

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.
 - Twitter Handle & facebook Page of Ministry of Railways are also linked.
- 1.7 **Interactive Voice Response System (IVRS):-**
 - Started since 01.07.2017.
 - Calls are made to the passengers through system on random basis to know the feedback on services.
 - The passengers are asked feedback on any two areas out of following six areas.
 - i. Platform Cleanliness
 - ii. Air Condition cooling

- iii. Food Quality
- iv. Train punctuality
- v. Bed Roll
- vi. Train Cleanliness
- Passengers are requested to provide their feedback on the aforesaid amenities on the scale of 1 to 5. The score of 5 represents excellent service.

STATUS OF PUBLIC GRIEVANCE CASES FROM APRIL- 2016 TO MARCH- 2017

Opening Balance as on 1/4/16	Cases received during the period	Cases disposed off during the period	Closing balance as on 31/03/17
27	4419	4425	21

VIGILANCE ORGANIZATION

1. Activities of Vigilance Organisation:

- 1.01 Vigilance Department has the following core areas of activities:
- (i) Prompt investigation of authenticated complaints and carry out checks, with follow up investigations on cases of irregularities, ensure speedy processing of vigilance cases at all stages till the case reaches its logical end.
 - (ii) Maintain close liaison with CBI in regard to sharing of intelligence and watch over officials of doubtful integrity.
 - (iii) Undertake review of existing rules and procedures, with a view to plug loopholes and suggest systemic improvement to curb corruption.
 - (iv) Disseminate awareness about vigilance, through vigilance bulletin, seminars, workshops and lectures etc.
 - (v) Surveillance on vulnerable and corruption prone areas deputing vigilance watchers and analyzing CCTV footages.
- 1.02 Vigilance branch has undertaken qualitative and quantitative preventive checks in all departments of East Coast Railways throughout the year. As a result of these checks, substantial amount was earned through penalties, undercharges, overpayments. Similarly, a number of complaints were also investigated after verifying their genuineness.
- 1.03 Arising out of the checks and investigations conducted by the vigilance, disciplinary action was taken against a number of employees.
- 1.04 Brief particulars of preventive checks, complaints, officials punished, earnings and prevention of leakage of revenue are given below.

Year	Preventive checks conducted	Complaints		D&A/ Admn Action	Leakage of revenue in lakhs				
		Received	Investigated		Traffic	Payment to staff	Scrap	Others (Technical)	Total
2015-16	722	343	63	445	1077.51	1.09	Nil	205.4	1284
2016-17	745	277	44	284	43.96	0.57	Nil	110.09	154.6

- 1.05 Besides the usual periodic checks, the Railway has also undertaken (a) intensive checks on the areas identified by Board as 'Thrust Areas', (b) special drives directed by Board during peak seasons/rush periods viz. summer rush, puja rush etc., to curb malpractices in trains, reservation counters and other mass contact areas.
- 1.06 Complaints received under Public Interest Disclosure and Protection of Informers (PIDPI) are also investigated into by Vigilance branch, without disclosing the identity of the complainant. Whistle blowers are thus encouraged to lodge complaints on corrupt practices in sensitive areas.
- 1.07 There is a 24X7 active mobile helpline (8455885031) to lodge complaints instantly. This is immensely helpful for rail users encountering corrupt activities at Booking Offices, Reservation Offices, Parcel Offices and trains etc.
- 1.08 Public are also encouraged to lodge complaints through registered e-mail IDs of vigilance officials, cited in Railway's portal, notified in print media and Passenger Time Table. From January 2016 till date, 21 complaints have been received through registered e-mail, which have been dealt with according to the merit of individual cases.

2. Seminars and Awareness Programs:

- 2.01 Educative and participative vigilance was encouraged through organizing seminars and workshops throughout the year. During the seminars, all the staff were sensitized on pitfalls and irregularities that were committed inadvertently, while discharging their duty. During the year 2016, 21 seminars/workshops were conducted at different way side stations and remote field units, witnessing 1464 participants.
- 2.02 Vigilance Awareness Week-2016 was observed from 31.10.2016 to 05.11.2016 in Head Quarters, all the three divisions and Carriage Repair Workshop, Mancheswar. Extensive awareness campaign amongst railway stake holders was carried out through distribution of pamphlets / leaflets and display of banners in conspicuous locations. It was also followed by a stake holders' meet with PHODs, wherein major stakeholders of Railways participated. 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 being published in different languages like English, Hindi, Oriya and Telugu. Awareness programs have been extended to schools and colleges of the twin city of Cuttack & Bhubaneswar through competitions on debate, essay, drawing etc. The objective was to create awareness among the youth regarding the ill-effects of corruption and encourage them to play active role in its eradication. Street Plays (Nukkad natak) were organised by different units of East Coast Railway on various aspects of vigilance and corruption.
- 2.03 A Vigilance bulletin, summarizing important cases and system improvements undertaken during the last year was also released on this occasion.

