

# MISCELLANEOUS

## PUBLIC GRIEVANCES REDRESSAL MACHINERY OF EAST COAST RAILWAY

### 1.1 HQs Level:

Public Grievance Redressal Machinery has been set up on East Coast Railway to provide high level satisfaction to the Rail Users. Heading this organization in Zonal level is Sr. Dy. General Manager who is also the Director of Grievances and assisted by Dy General Manager and Dy. Secretary (Public Grievance).

### 1.2 Divisional Level:

To ensure smooth functioning of the machinery at the Divisional level each of Divisional Headquarters of East Coast Railway has a Divisional Public Grievances Cell. Additional Divisional Railway Manager of the Divisions is the Director of Public Grievances mechanism of the Division who is assist by Sr. Divl. Commercial Manager. To assist him in working Sr. Divisional Commercial Manager/Divisional Commercial Manager is the in-charge of the Divisions. The names and telephone numbers of the Sr. Dy. General Manager of Zonal headquarters and Additional Divisional Railway Managers of all the Divisions of East Coast Railway are available at important stations, Railway Time Tables etc.

### 1.3 Sources of the complaints received:

Complaint lodged can be registered at different stations, Enquiry cum Reservation offices, Goods shed, Parcel Offices, Refreshment Rooms, Catering Stalls. Complaint-cum-suggestion books are available with Guards of the trains carrying passengers including Mail/Express Trains and also with the Conductors and Pantry car Manager of the trains. After enquiry/investigation is completed by the concerned Department, reply is given to the complainant.

### 1.4 Lodging of complaints by the General Public:

Complaints are also received in PG Cell of General Manager's office directly or through e-mail. These complaints are acknowledged and after necessary enquiry/investigation replies are sent to the complainants. The other sources through which complaints/grievances received are from (i) President of India (ii) Grievance Cell of Prime Minister's Office, (iii) Department of Administrative reforms and Public Grievances (iv) Department of Pensions & Pensioner's Welfare and (v) Directorate of Public Grievances (DPG) and (vi) Railway Board. These complaints are also registered and sent to the concerned units and after investigation, replies are sent to the complaints by the parent units. At present Directorate of Public Grievances, Cabinet Secretariat and Department of Administrative reforms and Public Grievances, Grievance Cell of Prime Minister and President of India and also Ministry of Railways have implemented one user-friendly Public Grievance portal called **Centralized Public Grievance Redress And Monitoring System (CPGRAMS)** through the website of [pgportal.gov.in](http://pgportal.gov.in) which facilitates public to lodge their complaints and to receive replies through CPGRAMS. After due examination of the matter by the Department concerned, replies are sent to the complainant by that grievance redressal authority through CPGRAMS.

### 1.5 Lodging on-line complaints:

East Coast Railway has taken up steps to computerize of handling of complaints and Enquiries at seven major stations of its zone. The complaints can now be registered through computer at these stations and acknowledgement is given on the spot. Complaints are immediately dispatched to the concerned authorities and even transferred to other Zonal Railways so that remedial action is taken to help General Public immediately and also to prevent and reoccurrence of such lapses in future.

**1.6** Beside above a new Portal Complaint Management System (COMS) has been recently launched which is having the following salient features.

- A mobile app based complaints and suggestions applications (Currently on the android platform).
- A web based Complaint and Suggestions application on URI [www.coms.indianrailways.gov.in](http://www.coms.indianrailways.gov.in)
- An SMS based complaints and systems applications on the Number 9717630982.

**1.7** The statistical figures of receipt and disposal of PG cases during the period from 01.04.14 to 31.03.15 handled by Zonal and Divisional Headquarters are appended below:

**PUBLIC GRIEVANCE PERIOD ENDING APRIL' 2014 TO MARCH' 2015**

Opening Balance as on 1/4/14	Cases received during the period	Cases disposed off during the period	Closing balance as on 31/03/15
0	1428	1427	1

**VIGILANCE ORGANISATION**

Vigilance Organization conducted qualitative and quantitative preventive checks in all aspects of all the departments of East Coast Railways during the year 2014-15. As a result of these checks, substantial amount was earned through penalties, undercharges, overpayments etc. Similarly, a number of complaints were also investigated after verifying their genuineness.

Arising out of the checks and investigations conducted during the year 2014-15, a number of railway employees were taken up under disciplinary action.

