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EAST COAST RAILWAY
Office of the General Manager (Vigilance)

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No: GM/ V/ ECoR/ System Improvement/ 12/ 2021/ 148

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Vigilance Advisory No. 2022/1


Few surprise checks were conducted recently to see the effectiveness of Mechanised Station Cleaning Scheme in ECoR and certain discrepancies were noticed.

In view of the above, following system improvements are proposed to ensure a foolproof and verifiable system of record keeping.

1. Passenger Feedback system must be rationalized and the minimum information needed/ to be incorporated in the passenger feedback form should be as under.
 - (i) Feedback form should have unique machine printed serial number.
 - (ii) The Serial number and the feedback forms issued in each shift should be recorded in a register.
 - (iii) Feedback form should contain the PNR No., Train no, and departure/ arrival time of the train/ filling time of the form, the signature of the passenger along with the mobile number and/ or postal address for the purpose of verification of the genuineness.
 - (iv) These filled forms should have counter-signature by the representative of the contractor in each shift for its authenticity.
 - (v) The form may also contain the space to mention location of the station area for which the same is collected.
 - (vi) Random verification of filled Passenger Feedback forms should be carried out by Railway supervisors and officers and test check quota may be fixed.
 - (vii) A web/ OTP based Passenger Feedback system may be adopted if permitted in existing contract and in future contracts.

2. In case of Manual attendance system implemented under special approval as per the provision in the agreements the following action must be taken.
 - (i) The P & A marks in the attendance registers for Present and Absent respectively should not be permitted rather the staff should be asked for their signatures in the register at appropriate places. In case of such constraints dealing with illiterate staff, their thumb impression may be taken in the official record.
 - (iii) The CCTV surveillance with minimum storage of data for at least period of a month may be installed at particular assembly point to observe the in and out time and strength and provision of such surveillance at other work places may be done.

This issues with the approval of SDGM.


(Bijay Kumar Mahanta)
Dy. Chief Vigilance Officer (Mech.)
for Sr. Dy. General Manager

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