertain whether the charges have been realized in railways or not. For the rakes whose weighment/ re-weighment is done at enroute weighbridge station and overloading is detected in a rake, the result of such weighment is captured in the FOIS system installed at the weighbridge station. The result of the weighment/ re-weighment including detention charge of the rake, if any, is also advised to originating and destination station manually through Commercial Control for recovery of the due charges before delivery. But at present there is no procedure wherein the enroute weighbridge station is also advised with the details of punitive / undercharge collected at the destination station on account of such weighment. Hence, for better monitoring and avoid any leakage of railway revenue, the destination station after collection of the due charges on account of overloading may intimate the concerned enroute weighbridge station with the details of such undercharges collected. This will not only streamline the procedure but will also help the inspecting/ investigating authorities for ready reference.

c. Merits of the System Improvement:-

It will prevent leakage of revenue and delays in realization of undercharge/punitive charges|”

d. Relevant circular/OM issued in this regard:-

May be obtained from North Central Railway.

“Whoever is careless with the truth in small matters cannot be trusted with important matters.”

- Albert Einstein

a. Subject of System Improvement:-

System Improvement for unbooked packages.

b. Basic details of the System Improvement:-

A preventive check was conducted by NCR vigilance in AGC Parcel office on 03.09.2022. During the vigilance check, a lot of 27 packages were found unbooked on platform. Following system improvement was issued:-

- (i) In case of outward traffic, after the packages are booked and completion of marking and pasting of railway bar codes on the packages, the booking particulars of such package may be entered in the register (may be opened for this purpose) and such packages shall be received by the batch incharge (working in transit on platform) in the register upon verification that the packages as mentioned in the register are complete in all respect.
- (ii) Similarly, same methodology may be adopted for the inward parcels also wherein the batch incharge (working in transit on platform) may enter the particulars of the inward packages received for delivery at station in the register. Such packages may be handed over to the delivery clerk after taking acknowledgement against the relevant entry of the consignment.

The maintenance of such register shall be checked by CPS on daily basis and sign the registers in token of having been inspected by him/her. In case the packages are found unbooked on the platform, they shall be seized and disposed off after taking approval of the competent authority.

c. Merits of the System Improvement :-

"It will prevent unbooked packages lying on the platform and ensure responsibility of transit clerk."

d. Relevant circular/OM issued in this regard :-

May be obtained from North Central Railway.

"What lies behind us and what lies before us are small matters compared to what lies within us."

- Oliver Wendell Holmes

a. Subject of System Improvement-

System improvement regarding levied of punitive (detention) Charges on account of overloading/load adjustment.

b. Basic details of the System Improvement with background-

On 20.02.2021, a vigilance investigation carried out to verify the detention charges imposed on rake NIP-GMS. It was noticed that weighment occurred on 17.02.2021 at MBV EIMWB, with load adjustment at Kund station due to overloading. Although CGS/ MBV recorded the rake's arrival at Kund station at 02:15 a.m., detention charges were calculated from 06:00 a.m., despite load adjustment being done on the incoming rake's yard line without separate placement. As per Railway's guidelines, detention charges should be calculated based on actual transit time or two hours (whichever is less) from weighment point to load adjustment point, plus load adjustment duration. Dy. CCM/ FM/NWR confirmed the appropriateness of calculating detention charges from rake arrival to load adjustment completion. Due to the lack of written documentation from the relevant party, detention charges totaling Rs. 34,800/- could not be levied on the rake.

c. Merits of the System Improvement-

Upkeep of complete record, ensure load adjustment timely & prevent leakage of Railway Revenue by reducing time of Wagon Turn Round.

e. Relevant circular/OM issued in this regard-

(Refer **Annexure I** Page No.57)

"Your duty is to be and not to be this or that. 'I am that I am' sums up the whole truth. The method is summed up in the words 'Be still'. What does stillness mean? It means destroy yourself. Because any form or shape is the cause for trouble. Give up the notion that 'I am so and so'. All that is required to realize the Self is to be still. What can be easier than that?"

- Paramahansa Yogananda

a. Subject of System Improvement-

Proper calibration of EIMWB/NAC

b. Basic details of the System Improvement with background-

A vigilance inspection was conducted at EIMWB Navasiti, during which it was found that during calibration on the aforementioned bridge, wagons with a maximum weight of 90 tons were used, whereas the current scenario indicates that the maximum estimated carrying capacity (PCC) of a BOXNHL wagon is 91.6 tons (including tolerance & tare weight). Therefore, during calibration, it is not possible to accurately determine the accuracy of EIMWB if loading exceeds 90 tons.

Hence, it is suggested in this regard that at least one test wagon, with a capacity exceeding 91.6 tons, be used for calibration of the BOXNHL wagon, so that potential manipulation in EIMWB can be detected.

c. Merits of the System Improvement-

To detect actual weigh of BOXNHL for detecting overloading.

f. Relevant circular/OM issued in this regard-

May be obtained from North Central Railway.

"Until someone is prepared to lay out the systemic problem, we will simply go through cycles of finding corruption, finding a scapegoat, eliminating the scapegoat, and relaxing until we find the next scandal."

- Newt Gingrich

a. Subject of System Improvement:-

Directions to stop the fraud caused by tampering with the printer in the booking office when issuing UTS tickets.

a. Basic detail of System Improvement

During a preventive vigilance check, commercial employees posted at Babhnan station engaged in fraudulent activity by tampering with the printer, initiating low-value transactions for stock in the system. They prevented the complete printing of the stock, generating two high-value tickets (such as Lokmanya Terminus and Anand Vihar Terminal) in a single transaction by placing carbon paper next to the stock. These tickets were then sold, with the money from the low-value transactions used for personal gain, resulting in significant losses for Railways Rajasthan. Upon inspection of the booking office, it was noted that both the supervisory and operator keys for printing were intact, but the printer's upper cover was open. Commercial staff explained that the cover was kept open to prevent paper jams during printing. Investigation revealed that most UTS frauds involved tampering with the printer. To prevent future incidents, the following measures are recommended.

c. Merit of of System Improvement

1. High-level technical improvements are required for the printer to prevent tampering, such as installing laser or thermal printers.
2. Additionally, implementing QR/Barcode provision on UTS tickets would enable easy verification by passengers or checking agencies through mobile scanning.
3. Random collection of tickets by various checking agencies at stations, like TIA and DCI, for meticulous examination, will not only reveal cases of vandalism but also deter employees from engaging in such activities effectively.
4. Therefore, based on the above considerations, it is recommended to implement system improvements upon approval from the competent authority.

d. Relevant circular/OM issued in this regard:-

Railway Board's letter No. 2019/TG-1/10/P/UTS Fraud.

May be obtained from North Eastern Railway.

"One lie ruins a thousand truths."

- Ghanaian Proverb

a. **Subject of System Improvement:-** System improvement in relation to irregularities found in vigilance investigation of works of OBHS/ACCA working under contract.

b. **Basic Detail of system improvement:-**

In various investigations by the Vigilance Organization, irregularities were found in the work of OBHS/ACCA personnel contracted for trains from the North Eastern Railway. The identified irregularities include:

1. Many employees lacked ID cards and authorizations.
2. Some ID cards lacked officer signatures.
3. Photos were missing from some employee authorizations.
4. Some employees had limited trip authorizations on their ID cards.
5. Traveling authorities were not being surrendered as required after round trips, posing a risk of misuse.

Further deficiencies were noted, regarding private cash declarations:

1. Some employees failed to declare private cash.
2. Declarations made during train departure were not recorded or verified.
3. Plain pages were used for declarations without official signatures or seals.
4. Declarations were recorded only in log books without official confirmation.

Corrective actions:

1. Issue ID cards signed by both the contracting firm/representative and railway representative.
2. Ensure travel authorizations include employee photos and railway representative signatures.
3. Enforce the deposit of travel authorities with the in-charge after round trips as per the contract. Adhere to Railway Board's directives regarding pre-departure private cash declarations

c. **Merit of system improvement:-**

Adopting the aforementioned process will ensure transparency in the working methods of OBHS/ACCA employees and uphold Railways' scrutiny, preventing any ambiguity.

d. **Relevant circular/OM issued in this regard:-**

Railway Board letter /EnHM/15/8 dated 06 12 2018.

May be obtained from North Eastern Railway.

a. Subject of System Improvement-

System improvement in Duty roster of TTEs

b. Basic details of the System Improvement with background

During a vigilance check on train no-05959 on 06.01.21, it was found that a ticket checking staff member from APDJ was traveling as spare from NOQ to GHY to assume duty from GHY station on train no- 05646. Additionally, it was noted that several coaches were left unattended in the same train. Furthermore, while inspecting duty rosters of TTEs in other divisions, it was observed that checking staff were traveling as spares on trains to assume duty from another station.

c. Merits of the system Improvement

Since, the staff concern who was travelling as spare is eligible for TA for that part of journey; duty may also be assigned to such staff in the unmanned coaches of same train by which he/she is travelling. By this way maximum utilization of staff is possible as well as instance of unmanned coach may also be minimized.

d. Relevant circular/OM issued in this regard-

No- Z/Vig/289/2/03/2021, Dated: - 04.03.2021.

(Refer **Annexure I** Page No. 21)

“Where do the evils like corruption arise from? It come from the never-ending greed. The fight of corruption-free ethical society will have to be fought against this greed and replace it with ‘What can I give’ spirit”

- A. P. J. Abdul Kalam

a. **Subject of System Improvement- System improvement in Duty of Ticket Checking Staff**

b. **Basic details of the System Improvement with background**

During various preventive checks by Zonal vigilance/NFR in trains, it has been observed that TTEs were not turning up for their respective duty without any information to their in-charge. In course of vigilance investigation, they made the lame excuse of illness and produced PMC to escape from the charges of absence from duty.

c. **Merits of the system Improvement**

It is advised that after preparation of duty roster, if any ticket checking staff feels ill or does not turn up for his duty due to any unavoidable reason, then he should report the matter to concerned commercial control as well as his in-charge. The respective commercial control and the in-charge will keep record of such incident. Thereafter, the respective in-charge of ticket checking staff should arrange another available staff in lieu of absent ticket checking staff. By this way the excuses of TTEs regarding illness etc. can be tackled as well as the responsibility will be clearly fixed up against the erring staff.

d. **Relevant circular/OM issued in this regard-**

No- Z/Vig/68/05/A, Dated: 05/07/2021.

(Refer **Annexure I** Page No. 22)

“Goodness is about character - integrity, honesty, kindness, generosity, moral courage, and the like. More than anything else, it is about how we treat other people.”
- Dennis Prager

a. Subject of System Improvement-

Suggestion for implementation of System Improvement over Indian Railways regarding age proof of child passenger.

b. Basic details of the System Improvement with background

During various preventive checks by Zonal Vigilance/NFR in trains, it has been observed that there is no rule which empowers the ticket checking authority to ask proof of age of the child from the guardian/parents as needed to carry during train journey. It provides the opportunity to the guardian/parents to misdeclare the age of child for which the ticket checking authorities are unable to regularise such child in Train. It should be made mandatory to carry proof of age for the child/children whose names are not in the PNR.

c. Merits of the system Improvement

Hence, letter issued to RB to examine the feasibility for implementation of the System Improvement in this regard over Indian Railways and to issue policy guideline in this regard. By this way mis-declaration of age can be trace out ticket checking staff can regularize the irregularity.

d. Relevant circular/OM issued in this regard-

Circular issued by Railway Board vide L/No. 2011/TG-I/20/P/ID-e-file dtd. 16/11/2021.

(Refer **Annexure I** Page No. 23)

"The fight against corruption is not bound to high-profile arrests and high-profile investigations. The fight against corruption is successful if you prevent corruption taking place in the first place."

- Ahmed Chalabi

a. Subject of System Improvement-

System improvement in sign in/sign off register

b. Basic details of the System Improvement with background

During vigilance check of duty roster of various TTE lobby of KIR division it was found that checking staff are being sign in/ sign off in the register at the bottom/middle (as and where there is some space found vacant) for their respective trains without physically being present in their allotted trains. To prevent these types of illegal entries in the register, the 'Serial Number column' should be added in sign in /sign off registers. Moreover it was also found during investigation that the rotation of TTEs of amenities and squad are not done properly.

c. Merits of the system Improvement

Hence, to avoid any illegal vested interest, it is suggested to follow rotation of TTEs of amenities and squad in every 2 to 3 months randomly to minimize such practices by the checking staff.

d. Relevant circular/OM issued in this regard-

No- Z/Vig/289/2/55/2021, Dated 21/01/2022.

(Refer **Annexure I** Page No. 24 & 25)

"There are two mistakes one can make along the road to truth - not going all the way, and not starting."

- Lord Buddha

a. Subject of System Improvement-

Implementation of System Improvement over Zonal Railway/NFR regarding non-cooperation with vigilance.

b. Basic details of the System Improvement with background –

During various preventive checks by Zonal Vigilance/NFR in station/platform, it has been observed that TTEs were non-cooperative with vigilance by attempting to skip from vigilance checks. Sometimes they denied filling Cash Declaration Form, which is a prime document of vigilance checking. Further, in the course of investigation by vigilance, alleged officials provide their statement in whimsical manner with lame excuses to mislead vigilance by not rendering possible assistance and requisite information for proper discharge of duties.

c. Merits of the system Improvement

Hence, it is advised to give necessary instructions to Zonal Railway Training Institute to educate Ticket Checking Staff and others of Zonal Railway about Vigilance Organization to follow the guidelines mentioned in RB L/no. 2014/V-1/VP/1/10 of dated 27.10.2015, RBV no. 04/2007 & 12/2010 in addition to their basic training to minimize such type of non-cooperation.

d. Relevant circular/OM issued in this regard-

No- Z/VIG/68/05/A Dated 25/07/2022.

(Refer **Annexure I** Page No. 26)

***“Thinking should become your capital asset,
no matter whatever ups and downs you
come across in your life.”***

– A. P. J. Abdul Kalam

a. Subject of System Improvement-

System improvement regarding booking of tickets on offline/manual pass from PRS counters

b. Basic details of the System Improvement with background –

During vigilance investigation of a case it was found several PNRs were generated from various reservation counters over NFR on fake Privilege Pass. On duty reservation clerk failed to check the genuineness of fake manual Privilege Pass issued to the alleged person. As per practice in vogue, the pass was handed over to concerned person after generating PNRs and endorsing the same. In such situation, it is very difficult to retrieve the copy of fake pass if the person concern once disappears from the PRS counter.

c. Merits of the system Improvement-

Hence in view of above, in-charge of all PRS, UTS cum PRS locations within NFR jurisdiction were advised to keep the photocopy of manual pass (like duty pass, post-retirement complimentary pass, widow pass and any other offline pass) along with the requisition form after generating tickets as record for further scrutiny to minimize such type of fraud in NFR.

d. Relevant circular/OM issued in this regard-

No-Z/VIG/289/83/22, Dated 18/08/2022.

(Refer **Annexure I** Page No. 27)

"Nearly all men can stands adversity, but if you want to test man's character, give him power."

– Abraham Lincoln

a. Subject of System Improvement-

System improvement in goods and private siding

b. Basic details of the System Improvement with background –

During preventive checks by Zonal Vigilance/NFR, it has been observed that station staff sometimes favor the party to conceal demurrage and wharfage charges. To address this issue, CCTV cameras with good night vision capacity are to be installed at all goods yards and private sidings in a manner that enables monitoring and recording of proper loading/unloading of consignments.

c. Merits of the system Improvement

Hence, it is proposed to install the CCTV camera with storing capacity of at least one month to all the goods yard and private siding over NFR to minimize such practices by the staff concern.

d. Relevant circular/OM issued in this regard-

No- Z/Vig/68/05/A, Dated 27/09/2022.

(Refer **Annexure I** Page No. 28)

"Integrity, transparency and the fight against corruption have to be part of the culture. They have to be thoughts A Fundamental values.

- Angel Gurria

a. Subject of System Improvement-

System improvement regarding offloading / load adjustment of excess weight at weighbridge

b. Basic details of the System Improvement with background –

In order to streamline the procedure of offloading / load adjustment of excess weight at various weighbridges, it was advised to reweigh the offloaded / load adjusted rakes again to ensure that the same are not overloaded, before its further movement.

c. Merits of the system Improvement

Hence, it is suggested that In case of a rake where excess loading is detected “at least in 10 wagons” and/or “total excess weight of 30 Ton” during weighment in an EIMWB, the rake will require re-weighment in the same EIMWB after undergoing offloading / load adjustment, before its further movement. By this way procedure of offloading / load adjustment of excess weight at various weighbridges may streamline.

d. Relevant circular/OM issued in this regard-

No-Z/VIG/289/2/327/2022 Dated 13/02/2023.

(Refer **Annexure I** Page No. 29)

“Without strong watchdog institutions, impunity becomes the very foundation upon which system of corruption are built.

- Rigobetra Menchu Tum

a. Subject of System Improvement-

Keeping a record copy of bills processed for payments at station.

b. Basic details of the System Improvement with background –

During a Vigilance check conducted on 19.01.2021 at ChaumuSamod Railway Station (COM) and on 25.02.2021 at BanasthaliNiwai Railway Station (BNLW), it was noticed that record copies of TA, NDA and Overtime bills are not being maintained at railway stations over NWR. CGA rule 28 clearly stipulates office copies of bills (except of regular monthly pay and allowances bill) may be retained by each drawing officer bearing only his initial and the words Office copy prominently written thereon.

c. Merits of the system Improvement

To develop a proper mechanism regarding upkeep of record to prevent anomalies and irregularities committed by the station staff.

d. Relevant circular/OM issued in this regard-

May be obtained from NWR

“To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity.”

– Douglas Adams

a. Subject of system improvement-

Maintenance of Sign ON/OFF register for Squad TTE

b. Basic details with Background:

A preventive check was conducted at CTI/O/MAS on 16.09.2021 on the aspect of proper maintenance of Sign ON/OFF registers by Squad TTEs.

Irregularities noticed:

It was noticed that the Sign ON/OFF registers maintained in a different station other than the headquarters of the squad without the approval of competent authority few other irregularities like PCDR and Muster were also noticed.

c. System Improvement suggested and merits:

1. All squad, whether permanent or temporary, should have a nominated HQ station.
2. The muster roll, PCDR and On/Off register may be maintained at the respective HQ of the squad and not at divisional HQRS.
3. The Sign ON/OFF register and PCDR of the squad TC staff may be combined with that of the sleeper depot TC staff.
4. If there is no sleeper depot, then the Sign ON/OFF register may be maintained in the booking office in the custody of the Commercial Supervisor. The muster roll and PCDR for the squad TCs staff may be combined with that of the station commercial staff.

d. Relevant circular/OM issued in this regard-

(Refer **Annexure I** Page No.38)

“Manpower without Unity is not a strength unless it is harmonized and united properly, then it becomes a spiritual power.”

- Sardar Vallabhbhai Patel

a. Subject of system improvement–

Declaration of Private Cash by outsourced parcel handling staff.

b. Basic details of the system improvement with background-

The parcel handling activities at major stations are outsourced through contract. It was observed that the outsourced parcel handling staff are resorting to malpractices such as overcharging for packing or demanding tips. In order to make the system more stringent, it was suggested to introduce declaration of private cash by parcel handling staff.

c. Merits of the system improvement –

This is aimed at bringing more transparency into parcel office working. Further, penal action can be taken on the licensee, if irregularities are noticed.

d. Relevant circular /OM issued in this regard.-

SCR/Vigilance Lr. No.G.265/C/2023/01/01234 /T/N/SC dated 15.05.23.

May be obtained from SCR.

***“There are still those of us who work to
overcome corruption and believe it to be
POSSIBLE.”***

– Padme Amidala

a. Subject of system improvement -

Rotation of parcel van to lease holder

b. Basic details of the system improvement with background –

It was observed that the Tare Weight of parcel vans is being tampered by lease holders for overloading. On completion of loading, the Commercial Staff feeds the stenciled Tare Weight in the system to arrive the net weight loaded in Parcel Van. Hence, it was suggested to rotate the parcel vans keeping some operational flexibility and same parcel van should not be allotted to a particular lease holder /train for more than three times successively.

c. Merits of the system improvement

Regular rotation of parcel vans to all lease holders will help to check tampering / manipulation of Tare Weight of parcel vans.

d. Relevant circular /OM issued in this regard.-

PCOM's Lr.No.T.75/CAB/LEASE/VP dated 17.08.2023.

May be obtained from SCR

“Try not to become a person of success, but rather try to become a person of value.”

- Albert Einstein

a. Subject of system improvement -

Notification of Manikgarh Goods Shed as public siding.

b. Basic details of the system improvement with background-

In a Preventive Check at Manikgarh Goods Shed of SC division, it was observed that a new Goods Line was laid outside the station limits of Manikgarh station.

In terms of Railway Board's Rates Circular No.20 of 2012, Para (b) it is notified as *"In case where a goods shed is laid at a distance from the main station, i.e., outside the station limits, such goods sheds should separately be notified by Zonal Railways as Public Siding. In such cases, siding charges will accrue and get accounted from in accordance with instructions contained in Para 2523 of IRCM Vol.II."*

PCCM/SC has examined and approved for notification as *public siding* under Commercial Circular No.34 of 2023 on through distance basis.

c. Merits of the system improvement

Consequent to the notification of Manikgarh Goods Shed as public siding on through distance basis, the freight are collected by adding the siding distance. Hence, loss of Revenue is averted. Freight is charged for correct distance on both outward and inward traffic.

d. Relevant circular /OM issued in this regard.-

- (1) Commercial Circular letter No.34 of 2023.
 - (2) Sr.DCM/SC's Lr.No.C/C/37/Dev/Public Siding/2022 dtd.24.02.23 addressed to Dy.CVO/Tfc.
 - (3) DCM/SC's Lr.No. C/C/37/Dev/Public Siding/2022 dated 24.01.23 addressed to Dy.CCM/FS.
- Dy.CVO/Tfc's Lr.No.G.265/PC/2022/09/01241/T/N/SC dated 23.09.23.

(Refer **Annexure I** Page No.39)

"No legacy is so rich as honesty. "

- William Shakespeare

a. Subject of system improvement -

Changes in UTS on Mobile App

b. Basic details of the system improvement with background-

In a preventive check, it was noticed that the sale of Unreserved Tickets through UTS Mobile App has increased abruptly in a particular month. On verifying, it was found that some Commercial staff and ATVM facilitators were found misusing the facility. Further, it was also found that tickets were generated in the personal mobiles of the said staff and issued to passengers. Thus, pocketing 3% bonus on the fare of each ticket. The delinquent Staff were taken under D&AR. Hence, following system improvement was suggested.

Facility of obtaining paper ticket through “*UTS on Mobile App*” may be restricted to 4 tickets per day on one registered mobile.

c. Merits of the system improvement

To prevent misuse of the bonus facility since it is an exclusive privilege for Rail-users.

d. Relevant circular /OM issued in this regard.

SCR/Vigilance Lr.No.G.265/PC/2022/10/01417/T/N/SC dated 10.01.23.

Railway Board's Lr.No.2014/TG-I/10/P/UTSONMOBILE/Pt.II dated 03.02.23.

(Refer **Annexure I** Page No.-40 & 41)

*“Real integrity is doing the right thing,
knowing that nobody’s going to know
whether you did it or not.”*

- Oprah Winfrey

a. Subject of the system improvement

System improvement for prevention of fraudulent drawing of Officiating Allowances by crew Guards.

b. Basic details of System Improvements with background:

As a follow up investigation of vigilance check conducted at Guard Lobby/KGP it is found that bio-data (designation) of few Mail- exp Train Managers of KGP lobby was not up-dated in the CMS since their promotion to Sr. Pass Train Manager till the material time of vigilance check. However, their designation was updated in IPASS from time to time to effect promotional increment in their salary.

The extant provision of Para 913 of IREM (Officiating Allowance) stipulates that when running staff are put to officiate in a “running post” for 30 days or less, they shall be entitled to pay as admissible in the lower grade plus Running Allowance at the rates and on the condition applicable to the higher grade in which they officiate enhanced by 15% of the kilometrage actually performed for every such higher grade. This Officiating Allowance is calculated by the CMS itself on the basis of actual designation maintained in the data base of CMS and the service of the train freight/ coaching (Pass/ Mail-Exp). At the end of each monthly period the total KM earned (without any break up detail) by a crew is transferred to IPASS from CMS by the system itself. However, system does not automatically change the bio-data (designation) of the crew/guard in CMS if any change is made in bio-data (designation) of crew / guard in IPASS and vice versa. Moreover, once officiating duty allotted to a crew/guard in CMS it keeps on going until either the Officiating box is unchecked in CMS or the designation is upgraded in CMS.

The main irregularity in the instant case, as brought in the investigation, is that a few Mail-exp Train Managers of KGP lobby were performed duty in Passenger/ Mail-exp train on regular measure during their tenure in Sr. Goods Train Manager and enjoyed 15% extra kilometer allowances over their actual foot plate duty. On promotion to Sr. Passenger Train Manager their designation was not up-dated in the CMS till the time of vigilance check. Non-updation of designation of those train managers in CMS led to calculation of extra 15% kilometer by CMS over actual foot plate duty in their total kilometer earning. Hence, they have drawn extra 15% Kilometer allowances as Officiating allowances, despite being ineligible, over their actual foot plate duty for years together since their promotion to Sr. Pass Train Manager. Further, it was found that most of them knowingly exploited the system flaw for fraudulent earning. This resulted in substantial loss of railway revenue.

c. Merits:

To prevent recurrence of such type of irregularities in future following system improvement suggestions may be examined for implementation:-

IPASS and CMS should be synchronized so that any change in bio-data/designation of crew/guard in IPASS automatically changes the bio-data/designation of the respective staff in CMS and vice versa.

d. Relevant circular/Om issued

(Refer **Annexure I** Page No. 37)

a. Subject of System Improvement-

System improvement for auction of various commodities

b. Basic details of the System Improvement with background

When Railway Administration decides to auction undelivered or unclaimed consignments, including those of coal and minerals, regulations outlined in Indian Railways Commercial Manual Volume –II must be strictly followed. Additionally, general guidelines for conducting such auctions are suggested:

1. Prior to Auction:

Conduct joint survey of items/commodities to be auctioned.

Announce auction date at least 7 days in advance, with notice published in newspapers.

2. Pre-Auction Activities:

Clearly specify commodity description and approximate quantity.

Publish terms and conditions at least 7 days before the auction.

Specify bidding conditions and entry fee requirements.

Reserve right to withdraw lots from auction.

Allow inspection of auctioned items before the auction.

3. During Auction:

Officer in charge's decision on bids is final.

Bidding process must be witnessed by accounts department representative.

4. Terms of Delivery:

Specify delivery terms and time allowed for lifting commodity.

Charge wharfage or land rent for delayed pickup.

5. Weighment of Goods:

Weigh auctioned commodity on certified weighbridge.

Witness weighment jointly with relevant representatives.

Winning bidder bears weighment charges.

6. Terms of Payment:

Specify payment terms and acceptable modes.

Successful bidder pays applicable taxes.

c. Merits of the System Improvement-Ensure transparency in auction in various commodities**d. Relevant circular/OM issued in this regard-**

May be obtained from South East Central Railway.

a. Subject of the system improvement-

Centralized maintenance of imposition of fines on catering units

b. Basic details of System improvement with background –

During the preventive checks conducted in catering units, it is observed that imposition of penalties against catering license holders is not maintained either in division or in Zonal level. Purely based on CMI report catering units were renewed. Hence centralized maintenance of imposition of penalties is suggested.

c. Merits of the system improvement-

While submitting the APAR at the time of renewal actual data of Imposition of penalty will be furnished.

d. Relevant circular/Om issued-

Letter no.G.265/SWR/Tfc119/Vig/System improvement/Dec-22 dated 21.06.2023.

(Refer **Annexure I** Page No.58)

“Leading with integrity and empathy requires vision and a connection to your deepest self.”

– Karla McLaren

a. Subject of the system improvement-

To Man extra coaches (Unmanned coaches) allotment through HHT by captain.

b. Basic details of System improvement with background-

In many trains some coaches are unmanned by TTEs due to TTE vacancies. During preventive checks it is observed that TTEs are allotting berths in unmanned coaches without writing EFTs. As a result, when passengers are complaining, TTEs are absolving themselves by telling they have not checked those coaches. Hence it was advised that if TTE are to check other than the nominated coaches then they have to get them allotted in HHT.

c. Merits of the system improvement-

Unauthorized manning of coaches can be curtailed. Eliminates corrupt practices in unmanned coaches can be prevented.

d. Relevant circular/Om issued-

Letter no.G.265/SWR /Vig /Tfc118 /CTI/SL/SBC/01/22 dated 28.04.2023.

May be obtained from South Western Railway.

"When the good people in the country cease their vigilance and struggle, then evil men prevail."

- Perl S. Buck.

a. Subject of System Improvement:

Updating FOIS - capturing the correct class in the case of Mini Rake.

b. Basic Details of the system improvement with background:

In one case, a party had placed an E demand, initially requesting a mini rake (20+1 wagons). At the time of supplying the rake and while filling out the forwarding note, the party requested two delivery points. The goods clerk ignored the mini rake norms and booked a two-point rake, giving the party a train load benefit instead of a wagon load rate, causing a loss to railway revenue.

To avoid such errors in the future, it was suggested to implement corrective measures in FOIS so that, in the case of a two-point mini rake, the system automatically captures the correct class rate according to the norms. This will enable the railways to collect the correct freight, avoiding manual interference and preventing revenue loss.

c. Merits of the system improvement:

It ensures the collection of correct freight and avoids manual interference.

d. Relevant circular/OM issued in this regard:

May be obtained from Western Railway.

"Success is a journey, not a destination. It requires constant effort, vigilance and re-evaluation."

- Mark Twain

a. Subject of System Improvement:

Feeding the actual carrying capacity of passenger coaches into the PRS System.

b. Basic Details of the system improvement with background:

In the check-in of train no. 22946 (OKHA-MMCT), it was detected that there were 48 berths in 2AC. However, in the chart issued from OKHA, only 46 berths were mentioned, leaving scope for TTEs to misuse the surplus berths.

In view of the above, it was suggested to implement a precise procedure for feeding the actual capacity of passenger coaches into the PRS system before the charting of the train.

c. Merits of the system improvement:

All available berths can be occupied by passengers seeking confirmed reservations. This shall also prevent manipulation of berths by onboard TTEs and ensure correct collection of fares by Railways through reservations.

d. Relevant circular/OM issued in this regard

Letter No. C157/Misc./Vol. VIII dtd. 28.01.2021.

May be obtained from Western Railway.

***“Supporting the truth, even when it is unpopular,
shows the capacity for honesty and integrity.”***

– Steve Brunkhorst

a. Subject of System Improvement:

Tentative time for the placement of VPU at the time of issuance of the allotment memo.

b. Basic Details of the system improvement with background:

In a case, it came to light that a party had placed an indent for one VPU, and a message regarding the allotment of VPU had been conveyed to operating and HQ control through a CB message. However, such a message did not contain the tentative timing of the placement of VPU. As a result, the party started stacking the consignments almost 34 hours before the physical placement of VPU. Wharfage amounting to Rs. 4,748/- was recovered from the party.

c. Merits of the system improvement:

A tentative time for the physical placement of VPU may be incorporated into the allotment message of VPU so that the customer may be advised accordingly. This will allow the Railways and customers to take necessary action for stacking goods and avoid unnecessary stacking of goods at station premises, thereby avoiding inconvenience to passengers.

d. Relevant circular/OM issued in this regard

2020/10/01048 dtd. 04.06.2021.

May be obtained from Western Railway.

***"First they ignore you, then they ridicule you,
then they fight you, and then you win."***

- Mahatma Gandhi

a. Subject of System Improvement:

Proper procedure for the dispatch of LT packages at loading PF where the handling contract is awarded.

b. Basic Details of the system improvement with background:

In a case, it was observed that packages booked as LT were dispatched by a train other than the one designated for passenger travel, causing inconvenience to passengers and leading to complaints.

c. Merits of the system improvement:

It was advised to establish a proper procedure delineating the responsibilities of railway staff as well as the handling contractor for dispatching luggage packages from the outward parcel office to a specific platform and to make all efforts to load luggage packages onto the same train by which the consignor is traveling. This results in better customer service and avoids over-carriage of consignments, as well as passenger complaints.

d. Relevant circular/OM issued in this regard

Letter no. E161/2019/05/02413/V1 dtd. 08.06.2021.

Letter no. C 237/10 Vol. V dtd. 29.06.2021.

May be obtained from Western Railway.

“Whether one wishes or not, honey or poison kept on tongue gets tasted eventually. So it is, corruption and wealth accumulation by government officials. It is highly likely that they do accumulate more or less wealth by corruption in their tenure.”

– Chanakya Niti

a. Subject of System Improvement:

Issue a schedule outlining the procedure for carrying out renewals of catering units held by partnership firms, HUFs, cooperative societies, etc.

b. Basic Details of the system improvement with background:

During a check of a catering unit operated by a partnership firm, it was observed that the names of the partners mentioned in the deed/agreements had already deceased, and the names of new partners had not been included nor had a fresh partnership deed been executed. Therefore, the existing partnership deed/agreement is considered null and void. Additionally, the contracts of partnership firms, HUFs, cooperative societies, etc., had not been renewed by divisions for a considerable period.

c. Merits of the system improvement:

By issuing a schedule outlining the procedure for renewing catering units held by partnership firms, HUFs, and cooperative societies in accordance with the Railway Board's letter dated 27.08.2019 and Catering Policy 2010 (CC 35/2010), the renewal process for these contracts will be streamlined, and irregular contracts can be terminated.

d. Relevant circular/OM issued in this regard

Letter no. E161/2021/06/00643 dtd. 25.05.2022.

C45/15/1 Vol. I (Catering Policy 2017) dtd. 08.06.2022.

(Refer **Annexure I** Page No.13)

"Strict adherence to a high standard of ethical behaviour is necessary for the even and honest functioning of the new social, political and economic processes."

- Santhanam Committee Report

a. Subject of System Improvement:

Assessment of parcel traffic from all stations and issue of train wise loading programme

b. Basic Details of the system improvement with background:

During multiple checks conducted on various trains, it was discovered that SLRs were overloaded by 1235 kg, 1820 kg, and 2000 kg under Railway booking. While there was no loss to Railway revenue, the 4-tonne SLR compartment was overloaded by more than 1 tonne beyond the PCC, which may pose a safety hazard.

It was suggested to conduct a thorough assessment of potential parcel traffic from all stations, especially for high-demand trains, and issue a train-wise loading program based on the assessment results. Alternatively, ensure the proliferation of Parcel Management Systems (PMS) at all important stations.

c. Merits of the system improvement:

This will ensure loading in accordance with the PCC of the SLR.

d. Relevant circular/OM issued in this regard

E161/2021/11/1448/1461/1464/V1 dtd. 26.05.2022.

(Refer **Annexure I** Page No.14 & 15)

***"Vigilance is not only the price of liberty. but
of success of any sort."***

- Henry Wart Beecher

a. Subject of System Improvement:

Compliance of Statutory provisions in case of handling contracts

b. Basic Details of the system improvement with background:

During an investigation related to a check of a handling contract, it was discovered that labor laws and related obligations enumerated in the General Conditions of Contract (GCC) for service contracts were not incorporated into the tender conditions of the handling contract. As a result, the obligations of the principal employer were not being complied with.

It is recommended to consider the following statutory provisions in the tender conditions and ensure compliance in handling contracts as well:

- a. Biometric attendance and submission of bank statements,
- b. Submission of bank statements as proof of payment of minimum wages,
- c. Submission of statements demonstrating depositing of ESIC and EPF contributions in favor of workers,
- d. Entry in the Shramik Kalyan portal,
- e. Ensuring checks on attendance,
- f. Conducting checks on aspects of tampering, if any, with records by field staff,
- g. Occasional checks with bank, ESIC, EPF authorities, or sites including Shramik Kalyan portals while framing contract conditions.

c. Merits of the system improvement:

The responsibility of the principal employer is ensured, and the welfare of the laborers is also ensured.

d. Relevant circular/OM issued in this regard

E161/2021/03/01672 dtd. 1.08.2022

C237/10/ Vol. V (COMP no. 97731) dtd. 11.10.2022.

