

SECTION A – PROFESSIONAL**MARKS : 100****Attempt any Five Questions. Each questions carries 20 marks.**

Q1. What are the reasons for drop in Parcel loading and earnings in the past few years? What steps would you suggest to improve its loading and earnings?

Ans. Reason for drop in parcel loading and earning

1. Main reason is road rate is lower in comparison to Railway rate.
2. Trains scale once upgraded cannot be downgraded.
3. More handling required in railway Door to Door service provided in road service.
4. No fixed time for loading and delivery of parcel, due to this customers have less faith on railway.
5. Problem of over carrying of parcel packages.
6. Inadequate compensation for damages of consignment.
7. Less leasing of VP/PCET on compulsory round trip due to high rate in comparison to indent rate of single trip and road rate as most of the traffic in central railway is of single direction.
8. Less leasing of SLRs due to high rate as compared to road rate.
9. Last year major reason for drop is due to implementation of GST. As production of invoice/bill/delivery challan is must, traders who are not able to produce it, are avoiding booking of parcels through railway.
10. Replacement of conventional coach into LHB coaches in major trains resulted in less parcel space for loading/unloading as only 2 SLR units are available in LHB coaches.

Suggestions for improvement in loading and earnings of parcel

1. Measures for weighment of leased parcel space is required.
2. Standard packages for different types of commodity should be loaded by lease holders.
3. Standard weight in packages should be maintained by the party.
4. Installation of pay loader belt with laser counting at major parcel station.
5. Ensuring every package to be weighed before entering in railways premises for loading.
6. Installation of pay loader and counting machines for above purposes.
7. Rates should be market driven for being competitive to Road.

Q.2 Describe briefly various means to register complaints / suggestions on Indian Railways. What will be your approach to deal with them?

Ans: The various means to register complaints/Suggestions are as follows:

- 1) Complaint/Suggestion books have been provided at all stations, refreshment room, dining cars, important god sheds and all catering stalls. They are available with guards of all trains carrying passengers (excluding suburban trains) including Mail Express trains and also with conductors of these trains.

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- 2) Complaints/Suggestion Boxes have been provided on important stations for benefit of rail users.
 - 3) Direct letters from the complainant and letters received from MP/MLA's.
 - 4) Complaint received through emails.
 - 5) Complaint Management System(COMS)-This is an integrated all India based service in which the passenger can lodge complaints or give suggestions either through SMS(9717630982) or through the website or App(coms.indianrailways.gov.in)The server located in New Delhi distributes complaints to zone which are further handled there.
 - 6) Centralized Public Grievance Redress and Monitoring System(CPGRAMS) is an online web-enabled system over NICNET which is controlled by Deptt of Personnel and Training(DOPT) in New Delhi,the DOPT distributes complaints to concerned departments which deal it further. All type of complaints pertaining to services and other matter like pension issues etc are also dealt in it.
 - 7) Twitter-Central Railway HQ office and its every division have a twitter handle and passengers can lodge complaints on this platform. These are immediately handled by the Administration.
 - 8) Facebook-Central Railway has an active facebook page for updates regularly.
 - 9) Instagram-Central Railway has an Instagram account for interacting with its customers.
 - 10)For immediate redressal complaints can be lodged through helpline numbers ie 138 and 182.
 - 11) There is a website www.cleanmycoach.com for redressing complaints regarding coach cleanliness.
 - 12)IVRS feedback system is also available where in feedback on station cleanliness,Train cleanliness,Bed Roll,AC Functionality,Food Quality and Train Punctuality.

Approach to deal the complaints:

- 1) Soft skill training to be given to the staff.
- 2) Regular counselling sessions to be conducted to improve the quality of working.
- 3) Strict action against the staff with repeated complaints against him/her.
- 4) Appreciation Letter to the staff with exemplary performance.
- 5) Prompt action and reply to online complaints to avoid repetition of the same.

Q.3 What are the salient features of the new Catering Policy 2017? What improvement can it make in better catering system on Indian Railways?

