

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 Addl. 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. To assist him, Sr. Divisional Commercial Manager/Divisional Commercial Manager is the in-charge of the Divisions. The names and telephone numbers of the Addl. 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** - Lodging of complaints 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 (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 one user-friendly Public Grievance portal called **Centralized Public Grievance Redress And Monitoring System (CPGRAMS)** has been in use through the website of pgportal.gov.in which facilitates public to lodge their complaints and to receive replies through it. 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 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 application (Currently on the android platform).
 - A web based Complaint and suggestions application on URL www.coms.indianrailways.gov.in.
 - An SMS based complaints and suggestions application on the Number 9717630982.

STATUS OF PUBLIC GRIEVANCE CASES FROM APRIL- 2015 TO MARCH- 2016

Opening Balance as on 1/4/15	Cases received during the period	Cases disposed off during the period	Closing balance as on 31/03/16
1	2530	2505	26

VIGILANCE ORGANIZATION

Vigilance Organization conducted qualitative and quantitative preventive checks in the working of all departments of East Coast Railways during the year 2015-16. As a result of these checks, substantial amount was earned through penalties, undercharges and deduction of overpayments. Similarly, a number of complaints were also investigated after verifying their genuineness.

Arising out of the checks and investigations conducted during the year 2015-16, a number of railway employees were taken up under D&A rules.

Brief particulars of preventive checks, complaints, officials punished, earnings and prevention of leakage of revenue are given below.

Year	Preventive checks conducted	Complaints		Officials punished	Leakage of revenue Rs. in lakhs	
		Received	Investigated		Scrap	Payment to staff
2014-15	737	327	73	196	-	13.13
2015-16	722	342	63	190	-	1.09

Vigilance Awareness Week was observed from 26th October to 31st October 2015 this year with great enthusiasm with theme "Preventive Vigilance as a tool of Good Governance". The week began with administering of pledge by General Manager on 26th October at Head Quarter office followed by a Nukkad Natak by Waltair division. A seminar was organized in the afternoon which was attended by senior officers of Head Quarters. The seminar was presided by General Manager and Sri A.B.Tripathy, Rtd. Director General of Police, Govt. of Odisha was the guest speaker on the occasion. On the occasion of Vigilance Awareness Week, banners & posters were printed and displayed at prominent locations like railway stations, major work centers and offices in HQ & Divisions over the ECoR. Leaflets were also distributed among rail users at various stations. As part of the Vigilance Awareness Week, various events like debate, lecture cum interactive sessions etc were organized in different schools and colleges of Bhubaneswar and Cuttack city to spread awareness among the youths. Several competitions like Essay writing, Art & Painting, Slogan writing and debate were also successfully organized with the active and overwhelming participation of students of various schools of Bhubaneswar & Cuttack. On the occasion of Vigilance Awareness Week, a seminar was organized by the stores department on 30.10.2015, involving senior officials from Divisions, Central Hospital, HQ/Medical and all the stores officers of ECoR/HQ. The seminar was addressed by COS/ECoR and CMD/ECoR. Three presentations have been made, two by Stores department about guidelines of procurement method, purchase planning & e-procurement system and the another presentation made by Dy.CVO/Stores regarding CVC guidelines. The seminar was interactive one and all the officials have participated and shared their thoughts. An award distribution ceremony was organized at Head Quarter office on 30th October 2015. During this ceremony 'Nukkad Nataks' were enacted by Sambalpur Division & Personal Branch of HQ. General Manager gave away the prizes to the winners of different competitions and spoke on corruption and the way to eradicate the same.

Educative and participative vigilance was encouraged through organizing seminars and workshops throughout the year on the subject "Sensitizing Railway men on pitfalls/irregularities that attract vigilance angles" & "Role of Preventive and Punitive Vigilance" in order to sensitize the railway men of wayside stations. During the whole year 08 Nos of seminars/workshops were conducted at CTC, KUR, Kantabanji, Bhadrak, WAT, Bulugaon, Srikakulam & Balangir stations. 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 these events, 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.