(Refer **Annexure I** Page No.16)

a. Subject of System Improvement:

Unpaid water charges by catering stalls across MMCT division.

b. Basic Details of the system improvement with background:

In a check conducted at catering stalls, a substantial amount of water charges to be collected from catering stalls was found outstanding for a long time. Considering only two divisions, MMCT & RTM, the total outstanding amount is approximately Rs. 1,28,20,106/-. The involvement of staff from various departments in raising and collecting water charges from stall owners also leaves room for passing responsibility from one person to another.

To ensure timely collection of water charges, the following suggestions were made:

- i. Issue a Joint Procedure Order (JPO) delineating the roles and responsibilities of officials involved in various activities in the collection of water charges.
- ii. Develop a web/mobile-based application for the collection of data, generating and delivering bills, along with e-payment options to stall owners. Additionally, consider installing a prepaid waterflow meter, in lieu of the presently used mechanical meter, if feasible.

c. Merits of the system improvement:

- i. Ensuring timely raising and realization of water bills.
- ii. Minimization of human interface/manipulation.

d. Relevant circular/OM issued in this regard

2021/03/01913 dtd. 01.06.2023.

(Refer **Annexure I** Page No.-17 & 18)

"Be vigilant; guard your mind against negative thoughts."

- Gautama Buddha

a. Subject of System Improvement:

Daily inventory of parcels in railway premises at regular intervals.

b. Basic Details of the system improvement with background:

During several checks conducted at parcel offices, packages were found stacked or lying in the railway premises even after delivery, as there is no provision in the policy to take inventory at regular intervals. Paragraph 973 of IRCM provides for checking outstanding parcels and luggage at stations at the end of each period, i.e., on the evening of the 10th, 20th, and on the last day of every month.

In view of the above lacuna, it was suggested to inventory parcels lying in railway premises daily at regular intervals.

c. Merits of the system improvement:

- i. This would enable the identification of packages left for loading, tracing unconnected packages, over-carried packages, and packages lying in railway premises after delivery.
- ii. This would also enable the railway to calculate and realize the accrual of wharfage accurately.
- iii. Misuse of railway premises as a customer's godown can be avoided.

d. Relevant circular/OM issued in this regard

2021/03/01913 dtd. 01.06.2023.

May be obtained from Western Railway.

"If you tell the truth you don't have to remember anything."

- Mark Twain

a. Subject of system improvement:-

System Improvements regarding misdeclaration of goods by parties.

b. Basic details of the system improvement with background:-

1. An investigation of a CVC complaint revealed misdeclaration of commodities by a consigner (Aggregator) in rakes booked for NFR, SER & ER.
2. According to policy, consigners and consignees must submit e-way bills for booked commodities, with the consigner able to provide an undertaking at the originating station to submit e-way bills at the destination station.
3. There is a discrepancy between Railway classification of commodities and their HSN Codes in the GST system.
4. To verify misdeclaration, e-way bills were collected from various destination goods sheds.
5. In the majority of cases, the declared commodity was Alum, but the e-way bills indicated Marble Powder or Putty. Putty falls under a higher freight tariff class, and Marble Powder was not included in the commodity classification list.

To prevent future occurrences, the following system improvements were suggested in Dy.CVO/T/WCR/JBP Letter no. WCR/HQ.HQ/Compl./20220801536 Dt 11.07.2023:

1. Prepare a detailed inspection checklist for officers, supervisors, and inspectors of the commercial department at HQ and divisional levels, focusing on detecting misdeclaration. Develop a monitoring system at both levels.
2. Conduct regular special drives and implement monitoring systems at HQ and divisional levels to detect misdeclaration.
3. Request the Railway Board to include Marble powder in the commodity classification list.
4. Issue suitable instructions to check misdeclaration based on e-way bills submitted by consignors at originating/destination stations on a regular sample basis.

c. Merits of the system improvement:-

1. Railway Board, through a policy letter dated 11.01.2023, has decided to map Goods Tariff commodities with Harmonized System of Nomenclature (HSN) Codes.
2. CRIS/FOIS has been instructed to develop a system where entering the commodity name will prompt the most relevant HSN Codes, verifying them against the applicable rate class.
3. Putty is now classified under the base freight class 150.
4. All varieties of Marble Powder have been categorized under base class 150 as a new commodity.

d. Relevant circular/OM issued in this regard –

(Refer **Annexure I** Page No.-10)

a. Subject of system Improvement:

Vigilance checking of installation and maintenance of monitoring system/CCTV cameras in Passenger Reservation Centre.

b. Basis details of the system improvement with background:-

1. Brief description of the investigation: A Vigilance PC was conducted on 19.10.2022 at the Passenger Reservation Centre, Jabalpur, to inspect the installation, monitoring, tracking, and usage of CCTV cameras as per Railway Board directives. The CCTV cameras were found to be out of warranty and their AMC not executed. Malfunctioning cameras and DVR resulted in no footage/recording, hindering monitoring and investigation. Instructions were given for periodic monitoring by the Commercial Inspector, per Railway Board's guidelines.
2. System Improvement: Continuous maintenance and operation of CCTV cameras are necessary for monitoring suspicious activities in Passenger Reservation Centers of West Central Railway. A joint procedure order should be issued between Commercial and S&T Departments for installation, maintenance, and renewal of CCTV cameras, along with protocols for preserving footage/recordings. Responsibilities of supervisors and officers should be outlined to ensure compliance with Railway Board guidelines and ongoing monitoring of reservation booking counters for irregularities.

c. Merits of the system improvement:-

To coordinate the maintenance of monitoring system/CCTV cameras in the reservation center and to promptly resolve faults.

d. Relevant circular/OM issued in this regard:-

1. ACM/HQ letter no WCR/HQ/C-668/UTS/CCTV/23 dt 10.07.2023
2. Dy CVO/Tfc WCR L.NoPmre/Vigilance-Chief/V-1/S.N.J/20221001340 dtd 03 04.2023 to PCCMWCR.

Dy.CCM/PS/HQ letter no WCR/HQ/C-667/Miscdt 04.10.2023.

(Refer **Annexure I** Page No.43)

"Be the honest and upright person you hope for everyone else to be, and you will improve the world right where you stand."

- Ty Howard

a. Subject of system Improvement:-

System improvement in the tender for allotment of catering stalls

b. Basis details of the system improvement with background:-

1. Investigation Summary: During a preventive check, it was noted that in the tender for catering stall allotment, the location description "NEAR POLE No.- 'X' & 'Y'" lacked clarity. The stall location should have been specified as near pole 'X' (station side), near pole 'Y' (station side), or between pole No. 'X' & 'Y'. Due to this ambiguity, stall no. 'Z' was initially allotted near pole 'Y' (towards the station), then moved between poles 'X' and 'Y', leading to corruption allegations from the party affected by the change. Additionally, another stall, 'A', located nearby 'Z', was cancelled after complaints, resulting in revenue loss for Railways.

c. Merits of the system improvement:-

1. Before tender issuance, a joint physical survey of the platform by engineering, commercial, and relevant departments should be conducted. Existing stall locations should inform the placement of new stalls to ensure reasonable positioning.
2. Careful recording in the tender is essential, specifying the exact location of each proposed stall in terms of mileage/metres/feet, or relative to predetermined landmarks. A sketch illustrating stall locations should accompany the tender.
3. Stall locations must be chosen with passenger convenience in mind, ensuring easy access and adequate spacing between stalls to avoid obstruction of passenger movement.
4. Allotment at the specified location in the tender should occur promptly without unnecessary delays or unauthorized changes. Clear instructions should be issued regarding any permitted changes, with designated officers authorized for approval, to ensure clarity and prevent complaints during allotment.

d). Relevant circular/OM issued in this regard:- Dy.CVO/Tfc WCR L. WCR/HQ/C/20200700521 dtd 07.07.2021 to PCCM/WCR.

Dy.CCM/PS/HQ letter no WCR/HQ/C- 914/Vigilance dt 31.07.2023.

(Refer **Annexure I** Page No.44)

***"If you think you are too small to make a difference,
try sleeping with a mosquito."***

- His Holiness the 14th Dalai Lama

a. Subject of system Improvement:-

Development of work procedure for loading – unloading of goods directly from wagons to truck and from trucks to wagons.

b. Basis details of the system improvement with background:-

Investigation Summary: Vigilance inquiry uncovered the practice of direct loading/unloading (from wagon to truck or vice versa) without written instructions at the zonal/divisional level. Parties engage in this without written orders, contacting goods supervisors verbally. This practice poses risks of false claims of shortage or damage during unloading, especially with bulk goods like sugar, where unloaded wagons may be falsely labeled as 'dumped' for compensation claims. Additionally, surprise inspections cannot ascertain the source wagon of unloaded goods, violating railway rules. At one station, goods were loaded onto wagons without informing the goods inspector, and remaining goods were stacked on the platform without permission. Stacking charges were imposed following vigilance investigation.

c. Merits of the system improvement:-

To establish a systematic approach for direct loading/unloading of goods between truck and wagon, the following steps are recommended:

- i. Obtain a written application from the party detailing all wagons involved in direct loading/unloading.
- ii. Ensure sequential arrangement of wagons for smooth loading/unloading operations.
- iii. Obtain permission from a competent officer through Commercial Control before allowing direct loading/unloading. Ensure only goods intended for dumping are unloaded onto the railway platform.
- iv. Before granting permission for direct loading/unloading, ensure the party does not stack trucks or use railway premises for stacking without permission.

This system aims to facilitate efficient loading/unloading processes while accurately assessing any shortages or damages.

d. Relevant circular/OM issued in this regard:-

Dy.CVO/Tfc WCR L.No. WCR/ Vig.HQ/ PC/ 20210801491 dtd 29.12.2021 to PCCM/ WCR.

(Refer **Annexure I** PageNo.45 & 46)

a. Subject of system Improvement:-

Validation of Mining Transit Passes and E-billing for ORES

b. Basis details of the system improvement with background:-

In accordance with TCR/1078/2010/11 dated 23/11/2010, the current Mining Transit Passes (MTP) validation system under ORES requires enhancement to ensure alignment with regulations and prompt identification of discrepancies or illegal activities. The proposed improvements aim to fortify the system, streamline operations, and address concerns efficiently. This includes refining the validation process to comply with standards, handling requests effectively, and mitigating illegal activities.

c. Merits of the system improvement:

The proposed improvements in the validation process for Mining Transit Passes (MTP) and E-billing for ORES offer several advantages:

Strengthening the validation process ensures compliance with regulations and reduces the likelihood of illegal activities such as illegal mining.

Enhancing the efficiency of handling requests from concerned parties improves overall operational effectiveness.

Streamlining the validation process through ORES and ensuring compliance with prescribed guidelines contribute to smoother operations and better regulatory adherence.

d. Relevant circular/OM issued in this regard:-

Dy.CVO/Tfc WCR L.NoWCR/VIGILANCE/HQ/PC@20210701764 dtd 13.01.2022 to PCCM/ WCR. (Copy enclosed)

Dy.CCM/FM/HQ letter no WCR/HQ/C/G-321/Dem.Corr/E25073dt 10.02.2022.

(Refer **Annexure I** Page No.47)

"None of the main issues which humanity is facing will be resolved without access to information."

- Christophe Deloire

a. Subject of system Improvement:-

System improvement for monitoring of operation of parking contract.

b. Basis details of the system improvement with background:-

Brief Check Details: A preventive check was conducted regarding the operation of the parking stand at BTE station, revealing the following irregularities:

1. Delay in inviting the regular tender.
2. Publication of NIT with conditions not in accordance with WCR parking policy, without approval from PHOD.
3. Awarding of quotation for a period extending beyond the specified duration.
4. Failure to collect parking license fees totaling Rs. 542,850 for the period from 01.01.2018 to 21.05.2018.

c. Merits of the system improvement:-

1. Monitoring to be ensured at Divisional level by nominating & defining the role of official both at Inspector & officer level, so that recurrence of such lapses may be avoided.
2. Time period to be specified for deposition of license fee and initiation of tender process so that delay in awarding of tender and possible revenue loss may be avoided.
3. Quotation, as far as possible should be discouraged and be used in rare unavoidable circumstances. It should also be monitored that quotation should not continue beyond specific time period.

To develop an effective system for operation of parking contract.

d. Relevant circular/OM issued in this regard:-

1. Dy.CVO/Tfc WCR L.No WCR/V-HQ/V1/C/PC/20190202100 Dt 12.01.2021. to PCCM/ WCR.

(Refer **Annexure I** Page No.48)

Case Study

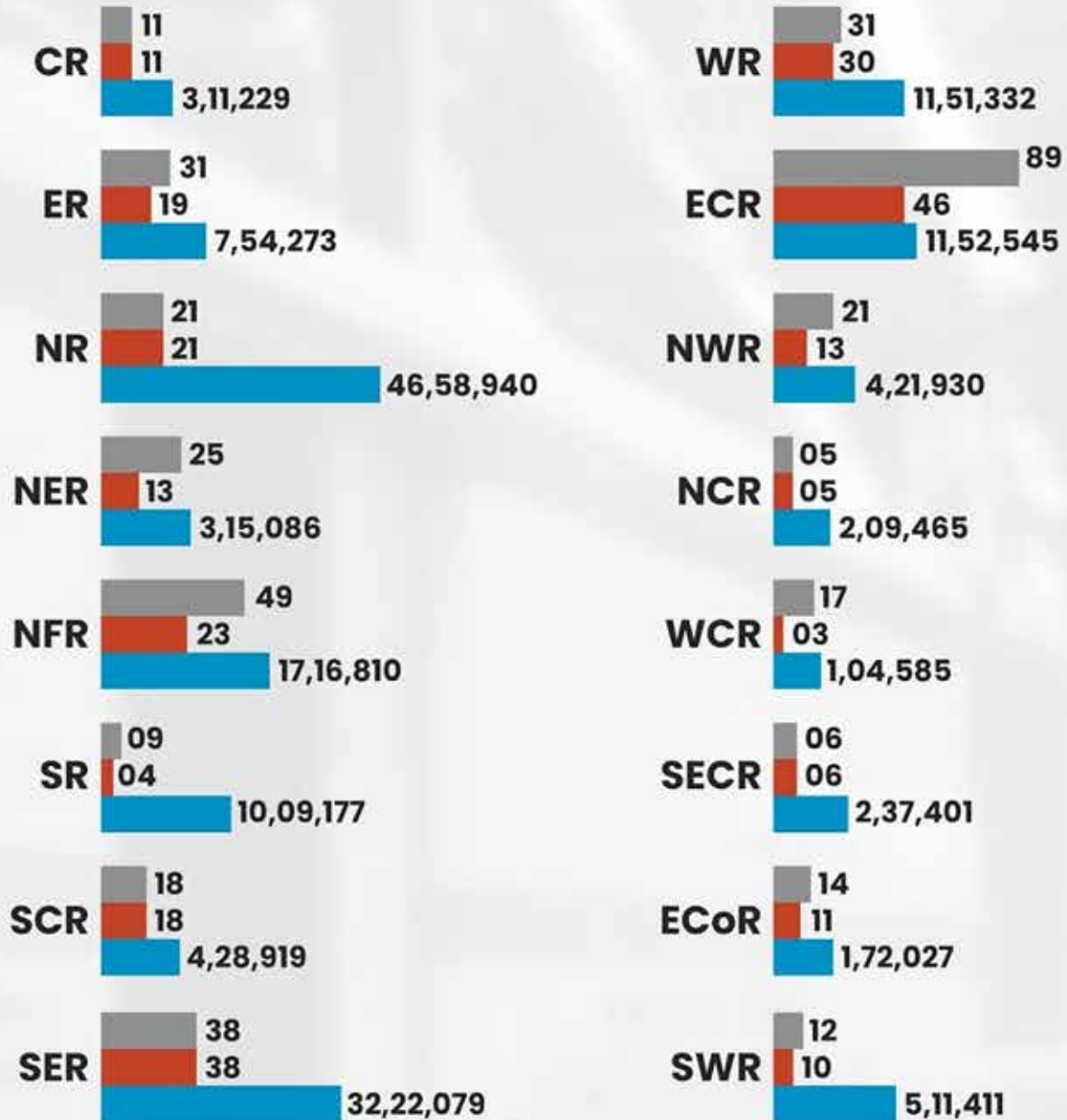




MINISTRY OF RAILWAYS

VIGILANCE DIRECTORATE

PREVENTIVE CHECKS ON OVERLOADING OF SLRs (2022-23)



■ Total Checks
■ No. of Irregularities
■ Undercharges Realised



- 01 -

Misuse of Special Duty Pass by Special Railway Magistrate and Court Staff**Brief of the case:**

A preventive vigilance check was conducted at a station in Bhusawal division, focusing on the checking of Special Duty Passes. During the inspection, discrepancies were discovered in the issuance and usage of Special Duty Passes issued to a Special Railway Magistrate and his court staff.

The record foils of Special Duty Passes did not align with their respective Receipt foils. Stations covered under the Receipt foil, which indicated out-of-jurisdiction areas, differed from stations listed on the Record foil, indicating jurisdiction areas.

Action taken:

Upon further investigation, it was revealed that a total of 96 Passenger Name Records (PNRs) were generated for stations outside of the jurisdiction. Consequently, a penalty amount of Rs. 1,85,555/- was imposed. The matter was escalated to the Hon'ble Registrar General and Hon'ble Chief Justice of the High Court Madhya Pradesh. The penalty was subsequently realized from the implicated Special Railway Magistrate and court staff. Additionally, a Major penalty charge-sheet was issued to the Deputy S involved.

System Improvement: To prevent similar occurrences in the future, it was recommended to include the inspection of Special Duty Passes in the duty list of welfare inspectors. This measure aims to enhance oversight and accountability in the issuance and utilization of Special Duty Passes.

“Lack of knowledge and skills, laziness, gluttony, over-indulgence, lustiness, anger, fear, greed and misuse of knowledge, power and designation are the sources of corruption in the government employees.”

- Chanakya Niti

Suspicious Tatkal Tickets Detected in Trains**Brief of the case:**

During routine checks on various trains, several fraudulent Tatkal tickets were confiscated from passengers. Subsequent analysis revealed that these tickets were printed on non-original stock paper, replicating the appearance of genuine tickets. Further investigation uncovered a scheme where Tatkal tickets were booked at a counter located in a remote, non-railhead area of another state. The data was then manipulated and superimposed onto forged tickets, which were subsequently distributed to passengers.

The fraudulent issuance and distribution of Tatkal tickets raised concerns regarding the integrity of the ticketing system and passenger safety.

Action taken:

The matter was promptly reported to the concerned zonal railway authorities for appropriate action. Additionally, a recommendation was made to incorporate an exceptional report in the Management Information System (MIS). This report would highlight details of Tatkal tickets issued from locations far removed from the journey originating station, providing visibility into potentially suspicious activities and aiding in proactive detection and mitigation efforts.

"The most important preventive measure is of course the evolution of a social climate in which no public servant or a person holding a public office, unless he is wholly devoid of moral sense, will be tempted to stray from the path of integrity and resort to corruption."

- Santhanam Committee Report

- 03 -

NON COLLECTION OF DESTINATION TERMINAL CHARGES AND OTHER CHARGES AT GATI SHAKTI CARGO TERMINAL (GCT) OF MUMBAI DIVISION**Brief of the Case**

During a preventive check conducted at the Gati Shakti Cargo Terminal (GCT) of Mumbai Division, significant lapses in the collection of various charges were discovered. This terminal had recently transitioned from a Private Freight Terminal (PFT) to a GCT.

Key Findings:

Destination Terminal Charges (DTC):** It was revealed that DTCs were not being levied post-migration, resulting in an accumulated non-collection of Rs. 66,00,810/- (Rs. Sixty-Six Lakh Eight Hundred Ten Only).

Demurrage Charges: An outstanding amount of Rs. 17,97,983/- was identified, indicating long-term non-collection.

Shunting Charges: A debit of Rs. 4,79,983/- related to shunting charges during the calibration of Electronic In-Motion Weighbridges (EIMWBs) was raised by Sr. TIA but not properly communicated or processed through the station's TA – 6F. Additionally, the debit was not raised through TAMS by Sr. TIA.

Action taken:**System Improvement Suggestions:**

1. **FOIS System Update:** It was recommended that in cases of terminal migration from PFT to GCT, CRIS should be advised to update the migration in the FOIS system before execution.
2. **Responsibility and Compliance:** It was suggested that the divisional authority be held responsible for ensuring the proper implementation and collection of all charges, including DTC, following the migration from PFT to GCT as per the agreement.

These measures aim to prevent similar lapses in the future and ensure efficient and accurate collection of terminal charges.

"Honesty is a very expensive gift. Do not expect it from cheap people."

- Warren Buffet

Premium Indents-Diversion/Rebooking**Brief of the case:**

During a preventive check, irregularities were identified in the handling of premium indents for short-distance goods traffic. Specifically, it was observed that premium indents were being placed for short distances, but the consignments were subsequently diverted or rebooked for long distances.

This practice resulted in the payment of a premium charge for short-distance freight, despite the consignments ultimately being dispatched over longer distances. As a consequence, the railways incurred losses due to the underpayment of premium charges for the extended portions of the journey.

Upon receiving vigilance advice and seeking clarification from the Railway Board, it was determined that a corrigendum to the rate circular was necessary. Accordingly, the corrigendum stipulated that if a rake initially booked under a premium indent is rebooked or diverted at the customer's request, the premium charge would be recalculated. Any additional premium charges accrued due to rebooking or diversion would be collected at the point of rebooking or diversion.

Action taken:

The issuance of the corrigendum addressed the loophole in the premium indent system, ensuring that appropriate charges are levied for the actual distance travelled by consignments. By implementing this corrective measure, the railways aimed to prevent revenue losses associated with the diversion or rebooking of premium indents for long-distance freight traffic.

"You should regard it as a proud privilege to belong to the service, Covenants of which you will sign, and to uphold throughout your service its dignity, integrity and incorruptibility."

- Sardar Vallabhbhai Patel

- 05 -

Charging Freight on Through Distance Basis in Sidings and PFTs

Brief of the case:

A vigilance check revealed instances where freight charges were being collected on a through distance basis at sidings and Private Freight Terminals (PFTs) where such practice was not permissible. These sidings received inward rakes with Electric locomotives up to the serving station and were then pulled to the siding by Diesel locomotives, contrary to the guidelines outlined in the Rate Master Circular on through distance basis/2014/0 dated September 24, 2014.

The oversight in adhering to the circular led to a loss of revenue for the railway. The circular explicitly stated that if a traction change was involved, charging freight on a through distance basis was not permitted. However, this provision was overlooked following the electrification of the section, resulting in financial losses for the railway.

Following the vigilance check, a total of 8 Inland Bill of Parcels (IBP) sidings were identified as non-compliant and subsequently de-notified by the Zonal Railway through the issuance of Administrative Railway Notification (ARN). This corrective action aimed to rectify the anomaly and prevent further revenue losses associated with incorrect freight charging practices.

Action taken:

By de-notifying the non-compliant sidings, the railway addressed the irregularities in freight charging practices, ensuring compliance with established guidelines and preventing revenue leakage. The corrective action taken based on the vigilance findings demonstrates the railway's commitment to maintaining transparency and accountability in its operations.

“Just like it is impossible to know when and how much water a fish drinks, it is utmost difficult to know how much money government officials steal away while in charge of it.”

- Chanakya Niti

Irregularities in Handling of Rail Milk Tank Traffic**Brief of the case:**

An inspection conducted at the Parcel office of Solapur division revealed irregularities in the handling of Rail Milk Tank (RMT) traffic. Since 2013, RMT traffic had been operationalized; however, no empty haulage charges were collected for the return trip from the point of POH/OH (Periodic Overhaul) to the base depot, resulting in a loss of railway revenue amounting to Rs. 22,00,000/-.

The failure to collect empty haulage charges for the return trip from the POH/OH point to the base depot violated the agreement signed between Indian Railways and the National Dairy Development Board (NDDB). This discrepancy led to financial losses for the railway.

Following the discovery of the revenue loss, corrective measures were initiated, including the realization of the lost revenue amount and the initiation of disciplinary action against the responsible staff through Departmental Action on Record (DAR). Additionally, a system improvement was suggested, urging the Principal Chief Commercial Manager (PCCM) to advise the Centre for Railway Information Systems (CRIS) to incorporate exceptions in charging linked to destination for loading/POH directly into the system.

Action taken:

By rectifying the oversight and implementing system improvements, the railway aimed to prevent future revenue losses associated with the handling of Rail Milk Tank traffic. The proactive approach taken to address the irregularities underscores the railway's commitment to financial integrity and operational efficiency.

“Without strong watchdog institutions, impunity becomes the very foundation upon which systems of corruption are built. And if impunity is not demolished, all efforts to bring an end to corruption are in vain. ”

- Rigoberta Menchú, Nobel Prize laureate.

- 07 -

Overdue Display of Advertisement in the Inside Panel of EMU Rakes

Brief of the case:

A surprise check was conducted to assess the status of advertisement panels inside EMU (Electric Multiple Unit) rakes following the termination of a contract over Mumbai division. The inspection, carried out on June 2, 2022, revealed that the advertisement panels were still in place despite the termination of the contract on March 31, 2022. Additionally, representatives of the advertisement agency were observed removing the panels during the vigilance check.

The failure to remove the advertisement panels post-contract termination indicated a breach of contractual obligations and raised concerns about oversight and accountability within the Carshed.

As a consequence of the oversight, Minor Penalty Disciplinary and Administrative Reforms (D&AR) action was initiated against the concerned Senior Section Engineer (SSE)/Incharge. The division was advised to impose suitable penalties in accordance with the terms and conditions outlined in the contract agreement. To prevent similar incidents in the future, system improvements were suggested and implemented. These included the establishment of a monitoring system for contract periods at the Carshed and the introduction of a register at the depots to track and report on contract status, with regular updates provided to the division office.

Action taken:

By addressing the overdue display of advertisements and implementing system improvements, the railway division aimed to uphold contractual obligations, enhance accountability, and improve operational efficiency in managing advertisement contracts for EMU rakes.

"People who live in an age of corruption are witty and slanderous; they know that there are other kinds of murder than bay dagger or assault; they also know that whatever is well said is believed."

- Friedrich Nietzsche

- 08 -

Fraudulent Use of Excess Fare Ticket (EFT) by TTE

Brief of the case:

A preventive vigilance check conducted onboard a train on May 25, 2023, revealed irregularities in the issuance of Excess Fare Tickets (EFTs) by a Ticket Checking Staff (TTE). Inspection of the EFT books in possession of the on-duty staff uncovered the unauthorized issuance of passenger foils and discrepancies in the corresponding Account and Record foils.

The discovery of missing passenger foils, blank Account and Record foils, and the admission by the staff of issuing EFTs for higher denominations than endorsed, highlighted fraudulent practices by the TTE. Additionally, irregular passengers were detected in the manned coach of the concerned ticket checking staff, and an excess amount of Rs. 1,758/- was found in private cash.

The case is currently under investigation to ascertain the extent of fraudulent activity and determine appropriate disciplinary actions against the implicated staff. The railway authorities are taking measures to address the irregularities and prevent recurrence of such fraudulent practices in ticket checking procedures.

Action taken:

The vigilance check brought to light fraudulent practices in the issuance of EFTs, prompting the railway authorities to initiate corrective actions and disciplinary measures. By addressing these irregularities and reinforcing compliance with ticket checking procedures, the railway aims to uphold integrity and trust in its fare collection processes.

- 09 -

Recovery of Demurrage Charge from EOL Siding

Brief of the case

In September 2023, a preventive check was conducted at the NTPC siding located in Solapur Division. It was found that since the siding's commissioning on January 1, 2017, the free time allowed for unloading open wagons had been incorrectly set at 7 hours instead of the stipulated 5 hours. This error led to a raised charge of Rs. 68,85,414/- by the Accounts Branch of Solapur Division in 2018. Despite multiple letters and reminders from the divisional authority, the outstanding amount remained unpaid by NTPC authorities.

Action taken:

Following a vigilance check, the outstanding amount of Rs. 68,85,414/- was successfully recovered from NTPC. This recovery rectified the earlier oversight and ensured proper adherence to the unloading time regulations.

- 10 -

Reweighment of Coal Rake at Nagpur Division

Brief of the case:

A preventive check conducted to address overloading in wagons over Nagpur Division led to the reweighment of a coal rake at Chikni Road Railway EIMWB. The rake, booked from KEA to RNGS, had undergone load adjustment at Rajur Siding of NGP Division prior to reweighment.

Despite load adjustment being performed at Rajur Siding, reweighment at Chikni Road Railway EIMWB revealed that 36 wagons were still overloaded, with an excess weight of 237.96 tonnes detected. This discrepancy resulted in undercharges, including punitive charges, amounting to Rs. 43,67,961/-, which were collected from the party responsible for the overloaded coal rake.

The discrepancy in wagon loading was identified during the reweighment process, prompting corrective action to address the overloading issue. Undercharges were collected from the party to rectify the financial implications of the overloading. Additionally, measures were taken to improve monitoring and compliance with weight regulations during the loading of coal rakes to prevent recurrence of such incidents.

Action taken:

By addressing the overloading issue and collecting undercharges, the railway division aimed to uphold regulatory compliance and financial integrity in the transportation of coal. The incident underscored the importance of rigorous monitoring and enforcement of weight regulations to ensure safe and efficient railway operations.

“There are two sides of corruption: 1. Those who feel and see the corruption because they are the victim of it 2. Those who pretend there is no corruption because they are profiting from it.”

- Camiel van Doorn

- 11-

Decoy Case on Police Personnel in Divyangjan Coach**Brief of the case:**

A decoy check was conducted on train no. 13163 at 21:00 hrs on 14.07.23 involving police personnel. The decoy passenger approached the police personnel near the entry gate of the rear Divyangjan coach SLRD at PF 14 and was directed to the front Divyangjan coach at the DDJ end. Inside the front coach, police personnel demanded Rs. 300 from the decoy passenger, who complied. An independent witness heard the entire conversation. The vigilance team intercepted the police personnel, identified as Constable, GRPF/Siliguri.

Action taken:

The matter has been forwarded to the Superintendent of Police (Railway), GRP Complex, Siliguri, WB – 734001 for punitive action against the delinquent GRP staff under intimation to Vigilance/Eastern Railway. It has also been escalated to PCSC/E. Railway, Kolkata for addressing the issue at the appropriate level of GRP to curb staff malpractices in train escort duties.

-12-

Misutilisation of Senior Citizen Quota by ECRC**Brief of the case:**

A preventive check was conducted at PRS/KMME at 11:05 hrs on 02.09.2021 regarding misutilisation of the 'lower berth quota' (Sr. Citizen Quota) by ECRC of PRS/KMME. The ECRC deliberately generated 2 PNRs against the "Ladies/SS Quota" to provide confirmed lower berths to ineligible passengers according to their age recorded in requisition slips. The ECRC manually corrected the age of one passenger in a JCRT by putting his signature and stamp of PRS/KMME office. It was also detected that the ECRC split up 2 male passengers aged 68 and 38 years to provide confirmed accommodation to the 68-year-old under the SS quota, although he was not eligible.

Action taken:

A major penalty has been issued to the delinquent staff.

- 13-

Illegal Possession of 06 ATVM Cards and Selling of ATVM Tickets by Booking Operator**Brief of the case:**

A preventive check was conducted at Booking Office Budge Budge (KBGB) at 10:50 hrs on 10.02.2022. Six ATVM cards were found in the possession of CCC/KBGB, who was manning UTS counter no. 12 from 06 to 14 hrs. Twenty ATVM tickets were issued from 2 cards during CCC/KBGB's duty hours. Eight ATVM live tickets and 2 UTS live tickets were found in CCC/KBGB's possession, intended for sale. Three of the mentioned smart cards were recharged by CCC/KBGB for Rs. 400 each, and 3 recharge receipts were also found in his possession during his duty. It was revealed that on-duty counter operators were acting as shadow facilitators of ATVM, pocketing a 3% commission from the sale of ATVM tickets.

Action taken:

A minor penalty OCWPP was issued to one staff member, a recorded warning was issued to another, and an advisory was sent to PCCM to prevent railway employees from acting as shadow facilitators of ATVM.

- 14-

Issuance of UTS Halt Tickets from Bhyabla Halt by Writing Journey Details in Pen**Brief of the case:**

On 09.02.2023, a preventive check was conducted at serving station BSHT. It was found that 09 blank UTS tickets from BBLA were issued to passengers with handwritten journey details. The journey particulars in IR Primes data differed from those written on the tickets. The amount collected from passengers was higher than recorded in the UTS system. UTS operators at BSHT handed blank UTS stationery to contractors without printing journey details and accounted for them later. Additionally, 35,800 PCTs were missing from the stock at BSHT.

Action taken:

Major penalty and shifting for one staff.

Minor penalty recommended for three staff.

System improvements suggested:

System improvements suggested, including requiring halt contractors to place indents with their signatures and engaging authorized representatives for ticket sales only.

- 15-

Multiple Bookings on RTC MLA Coupons

Brief of the case:

On 15.06.2023 at 20:15 hrs, a preventive check was conducted on train no. 22302 dn (Vande Bharat Express). An Hon'ble MLA, WB, and a companion were found traveling in Executive class against a JCRT purchased on RTC. Six more seats were booked in CC class under three PNRs in the MLA's name. Four passengers were found travelling on these PNRs, with two not booked as MLA's companions. Rs. 9160 was collected as railway dues after regularizing the passengers.

Action taken:

Counseling recommended for one staff.

Advisory sent to PCCM to reiterate booking norms on RTC.

- 16-

Irregular Garnering of Allotment of Rakes in Case of Seasonal Traffic

Brief of the case:

A preventive check revealed that a party placed over 100 indents to monopolize rake allotment for seasonal traffic to Bangladesh, where only 40 rakes were needed. The party frequently withdrew indents after receiving stacking permission, exploiting a loophole in Rates Master Circular 2016 to get full refunds and avoid wharfage charges. This practice prevented smaller parties from getting rake allotments.

Action taken:

Limit maximum indents accepted from a party.

Treat indents as stacking appeals.

Grant stacking permissions through FOIS.

Forfeiture of registration fee if indents are withdrawn within 15 days of stacking permission.

Levy wharfage charges if indents are withdrawn after stacking permission.

- 17 -

NON-REALIZATION OF WC/DC IN BDR TRAFFIC**Brief of the case:**

During a vigilance investigation, it was found that:

A stone rake of 42 BCN loaded from SURI to RIP on 16.10.2022 had its RR (Railway Receipt) issued on 17.10.2022 after collecting the due freight. The rake was loaded beyond the free time (more than 80 hours), resulting in a demurrage charge (DC) of Rs. 8,96,994.

The RR was generated from UDL on 17.10.2022 due to a non-functional TMS at Suri. The soft copy of the RR was sent by CTI/UDL to CCC/Suri via WhatsApp, and further forwarded to the consignee by CC/Suri. The hard copy was sent later by UDL.

No intimation was sent from the Goods Office, Suri to the Goods Offices at Singhabad or Old Malda to realize the DC. Additionally, no all-dues clearance was sought from the KIR division.

The rake was ultimately handed over to Bangladesh without realization of the DC.