To provide quality food to the customers & unbundling of catering services on trains has been envisaged. First time, the word passengers have been replaced with customer keeping the onus on service. IRCTC has been mandated to carry out the catering services by creating a distinction primarily between food preparation and food distribution. For unbundling of these activities IRCTC has been entrusted to set up grid of base kitchens for upgrading the quality of food.

Henceforth, IRCTC will manage/ allot the mobile units including TSVs, existing base kitchens, cell kitchens, Jan Ahaars, RRM's of A1 & A category stations. All these units have to be supervised by IRCTC through supervisors directly employed by them. IRCTC has been asked to prepare a business plan and submit the same to Railway Board for approval.

A fixed time frame has been prescribed in the policy with fixing of responsibility for setting up of kitchen units. Zonal Railways are empowered to impose fines on IRCTC against the deficiencies noticed.

To de-congest the platforms, fresh allotment of new licence for khomcha / dallah / chhabba / wheel barrow / hand barrow/ tray/ table/ tea balta has been banned. Vide this policy tendering system has been introduced for allotment of SMUs also. The GM has been empowered to permit introduction of innovative / new initiatives in the catering on stations. The Railways share in the revenue earned by IRCTC has been increased from 15:85 to 40:60 for mobile units, RRM's, Jan Ahaar & kitchens.

Improvement in better Catering

Distinction between food preparation and food distribution will enable supply of uniform quality food, prepared under hygienic conditions from the modern base kitchens. This will lead to better customer satisfaction and reduction in number of complaints.

Due to clear distinction in points of preparation and distribution, sell of standard meals under the pretence of A-la-Carte items can be arrested and thereby scope for overcharging by the licensee will be curtailed.

Allotment of definite time frame for setting up of Base kitchen will ensure execution of the policy and consequent improved services in near future. Also the new modern base kitchens will offer wide scope in improvisation of Catering in Railways.

Since as per the policy all the mobile units as well as kitchens have to be supervised by IRCTC staff, quality of food and service will be monitored throughout the journey.

Q.4 Write short notes on any four of the following (5 marks each) :

i) RTSA

Prior to introduction of YTSK scheme, scheme of RTSAs was in existence wherein the authorized agents were allowed to book reserved tickets at PRS counters on behalf of passenger. RTSAs were allowed to collect service charges from the passengers. In some of the bigger reservation centers, separate counters were also provided for RTSAs for booking of tickets. RTSA rules were changed in May 2014 and after notification of these rules RTSAs were not authorized to book reserved tickets through computerized PRS centers. IRCTC has been authorized to appoint these RTSAs as e-ticketing agents (on approach) as per provisions of Authorization of RTSA Rules 2014. Those RTSAs who were not interested to become e-ticketing agents of IRCTC ceased to be RTSAs as per Railway Board's guidelines.

ii) **Preferential Traffic Schedule**
Preferential traffic Schedule/order

Under section 70 :- No preference s will be given to booking and transportation of goods. It will be done on "First come first serve basis."

Under section 71 :- Time to time orders are issued by central government to railway administration for giving priority/ preference to booking and movement of particular type of commodities/ goods in the interest of nation, interest of public in general or for industrial development. This is called preferential traffic schedule/order which is issued by central government in gazette.

Priorities have been distinguished as under :-

Priority A:-Military traffic sponsored by Milrail.

Priority B:-Relief material for victims of natural calamities.

Priority C:-All programmed traffic

Priority D:-All other traffic not included in Priority A to C

iii) **NTES**

NTES i.e. National Train Enquiry System gives actual arrival/departure of trains at all stations.

NTES server is integrated with ICMS server and collects arrival/departure, rescheduled timings, cancellation etc automatically from ICMS server. In addition to this it is also integrated with PRS system. It is available as mobile app and as website. NTES is also connected to 139 enquiry on telephone and SMS services

It furnishes information as SPOT your train, Live station, Train schedule, trains between stations, cancelled trains, Rescheduled trains, Diverted trains

Passengers get timely information about the current position of trains which they wish to travel or travelling.

At enquiry counters at stations, NTES terminals are also provided to give face to face enquiry.

iv) **Bulk SMS**

A system of sending information at a time through SMS to all passengers of the train who have provided their mobile number at the time booking of reserved tickets.