3. System Improvements:

- 3.01 As a policy of educative and participative vigilance, the department has stressed on improvement in the system rather than finding persons guilty. As a result, a number of important system improvements have been issued in various areas of the Railway's working. Some of these are,
- (i) Inclusion of name of wards in service record to avoid irregular/over-payment towards CEA
 - (ii) Developing a control mechanism to block more than two claims of CEA prior to class-I
 - (iii) Testing of Design Mix of Cement Concrete Rationalization of office procedure to accomplish improved work culture.
 - (iv) Fencing of Ballast Depot and provision of gate under lock and key.
 - (v) Use of printed level book and use of Grader for cross slope of embankment.
 - (vi) Eviction of old encroachment and fix up responsibility in case of future encroachment.
 - (vii) Filed officials to certify that ballast supply is taken on a neat level and firm ground.
 - (viii) Regular inspection of sub-ordinate stores by the controlling officer.
 - (ix) Discontinuation of the practice of receiving tender by fax.
 - (x) Timely refund & release of Earnest Money Deposit to the suppliers.
 - (xi) Mentioning urgent ex-stock delivery and incorporation of price preference for earlier delivery in tender schedule.
 - (xii) IS specification to be provided by indenter in case of general and common items, third party inspection desirable in case of contract value is more than 1.5 lakhs.
 - (xiii) Stock position, estimated monthly consumption, prospects of supply against existing Po, availability in other units etc to be mentioned while sending proposals for local purchase.
 - (xiv) Refraining invigilators of RRC from using mobile phones during examination.
 - (xv) Cultural quota selection process should be clearly defined and distinguish different testimonials like local, state and national level & award marks accordingly.
 - (xvi) DA should call for the COs SR to make entry regarding imposition of punishment.
 - (xvii) RRB should maintain uniform educational qualification for similar employments.
 - (xviii) (a) Delivery date commitment to be obtained from firm.
(b) Keeping record of past performance of RC holding firms
(c) Confirmation from firm whether it can supply materials from a place having less structure Irregularity in issue of privilege pass

4. Achievements:

- 4.01 Vigilance check at JKPR station has led to detection of large scale irregularity in freight accountal system, resulting in realization of revenue to the tune of Rs15.10Crore. CVC has issued appreciation letter to East Coast Railway for this achievement.
- 4.02 Vigilance checks in engineering branch of Waltair division have resulted in realization Rs.3 Crores of unpaid dues in Way leave agreement.

- 4.03 Leveraging of Technology in promoting transparency in governance: To ensure transparency and curb malpractices, ECoR has taken steps to ensure that complete and meaningful information is provided on railway's portal regarding laws, rules and procedures that are relevant for rail users. Almost all forms/proformas that are useful to the rail users have been made available in the website in downloadable form. Besides, important information regarding award of various works, purchase and services contracts, allotment of rakes, leasing out of commercial plots, open recruitments and recruitments under various quota, status of bills of contractors etc. are being updated as frequently as possible.
- 4.04 As a part of Hon'ble Prime Minister's Digital India initiative, online application has been made mandatory by Railway Recruitment Cell and Railway Recruitment Board. To maintain transparency, online examinations are also being conducted for all recruitments, where surprise checks are conducted by Vigilance officials.

THE RTI CELL

In addition to Public Grievance activity, the PG cell of Zonal Headquarters also deals with RTI matters which came in to force w.e.f. 2005. The new RTI law empowers 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' 2016 to March' 2017 handled by Zonal and Divisional Headquarters are appended below:-

STATUS OF RTI CASES FROM APRIL-2016 TO MARCH-2017

Opening Balance as on 1/4/16	Cases received during the period	Cases disposed off during the period	Closing balance as on 31/03/17
23	2864	2821	66

INDUSTRIAL RELATION CELL

All the scheduled four PREM meetings have been conducted during the calendar year 2016 on date 10.03.2016, 10.06.2016, 25.10.2016 & 16.12.2016.

Similarly, WAT Division have conducted 4 PREM meetings, KUR Division 2 PREM meetings and SBP Division 2 PREM meetings during the calendar year 2016.