Action Taken:

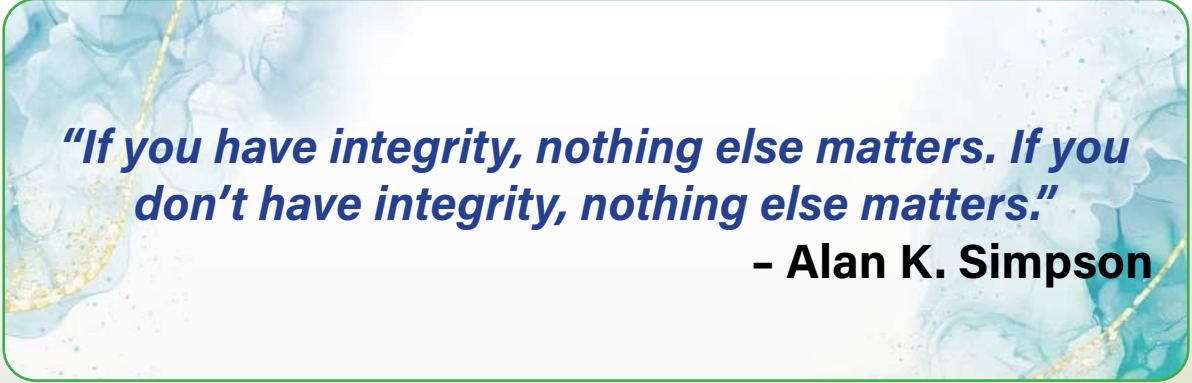
Major Penalty DAR (Disciplinary Action Report) action has been recommended against CCC/SURI.

Minor Penalty DAR action has been recommended against CTI/UDL.

A Recorded Warning has been recommended against CTI/Goods/ASN.

Sr.DCM/ASN has been advised to realize the pending dues.

A proposal for the nationwide implementation of the following system improvement was sent to RB on 01.12.2023: "CRIS may be involved for incorporating qualified remarks through FOIS in RR regarding all outstanding dues.



"If you have integrity, nothing else matters. If you don't have integrity, nothing else matters."

- Alan K. Simpson

HAND-WRITTEN UTS FROM HALT STATION**Brief of the case:**

During a preventive check at a halt station, the following irregularities were detected:

09 blank UTS (Unreserved Ticketing System) halt tickets were issued to passengers with handwritten journey details. The journey particulars on these tickets differed from those recorded in the UTS system. In some cases, the amount collected from passengers was more than what was recorded in the UTS system.

UTS Operators at the serving station handed over blank UTS stationery to the contractor without printing journey details, and fabricated details of these blank tickets were entered into the UTS system at a later date.

PCTs (Printed Card Tickets) were regularly indented and supplied to the halt contractor in violation of halt policy. It was found that 86,200 PCTs worth Rs. 15,58,000 were missing from the stock of the serving station, which was later recovered. The halt contractor was found selling PCTs from the missing stock.

The halt contractor confessed that they never visited the halt and was not in charge of managing it; it was operated by an authorized representative.

Indents for halt tickets were placed in one copy with the signature of the authorized representative, contrary to policy requiring three copies.

All 5-digit PCTs were supposed to be disposed of, retaining only a three-month buffer stock, but no action had been taken by the booking supervisor.

Action Taken:

Delinquent railway staff were addressed under the D&A (Disciplinary and Appeals) Rules.

The halt contract was terminated due to unauthorized sale of halt tickets.

The embezzled government revenue of Rs. 15,58,000 was recovered from the delinquent party.

An advisory was issued to PCCM for the mandatory sale of UTS tickets at halts. If PCTs are unavoidable, permission must be obtained post-facto from divisional authorities.

System Improvements Recommended: Halt contractors should engage authorized representatives solely for ticket sales.

Halt contractors must place indents for halt tickets with their own signatures and acknowledge receipt of halt tickets by signing station records.

- 19-

Overloading Detected in Load Adjusted Rake**Brief of the case:**

On the advice of the Railway Board, a preventive check was conducted at the Electronic In Motion Weighbridge, focusing on a long haul coal rake previously adjusted by the consignee.

The check on 13.09.2022 at Latehar of Dhanbad Division found overloading in 99 wagons. 29.6 tonnes of coal were charged at three times the normal freight rate. 1274.4 tonnes of coal were charged at four times the normal freight rate. Punitive freight charges totaling Rs.1,47,36,329 were realized.

Action taken:

Significant overloading charges were imposed, resulting in the collection of Rs.1,47,36,329 as punitive freight charges.

- 20-

Irregularity Detected in Engine Hire Charge Enforcement**Brief of the case:**

On the advice of the Railway Board, a preventive check was conducted regarding the enforcement of Engine Hire Charges at the Engine On Load Siding.

The Goods Shed Supervisor failed to impose EHC beyond the free time allowed for the EOL System.

Although Demurrage Charges were imposed, EHCs were not.

The deficiency was reported to the competent authority.

Action taken:

Due to the intervention of ECR Vigilance, Rs.1,76,87,520 was raised and realized from the party. Responsibilities were assigned to commercial and accounts personnel for the lapse.

- 21-

Irregularities Detected in Reservation Office (PRS)

Brief of the case:

Based on source information, a preventive check was conducted in a Reservation Office.

The on-duty reservation supervisor generated four Advanced Reservation Period (ARP) Journey Cum Reservation Tickets (JCRT) at 08:00 hrs without requisition forms and without any passengers in queue.

These tickets were generated without collecting the due fare and were found in the possession of the concerned staff.

Action taken:

The staff involved was served with SF-5 and recommended for inter-divisional transfer.

-22-

Irregularities in Ticket Checking Staff's Private Cash at Terminating Station

Brief of the case:

A preventive check was conducted at a terminating station based on source information.

During the "Signing Off of duty," personal and government cash of the train manning ticket checking staff was checked.

An excess amount of Rs 6,730/- was found in the private cash of a ticket checking staff member.

Out of six checking staff, only three turned up to "Sign Off."

Action taken:

The excess amount was deposited in the government account. All ticket checking staff were taken up under D&AR as per existing guidelines.

-23-

False Claiming of Night Duty Allowance**Brief of the case:**

During the investigation of a complaint case, it was discovered that a Gateman, with the connivance of the Station Manager, falsely claimed and received Night Duty Allowance despite never performing night duty during the period in question.

Action taken:

The division was advised to recover the falsely claimed amount from the employee and initiate DAR proceedings against both the Gateman and the Station Manager. Additionally, a divisional team was recommended to conduct surprise checks to detect similar irregularities across the department.

- 24-

Non-Cooperation with Vigilance Team**Brief of the case:**

A preventive check was conducted at a station involving the checking staff of train no. 15027.

Two checking staff refused to undergo checks, ran away, and did not return for “sign off.” One TTE did not board the train despite signing on at Dhanbad.

An excess of Rs. 350/- was found in the government cash of one checking staff member.

Action taken:

All checking staff involved were proposed to be taken up under Major Penalty.

“The negligence of a few could easily send a ship to the bottom, but it required the whole-hearted co-operation of all on board; she could be safely brought to port.”

- Sardar Vallabhbhai Patel

- 25-

Non-Levy of Demurrage Charges**Brief of the case:**

The railway procures PSC (Pre-Stressed Concrete) sleepers from designated plants as per the terms of the Contract Agreement. According to the agreement, demurrage charges resulting from loading delays are the responsibility of the contractor.

A preventive check at five loading stations revealed discrepancies: At KPXR and SLRD, contractors paid DC (Demurrage Charges) as per the agreement. At RGDA, DC for one rake was collected through RMC (Railway Material Collection), which should have been paid by the contractor. At two other locations, contractors did not pay DC.

Action Taken:

Divisions and Traffic Accounts were advised to raise bills and collect DC, while personnel were counselled regarding proper procedures.

- 26-

Shortage in Cash at Outward Parcel Counter**Brief of the case:**

Parcels were received without freight charges. Parcel Way Bills (PWBs) were issued without consignment. Parties faced harassment in handing over PWBs.

A shortage of Rs79,678/- was detected during a preventive check. Modus Operandi involved occupying space during peak season by issuing PWBs without actual consignment arrival. Staff kept the PWBs and demanded illegal payments from consignors.

Action Taken:

Major Penalty D&A (Disciplinary and Appeal) action was initiated against the staff involved.

Inter-divisional transfer was recommended as a disciplinary measure.

- 27 -

Detention Charges ON GPWIS RAKE**Brief of the case:**

GPWIS rakes, under the guidelines of FM Circular No. 09/2019, are subject to detention charges if they are detained in private terminals beyond the permissible free time, especially if it causes delays to other rakes waiting to enter the terminal.

During a preventive check at five stations where PSC sleepers are loaded, it was noticed that at two locations, KPXR and SLRD, detention charges were paid by the contractor. However, at RGDA, detention charges for one rake were collected through RMC, which should have been borne by the party. At two other locations, detention charges were not paid by the contractors.

Action Taken:

The provision regarding detention charges against GPWIS rakes was reinforced to all divisions to ensure compliance with the guidelines.

-28-

Irregularity in Parking Contract**Brief of the case:**

During scrutiny of a parking contract anomalies regarding parking contract were observed

The parking license fees, subject to an 18% GST reverse mechanism, were collected without issuing proper tax invoices. Additionally, at another location, the license fees were deposited late, but the late payment fee was not collected as per the agreement terms.

Action Taken:

The Traffic Accounts office was advised to issue instructions for the proper issuance of tax invoices to rectify the irregularity.

- 29-

Late Issue of RR (Railway Receipt)

Brief of the case:

Railway Receipts (RR) issuance to consignors should typically occur within 24 hours from the loading of the consignment, as per the IRCM Vol-II guidelines. However, in this case, a delay occurred in issuing the RR.

Loading of a rake from MAIL to JBTS was completed on 01.12.22, with weighment conducted on 02.12.22. However, the RR was issued on 04.12.22, nearly 48 hours after weighment, resulting in under charges of Rs. 6.4 L.

Action Taken:

Staff responsible for the delay were subjected to Minor Penalty for the oversight.

- 30-

Delayed Deposit of Station Earnings

Brief of the case:

Outsourced picking up and deposit of station earnings led to a delay in depositing the cash and instruments into Railway accounts.

Cash of Rs.1,28,750/- was picked up from the station on 21.03.23 but deposited only on 31.03.23, causing a delay in the remittance.

Action Taken:

The division was advised to take action as per the agreement provisions. Additionally, requests were made for system improvements to prevent such delays in the future.

- 31-

Detection of Fake TTE in Train**Brief of the case:**

During a vigilance check at a platform, two individuals in full TTE uniform with Indian Railways tags were found near the 2nd Class Waiting Hall.

One individual was confirmed as a bona fide TTE with no irregularities and was directed to continue his duty. The other individual claimed to be a Loco Pilot but lacked an ID card or travel authority. Further investigation revealed that the second individual was an unemployed person impersonating a TTE with the help of the bona fide TTE. This fake TTE was assisting the bona fide TTEs by checking tickets and collecting money from unauthorized passengers.

Action Taken:

The fake TTE was handed over to GRP, where a case under IPC was registered.

Major Penalty D&AR action and grounding were recommended against the bona fide TTEs involved in the malpractice.

- 32-

Breaking the Nexus of Institutionalized Corruption in Mass Contact Area**Brief of the case:**

NR Vigilance, utilizing system analytics, identified a pattern in Tatkal booking activities indicating collusion between ticketing agents and ERCs.

Ticketing agents were colluding with ERCs to generate Tatkal tickets from distant stations, breaking the locally prepared preference list and sometimes bypassing requisition slips. A decoy check confirmed the connivance between an ERC and a travel agent. The ERC accepted Tatkal booking requests via WhatsApp and filled requisition slips in his handwriting. Around 950 e-tickets generated through an IRCTC ID in the name of the ERC's wife and unauthorized agents were found on his mobile phone.

Action Taken:

Unauthorized agents were handed over to RPF for prosecution.

Major penalty D&AR action and transfer were recommended against the defaulting staff involved.

- 33-

Issuance of Used UTS Tickets in Lieu of EFT by a Cash Debarred Employee**Brief of the case:**

A ticket examiner, who was cash debarred, was suspected of performing ticket checking activities without valid authority to earn illegal money.

A preventive check (PC) confirmed that the cash debarred employee boarded unreserved coaches and provided used II class UTS tickets to irregular/without ticket passengers instead of charging them as per railway rules.

These used tickets were collected at the station office, where he was assigned to make entries in the register but instead retained them for illegal use.

Action Taken:

D&AR action under Major penalty was recommended against the employee for the said irregularities.

- 34-

Realization of Unclaimed/Unaccounted/Undeclared Money at Unusual Places at Station Premises**Brief of the case:**

Vigilance checks at station booking offices uncovered large amounts of undeclared/unaccounted cash hidden in unusual places.

Undeclared cash was found in places like bathrooms, drawers of closed counters, behind almirahs, lunch boxes, hollow steel pipes of tables, and nonoperational ATVM machines. These locations were typically outside the surveillance coverage of CCTV cameras. Instances of malfunctioning or improperly placed CCTV cameras in mass contact areas were common. In one check, Rs 59,890/- was found undeclared in lockers at the CIT office, revealing malpractice by ticket checking staff who stored their illegally earned money there.

Action Taken:

Instructions issued to all DRMs to ensure full CCTV coverage in mass contact areas, proper positioning, and 24/7 operational status. Regular joint examination of CCTV footage by on-duty Commercial and RPF staff was suggested. Issued guidelines for the allotment of lockers at stations, requiring a separate register to be maintained and private cash in lockers to be declared as per policy guidelines in Commercial Circular No. 13 of 2014 and No. 323 of 2017.

- 35 -

Fake Mileage Claims by Guards/Train Managers

Brief of the case:

During vigilance checks in the crew and guard lobbies, it was discovered that some Guards over NR were falsely claiming mileage allowances by fabricating movements of goods and coaching trains.

Spare movements of guards were not recorded in the journal book. Incorrect train numbers were entered in the records. Fictitious spare movements were filled in the WRR register.

Action Taken:

D&AR action under Minor penalty was recommended against the responsible Train Managers.

System Improvement:

NR Vigilance suggested integrating the Crew Management System (CMS) with the Control Office Application (CAO) to ensure greater accuracy and transparency in mileage claims.

This integration would enable the CMS module to display only those trains (Coaching/Goods) currently running on the sectional boards of the Division.

Consequently, the Crew & Guard lobby would only be able to book train managers for genuinely operational trains, significantly reducing the chances of fake mileage claims.

“The fight for justice against corruption is never easy. It never has been and never will be. It exacts a toll on our self our families. our friends, and especially our children. I the end, I believe, as in my case, the price we pay is well worth holding on to our dignity.”

- Frank Serpice

- 36-

Impersonation as Vigilance Officials in Train

Brief of the Case:

During a vigilance check conducted by Northern Railway Vigilance, an individual was caught impersonating as an Assistant Vigilance Officer of Northern Railway. He carried a fake ID card and used his position to extort compliance from ticket-checking staff. It was discovered that no such officer existed in Northern Railway's records. The imposter was handed over to GRP/NDLS, and a case was filed against him under various sections of the IPC and IR Act. Bail has been denied due to the gravity of the offense.

Action Taken:

The imposter was detained and charged under Act 419/420/468/471/171 of IPC and 147/179 of IR Act 1989. Legal proceedings are underway with bail denied.

- 37-

Data Analysis of PRIMES & HHT to Check Misuse of Special/ Complimentary Passes

Brief of the Case:

An investigation revealed misuse of duty passes issued to GRP/HRI sub-inspectors. Passes, initially valid for a few months, were manually extended for up to four years and misused by lower-ranked police personnel. Additionally, a trade union card pass was used to book numerous tickets beyond entitlement. Recommendations include updating policies from 1986, moving to digital passes, and addressing misuse issues.

Action Taken:

Minor penalty D&AR action recommended for 33 COs and 29 Reservation clerks involved in misuse. System improvement suggestions include revising pass issuance policies and implementing a digital system.

***"Your own Self-Realization is the greatest service
you can render the world."***

- Ramana Maharshi

- 38-

Irregularities in Tatkal Booking at NR Non-Railhead Locations

Brief of the case

The Northern Railway Vigilance team, using system analytics, uncovered a pattern of collusion between ticketing agents and Enquiry-cum-Reservation Clerks (ERCs) to manipulate Tatkal ticket bookings at non-railhead locations. A decoy operation confirmed that ERCs were bypassing the priority list and issuing Tatkal tickets to agents without proper requisition slips. A subsequent investigation revealed that the ERC was accepting booking requests via WhatsApp, generating unauthorized e-tickets linked to an IRCTC ID in his wife's name, and collaborating with agents.

Action taken

Disciplinary action was recommended against the ERC, including a major penalty and transfer. Unauthorized agents were handed over to the Railway Protection Force (RPF) for prosecution, and staff rotation at non-railhead locations was suggested to prevent future irregularities.

- 39-

Connivance of Booking Clerks with Outsiders to Pass Illicitly Earned Money

Brief of the Case:

NR Vigilance uncovered a malpractice where booking clerks at railway stations were colluding with outsiders to conceal illicit earnings from UTS counters. Outsiders collected money from clerks under the pretense of delivering food, bypassing administrative checks. During preventive checks, one such individual was intercepted with ₹21,005, and later another ₹29,000, collected from multiple clerks. CCTV footage and mobile data confirmed the involvement of clerks at different stations in similar operations.

Action taken

Disciplinary action was recommended against all implicated staff, and stricter vigilance measures were enforced to prevent future misconduct.

"The great are strongest when they stand alone, A God-given might of being is their force."

- Ramana Maharshi

- 40-

Overcharging Passengers and Issuing BPTs for Existing UTS Stations**Brief of the Case:**

Booking clerks were found overcharging passengers and issuing BPTs for stations already available in the UTS database. A decoy check confirmed the overcharging, and records revealed 220 BPTs issued fraudulently. Clerks were found to issue inflated BPTs to cover up the overcharge when complaints were made.

Action Taken:

Major penalty proceedings recommended for responsible staff, including interdivisional transfers and cash debarment. Minor penalties recommended for supervisory staff.

- 41-

Irregularities in Cancer Patient Concession Certificates**Brief of the Case:**

Investigations into cancer patient concession misuse revealed fake medical papers and several procedural deficiencies. Issues included lack of proper documentation requirements, inconsistencies in certificates, and ineffective verification processes. Misuse was prominent in 3AC class due to the high concession rate.

Action Taken:

Recommendations include maintaining a list of approved cancer treatment hospitals, integrating this data with PRS, and considering OTP-based reservations linked to Aadhaar for better verification and control of concessions.

"Experience has taught me that honesty is not the mark of any particular class nor is it related to education or wealth. It cannot be taught at any university. In most people, it springs naturally from the heart."

- Sudha Murty

- 42-

Improper Placement Time Adjustment at Jamunabridge Goods Shed**Brief of the case:**

During a preventive check at Jamunabridge Goods Shed, discrepancies were found in the placement time adjustment for unloading a rake of 42 BCN wagons with DAP.

The operating department recorded a placement time of 12:55, but stated a gap during loading, allowing them to adjust the placement time to 13:05. This adjustment aimed to avoid demurrage charges during the night.

Action Taken:

Five employees were penalized with minor penalty charges for this irregularity.

- 43-

Irregularities found in Freedom Fighter Pass:**Brief of the case:**

During a preventive inspection on Train 12309, the Rajdhani Express, irregularities were found regarding reservations on Freedom Fighter Pass in 2AC. Some passengers were found occupying reserved seats meant for Freedom Fighters.

Action Taken:

A fine of Rs.12,400/- was collected, and actions were taken against the TTE for booking irregularities

***"We believe in peace and peaceful development,
not only for ourselves but for people all over the
world."***

- Lal Bahadur Shastri

Departmental Trap Case**Brief of the case:**

The vigilance received reliable information suggesting irregularities by working guards on train number 19037, accommodating unauthorized passengers in reserved or adjacent unreserved coaches for unauthorized fees. To verify the information, a decoy check plan was devised.

A Pre-check Memorandum (Joint Note-1) was prepared in the presence of all concerned parties. A predetermined amount of government currency was handed over to Mr.X the decoy passenger, recorded in Joint Note-1. The decoy was directed to board the unreserved coach adjacent to the break van in train 19037, instructed to comply with the guard's demands if questioned about tickets. The guard Mr.Y demanded Rs. 150 from the decoy, who handed over the specified note from Joint Note. Mr. X was acted as both the Impartial Witness and Independent Witness, signaling the vigilance team upon the prearranged signal. Upon entry, a thorough check of the guard's personal funds revealed an increase of Rs. 410. The increase included Rs. 100 and Rs. 50 G.C notes received from the decoy, sealed in an envelope. The remaining excess amount of Rs. 260 was deposited into railway revenue. The guard admitted to the surplus, explaining he had taken Rs. 150 from the decoy, Rs. 100 from two other passengers, and had Rs. 160 already in his pocket. Mr. Y acknowledged the error and assured no recurrence.

Action Taken:

The Zonal Vigilance recommended a Major Penalty against Mr. Y and advised grounding until completion of D&R proceedings.

"Where there is power and discretion, there is always the possibility of abuse, more so when the power and discretion have to be exercised in the context of scarcity and controls and pressure to spend public money."

- Santhanam Committee Report

- 45-

Gross Irregularities by a YTSK Agent

Brief of the case:

The Northeastern Railway Vigilance Organization received information about illegal ticketing practices at a Passenger Ticket Facility Center in city A of the Varanasi Division. The center was allegedly selling tickets at higher rates and misusing the Kota headquarters for confirming tickets and collecting illegal amounts.

On 08/06/2023, an office assistant acted as an undercover passenger and requested a ticket from counter A to B at the YTSK counter. The center manager issued a Waiting List ticket for sleeper class on train X, priced at Rs. 680. The center manager suggested confirming the WL ticket from Kota headquarters and received Rs.1000 from the office assistant instead of the original price. On 10/06/2023, a Railway Protection Force team, accompanied by the vigilance team, raided the center. The manager admitted to charging extra amounts ranging from Rs.200 to Rs.300 per ticket during peak seasons.

During the raid, 5 Immediate Reservation (PRS Window Ticket) tickets worth Rs. 30,035, 7 Advance Reservation Period Opening Day (PRS Window Ticket) tickets worth Rs.17,765, and reserved ticket photocopies worth Rs.12,265 were found. Additionally, 7 letters signed by a respected public representative, 2 registers, 2 diaries, and 2 notepads containing transaction details were seized. Cash amounting to Rs. 65,050 and 3 mobile phones were also seized during the inspection. The center manager was detained around 12:15 PM for further legal action under Section 143 of the Railway Act.

Action taken:

All seized materials were handed over to the responsible inspector/Railway Protection Force post for legal proceedings. A case was registered against the station manager under Section 143 of the Railway Act and sent to court. It was recommended to cancel the contract of the passenger ticket facility center due to flagrant violations and damage to the railway's reputation.

"There is a magnet in your heart that will attract true friends. That magnet is unselfishness, thinking of others first; when you learn to live for others, they will live for you.."

- Jiddu Krishnamurti

The Ticket Inspector's Illicit Money Collection**Brief of the case:**

Concerns were raised regarding the irregular collection of money by a Ticket Inspector traveling in the general coach of a train. Allegations suggested passengers were being charged irregularly without receiving tickets or EFT in return. An investigation was initiated by the Vigilance team on train number 12530 between Deoria and Chhapra stations.

The Vigilance team observed a person in coach D-10 of train number 12530 collecting approximately Rs. 200 per passenger without issuing tickets or EFT. The individual, identified as "X," lacked proper identification and uniform. Upon investigation, an increase of Rs. 40 in personal funds and Rs. 15,170 in government funds was found in the Ticket Inspector's possession. An additional sum of Rs. 15,210 was deposited in railway revenue in accordance with regulations. Passengers traveling in coach D-10 provided written statements confirming the illicit collections without issuance of receipts or tickets. It was discovered that the Ticket Inspector marked duty for a different train but operated on train number 12530 without authorization. The decision to switch trains without proper authorization was not communicated to the superior officer. The choice of a train with an unreserved AC coach suggested a deliberate attempt to avoid detection regarding the non-issuance of receipts.

Action taken:

Considering the irregularities, severe disciplinary action against the Ticket Inspector was recommended.

"If a country is to be corruption free and become a nation of beautiful minds, I strongly feel there are three key societal members who can make a difference. they are the father, the mother and the teacher."

- A. P. J. Abdul Kalam

- 47 -

Irregularity in Calculation of Engine Hire Charges**Brief of the case:**

The Railway Board mandates the calculation of Engine Hire Charges (EHC) after the expiry of free time at the EOL Siding. An investigation at the Goods Office at Station A revealed significant irregularities.

Between 18/10/2019 and 26/11/2020, EHCs were not properly accounted for or deposited. The Goods Balance Sheet for Station A did not record these charges. Neither the Accounts Department nor the Commercial Department took action to account for and clear the EHCs during this period.

Detailed data provided by the Commercial Superintendent showed a due EHC of ₹5,370,404 for the period. Letters were sent to relevant departments to take necessary action for proper accounting and clearance of the EHCs.

Action taken:

Appropriate action was sought against responsible employees, and the departments were instructed to ensure proper accounting and clearance of the EHCs.

“Character of each person involved in the government accounts departments. Checks-and-balance of each day, week, month, quarter and year should be verified of each accountant and office “assigned.”

- Chanakya Niti

- 48 -

Irregularities in Remittance of Station Earnings**Brief of the case:**

During a preventive check, significant irregularities were uncovered in the remittance of station earnings at Moranhat (MRHT) station, which operates under the TSK Division. The issue primarily involved the Station Superintendent (SS) at MRHT.

The SS at MRHT was found to have misappropriated station earnings through various methods such as 'Non-remittance', 'Short-remittance', and 'Late-remittance' over a period exceeding three years. Essential documents and monetary value books, including the DTC cum Summary Book, Cash Remittance Note, and Treasury Remittance Note, were concealed by the SS. The total amount of misappropriated/non-remitted funds was approximately Rs. 2.14 crore.

Action Taken:

An investigation was conducted to identify the responsibility of railway officials involved, either directly or indirectly. As a result, following disciplinary actions were taken: Two officials received major charge sheets. Four officials received minor charge sheets. Two officials received recorded warnings. One official received a warning.

***"Just like it is impossible to know when
and how much water a fish drinks, it is
utmost difficult to know how much money
government officials steal away while in
charge of it."***

- Chanakya Niti

- 49 -

Mishandling of BPT at UTS Counter**Brief of the case:**

Irregularities in handling the BPT (Blank Paper Ticket) Book were detected at the UTS counter of SBE Station in the RNY Division during a preventive check on April 28, 2022.

The staff issued 39 BPTs without using double-sided carbon paper, which is a violation of Para 210 (c) of the Indian Railway Commercial Manual Volume I. In 32 instances, a pen was used on the record foils of BPTs. BPT foils were improperly disposed of. The staff was involved in scanning BPT foils for disposal after incorrectly disposing of the original foils. Manipulations were made to several BPTs using white paper and pen to alter the printed numbers.

These cases highlight severe lapses in adherence to established protocols and procedures within the railway operations at the MRHT and SBE stations. The findings underscore the need for stringent oversight and strict enforcement of regulations to prevent such occurrences in the future. The disciplinary actions taken reflect the commitment of the railway administration to uphold integrity and accountability in its operations.

Action Taken:

A major penalty was imposed on the staff responsible for these irregularities.

“You may control a mad elephant; You may shut the mouth of the bear and the tiger; Ride the lion and play with the cobra; By alchemy you may learn your livelihood; You may wander through the universe incognito; Make vassals of the gods; be ever youthful; You may walk in water and live in fire; But control of the mind is better and more difficult.”

- Paramahansa Yogananda

Misuse of Union Card Pass in Railway Operations

Brief of the case:

An investigation into a Public Interest Disclosure and Protection of Informers (PIDPI) complaint revealed significant misuse of Union Card Passes issued to union office bearers, as per the guidelines in RB's letter No. E (LU) 71 UT 3-3 dated March 9, 1971.

Multiple PNRs (Passenger Name Records) were generated using the union card passes. In some cases, the union officials did not perform the journey. Passes were booked for two or more union officials, despite the regulation allowing only one official per card pass. The union card pass was issued generically in favor of a union office bearer, without specifying an individual name and designation, leading to a lack of a defined custodian. There was no existing mechanism to differentiate between journeys undertaken for union activities and those for personal work. The system allowed the use of these passes for personal purposes due to the absence of clear guidelines, making it impossible to distinguish between union-related and personal journeys.

The investigation highlighted critical flaws in the management and oversight of union card passes within the railway system. The absence of clear guidelines and accountability mechanisms led to the misuse of passes, blurring the lines between personal and union-related travel. The disciplinary actions taken against the involved officials reflect the commitment to enforcing regulations and maintaining integrity. The proposed system improvements aim to establish better control and transparency, preventing future misuse and ensuring that union card passes are used strictly for their intended purpose.

Action taken :

One major penalty and four recorded warnings were issued to union officials involved in the misuse. Minor penalties were imposed on five staff members, including Enquiry Cum Reservation Clerks (ECRCs) and Travelling Ticket Examiners (TTEs).

Proposed System Improvements:

It was proposed to issue separate cheque passes for journeys extending beyond the branch, division, and zone, similar to the issuance of duty card passes, to prevent misuse. Each branch, division, and zone should maintain a tour programme for union officials who are issued union card passes. This would help track the purpose of journeys and ensure compliance with regulations.

- 51 -

Irregularities in Issuance of Tatkal Tickets

Brief of the case:

A preventive check was conducted at the UTS cum PRS (Unreserved Ticketing System cum Passenger Reservation System). During this inspection, significant discrepancies were identified involving the on-duty counter staff.

The counter staff presented Rs. 61,590/- as on-hand government cash (combined UTS & PRS). The DTC summary of PRS and the Intermediate summary of UTS showed a total of Rs. 89,765/-. This resulted in a shortfall of Rs. 28,175/- in government cash. The staff issued three consecutive Tatkal tickets without the necessary endorsements of Serial No. of Requisition, PNR No., Berth/Seat No. No amount was collected, and there were no signatures on the Requisition Slip meant for official use.

The Railway dues were not collected, and the Tatkal tickets were issued with incomplete names. Undeclared Personal Cash: The In-charge of UTS cum PRS did not initially declare his personal cash. Upon request by the Vigilance team, he produced Rs. 13,325/- as his undeclared personal cash, which was then accounted to the Railway account.

Actions Taken:

Major and minor penalties under Disciplinary & Appeal Rules (D&AR) proceedings were initiated against the erring staff.- Transfer of the involved personnel was also initiated to prevent further discrepancies.

“Corruption cannot be eliminated or even significantly reduced unless preventive measures are planned and implemented in a sustained and effective manner.”

- Santhanam Committee Report

- 52-

Irregularities in Weighment of Goods**Brief of the case:**

During a preventive check at the EIMWB (Electronic In-Motion Weigh Bridge) at New Guwahati (NGC), discrepancies were found in the weighment process of goods rakes.

A goods rake weighed at NCH (New Cooch Behar) and subsequently offloaded was re-weighed at EIMWB/NGC. The re-weighment at NGC showed excess weight in the same 28 wagons, which had already been offloaded at NCH. Following the detection of excess weight, the goods were offloaded again at NGC. The destination station, KHM (Kamakhya), was advised to collect the undercharge, including punitive and detention charges, before delivery. The undercharge amounting to Rs. 31,22,807/- was successfully collected at KHM, evidenced by MR No. KHM/2023/00031, dated 14.02.2023.

These cases highlight significant lapses in adherence to established procedures within railway operations, particularly in cash handling and weighment processes. The disciplinary actions taken and the proposed system improvements are aimed at enhancing accountability, transparency, and efficiency within the railway system, ensuring that such irregularities are minimized in the future.

Actions Taken:

A minor penalty was imposed on the Chief Goods Supervisor (CGS) of NCH for failing to ensure accurate weighment and offloading procedures.

Recommendations for System Improvement Introduce more frequent checks and balances at weighbridges to prevent discrepancies. Use automated systems to track weighment data and ensure consistency across different locations.

"Integrity, transparency and the fight against corruption have to be part of the culture. They have to be taught as fundamental values."

- Angel Gurría

- 53 -

Irregularities found in sign-in sign-off for duty by TTEs :**Brief of the case:**

During an internal audit of the KIR Division, significant irregularities were discovered in the manual sign-in and sign-off procedures for Train Ticket Examiners (TTEs).

It was found that several TTEs were marking their presence by signing the register for sign-in and sign-off without actually boarding the assigned trains. Additionally, many TTEs failed to put their signatures in the respective registers at the time of sign-off, further complicating the verification of their actual duty performance. The TTEs in question were claiming CTA for periods during which they did not perform their duties, leading to unauthorized claims and financial irregularities.

This case highlights a significant lapse in the monitoring and verification of TTEs' duty performance within the KIR Division. The discovery of these irregularities underscores the need for robust, technology-driven solutions to enhance operational integrity. The proposed biometric system is a strategic move to ensure accurate tracking of TTEs' duties and to prevent misuse of allowances, ultimately fostering a more transparent and accountable working environment.

Action taken :

To address and prevent these fraudulent activities, a proposal for System Improvement regarding implementing a biometric sign-in/sign-off system was submitted to the Board. This new system aims to ensure that only the TTEs who physically sign in using their biometric data can claim to have performed their duties, thereby enhancing accountability and accuracy. The biometric system is being rolled out in a phased manner across the division to replace the current manual register system.

***"To increase the wealth of the nation, a king
should keep knowledge of history, traditions
and trade practices. Thieves."***

- Chanakya Niti

- 54-

Irregularities in Special Cancellation of PRS & UTS Tickets**Brief of the case:**

During an audit at NRH/PRS, Gangtok, numerous irregularities were identified concerning the special cancellation of PRS (Passenger Reservation System) and UTS (Unreserved Ticketing System) tickets.

A significant number of PRS tickets were specially cancelled at NRH/PRS, Gangtok, citing false reasons. - In many instances, the reason provided for cancellation was “as per order of competent authority.” However, no copies of such orders were found in the records, nor were they verified by the concerned supervisor.

Several tickets were cancelled on the grounds of wrong source/destination stations. Upon review, it was found that the source and destination stations matched those indicated on the passenger’s requisition form, contradicting the cancellation reason.

This case highlights significant irregularities in the special cancellation process of PRS and UTS tickets at NRH/PRS, Gangtok. The check uncovered fraudulent cancellations, misuse of authority, and lack of verification by supervisors. The disciplinary actions taken aim to address these issues and prevent recurrence. Enhanced oversight and stricter verification protocols are essential to maintaining the integrity of the ticketing system and ensuring accountability among staff.

Action Taken:

One minor penalty was recommended, Two recorded warnings (R/Warning) were issued. Recovery of misappropriated funds was initiated from the staff at NRH PRS/Gangtok.

“Ways and means have to be found to ensure that idealism and patriotism have their proper place in the ambitions of our youth. ”

– Santhanam Committee Report

- 55-

Irregularities in Finalization of Tender**Brief of the case:**

The convener of the tender committee for the works tender of the Guard/Pilot line box porter failed to convene a meeting within the validity period of the tender.

The L1 bid was -16% below the tender value, while the L2 bid was +48% above. Both bids were rejected due to the expiration of the tender validity. The committee proposed retendering, which was approved. In the re-tendering process, the previous L2 bidder submitted the same bid at +48% above the estimated cost and, after negotiation, the contract was awarded at +44% above the estimated cost.

Action Taken:

Two minor penalties and one AA were given to both gazetted and non-gazetted officials.

- 56-

Irregularities in Imposition of Punishment in Vigilance Related Cases of LMG Division**Brief of the case:**

A preventive check revealed discrepancies in the imposition of punishments in vigilance-related cases in the LMG Division. Service Record (SR) entries were made for 19 employees in vigilance-related D&AR cases, but salary deductions were not done as per NIP. In one case, an NIP was issued but not entered in the service record, nor was any deduction made from the salary bill. Several service records showed signs of cutting and erasing.

Action Taken:

Major penalty D&AR action was initiated against five responsible staff. The division was advised to recover the due amount as per NIP.

- 57-

Misdeclaration of Restricted Commodities in Container Traffic**Brief of the case:**

A preventive check (PC) was conducted following a complaint from the Railway Board regarding the loading of restricted commodities like minerals instead of permitted marble powder in containers.