As a machinery of judging the vigilance activities of other railways, an internal audit system within the vigilance organization was started by Railway Board. The audit team comprising of officers and staff of ECoR vigilance audited the performance of South East Central Railway vigilance. During this visit, vigilance team not only audited the performances of SECR but also shared the case studies and experiences in other fields. Brief particulars of preventive checks, complaints, officials taken up under DAR, earnings and prevention of leakage of revenue are given below.

Year	Preventive checks conducted	Complaints		Officials taken up undr DAR	Leakage of revenue Rs. In lakhs	
		Received	Investigated		Scrap	Payment to staff
2013-14	979	304	77	207	-	3.6
2014-15	737	327	73	196	-	13.13

Vigilance Awareness Week was observed from 27.10.2014 to 01.11.2014 with a week long program organized in Head Quarters, the Divisions and CRW/MCS. Extensive awareness campaign amongst railway stake holders were carried out through distribution of pamphlets / leaflets and display of banners in conspicuous locations. Stake holders meet was organized where major stake holders participated and discussed various issues with the Railway officials represented by the PHODs and senior officers. Awareness against payment of bribery for securing berth/job in Railways was widely publicized through various Media, which included advertisement in local as well as national newspapers in different languages like English, Hindi, Oriya and Telugu. On the spot drawing and painting and debate competitions amongst school children were conducted on various aspects of corruption and their prevention during this week in which about 200 children of different schools of Bhubaneswar have participated. This has become an annual event in the calendar of different schools of Bhubaneswar. Nukkad nataks were organized by different units of East Coast Railway on various aspects of vigilance and corruption. All the divisions have organized various competitions in debates, essay, Cartoon, Art/Painting, Slogan, skits, etc. 11<sup>th</sup> issue of Vigilance bulletin was released and various cultural events were also organized on the last day of the week and the winners were awarded.



GM along with SDGM releasing vigilance bulletin on celebration of Vigilance week

Educative and participative vigilance was encouraged through organizing seminars and workshops throughout the year to sensitize the railway men of wayside stations. During the whole year 10 Nos of seminars/workshops were conducted at JJKR, BAM, VZM, TIG, SBP, KRPU, KDJR, RAIR, RGDA stations and CRW/MCS. Senior sub-ordinates, field staff of all discipline and sectional officers of the station where the seminar was held and its adjacent stations have participated in the seminar. During this, vigilance officers highlighted the role of preventive and punitive vigilance and stressed upon scope of image building through organizational behavior. Important case studies and their repercussions have been explained to the participants through fruitful interaction sessions.

Similarly, seminars were also conducted in all the three Divisional Head quarters on the aspects DAR proceedings which were attended by a large number of Divisional Officers. Vigilance Officers explained the grey areas of the DAR cases through interactive session and power point presentation.

An e-seminar was organized at Head Quarter where the vigilance officers interacted with the medical officers of Central Hospital & all the three Divisional Hospitals through video conferencing sensitizing the medical officials on common mistakes and pitfalls in the area of contract management.

Vigilance department has stressed on improvement in the system rather than only finding persons guilty, as a part of policy of educative and participative vigilance. As a result, a number of important system improvements have been issued in various areas of railway working. Some of these system improvements are as under:

- (i) Rotation of officials working in sensitive posts
- (ii) Contract management-release of Performance Guarantee regarding
- (iii) Checking of quality of construction materials
- (iv) Modification in Schedule of work
- (v) Procurement of VHF sets
- (vi) Procedure for calculation, accountal & realization of detention charges due to load adjustment
- (vii) Rationalization of office procedure to accomplish improved work culture
- (viii) Contract manpower deployment in Security department
- (ix) Considering e. acknowledgement while finalizing catering tenders
- (x) To carry proper travel authority and declaration of private cash by contractual staff of OBHS & Bed Roll services
- (xi) Passing of contractor's bill
- (xii) Hiring of road vehicle for official use
- (xiii) Procurement of medicines- timely submission of indents regarding
- (xiv) False/wrong calibration of weighbridges
- (xv) Receipt, Issue & disposal of scrap in CRW/MCS
- (xvi) Receipt & issue of material from stores depot

## THE RTI CELL

In addition to Public Grievance activity, the PG cells of Zonal Headquarters also deals with RTI matters which has been implemented w.e.f. 2005. After receipt of the RTI applications, the same are registered in the RTI registered book serially and date wise and forwarded to the concerned units with a view to provide information to the citizen within specific time limit. After collecting the required information, the unit concerned used to disseminate the same and sent reply to the applicant direct by registered/speed post or in person with clear acknowledgement. If the applicant does not satisfy with the information provided to him/her, he/she may prefer an appeal to the 1<sup>st</sup> Appellate Authority of that Department to decide the matter further. After the case is decided by the concerned Appellate Authority, necessary decisions are communicated to the Appellant within the specific time limit as laid down under the provisions of the Act.