Vigilance department has stressed on improvement in the system rather than finding persons guilty as a 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:

1. Review of Family Planning Cases and proper implementation of RBE No. 151/2008, dated 14.10.2008.
2. Preparation of Salary Bills of SSE/Sig/BALU at one location instead of multiple locations.
3. Recovery of Water Charges erstwhile Gr-D staff occupying Railway Quarters.
4. Transparency in Quality Tests conducted in Geo- Tech Laboratory.
5. Maintenance of Hindrance Register.
6. Verification of money value items viz. DD, term deposits etc.
7. Define one similar nature of work for electrical general service works involving HT and LT works.
8. Delay in bill passing.
9. Introduce system of random crosscheck of Energy meter reading submitted by agency.
10. Correction in tender Conditions.
11. Inspection of Stores and Scrap disposal.
12. LoA of one tender should not be taken for reference for deciding future tenders.
13. Inclusion of suitable Penalty Clause for non-execution of a particular item of tender schedule.
14. Finalisation of maintenance contracts prior to expiry of existing contract.
15. Formulation of standard tender terms & conditions for hiring of vehicles, types of vehicles to be used by different units,
16. Early Sludge Disposal.
17. Payment to labour by the contractors through Bank accounts.
18. Proper description of specification in tender schedule.
19. Sanction of Competent Auth as a requisite for giving special increment in case of Family planning.
20. Dispensation of acceptance of DD/Pay orders towards examination fees.
21. Guidelines for handing and taking over of charge.
22. Expediting the submission and realisation of IPOs received through examination fees.
23. Rotation of Officials in sensitive post.
24. Bill Units to obtain NOC from Bank for change in Salary Account of employees.
25. De-stocking of small requirements of 1.5V heavy duty battery to PL No. 43302002.
26. Technical Suitability should be based on tendered specification and with proper justification, Specification in tender should cover all acceptable alterations and modifications.
27. Indiscriminate use of Red Ink by Inspecting officials.
28. Attestation in case of correction on non-stock requisitions.
29. Registration of firms with IREPS.
30. Mentioning LPR, Price List, and Market Survey etc. on the body of the offer instead of merely encircling the same on the offer page.
31. Remedial measures for working of IMWB/SCMN.
32. Maintaining Bill Monitoring Register to track and avoid inordinate delay in passing of bills.
33. Re-calibration (weight variation: 5-11%) Length of weigh-rail as per RDSO spec. Concrete foundation tamper-proofing.
34. Weight variation on running of test wagon, recalibration advised.

THE RTI CELL

In addition to Public Grievance activity, the PG cells of Zonal Headquarters also deal with RTI matters which came in to force w.e.f. 2005. The new RTI laws empower Indian citizens to seek information from a Public Authority, thus making the Government and its functionaries more accountable and responsible. The Act has now been in operation for over eleven years and has benefited many, including the poor and the underprivileged.

RTI applications from citizen are received by this cell and after receipt; the same are registered in the RTI registered book. This registration number is maintained for all future correspondences. This registered RTI applications are forwarded to the concerned units for providing information to the citizen directly by registered/speed post or in person within specific time limit.

If the applicant is not satisfied with the information provided to him/her, he/she may prefer an appeal to the 1st 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 (CPIO) 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 APIO each. Each Department is having one Appellate Authority too.

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' 2015 to March' 2016 handled by Zonal and Divisional Headquarters are appended below:-

STATUS OF RTI CASES FROM APRIL-2015 TO MARCH-2016

Opening Balance as on 1/4/15	Cases received during the period	Cases disposed off during the period	Closing balance as on 31/03/16
30	2890	2897	23

INDUSTRIAL RELATION CELL

All the scheduled four PREM meetings were conducted during the calendar year 2015 on date 05.03.2015, 30.06.15, 29.09.15 & 15.12.2015.

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

WORKS STUDY ORGANISATION

The aim of this organization is to promote productivity by reorganization of manpower resources. As per annual programme of work studies, various fields/work centers/category of posts are taken under scope of study; and factors like redundancy in activities, adoption of new technology, outsourcing done and long standing vacancies etc in sanction cadre are taken into observation to assess need based requirement of posts against work load assigned.

During the financial year 2015-16, 455 posts have been surrendered on account of work studies conducted by the cell with a money value savings to the tune of Rs 13,82,54,964/-.

CELL FOR PARLIMENTARY 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 2015-16, this section has dealt with **199** Nos. of Parliament Questions, **149** Nos. of MP/MLA references & **05** Nos. of CMS cases.