WORKS STUDY ORGANISATION

The aim of the cell is to promote productivity by reorganizing manpower resources through work studies. The efforts of the cell is to identify redundant posts and surplus manpower, due to implementation of advanced technology.

During the last financial year, 507 posts have been surrendered through various work studies conducted by the Efficiency Cell, with a savings of Rs. 16 Crores and 94 lakhs (approx.) for vacancy bank.

CELL FOR PARLIMENTARY MATTERS, CONSULTATIVE COMMITTEES

In this cell replies to parliament questions, references from MPs, MLAs and VVIPs questions from State Assemblies are also attended to.

1. During the last financial year 2016-2017, this section has received 244 nos of Parliament Questions, 05 Nos of Assembly Questions with replies to all of them.
2. 121 Nos of MP/MLA references have been dealt by this section.
3. Three Parliamentary committees i.e. Chinese Delegation on 06.07.2016, Committee on Govt. Assurance on 20.10.2017 and Committee on Suordinate Legislation on 10.01.2017 have visited this Railway during the said year. Apart from that there were VVIP visits Vig. (i) MR & MOSR on 16.04.2016(ii) MOSR on 20.08.2016 & 27.02.2017 and (iii) MR visit on 20.03.2017 during the said year
4. Two meetings of ZRUCC were conducted by this cell at Rail Sadan on 05.04.2016 & 23.09.2016.
5. Three Divisional committee meetings were conducted comprising Hon'ble MPs of the concerned Divisional jurisdictions on 23.12.16(WAT), on 30.12.16(KUR) and on 06.01.2017 (SBP).
6. Further the about 30 Nos GM Inspection notes were circulated and remarks thereto were collected, compiled and put up before GM.

After re-assignment/ re-distribution of works under GA, this section has been assigned to deal with about 30 Nos of additional files w.e.f. Which were earlier being dealt by other sections under OS (G) although this section has suffered curtailment of one Gr-C staff.

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 year 2016-17 including the number court cases filed and disposed of during the year 2016-17 are furnished below along with other references received from the Divisions / Units.

1. No. of cases filed and disposed of during the year 2016-17 :		
(a) Total No. of cases pending at the beginning of April,2016	=	2070
(b) Total No. of cases filed during the year 2016-17	=	467
	Total	= 2537
2. No. of cases disposed of during the year 2016-17:		
(a) In favour of Railway	=	298
(b) In against of Railway	=	089
	Total	= 387
3. Total No. of Cases pending at the end of March 2017		
(a) Supreme Court	=	22
(b) High Court	=	775
(c) CAT	=	674
(d) Others / CDs	=	679
	Total	= 2150
4. Total No. of Eviction cases pending	=	0180
Total No. of RPUP Cases pending	=	1540
Total No. of Cases pending in RCTs	=	1208
5. No. of references received from Division / Units (Other than court cases):		
(i) Received	=	260
(ii) Disposed of	=	260
6. Contempt cases position :		
(a) Opening balance	=	39
(b) Received	=	31
(c) Dropped	=	20
(d) Closing balance as on March 2016-17 :		
(i) Likely to be dropped	=	19
(ii) Stay obtained in the High Court	=	01
(iii) Action yet to be taken	=	30
	Total	= 50

SPORTS

Sports persons of East Coast Railways have excelled their performances at International, National, State levels as well as Inter Railways Championships held during the year 2016-17.

1. At International Level:



Manisha Panna represented India in the SAAF Football Championship at Shiliguri, from 26.12.2016 to 04.01.2017 winning Gold Medal. She was also declared as the most valuable player of the tournament

2. At National Level:



Kakara Shyam Kumar represented Indian Railways in the 1st Elite Men National Boxing Championship played at Guwahati from 8th to 10th December, 2016 and won the Silver Medal.



Purnima Hembram represented Indian Railways in Senior National Athletics Championship played at Lucknow from 25th to 28th September, 2016 and won the Gold Medal in 100 m Hurdles



Gayatri B. represented Indian Railways in the 65th Senior National Volleyball Championship played at Chennai from 24th to 30th December, 2016 and Indian Railways won the Gold Medal.

3. At State Level:



ECoR Men Volleyball team secured the 2nd position in Sr. State Volleyball Championship, 2016 from 18th to 25th November, 2016 at Bhubaneswar



ECoR Women Volleyball team secured the 1st position in Sr. State Volleyball Championship, 2016 from 18th to 25th November, 2016 at Bhubaneswar

4. At ALL-INDIA RAILWAY CHAMPIONSHIP

• Weightlifting

In the 64th All India Railway Weight Lifting Championship, 2016 at Raebareli from 22nd to 24th November, 2016.