Out of seven containers, three samples from each were collected for laboratory testing. The consignor (CONCOR) declared the commodity as marble powder. GSI test results indicated the commodity was dolomite/dolomite marble, not marble powder. The declaration violated Railway Board's letter No.2008/TT-III/73/8 dated 01.07.2008, which restricted loading dolomite/dolomite powder in containers.

Action Taken:

The issue was referred to the Railway Board with GSI laboratory reports. Based on NWR Vigilance advice, the Railway Board permitted loading and moving minerals like dolomite, zinc concentrate, lead concentrate, soapstone powder, and talc powder in containers as per letters dated 21.01.2021 and 16.04.2021.

“when someone informs king about money theft by government officer, king should call his superior and subordinates individually and ask about it. When that government officer is found guilty, each of these person who lied or given wrong testimony to king should be given same punishment.”

- Chanakya Niti

- 58-

Un-due Rebate of Rs.3 Crores in TAC Charges**Brief of the case:**

A preventive check at BGKT CRT on 03.03.2021 revealed a 50% rebate in Terminal Access Charges (TAC) due to the misclassification of BGKT goods shed as Group-III for CRT instead of Group-I.

BGKT goods shed was treated as Group-III for TAC charges, contrary to the correct Group-I classification based on wharfage rules. According to Para 3.3.3 of the Rates Master Circular/ CRT-CCR-Hub & spoke/2015/0 dated 07.04.2015, BGKT should be Group-I CRT. This misclassification resulted in Rs.80,000 per rake (50% rebate) totaling approximately Rs.3 Crores in undue rebates to various parties.

Action Taken:

CCM/FM/NWR agreed with Vigilance's findings, and the undue rebate was recovered. Initially, TMS calculated the correct TAC charges, but objections by parties referencing TRC 05/2019 led to a refund process, classifying BGKT as Group-III CRT. Following the Vigilance check, the commercial department recovered the undue rebate and stopped future rebates. A system improvement was issued by Zonal Railway to amend the classification of CRT/Goods Shed, preventing future revenue loss.

"By common endeavor we can raise the country to a new greatness, while a lack of unity will expose us to fresh calamities. "

- Sardar Vallabhbhai Patel

Misuse of Seal of CBI and Fraudulent Travelling in Railway**Brief of the case:**

NWR Vigilance received information about a private individual, Mr. X, frequently travelling on important trains such as Tejas Express, Duranto Express, and Rajdhani Express using forged railway passes and a fake CBI Inspector ID.

Vigilance collected documents revealing Mr.X's fraudulent activities, including a fabricated railway pass with a CBI stamp, a forged CBI ID, and copies of reserved counter tickets. A check was conducted on train no.12964, but Roy did not turn up. Another check at New Delhi station for train no.12260 Duranto Express also did not result in his appearance.

Mr.X's travel details, obtained via his mobile number through the PRIMES/CRIS system, showed 17 journeys, causing a revenue loss of approximately Rs. 22,000. Further investigation identified the involvement of three railway employees from Badarpur (NFR) and two from Eastern Railway in facilitating Mr.X's fraudulent activities. These employees were subjected to D&AR action. NWR Vigilance submitted a comprehensive 100-page report with supporting documents to CBI/JP for action against Roy.

Action Taken:

The implicated railway employees were taken up under D&AR action. A detailed report was sent to the CBI for further action against the private individual.

"In royal money treasury, if someone, replaces the original precious jewels and currency with fake or inferior one, or helps someone to do so, in that case, king should punish both of them 1000 panas (Rs. 1,00,50,000) in addition to recovering the theft."

- Chanakya Niti

- 60-

Non-payment of Security Deposit by Car Parking Contractor**Brief of the case:**

Information was received regarding a contractor failing to pay the required security deposit and license fee for a car parking stand, leading to a significant revenue loss for the railway.

Contract condition 4.1 required a security deposit of Rs. 27,37,205/-, but the contractor deposited only Rs. 9,18,000/-. Despite this, the work was allowed to start. The contractor operated the contract without fully paying the license fee. On a three-month notice, the contractor left the contract on 17.08.2020 with the consent of the commercial department, but the dues were not recovered. A work experience certificate was issued to the contractor on 09.07.2020. The irregularities resulted in a railway revenue loss of Rs. 48.43 lakh due to unpaid license fees and other charges. Two gazetted officers and other non-gazetted staff involved in the irregularities were subjected to DAR action.

Action Taken:

The case was escalated to the Railway Board. DAR action was initiated against the responsible officers and staff. Measures were taken to prevent future revenue losses from similar irregularities.

- 61-

Manipulation in Attendance of Labour of Cleaning Contract**Brief of the case:**

A vigilance check was conducted at Bhilwara station, revealing significant deficiencies in the management of cleaning contracts. Viz. Tampering with the signatures and numbers of Safai Karamcharis in the "Swachchhta Sahayak Register." Tampering with the attendance register. Tampering with the Measurement Book (MB) for payment.

These manipulations resulted in a substantial discrepancy in the daily availability of sanitation workers. The contractor was paid based on inflated worker numbers, and fewer penalties were imposed for absent workers.

Action taken:

The concerned staff taken under DAR.

- 62-

Overloading Detected in Same Wagon during Re-weighment

Brief of the case:

A preventive check was conducted by the Vigilance Team at Asalpur Jobner Railway Station to inspect overloading in a rake that had undergone load adjustment at the originating point. Upon re-weighment at JOB Station, three wagons were found to be overloaded despite previous load adjustments.

Action taken:

A penalty of Rs. 1 lakh per wagon was imposed on the party for overloading as per extant railway rules. The penalty was recovered from the party on Vigilance advice.

- 63-

System Improvement for Ensuring Payment through QR Code and UPI in Trains

Brief of the case:

During a preventive check on train No. 12986 on 10.05.2022, it was observed that a passenger, charged by onboard ticket checking staff, wanted to pay via Paytm/UPI due to lack of cash. The TTE accepted the payment in his Paytm wallet and covered the amount with his personal cash, noting the transaction ID on the EFT issued to the passenger. This mode of payment was not authorized in running trains, causing routine issues for checking staff despite having POS machines and HHTs.

Action taken:

It was suggested that TC staff should have the facility in HHT or POS machines to generate a QR code or send a UPI payment link to passengers' mobile phones. This would enable transparent payment collection and enhance service for passengers.

***"People should be conscious that they can change
a corrupt system"***

- Peter Eigen

- 64 -

MISDECLARATION OF PARCELS

Brief of the case:

Based on a source information that some parcels booked from X to Y station were mis-declared while booking the same at Parcel office of X station, a check was conducted at X station on the next day (on the receipt of source information). The Progressive Railway Receipt (PRR) number in which the said parcels were booked was identified and the certified copy of the same was obtained from the X station.

A control message was given by the division (as instructed by vigilance) to where the parcels were booked to check and reweigh the parcels unloaded at Y station. While checking at Y station, it was found that 80 Cans were unloaded which was booked as shipping materials. The parcels were delivered to the consignee after collection of the penalty and under charges at Y station.

It was found in the investigation that the booking clerk had neither checked the parcels physically even it is mentioned in the label as Acid nor weighed before booking the same. Thus 80 drums of Phosphoric Acid were transported from X to Y station without following the procedures in the Red Tariff No.20. Also, the loading clerk failed to check the parcels before loading the same. Further it was found that the parcels were booked without the knowledge of the on duty RPF staff as there was no seal in the forwarding note by the on duty RPF staff.

Action taken:

Major penalty was imposed to the booking clerk for the failure in following the procedure to book Acid as per the Red Tariff No.20.

Minor penalty was imposed to loading clerk for his negligence in loading the same there by allowed to transport 80 drums of Phosphoric Acid to Y station.

"A new tradition of integrity can be established only if the example is set by those who have the ultimate responsibility for the governance."

- Santhanam Committee Report

CLAIMING TA BY SHOWING WRONG MOVEMENTS BY SQUAD TTEs**Brief of the case:**

During the preventive checks conducted on the aspects of claiming of fake TA by showing wrong movement in the TA Journals by the onboard staffs over Southern Railway, more than 7 cases were found in the Ticket checking cadre.

TA Journals of the staff were collected from the DPO office of the concern divisions and the SN 30 Forms along with the EFT Foils and Money Receipts were collected from SAO/T office.

Train arrival and Departure details were obtained from TSR register of concern Stations as available in the TA Journal.

On scrutinizing the details it was noticed that many of the movements in the TA Journals were not matched with the time of remittance of Railway earning in the Money Receipts issued in the Stations.

While obtaining clarification from the concerned staff it was found the movements were fake and claimed TA for the same movements.

Action Taken:

Major Penalty was imposed to all the Ticket checking staff who had claimed TA for fake movements

***"Ministers should be born citizens of the
country and their ancestry should well
known in the country."***

- Chanakya Niti

- 66-

MISUSE OF HANDICAPPED CONCESSION**Brief of the case:**

A preventive check was conducted based on source information received, that some passengers travelling onboard were misusing the handicapped concession (**E-tickets**)

The TTEs, on board of the specified train were informed to check passengers who possessed the Handicap Concession Tickets. During the check, it was noticed that a total of 30 passengers were found travelling without proper Railway concessions. All these tickets were booked under the handicapped concession via IRCTC (online booking). Penalty was collected from few passengers and few passengers who refused to pay the penalty were handed over to the RPF and booked under Section 137 of the Railway Act 1989. It was also found that 2 passengers were issued unique ID cards (handicapped Concession cards) who were not eligible for handicap concession.

Action Taken:

It has come to light that some passengers who were not entitled to the handicapped concession were awarded it by various railways.

***“We should always have some aim in life
which we must try to achieve while being of
help to others.”***

- Sudha Murty

CHECKS ON COMMERCIAL CONTRACTS**Brief of the case:**

During the preventive checks conducted on the aspect of Commercial contracts like parking, catering etc., the details of Inspection done by the respective commercial inspectors was not submitted to the respective officers by the dealers. Thus the details of irregularities noticed by the commercial inspectors during their inspection are not highlighted to the officers and the contract will run on the same irregularities

Parking area of X station was checked along with the CCI and SSE/Works to check whether any encroachment done by the licensee. SSE/Works had stated that the licensee had encroached 131 sq meters than the allotted area. The same was further investigated by checking the concerned E-file of the parking contract. It was noticed that the CCI of Station X had submitted a report regarding the encroachment by the Licensee and the same was submitted to the inspection section and forwarded to the concerned dealer who is looking after parking section. But the dealer had failed to inform the irregularity to the higher authorities, thereby allowing the licensee to continue the parking contract.

Action Taken:

Minor penalty and transfer to the dealer was recommended for the above irregularity.

“Mobilisation of public opinion against persons who corrupt the officials or evade taxes, or indulge in other anti-social practices is necessary.”

- Santhanam Committee Report

- 68-

CHECK ON TIMELY COLLECTION OF WHARFAGE & DEMURRAGE**Brief of the case:**

A preventive check was conducted at goods shed for the proper and timely collection of wharfage and demurrage charges from the party.

It was noticed that a party is not paying the demurrage and wharfage charges within the specified time limit and paying the same as they wish. The issue was not highlighted to the concerned officers till the time of vigilance check. An amount of Rs. 51,600/- and Rs. 38,700/- which was accrued as Demurrage charges was paid after 45 days and 30 days respectively after the delivery of the goods.

Action Taken:

Three commercial clerks who were failed to collect the demurrage charges were recommended major penalty.

- 69-

CHECK ON PARCELS BOOKED AS SWA**Brief of the case:**

A parcel reweighment check was conducted at X station and found an excess weight more than 200kgs. On scrutinizing it was found that the parcel was booked as SWA. Further check was planned throughout the division to check the parcels with SWA.

On further checks throughout the divisions it was found that a particular station from the X Railways was issued 8950 parcel way bills with remarks of SWA through the PMS from the month of July 2022 to December 2022.

Action Taken:

The same was communicated to the respective CVO of the zone and the same was acknowledged and action taken to restrict the issue of PWB with SWA remarks.

Case of Fake EFT**Brief of the case:**

Based on source information a preventive check was conducted by a train, wherein a ticket checking staff was in possession of two EFT books. On scrutiny of both EFT books, it was observed that one of the EFT book was fake with following inconsistencies. No water mark on EFT foils, EFT Serial Number not available in Record foils. The Fake EFT book was seized from the custody of the TTE and a joint proceeding of seizure was recorded.

The Modus Operandi was, the TTE used to work in a particular direction and at night time. The particular direction is so selected that the train will be out of the zone by the next morning. The TTE used to issue Fake EFT at the night to long-distance passengers as TWT/IRT and used to pocket the money. On the day of the check, it was found that the TTE had issued 12 Fake EFTs on the previous night and was possessing excess cash of Rs. 20,450/-. The division was advised to take up the delinquent TTE under DAR.

Action taken:

Instructions issued that the supervisor should ensure that TTEs are not deployed in a particular direction and are rotated frequently by all trains.

Such modus operandi can be also identified by the fellow TTE working in trains. Ticket-checking staff should bring such issues to the notice of their superiors whenever such irregularity is noticed.

"Integrity is not a conditional word. It doesn't blow in the wind or change with the weather. It is your inner image of yourself, and if you look in there and see a man who won't cheat, then you know he never will."

- John D. MacDonald

- 71 -

Non-collection of empty haulage charges in Liberalised Wagon Investment Scheme.**Brief of the case:**

A preventive check revealed that 24 rakes from two companies are operated under the Liberalised Wagon Investment Scheme (LWIS). According to Railway Board guidelines, no freight is charged for empty rakes moving to the next destination if the distance is equal to or less than the distance traveled loaded. If the empty rake travels farther than when loaded, a 50% freight rate is applied to the excess distance. Examination showed some empty rakes exceeded the loaded distance, and for 92 such rakes from April 2019 to February 2022, the additional freight cost at 50% of the loaded rate totaled Rs. 11,66,77,374/-.

The year-wise rakes and empty freight rate are detailed below.

Year	No. of Rakes	Amount (in Rs.)
2019-2020	29	3,50,05,288
2020-2021	36	4,85,96,564
2021-2022 (up to feb)	27	3,30,75,522
Total	92	11,66,77,374

Action taken :

A system improvement was suggested to the Railway Board. Currently, there is no practice of providing forwarding notes or generating RRs for empty rakes. The FOIS system lacks the provision to issue zero-charge RRs for empty rakes travelling equal to or less than their loaded distance. Without forwarding notes and RRs, establishing the distance travelled by empty rakes relies solely on FOIS data, which can be misleading and doesn't indicate if rakes are moved for loading or maintenance. According to LWIS policy, haulage charges for movements to workshops or maintenance are borne by the railway administration. Operational constraints further complicate determining the correct distance for charging empty freight rates. Therefore, it was recommended to enable the FOIS system to allow customers to place indents for empty haulage and generate zero-value RRs for LWIS rakes. The Railway Board has issued instructions to this effect in circular No.2020/TC/FM/4/2.

"Discipline and united action are the real source of strength for the nation."

- Lal Bahadur Shastri

BED ROLL DISTRIBUTION**Brief of the case:**

Out sourced contract for bed roll distribution. Unit of Payment is man-hour basis covering the entire trip. Following irregularities were noticed :

Estimate was prepared on per hour per trip basis by taking the total trip hours of a particular rake including the lie over period at the destination.

Wages were fixed at hourly basis. 99.7% of the contract value was wage payment to the labour. Bidder to quote at par or above. Licensee has engaged 48-staff and paid an amount of Rs.2.98 lakhs as salary and claimed bills for an amount of Rs.8.90 lakhs for each month. From the bill submitted by the contractor, it is evident that the contractor has paid wages on man day basis instead of man hour basis. Contactor made EPF & ESI contribution on the actual wages paid to the staff.

While passing the bill both the executive & Accounts dept have ignored that the statutory contribution made by the contractor was much less than the bill claimed by the contractor. Division has failed to ensure that the payment to the staff commensurate with what Railways are paying as per tender terms and conditions of contract. Executive has been advised to ensure payment to the workers as per agreement conditions by the contractor or to recover Rs.16,41,900 (excess payment recd. for 2 months).

Action Taken:

PCME was advised to issue suitable System Improvement . Meanwhile advised to ensure payments to the workers as per the terms and conditions of the agreement.

"The great secret of true success, of true happiness, is this: the man or woman who asks for no return, the perfectly unselfish person, is the most successful."

- Sri Aurobindo

- 73 -

INFLAMABLES LOADED IN PARCEL**Brief of the case:**

In case of false declaration of any commodity, the lease holder and the owner of the goods shall be punishable under section 163 on Indian Railway Act 1989.

If such articles are found to have been loaded in leased AGC/SLR/VP, a fine of Rs 50,000 shall be imposed on the lease holder. The lease contract will be cancelled. The lease holder shall be debarred from participating in the future tenders for one year.

Action taken :

An amount of Rs 52,500 was imposed as penalty. The contract of the lease holder was terminated duly forfeiting the Security Deposit of Rs 72,86,141.

"Your duty is to be and not to be this or that. 'I am that I am' sums up the whole truth. The method is summed up in the words 'Be still'. What does stillness mean? It means destroy yourself. Because any form or shape is the cause for trouble. Give up the notion that 'I am so and so'. All that is required to realize the Self is to be still. What can be easier than that?"

- Paramahansa Yogananda

UTS ON MOBILE**Brief of the case:**

Salient features of UTS on Mobile:

Introduced - to avoid queue at counter, promote cashless transaction & contact less ticketing
Registration - Users having Smart Phones can download the UTS App, Recharge the R-Wallet through Internet or at any UTS counter all over India. Journey, Platform & Season Tickets between stations can be booked. Incentive: 3% bonus on every R-Wallet recharge.

It has been observed that Sales of UTS on mobile were increased abruptly in a month. Unauthorized persons/other than travelling public involved in sale of tickets at stations. Booking staff: Staff working at the counters were issuing tickets through UTS on Mobile (Paper Ticket) APP and taking the printout from UTS. R- Wallet recharge was being made by using railway cash and recouping by the end of their shift. Receiving 3% bonus.

ATVM Facilitators: Facilitators appointed to issue unreserved tickets from ATVM are issuing tickets through UTS on Mobile (Paper Ticket) App and taking printout from ATVMs. Unauthorized selling the UTS on Mobile tickets and pocketing the 3% bonus granted for the tickets beyond 150 KMs. CMS staff issuing the Unreserved tickets through UTS on Mobile and pocketing the 3% bonus.

Action taken

Railway staff were taken up under DAR.

ATVM facilitators & CMS staff were penalized.

System improvement

Per day 4-5 transactions may be allowed per registration. The proposed changes in the UTS on Mobile App were implemented by the Railway Board

"Above all, I would advise you to maintain to the utmost the impartiality and incorruptibility of administration."

- Sardar Vallabhbhai Patel

- 75 -

Irregularity in Notification of Railway Siding

Brief of the case:

During a routine preventive check carried out at a railway station, inspectors observed an anomaly regarding the notification of a loading line.

The inspection revealed that a loading line existed beyond the designated station limits but had not been officially recognized as a separate entity. The distance from the station's centerline to the end of this new loading line measured approximately 2.153 kilometers. According to Rates Circular No.20 of 2012, any goods shed situated at a distance from the main station should be formally identified as a public siding to ensure proper regulation and billing of freight charges. Failure to recognize the loading line as a separate entity could potentially lead to a shortfall in the collection of freight charges.

By addressing the oversight and formally notifying the loading line as a public siding, the railway authorities ensured compliance with regulatory standards and mitigated the risk of revenue loss due to underbilling of freight charges. This proactive measure served to uphold operational efficiency and financial integrity within the railway system.

Action Taken:

Upon the recommendation of the Vigilance team, corrective action was promptly initiated. The goods shed was officially recognized as a public siding, with the distance of 2.153 kilometers from the station being documented in the Chief Commercial Manager's Circular No.34 of 2023.

"When the whole world is silent, even one voice becomes powerful."

- Malala yousafzai

- 76 -

Irregularity in Collection of Wharfage Charges:**Brief of the case:**

A routine preventive check was conducted at a goods shed, where inspectors discovered discrepancies in the collection of wharfage charges. During the inspection, it was observed that a consignment of 40 wagons was present on both sides of the spur. Despite the completion of unloading four days prior, no entry had been recorded in the wharfage register. Furthermore, there were no updates in the Freight Operations Information System (FOIS) regarding the consignment. Nonetheless, wharfage charges amounting to Rs. 7,56,000/- were raised and collected.

By addressing the discrepancies and improving documentation processes, the railway authorities aimed to enhance transparency and accuracy in the collection of wharfage charges, thereby ensuring fair and efficient operations within the railway system.

Action Taken:

The irregularity was promptly addressed, and measures were taken to rectify the oversight in documentation and collection procedures.

"The greatness of a man is not in how much wealth he acquires, but in his integrity and his ability to affect those around him positively."

- Bob Marley

- 77 -

Irregularity in Collection of Stabling Charges:**Brief of the case:**

During a routine preventive check, inspectors identified irregularities in the collection of stabling charges at a railway siding. It was noted that the average time between the first and second placements in the siding had significantly increased compared to previous instances. Further investigation revealed that one of the four lines in the siding had been suspended by the concerned Senior Section Engineer (SSE) since October 2020, rendering it unusable for stabling wagons. Consequently, all rakes were being stabled at the serving station during shunting operations.

As per the rate master circular, stabling charges are levied under specific circumstances, including when a party is unable or declines to accept stock in their siding. Despite handling 187 inward rakes at the siding from November 6, 2020, to December 2022, a total of 5820 wagons were stabled at the serving station.

By implementing measures to collect stabling charges and addressing the irregularities in stabling practices, the railway authorities aimed to uphold fairness and efficiency in the management of freight operations. This proactive approach sought to optimize resource utilization and mitigate potential revenue losses associated with uncollected charges.

Action Taken:

The division was advised to initiate the collection of Rs. 33,06,240/- towards stabling charges to address the irregularities identified during the preventive check.

“Our way is straight and clear - the building up of a socialist democracy at home, with freedom and prosperity for all, and the maintenance of world peace and friendship with all nations abroad.”

- Lal Bahadur Shastri

Fraudster Issuing Ticket**Brief of the case:**

Following intelligence regarding a fraudulent ticket issuance scheme targeting passengers, a thorough investigation was initiated by the Crime Verification and Investigation (CVI) unit in collaboration with the Railway Protection Force (RPF).

During the investigation, a suspect was observed issuing a ticket from TPTY to VSKP in 3A, Train No. 18568, charging Rs. 1500 to a passenger. The suspect was promptly detained upon reaching TPTY station and subjected to questioning.

Upon further interrogation, the suspect revealed himself as an outsider and confessed to the crime of deceiving passengers by posing as a Railway Travelling Ticket Examiner (TTE).

By apprehending the fraudulent ticket issuer and initiating legal proceedings, the railway authorities upheld the integrity of ticketing processes and safeguarded passengers from potential financial losses. This case serves as a reminder of the importance of vigilant monitoring and swift action in combating fraudulent activities within the railway system.

Action Taken:

In response to the identified fraudulent activity, legal action was initiated against the accused individual. A case was registered, and the suspect was handed over to the Incident Response Plan (IRP) unit at TPTY for further legal proceedings.

"The foundation stones for a balanced success are honesty character, integrity, faith, love and loyalty."

- Zig Ziglar

- 79 -

Fraud in EFT by one TTE of Adra Division**Brief of the case:**

A preventive check conducted at an Adra division ticket checking unit on 27.06.2021 uncovered irregularities in the account and record foils of issued EFTs, all attributed to one TTI.

The TTI manipulated 37 issued EFTs by altering passenger count, fare, penalty, and total amount to embezzle Railway revenue. These EFTs were issued on board 02644/02643 bi-weekly express during a period when they were not collected or examined at station exit gates. On multiple occasions, the TTI failed to disclose his private cash in EFT books as required, withholding TT earnings and government cash beyond prescribed limits.

Two account foils of EFTs issued on board 02643 express were missing from the TTI's custody, suggesting potential misuse. A CTI certified Xerox copies of the missing account foils without following proper procedures. The TTI violated duty roster assignments and performed duties on trains not assigned to him.

The TTI embezzled Railway revenue by manipulating EFT foils, violating Railway service rules and IRCM guidelines. His repeated non-declaration of private cash and withholding of Railway cash indicate habitual offenses. The CTI's certification of Xerox copies as account foils and the unit CTI's supervisory lapses are also noted violations.

Action Taken:

Major penalty DAR action was taken against the TTI, and minor penalty DAR action was taken against the two CTIs. An amount of Rs 31,100/- was recovered from the TTI's salary bill. This case highlights the importance of maintaining integrity in financial transactions and the need for strict adherence to Railway service rules and regulations.

***"The glue that holds all relationships together-
including the relationship between the leader and
the led-is trust, and trust is based on integrity."***

- Brian Tracy

Irregularities in Goods Shed**Brief of the case:**

During a preventive check at a Goods Office in KGP division, irregularities involving one Goods clerk were uncovered.

The Goods clerk intentionally forwarded a release memo with misinformation regarding the release of a rake containing cement.

Only 9 wagons of the 21-wagon rake were declared empty by the consignee, but the clerk forwarded the release memo to the station master (SM) without disclosing the remaining consignments. A light engine and crew were ordered to draw out the rake based on misinformation, resulting in misutilization of resources.

The consignor placed an indent for backloading the same rake the next day, paying WRF of Rs. 50,000/- online. The Goods clerk recorded the total freight amount of Rs. 4,39,837/- in the Cash book register but failed to account for the Rs. 50,000/- WRF payment in the register.

The correct freight amount should have been Rs. 3,89,837/- after adjusting the WRF payment, but the clerk neither recorded the excess payment nor accounted for it in the balance sheet. A case was registered against the Goods clerk, resulting in major DAR action imposed on him. The irregularities in the Goods Office highlight the need for stringent oversight and adherence to proper procedures in handling goods and financial transactions.

Action taken :

This case serves as a reminder of the importance of integrity and accountability in railway operations, with appropriate disciplinary actions taken against those found violating regulations.

“The man who promises everything is sure to fulfill nothing, and everyone who promises too much is in danger of using evil means in order to carry out his promises, and is already on the road to perdition.”

- Carl Jung

- 81 -

Fraud in Connection with an Accident Claim & Compensation Case

Brief of the case:

A complaint lodged via CPGRAMS revealed fraudulent activity regarding a person declared deceased in the 2010 Jnaneswari Express accident.

Facts of the case- The accident occurred on 28.05.2010, resulting in 150 deaths, with one unidentified body (No. 93) identified based on DNA profiling. Compensation and ex-gratia payments were made, including a Railway job for the deceased's sister.

Investigation revealed following discrepancies Viz. Records confirmed the person's inclusion in the list of deceased. Claim settlements were made in the person's name. The DNA profile matching report could not be located. The person was found to be alive and employed at a private company. Documents such as Voter ID, PAN card, and Passport were obtained from the company. Various official documents supported the person's existence. It was evident that the person was not deceased in the accident.

The individual was found to be alive, indicating fraudulent issuance of a death certificate and post-mortem report based on a defective DNA profile matching report. This constitutes a clear case of fraud.

Action Taken:

The case was referred to CBI/ACB/Kol for further investigation beyond Railway vigilance jurisdiction. The employment matter of the culprit's sister was forwarded to ER for detailed investigation. The culprit was arrested by the CBI and is currently under judicial custody.

"One man may read the Bhagavata by the light of a lamp, and another may commit a forgery by that very light; but the lamp is unaffected. The sun sheds its light on the wicked as well as on the virtuous."

- Ramakrishna Paramahansa

Investigation of Irregularities at Goods Shed Malidih: Weighment Sheet Manipulation**Brief of the case:**

A preventive check conducted on 21.07.2021 at SMR Office/MIDH revealed irregularities concerning overloaded rakes and manipulated weighment sheets.

Facts and Observations:

Out of 119 overloaded rakes weighed at EIMWB/MIDH from April'21 to May'21, only 61 Weighment Sheets were available at SMR office/MIDH, with 33 Load Adjustment completion memos missing.

Load adjustment time manipulation occurred at MIDH station, favoring parties without actual load adjustment.

Weighment sheets of 04 rakes were manipulated by Weighbridge clerks by altering details such as station names and wagon weights.

Pre-signed blank Load adjustment completion memos were found, potentially used to manipulate load adjustment timings.

Station Masters of MIDH failed to supervise document preservation and maintenance adequately, allowing irregularities to persist.

Verbal instructions from Ch.DTI/MIDH led to manual changes in weighment records, implicating station staff in misconduct.

Station Masters of MIDH took on the responsibility of informing parties about overloading instead of Commercial supervisors, leading to a lack of accountability.

Load adjustment completion memos were submitted without timings, indicating collusion between parties and station staff.

Manipulation in load adjustment procedures was facilitated by the negligence of SMR/MIDH and connivance of parties and station masters.

Action Taken:

DAR action initiated against all Station Masters of MIDH and CH.DTI/MIDH, with transfers from MIDH station and JSG base for CH.DTI/MIDH.

DAR action taken against two EIMWB operators for weighment sheet manipulation, with transfers from EIMWB MIDH.

- 83 -

Fraudulent Drawing of Extra Kilometer Allowances by Train Managers

Brief of the case:

A preventive check on 19.08.2021 uncovered discrepancies in the claiming of extra kilometer allowances (KMA) by several Sr. Pass/Mail-express Guards, now designated as Train Managers, despite their promotion to Sr. Passenger Guards.

Facts and Observations:

Scrutiny revealed that Guards were drawing excess KMA as Officiating Allowance even after being promoted to Sr. Passenger Guard, a position ineligible for such allowances.

Guards continued to work in coaching links before and after promotion, earning additional income.

Officiating duty is authorized with the checking of the 'officiating duty' box in CMS during the 1st booking in coaching service.

Total kilometers earned are calculated based on various factors, including officiating kilometers.

IPASS and CMS are interconnected but changes in bio-data are not automatically updated in both systems.

Despite promotions before January 2018, guards did not update their designation in CMS.

Conclusion: Guards knowingly kept their designation unchanged in CMS to continue claiming fraudulent officiating allowances. They received both promotion benefits and extra KMA fraudulently.

Action Taken:

Minor penalty DAR action initiated against all involved guards.

Rs9,71,381/- recovered from their salary bills.

Recommendations for System Improvement:

Synchronize IPASS and CMS to ensure changes in bio-data/designation automatically reflect in both systems.

Misuse of Duty Metal Pass by Railway Official-JSG**Brief of the case:**

A preventive check was initiated based on source information regarding the misuse of a duty metal pass by Railway Official/JSG. His journey details from 2017 to 2019 were scrutinized, alongside leave records and TA journals, to investigate further.

Facts and Observation: A Railway Official/JSG, residing in Kolkata, booked 105 PNRs using his duty Metal Pass (Bronze) between 2017 and 2019. Of these, 6 PNRs were cancelled, 1 PNR was unused as per EDR, and 98 PNRs were used without an approved tour program. Most journeys were from JSG to HWH and back without official authorization. HO quota was availed 45 times, notably on weekends and during leave periods. Journeys were undertaken even on weekends and mid-week days without official tours. False TA claims were detected for 9 days between 2017 and 2019.

Conclusion: Railway Official-JSG deliberately misused his duty metal pass on 98 occasions, contravening the Railway Servant's Pass Rule, 1986 (1993 edition), Schedule-I, Srl-I. Additionally, false TA claims were made on 9 occasions.

Action Taken:

Major penalty DAR action was initiated against Railway Official/JSG for the violations.

"Therefore, king should continuously perform his duties, and rule the people according to Niti-shashtra. Hard work and Industries are sources of money, neglecting them brings disaster to the nation."

- Chanakya Niti

- 85 -

Fake Medical Certificate**Brief of the case:**

A commercial clerk of CKP division, dismissed from Railway service by DCM/CKP, presented a fake medical certificate during an appeal against the dismissal. Subsequently reinstated into Railway service by the appellate authority, a preventive check was conducted on 02.07.21 to investigate further.

Facts and Observations: Dismissal: The clerk was dismissed for unauthorized absence from 26.05.15 to 10.10.15 and failure to attend enquiry proceedings.

Delayed Appeal: He appealed after a significant delay on 09.10.2020, citing a fake medical certificate from a psychiatrist at RIMPAS, Ranchi.

Verification Failure: The certificate was verified by a commercial inspector, suppressing the matter of mental illness, and condoned the delay in appeal without obtaining necessary sanction.

Scrutiny: On closer inspection, the medical certificate bore a fake logo of RINPAS, with no registered doctor found under the given name and registration number.

Verification Attempts: Despite attempts to verify the certificate, including correspondence with the psychiatrist, no genuine confirmation was received.

Confirmation of Falsity: Confirmation of the certificate's falsity was obtained from the retired psychiatrist, Dr. XXXXX, who provided a handwritten statement attesting to its fakeness.

Action Taken:

All involved staff have been subjected to DAR action, and the case is under enquiry proceedings.

"Peoples happiness should be King's happiness. Welfare of people is King's welfare. For a king, there is no task which is only individualistic and pleasurable to him only. It is king's utmost duty to look after progress and welfare of people of his country."

- Chanakya Niti

Anomalies in Tatkal Ticket Booking

Brief of the case:

Complaints regarding Tatkal ticket booking at Hathbandh Station in Raipur Division prompted an investigation. Analysis of Tatkal ticket data revealed irregularities, leading to a preventive check at Hathbandh PRS counter. During the check, the booking clerk was observed booking Tatkal tickets without any applicant present. The clerk communicated with someone via mobile, receiving instructions on ticket booking. Suspicions arose due to incomplete application forms, generic passenger names, and missing contact information.

Further scrutiny uncovered 112 suspicious requisitions, mostly incomplete and lacking applicant signatures. Analysis revealed discrepancies, including bookings for trains not traveling over SECR. The booking clerk's private cash was found short, and call records indicated regular communication with a ticket booking agent. Major Penalty proceedings were initiated against the clerk, while the agent's employee was handed over to RPF, with a case registered against the agent under Railway Act sections. Subsequent preventive checks at Marauda Station revealed similar irregularities, currently under investigation.

Learning: 1. Both cases occurred at relatively small stations with fewer queues, facilitating irregular practices. 2. An increase in Tatkal tickets booked for foreign railway trains suggests misuse, especially in high-traffic areas. 3. Use of generic names and incomplete requisitions indicates a pre-planned modus operandi, potentially involving fake ID cards. 4. Improved scrutiny of requisitions by departmental supervisors could prevent such irregularities.

Action taken :

Major Penalty proceedings were initiated against the clerk, while the agent's employee was handed over to RPF, with a case registered against the agent under Railway Act sections. Subsequent preventive checks at Marauda Station revealed similar irregularities, currently under investigation.

True knowledge is not attained by thinking. It is what you are; it is what you become.

-Sri Aurobindo

- 87 -

Anomalies in Clean Train Station Contract at Bilaspur Jn.**Brief of the case:**

A preventive check was conducted at Bilaspur Station regarding deficiencies in the Clean Train Station (CTS) contract. During the check, it was observed that despite being a mechanized cleaning contract, machines were not being used for cleaning coaches. Scrutiny revealed stagnant electric meter readings for 1.5 years and incomplete installation of electric cables by the contractor. Additionally, the private diesel generator arranged by the contractor was non-functional for six months.

Moreover, no machine defective register was maintained, and attendance records were lacking. It was noted that a significant percentage of coaches attended did not align with the contract's list of trains to be serviced. Furthermore, trains attended by the Raipur CTS contract were also claimed under the Bilaspur CTS contract, despite being outside the designated list.

During inspections, attendance irregularities were uncovered, with discrepancies between reported and actual staff present. The maintenance of two different scorecard books further raised concerns about transparency and accuracy.

Learning:

1. Rigorous monitoring and enforcement mechanisms are essential to ensure compliance with contract terms, especially regarding equipment usage and staff attendance.
2. Transparent record-keeping and accountability measures are crucial for detecting and addressing irregularities effectively.
3. Close coordination between railway divisions and departments is necessary to implement system improvements and address operational challenges promptly.