For the smooth functioning of RTI Cell at Zonal level, Dy. General Manager is designated as the nodal Central Public Information Officer and to assist him, Dy. Secy. (Public Grievance) is designated as Asst. Public Information Officer of this zone. To make the working easier each Department is having one PIO and one APIO and Appellate Authority, who are responsible to provide the required information to the citizens of that Unit.

In Divisional level, Additional Divisional Railway Managers are designated as Appellate Authority. Sr. Divisional Commercial Managers/Sr. Divisional Personnel Officers act as the Public Information Officer of the Divisions. The names, addresses and Phone Numbers of the concerned authority are available in East Coast Railway website.

The statistical figures on receipt and disposal of the RTI cases during the period ending April' 2014 to March' 2015 handled by Zonal and Divisional Headquarters are appended below:



**RIGHT TO INFORMATION PERIOD ENDING APRIL' 2014 TO MARCH' 2015**

Opening Balance as on 1/4/14	Cases received during the period	Cases disposed off during the period	Closing balance as on 31/03/15
20	3091	3081	30

**INDUSTRIAL RELATION CELL**

All the scheduled four PREM meetings were conducted during the calendar year 2014 on date 03.03.2014, 10.06.2014, 09.09.2014 & 28.11.2014.

For the fourth time in the history of East Coast Railway all the Zonal four PREM meetings were conducted in a calendar year.

**WORKS STUDY ORGANISATION****The Aims of the Organisation:**

- Re- organisation of manpower resources as per need base assessment.
- Systematic and analytical study of work process and work method.
- Realistic assessment of requirement of manpower consequent on impact of Technology in various activities
- Rightsizing of work force with the objective of increasing efficiency and reducing staff cost.

**Efforts of the Organisation:**

- Preparation of Annual Programme for conducting Work Studies both in Technical and Non- Technical Departments of the Railway
- Critical Analysis of redundant categories of posts where manpower concentration are more than requirement.
- Recommended through study to increase the scope of outsourcing in non safety activities.

**Achievements:**

- During the year 2014-15, the Organisation conducted 10 Work studies in various units of different departments.
- Board's assignment for conducting work studies on Track machine Organisation, Track Maintenance and Trackman category, and Traffic Accounts office completed successfully and report submitted to Board within the Target date.
- 397 Revenue Posts were surrendered against Target of 400 posts. Money Value saved to the tune of Rs 14, 23,96,836/- and utilized for creation of essential posts of safety categories.

**CELL FOR PARLIAMENTARY MATTERS, CONSULTATIVE COMMITTEES**

The Parliamentary cell of East Coast Railway deals with references received from MP/MLAs and Replies to Questions pertaining to Parliament and State Assemblies and redressal of CMS (Case Monitoring System) cases.

During the financial year (2014-15), this section has dealt with 491 Nos. of CMS cases, 218 Nos. of Parliament Questions, 139 Nos. of MP/MLA references & 01 No. of Assembly Question.

During the financial year (2014-15) two DRUCC meetings were conducted in each Division i.e. i) 13.06.2014 & 19.02.2015 in Khurda Road Division, ii) 20.11.2014 & 26.02.2015 in Waltair Division, iii) 28.12.2014 & 13.03.2015 in Sambalpur Division. No ZRUCC meeting was held during the financial year 2014-15.

**LAW ORGANISATION**

Law Office in Hd. Qtrs at Bhubaneswar apart from monitoring and coordinating all court cases, vets documents and also tenders opinions in all matters including Land, Consumer, Workmen's Compensation, Labour & Industrial Cases, Arbitration, Eviction cases etc. The law office also forms panels of Railway Advocates for various Courts. The number of Court cases dealt by Law Office during year 2014-15 including the number court cases filed and disposed of are furnished below along with other references received from the Divisions / Units.