During the financial year 2015-16, DRUCC meetings are conducted in Khurda Road Division on 29.09.15 & 18.03.16, in Waltair Division on **10.09.15 & 31.12.15** and in Sambalpur Division on **28.08.15 & 11.03.16**. East Coast Railway has organized ZRUCC meeting on 29.12.15 during the financial year 2015-16.

In addition to, visit of Parliamentary committee on subordinate legislation on 28.08.15 & Railway Convention Committee (RCC) on 19.11.15 & 20.11.15 and MOSR visit on 20.12.15 has also been taken place.

LAW ORGANISATION

Law Office in Hd. Qtrs at Bhubaneswar apart from monitoring and co-ordinating 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 the year 2015-16 including the number court cases filed and disposed of during the year 2015-16 are furnished below along with other references received from the Divisions / Units.

1. No. of cases filed and disposed of during the year 2015-16 :		
(a) Total No. of cases pending at the beginning of April, 2015	=	1930
(b) Total No. of cases filed during the year 2015-16	=	460
	Total	= 2390
2. No. of cases disposed of during the year 2015-16:		
(a) In favour of Railway	=	265
(b) In against of Railway	=	055
	Total	= 320
3. Total No. of Cases pending at the end of March 2016		
(a) Supreme Court	=	18
(b) High Court	=	786
(c) CAT	=	652
(d) Others / CDs	=	614
	Total	= 2070
4. Total No. of Eviction cases pending	=	1300
Total No. of RPUP Cases pending	=	1616
Total No. of Cases pending in RCTs	=	1103
5. No. of references received from Division / Units (Other than court cases):		
(i) Received	=	325
(ii) Disposed of	=	325
6. Contempt cases position :		
(a) Opening balance	=	31
(b) Received	=	22
(c) Dropped	=	14
(d) Closing balance as on March 2015-16 :		
(i) Likely to be dropped	=	19
(ii) Stay obtained in the High Court	=	02
(iii) Action yet to be taken	=	18
	Total	= 39

SPORTS



1. Matsa Santoshi represented India in Commonwealth Weight lifting Championship, 2015 secured Silver Medal in Weightlifting played at Pune. She also participated in the World Weight Lifting Championship at USA ended up getting the 16th position.
2. Matsa Santoshi secured Gold Medal, Sanjeet secured Gold Medal, Sai Krishna secured Silver medal in the 63rd All India Railway Weight Lifting Championship, 2015 held at Chennai from 3rd to 5th December, 2015.



1. Srabani Nanda, represented India in Asian Grand Prix Athletics Series, 2015 and won three Bronze medals played at Thailand.
2. Srabani Nanda, secured One Gold & Two silver medals in recently concluded SAF Games, 2015 at Gwahati, from 5 - 16 February, 2016
3. Srabani Nanda, 200 m Silver Medalist in Asian Athletic Championship, 2015 at Wuhan, China, from 3rd to 7th June, 2015.



Purnima Hembram, Bronze Medalist in Asian Athletic Championship, 2015 at Wuhan, China, from 3rd to 7th June, 2015.



Supriya Routray, Manisha Panna represented India in the recently concluded 12th SAF 2015 games at Gwahati, from 5th -16th February, 2016 winning Gold Medal.



A. Mohan represented Indian Railways in 16th USIC World Railway Volleyball Championship held from 10th to 18th June, 2015 held at Moscow, Russia.



Monica Saun secured Silver Medal in the Sr. National Boxing Championship played at Shillong, Meghalaya.



Swarnamayee Samal, Manisa Panna, Lochana Munda, Bijalalaxmi Sahoo, Supriya Routray, Subhaprava Rout of ECoR represented Indian Railways in the Sr. National Women Football Championship at Jabalpur from 5th to 18th January, 2016. secured Gold Medal.

Purnima Hembram won Gold Medal in Heptathlon, Srabani Nanda Won Gold medal in 100 & 200 mtrs, Parbati Sethi won bronze medal in Discus Throw in the 79th All India Railway Athletic Championship, 2015-16 from 23rd to 25th September, 2015 at Bhopal



Sarjubala Devi & Monica Saun, secured Gold Medal and N. Swapnapriya secured Silver medal in the 9th All India Railway Boxing Championship, 2015 held at Jaipur from 26th to 29th September, 2015.