Action taken:

System improvements with input sought from relevant departments.

"Radical Transparency. There is no going backwards. We must ensure that greater transparency will drive the prevention and uncovering of corruption in the years ahead."

- Jim Yong Kim

Issues of Weighbridge and Load Adjustment

Brief of the case:

Over the past three years, Vigilance in SECR conducted several preventive checks through re-weighment of rakes to detect overloading or excess loading beyond the paid freight. Between January 2020 and December 2022, 92 rakes were found to have overloaded wagons during these checks, totaling 2208 wagons with excess load. This resulted in an additional freight of 9942 tonnes, leading to the realization of punitive charges amounting to 13.46 crore rupees.

Proposed Solutions for Load Adjustment: -

Implement random checks on load-adjusted rakes by re-weighing 5% of them to ensure proper load adjustment and caution loading parties.

Conduct periodic counseling sessions for pay loader/loading machine operators in high loading areas and sidings.

Provide counseling to staff in areas with a high number of excess loaded rakes.

Incorporate pre-weigh bin systems in upcoming projects wherever feasible.

Designate specific lines/spurs in new projects for load adjustment to minimize disruption to other rakes.

Areas of Concern for Weighbridge Maintenance:

Several steps are crucial for proper upkeep of weighbridges:

Timely calibration and stamping by state weights and measures department.

Regular joint-inspections by divisional officers.

Ensure all electronic weighbridges are covered under live Annual Maintenance Contracts (AMCs).

Periodic rotation of staff at sensitive weighbridges as per guidelines.

Monitoring the duration of non-functionality of weighbridges and reporting at appropriate levels.

Action taken:

Following system improvements are recommended for weighbridge operations:

Complete installation of CCTV cameras near weighbridges. Restrict access to weighbridge buildings to authorized personnel only. Disable all input sources on PCs connected to weighbridges. Provide only guest account access to weighbridge operators with minimal permissions. Implement a two-factor authentication system for administrator login passwords. Maintain a record of administrative password usage. Define parameters for software used in computers connected to weighbridges by RDSO/Railway Board. Provide training to concerned officials by professionals in software and hardware aspects of weighbridge operations.

- 89-

Mismatch of Wagons

Brief of the case:

Vigilance SECR conducted a preventive check at MGCH cement siding of Ultratech Cement, revealing discrepancies in wagon handling. During the check, it was noted that a loaded rake (59/BOXNEL Comm.- COAL) was initially booked from MGPV to MGCH under Railway Receipt no 412000947 dated 19.01.2021.

Subsequently, the same rake was scheduled for back loading with CLINKER commodity. The placement time for back loading was set for 17:00 Hrs on 23.01.2021. However, upon inspection, it was found that the type of wagons differed between the incoming and outgoing rakes. The inward rake was booked as BOXNEL while the outgoing one was designated as BOXNHL. Freight was charged for Coal Commodity based on BOXNEL for the inward rake and for Clinker Commodity based on BOXNHL for the outgoing rake. The Goods supervisor at MGPV charged freight based on BOXNEL, resulting in a loss of freight revenue amounting to Rs 2.47 lakhs.

Action Taken:

Following the vigilance check, ECoR Railway was advised to recover the lost sum from the consignee.

Integration of the FMM module with FOIS was recommended to prevent such discrepancies in the future.

- 90-

Auction of Coal

Brief of the case:

An RTI request and an anonymous complaint raised concerns about irregularities in the auction of excess coal at Naila goods shed of Bilaspur division, SECR.

Investigation:

Vigilance SECR scrutinized the auction case but found no direct vigilance angle. However, certain system gaps were identified during the process.

While no vigilance issues were uncovered,

These case studies highlight the importance of vigilance checks in identifying discrepancies and improving systems for better efficiency and transparency.

Action taken :

Recommendations for system improvements were forwarded to the Commercial HQ of SECR.

YTSK Complaint Case

Brief of the case:

A complaint was lodged regarding the allocation of a new YTSK counter near Agrasen Chowk, Samta Colony, Raipur, within 100 meters of an existing counter, raising concerns about rule violations and procedural irregularities.

Key Points:

The complainant represented Sri A0 Kumar Tiwari, holder of YTSK License no 3209, contesting the allotment of a new counter to Sri Murarilal Agrawal within 100 meters of Tiwari's counter, contrary to SECR's 3 km rule.

Allegations included the lack of approval from DRM Raipur for the additional counter and non-compliance with circulars regarding YTSK counter allocation.

Despite previous complaints against Sri X, the renewal of his YTSK-3012 at Birgaon was granted an extension by CCM/PS/SECR.

The dispute escalated with a Writ Petition filed in the High Court of Chhattisgarh/Bilaspur, prompting PCCM/SECR to suspend the operation of the additional YTSK counter at Samta Colony/Raipur.

However, the complainant argued that the 2015 YTSK location award notice and agreement did not stipulate distance requirements between counters. A clarification from Railway Board revealed that the power to allot additional counters to existing YTSKs remains with commercial HQ, not DRM Raipur, as per Commercial Circular No. 03 of 2022.

The Railway Board's policy does not specify minimum distances between YTSK counters, leaving it to the discretion of zonal railways based on demand patterns and geographical conditions.

Action taken:

Propose minimum distance regulations between YTSK counters annually, subject to DRM approval, and review them periodically based on various factors such as population density and ticket sales.

This case underscores the importance of adhering to rules and regulations in YTSK counter allocation and the need for transparent procedures to address disputes effectively.

- 92 -

Fraud in UTS Ticketing

Brief of the case:

A preventive check conducted at TC office at SBC railway station revealed irregularities in the UTS ticketing process. Suspicious tickets were identified, particularly those issued from the Nanjangud (NTW) railway station booking office.

Scrutiny of Collected Tickets: During the preventive check, collected tickets were examined, leading to the discovery of irregularities. UTS Ticket Roll Utilization: An analysis of UTS ticket roll utilization at NTW railway station raised suspicions about ticket issuance practices. Data Warehouse Reports: Reports from the data warehouse further supported the evidence of suspicious ticketing activities.

Action taken:

As a consequence of the investigation:

The employee involved was transferred to another zone as a disciplinary measure.

A major penalty was imposed on the employee for their involvement in fraudulent activities.

Measures were implemented to streamline UTS ticket roll utilization across three divisions to prevent similar incidents.

Enhanced preventive checks were introduced to monitor and prevent irregularities in UTS ticketing processes.

“People often don’t understand the engine that drives corruption. Particularly in India, they assume government equals corruption, private companies equal efficiency. But government officials are not genetically programmed to be corrupt. Corruption is linked to power. If it is the corporations that are powerful, then they will be corrupt.”

- Arundhati Roy

Fake EQ Requisition**Brief of the case:**

The case involved the submission of fake Equipment (EQ) requisition requests originating from the Ministry of Railways (MoSR) office. Six such requests were received, allegedly from the MoSR office, and sent via mobile to CCOR/SWR (Chief Commercial Officer/South Western Railway). Previous requests from the same mobile number had raised suspicions.

Checks were conducted on trains bound for Howrah and Bikaner, and statements from passengers were collected. It was discovered that tickets associated with the EQ requisition requests were booked at different locations.

The mobile number used for the requests belonged to a railway staff member or their relative. There was no designated number or protocol for receiving EQ requisition requests.

Action taken:

All three divisions were advised to review and verify contacts stored in CCOR CUG (Closed User Group).

Sensitization programs were conducted to raise awareness of such fraudulent activities.

The Principal Chief Commercial Manager (PCCM) was advised to take legal action and file a case.

Assistance was sought in developing a system to verify requests received from the MoSR office, particularly concerning EQ requisitions.

"Men acquire a particular quality by constantly acting in a particular way."

- Aristotle

- 94 -

Irregularities in TTE Working

Brief of the case:

A detailed examination was conducted into the working practices of Train Ticket Examiners (TTEs), focusing on various aspects such as the e-lobby system, duty roster management, signing on/off procedures, declaration of private cash, and the handling of Electronic Fund Transfers (EFTs).

Irregularities Observed:

Lack of advance roster and instances of blank rosters for TTEs.

Failure to sign on/off duty, leading to issues with accountability and tracking. Absence of private cash declaration, potentially indicating financial irregularities.

Instances of EFT issuance on platforms, violating established protocols.

Action taken:

Implementation of a weekly roster system to ensure better planning and accountability. Introduction of procedures for the declaration of private cash and signing on/off duty to improve transparency.

Recommendations for system improvements, including the implementation of biometric signing, to enhance accountability and streamline processes. The Railway Board issued clarifications regarding the use of the TTE e-lobby system, aiming to improve its effectiveness and reliability.



"If we place an honest, though the less wealthy person on a higher pedestal than a corrupt, yet rich individual, we will have contributed to India's progress. And "

- Chetan Bhagat

Case of Fake Sick/Fit Certificates**Brief of the case:**

During a preventive check, it was noticed that employees often extended their leave by obtaining sick/fit certificates from unauthorized sources rather than approaching the Railway Hospital. Further investigation revealed that these certificates were obtained from unauthorized individuals in exchange for premium payments. To address this issue, WR Vigilance conducted a decoy check at Sonpur station on 27.03.2022. The individual involved in the sale of these certificates was apprehended with fake sick/fit certificates and prosecuted under various IPC sections including 420 (Cheating), 467 (Forgery of valuable security), 468 (Forgery for purpose of cheating), 471 (Using as genuine a forged document), 120(B) (Criminal conspiracy), 379 (Theft), and 349 (Force).

Action taken :

Develop a sick/fit certificate module under HMIS across Indian Railways to verify the genuineness of certificates issued by different health units.

"Indians mock their corrupt politicians relentlessly, but they regard their honest politicians with silent suspicion. The first thing they do when they hear of a supposedly 'clean' politician is grin. It is a cliché that honest politicians in India tend to have dishonest sons, who collect money from people seeking an audience with Dad."

- Aravind Adiga

- 96-

Fake Privilege Pass, Duty Pass & Other Railway Stationery

Brief of the case:

A detailed scrutiny of approximately 7.5 lakh tickets booked on manual passes led to identifying 500 suspicious passengers. A raid was conducted on 23.08.2022 in the residential area of Ambernath (Mumbai) with the assistance of city police. The raid uncovered a large quantity of forged Railway Privilege Passes, Duty Card Passes, and various fake identity cards and railway stationery. Specifically, four books containing 2000 pages each of forged 1st class Privilege Passes and 725 1st class Duty Card Passes were recovered. Two accused were charged, and the case is currently under trial. Additionally, a printing press operated by the accused was identified, and a lead on their involvement in a railway recruitment scam was shared with the police, resulting in an FIR being registered.

Action taken :

Continue investigation and prosecution, focusing on dismantling the forgery network and preventing future occurrences.

- 97-

Case of Fake Tatkal Tickets

Brief of the case:

In October 2022, during a check on Kushinagar Express, 80 passengers were found with fake Tatkal tickets. A meticulously planned decoy operation on 15.05.2023 resulted in the arrest of Alim at Sakinaka, who was caught with 14 fake Tatkal tickets valued at Rs. 1,04,000/-. Subsequent investigations led to the arrest of the main culprit, Afzal, along with the seizure of a computer, stationery, and a printer used for printing fake tickets. The case was transferred to GRP and filed under IPC sections 465 (Forgery), 468 (Forgery for purpose of cheating), 471 (Using as genuine a forged document), and 34 (Acts done by several persons in furtherance of common intention). The investigation is ongoing.

Action taken:

Implement measures to restrict the booking of Tatkal tickets from remote locations to curb the issuance of fake tickets.

- 98-

Misappropriation of Railway Revenue**Brief of the case:**

A check at a booking office revealed a case of misappropriation of railway revenue amounting to Rs. 5 lakhs. The staff member responsible for returns and morning cash duties manipulated the daily cash figures. The actual amount collected was shown as less in the adjustment book and CR note, with figures deliberately altered to resemble similar numbers (e.g., Rs. 21,92,702/- changed to Rs. 21,42,702/-). Errors were intentionally made in totalling to match the desired amount.

Action taken:

Conduct thorough audits and improve cash handling procedures to prevent similar cases of misappropriation.

- 99-

Fake Mobile UTS Tickets**Brief of the case:**

During a preventive check in an AC EMU, a passenger was caught using a fake Quarterly Season Ticket worth Rs. 4800/-. The passenger, a software engineer, was generating such passes using software called VN Editor. Fake season tickets totaling Rs. 48,000/- were found on his phone. A case was registered by GRP based on an FIR lodged by the Vigilance Inspector.

Action taken:

Strengthen security measures for mobile UTS tickets to prevent forgery.

"I will not let anyone walk through my mind with their dirty feet."

- Mahatma Gandhi

- 100-

Fake Medical Certificates to Catering Vendors

Brief of the case:

During a preventive check at Mumbai Central station, two non-railway individuals were found issuing fake medical certificates, IRCTC Identity Cards, police verification certificates, IRCTC travelling authority, and Railway pass travelling authority to catering contractors' vendors/staff. The racket was operated by non-railway personnel inside the railway station premises. The individuals confessed to charging Rs. 600/- per certificate without conducting the required medical checkups. An FIR was lodged under IPC sections 419 (Impersonation), 420 (Cheating), 467 (Forgery), 468 (Forgery for purpose of cheating), 471 (Using as genuine a forged document), 474 (Possession of forged documents), and 34 (Acts done by several persons in furtherance of common intention). The investigation is ongoing.

Action taken:

Enhance verification processes for medical certificates and other documents for catering vendors.

- 101-

Non-Collection of Haulage Charges

Brief of the case:

A preventive check at JRIL Private siding revealed that a BFNS rake manufactured by M/s. JRIL was sent to M/s. TMILL for rectification under warranty without collecting haulage charges, treating the movement as regular C&W examination to avoid charges. Additionally, checks on EoL cases revealed recoveries amounting to Rs. 11.87 crores, with methods employed to avoid engine hire charges, such as detaching engines and keeping them at adjacent stations.

Action taken:

Enforce proper collection of haulage and engine hire charges and close loopholes that allow avoidance of these fees.

- 102-

Non-Collection of Proper Siding/Shunting Charges**Brief of the case:**

A preventive check at CCTB siding-BRCY on 05.08.2022 revealed that shunting charges were under-collected based on inaccurate engine hour utilization. Trials conducted by the vigilance team found that actual placement and removal times for rakes exceeded the one-hour charge, with round trips taking over two hours. Undercharging was estimated at Rs. 1,99,25,712/- for the period from April 2016 to September 2022.

Action taken:

Adjust shunting charges based on actual engine utilization time and ensure accurate billing.

- 103-

Misuse of Privilege Pass**Brief of the case:**

During a preventive check, an auditor was found misusing a half-set privilege pass as a full set, committing similar manipulations multiple times in the past. The pass issuing authority had issued passes based on incomplete applications without verifying the applicant's entitlement, resulting in the issuance of higher class passes and additional passes.

Action taken:

Enforce strict verification processes for privilege pass issuance and ensure compliance with entitlement criteria.

"If corruption is a disease, transparency is a central part of its treatment."

- Kofi Annan.

- 104-

Investigation Regarding Travelling with Fake EFT in Unreserved Coach and Sleeper Coach

Brief of the case:

An investigation was conducted concerning passengers traveling with fake Excess Fare Tickets (EFTs) in an unreserved coach and sleeper coach of Train No. 22537.

Nine passengers were traveling on four fake EFTs in the unreserved and sleeper coach S-4 between Bhopal and Itarsi stations. The ticket checking staff of Bhopal and Itarsi detected the issue and informed the ticket inspectors. The Flying Squad from Bhopal and Itarsi checked the unreserved coach and sleeper coach S-4. No designated ticket checking staffs were present in these coaches.

Action Taken:

The North Eastern Railway and North Central Railway were informed for necessary action. The Commercial Department of NCR was advised to conduct a special ticket checking campaign.

- 105-

Non-receipt of Online Amount through PAYTM and Issuance of Receipt by Ticket Checking Staff in Bhopal Division

Brief of the case:

A vigilance preventive check was conducted in Bhopal division on 07.10.22 in Train No. 12156 between Bina and Bhopal.

Two passengers were found traveling without tickets on NT berth number 20 in B-1 coach. The ticket checking staff had received Rs. 3000 online through PAYTM without issuing a receipt. An RAC was installed in the coach. The EFT of the TTE was blocked, and a recovery of Rs. 3120/- was made.

Action taken:

Issue a major penalty to the responsible train ticket examiner.

-106-

Weighment of SLR**Brief of the case:**

On 23.12.22, an investigation was conducted at Kota station during the arrival of train number 12402 (Nanda Devi Express) to verify the weight of packages unloaded from its Front/SLR (Second Luggage Rack).

The carrying capacity (CC) of the SLR was 3.9 tons. The manifest indicated 140 packages weighing 3.8 tons. The actual check revealed 166 packages weighing 6.2 tons. A fine of Rs 33,702 was collected from the leaseholder.

Action Taken:

A letter was sent to the Senior Divisional Commercial Manager (Sr DCM) Kota, recommending appropriate punitive action against the leaseholder as per the contract.

- 107 -

Re-weighment of 42 BCN Rake of Limestone Commodity**Brief of the case:**

On 13.10.22, a rake of 42 BCN wagons carrying limestone was re-weighed at the In-Motion Weigh Bridge of Powarkheda PFT (Bhopal Division), with approval from the competent officer.

The rake was loaded from Kota warehouse to NLOD siding. Re-weighing revealed 18 wagons were overweight. Load adjustment was performed at Powarkheda siding. A total fine of Rs 25,91,921 (punitive charge + shunting charge) was imposed on the concerned party.

Action Taken:

A minor penalty was recommended for the Chief Parcel Clerk who supervised the initial load adjustment at Kota Goodshed

"The truth will always be our shield against corruption."

- Oprah Winfrey

- 108 -

Irregularity in Preparation of Divyang Unique Identity Card**Brief of the case:**

On 01.02.23, a vigilance preventive investigation was conducted regarding irregularities in the preparation of Disability Unique Identity Cards by the Sr.DCM, Bhopal.

The concerned Office Superintendent (OS) failed to maintain a proper register with the required columns, and those that were created were not filled.

From May 2022 to December 2022, 70 to 80 applications were received monthly.

Some identity cards were issued in 3 to 10 days, while most took 3 to 7 months, which is excessively long.

The OS cited excessive workload as the reason for delays, which was deemed unacceptable given the manageable number of applications.

Action taken:

Major penalty and transfer to another location for the concerned OS.

- 109 -

Changes Made by Employees in Carrying Capacity by Changing the Commodity on FOIS**Brief of the case:**

During a vigilance preventive check, irregularities were observed in the weighing of a goods train. Staff working on EIMWB changed the commodity details on the FOIS.

The actual commodity was Red Okor with a carrying capacity of 66 tonnes. The Goods clerk changed the carrying capacity to 70 tonnes by altering the commodity to clinker. This change resulted in a revenue loss of approximately Rs 14,72,285 for the Railways.

Action Taken:

A message was sent to the concerned Railways to investigate the rake at the destination station and calculate the undercharge.

A major penalty was issued to the Chief Goods Supervisor responsible.

The Railway Administration decided on compulsory retirement for the employee and recovery of the amount from their salary and allowances.

- 110 -

Tampering with EFT Foil for Changing Destination Station and Total Amount**Brief of the case:**

An investigation revealed that ticket checking staff in the flying squad were tampering with EFT foils to change the destination station and reduce the total amount.

The destination station and total amount were altered to Rs 350 instead of Rs 1000.

This resulted in approximately Rs 4000 shortfall in railway revenue over a month.

From June 2021 to July 2021, the Chief Ticket Inspector issued EFTs with vague, incomplete, or unreadable details, violating Commercial Circular No. 54 of 2000.

Actions Taken:

A major penalty was issued to the employee responsible.

***"Whatever is weak and corrupt is liable to die
— what are we to do with it? If it goes, let it
go, what harm does it do to us? What is strong
and invigorating is immortal. Who can destroy
that?"***

- Swami Vivekanand

Annexures



Annexure-1

Confidential

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2024/V-2/RB/Traffic/2.

New Delhi, dated 07.01.2024

**The SDGMs,
All Zonal Railways,**

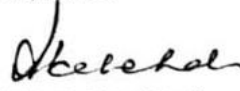
Sub: - Uniformity in working of Vigilance Inspectors/Traffic, in Zonal Railways – Reg.

In view of the multifarious activities involved in execution of checks by Vigilance traffic, based on the inputs received during various review meetings with Zonal vigilance (Traffic), the following instructions are issued.

1. All CVIs/VIs while going on official tour/preventive checks should take prior approval from Competent Authority in writing. In case, if it is not possible to take prior approval in writing then they must inform the Competent Authority verbally or through SMS. Post-facto approval to be taken immediately after returning to HQ. Record keeping should be done by the concerned section/confidential section.
2. A brief of the PC should be relayed through message to concerned Reporting Authority immediately after completion of the check.
3. Registration of PCs should be done immediately (same day) after returning to HQ without delay. In case of delay in registration of case, reasons should be recorded in writing.
4. Preliminary report of the preventive check should be put up to Competent Authority within Ten (10) days of the check. Final PC report should be submitted at the earliest, depending upon the merits of the case. In case, submission of final report exceeds 03 months, the vigilance inspector may seek additional time from Competent Authority.
5. No PC report shall be closed without the approval of SGDM/CVO (IRVM Para 516.6 & 525.10)
6. Cash Check Memo book (used by vigilance traffic) should have serial numbered having 3 foils Viz. Original, Employee & Record and their proper accountal/record keeping should be done by the concerned section.
7. Rotation of CVIs/VIs should be followed while making teams for preventive checks.
8. Vigilance checks should not be conducted by any vigilance inspector while he/she is on leave/ HQ leave. In case if it is warranted to conduct a check, prior approval from Competent Authority (as mentioned in point.1 above) shall be obtained by concerned vigilance inspector.
9. Movement of vigilance inspectors, while on leave/HQ leave should be with proper travelling authority.

Compliance to all the above instructions shall be monitored by concerned zonal Dy.CVO/Traffic. In case of any deviation, an exception report shall be put up to SDGM, on quarterly basis.

This issues with the approval of competent authority.


(Akash Bhardwaj)
Deputy Director-V2,
Railway Board

Annexure-1

Rates Circular No.13 of 2023

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.TCR/1015/2021/Putty/3365719

Dated: 11.09.2023

General Managers,
All Indian Railways.

Sub: Classification of 'PUTTY'.
Ref: Rates Circular No.26 of 2021 and 20 of 2022.

1. In terms of Rates Circular No.26 of 2021, classification of PUTTY was revised at Class 100. Further in terms of Rates Circular No.20 of 2022, the same was revised at Class 110 with validity up to 12.09.2023.
2. The above has been reviewed and the Competent Authority has now decided to revise the classification of "PUTTY" from Class 110 to Class 150.
3. Accordingly, 'PUTTY' at Page No.20 in Group No.22 under the Main Commodity Head – "MISCELLANEOUS" in the Goods Tariff No.49 Part-I (Vol.II) shall appear as per the following:

Goods Tariff No.49 Part-I (Vol.II)						
Page no.	Group No.	Commodity Description	Type of Commodity	Packing Condition	Risk Rate	Base Class
20	22.	PUTTY		P2(a)	RR	150

4. These instructions shall come into effect beyond 12.09.2023 and shall remain in force till further advice.
5. This issues in consultation with Traffic Transportation Directorate and with the concurrence of Finance Directorate of Ministry of Railways.

निदेशक यातायात वाणिज्य (दर)
रेलवे बोर्ड
dtcr@rb.railnet.gov.in
011-2304 7359

No.TCR/1015/2021/Putty/3365719

Dated: 11.09.2023

Copy for information and necessary action to:

1. Principal Financial Advisor, All Indian Railways.
2. Dy. C&AG of India (Railways), Rail Bhavan, New Delhi.

for Member (Finance) Railway Board

Rail Bhawan, Raisina Road New Delhi-110001

Page 1 of 2

Annexure-1

**Government of India
Ministry of Railways
(Railway Board)**

No. 2023/TG-IV/18/Misc./7

New Delhi, dated: 19.02.2024

**Principal Chief Commercial Managers,
All Zonal Railways.**

Sub: System improvement to prevent irregularities in Parking Contract-

Attention is invited to Board's letter no. 2004/TG-IV/8/P dated 14.05.2015 (CC No. 29/2015) wherein powers have been delegated to Zonal Railways to frame their own policy with concurrence of Associate Finance and the approval of General Manager concerned for awarding of Parking contracts at Railway Stations.

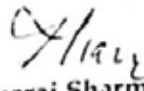
Further, vide FM circular No. 11 of 2022 dated 13.06.2022, 'Policy' for awarding of Commercial Earning and Non Fare Revenue (NFR) contracts had been issued. Subsequently, vide Board's letter no. 2022/TG-IV/18/ Misc dated 28.06.2022 'Special condition of Contract' for awarding of Parking contract had also been issued.

In E-auction module, Zonal Railways have been empowered to modify (add/delete) the 'Special Conditions of Commercial Contract' with the approval of Principal Chief Commercial Manager (PCCM) based on existing policy guidelines and lot specific requirements. However, such modification shall not contradict any of the clauses of 'Policy' for Commercial earning and NFR contracts awarded through e-auction, failing which it shall be null and void.

In the meanwhile, Vigilance Dte has inter-alia suggested the following improvements in 'Special condition of Contract' for awarding of Parking contracts (copy enclosed):

- (i) Computerized coupon may be made compulsory for all NSG and SG category stations.
- (ii) Copies of Agreement/records of Parking contract should be available with Station Manager and Parking contractor,
- (iii) Provision of mandatory insurance of vehicles against loss/theft may be incorporated.
- (iv) Provide clarity in the Special Conditions of contract regarding electricity connection.
- (v) CCTV should be installed in parking stand at NSG 1-3 and SG-1 stations with one month record back up.

In view of the above, Zonal Railways are, hereby, advised to incorporate the above observations/suggestions in 'Special Conditions of Contract' for parking contracts keeping in mind the existing policy guidelines and local requirements and without contradicting any clause of 'Policy' for Commercial earning and NFR contracts awarded through e-auction.


(Neeraj Sharma)
Executive Director/Passenger Marketing
Railway Board

Annexure-1



(भारत सरकार) GOVERNMENT OF INDIA
(रेल मंत्रालय) MINISTRY OF RAILWAYS
(रेलवे बोर्ड) (RAILWAY BOARD)

F.No. TC-II/2870/2022/Private cash
(3381000)

N. Delhi, dt 13.02.2024

The Principal Chief Commercial Managers
All Zonal Railways

Sub: Regarding system improvement for private cash declaration of contractual labour in parcel handling.
Ref: Suggestions of Vigilance Directorate of Railway Board for mandatory declaration of private cash by labour employed by parcel handling contractors as is in case of Railway porters.

In reference to above it is mentioned that Railway administration notifies the categories of staff to which the instructions of private cash handling is applicable as per Para 136 of IRCA Coaching Tariff 26 part 1 (Vol 1) along with relevant provisions of IRCM Vol II.

In view of above, your Railway may examine and take necessary action as required for inclusion of category of contractual labour in parcel handling for private cash declaration.

(Abhay Sharma)
Joint Director Passenger Marketing (Co-ordination)
Railway Board

21/8/24
23/2/24

Copt to:

EDVT, Railway Board for information in reference to Note no. 2023/V2/NWR/PC/04 dated 17.07.2023 and 17.01.2024.

00707 Desk NWR PC-5

12/02/24 / M put up...

Annexure-1



"CIN-L74899DL1999GOI101707", E-mail : info@irctc.com, Website: www.irctc.com
2021/IRCTC/Catg./MCS/Vig.-2

20.11.2023

Group General Manager
NZ, EZ, WZ, SZ and SCZ
IRCTC

Sub: Regarding clarification on system improvement for declaration of Private Cash.

Ref: 1. Vigilance letter no. 2019/IRCTC/Vug/RB/Acknowledgement File/Part-I
dt.23.10.2023
2. This office letter of even no. dated 20.10.2023.

With reference to above, Vigilance department vide letter dated 23.10.2023 has required to decide a ceiling limit possessed by licensee staff on duty.

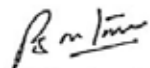
In continuation to this office letter of even no. dated 20.10.2023, following ceiling limit of private cash possessed by licensee staff on duty is advised as under –

For Trains having round trip journey time up to 3 days	Rs.2000/-
For Trains having round trip journey time more than 3 days	Rs.2000/- + Rs.1050/- for each additional day

The cash should be declared in the private cash declaration register before proceeding for the onboard duty. In case, private cash being carried by above mentioned staff is more than the prescribed ceiling, the denominations of the cash and its purpose should be clearly mentioned in the private cash declaration register. Private cash declaration register should be maintained by pantry car manager.

In this regard, all Zones are requested to take necessary action on the above point and implement the same at the earliest under intimation to this office.

This issue with the approval of Competent Authority.


(Rashmi Gautam)
GGM/MCS

Copy to: - Dy.CVO – for kind information please.

Annexure-1

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.TC-I/2020/103/efile/1-Part(1)(3328202)

New Delhi, Dt.18.08.2023

Pr. Chief Commercial Manager
All Zonal Railways

Sub: System based working at goods sheds

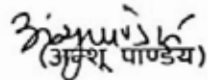
Ref: Board's letter of even number dt.13.01.2021; dt.28.01.2021; dt.24.02.2023

Guidelines are laid down for correct feeding of data, system(TMS/FOIS) based preparation of Demurrage/Wharfage bill and timely submission of balance sheet in FOIS. From 1st March 2023, all balance sheets for goods traffic should only be electronic.

Instances have to the notice of Board about 72 hours of back reporting time in case of removal of consignment, discrepancy between entries (*regarding placement, release of wagons, removal of consignment etc.*) in physical delivery book & the system (TMS/FOIS) and not keeping record of remaining goods on a daily basis.

The matter has been examined and following guidelines are issued -

- CGS should ensure feeding of all the details in the system(TMS/FOIS) on real-time basis.
- However, keeping in view that provision of TMS at proxy locations, non receipt of information for loading/unloading, removal in time or any other issue, Back Reporting Time in the system will be allowed upto 24 hours. In case of exigencies such as link failure, power failure, technical issue etc., Back Reporting Time may be extended upto 72 hours by Operating Control Centre(OCC)/FOIS on receipt of message from Division authority (Sr.DCM/DCM), on case to case basis. Record of such exceptions should be maintained at the terminal concerned.
- During the back reporting period, the entries should be maintained in physical delivery book and the same shall be fed in the system at a later time within the approved Back Reporting Time. Once the details are fed in the system (TMS/FOIS), all activities including preparation of demurrage/wharfage bill etc. should be done through the system only.
- Daily position will be updated by Divisional Commercial Controller at the closure of business/working hour of the goods shed.


(अनुराग पाण्डेय)
निदेशक यातायात वाणिज्य (दर)
रेलवे बोर्ड

Copy to:
PCOM, all Zonal Railways
CAO(FOIS)

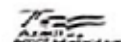
Annexure-1

2023/TG-I/20/STBA/PREVENTIVECHECK

/2023



GOVERNMENT OF INDIA (भारतसंस्कार)
MINISTRY OF RAILWAYS (रेलमंत्रालय)
RAILWAY BOARD (रेलवेबोर्ड)



No. 2023/TG-I/20//STBA/Preventive Check

New Delhi, Dated 01.06.2023

Principal Chief Commercial Managers,
All Zonal Railways

Sub: Compliance of the provisions of Station Ticket Booking Agent (STBA) scheme.

Ref: Commercial Circulars no. 66 of 2013, 53 of 2015, 04 of 2020 and 04 of 2022.

The STBA scheme launched for issue of unreserved tickets at E-category (now NSG-6) stations vide CC no. 53 of 2015 was expanded to NSG-5 stations in addition to NSG-6 category stations vide CC no. 04 of 2020. Recently, the STBA scheme was further expanded to NSG-4 and SG-3 stations on pilot basis vide CC no. 04 of 2022.

2. Recently, during a preventive check conducted on the working of STBA at a station, it has come to notice that the provision of declaration of private cash in PCDR was not being followed whereas para 1.5 of the Contract Agreement framed by the Zonal Railway concerned stipulated, "The STBA and the staff engaged by him/her must declare their personal cash in personal cash declaration register (PCDR) as well as in the system before taking up the duty". In the Contract Agreement it is also stated that SM/ASMs have to supervise the functioning of STBA.

3. It is, therefore, desired that compliance of all the provisions of the STBA scheme spelt out in the instructions issued from this office and those contained in the contract/local instructions framed by Zonal Railways in terms of para ix(o) of Commercial Circular No. 04 of 2022 and other guidelines, for implementing the scheme, should be ensured.

4. Necessary instructions may be issued to all concerned accordingly.

Signed by Sanjay Manocha

Date: 01-06-2023 17:25:00
(Sanjay Manocha)

Director Passenger Marketing-II

Railway Board

Ph. No.:011-23047367

Email id: manocha.421sanjay@gov.in

4th Floor, Room No: 415-A

Rail Bhawan, Raisina Road, New Delhi-110001

Annexure-1

File No. 2023/EnHM/26/02/SystemImprovement (Computer No. 3421449)
2023/EnHM

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2023/EnHM/26/02/System Improvement

New Delhi, dated: 07.04.2023

General Managers,
All Zonal Railways

Sub: To maintain a data-base of defaulting OBHS staff.

During a preventive check conducted by Railway Board Vigilance in Train No. 12352(RJPB-HWH, Howrah Express) on 22/23.08.2022, it was found that an OBHS staff allowed 02 (two) passengers to travel in the train without ticket in lieu of the money.

2. The issue has been taken up very seriously by Railway Board Vigilance and it has been desired that a database of such defaulting OBHS staff should be maintained and they should not be engaged in any On Board Train Services to avoid any further corrupt activity in future.

3. In view of the above, it is requested to have a database of such defaulting OBHS staff and to share the same with all Zonal Railways to avoid engagement of such persons in any On Board Train Services. A compliance report in this regard may also be sent to Railway Board office.

Signed by Shailendra
Singh

Date: 07.04.2023 12:05:27

(Shailendra Singh)
ED/ME (EnHM & Proj.)
Railway Board

Annexure-1

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.TC-I/2022/201/efile/4 (3415216)

New Delhi, dt.05.06.2024

Pr. Chief Commercial Manager
 All Zonal Railways

Sub: Goods Shed working

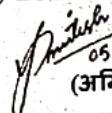
Ref: (i) Para 4.0 of Chapter-I of Rates Master Circular/Demurrage-Wharfage-Waiver/2016//0
 (ii) Corrigendum No.15 of Rates Master Circular/Demurrage-Wharfage-Waiver/2016//0
 (iii) Board's letter No.2007/TC(CR)/204/30 dt.16.09.2008

Vigilance Directorate of Railway Board has suggested certain measures like usage of FOIS messaging facility for communication between freight terminal and control office for commercial activities, implementation of round the clock working at Group-I & II goods sheds and provision of requisite infrastructure facility at goods sheds.

The matter has been examined and the following is advised –

- (a) Zonal Railways must implement use of FOIS messaging facility between Goods sheds/freight terminal and Control Office for communication of commercial activities (e.g. stacking permission, night working permission, weighing of rakes etc.). instead of verbal means, with due approval of the competent authority.
- (b) The guidelines for introducing round the clock working at Goods Sheds and criteria for the same are prescribed vide Board's circular/letter under reference. Round the clock working may be implemented at Group-I & II goods sheds duly keeping in view the Board's guidelines.
- (c) Efforts may be made that all Goods Sheds should be equipped with essential customer amenities such as drinking water, toilet, resting facilities, wharf, sufficient lighting, approach road and other required facilities in Goods Sheds by developing the necessary infrastructure required for round the clock working of goods sheds as per the guidelines. In this regard, the Railway Board has enhanced the financial power of GMs up to ₹20 crores for itemized works under the umbrella by recent modifications to the SoP. Zonal railways may expedite the approval process for all projects up to ₹20 crores awaiting at the Zonal level and forward proposals exceeding ₹20 crores to the Board for approval, aiming to enhance customer facilities at Goods Sheds.

