

# MISCELLANEOUS

## PUBLIC GRIEVANCES REDRESSAL MACHINERY OF EAST COAST RAILWAY

- 1.1 East Coast Railway has set up complaints Redressal System with the overreaching objective of improving the quality of public service delivery in its jurisdiction. 'Public Grievance Redress' requires a good grievance redress system operating in a manner that leaves the citizen more satisfied with how the organization responds to complaints/grievances with 'Excellence in Service Delivery'. Further, assessment is made periodically for tuning up the PG Cell and go for system development in order to keep pace with the emerging social media like Twitter and Face Book. Regular interaction with all Departments and Divisions are held with an aim for identifying focus areas of improvement for themselves to have better service delivery system.
- 1.2 **HQs Level** - Public Grievance Redressal Machinery has been set up in East Coast Railway to provide high level satisfaction to the Rail Users. Heading this organization in Zonal level is Addl. General Manager who is the Director Grievances and assisted by Dy. General Manager and Dy. Secretary (Public Grievances).
- 1.3 **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. Addl. Divisional Manager of the Divisions is the Director of Public Grievances mechanism of the Divisions. To assist him, Sr. Divisional Commercial Manager/Divl. Commercial Manager is the in-charge of Divisions. The names and telephone numbers of the Addl. General Manager of Zonal Headquarters and Addl. Divisional Railway Managers of all the Divisions of East Coast Railway are available at important stations, Railway Time Tables etc.
- 1.4 **Sources of the complaints received** - Lodging of complaint 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 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.
- 1.5 **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) Grievances Cell of Prime Minister's Office, (iii) Department of Administrative Reforms and Public Grievances, (iv) Department of Pensioners & 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. In addition, user-friendly Public Grievance portal called **Centralised Public Grievance Redress And Monitoring System (CPGRAMS)** has been in use through the website of [pgportal.gov.in](http://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.
- 1.6 **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 the other Zonal Railway so that remedial action is taken to help General Public immediately and also to prevent and reoccurrence of such lapses in future.
- 1.7 Beside above a new Portal Complaint Management System (COMS) has been launched which is having the following salient feature.
  - A mobile app bases complaints and suggestions application (Currently on the android platform).
  - A web based Complaint and suggestions application on URL [www.coms.indianrailways.gov.in](http://www.coms.indianrailways.gov.in).
  - An SMS based complaints and suggestions application on the Number 9717630982.

**1.8 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.

The statistical figures on receipt and disposal of the PG cases during the period of April'2017 to March' 2018 handled by Zonal and Divisional Headquarters are appended below:-

**STATUS OF PUBLIC GRIEVANCE CASES FROM APRIL-2017 TO MARCH- 2018**

Opening Balance as on 01/04/17	Cases received during the period	Cases disposed off during the period	Closing balance as on 31/03/18
21	6461	6465	17

**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 system improvement to curb corruption and promote transparency.
- (iv) Disseminate awareness on 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, collection of undercharges and recovery of 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	Recovery of Railway revenue in lakhs				
		Received	Investigated		Traffic	Payment to staff	Scrap	Others (Technical)	Total
2016-17	745	277	44	284	43.96	0.57	Nil	110.09	154.62
2017-18	782	485	56	250	1562	0.25	Nil	10	1572.25

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 A 24X7 active mobile helpline (8455885031) to lodge complaints instantly has been activated. This has become 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.
- 1.09 As a result of these facilities a number of complaints have been received through registered e-mail and mobile helpline which have been dealt with according to the merit of individual case. Some of the mobile complaints which have to be resolved instantly have been taken up on priority basis and the same have been resolved effectively under appreciation from the customer.

## 2. Seminars and Awareness Programs:

- 2.01 Educative and participative vigilance has been encouraged through seminars and workshops throughout the year. In the seminars, vigilance officers very lucidly educate the staff & officers on the role of preventive and punitive vigilance through important case studies and repercussions therein based on their past experiences. During the year 2017-18, twelve Nos of seminars/workshops were conducted at different way side stations and remote field units, with 708 participants.
- 2.02 Vigilance Awareness Week - 2017 was observed from 30th October to 4th November 2017 at the Zonal Headquarters, all the three divisions ( KUR, WAT & SBP) and Carriage Repair Workshop at Mancheswar. Theme for the year 2017-18 was " My Vision-Corruption free India".



View of Seminar on "My vision-Corruption free India" at DRM Office complex on 03.11.2017.



Walkathan/Marathan was organized on 04.11.2017 from Railway Stadium, Rail Nagar to Rail Nagar entrance gate, Sambalpur.