Through bulk SMS the passengers get information regarding train running or change of reserved seats etc. timely and can plan their journey accordingly.

Bulk SMS are normally sent in case of;

- a. Cancellation of trains
- b. Rescheduling/late running of trains
- c. Diversion/short termination of trains
- d. Coaches are damaged or replaced which results in dropping or reallocation of berths/seats.

Bulk SMS are sent by CRS/database staff.

Bulk SMS are also sent automatically after chart preparation by system in case of cancelation and rescheduling of trains and when train is running more than one hour late.

v) CONCOR

1. CONCOR i.e. Container Corporation of India was established in the year 1988 as a Public Sector Enterprise under Ministry of Railways. Its head quarter is situated at New Delhi.

2. Services provided by CONCOR:

- a. Domestic Service - Under this, container service is provided within country. Domestic service is 20% of the total container traffic
- b. EXIM Service (Export Import service) – Under this, transportation service is provided to containers loaded with commodities for export & import from and to ports. EXIM service is 80% of the total container traffic.
- c. For this, containers of International standard are used. The size of containers is as follows.

Type of Container Dimensions in feet Carrying Capacity

TEU- Twenty Feet Equivalent 20f x 8f x 8.5f 21.5 T

FEU- Fourty Feet Equivalent 40f x 8f x 8.5f 23 T

3. Benefit of Container Service:-

- i. Door to Door service is provided for Domestic and EXIM traffic.
- ii. Reduced detention of Rolling stock due to mechanized loading and unloading.
- iii. Less possibility of theft due to use of special locks.
- iv. Minimized paper work and PLM.
- v. Actual geographical position of container can be located with the help of computer during transit,
- vi. Goods are prone to less damage due to less handling and quick transportation.
- vii. High quality stacking facility is made available.

vi) IRCTC

Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a Public Sector Enterprise under Ministry of Railways. IRCTC was incorporated on 27th September, 1999 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations and to promote domestic and international tourism through development of budget hotels, special tour packages, information & commercial publicity and global reservation systems.

While discharging its mandate, the Company has made a significant mark in its passenger-services oriented business lines like setting up of Food Plazas on Railway premises, 'Railneer', Rail Tour Packages and 'Internet Ticketing' bringing great deal of professionalism into the operations. In addition to above, IRCTC is managing on Board Catering Services in Rajdhani / Shatabdi / Duronto and Mail / Express Trains and Static Catering Units such as Refreshment Rooms, AVMs, Book Stalls, Milk Stalls, Ice Cream Stalls, Petha & Peda Stalls etc. across the Indian Railway Network.

Corporate Office of IRCTC is situated at New Delhi. Hospitality Services covers on board catering services in the trains, catering services at stations through stalls, food plazas/fast food units & Automatic Vending Machines commissioned at A, B & C class of Railway stations.

IRCTC has its websites www.iretc.co.in and apps through which various services can be accessed it serves additional services like e bedroll booking, e catering, enquiry ,feedback and catering grievances Redressal systems ,BOC, e wheel chairs, booking of special trains. Through new Catering Policy 2017, IRCTC has been mandated bigger role in Catering

vii) Indemnity Note

Under section 76 of Railway act delivery of goods will be granted on surrender of proper Railway Receipt. If Railway receipt is not produced delivery of goods may be granted on execution of an indemnity note. Indemnity note is a legal document. Indemnity note can be obtained from goods sheds or station masters office.

Types of Indemnity Note :-

1. Stamped indemnity note
2. Unstamped indemnity note
3. General indemnity note

1. **Stamped Indemnity Note:** - Indemnity Note executed on a stamp paper is known as Stamped Indemnity Note.

2. **Unstamped Indemnity Note:-** This is a printed form and is free from stamp duty. It can be obtained free of cost from goods shed or Station Master's office.

3. **General Indemnity Note:** - It is post approved indemnity note valid for 3 years. It is for regular customers.

viii) Forwarding Note

Forwarding Note - This is a printed form, which can be obtained free of cost from Station Master's office or Parcel Office. Any businessman desiring to book parcels or livestock, has to execute a forwarding note. Forwarding note has been approved by Central Government under Section 64 of Railway Act 1989.