1. No. of cases filed and disposed of during the year 2014-15:		
(a) Total No. of cases pending at the beginning of April, 2014	=	2569
(b) Total No. of cases filed during the year 2014-15	=	500
	Total =	3069

2.	No. of cases disposed of during the year 2014-15:		
(a)	In favour of Railway	=	800
(b)	In against of Railway	=	339
		Total	= 1139
3.	Total No. of Cases pending at the end of March 2014		
(a)	Supreme Court	=	26
(b)	High Court	=	781
(c)	CAT	=	510
(d)	Others / CDs	=	613
		Total	= 1930
4.	Total No. of Eviction cases pending	=	1300
	Total No. of RPUP Cases pending	=	1552
5.	No. of references received from Division / Units (Other than court cases):		
(i)	Received	=	300
(ii)	Disposed of	=	300
6.	Contempt cases position :		
(a)	Opening balance	=	40
(b)	Received	=	15
(c)	Dropped	=	24
(d)	Closing balance as on March 2014-15:		
(i)	Likely to be dropped	=	23
(ii)	Stay obtained in the High Court	=	03
(iii)	Action yet to be taken	=	05
		Total	= 31

## SPORTS

**Achievements during the year 2014-15 in various Games are as follows:**

Sl	Game	Achievement
1	Athletics	1. Srabani Nanda represented Indian In the 17th Asian Games in 4x100 Relay Race. 2. Srabani Nanda represented Indian Railway in the Sr. National Athletic Championship and secured Gold Medal in 4x100 Relay Race 2014. 3. Srabani Nanda represented Indian Railway in the Sr National Athletic Championship, 2014 and secured 3rd position in 200 mtrs Run. 4. Purnima Hembram represented Indian Railway in the Sr. National Athletic Championship, 2014 and secured 2nd Position in Heptathlon Event. 5. Purnima Hembram and Megna KR secured 1st and 3rd position respectively in All India Railway Athletic Championship 2014.
2	Aquatics	1. Sayantan Sattwik secured 2nd position in All India Railway Aquatic Championship 2014.
3	Boxing	1. Miss Sarjubala Devi represented India in World Women Boxing Championship, 2014 at Korea and secured Silver Medal. 2. Miss Monica Saun represented India in World Women Boxing Championship at Korea, 2014. 3. Miss Sarjubal Devi represented Indian Railway in Sr. National Women Boxing Championship 2014 at Raipur and secured 1st place. 4. Miss Swapna Priya represented Indian Railway in Sr. National Women Boxing Championship at Raipur 2014 and secured 3rd place.
4	Hockey	1. Sri Subodha Tirkey represented India in 4th Sultan Johar Cup 2014 at Malayasia and secured 1st place.
5	Football	1. ECoR Women football team winner in (Exhibition) All India Railway Football Championship 2014.
6	Volleyball	1. ECoR Women volleyball team secured 1st position in Inter Dist. Volleyball Championship 2014-15 of Odisha.
7	Weight Lifting	1. Sri Niraj Sharma represented Indian Railway in Sr. National Weight Lifting Championship at Jaipur and secured 1st place, and registered new national record in 85 kg. 2. Sri Praveen Sharma participated in Sr. National Weight Lifting Championship at Jaipur and secured 3rd place.
Hockey Event Organized in the year 2014-15		All India Railway Hockey Championship 2014 in this championship eight teams were ECoRailway, E. Railway, NRIy, RCF, W.RIy, C. Railway, SC RIy and WC Railway.



E.CO. RLY HOCKEY TEAM WITH GENERAL MANAGER



MISS SRABANI NANDA AT  
17<sup>TH</sup> ASIAN GAMES



MISS PURNIMA HUMBRAM WITH EKLAVYA AWARD



MISS SARJUBALA DEVI GOLD MEDAL IN WORLD  
WOMEN BOXING CHAMPIONSHIP 2015 AT KOREA



SRI SUBHOD TIRKEY HOCKEY PLAYER GOLD MEDAL IN JOHAR CUP MALEASIA

## TRAFFIC COSTING

The following reports pertaining to financial year 2013-14 were prepared and sent to Railway Board during the year under review.

1. Proforma - v - Bifurcation of expenses into freight and coaching services.
2. Goods unit cost
3. Coaching unit cost
4. Incremental cost
5. Economics of the movement of Iron ore for Export on KK Line
6. Economics of the movement of Iron ore for Export on Daitari - Paradeep Line
7. Cost- study Cost Analysis of Coal movement of Originating/Terminal.

The detail of the different reports is available in the Traffic Costing Cell both in soft copies and hard copies.



## GLOSSARY

### ACCOUNTS

Capital-at-charge: Book value of the capital assets of Railways.

Gross earnings: The true earnings in an accounting period whether actually realised or not.

Gross receipts: Earnings actually realised in an accounting period.

Net revenue: Gross traffic receipts minus total working expenses.

Operating ratio: Ratio of working expenses to gross earnings.

Suspense: Unrealised earnings, liabilities not discharged in an accounting period.