- (i) Integrity Pledge was administered to officers and staff of HQ office and Divisional offices at 11.00 hrs on 30.10.2017. The pledge at HQ office was followed by a small Skit (Nukkad Natak) on the theme corruption and its ill effects.
- (ii) During the week, seminar on the subject "भ्रष्टाचार उन्मूलन पर चर्चा" was conducted at Head Quarter office on 30.10.2017. Shri S.K. Misra, Hon'ble State Chief Information Commissioner, Odisha attended the seminar as guest speaker and spoke on the subject. The seminar was attended by officers of Head Quarter office. Seminars were also held at Divisional level where staff and officers of the division attended.
- (iii) A stake holders meet comprising different stake holders of railways i.e. suppliers, purchasers, contractors, Banks, PSU's and private sector companies was organized on 01.11.2017 at HQ/BBS. Various stake holders discussed the issue of bringing more transparency in railway system. Freight customer grievance redressal camp was organized at divisional office, Sambalpur. Many officers attended the camp and discussed the grievances with the customers. Similarly, grievance redressal camp for vendors and customers was also organized at Sambalpur station. Officers and staff of commercial department attended the camp and sorted out their grievances.
- (iv) Since the areas of awareness has been expanded to outside organization, programs such as debate, essay, drawing , slogan competitions etc have been organized by the vigilance organization not only amongst the employees and their wards but also amongst the school children of different schools of Bhubaneswar and Cuttack, Sambalpur & Khurda Road. Successful participants were awarded suitably by General Manager on 03.11.2017.
- (v) Lectures cum interactive sessions were organized in different schools and colleges of Cuttack. Few programmes were organized in schools and colleges before commencement of the week keeping in view the hectic schedule during the week vis-a-vis the examination schedule of the school & colleges. The objective was to create awareness among the youth regarding the ill effects of corruption and also encourage them to participate in eradicating it.



- (vi) A link has been provided at the official website of East Coast Railway to take the e-pledge and all PHODs were requested to encourage the staff & officer working under their control to take e-pledge. Many officers and staff took the e-pledge.
- (vii) Caller tunes in three languages i.e. Hindi, Odia and Telugu related to fight against corruption was set to all CUG holders of this Railway during the week.
- (viii) Daily SMS promoting integrity and eradication of corruption was sent to all CUG members on each day of the week.
- (ix) The 14th issue of Vigilance Bulletin of East Coast Railway was released by the General Manager.
- (x) Banners and posters on vigilance related themes were displayed in the Zonal offices, Construction office, RRB office, CWM office, Divisional offices and important areas of public interface such as stations, Booking offices, Reservation offices, Goods shed & Parcel offices.
- (xi) Activities conducted during vigilance awareness week were published in print media and uploaded on face book and twitter account of East Coast Railway.
- (xii) All the three divisions and Carriage and Repairing Workshop at Mancheswar have also observed the Week under the instruction of vigilance department of ECoR on the same line as mentioned above.

### 3. System Improvements:

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) To provide CCTV Surveillance in all departmental Examinations conducted in East Coast Railway.
- (ii) To maintain register for keeping records on availability of contractor's engineers at the site of works.
- (iii) To initiate process for extension of time of contract before expiry of currency of contract.
- (iv) To examine compatibility of different equipments during preparation of tender schedule.
- (v) To educate TC members for examining the technicality etc of the offers strictly as per tender conditions.
- (vi) Delay in pre-tender scrutiny to be avoided by submitting all the requisite papers Viz. Last Purchase Rates (LPR), Last Purchase Particulars, Proprietary Article Certificate (PAC), Correct Assessment of requirements etc.
- (vii) To develop a mechanism for timely circulation of Railway Board guidelines among supervisory staff.

### 4. Achievements:

- 4.01 **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.
- 4.02 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

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 citizen to acquire 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 thirteen years with the objective to empower the citizens, promote transparency and accountability in the working of the Government, contain corruption, and make our democracy work for the people in real sense. It goes without saying that an informed citizen is better equipped to keep necessary vigil on the instruments of governance and make the government more accountable to the governed. The Act is a big step towards making the citizens informed about the activities of the Government. Use of RTI by the citizens and system building by the government and its instrumentalities facilitating disclosure of information-suo motto and on demand-has the potential to bring about the paradigm shift in the relationship between the citizens and the government and its instrumentalities.

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



If the application 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 provision 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.

In Divisional level, Addl. Divisional Railway Managers are designated as Appellate Authority, Sr. Divl. Commercial Managers/Sr. Divl. 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 of April'2017 to March' 2018 handled by Zonal and Divisional Headquarters are appended below:-

#### STATUS OF RTI CASES FROM APRIL-2017 TO MARCH- 2018

Opening Balance as on 01/04/17	Cases received during the period	Cases disposed off during the period	Closing balance as on 31/03/18
66	3177	3156	87

## INDUSTRIAL RELATION CELL

All the scheduled four PREM meetings have been conducted during the calendar year 2017 on date 28.03.2017, 23.06.2017, 06.10.2017 & 15.12.2017.