This is issued in consultation with Freight Marketing Branch of Railway Board.


 05/06/24
 (अमितेश आनंद)
 संयुक्त निदेशक यातायात वाणिज्य (दर)
 रेलवे बोर्ड

Copy to:

- PCOM, all Zonal Railways
- MD/CRIS, CAO/FOIS

Annexure-1

02983/2023

File No.WCR-HQ0COMM(FRET)/59/2022-O/o Dy.CCM(FM)/WCR

पश्चिम मध्य रेल
West Central Railway

महानगरपालिका (व्यक्तिगत) कार्यालय
Office of the G.M. (Comm)
जबलपुर Jabalpur

02/08/2023

02/08/2023

No. WCR/HQ/C/G-369/Misc Corr (E170213)

Date: 02.08.2023

Sr DCM
JBP/BPL/KOTA

Sub:- System improvement regarding misdeclaration of goods by parties.
Ref:- Vigilance Branch WCR's letter No. WCR/Vig HQ/Compl./20220801536 dated 11.07.2023(Copy enclosed).

Please find enclosed herewith a copy of letter received from Vigilance Branch regarding above subject for information and necessary action.

As informed in the letter, during vigilance check of a complaint It has been noticed that the party has transported some Higher class (Class-150, Marble powder) commodity at the fare rate of Lower class (Class-100 Alum) by misdeclaring the commodity.

The following system Improvements/recommendations are suggested -

1. Detailed inspection checklist is enclosed for guidance. More item may be added by division.
2. Regular special drives to be launched to detect misdeclaration at division level.
3. A register may be open to check relates is misdeclaration.
4. Check misdeclaration on the basis of E-Way bills, submitted by the consignor at originating/destination station on sample basis, regularly.

This has the approval of CCM (PS).

Digitally Signed by Manoj
Kumar Gupta
Date: 02-08-2023 16:05:17
Reason: Approved

(Manoj Kumar Gupta)
Dy.Chief Commercial Manager/FM

Annexure-1

2A

मध्य रेल/CENTRAL RAILWAY
विलंजल विभाग
VIGILANCE BRANCH
वि. प्रमुख कार्यालय/Beed

CONFIDENTIAL

मध्य रेल 78
विलंजल विभाग
General Manager's Office
पुणे-400001/CSMT, Mumbai-400001



संख्या: L.531.P.11.

मुख्य बिजली इंजीनियर का कार्यालय
दूसरी मंजिल, पार्सल कार्यालय भवन,
छत्रपति शिवाजी टर्मिनस, मुंबई - ०१

दिनांक:-17.05.2023

✓ Dy.CVO(T) /CSMT,

Sub: "PC conducted on the aspect of illegal display of advertisement in the panel of EMU rakes after termination of contract.

Ref: i) PCEE 's L.No. Con.PCEE.Misc.2022-23 dated 03.03.2023
ii) Dy.CVO(T) 's L.No: G.130/PC/V1/V. Con (2022/06/02422) dated 28.02.2023.

With reference to the above, the some suggestions were made by you for system improvement regarding display of advertisements in the panel of EMU rakes. The compliance of above suggestions are as follows:

Sr. No.	Suggestions	Compliance
1.	A record should be maintained at the Car shed regarding the contracts of advertising in EMU rakes along with the details of Party, their contact person, expiry date and action to be taken by car shed in the event of expiry/termination, and on termination/expiry, the removal of display of each rake should be advised to commercial department.	Implemented - A Register is maintained at the Car shed to record all the details regarding the contracts of advertising in EMU rakes along with the details of Party, their contact person, expiry date and action to be taken by car shed in the event of expiry/termination. On termination/expiry of contract, commercial department is advised about removal of display of each rake. (Sample copy of entries made in register is attached)
2.	Commercial department should take weekly position from car shed regarding the status of removal of display from EMU rakes on weekly basis on the termination/expiry of contract.	Implemented - Information regarding the status of removal of display from EMU rakes in car shed is provided to commercial department on weekly basis on the termination/expiry of contract. (copy of letter sent to commercial department is attached)

This is for kind information please.


(P.K. Bhanja)
Dy.CEE/EMU/HQ
For PCME

Copy: PCME/CR : For kind information please.


A.V. G.
17/5/23

Annexure-1

(2A)

Central Railway



Office Of The
Principal Chief Commercial Manager,
2nd Floor,
New Administrative Building,
CSMT Mumbai.

C/562/CT/Parcel-Vigilance checks

Date: 12.05.2021

Sr.DCM/Mumbai, Bhilsawal, Nagpur, Solapur, Pune

Sub: Scrutiny of manifest and copy of MR for the period from 01.03.2021 to 11.03.2021 of all leased compartments.

Ref: Dy.CVO(T)'s letters No. 2021/G.130/V1/V/Con(2021/03/01746 & 01904) dated 12.04.2021.

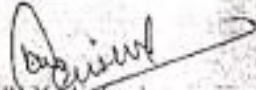
(2B)

During a check conducted at Parcel Office by Vigilance scrutiny of manifest and copy of MR was done and some irregularities were noticed.

In view of the same, the following measures are recommended for system improvement:

1. MR should be prepared from PMS system only, where it is available. Details of lease should be profiled in PMS system so that the system automatically calculates the due date for escalation of freight after completion of 3 years of lease.
2. Before giving delivery manifest and MR should be verified. CPS stamp and signature should be checked. Date of MR and the date of loading should be checked. The date of MR should be one day before the date of loading and if the MR is prepared on the same date collection of 5% surcharge should be confirmed before giving delivery. If any irregularities are noticed delivery should not be granted to the party and matter should be reported to all concerned.
3. Copy of e-way bill or annexure-B should be attached by the lease holder and delivery clerk should ensure the same at the time of giving delivery and issuing gate pass.

Action taken in this regard may please be intimated to this office for information of Vigilance department.


(H.K. Mishra)
Dy.CCM(FS)
For Chief Commercial Manager (FS)
r/c

Annexure-1

Confidential

No. E 161/2021/06/00643

PCCM-WR

(36) WESTERN RAILWAY

Headquarter Office,
Vigilance branch,
Churchgate, Mumbai-20

Date 25.05.2022

WK
29

(7)

Sub:- Issue of schedule of procedure for partnership firms, HUFs, Co-operative Societies etc.

Railway Board vide letter dt. 27-08-2019 has issued directions for renewal of catering licensees held by the Partnership firms, Hindu undivided family and Co-operative societies.

However, during preventive checks conducted by Vigilance, it is observed that;

1. The contracts have not still been renewed by the divisions.
 2. The names of the partners appearing in the deed/ agreements have already deceased, but the names of new partners have neither been included nor fresh partnership deed has been executed. As such the existing partnership deed/ agreement stand null and void.
 3. Some catering licensees have failed to inform Railways above death / change of partners.
 4. There are also cases wherein the Railways have approved inclusion of new partners but the licensees have failed to submit fresh deed despite lapse of a considerable period of time.
 5. No legal vetting on any partnership deed was obtained by the division/ HQ while considering the request of the licensee.
 6. Chain of partnership deeds along with true abstract issued by Registrar of firms and other relevant documents were not confirmed before considering inclusion of any new partner. The conditions in partnership deed(s) for addition of new partners etc. may also be seen.
- In order to arrest such discrepancies in future, it is advised to issue a schedule of procedure, for carrying out renewals of catering units held by Partnership firms, Hindu undivided family and Co-operative societies (within a timeframe set by HQ) in terms of Railway Board's letter dt. 27-08-2019 and catering policy 2010 (CC 35/2010).

This has the approval of competent authority.

(Anitha P.)

Dy.CVO/T/WR

For General Manager (Vigilance)

Office - PCCM
26/5/2022

Annexure-1



Confidential

NO. E 161/2021/11/1448/1461/1464/V1

CCM (FM) CCG
Western Railway

WESTERN RAILWAY

Headquarter Office,
Churchgate,
Mumbai-20.

Date: 26.05.2022

Sub: Assessment of parcel traffic from all the stations and issue of train wise loading programme.

A preventive check was conducted by WR vigilance at BRC station parcel office and it was detected that :-

- 25 packages weighing 1905 kgs. were loaded in the R-SLR no. 148708 of the train no. 02833 ADI-HWH Covid-19 Spl. on date 22/10/21 Ex. BRC station while 55 loaded packages weighing 3330 kgs. were already available in the same compartment of the said train Ex. ADI on date 22/10/21. Hence, the SLR was overloaded by 1235 kgs. Ex. BRC to HWH.
- 26 packages weighing 2485 kgs. were loaded in the R-SLR no. 148719 of the train no. 02833 ADI-HWH Covid-19 Spl. on date 23/10/21 Ex. BRC station while 54 loaded packages weighing 3335 kgs. were already available in the same compartment of the said train Ex. ADI on date 23/10/21. Hence, the SLR was overloaded by 1820 kgs. Ex. BRC to HWH.
- 21 packages weighing 2020 kgs. were loaded in the F-SLR II-Comp. no. 125704 of the train no. 02833 ADI-HWH Covid-19 Spl. on date 22/10/21 Ex. BRC station while 47 loaded packages weighing 3980 kgs. were already available in the same compartment of the said train Ex. ADI on date 22/10/21. Hence, the SLR was overloaded by 2000 kgs. Ex. BRC to HWH.

Though there was no loss to Railway revenue, the 4.0 tonne SLR compartment was overloaded by more than 1.00 tonne beyond the PCC, which might not been safe.

Annexure-1

(41)

28/30

.With a view to avoid loading beyond PCC, a thorough assessment of potential parcel traffic from all the stations may be done particularly for the high demanding trains which shall be followed by issuance of train wise loading programme in accordance to the outcome of assessment or proliferation of PMS may be ensured at all the important stations. Adherence to such loading programme or implementation of PMS will avert loading beyond PCC.

This has the approval of competent authority.


(Anitha P)
Dy. CVO (T)/WR
for SDGM & CVO/CCG

Annexure-1

(31)

File No. WR-HQ0COMM(FMFC)/134/2020-O/o CCM(FM)/HQ/WR


 Western Railway

WL
31

Headquarters Office,
Churchgate, Mumbai- 20

No. C237/10 Vol. V (Comp No.97731) Date :- .10.2022

Sr. DCMs - MMCT/BRC/ RTM/ ADI/RJT/BVP

Sub:- System improvement – for ensuring compliance of statutory provisions in case of Handling contracts.

Ref:- SDGM&CVO's letter No. E161/202021/03/01672 dated 17.08.2022.

During a check conducted by Vigilance Department at Parcel Office BRC, it is detected the labour laws and related obligations enumerated in GCC for service contract are not incorporated in the tender conditions of handling contract by BRC division. This has also been observed in the checks conducted in parcel offices of MMCT & ADI divisions.

SDGM & CVO has further stated that instructions, practices & system improvement to ensure compliance to the aforesaid statutory acts as existing in case of cleaning contracts should also be followed in case of parcel handling contracts.

As such, the major aspects as mentioned below should be scrupulously followed:

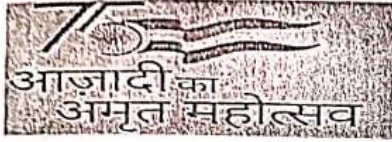
- Biometric attendance
- Submission of bank statement as proof of having paid minimum wages
- Submission of statements of having deposited ESIC, EPF in favour of the workers.
- Entry in Shramik Kalyan Portal
- Ensuring of checks on attendance, checks on aspects of tampering, if any, with records etc., by the field staff while forwarding the bills.
- Occasional checks with the bank/ESIC/EPF authorities or sites including Shramik Kalyan Portals must be taken into account while framing such instructions.

Such advice is only suggestive and not exhaustive. Any modifications/ changes as deemed (not having financial implications) may be incorporated by the divisions for smooth execution of handling contracts.

Digitally Signed by Rajesh Mathuria
ACM(FM)
Date: 11-10-2022 11:03:45
Ref: E161/2021/03/01672

Copy to : SDGM&CVO-CCG : with reference to his letter No. E161/2021/03/01672
dtd, 17.08.202

Annexure-1



WR
35

Vigilance Office,
1st Floor, GLO Bldg.,
Churchgate,
Mumbai- 400 020

01.06.2023

Confidential

No. 2021/03/01913

PCE-CCG

PCCM-CCG

Sub: Unpaid water charges by catering stalls over MMCT division-System Improvement.

During the course of a vigilance check conducted at various catering stalls over MMCT division, substantial amount of water charges to be collected from catering stalls was found outstanding since long. Considering only two divisions i.e MMCT & RTM, the total outstanding comes to Rs 1,28,20,106/-.

At present following mechanism is adopted, from generation of water bill to collection of water charges.

- Sectional JE (Works) taking meter reading moving from one stall to another in his section.
- Collected readings are sent to SSE (W) office, where bills are generated by office staff.
- The bills are then delivered to stall owners physically through sectional JE (Works) / SS of the station.
- Then stall owners on their discretion pay the water bill by generating MR in UTS counter,
- Officials of Engineering, Commercial & Operating are involved at various levels in the entire exercise.

The above process of collection of water charges from catering stalls is both time and man power consuming. Timely generation of water bill followed by delivery of bills to stall owners for payment takes a considerable time in general. Further there is no stipulated time frame for making payment of water bills by the stall owners. Involvement of various departmental staff in raising and collecting water charges from stall owners also leaves space for passing responsibility from one person to other. Thereby, fixing up of individual responsibility for delay in collection of water charges becomes difficult.

[Signature]
01/06/2023

Annexure-1

-2-

In the view of the above, it is felt that the age old system needs a thorough change by using technology that can minimize human interface, in the whole process. A conscious call on following suggestions is requested please:-

1. A JPO may be issued involving concern departments delineating roles & responsibilities of officials involved in various activities in the process of collecting water charge.
2. Web/mobile based application can be developed for collection of data, generating and delivering bills and facilitating e-payment to stall owners.
3. Prepaid waterflow meter can also be installed, in lieu of presently used mechanical meter, if found feasible.

Action taken on the above system improvement suggestions or any other jointly decided by PCE, PCCM may please be informed to this office.




(Shalabh Goel)
SDGM & CVO - WR
01/06/2023

PS: Please do not enclose or merely forward the letter/instruction of Vigilance, instead the executive is requested to issue necessary instruction based on system improvement being suggested by Vigilance under their office letter, as deemed appropriate.

Annexure-1

ANNEXURE-11

Implemented:- 151
SIL- 07/2021
293

EAST CENTRAL RAILWAY

Office: PCME
Hajipur: 844 101
Tele-fax: 08224-274752
Date: 30.07.2021

No: ECR/MEC/EnHM/427/OBHS

Sr. DME/C&W & DEnHM
DNR,DDU,DHN,SPJ &SEE
E.C Railway

Sub: Insertion of penalty clause in tender document of SBD of OBHS.

Ref: 1.RB letter no.2016/VSS/ECR/PC/2 dated 31.03.2021
2. Dy.CVO/T/ECR letter no. ECR/Vig,VI/DNR/20160501841/PC/RB/104 dated:22.07.2021

Vide letter under reference, Railway Board Vigilance has advised for penal action provision inclusion in all the contract relating with train escorting duty like OBHS/ACCA etc..., in ECR to check illegal carrying of unauthorized passengers by contractual staff.

Accordingly, PCME/HJP has approved following penalty clause "Contractual /regular railway staff working at station /train shall not indulge in any illegal activity like demanding /receiving money on any account, if any staff found in indulgence of any such illegal activity, the contractor will be liable for a penalty of minimum Rs. 15,000/- (Rupees fifteen thousand only) and the concerned staff should be debarred for lifetime OBHS services. If such type of incidences happens up to three times, the railway administration may terminate the contract."

The above penalty clause shall be inserted in all future contracts of OBHS. Action taken may be advised to this office.

S.S. PARASHAR
CEnHM

Annexure-1

18/10/22
23
10/10/22

Implementation of SIL (S)
East Central Railway No. 09/2022 ANNEXURE-V

Office of the
General Manager (Operating)
Hajipur

ECR
38

Date: - 07.10.2022

No. ECR/OPC/507/Parcel Van

Divisional Railway Manager
East Central Railway
DHN, DNR, DDU & SEE.

Sub: - System improvement in loading of SLRs.

Severe overloading in SLR (Guard portion) has been detected recently in one of the trains running over this zone, which was loaded way beyond the permissible capacity. Such overloading may have caused untoward incidence and endangered passenger safety. To avoid recurrence of such overloading, following system improvement is advised for strict implementation:-

1. Guard and parcel staff must exchange P-Way Bill or summary manifest with weight particulars.
2. Guard should record weight and details of the load being offered for loading & keep a tally as to total weight of parcels in SLR portion.
3. The parcel staff should prepare loading guidance without skipping the weight of the packages. Also, PMS system already provides such readymade report.
4. The provisions laid down in IRCM, Vol-I, Para 940 should be complied in totality.

The compliance of above will go a long way in preventing overloading and ensuring safe running of passenger carrying trains.

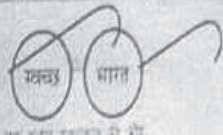
Chief Passenger Transportation Manager,
East Central Railway, Hajipur.

Copy forwarded for kind information:-

1. PCOM/ECR
2. PCCM/ECR
3. CVO/T/ECR

Annexure-1

Confidential 815

	N. F. RAILWAY VIGILANCE BRANCH, HEADQUARTER'S OFFICE, MALIGAON, GUWAHATI-11	 <small>Y.N. SINGH</small>
---	--	--

No- Z/Vig/289/2/03/2021 Dt: - 04.03.2021

To
 Sd DCMs / KIR, APDJ, RNY, LMG, TSK

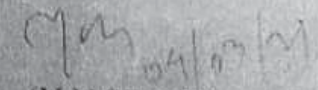
Sub: - Duty roster of TTEs.

During vigilance check in train no-05959 on 06.01.21, it is found that one ticket checking staff of APDJ was travelling as spared from NOQ to GHY to pick up his duty from GHY station in train no- 05646. Moreover, it is also found that various coaches were going unmanned in the said train. Further during checks of duty roster of TTEs in other Divisions, it is found that checking staff were travelling as spared in train to pick their duty from another station.

Presently there are few numbers of trains running due to Covid-19 restriction as per extant guideline. Since, the staff concern who was travelling as spare is eligible for TA for that part of journey, duty may also be assigned to such staff in the unmanned coaches of same train by which he/she is travelling. By this way maximum utilization of staff is possible as well as instance of unmanned coach may also be minimized.

Hence, it is advised to give necessary instruction in your respective division to prepare duty roster in such manners that no staff will travel as spared only to pick his duty from another station. The compliance report of the same may please also be sent to this office.

This issue with the approval of **CVO/NFR**.


(Y.N.SINGH)
 Dy.CVO/T/MLG

Copy to:-
 ✓1. PCCM/NFR – For kind information.

Annexure-1

Confidential

	N. F. RAILWAY VIGILANCE BRANCH, HEADQUARTER'S OFFICE MALIGAON, GUWAHATI-11	 एक कदम स्वच्छता की ओर
---	---	--

No- Z/Vig/68/05/A

Dt: 05.07.2021

To
 DRM/KIR, APDJ, RNY, LMG, TSK

Sub: - System improvement in Duty of Ticket Checking Staff.

During various preventive checks by Zonal vigilance/NFR in trains, it has been observed that TTEs were not turning up for their respective duty without any information to their in-charge. In course of vigilance investigation, they made the lame excuse of illness and produced PMC to escape from the charges of absence from duty.

Hence, it is advised that after preparation of duty roster, if any ticket checking staff feels ill or does not turn up for his duty due to any unavoidable reason, then he should report the matter to concern commercial control as well as his in-charge. The respective commercial control and the in-charge will keep record of such incident. Thereafter, the respective in-charge of ticket checking staff should arrange another available staff in lieu of absent ticket checking staff. By this way the excuses of TTEs regarding illness etc. can be tackled as well as the responsibility will be clearly fixed up against the erring staff.

In addition to this, divisions are advised to maintain daily leave/sick/absent particulars of ticket checking staff working under their control and relay such position to their respective commercial control to keep record of the position.

Hence, it is requested to instruct all the Ticket checking staff and their in-charge, commercial controls under divisional jurisdiction to follow the above guideline. The compliance report of the same may please also be sent to this office.

(Signature)
 05.07.2021
 (Boniface Lakra)
 SDGM & CVO/NFR

Copy to- PCCM/NFR for information and necessary action please.

1.121



NORTHEAST FRONTIER RAILWAY

Office of the
Chief Vigilance Officer
Maligaon-11

Z/VIG/68/05/A

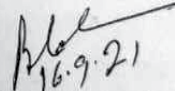
Date: 16.09.2021

To,
Director Vigilance (Traffic)
Railway Board
New Delhi

Sub: - Suggestion for implementation of System Improvement over Indian Railways.

During various preventive checks by Zonal Vigilance/NFR in trains, It has been observed that there is no rule which empowers the ticket checking authority to ask proof of age of the child from the guardian/parents as needed to carry during train journey. It provides the opportunity to the guardian/parents to misdeclare the age of child for which the ticket checking authorities are unable to regularise such child in Train. It should be made mandatory to carry proof of age for the child/children whose names are not in the PNR.

Hence, it is requested to examine the feasibility for implementation of the System Improvement in this regard over Indian Railways and arrange policy guideline issued from the Railway Board.


16.9.21
(Boniface Lakra)
SDGM & CVO/NFR

Annexure-1

	N. F. RAILWAY VIGILANCE BRANCH, HEADQUARTER'S OFFICE, MALIGAON, GUWAHATI-11		<u>Confidential</u>  ১১ জানুৱাৰী ২০২২

No- Z/Vig/289/2/55/2021

Dt: - 21.01.22

To
 Sr.DCM/KIR, APDJ, RNY, LMG & TSK
 Dy.CCM/Ticket checking/ MLG

Sub: - System improvement in sign in / sign off register.

In reference to the above subject matter, it is to inform that during vigilance check of duty roster of various TTE lobby of KIR division it was found that checking staff are being sign in/ sign off in the register at the bottom/middle (as and where there is some space found vacant) for their respective trains without physically being present in their allotted trains. To prevent these types of illegal entries in the register, the SL column should be added in sign in /sign off registers. A sample of proposed sign in/sign off register is placed as below:-

	Train no			
SL	NAME	Design	Private cash	Sign with date
01				
02				
	Train no			
03				
04				
	Train no			
05				
06				

Moreover it was also found during investigation that the rotation of TTEs of amenities and squad are not done properly. Hence, to avoid any illegal vested interest, the rotation of TTEs of amenities and squad may be done after every 2 to 03 months randomly. A line of reply for implementation of the aforesaid system improvement may please be send to this office.

This issue with the approval of CVO/NFR.



Annexure-1

	N. F. RAILWAY VIGILANCE BRANCH, HEADQUARTER'S OFFICE, MALIGAON, GUWAHATI-11	<u>Confidential</u>  <small>DR. PRADEEP K. JHA</small>
No- Z/Vig/289/2/55/2021		Dt: - 21.01.22

To
EDVT/Railway Board
New Delhi

Sub: - System improvement in sign in / sign off system of ticket checking.

In reference to the subject cited above, during preventive check of duty rosters of KIR division, it was found that some staff are signing in and signing out at their booking station without physically boarding the train and the concerned CTTI / In charge prepared their muster roll on basis of the sign in and sign off register. By this way they are getting the CTA even without physically being present in their allotted trains. Sign in & Sign off of TTEs in the web based application through their user ID/ password as mentioned in RB's commercial circular no- 68/2018 is not implemented in KIR division yet.

Major penalty action to the staff concern is proposed and recovery of CTA for the absent period is being done by this zone. Though there is provision for sign in /sign off of TTEs in the web based application through their user ID/ password vide RB's commercial circular no- 68/2018 (copy enclosed), there is possibilities that it may be manipulated by sharing user id/password.

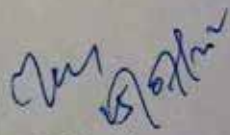
Hence, to stop this type of irregular activities of ticket checking staff following system improvement is suggested:-

- a. The sign in/sign off should be done through giving biometric details as par with the Guard/Loco Pilot lobby
- or
- b. The TTEs lobby should be integrated with the Loco Pilot/guard lobby which should be more cost effecting for Railways.

Railway Board approval is required to implement the above system improvement.

This issue with the approval of CVO/NFR.

Annexure-1

	N. F. RAILWAY VIGILANCE BRANCH, HEADQUARTER'S OFFICE, MALIGAON, GUWAHATI-11	<u>Confidential</u> 
<p>No. Z/VIG/68/05/A Date: 25.07.2022</p> <p>To, PCPO N. F. Railway, Maligaon</p> <p>Sub: - Implementation of System Improvement over Zonal Railway/NFR.</p> <p>During various preventive checks by Zonal Vigilance/NFR in station/platform, it has been observed that TTEs were non-cooperative with vigilance by attempting to skip from vigilance checks. Sometimes they denied to fill Cash Declaration Form, which is a prime document of vigilance checking. Further, in the course of investigation by vigilance, alleged officials provide their statement in whimsical manner with lame excuses to mislead vigilance by not rendering possible assistance and requisite information for proper discharge of duties.</p> <p>As per RB L/no. 2014/V-1/VP/1/10 of dated 27.10.2015, RBV no. 04/2007 & 12/2010 (Copy enclosed), it is clearly mentioned to extent full cooperation to vigilance by providing requisite information for proper discharge of duties. Failing of which viewed seriously and D & AR action may be initiated.</p> <p>Hence, it is advised to give necessary instructions to <i>Zonal Railway Training Institute to educate Ticket Checking Staff and others of Zonal Railway about Vigilance Organization to follow the guidelines mentioned in RB L/no. 2014/V-1/VP/1/10 of dated 27.10.2015, RBV no. 04/2007 & 12/2010 in addition to their basic training.</i> The compliance report of the same may please also be sent to this office.</p> <p style="text-align: center;">This issue with the approval of SDGM & CVO/NFR.</p> <div style="text-align: right; margin-top: 20px;">  (Y. N. Singh) Dy. CVO /T/NFR For SDGM & CVO/NFR </div>		

Annexure-1

	N. F. RAILWAY VIGILANCE ORGANISATION HEADQUARTER'S OFFICE MALIGAON, GUWAHATI-11 Email:- dy_cvot@nfr.railnet.gov.in	Confidential 
---	--	--

No- Z/VIG/289/83/22 Dt: - 18.08.22

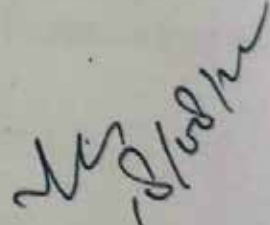
To
 Sr.DCM & DCM / IC
 KIR, APDJ, RNY , LMG , TSK
 Dy.CCM/PM/NFR HQ

Sub: - System improvement regarding booking of tickets on offline/manual pass from PRS counters.

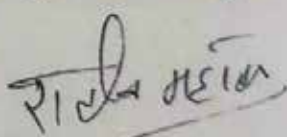
In reference to subject cited above, during vigilance investigation of a case it was found several PNRs were generated from various reservation counter over NFR on fake Privilege Pass. On duty reservation clerk failed to check the genuineness of fake manual Privilege Pass issued to the alleged person. As per practice in vogue, the pass was handed over to concern person after generating PNRs and endorsing the same. In such situation, it is very difficult to retrieve the copy of fake pass if the person concern once disappears from the PRS counter.

Hence in view of above, in charge of all PRS, UTS cum PRS locations in your jurisdiction may be advice to keep the photocopy of manual pass (like duty pass, post-retirement complimentary pass, widow pass and any other offline pass) with the requisition form after generating tickets as record for further scrutiny.

This has the approval of SDGM & CVO / NFR.


 (Y.N.SINGH)
 Dy.CVO/T/NFR

Annexure-1

	<p>N. F. RAILWAY VIGILANCE ORGANISATION HEADQUARTER'S OFFICE MALIGAON, GUWAHATI-11 Email:- dy_cvot@nfr.railnet.gov.in</p>	<p><u>Confidential</u></p> <p></p>
<p>No- Z/Vig/68/05/A</p> <p style="text-align: right;">Dt:- 27/09/2022</p>		
<p>To, DRM/KIR,APDJ,RNY,LMG,TSK</p>		
<p>Sub;-System improvement in goods and private siding.</p>		
<p>During preventive checks by Zonal Vigilance/NFR, it has been observed that sometimes station staff favours the party to conceal the demurrage and wharfage charges.To check this, CCTV camera having good night vision capacity is to be installed at all the goods yard and private siding in such a way that proper loading/unloading of the consignment can be monitored and recorded.</p>		
<p>Hence, it is proposed to install the CCTV camera with storing capacity of at least one month to all the goods yard and private siding of your division.</p>		
<p style="text-align: right;"> Rajiv Mahajan SDGM&CVO/NFR</p>		

Annexure-1



NORTHEAST FRONTIER RAILWAY

(Confidential)

Office of the
Chief Vigilance Officer
Maligaon, Guwahati-781011
Dated: 13/02/2023

No: Z/VIG/289/2/327/2022

To,
PCCM/NFR, PCOM/NFR
DRMs – KIR, APDJ, RNY, LMG & TSK

Sub: System improvement regarding offloading / load adjustment of excess weight at weighbridge.

Ref: This office letter of even number dated: 11/11/2022.

Please connect the letter cited above wherein system improvement was issued regarding offloading / load adjustment of excess weight at weighbridge. In order to streamline the procedure of offloading / load adjustment of excess weight at various weighbridges, it was advised to reweigh the offloaded / load adjusted rakes again to ensure that the same are not overloaded, before its further movement. However, the same has yet to be implemented.

As such, the following procedure is suggested for implementation w.r.t. re-weighment of the rakes that have undergone offloading / load adjustment in a weighbridge –

“In case of a rake where excess loading is detected *“at least in 10 wagons”* and/or *“total excess weight of 30 Ton”* during weighment in an EIMWB, the rake will require re-weighment in the same EIMWB after undergoing offloading / load adjustment, before its further movement.”

Strict compliance is solicited from your end.

(Rajiv Mahajan)
SDGM & CVO/NFR

Annexure-1

	<p>N. F. RAILWAY VIGILANCE ORGANISATION HEADQUARTER'S OFFICE MALIGAON, GUWAHATI-11 Email:- dy_cvot@nfr.railnet.gov.in</p>	<p>75 Azadi Ka Amrit Mahotsav</p>
<p>No- Z/VIG/289/2/172/23</p>		<p>Dated: - 07.07.23</p>

To
Sr.DCM & DCM/ICs
Sr.DOM & DOM/ICs
KIR, APDJ, RNY, LMG, TSK

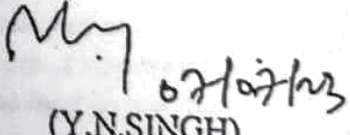
Sub: - System improvement regarding back reporting taken in TMS/RMS – reg.

In reference to the above subject, during course of preventive check it was found that back reporting for completing release and removal work are being frequently taken by various Goods offices. To ensure that the back reporting should not be misused, it is decided to monitor the activity of back reporting of all TMS/RMS locations in NFR.

In this regard the format for monthly back reporting position is appended below:-

SL	Goods location/ RMS location	Date of request on which back reporting sought	Period of back reporting	Reason for back reporting

Hence, it is advised to furnish monthly position of back reporting of all goods locations & RMS location from each division in above format to this office on or before 5th of the following month.


(Y.N.SINGH)
Dy.CVO/ T/ NFR HQ

Annexure-1

Syimp

Eastern Railway
Vigilance Department

Compliance - P/CTOSI (60)

No.G.157/2021/09/01893/T/P/VI/N/HWH Kolkata / Dtd : 16th Feb 2022
17

Principal Chief Commercial Manager
Eastern Railway
Kolkata

Sub : Proposed system improvement in present 'Advance Booking of Parcel Policy'.

Shortcomings in the field of penalty have been observed in the present policy of 'Advance Booking of Parcel' which affects railway's interest adversely.

Policy of 'Advance Booking of Parcel'
'Advance booking of Parcel' Policy was launched in Sept/2019 as per demand of major parcel loading parties, with a view to enable them to plan logistics in a better way.

No penalty provision has been prescribed in the scheme in case of detection of excess loading / underweight booking.

It is seen that in most of the cases advance booking for entire SLR is being made by one party just like SLR leasing and practically the new scheme has turned out to be alternate/shadow leasing.

Since normal booking procedures viz., weighment, marking, generation of PW bills and loading are applied, penalty for normal booking is being followed. In case of SLR leased parcel, on detection of excess load, 02 times 'R' scale freight for excess weight (more than 5%), penalty of Rs.10,000/- and in repeated cases forfeiture of security deposit, termination of contract and cancellation of registration are prescribed.

Though basic spirit of both 'Advance Booking of Parcel Space' and leasing are identical i.e. for providing secured space in advance, benign punitive measures for Advance Booking of Parcel is encouraging the unscrupulous merchants to overload and to get away with it, on detection, with little deterrent action.

This differential approach practically immunizes such unscrupulous merchants from overloading.

Contd...

[Signature]
Borah

Annexure-1

8/0



**OFFICE OF THE
GENERAL MANAGER (VIGILANCE)
EASTERN RAILWAY**
17-Netaji Subhas Road : Kolkata- 700 001

6357/2022/RB/Circular/Pt-II Dt. 08.07.2022

**PCCM, PCOM, PCEE, PCME, PCSC
Eastern Railway, Kolkata**

**DRM,
Eastern Railway
Howrah, Sealdah, Asansol & Malda**

Sub : System Improvement for endorsement of expenditure incurred from the private cash of staff.

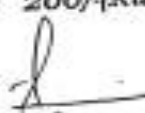
It is stated policy of Railway Board for declaring the private cash by frontline Railway Staff, On Board Maintenance Railway/Contractual Staff of Electrical & Mechanical Department and RPF Staff deployed in Mass contact area.

In the above context, Eastern Railway Vigilance Department had earlier recommended a System Improvement in the year 2006 for recording the expenditure incurred from Private cash of staff provided such expenditure is more than Rs 50/- (Rs. Fifty Only) for better transparency and fairplay so that staff can not deliberately suppress/inflate the private cash held by them.

By taking into consideration that price of various items required during duty of staff has gone up in course of time and now staff have to spend considerably for their petty expenditure, it has been decided to increase the "Monetary Ceiling Limit of Expenditure" from Rs 50/- to Rs 200/-.

In view of above, it is requested to direct the concerned staff of Commercial, Operation, Electrical, Mechanical and RPF for endorsing their expenditure incurred from private cash on the specified Register/Documents, whenever it is more than Rs 200/- (Rupees Two Hundreds only).

This issue with the approval of SDGM.


081 070000
(G.C. Pradhan)
Dy. Chief Vigilance Officer (T)
For General Manager (Vig.)

Annexure-1

Fit to page



OFFICE OF THE
GENERAL MANAGER (VIGILANCE)
EASTERN RAILWAY
17-Netaji Subhas Road : Kolkata- 700 001

5157/2021/11/01652/P/VI/N/SDAH

Dt. 31.01.2022

Principal Chief Commercial Manager,
Eastern Railway,
Kolkata.

Sub : Withdrawal of "Dumb PRS Terminals" from system

During Preventive Checks Conducted by Eastern Railway Vigilance Department at PRS locations of Habra(HB), Sheoraphuli(SHE) and Carnawalis(CWS), it was observed that PRS Operators were using the "Dumb Terminals" in spite of availability of "Thin Client Terminals" at the locations.

In this context, it is observed that Dumb Terminals are susceptible to preloading of data prior to schedule opening time of Tatkal booking/opening of PRS Office, thus providing unfair advantage for garnering accommodation of highly patronized trains.

To tackle with the above-mentioned inconsistency, it is requested to issue suitable directives for PRS locations having both "Thin Client Terminals" and "Dumb Terminals", to utilize "Thin Client Terminals" only and to use "Dumb Terminals" only when "Thin Client Terminals" are out of order.