- P. Malleswara secured Silver Medal in 69 kg. Category
- Sanjeet secured Silver Medal in 94 kg. Category.
- Sai Krishna secured Bronze Medal in 77 kg. category



Matsa Santoshi secured Gold Medal in 53 kg Category.



● Athletics

Purnima Hembram won Gold Medal in 100 m Hurdles in the All India Railway Athletics Championship, 2016 from 25th to 27th August, 2016 at Trichirapalli.



● Boxing

Monica Saun and A. Punyavati secured Gold Medal in 75 Kg. and 48 Kg. category respectively in the All India Railway Boxing Championship, 2016 held at Raebareli from 3rd to 6th October, 2016



● BALL BADMINTON

ECor Ball Badminton team secured the Bronze medal in All India Railway Ball Badminton Championship, 2016 from 26th to 28th October, 2016 at Secunderabad.

● Other Activities:



INDIAN RAILWAY VOLLEYBALL CAMP (MEN & WOMEN), Organised twice at New Indoor Stadium, Mancheswar, Bhubaneswar from 24.11.2016 to 23.12.2016 & 21.01.2017 to 04.02.2017.



The Indian Railway Women Football Camp was held at Bhubaneswar 18th February to 19th March, 2017

TRAFFIC COSTING

The following reports pertaining to financial year 2015-16 were prepared and sent to Railway Board during the year.

1. Escalation Factor of ECoR for the year 2015-16 (RE) and 2016-17 (BE) over 2015-15 (Actual)
2. Proforma V - Bifurcation of expenses into Freight and Coaching services.
3. Goods Unit Cost.
4. Coaching Unit Cost.
5. Incremental Cost.
6. Economics of the movement of Iron ore for Export on KK Line & profitability study of KK Lines.
7. Economics of the movement of Iron ore for Export on Daitari - Paradeep Line.
8. Cost- study and Cost Analysis of Coal movement of Originating/Terminal.

In addition to above reports, the profitability study of Train no.22889/90 Puri-Digha Superfast Weekly Express was also conducted.

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 payload 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



Sri Umesh Singh, GM/ECOR, addressing a Press Conference on Infrastructural Development in East Coast Railway.



Sri Manoj Sinha, Hon'ble MOSR visited Puri Station on 20.08.2016



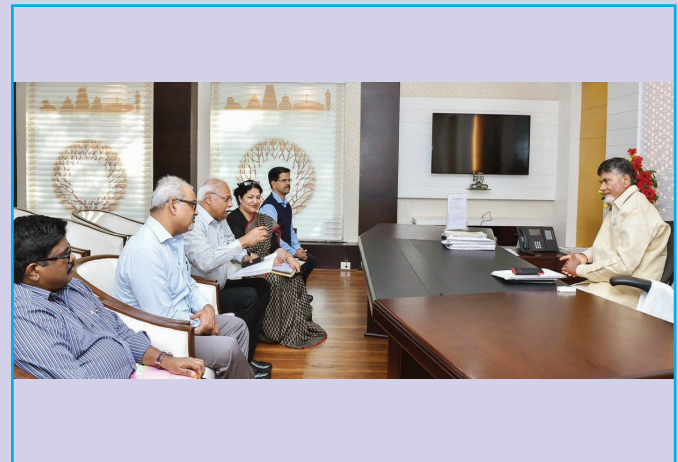
General Manager/ECOR's meeting with Hon'ble MPs of Khurda Road Division on 30.12.2016.



Sri Rajen Gohain, Hon'ble MOSR(G), in a work review meeting at ECoR HQ.



Sri Umesh Singh, GM/ECOR's meeting with Hon'ble Chief Minister of Chhattisgarh.



Sri Umesh Singh, GM/ECOR's meeting with Hon'ble Chief Minister of Andhra Pradesh.

PHOTO GALLERY



Seminar on Swachh Rail - Swachh Bharat on 03.10.2016 at HQ/ECOR.



Sri Umesh Singh, General Manager's meeting with Hon'ble MPs of SBP Division on 06.01.2017



A Seminar organised at HQ/ECOR on Vigilance Awareness Week.



Hindi meeting and awards function held at ECoR on 20.12.2016



Visit of Sri K.B.Nanda, Finance Commissioner, Railway Board to ECoR/HQrs.



Sri Umesh Singh, GM/ECOR's meeting with Hon'ble MPs of WAT Division on 23.12.2016