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

## EFFICIENCY 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, 866 posts have been surrendered through various work studies conducted by the cell with a money value savings to the tune of Rs. 41,95,44,021/-.

## 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 year 2017-2018, this section has received 193 nos of Parliament Questions, 01 No. of Assembly Questions with replies to all of them.
2. 113 Nos of MP/MLA references have been dealt by this section during this financial year 2017-2018.
3. Four Parliamentary committees i.e. visit of Parliamentary committee on house at Puri on 08.06.2017, Railway Convention Committee (RCC) at Puri on 06.07.2017, Standing Committee on Railways at Puri on 24.08..2017 & Committee of Subordinate Legislation, Rajya Sabha at VSKP on 05.11.2017 have visited this Railway during the said year. Apart from that there were VVIP visits Vig. (i) MR & MOSR on 16.04.2017 (ii) MOSR on 19.05.2017, 23.08.2017 & 30.12.2017 during the said year
4. One meeting of ZRUCC was conducted by this cell at Rail Sadan/ ECoR/HQ/BBS on 09.06.2017.
5. Three Divisional committee meetings were conducted comprising Hon'ble MPs of the concerned Divisional jurisdictions on 08.09.2017(KUR), on 15.09.2017(WAT) and on 22.09.2017 (SBP).
6. Further the about 36 Nos GM Inspection notes were circulated and remarks thereto were collected, compiled and put up before GM. 04 Nos. Annual Inspection notes were circulated and remarks thereto were collected, compiled and put up before GM.

Compiling the compliance of Memoranda received from various Organisations, representatives during GM's Inspections at various locations and reply sent to respective Organisations/Representatives.

Compiling the compliance of items contained CRB Inspection Note, Video conference and forwarding the same to Railway Board.

Monitoring the feedback data on MP constituency wise uploaded by three Divisions under 'UTTHAAN PORTAL' on regular basis.

After re-assignment / re-distribution of works under GA, this section has been assigned to deal with about 30 Nos of additional files .

## 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 **2017-18** including the number of court cases filed and disposed of during the year **2017-18** are furnished below along with other references received from the Divisions / Units.

1. No. of cases filed and disposed of during the year 2017-18 :		
(a) Total No. of cases pending at the beginning of April,2017	=	2537
(b) Total No. of cases filed during the year 2017-18	=	400
	<b>Total</b>	<b>= 2937</b>
2. No. of cases disposed of during the year 2017-18:		
(a) In favour of Railway	=	290
(b) In against of Railway	=	063
	<b>Total</b>	<b>= 353</b>
3. Total No. of Cases pending at the end of March 2018		
(a) Supreme Court	=	38
(b) High Court	=	960
(c) CAT	=	734
(d) Others / CDs	=	852
	<b>Total</b>	<b>= 2584</b>
4. Total No. of Eviction cases pending	=	0200
Total No. of RPUP Cases pending	=	1685
Total No. of Cases pending in RCTs	=	1250
5. No. of references received from Division / Units (Other than court cases):		
(i) Received	=	275
(ii) Disposed of	=	275
6. Contempt cases position :		
(a) Opening balance	=	50
(b) Received	=	15
(c) Dropped	=	25
(d) Closing balance as on March 2018 :		
(i) Likely to be dropped	=	05
(ii) Stay obtained in the High Court	=	01
(iii) Action yet to be taken	=	34
	<b>Total</b>	<b>= 40</b>

## 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 2017-18.

### 1. At International Level:

#### ● Athletics:



#### Miss. Purnima Hembram

1. Won Gold medal in the event Hephthalon in the Asian Indoor Athletics Championship held at Turkmenistan from 16th to 18th September, 2017.
2. Won Bronze medal in the 22nd Asian Athletic Championship, 2017 at Kalinga Stadium.
3. She has been selected to represent India in the Commonwealth Games, 2018.

#### ● Weight Lifting:



**Matsa Santoshi** won One Silver medal in Senior Women Commonwealth Weight Lifting Championship, 2017 at Gold Coast, Australia from 3rd to 9th, November, 2017.

#### ● Foot Ball:



**Manisha Panna (Left) & Lochana Munda (Right)** represented India in the SAAF AFC Women Football Asia Cup 2018.

#### ● Boxing:



#### Kakara Shyam Kumar

1. Represented India in the Kings International Invitation Tournament winning Gold medal by defeating the Rio Olympic Gold Medal winner.
2. Won Gold medal in the XXXIV International Boxing Championship at Karaganda, Kzakhstan from 19th to 20th Dec, 2017.
3. Won Silver medal in the India Open International Boxing tournament held at New Delhi, from 28th Jan. to 2nd Feb, 2018.
4. Won Gold Medal at the 18th Asian Games International Invitation Boxing championship held at Indonesia from 8th to 15th February, 2018.