Importance of Forwarding Note -

1. This is an agreement between the Railway Administration and Party
2. This is legal document, which is free from stamp duty.
3. This is an important document for settlement of claims. The Forwarding Note has two sides - Front side is filled by the Party and the back side is filled by the Railway employee

Type of Forwarding Note -

1. **Com. 627 F:** - This forwarding note should be executed while booking general parcels and livestock.
2. **Com. 628 F:** - This forwarding note is to be filled in while booking dangerous and explosive parcels.
3. **Com. 624 F- General Forwarding Note:** This facility is given to businessman frequently booking parcels from particular station. This forwarding note is valid for 6 months.
4. **Com 629 F - Parcel Declaration Form - (Parcel declaration Form)** - The businessman, who have been given the facility of General Forwarding Note should execute it at the time of booking.
5. **COM 656 F** - This forwarding note should be executed for booking of Government Explosive Goods.
6. **COM 691 F** - This forwarding note executed for booking of Military Goods.

7. T 1601 - This forwarding note should be executed for booking of Railway Material Consignment.

Q.5 Differentiate between the following – Any Four (Five marks each)

i) Demurrage and Wharfage

Sr. No	DEMURRAGE CHARGES	WHARFAGE CHARGES
1	This levied for detention of rolling stock by the party	This is levied for additional and excess time taken for removal of consignment from Railway premises.
2	While calculating working hours are considered.	While calculating both working and business hours are considered.
3	For calculation of demurrage All days are working days.	For calculation of wharfage charges. Public holiday, and 15th August, 26th January and 2nd October will be Treated as dies – non.
4	Free time will commence after commercial placement for loading/unloading.	Free time will commence from the expiry of free time for loading/unloading.
5	To apply for waiver pre- payment is not compulsory.	To apply for waiver pre - payment is compulsory.

ii) E- ticket and I-ticket

SN	e-ticket	i-ticket
1	Ticket is in electronic form	Ticket is in physical form
2	Can be booked on IRCTC website before chart preparation ie. 4 hours before scheduled departure of trains	Has to be booked 2 calendar days in advance of the date of journey
3	Tickets are sent by email	Tickets are sent by courier
4	Ticket delivery is immediate	Ticket delivery takes up to 2 days
5	e- tickets delivered by e mail at any place in India	i-tickets delivered at specific nominated places only
6	Service charges are low	Service charges are high
7	Can be cancelled on IRCTC website/ TDR filed online	Cancellation/TDR filing done only at PRS counters/station
8	Extremely popular	Less popular

iii) JTBS and STBS

SN	JTBS	STBS
1	Are appointed outside station limits in various parts of cities.	Are appointed at E class stations to work from booking counters.
2	Bears all costs initial as well as recurring including equipments & channels.	Railway bears all cost of hardware and software, electrical and hiring of channels.
3	Space provided by JTBS	Space provided by Railways
4	Appointment of JTBS reduces queues at booking counters at stations.	Aimed at relieving station masters from the duties of ticketing activity and where booking clerks are not posted (E class stations).
5	Caste and religion reservations applicable	No such reservations applicable.
6	Commission of Rs. 1 per passenger collected by JTBS	Commission payable as percentage of sales turnover
7	Can issue concessional unreserved tickets only for senior citizens	Can issue all types of concessional unreserved tickets
8	Cannot make tickets as non-issued	Can make tickets as non-issued with permission from station master
9	Cannot make refund of tickets	Can make refund of tickets with station master permission

iv) UTS and PRS

SN	UTS	PRS
1	Through this system only unreserved tickets/season tickets/platform tickets etc are issued	Through this system only reserved tickets are issued.
2	All stations except halt stations have been provided with UTS counters	PRS counters are provided at selected stations or at non railhead places, post offices, defense establishments.
3	Used also for depositing various types of sundry earnings, TTE earnings, Licence fees of catering contractors etc	Used only for issue of reserved tickets.
4	Return journey (except suburban) not allowed.	Return journey reserved tickets can be booked.
5	ATVMs/UTS mobile app, JTBS/STBS are connected to UTS server	YTSK are connected to PRS server