Working expenses: Expenditure on administration, operation, maintenance & repairs, contribution to Depreciation Reserve and Pension Funds.

### STATISTICAL

Density: The volume of traffic moving between any two points on the railway expressed in terms of passenger kilometres or net tonne kilometres per route kilometre/running track kilometre or train kilometres per running track kilometre.

Engine kilometre: Movement of an engine under its own power over the length of one km.

Gross tonne kilometre: Gross tonnage comprising of pay-load and tare weight hauled by a train.

Lead: Average haul of a passenger or a tonne of freight.

Loaded wagonkilometre: Movement of a wagon loaded with goods over one kilometre.

Net load or net tonnage: Payload of passengers, luggage or goods carried by a vehicle or a train.

Net tonne kilometre: Payload of one tonne carried over one Km.

Non-revenue traffic: Traffic conveyed free for working the Railways.

Passenger kilometre: A passenger transported over one km.

Revenue-earning traffic: Traffic which is paid for by the consignor or the consignee.

Route kilometre: The distance between two points on the railway irrespective of the number of lines connecting them, viz. single line, double line, etc.

Running track kilometre: The length of all running tracks excluding tracks in sidings, yards and crossings.

Smalls: Goods consignments whose weight and dimensions do not require the exclusive use of a wagon.

Track kilometre: The length of all running tracks and tracks including tracks in sidings, yards and crossings.

Train kilometre: Movement of a train over one kilometre.

Vehicle/Wagon kilometre: Movement of a vehicle/wagon over one kilometre.

Wagon turn-round: Interval of time between two successive loadings of a wagon.

Number of staff: All employees paid directly by the Railway administration.

Stores: Materials or parts either purchased by the Railway or manufactured in Railway workshops for working the Railways.

Tractive effort: Load-hauling capability of a locomotive expressed in terms of the tractive force exerted by the locomotive at wheel.



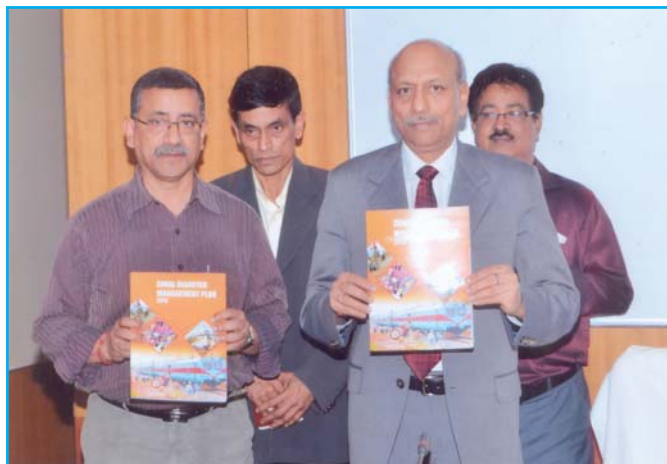
## PHOTO GALLERY



Shri Rajiv Vishnoi, General Manager/ECOR handing over efficiency Shield to Khurda Road Division on celebration of 59<sup>th</sup> Railway week.



Shri Rajiv Vishnoi, General Manager/ECOR inaugurating Photo Exhibition at Visakhapatnam.



Shri Rajiv Vishnoi, General Manager Releasing Zonal Disaster Management Plan-2015.



Shri Rajiv Vishnoi, General Manager/ECOR releasing Special cover of ECoR on National Philately Exhibition "ODIPEX-2014".



Shri Rajiv Vishnoi, General Manager inspecting CCTV surveillance system at Bhubaneswar station.



Shri Rajiv Vishnoi, General Manager/ECOR addressing Rajbhasa Meeting.



## PHOTO GALLERY



**Shri Rajiv Vishnoi, General Manager addressing Hon'ble Members of Parliamentary Standing Committee on Labour at Bhubaneswar.**



**Flagging off of Paradeep-Santragachi Weekly Superfast Express from Paradeep station.**



**Smt Shalini Vishnoi, President ECoRWWO distributing fruits and clothes to patient at Central Hospital on Reublic Day.**



**Shri Rajiv Vishnoi, General Manager inaugurating Railway indoor stadium at Chandrasekharpur.**



**Shri Rajiv Vishnoi, General Manager with Smt Sarjubala Devi winner of Silver Medal of World Boxing Championship at Monnet.**



**Shri S.C.Jamir, Hon'ble Governor of Odisha and Shri Rajiv Vishnoi, General Manager with the wining Team.**