### 2. At NATIONAL /ALL INDIA RAILWAY LEVEL

#### ● Athletics:



#### Miss. Purnima Hembram

1. Won Gold in Hephthalon event in the Open National Athletic Championship at Chennai from 23rd to 25th September, 2017.
2. Won Gold Medal in 100 m Hurdles in the All India Railway Athletics Championship, 2017 from 17th to 19th August, 2017 at Trichirapalli.
3. Won Gold Medal in Hephthalon Event in the All India Railway Athletics Championship, 2017 from 17th to 19th August, 2017 at Trichirapalli.



● **Boxing:**



**Kakara Shyam Kumar**

1. Won Gold Medal in the 2nd Elite Men National Boxing Championship, at Visakhapatnam from 24th to 30th October, 2017.
2. Won Gold medal in the XXXIV International Boxing Championship held at Karaganda, Kazakhstan from 19th to 25th November, 2017.

● **BALL BADMINTON**

**Won Gold in the 63rd Senior National Ball Badminton Championship, 2017 at Haryana by representing Indian Railway.**



● **Weight Lifting:**



In the 65th All India Railway Weight Lifting Championship, 2017 at RCF, Kapurthala from 11th to 13th December, 2017.

Matsa Santoshi secured Gold Medal in 53 kg Category in the 65th All India Railway Weight Lifting Championship, 2017 at RCF, Kapurthala from 11th to 13th December, 2017.

- P. Malleswara won Silver Medal in 69 kg. Category
- Sanjeet won Gold Medal in 94 kg. Category.
- Neeraj Sharma won Bronze Medal in 77 kg. category.

● **ATHLETICS**



Parbati sethi, Won Bronze Medal in Discus throw in the All India Railway Athletics Championship, 2017 from 17th to 19th August, 2017 at Trichirapalli.

● **AQUATICS**



Won Two Bronze Medal in 100 m and 200 m backstroke event in the All India Railway Aquatics Championship, 2017 from 4th to 8th September, 2017 at Kolkata.

● **BALL BADMINTON**



ECoR Ball Badminton team retained the Gold medal in 53rd All India Railway Ball Badminton Championship, 2017 from 28th to 1st December, 2017 at Visakhapatnam consecutively for two years.

## TRAFFIC COSTING

The following reports pertaining to financial year 2016-17 were prepared and sent to Railway Board during the year under review.

1. Escalation Factor of ECoR for the year 2016-17(RE) and 2017-18 (BE) over 2015-16 (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 Line
  7. Cost- study and Cost Analysis of Coal movement of Talcher Originating Coal loading point.
- In addition to above reports, the Profitability study of following Trains were also conducted:
- i) 12891/92 BBS-BGY Superfast Express
  - ii) 18447/48 BBS-JDB Express
  - iii) 18425/26 PURI-DURG Express

The details of the different reports are 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 wagon kilometre: 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.*

*Small: 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



General Manager's address to media on the Railway Infrastructure development at Rail Sadan on 20-04-17



Tree plantation by Shri Umesh Singh General Manager and other PHOD's on celebration of World Environment Day on 05-06-17



General Manager with officers and staffs of ECoR participated in international Day of Yoga at Community Hall, Rail Sadan on 21-06-17



General Manager addressing in safety seminar at Bhadrak on 05-09-17



General Manager exchanging salute with RPF contingent during celebration of 71st Independence day on 15-08-2017



Dedication of different Infrastructural development work in ECoR by Hon'ble MOSR on 23-08-17



## PHOTO GALLERY



General Manager inaugurating Vigilance bulletin on occasion of Vigilance Awareness Week on 03-11-17



Shri Dharmendra Pradhan Hon'ble Union Minister of Petroleum and Natural Gas and Shri Rajen Gohain Hon'ble Minister of State for Railways lighting lamp during Inaugurating of 2nd Entry and New station building of Bhubaneswar Railway station on 30-12-17



Shri Dharmendra Pradhan Hon'ble Union Minister of Petroleum and Natural Gas and Shri Rajen Gohain Hon'ble Minister of State for Railways Inaugurating 2nd Entry and New station building of Bhubaneswar Railway station on 30-12-17



Flagging off of Bhubaneswar -Rajdhani Express via Sambalpur at Bhubaneswar Railway Station by Shri Dharmendra Pradhan Hon'ble Union Minister of Petroleum and Natural Gas, Sri Manoj Sinha, Hon'ble MOS (S) on 10-02-18 from Railway Board through video conferencing.



Hindi Meeting held at Sabha Griha , Rail Sadan on 20-03-18



Shri Umesh Singh General Manager felicitating loco pilot of Waltair division for excellent performance in the field of safety.