Ch. Vengal Rao & G. Srinivas represented Indian Railways Ball Badminton team in the 61st Sr. National Ball Badminton Championship, 2015-16 at Khamam Telangana from 10th to 18th January, 2016, secured Gold Medal.

TRAFFIC COSTING

The following reports pertaining to financial year 2014-15 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.
8. Revision of Survey Ratios for apportionment of expenses amongst various facets of operations/functions under Coaching and Goods Services.

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

PHOTO GALLERY



Shri Rajiv Vishnoi, General Manager administering oath to the Railway staff & officers on celebration of "Swachha Bharat" at ECoR.



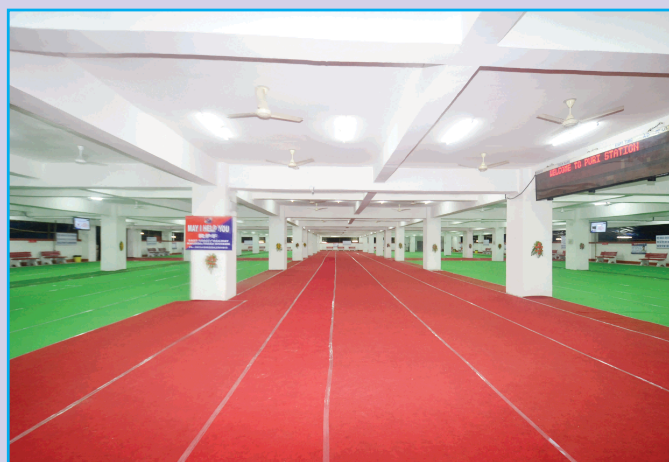
Shri Rajiv Vishnoi, General Manager administering oath to the Railway staff & officers on celebration of Vigilance awareness week.



Shri Rajiv Vishnoi, General Manager along with staff & officers of East Coast Railway during the observance of international Yoga Day at Rail Vihar



Shri Suresh Prabhakar Prabhu, Minister for Railways inaugurating New Platforms at Puri Railway Station.



Yatri Complex with a capacity of 5000 pilgrims commissioned at Puri Station during Nabakalebar Festival.



Shri Rajiv Vishnoi, General Manager/ECoR during observance of Ambedkar Jayanti.

PHOTO GALLERY



Shri Rajiv Vishnoi, General Manager with ECoR Ball Badminton Champion Team in inter Railway Tournament.



Shri Rajiv Vishnoi, General Manager taking Guard of honour during the observance of 67th Republic Day.



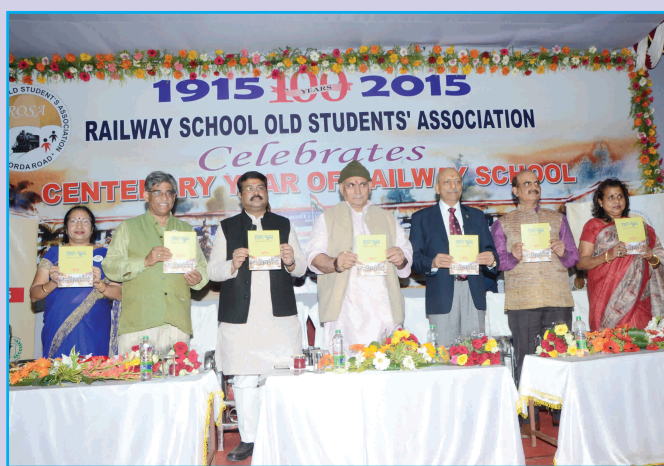
ADRM/KUR Flagging off Bhubaneswar - Tirupati Fully Bio-Toilet Train.



Shri Rajiv Vishnoi, General Manager addressing members during 7th ZRUCC meeting at Sabha Gruha.



Shri Rajiv Vishnoi, General Manager along with Smt. Shalini Vishnoi, President ECoRWWO at Civil defence Flag raising Day.



Shri Manoj Sinha, Hon'ble MOSR along with Shri Dharmendra Pradhan, Hon'ble Union Minister of State for Petroleum & Natural Gas attending Centenary celebration of Railway School at Khurda Road.