Since as per extant provisions thin client terminals will only be operated, it is requested to expediate withdrawal of "Dumb PRS Terminals" from the system.

This issues with the approval of SDGM.

(G.C. Pradhan)

Dy. Chief Vigilance Officer (T)
For General Manager (Vig.)

mc

Annexure-1



CONFIDENTIAL

**OFFICE OF THE
GENERAL MANAGER (VIGILANCE)
EASTERN RAILWAY
17-Netaji Subhas Road, Kolkata – 700 001**

No. G.157/2021/07/00152/C/V1/N/HWH Dated, the 11 October, 2021

PCCM
Eastern Railway
KOLKATA

Sub: - Proposed system improvement for Advance
Booking of Parcel Space.

In course of investigation into a complaint against implementation of Advance Booking of Parcel Space, certain grey areas in policy and inconsistencies in procedures have surfaced.

In this regard, the following issues are highlighted –

1. The policy of 'Advance Booking of Parcel Space' was intrinsically based on manual mode of booking for related transactions like keeping record of date, train, space for which booking is done. Even calculation of freight and restricting booking up to notified days of train services were not system enabled.
2. Procedures put forward by Zone & Division viz. working ours 10 to 18 hrs is not supported through PMS.
3. No policy about mandatory display in public notice board about opening booking and time gap between display in public notice board and actual booking was stipulated.
4. No. of transactions to be accepted per requisition per tenderer were not clearly defined.

Following system improvements are recommended for consideration –

1. Working Hours is to be determined through PMS
The notified working hours for 'Advance Booking of Parcel Space' is to be adopted in PMS, so that any booking beyond the schedule hours can be regretted in system.

Annexure-1

2. System enabled bar on booking beyond 120 days and beyond notified train services.

Any booking to be done beyond 120 days or for the date beyond notified period of services of the train are to be restricted by the system.

3. On line booking priority

As per present norms, the merchants with application has to be physically present at the centre.

A module may please be developed so that prospective merchant can book his slot on line and would approach booking counter on the basis of system generated priority for discharging other related formalities.

4. Display of initial opening booking in Public Notice Board

Whenever, a train service is introduced or services are extended, a gap of 02 calendar days between opening booking and display in notice board may please be maintained for transparency.

5. Restriction of Application

One party can prefer one application at a time. Only one SLR of a train (a single trip) for a particular day will be included in one application.

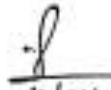
In case of availing of freight concession as per provisions of Rly Bd policy no.2020/TC (FM)/11/29 dated 02.02.2021, booking of SLRs available for the particular train of the day can be preferred.

It is requested to examine the recommendations and adopt the same under an advice to this office.

This has the approval of SDGM/ER.

(G. C. Pradhan)
Dy. Chief Vigilance Officer/Traffic
For General Manager/Vigilance

Copy to : Sr.DCM/HWH/SDAH/ASN/MLDT – For information and necessary action.


11/11/2021
(G. C. Pradhan)
Dy. Chief Vigilance Officer/Traffic
For General Manager/Vigilance

76

Annexure-1

**Eastern Railway
Vigilance Department**

No Q 157/2021/12/00443/P/VI/N/HQ

Dated : 19th July, 2022

**Principal Chief Operation Manager
Eastern Railway
Kolkata.**

Sub: Garnering of premium traffic of Bangladesh through 'out of turn allotment'.

The existing system of allotment of Bangladesh traffic was studied.

Present pattern of BDR traffic

Closer scrutiny of existing system brings forth the issue of significant out of turn quota being allotted to 02 customers IRCONS, since long and AFCONS since Jan, 2022.

The crux of the issue is that out of monthly average stone quota of 58, out of turn allotment is 10 i.e., 17.25% of traffic is being availed of by 02 parties. There is absolute monopoly in traffic passing via Rohanpur as out of total allotment of 64 rakes, the 02 parties have got 51 rakes i.e. 83.6% of allotment on out of turn basis during the period January/2022 to May/2022.

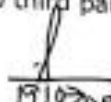
Background of allotment of out of turn quota to the party AFCONS have following features:

- When the proposal for out of turn allotment was mooted, to AFCON High Commissioner, Bangladesh recommended for out of turn supply in September, 2021 for next 60 days only for timely completion of a project slated for inauguration in Dec. 2021. But open ended out of turn allotment has been done to the party.
- Recommendation of high commissioner for out of turn allotment was for 02 months only and accordingly party has been provided with allotment since January/2022. Though already 06 months have passed, the out of turn allotment is still continuing.
- The beneficiary of the out of turn allotment AFCONS has been utilizing 3rd parties, by picking up at its discretion indents randomly of 03 parties at present for rake allotment.
- Vesting of such unbridled authority with the party is likely to lead to misuse of the scarce resource out of turn allotment of premium traffic for unlimited period though it was demanded only for 60 days.

Following recommendation is made:

1. As the recommendation of commissioner was only for 60 days for completion of last leg of works, continuation of open ended preferential allotment to AFCON needs review for deciding further continuation of out of turn allotment to avoid any misuse of these discretionary power for allotment to third party.

This is issued with the approval of SDGM/ ER.


(G C Pradhan)
Dy Chief Vigilance Officer (T)
for General Manager (Vigilance)

rk

Annexure-1

Confidential

South Eastern Railway

PCEE's Office/GRC

No.CONF./PCEE/2

Dated: 22.02.2023

Chief Managing Director,
Centre for Railway Information Systems (CRIS)
Near Safdarjang Railway Station
Chankyapuri
New Delhi- 110021.

**Sub: System improvement for prevention of fraudulent drawing
of Officiating Allowances by Crew Guards.**

**Ref: Dy. CVO/T/GRC's letter No.G.130/PC/2022/09/01479/V1/N/
KGP/1427 Dated: 09.02.2023.**

Enclosed herewith please find the above referred letter wherein SDGM/SER has proposed following system improvement for prevention of fraudulent drawing of Officiating Allowances by Crew:

"I Pass and CMS should be synchronized so that any change in bio-data/designation of crew/guard in I Pass automatically changes in the bio-data/designation of the respective staff in CMS and vice versa."

Necessary changes in I Pass and CMS module may be implemented.

Encl: As above.


(Ishrat Khata) 22/2/23
Principal Chief Electrical Engineer

1. Copy to SDGM for information please.

प्रधान मुख्य विद्युत अभियंता
Principal Chief Electrical Engineer
ए. ए. सिम्हा/S. E. Rly./GRC
कोलकाता-43/Kolkata-43

Annexure-1

File No.SR-HQ0COMM(TrCa)/1/2021-O/o OS/TC/Comml/HQ/SR-Part(1)
I/122373/2022(1)

32/82

दक्षिण रेलवे/SOUTHERN RAILWAY

No. संसी./C.568/III/23/Vol.28

प्रधान कार्यालय /Headquarters Office,
वाणिज्य शाखा /Commercial Branch,
(टिकट जाँच/ Ticket Checking),
चेन्नई/ Chennai - 3.
दि /Dated: 18.03.2022.

अधिका/ Sr.DCMs/चेसी/MAS, विद्यमान/TV, वाणिज्य/PGT,
अधी/MDU, विद्यमान/TPJ, चेन्नई/SA

विषय/Sub: Preventive check conducted on the aspect
of Sign On/Sign off of Squad TTEs.

संदर्भ / Ref: CVO/MAS letter No. VO/PC/T/2021/11/00210/MAS
dt. 04.01.2022.

During the course of preventive checks conducted by Vigilance at the squad depots in Southern Railway, several discrepancies like failure to maintain Muster Roll, PCDR, maintenance of On & Off Register at a different station other than the Headquarters of squad etc. were noticed. In order to curb such malpractices, the following system improvement has been suggested:

1. All squads, whether permanent or temporary should have a nominated HQ station.
2. The muster roll, PCDR and on/off register may be maintained at the respective HQ of the squad and not at divisional HQs.
3. The sign On/Off register and PCDR of the Squad TC staff may be combined with that of the sleeper depot TC staff.
4. If there is no sleeper depot, then the Sign On/Off register may be maintained in the booking office in the custody of the Commercial Supervisor. The Muster Roll and PCDR for the squad TCs staff may be combined with that of the station commercial staff.
5. Remittance of cash at other than the HQs of the Squad shall be resorted to only on emergencies, with the approval of Sr.DCM.

In view of the above, Divisions are advised to evolve a suitable procedure for maintenance of Sign On/Off Register, declaration of PCDR, remittance of cash duly taking into account the surprise elements involved in the ticket checking activities of the staff working in the Divisional Squad.

Action taken in this regard may please be advised to the office.

Digitally Signed by
V.jayanthi
Date: 21-03-2022 12:35:45
Reason: Approved
अधी/या.स./SCM/PS
कृते प्र.मु.वा. प्र./PCCM

Annexure-1

File No. SCR-COMLORRGL/12/2023-CH.OS/RATES/RG/PCCM/SCR

**COMMERCIAL CIRCULAR LETTER No.34 of 2023
DRAFT NOTIFICATION FOR TRC NO.03 of 2023
(GOODS)**

Sub: Notification of Manikgarh New Goods shed served by Manikgarh (MNSM) station as Public siding on "Through Distance Basis" in place of Manikgarh (MAGH) goods shed.

Ref: Commercial Circular Letter No.145 of 2022 dated 21.06.2022.

1. At present, Manikgarh (MAGH) Goods shed is opened for handling goods traffic as part of Manikgarh (MAGH) station, without notifying any separate distance from 21.06.2022 vide Commercial Circular No.145 of 2022 dated 21.06.2022.
2. The existing Goods shed i.e Manikgarh Goods shed (MAGH) should be treated as Closed.
3. Now, the competent authority has approved the following changes to be made in the Name of Goods Shed, Alpha Code, Numerical Code and distance for chargeable distance of this goods shed.

Details of existing goods shed (Closed)		Details of New Goods shed
Name	Manikgarh Goods shed	Manikgarh New Goods Shed
Alpha Code	MAGH	MNSM
Numerical Code	09527118	09527134

4. The new goods shed i.e. Manikgarh New Goods Shed is opened for goods traffic on "Through Distance Basis" with chargeable distance from centre line of Manikgarh station to the end of new loading line is 2153 mtrs. i.e. 2.153 Kms.

These instructions are effective from 03.03.2023

"Staff in the field units should read the instructions carefully and understand the same, thoroughly. Thereafter, the instructions should be implemented. In case of any doubts, letters may be addressed to the respective Sr. DCMs with copy to PCCM's Office"

All staff to please note and act accordingly.

Previous Commercial Circular No.33 of 2023 Sub: Revision in free time and allowances in case of seven old steel plants.

Digitally Signed by
M.ramesh Kumar
Date: 01-03-2023 15:17:33
Reason: Approved

(M. Ramesh Kumar)
Dy.CCM/FS
for Principal Chief Commercial Manager

SOUTH CENTRAL RAILWAY

Headquarters Office
Commercial Branch
Secunderabad
Date: 01.03.2023

No.C.474/RG/Opening of Goods Shed/Stations/2022/Vol.I

Copy forwarded to:

DRMs/Sr. DCMs/Sr. DOMs/Sr. DFM-SC, H'B, BZA, GTL, GNT, NED.
PCCM,CCO, PCOM, CFTM, CTPM, CPTM, CCM/FS, CCMPs, CCM/PM, SDGMV/SC, CE/OL/SC,
CSO,RSE,CEE,PFA/SC,FA&CAO/T/SC,Sr.AFA/T/Coaching,Sr.AFA/T/Goods,
AAO/Chg,S&AO/SC,AAO/Goods,Dy.CCM/FS,Dy.CCM/PRS,SCM/TC,SCM/Claims,
SCM/G,SCM/Ref,SCM/HQ,DBM/PRS;
CPRO/SC,PrincipalDirectorofAudi/VS.C.Rly/SC,Principal/ZRTI/MLY,PCCMs/S.RLY/CEN,C.Rly/CSTM,
W.RLY/CCG,N.Rly/NDLS,N.E.Rly/GKP,E.Rly/HWH,S.E.Rly/CCC,N.C.Rly/ALD,
N.E.F.Rly/GHY,N.W.R.Rly/Jaipur,S.E.C.Rly/Bilaspur,E.Co./BBS,W.C.Rly/JBP,E.C.Rly/Hazipur,S.W.R
ly/UBL,KRly./BelapurChief Project Manager.CAO Office, FOIS/Northern Railway/CRIS
Complex/NDLS,MD/CRIS, Chanikyapuri, New Delhi-23; GM/CRIS, 3rd
Floor, MML Complex S.Rly./CEN, GM/CRIS/S.C.Rly/SC.

for Principal Chief Commercial Manager

Annexure-1

SOUTH CENTRAL RAILWAY

CONFIDENTIAL

महाप्रबंधककेकार्यालय/ General Manager's Office,
सतर्कताशाखा/Vigilance Branch, सिकंदराबाद/Secunderabad,

No. G. 265/VIG/System Improvements/2019/TFC

Date.17.01.2023

**The Director /Vigilance/Traffic
Railway Board
New Delhi**

Sub :- System Improvement in UTS Mobile app.

A preventive check was conducted at stations on SCR where it was noticed that the sale of Unreserved tickets through UTS Mobile app increased abruptly in a period of one month. During the check, it was observed that unauthorized persons i.e, Commercial Clerks, ATVM Facilitators, CMS staff etc are issuing the unreserved tickets through UTS Mobile App and printing the ticket through Booking Counter or ATVMs. These tickets were sold to the passengers and commission granted by Railways for 'UTS on Mobile App' tickets were appropriated by the Booking Clerks, ATVM Facilitators, CMS staff. The persons who are involved in such malpractice were taken up by this Railway.

At present the system prevailing in issue of unreserved tickets through 'UTS on Mobile App' are as follows.

1. The option of obtaining paper tickets either through Booking counter or ATVM has no limitations, which is encouraging the unauthorized persons at the station to misuse this facility and generate unreserved tickets and appropriate the commission.
2. No GEO restrictions are imposed for obtaining paper tickets through 'UTS on Mobile App'. This facility is being misused by the unauthorized persons at the station by booking the unreserved tickets through 'UTS on Mobile App' and taking the printout of this booked ticket through Booking Counter or ATVM.

In order to streamline the existing process of ticketing through Mobile App and avoid misuse, the following system improvement in 'UTS on Mobile App' are suggested.

Continued....

Annexure-1

-2-

- a) The option of obtaining paper ticket in the 'UTS on Mobile App' may be discontinued as it defeats the main purpose of reducing queues at the booking counter or ATVMs. If at all it is required, only 4 unreserved tickets per day per mobile number / restricted number of tickets should be allowed for obtaining paper ticket through 'UTS on Mobile App'.
- b) The distance of 15 meters on either side of track/station building within which ticket booking is not permissible for paperless tickets may also be implemented for paper tickets.

In view of the above, it is requested to examine and implement the suggestions of the vigilance in coordination with The Executive Director (Passenger Marketing) and CRIS in the UTS on Mobile App scheme.

This has the approval of SDGM

Anita Barik

अनिताबारिक
ANITA BARIK
उ. स.अ./या/ द. म. रे
Dy.C.V.O/T/SCR

Copy to: The Executive Director/PM, Railway Board, New Delhi

Annexure-1

62983/2023

File No.WCR-HQ0COMM(FRET)/59/2022-O/o Dy.CCM(FM)/WCR

पश्चिम मध्य रेल
West Central Railway



महाप्रबंधक (वाणिज्य) कार्यालय
Office of the G.M. (Comm)
जबलपुर Jabalpur

No. WCR/HQ/C/G-369/Misc Corr (E170213)

Date: 02.08.2023

Sr DCM
JBP/BPL/KOTA

Sub: - System improvement regarding misdeclaration of goods by parties.
Ref:- Vigilance Branch WCR's letter No. WCR/Vlg HQ/Compl./20220801536 dated 11.07.2023(Copy enclosed).

Please find enclosed herewith a copy of letter received from Vigilance Branch regarding above subject for information and necessary action.

As informed in the letter, during vigilance check of a complaint it has been noticed that the party has transported some Higher class (Class-150, Marble powder) commodity at the fare rate of Lower class (Class-100 Alum) by misdeclaring the commodity.

The following system improvements/recommendations are suggested -

1. Detailed inspection checklist is enclosed for guidance. More item may be added by division.
2. Regular special drives to be launched to detect misdeclaration at division level.
3. A register may be open to check relates is misdeclaration.
4. Check misdeclaration on the basis of E-Way bills, submitted by the consignor at originating/destination station on sample basis, regularly.

This has the approval of CCM (PS).

Digitally Signed by Manoj
Kumar Gupta
Date: 02-08-2023 16:05:17
Reason: Approved

(Manoj Kumar Gupta)
Dy.Chief Commercial Manager/FM

Annexure-1

162045/2023

File No.WCR-HQ0COMM(COAC)/11/2023-O/o Dy.CCM(PS)/WCR

73

पश्चिम मध्य रेलवे
West Central Railway

महानिरीक्षक कार्यालय
General Manager's office
वाणिज्य विभाग जबलपुर
Commercial Deptt. Jabalpur
Date: 19.07.2023

No.WCR/HQ/C-667/Misc.

प्रमुख मुख्य सिग्नल एवं दूरसंचार अभियंता,
पमरे/जबलपुर,

प्रमुख मुख्य सुरक्षा आयुक्त (RPF)
पमरे/जबलपुर,

विषय:-For JPO for operation and maintenance/installation of CCTV camera in
offices of Commercial Department (PRS, UTS Parcel, Goods offices).
संदर्भ:-Dy. CVO/WCR's letter No. WCR/Vigi-HQ/V-1/PC/20221001340 dated
03.04.2023 & 09.05.2023.

With reference to the subject mentioned above, please refer to the letter from
Vigilance department under reference, vide which a JPO is to be prepared for maintenance,
installation and monitoring of CCTV installed in PRS, UTS offices etc. It will have to be
signed jointly by Commercial, S&T & RPF department.

As suggested by Vigilance department, draft of the JPO is attached as annexure "A"
having required points to be mentioned in JPO for smooth & effective utilisation of CCTV
camera, is being sent for your kind suggestion/acceptance.

It is also proposed that it may be jointly signed at HOD level at least.

D/A:- As above,

Digitally Signed by SRIVASTAVA
SRIVASTAVA
उप. मुख्य वाणिज्य प्रबंधक/यात्री सेवा
Date: 19-07-2023 15:24:03
Reason: प्र.पमरे

CI- Sr. DCM/JBP/BPL/KOTA:- For kind information & suggestion please.

Annexure-1

(११)

File No.WCR-HQ/206/2021-O/o Dy.CCM(PS)/WCR

जीवन मय्य रेलवे
West Central Railway



महाप्रबंधक कार्यालय
General Manager's office
वाणिज्य विभाग, जबलपुर
Commercial Deptt. Jabalpur
Date:-31.07.2023

No.WCR/HQ/C- 914/Vigilance

परिष्ठ मंडल वाणिज्य प्रबंधक
जबलपुर/भोपाल/कोटा

विषय: छानपान स्टालों के आवंटन के निविदा में बरती जाने वाली सतर्कता एवं प्रणाली में सुधार (System Improvement) के संबंध में।

संदर्भ : सतर्कता विभाग का पत्र क्र. पमरे/सत-मुज्या/वी -१/पीसी/20200700521 दिनांक 07.07.2021 & — CP/75 व 98 14.07.2023.

उपरोक्त विषय पर छानपान स्टालों के आवंटन में प्रणाली सुधार हेतु निविदा आवंटन के समय निम्नलिखित सुझाव दिए जा रहे हैं जिनका अनुपालन सुनिश्चित कराया जाए :-

1. कैटरिंग स्टालों के स्टेशनों पर आवंटन के लिए मंडलों द्वारा निर्धारित किया गया मास्टर प्लान को इस कार्यालय द्वारा अनुमोदित किया जा चुका है, अतः मंडलों द्वारा आवश्यकता अनुसार निविदाएं मंगाई जाएं एवं वर्तमान में चल रहे ठेकों की अवधि समाप्त होने के पूर्व नई निविदाएं मंगाई जाएं।
2. निविदा निकालने के पूर्व ही संबंधित स्थान (प्लेटफार्म) का अभियांत्रिक, वाणिज्य व अन्य संबंधित विभाग के द्वारा स्थान का भौतिकरूप से (physically) सर्वेक्षण (Spot Survey) किया जाना चाहिए तथा स्टालों के निर्धारण के समय तत्कालीन चल रहे स्टालों के स्थान को एवं प्रस्तावित स्टालों का युक्तियुक्त स्थान (reasonable place) सुनिश्चित किया जाना चाहिए।
3. प्रस्तावित स्टालों के स्थान को निविदा में दर्ज करते समय इस बात का ध्यान रखा जाना चाहिए कि वह स्पष्टरूप से यह इंगित करता हो कि कोई विशेष स्टाल का स्थान किस माइलेज / मीटर / फीट पर है या फिर यह किसी पूर्व निर्धारित स्थान के किन ओर है अथवा वह किसी पूर्व निर्धारित दो स्थानों/पोंनों के बीच में या किसी ओर है। इसके लिए स्थानों को दर्शाते हुए एक रेखाचित्र (sketch) भी तैयार करके संलग्न किया जाना चाहिए।
4. निविदा के लिए स्टालों के स्थान के निर्धारण के समय यह भी ध्यान में रखा जाना चाहिए कि उस स्टाल के लिए यात्रियों की पहुँच में असुविधा न हो तथा दो स्टालों के मध्य परस्पर उपयुक्त दूरी हो एवं यात्रियों के आवागमन में व्यवधान भी उत्पन्न न हो।
5. आवंटन के समय निविदा में निर्धारित किए गए स्थान पर ही यथाशीघ्र आवंटन किया जाना चाहिए। आवंटन के लिए अनावश्यक विलंब या अनधिकृत स्थान परिवर्तन नहीं किया जाना चाहिए। अपरिहार्य परिस्थितियों में यदि स्थान परिवर्तन अनुमत करना पड़े तो उसके लिए प्राधिकृत अधिकारी कौन होगा, इसका स्पष्ट निर्देश जारी किया जाना चाहिए।
6. यह देखा गया है कि कई कैटरिंग लाइसेंसों द्वारा जमा की जाने वाली लाइसेंस फीस को समय पर जमा नहीं किया जाता, अतः यह सुनिश्चित किया जाए कि देय लाइसेंस फीस निर्धारित अवधि पर ही जमा की जाए।

उपरोक्त सुझावों पर संश्लेष अधिकारी का अनुमोदन प्राप्त है।

(सुवीर श्रीवास्तव)
Digitally Signed by सुवीर श्रीवास्तव
SRIVASTAVA

Date: 31-07-2023 15:46:02
Reason: Approved

प्रति :- उप-मुख्य सतर्कता अधिकारी (याता) को संदर्भित पत्र के सम्बन्ध में सादर सूचना के साथ।

Annexure-1

FAX -0761-2677761		Vigilance Branch West Central Railway GM's Office, Indira Market Jabalpur (MP) Pin 482001
-------------------	---	--

क्रमांक- पमरे/मुख्या/सत./पीसी/20210801491

दिनांक:-29.12.2021

प्रधान मुख्य वाणिज्य प्रबंधक
प.म.रे. जवलपुर

विषय:-वैगनों से माल की लोडिंग/अनलोडिंग डायरेक्ट वैगन से ट्रक अथवा ट्रक से वैगन में किये जाने के हेतु प्रणाली सुधार के अंतर्गत कार्य प्रणाली विकसित किये जाने के सम्बन्ध में।

सतर्कता जांच के में तथ्य प्रदर्शित हुआ है कि प्रकरण में प्रचलित नियमों के अंतर्गत डायरेक्ट लोडिंग (ट्रक से वैगन) अथवा डायरेक्ट अनलोडिंग (वैगन से ट्रक) की जानी प्रदर्शित हुई है, यह कार्य प्रणाली पार्टी द्वारा केवल मौखिक आधार पर माल पर्वक्षक से संपर्क कर अपनाई जा रही है, जिसके लिए वर्तमान में कोई लिखित निर्देश टैरिफ रूल में उपलब्ध नहीं हैं तथा इस सम्बन्ध में जोनल/मंडल स्तर पर भी किसी प्रकार के आदेश का जारी होना नहीं पाया गया है। बिना किसी नियम अथवा निर्देशों के यह कार्य प्रणाली सम्पूर्ण जोन/मंडल में अपनाई जा रही है जिससे मुख्य हानि यह है कि डायरेक्ट माल की अनलोडिंग के दौरान यदि पार्टी को किसी वैगन में कम/क्षतिपूर्ण माल प्राप्त होता है तो मालगोदाम पर्वक्षक से मिलकर उस वैगन को डंप होना दिखाकर, कमी/हानि प्रदर्शित कर क्षतिपूर्ति क्लेम किये जाने की सम्भावना बढ़ जाती है, विशेषकर शक्कर के रैक की अनलोडिंग के दौरान। इसके अतिरिक्त किसी भी औचक निरीक्षण के दौरान यह सुनिश्चित किया जाना असंभव होता है कि अनलोड किया गया माल किस वैगन से उतारा गया, क्योंकि रेलवे नियमानुसार अनलोडिंग के उपरांत लगाये गए चट्टे पर वैगन क्रमांक अंकित किया जाना चाहिए परन्तु प्रदर्शित नहीं हुआ है।

सतर्कता जांच में यह भी पाया गया है कि एक स्टेशन पर पार्टी द्वारा डायरेक्ट लोडिंग ट्रक से वैगन में की गयी एवं शेष माल को बिना अनुमति के रेलवे प्लेटफार्म में स्टैक कर दिया, यह मानकर कि अगले रैक को लोड करते समय पड़े माल को उपयोग में ले लिया जायेगा। इस प्रकरण में भी डायरेक्ट लोडिंग करने हेतु पार्टी द्वारा सम्बंधित माल पर्वक्षक को सूचना नहीं दी गयी थी। सतर्कता जांच उपरांत देय स्टैकिंग चार्जस की वसूली की गयी।

अतः उक्त अनियमितताओं को रोकने हेतु प्रणाली सुधार के अंतर्गत निम्नांकित सुझाव प्रेषित है ताकि अनियमित कार्य प्रणाली को रोका जा सके एवं एक ऐसी प्रणाली विकसित कर सर्व सम्बंधित को उपलब्ध कराया जाय जिससे उक्त अनियमितताओं को रोका जा सके।

1. डायरेक्ट लोडिंग (ट्रक से वैगन) अथवा डायरेक्ट अनलोडिंग (वैगन से ट्रक) के सम्बन्ध में सर्वप्रथम पार्टी से लिखित आवेदन प्राप्त किया जाय जिसमें डायरेक्ट लोडिंग / अनलोडिंग किये जाने वाले सभी वैगनों का विवरण दिया हो।
2. डायरेक्ट लोडिंग / अनलोडिंग किये जाने वाले सभी वैगन क्रमवार होना चाहिए ताकि वैगनों की लोडिंग / अनलोडिंग सुगमता से हो सके।
3. सम्बंधित मुख्य माल पर्वक्षक द्वारा डायरेक्ट लोडिंग/अनलोडिंग की अनुमति से पहले वाणिज्य कण्ट्रोल के माध्यम से सक्षम अधिकारी से अनुमति लिया जाना आवश्यक होगा, एवं उनके द्वारा यह सुनिश्चित किया जायेगा कि रेलवे प्लेटफार्म में केवल डंप किये जाने वाले वैगनों का माल ही उतारा गया है।
4. सम्बंधित मुख्य माल पर्वक्षक यह सुनिश्चित करेगा कि डायरेक्ट लोडिंग / अनलोडिंग की अनुमति दिए जाने से पूर्व पार्टी द्वारा किसी प्रकार की स्टैकिंग ट्रकों को भरकर खड़ा कर ना हो अथवा रेलवे परिसर का उपयोग बिना अनुमति के स्टैकिंग के लिए न हो।

आपसे अनुरोध है कि प्रणाली सुधार के अंतर्गत उपरोक्त सुझावों को शामिल कर आवश्यक दिशा निर्देश जारी करते हुए कृत कार्यवाही से सतर्कता शाखा को अवगत कराएं।


 (बसंत कुमार शर्मा)
 उप. मुख्य सतर्कता अधिकारी (याता.)
 पमरे, जबलपुर

Annexure-I

Annexure-1

File No. WCR-HQ/COMM(FRET)/207/2020-O/o Dy.CCM(FM)/WCR

2022(5)

पश्चिम मध्य रेल
West Central Railway

महाराष्ट्र (वाणिज्य) कार्यालय
Office of the G.M. (Comm) Jabalpur

149. JAN 6

260 WCR

No. WCR/HQ/C/G-321/Dem Corr/E25073

Date: 10.02.2022

Sr DCM - JBP/BPL/KOTA,
Sr DOM - JBP/BPL/KOTA

Sub: Validation of the indents by the Minerals Department before stacking and loading of Minerals (Ores) and the procedure for system improvement.

Ref: 1) Dy CVO (T)'s letter no. WCR/HQ/Vig/PC/20210701764, dated 13.01.22. CI-138
2) Railway Board's letter no. TCR/1078/2010/11, dated 23.11.10.

Vide letter under reference (1), the vigilance department has informed that many irregularities were noticed during their investigation and suggested some system improvement. The matter has been examined and it is advised to adhere to the following guidelines in the booking of ores (Minerals).

1. For loading of minerals, the party should first get the indent validated by the Mineral Department and submit the copy of the Indent along with the RTP (Form-2) to the station. After which the station manager should inform the Divisional Operational Control about the said indent. Only after ensuring the above facts, the Divisional Operational Control with the approval of officers should issue stacking permission to the party to prevent illegal mining. The Mineral Department will validate the indent only on the basis of the valid minerals/ores available with the party and will issue RTP (Form 3) for transportation of the mineral by rail.
2. In the item no.5 of Railway Board's letter no. TCR/1078/2010/11 dated 23.11.2010, it is stipulated that "Rake wise transit pass having truck numbers as annexure will be given to Station Manager /Goods Clerk in duplicate. At the end of the month one copy of each transit pass will be collected back by the Mining Authorities". This procedure should be strictly followed. All the details of the stacking done by the party should be registered by Goods clerk in the stacking register date wise along with total stacking done with quantity, which will show that the supervision work was done properly during the stacking and the stacking has been completed by the party within the stipulated period.
3. In case of e-indent being registered by the party, the possibility of uploading the copy of the validated indent (by the mineral department) in to the FOIS system is also looked into, Till such thing is happened, it is advised to ensure that in each case only after the indents are validated and RTP (Form-2) is submitted by the party, the permission for stacking of minerals/ores in the railway premises should be granted. As mentioned in the above Para, the rake wise transit pass having truck numbers should be submitted to SM/CGS. Further, the permission to load in to the railway wagons should be granted only after the submission of RTP (Form-3).

This has the approval of CCM (FM).

Digitally Signed by Manoj Kumar Gupta
(Manoj Kumar Gupta)
Date: 10-02-2022 10:31:14
Dy CCM (FM)
Reason: Approved

Annexure-1



पश्चिम मध्य रेल

फैक्स/Fax- 0761-2677077, 2677716

ईमेल/e-mail-sdgm@wcr.railnet.gov.in

No. WCR/V-HQ/V-I/C/PC/20190202100

PCCM,
WCR, Jabalpur

सतर्कता शाखा
Vigilance Branch

महाप्रबंधक कार्यालय

General Manager Office

जबलपुर (म.प्र.) पिन - 482001

Jabalpur (MP), Pin-482001

Date: 12.01.2021

Sub: System improvement for monitoring of operation of parking contract.

A preventive check was conducted in regard to operation of parking stand at BTE station. During the check, following irregularities have been observed-

1. There is delay in inviting the regular tender.
2. NIT was published with the inclusion of condition to invite offers from solid financial status and experienced person/firm and co-operative society and un-employed youth, which is not in accordance with the WCR parking policy. For inclusion of any such condition, approval of the PHOD should have been taken, which is not taken in this case.
3. Quotation awarded for 90 days period from 27.01.2017 to 26.04.2017 was continued up to 21.05.2018.
4. Parking license fees for the period from 01.01.2018 to 21.05.2018 which comes to Rs. 542850/- could not be realized. -

Based on the above facts, for monitoring of operation of parking contract, following system improvement is advised -

1. Monitoring to be ensured at Divisional level by nominating & defining the role of official both at Inspectorial & officer level so that reoccurrence of such lapses may be avoided.
2. Time period to be specified for deposition of license fee and initiation of tender process so that delay in awarding in tender and possible revenue loss may be avoided.
3. Quotation, as far as possible should be discouraged and be used in rare unavoidable circumstances. It should also be monitored that quotation should not continue beyond specific time period.

(B K Sharma)

Dy. Chief Vigilance Officer (T)
West Central Railway, Jabalpur

o/c

Annexure-1

उत्तर पश्चिम रेलवे

NWR
84
प्रधान कार्यालय,
जयपुर

मी-375/ अवप्रभा ई-22898

दिनांक : 01.03.2023

वरिष्ठ मंडल वाणिज्य प्रबन्धक,
उत्तर पश्चिम रेलवे,
अजमेर, बीकानेर, जयपुर एवं जोधपुर

विषय:- पार्सल कार्यालय अलवर में दिनांक 09.09.2021 को की गयी मतर्कता जाँच के सम्बन्ध में।
सन्दर्भ:- उप मुख्य मतर्कता अधिकारी/यातायात उ.प.रे. का पत्र संख्या मतर्कता/2021/
09/01309/पी/ एनजी/भाग-1/ एनजी/जेपी दिनांक 24.02.2023।

उप.मु. मतर्कता अधिकारी/उ.प.रे. ने उपरोक्त संदर्भित पत्र(प्रति संलग्न)के द्वारा सूचित किया गया है की अलवर पार्सल कार्यालय में मतर्कता जाँच के दौरान यह पाया गया कि पार्सल कार्यालय अलवर में पार्सल की मुपुर्दगी एवं बुकिंग रविवार को बंद रहती है तथा स्थान शुल्क की गणना में भी रविवार को शामिल नहीं किया जाता है जबकि CPS/AWR के अनुसार रविवार को रेलवे स्टाफ पार्सल कार्यालय में तैनात रहता है। अतः अलवर पार्सल कार्यालय में स्थान शुल्क की गणना सही नहीं की जा रही जिससे रेल राजस्व की हानि हो रही है।

मतर्कता विभाग के अनुसार जाँच में यह भी सामने आया है कि लगेज टिकिट पर बुक किए गए पार्सल पर मुपुर्दगी देने समय 6 घंटे फ्री (मोटरमाइकिल पर) समय की गणना पार्सल मुपुर्दगी समय (09.00 से 18.00 बजे) को ध्यान में रखकर सुबह 09.00 बजे से की जा रही है एवं रात्रि समय का स्थान शुल्क भी नहीं वसूला जा रहा है जबकि लगेज टिकिट पर फ्री समय की गणना लगेज उतराई (unloading) समय से ही की जानी चाहिए एवं तदनुसार ही स्थान शुल्क वसूला जाना चाहिए। मतर्कता विभाग द्वारा संदर्भित रेलवे बोर्ड द्वारा जारी किये गए स्थान शुल्क सम्बन्धी परिपत्र संलग्न है।

अतः इस प्रकरण में पाई गई अनियमितताओं को ध्यान में रखते हुए सभी सम्बन्धित को आवश्यक दिशानिर्देश जारी कर कि रेलवे बोर्ड द्वारा स्थान शुल्क प्रभार के सम्बन्ध समय-समय पर जारी दिशानिर्देशों का पालन कर प्रणाली में सुधार करवाए ताकि रेलवे राजस्व की हानि को रोका जा सके।

संलग्न:- उपरोक्तानुसार

Digitally Signed by
Dhirumal
Date: 02-03-2023 10:17:26
Reason: Approved

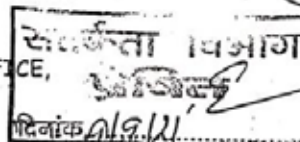
(धीरुमल)

उप मुख्य वाणिज्य प्रबन्धक/भाड़ा विपिणन

Annexure-1

Annexure - I

NORTHERN RAILWAY
VIGILANCE BRANCH, HEADQUARTERS OFFICE,
BARODA HOUSE, NEW DELHI.