v) FOIS and COIS

Sr .No	FOIS	COIS
1	This is Freight Operation information system.	This is Coaching Operation Information System
2	This system deals with Goods stock.	This system deals with Coaching stock.
3	FOIS comprise of 2 modules. Rake management system (RMS) Terminal management system (TMS)	COIS comprise of 3 modules Train Punctuality Module Coaching Stock Module Time Tabling and Rake Link Module
4	Booking of Goods and collection of freight is done through this system.	This system only provide information about coaching train movement.

vi) CVM and ATVM

SN	CVM	ATVM
1	Coupon validating machine	Automated Ticket Vending Machine
2	It was a standalone machine	These machines are connected to UTS servers
3	Used to validate preprinted money value coupons of denomination of ticket value by printing date and time and originating station name on coupons.	It calculates fare after passenger selects pair of stations and class and prints tickets as is done at any UTS counter.
4	Money value paper coupons used.	Electronic smart cards of preloaded amount are used to book tickets
5	Manual records required to be kept for maintaining sale of tickets	All MIS reports are generated by UTS servers.
6	Were deployed only on suburban section of Central and Western Railways	Deployed of all Zonal Railways
7	Now discontinued	Functional

vii) Railway Goods Shed and PFT

Sr .No	Goods Shed	PFT
1	Goods shed is owned by Railways	PFT is owned by private parties.
2	Goods shed developed on Railway land.	PFT developed on Private land.
3	Booking can be done by any party.	Only authorised list of users given by PFT owner can use the PFT.
4	Tariff is fixed by Railway for customer.	Party is free to fix tariff other than railway tariff from its customer.

viii)

Super Fast and Ordinary Express trains.

SN	Superfast Trains	Ordinary express trains
1	Those passenger carrying trains with an average speed of 55 KMPH or more on BG	Those passenger carrying trains which are faster and do not stop at all stations enroute. Average speed is less than 55 KMPH on BG.
2	Fare is charged as per Mail/Express fare and fixed supplementary charges for each class	Only M/Express fares are charged.
3	Second digit of train no is "2"	Second digit is other than "2" and different for each or group of zonal Railway.

Q.6 What do you understand by Swachh Bharat Abhiyan ? What is its importance in Railways ? Suggest steps taken in Railway for its proper implementation.

Over the last 70 years, India has made tremendous progress in the development journey. Yet, huge challenges remain. One of them is lack of adequate sanitation. Gandhiji had once said famously "Sanitation is more important than political freedom". This statement underscores the criticality of sanitation in society.

It is worthwhile noting that poor sanitation has been one of the leading causes of diarrhoea killing over 100,000 lakh children every year. It also leads to physical and cognitive stunting in children and a potentially less productive future workforce. Open defecation is also an issue that is inextricably connected to human dignity especially the dignity and safety of women. Studies have shown that good sanitation can save a large sum of money per year per family.

We are aiming at a new India, an India which is clean, skilled, educated, healthy, prosperous and inclusive. The "Swachhta Bharat programme is a major step to address the poor sanitary conditions across the country impacting the health and overall quality of life of the people.

On 15th August -2017, the Prime Minister gave a clarion call to the nation from the ramparts of the Red fort to collectively fight filth and open defecation, change old habits and achieve a Swachh Bharat by Oct-2019, the 150th birth anniversary of Gandhiji.

We as a country must pledge our support to this sacred mission and do whatever is possible to make our country clean, free of open defecation and all government and civil society organization as well as the private sector should focus on solid waste management through promotion of city compost and set up waste to energy plants. It is an enormous challenge but if we put our heads and hearts together it is not a mission impossible. **We cannot achieve sustained progress if we adopt a business as usual approach. We should collectively search for innovative solutions that will make a tangible difference to the lives of the people.**

The first step towards a developed India is to create a clean and hygienic and therefore a healthy India.