CONFIDENTIAL

No.VIG/VI/PC/2020/12/00431/DLI.

Dated- 08.09.2021

Principal Chief Commercial Manager,
Northern Railway,
Baroda House,
New Delhi.

Sub: - Systematic improvement.

During a preventive check conducted by Northern Railway Vigilance in pandemic times, subsequent to opening of the luggage booking at ANVT station, data of one month's booking from 13.09.2020 to 13.10.2020 was scrutinised. During vigilance scrutiny of 341 Luggage Tickets issued from ANVT station between ibid period, it was observed that due to the fresh introduction of booking luggage tickets on e-tickets in COVID' 19 pandemic at Parcel Office/ANVT, such type of fraud had taken place as there was no provision of PMS to enable parcel staff to verify the bona fide of the E-Ticket. While clerical mistakes committed on the part of the concerned parcel staff/ANVT did not indicate any malafide, some staff of ANVT station as well as at destination stations did not remain too concerned about their duties, which resulted in notional revenue loss to Railway. Had online checking of ticket been done before booking of LT at ANVT station, there would not have been chance of digital fraud of such type.

As a measure of systematic improvement, it is therefore suggested that requisite directives may be issued to the concerned that PNR numbers of passengers approaching for booking of Luggage Tickets should be checked through system before allowing any such booking as free WIFI is invariably available on all major stations and also because PMS system itself too has a provision of checking PNR numbers.

Copy of instructions issued in this regard may also be sent to this office for record.

(Virendra Kumar)
for General Manager/Vigilance

106/40

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No.2021/Sec(IVG)/Instruction

New Delhi, Dated . .09.2021

**The Principal Chief Security Commissioners/RPF,
All Zonal Railways, RPSF, Metro Rail/Kolkata & KRCL,
All Production Units, CORE, Const., RDSO,
Director/JR RPF Academy/LKO &
Director/RPF Training Centre, MLY & KGP.**

(SECURITY CIRCULAR NO.05/2021)

**Sub:- Mandatory Declaration of Private cash by RPF/RPSF Personnel
before taking up duty - Instructions regarding.**

Instructions have been issued from time to time regarding procedure for mandatory declaration of carrying of private cash by RPF staff deployed in Mass contact areas and conducting surprise checks by Senior officers. However, differential practices are being adopted over zonal railways in respect of the above. In addition, instances of violation of extant instructions on subject matter are also being reported.

In order to streamline the procedure to be followed in this regard, hence forth, the following course of action shall be adopted :-

1. RPF Staff deployed in Mass Contact areas shall mandatorily declare their Private Cash. The entry in respect of private cash shall be made in both figures as well as in words at the time of reporting on duty on the specified register with their signatures.
2. For this purpose duties in "Mass Contact Area" includes Train Escorting, Platform duty, PRS/ Booking counter duty, witnessing of scrap delivery, staff attending auctions / tender cropping, circulating areas/ parking lots duty, workshops gates duty, Goods shed duty, Parcel office duty, C&W siding duty, Central Stores gates duty, seal checking duty and staff deployed for Raids/Search/Special drives where RPF staff come in contact with passengers, businessmen or common public.
3. The RPF staff on Train Escort Duties /Patrolling duties shall mandatorily declare their Private Cash, both in Private Cash Declaration Register and Movement order.
4. The prescribed ceiling limit for carrying private cash by RPF staff on duty is fixed to Rs.750/- for staff deployed in static duties and Rs.2000/- for staff deployed on mobile duties i.e. Train Escort, patrolling duties etc.
5. In case, private cash being carried by RPF/RPSF staff is more than the prescribed ceiling, the denomination of the cash and its purpose should be clearly mentioned in the Private Cash Declaration Register and such cash should duly be got verified by Supervisor / officer on duty /failing which departmental action against such staff (carrying undeclared cash) may be initiated.

Annexure-1

-2-

42/20

6. While deploying the RPSF staff in Mass Contact Areas, Post Commander should ensure that the formalities of declaration of private cash has been complied. The same procedure may be adopted while deploying of Homeguards, Ancillary Force members (like Maharashtra Security Force) etc. working under supervision and control of RPF.
7. Regular surprise checks by the officers of the rank of ASC and above may be conducted to check carrying of surplus cash by on duty RPF staff and in cases of abnormal recovery; appropriate necessary action may be ensured.
8. Monthly review of the checkings conducted by superior officers may be done at PCSCs level.
9. PCSCs should include such checking in the monthly charter of duties of their IVG teams. The Railway Board IVG team should also conduct such checks with element of surprise.

These instruction may be conveyed down to field staff and strict compliance be ensured.

W.R. Chandra
(Kumar Rajesh Chandra) 16.9.21
DG/RPF



Annexure-1

Annexure - VI

File No. NR-HQ/MECH(CHG)/6/2022-O/o SSE/Chg/HQ/NR

NORTHERN RAILWAY

15 JUN 2022

16/6

Annexure IV
17/6/22
NR
41

Headquarter Office,
Baroda House,
New Delhi

Date : 11.06.2022

सूचक संख्या :
व. सं. :
सं. :
मुख्य कार्यालय अधि.
प्रमाणित तिथि :

Su. Paulij Sharma

No. : 802-M/O/Misc/Chg/MC-1

**Divisional Railway Managers,
DLI, FZR, LKO, MB & UMB**

**Sub. : Systemic improvement regarding fixation of ceiling limit and declaration
of private cash for onboard technical staff.**

Ref. : (i) Railway Board letter no. 2017/EnHM/15/8 dated 06.12.18 (copy encl.).
(ii) HQ Vig. letter no. Vig/V1/PC/2021/08/01259/NFR dated 23.12.2021.
(iii) This office letter no. NR-HQ/Mech (Chg.)/47/2020 dated 11.01.2022.

As a measure of systemic improvement and in order to promote transparency, and in suppression of this office letter referred above at (iii), ceiling limit of private cash of onboard Carriage staff, OBHS staff and their supervisor, AC Mechanic, AC Coach Attendant, Diesel Fitter, etc. is being fixed with the approval of the competent authority i.e. PCME. The ceiling limit of private cash for onboard staff is fixed as under:

For trains having round trip journey time up to 3 days	Rs. 2000.00
For trains having round trip journey time more than 3 days	Rs. 2000.00 + Rs. 1050.00 for each additional day.

The cash should be declared in the private cash declaration register as per format mentioned in Railway Board letter referred above at (i) before proceeding for the onboard duty. Private cash declaration register should be maintained by the Divisions. In case, private cash being carried by above mentioned staff is more than the prescribed ceiling, the denominations of the cash and its purpose should be clearly mentioned in the private cash declaration register.

Digitally Signed by
K. Subh Mani
Date: 11.06.2022 12:53:03
Reason: Approved

Copy for kind information:
✓ CVO/Traffic
CME/IT
CESE
CETE

Copy for information & necessary action:
Sr. DME/Cord./DLI, Sr. DME/Chg.,
Sr. DMEs/C&W/FZR, LKO, MB & UMB,
Sr. DME/TSD/SSB,
Sr. DEE/Chg./DLI,
Sr. DEEs/G/FZR, LKO, MB & UMB

Annexure-1

Annexure VIII

NORTHERN RAILWAY

15/02/22
1 FEB 2022

Confidential
No.Comml./Sys. Improvement/2022

Sr.DCM/PS,
Northern Railway,
DLI, LKO, MB, UMB & FZR.

Headquarter Office,
Baroda House,
New Delhi.

वरिष्ठ. उप. महा प्रबन्धक :
मुख्य सचिव. अधि./टी Dated:-16.02.2022
प्रमुख सचिव. वरिष्ठ./T
वरिष्ठ. सचिव. अधि./टी
मुख्य कार्यालय अधि.
सचिव लिपिक

Sub: Systemic Improvement.

It is intimated that certain instances have been reported through study/scrutiny of used EFTs & TAs claimed by Open Ticket Checking staff of LDH station in the months of February, 2021 and March, 2021, wherein it has been revealed that all these staff were claiming 100% Travelling allowance in lieu of performing duty for even less than 12 hrs. on a calendar day. As observed, these staff were claiming TA at the rate of 30% and 70%, in split manner, for performing duties in 2 trains on a calendar day despite their total working hours on such a day being less than 12 hrs.

The above staff were claiming TA according to Rule prescribed in the Note under Para No. 1615 mentioned in Indian Railway Establishment Code Vol.II which is as follows:-

"Each spell of absence from headquarters shall continue a complete journey and daily allowance allowed separately in respect of it. The total daily allowance allowed for journey performed on any calendar day shall, however, be subject to maximum of the full daily allowance admissible for completed day of absence from midnight to midnight."

By virtue of this rule, Open Ticket Checking staff deliberately take a break between two or more train checks on a calendar day, as per their convenience and then change the train from LDH and charge TA in lieu thereof for each journey/instance of absence from headquarters separately on that calendar day. While the averred rule/provision allowed the ticket checking staff to claim TA in a split manner, this was further facilitated, also inadvertently, due to absence of any pre-approved specific train check programme assigned by their division.

In order to prevent potential loss of Railway revenue on account of 100% Travelling allowance permissible to be claimed by ticket checking staff of open squad by deliberately taking breaks between two or more train checks on a single calendar day, it could be considered to make a proper schedule or plan beforehand, as already in vogue in Delhi division. This would not only create uniformity and transparency in system but would also prevent latent loss of Railway revenue.

In view of above, it is requested that necessary remedial action may be taken in the matter by issuing requisite instructions to all concerned at your end, under advice to this office.

Basant
(Basant Kumar)
Dy.CCM/G

✓ Copy to: CVO/T/NDBH i/r to Confdl. L/No.VIG/PC/V1/2021/10/00439 dated 10.02.22 for information please.

उत्तर रेलवे
प्रधानकार्यालय
बरौदाहाउस
नई दिल्ली 110001

Northern Railway
Headquarters Office
Baroda House
New Delhi. 110001.

HK
43

No. RTA- EQ Cell/ MISC/2018

Dated : .04.2021

Chief Vigilance Officer/T,
Northern Railway,
Headquarters Office,
Baroda House,
New Delhi.

Sub: - Systemic Improvement.

Ref. Vig./VI/PC/2020/09/00413, dated: 25.03.2021

In reference above, it is advised that, instructions have been issued to all Sr. DCMs of Northern Railway and Dy. CCM/Resvn./HQ. to strengthen the existing system, by making it mandatory for every EQ Cell under their jurisdiction, to maintain a record of the request received on SMS/WhatsApp in the form of documentary evidence, preferably by keeping a print out of the same. Copy enclosed.

DA: As above



(Om Prakash)

Chief Commercial Manager/PS

Annexure-1

EAST COAST RAILWAY
Office of the General Manager
(VIGILANCE BRANCH)

1st Floor, Rail Sadan, Chandrasekharpur, Bhubaneswar-17, Fax: BSNL: (0674) 2301328 Rly: 50702
No: GM/V2/ECOR/BKB/Allotment of rake/20230201401/5098 Date: 03.05.2023

To
Sr.DOM/ KUR, SBP, WAT

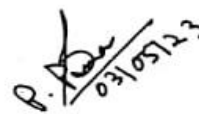
Vigilance Advisory -09

Sub: Allotment of rake(s).

1. During a preventive check at a private siding on allotment of Rake(s) by the Controller vis-à-vis physical arrival / placement of the rake(s) at the siding, it is noticed that though indent was available, there was undue delay in issuing allotment order by the Divisional Controller, causing detention of Rakes on Railway Account.
2. Investigation reveals that due to lack of co-ordination among the Controller(s) at Divisional office and communication gap between the Divisional controller(s) and the Movement Inspector (s) at field, such unwarranted delay took place. This may lead to manipulation in demurrage calculation.
3. During the course of investigation, it was also noticed that the details of allotment order is not recorded in the allotment register.
4. To avoid recurrence of such incidence, the following procedure may be followed:
 - a. Whenever any rake is physically arrived / placed at a private siding and indent is available, there should not be any undue delay in giving allotment order.
 - b. In addition to the information already being recorded in allotment register as per extant rules / practice, the following additional information must be recorded in the allotment register (if not being followed presently):
 - i. Time of issue of allotment order.
 - ii. Name and Designation of the staff receiving the allotment order.
 - iii. Name, Designation and signature of the staff issuing allotment order.
 - c. In case there is delay in allotment of rake, the reason of the same to be recorded in the allotment register and the same should be countersigned by an Operating officer looking after the allotment of rake(s).

It is requested to issue necessary instruction to all concerned to follow the above instruction.

This is issued with the approval of SDGM


(P.P.Sinha)

Dy. Chief Vigilance Officer (T)

Copy to:

1. PCOM, PCCM/ECOR/BBS - for kind information and necessary action please.
2. DRM /KUR, SBP, WAT - for kind information and necessary action please.
3. Sr.DCM/ KUR, SBP, WAT - for kind information and necessary action please.

Annexure-1

उत्तर मध्य रेलवे

No. 2004/CommL/M&R/204/W.B./Pt.-III
Date 19-7-2023

Head Qrs. Office
E-Block, Chambal Parisar
Subedarganj, Prayagraj.

वरिष्ठ मंडल वाणिज्य प्रबंधक
उत्तर मध्य रेलवे
प्रयागराज, झांसी, आगरा।

विषय :- उत्तर मध्य रेलवे के सतर्कता विभाग द्वारा इलेक्ट्रानिक इन-मोशन-वे-ब्रिज की निवारक जाँच किया जाना।

उपरोक्त विषय के संबंध में उत्तर मध्य रेलवे के सतर्कता विभाग द्वारा माल गोदाम की निवारक जाँच के दौरान वाणिज्यिक कार्यकुशलता में पारदर्शिता लाने की सिफारिश की गई है। सतर्कता विभाग द्वारा इलेक्ट्रानिक इन-मोशन-वे-ब्रिज की भी निवारक जाँच की गई तथा तौल/पुनःतौल से संबंधित अंडरचार्ज /दंडात्मक शुल्क का विवरण मांगे जाने पर माल पर्यवेक्षक द्वारा असमर्थता व्यक्त की गई।

अतः सर्वसंबंधितों को निर्देशित करें कि मालगोदाम में कार्यरत इलेक्ट्रानिक इन-मोशन-वे-ब्रिज की कार्यप्रणाली से संबंधित एक पंजिका निम्नांकित प्रोफार्मा में, जिसका नियमित सत्यापन माल पर्यवेक्षक द्वारा किया जाए, को तैयार किया जाये जिसे निरीक्षण के समय उनके द्वारा प्रस्तुत किया सके।

SN	RR. NO	FROM	TO	PCC	EXCESS WEIGHT	PENAL CHARGE	DETENTION HOURS	DETENTION CHARGE	CHARGES COLLECTED AT DESTINATION	MESSAGE RECEIVED BY CONTROLLER.

कृपया कृत कार्यवाही से इस कार्यालय को अवगत करायें। इसे अति आवश्यक समझें।

19/7/2023
(नीरज भटनागर)

उप मुख्य वाणिज्य प्रबंधक/भा. वि.

Annexure-1

File No.SWR-ZHQ0COML(CATG)/12/2020-O/o Ch.OS/G/PCCM/SWR

118

दक्षिणपश्चिमरेलवे
SOUTH WESTERN RAILWAY

	Office of Principal Chief Commercial Manager, South Western Railway, Ministry of Railways, Government of India, Rail Soudha, 2nd Floor, Hubballi-580020, Karnataka.	
सं.No. सी.C.79/Catg./Policy Corres 2023-24		दिनांक/Date:11.07.2023

Sr.DCM/SBC, UBL & MYS

Sub: System improvement in renewal of catering stalls over SWR,
Ref: Dy.CVO(T)/SWR letter No.G/265/SWR/Tfc119/Vig/System improvement
/Dec-22/664 dated 21.06.2023.

Reference above, Dy.CVO/T/SWR vide letter dated 21.06.2023 has reported that during a preventive check conducted over SBC Division it was observed that there is no centralized record of fines and penalties imposed on the licensees and also there is no system of centralized maintenance of ACRs for each licensee.

In terms of Catering Policy-2010, Annual Confidential Reports (ACRs) on performance of each licensee is the basic requirement for evaluation of applications for renewal of licensees.

* - *

In view of the above, it is requested to develop a mechanism for centralized system for maintenance of fines/penalties and ACRs of each unit over the Division and submit the monthly status of the same to this office maintain the record at HQ level.

Matter may be treated on priority.

Encl: As above

(अंकिता वर्मा/ Ankita Verma)
उप. मुख्य वाणिज्यिक प्रबंधक (प्राथमिक), For PCCM/SWR
कृते प्रधान मुख्य वाणिज्यिक प्रबंधक/द.प.रे, For PCCM/SWR
Digitally Signed by: Ankita Verma
Date: 12-07-2023 16:33:50
Reason: Approved

Dy.CVO(T)/SWR - for kind information please.

Annexure-1

Confidential

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. No. 2023/V-2/All/Traffic/5

New Delhi, dated 27.06.2024

**The SDGMs,
All Zonal Railways,**

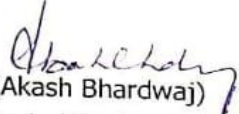
Sub: - Commercial contracts operating without execution of Contract Agreement –
Instructions for system improvement – Reg.

The Vigilance Traffic, Railway Board has conducted a special drive on Commercial contracts operating without execution of Contract agreement across all the Zonal Railways. Based on the reports received from eleven Zonal Railways, 308 irregularities were noticed. To restrict the recurrence of irregularities in future, Vigilance (Traffic), Railway Board hereby issues further instructions in addition to the existing system which are as under:

1. For all the Commercial contracts running in the Division, one officer and one staff may be nominated to oversee and ensure all aspects of contracts including execution of contract agreement, proper accountal and deposition of Licensee fee/ Penalty/other charges by the Vendor as per terms and condition of the contract. In case of any irregularity, responsibility can be fixed accordingly.
2. Complete details comprising of all dues, paid and outstanding amounts of all commercial contracts of the Division may be submitted to the Sr. DCM, with a copy of the same forwarded to Headquarter.
3. Sr. DCM **shall** follow the timelines w.r.t floating/execution of fresh contracts in-lieu of expiring contracts, well in advance.
4. Railways may take necessary action for immediate execution of the pending contract agreement and to expedite the case subjudice in the court of law.
5. Zonal Railways are advised to device suitable mechanism by leveraging the technology and automation to monitor the entire contract management process.
6. This issues with the approval of competent authority.

Issue
27/06/24

66


(Akash Bhardwaj)
Deputy Director-V2,
Railway Board

Annexure-1

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD**

No. 2023/V2/ALL/C/2

New Delhi, dated 25.06.2024

**The General Manager (Vig.)
All Zonal Railways**

Sub: Special drive on implementation of NIP – Instructions for system improvements –Reg
Ref: Railway Board letter No. 2023/V2/All/C/2 dated 08.05.2024

Following corrigendum is issued with regard to Point No. 1 of instructions issued vide Railway Board's letter referred above.

'Vigilance may consider closure of the case as per usual practice. However, implementation of NIP in Salary Bill/ HRMS/ Service Book may be ensured.'

issued
26/6/24

K

Akash Bhardwaj
(Akash Bhardwaj)
Dy. Director/Vig-2
Railway Board

Annexure-1

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.TC-I/2021/201/AdvanceStacking(3356743)

New Delhi, dt.24.04.2023

Pr. Chief Commercial Manager
WCR

Sub: Advance Stacking at Railway Premises
Ref: Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0

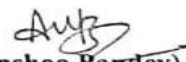
Please find enclosed herewith a copy of letter No.WCR/V-HQ/V1/PC/20191001386 dt.21.06.2022 from Dy.CVO(Traffic)/Jabalpur wherein it is mentioned that on several occasions, stacking of coal has been done by the party without permission and without placing any indent.

In this regard, extant guidelines for advance stacking at Railway premises as prescribed vide Para 7.0 of Chapter-II of Rates Master Circular under reference is reiterated.

As per extant guidelines, **permission for advance stacking will be granted to such rail users only, who have indented for the wagons.**

All concerned may be advised to scrupulously follow the guidelines.

DA: as above


(Anshoo Pandey)
Director, Traffic Commercial (Rates)
Railway Board

Copy to:
PCCM, All Zonal Railways (except WCR)

Annexure-1

Confidential

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2023/V-2/All/Traffic/5

New Delhi, dated 27.06.2024

**The SDGMs,
All Zonal Railways,**

Sub: - Commercial contracts operating without execution of Contract Agreement - Reg

Ref: - No. 2023/V-2/All/Traffic/5 dated 22.08.2023.

Vide letter referred above, the Vigilance Traffic, Railway Board has conducted a special drive across all the Zonal Railways on Commercial contracts operating without execution of Contract agreement after 60 days of issue of LOA and requested to provide information in the enclosed format.

While scrutinising the reports furnished by Zonal Railways it is observed that Zonal Vigilance have noticed large numbers of irregularities in execution of Commercial Contracts.

In view of above, Zonal Vigilance are advised to look into these irregularities (noticed by ZRs) and fix up responsibility. Action taken report may be submitted at the earliest.

*For
27/06/24*

o/c

Akash Bhardwaj
(Akash Bhardwaj)
Deputy Director-V2,
Railway Board

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

Confidential

No. No. 2023/V-2/All/C/2

New Delhi, dated 04.05.2024

**The SDGMs,
All Zonal Railways,**

Sub: - Special drive on implementation of NIP – Instructions for system improvement – Reg.

The Vigilance Traffic, Railway Board has conducted a special drive on imposition and implementation of Notice Imposing Penalty (hereinafter referred to as NIP) across all the Zonal Railways. Based on the reports received from all Zonal Railways (excluding NP as report awaited), from data of 1394 NIPs issued by Disciplinary Authority, far-reaching irregularities were noticed in 253 case like non-implementation of NIP in salary bill, missing entry of NIP in Service Record or HRMS (affecting passes), late entry of NIP in Service Record, consequentially leaving passage for promotion of defaulting staff etc.

Present system of implementation of NIP as noticed from reports:

Vigilance advice → NIP issued by DA → Entry in Service Record/HRMS → Implementation of NIP in Salary bill by Bill Clerk → Copies of SR Entry and NIP are send to Vigilance for closure of the case.

Based on the irregularities noticed in the reports received from Zonal Railways, Vigilance (Traffic), Railway Board hereby issues further instructions in addition to the existing system which are as under:

1. Vigilance may consider closure of case after receiving copy of SR along with a confirmation to the effect that NIP has been implemented in Salary Bill, HRMS.
2. Monitor/conduct such preventive checks on this aspect to prevent occurrence of such incidents in future.
3. To take suitable disciplinary action against staff responsible for lapses whenever noticed.
4. As the issue involves inter departmental coordination, Zonal Railways are advised to device suitable mechanism by leveraging the technology, to monitor the entire gamut of NIP end to end (Imposition of NIP to final implementation inflicting the charged official).

This issues with the approval of competent authority.

10/5/24

Akash Bhardwa
(Akash Bhardwa)
Deputy Director-V2
Railway Board

Annexure-1

I/3064770/2023

2020/TC(FM)/4/2

(भारत सरकार) GOVERNMENT OF INDIA
(रेल मंत्रालय) MINISTRY OF RAILWAYS
(रेलवे बोर्ड) RAILWAY BOARD

रेल भवन, नई दिल्ली-110001

Rail Bhavan, New Delhi - 110 001

Dated 10.04.2023

No. 2020/TC(FM)/4/2

The CAO/ System,
Northern Railway,
Chanakyapuri, New Delhi-110021.

Sub: Provision for generation of Railway Receipt (RR) for 'empty haulage of privately-owned wagons rakes.'

Ref: (i) SC Railway's letter No. C 490/Policy/Sdgs/Vol.XIX dated 16.06.2022.

(ii) E-mail from CRIS, dated 23.09.2022.

The proposal of South Central Railway (ref-i) and the comments of CRIS thereon (ref-ii) have been examined in this office Accordingly, it is hereby communicated that the empty movement of privately-owned rakes procured under Liberalized Wagon Investment Scheme (LWIS), Special Freight Train Operator (SFTO) scheme, General Purpose Wagon Investment Scheme (GPWIS), and Liberalized Special Freight Train Operator (LSFTO) scheme shall be as per following instructions:

- (i) For each empty movement of privately-owned rake(s) procured under the aforementioned schemes, a Railway Receipt (RR) shall be generated by the system. The value of RR shall be as per the provisions of specific policy guidelines under which the rake is being operated. For avoidance of doubt, a Zero-value RR shall be generated if no freight is to be levied for the empty movement under consideration.
- (ii) For enable generation of RR for empty movement, the owner/ operator of the rake under consideration shall submit a Forwarding Note.
- (iii) The forwarding note may be preferred by the operator immediately upon the release of the rake at destination station (from where the empty movement has to start). Stabling charges shall be levied at the prevalent rates - for any delay in submission of the forwarding note. Also, in case the owner/ operator doesn't prefer any movement on release of the rake, Stabling Charges should be levied at the prevalent rates - unless there is any operational reason attributable to IR of disruption to traffic on account of accident or operating restriction.
- (iv) For the rakes being operated under GPWIS, when the rake is being used by Railway for its own loading (as per the provisions of para 2.2/ Chapter-IV of the policy), the necessary RR shall be issued without the submission of a Forwarding Note - i.e., Forwarding Note shall not be required for 'issue of RR for empty movement of GPWIS rake when being used by Railway for its own loading.'



Annexure-1

2020/TC(FM)/4/2

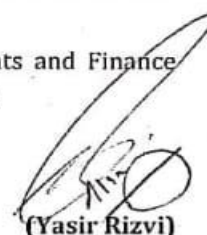
I/3064770/2023

- (v) The exemption from submission of Forwarding Note for empty movement of GPWIS rakes (as per item-iv above) shall be applicable till the time the rake is restored by Railway to the approved circuit, for the use of the owner.

CRIS may incorporate necessary changes in LWIS, SFTO, LSFTO and GPWIS modules of FOIS. The necessary changes may be incorporated in time so that the system for issue of RRs for empty movement may be implemented at an early date.

It may further be noted that instructions regarding prevention of un-tagging of rakes from LWIS/ SFTO Agreements have already been issued vide this office letter No. 2021/TCFM/4/3 dated 03.11.2022.

This issues in consultation with Traffic Commercial (Rates), Accounts and Finance directorates of Railway Board, and with the approval of Competent Authority.



(Yasir Rizvi)

Dy. Director, Freight Marketing
Email: tcfm.railwayboard@gmail.com

Copy to:

1. The PCCMs and PCOMs, All Indian Railways.
2. EDTC(R), EDTT(Coal), EDTT(S), EDF(C&PPP), & EDV(T), Railway Board.
3. The General Manager/FOIS, CRIS, Chanakyapuri, New Delhi-110021.

Annexure-1



CONFIDENTIAL

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No.2022/V2/ER/PC/07

New Delhi, Dated-14.02.2024

**The General Manager (Vigilance),
All Zonal Railways,**

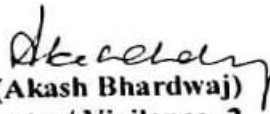
Sub: - Preventive check regarding Multipurpose Stall-reg.

A Preventive Check was conducted by Board Vigilance in Eastern Railway. During vigilance check some irregularities were noticed against licensee whose book stall was converted to MPS, as under:-

- i) Contractual work was being carried out without incorporation of Agreement even after conversion of Book Stall (existing) to MPS since 27.08.2019.
- ii) Bill book was found without serial no. and only one bill was found issued which was incomplete & without any date.
- iii) PDW, other than approved brand i.e. Rail Neer were found being sold by the stall.

In view of above, Zonal Railways are requested to conduct checks on this aspect and submit action taken report in this office. Further, Zonal Vigilance is also requested to investigate the matter of inordinate delay in signing of the agreement of Multipurpose stall, if any. Compliance may be reported to this office at the earliest.

This issues with the approval of Competent authority, RB.


(Akash Bhardwaj)
Dy. Director/ Vigilance -2
Railway Board

Annexure-1

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

New Delhi, dated 18.01.2023

No.2009/TG-III/631/2Pt

Principal Chief Commercial Managers,
All Zonal Railways.

CMD/IRCTC,
Statesman House Building,
Barakhambha Road, New Delhi.

Sub:- Measures for system improvement for supervision and monitoring of catering services in trains on a real time basis.

Ref:- (i) EDVT's note no. 2022/V2/WR/Traffic/8 dated 20.12.2022.

(ii) PCCM/WR's letter no. dated 21.10.2022.

Western Railway Vigilance team, during its preventive check in Train No. 19168, detected a racket operating unauthorised 'on board' catering services. One incident of deliberate and unlawful operation of ACP handles from the Pantry Manager's cabin was detected in Train No.12505 in which case the Pantry Manager was not having the details of the actual licensee of the train. Another incident in Train No.22308 has also come to the notice wherein 07 unauthorised vendors along with one unauthorised passenger were caught from the pantry car of the train by the unauthorised vending prevention team of NCR.

It is evident from the above, there is a need for a mechanism to be put in place for identification of authorised vendors onboard the train. Accordingly, following measures are required to be put in place by Railways/IRCTC:

1. A web based database giving complete real time details of the 'on-board' catering service contracts (contractor name, train no., section on which the contractor is allowed to operate, validity period, travelling authority no. etc) needs to be developed by IRCTC. Further, these details shall be updated on real-time basis. Such updated list shall be made available on the official website of IRCTC. This would enable elimination of undue harassment of authorised vendors and identification of unauthorised vendors.
2. The card passes/travelling authority being issued by Railways should have details of the service provider, list of names of vendors along with their Aadhaar details to be endorsed by the pass issuing authority. The travelling authority should be issued only on production of LOA for that particular train.
3. Strict enforcement of the mechanism already advised to IRCTC vide Board's letter no. 2017/TG-III/600/6 dated 02.08.2017 (copy enclosed) which inter-alia stipulate provision of tender conditions that every employee of the licensee shall be provided with a printed salary statement payable through bank account and police verification of the vendor/staff at the time of employment.
4. IRCTC shall issue ID cards, having distinct hologram/QR code (indicating details of vendor/staff along with Aadhaar No.), to all onboard authorised vendors/staff.

Immediate necessary action must be taken by Railways/IRCTC in accordance with the above.

Encl : As above.

(Sumeet Singh)

DTC(G) as Dir (T&C)

Railway Board

Copy to: (i) EDVT (ii) CVOs/All Zonal Railways for information please.

Annexure-1

Confidential

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

Rail Bhavan, New Delhi – 110001, dated 03.02.2023

No. 2022/V-2/WR/Traffic/8

The General Manager (Vig.),
Western Railway,
Mumbai

Sub: System improvement to develop web link updated on real-time basis for “on-board” catering service contracts awarded by IRCTC.

Ref: Western Railway’s letter No.E161/2022/07/00410 dated 28.09.2022

In the subject matter , Railway Board vide letter dated 18.01.2023 (copy enclosed) addressed to all Zonal Railway / IRCTC has issued system improvement measures for supervision and monitoring of catering services in train on a real time basis.

Preeti
(Preeti)

Section Officer (Vig-2)
for Secretary/Vigilance
Railway Board

O/c

98840
3/02/23

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No. 2023/V2/CR/Traffic/7

Rail Bhavan, New Delhi - 110001, dated: 12.09.2023.

**The General Manager (Vigilance),
All Zonal Railways.**

Sub: PMS weighment of Perishable Consignment.

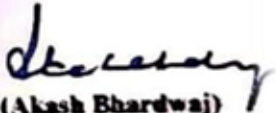
Instances have come to notice that in some zonal railways perishable consignments are not being weighed in PMS locations and booked under Sender's Weight Accepted (SWA) on the ground that perishable items contains ice and dripping water which may damage the electronic weighing machine. In such cases, possibility of revenue loss is always there if weighment is not done at destination.

In the matter the concerned directorate has clarified that there is no restriction on weighment of perishable goods on electronic weighing machine integrated with PMS.

In view of the above, all zonal railways are advised to ensure weighment of perishable traffic at Electronic Weighing Scale (wherever available) like other parcels and avoid sending perishable items on SWA.

issued
13/9/23

d/c


(Akash Bhardwaj)
Deputy Director, Vigilance -2
Railway Board

(Kind attention: GM/Vig/Central Railway w.r.t. CR's letter No.2022/11/01445/G.130/V1/V.Con dated 10.07.2023).

Annexure-1

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD**

NEW DELHI, Dated: 23/04/2024

No.2022/V2/NWR/PC/5

The General Manager (Vigilance),
All Zonal Railways

SUB: Instructions based on the compliance received and certain irregularities noticed under special drive was conducted as per Rly Bd,s letter dated 25.08.2023.

The report received from Zonal Railways on the subject checks have been examined in this office. On the basis of certain irregularities noticed during the checks, it is felt that following prevalent instructions should be strictly adhered to:-

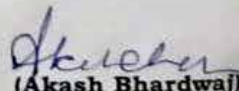
1. All goods sheds shall scrupulously follow Railway Board instructions regarding system based working at goods sheds as issued by TC Dte vide circular-TC-I/2020/103/efile/I-part(1)(3328202), dated-18.08.2023. Concerned Divisional authority shall ensure the same.
2. Maintenance of clone/duplicate (manual) records in freight terminal should be discouraged.
3. After issuing of gate pass all consignment must be removed from of railway premises.(As per IRCM, Vol-II, Para-1853 to 1856)
4. Outstanding should be reflected in the same month's Balance sheet without any further delay and all outstanding should be collected as per IRCM, Vol-II para 1820 and Rates Circular 29 of 2022.
5. No staff shall be posted for more than Four years on sensitive posts at goods shed.(In case of staff promoted at same place total length of posting should not be more than Four years)(As per RBE no.244/89)
6. Reposting of staff on same sensitive location could be considered only after cooling period of two years.
7. No staff should be posted to work on verbal message except in case of emergency and staff should work in such place on proper posting orders.
8. All goods Sheds shall report the ground stock balance/ wharfage balance to the respective commercial control at 22hrs.(TC circular no.- TC-I/2020/103/ERFILE/1-Part(1)(3328202), date 18.08.2023)

Compliance of above instructions should be monitored by concern supervisor. In case of any deviation of irregularities necessary disciplinary DAR action may be initiated against the concerned responsible staff.

This issue with the approval of competent authority.

Issued
23/4/24

O/C


(Akash Bhardwaj)
Dy. Director/Vigilance-2
Railway Board

Annexure-1

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.TC-1/2023/201.2 (3423880)

New Delhi, dt.31.01.2024

Chief Admin. Officer
FOIS

Sub: Stabling Charge

Ref: Rates Master Circular/Demurrage-Wharfage-Waiver/2016/0 and its amendments

Extant guidelines regarding Stabling Charge are prescribed vide Para 6.0 of Chapter-I of Board's circular under reference.

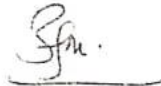
Reference has been received from ECoR suggesting to include the reason "attributed to party" in the drop-down menu in Control Office Application (COA) so as to enable Section Controller to select the correct option in case of stabling of privately owned stock at railway premises. Further, provision may also be made in the system for transmitting such information to rake owner through SMS/email and also to TMS location for collection of Stabling Charge. Copy of ECoR's letter is enclosed herewith.

Also, the dropdown menu of stabling reasons as available in (RMS)/FOIS should be made available in COA also.

CRIS/FOIS is requested to make requisite provision in the system. Action taken may please be advised to Board and all zonal railways.

This issues in consultation with Traffic Transportation directorate of Railway Board.

DA: as above



अतुल कुमार
संयुक्त निदेशक (दर-1)
रेलवे बोर्ड

Copy to:
PCCM, PCOM, all Zonal Railways
MD/CRIS

Annexure-1