As India seeks to become a clean and healthy nation under the "Swachh Bharat" mission, the Indian Railways proudly marches alongside. In 2015, the ministry of Railways launched the "Swachh Rail, Swachh Bharat" campaign with determination to create significant and sustainable improvement in cleanliness standards of trains and stations with the motive to improve the experience for the Indian passenger.

Under "Swachh Rail, Swachh Bharat" the Ministry has launched a series of drives to sensitize Indian Railways towards cleanliness and to motivate Zonal Railways to take action on the sanitation of railway premises.

By the introduction of Swachh Bharat Mission the focus on cleanliness has been enhanced. Various steps are being taken to improve the cleanliness and increase the awareness of passengers to work on the overall improvement and maintenance of cleanliness. Customer satisfaction is the ultimate goal of offering clean stations and trains.

Presently following steps are being taken by Railway to have hygienic environment at stations:-

- Mechanized cleaning, Rag picking and garbage disposal contracts have been provided at all important stations. Efforts are on to cover as many stations as possible under this scheme to have professionally managed sanitation on the stations which are at par with any of the stations in developed countries.
- Under Swachh Bharat Mission, efforts are being taken to maintain cleanliness of stations, tracks, colonies and offices by involving the participation of Charitable Institutions/ Social Organizations, Scouts & Guides. Intensive cleaning of station platforms, circulating areas, FOBs, etc are carried out. For spreading awareness amongst the passengers for keeping the stations and trains clean, Nukkad Natak/street play/Skits etc are performed at the stations, for awareness to the passengers to through the garbage in dustbins and help the Railways to keep the station premises clean. Association of Local NGOs and other organization for creating cleanliness awareness among the travelling public.
- In order to improve the cleanliness & hygienic conditions of toilets at stations large number of toilets has been given under Pay & Use contracts and remaining toilets are maintained departmentally, keeping the same clean and user friendly.
- Monitoring of cleanliness at stations is also being done through the CCTVs installed under the Integrated Security System.
- Cleanliness at stations is closely monitored from time to time and daily state of cleanliness is supervised by the station in charge and Health Inspectors. The deficiencies are sorted out through proper counseling of staff and imposing penalties to the contractor wherever outsourcing is done for cleanliness. Service Improvement Groups (SIG) are re-activated at stations, divisions and head quarter's level. Inspections are conducted by the SIG teams at all A1, A, B and important C category stations. Remedial action is taken on the spot against the minor deficiencies and necessary instructions are issued for rectifying the major deficiency.

- In view of the special emphasis on the upkeep of toilets at stations, checklist for inspection of toilets at various category stations has been issued. These checklists (e.g. for A1 & C category stations and for A2, B category stations and for other category stations) have been revised. While the items to be checked are the same in these three checklists, the only difference is the schedule of inspections which is every two hours for A1 & C category stations, every four hours for A2, B category stations and once per shift for other category of stations. A total of 14 items from water supply, house of cleaning materials, conditions of toilet fittings, cleaning tools, toilet condition & signage's etc are being checked. Weekly reports are being sent by the station to the Weekly Meeting.
- Posters and banners have been displayed prominently appealing the public to refrain from littering in the Railway premises and the penalty are imposed if apprehended under the anti littering law. The Station Managers/ Ticket Collectors are authorized to impose a fine upto Rs.300/- under Rules 2013 of the Notification No. 118B 8 (1) dated 26.11.2012.
- Cleanliness impress has been sanctioned depending on the importance of the stations. The Station Superintendent/ Station Managers of all stations have been empowered by well defined Procedure Order to use the impress for various cleanliness related items. Station Directors have also been posted at important stations for better and vigorous monitoring.
- As an incentive measure during the Railway Week Award function celebrated every year in the month of April, at Zonal level the General Managers Shield for cleanliness and cash award is given to the one of the Divisions. Also cash award to one station of 'A1-A, B' category - to one station of 'C, D & E' category stations along with shield & cash award is given every year.
- In addition at Divisional level one best station in each category of A1, A, B, C, D & E category is selected by DRM every year.
- A well defined Standard Bid Document for Mechanized cleaning and Housekeeping works of stations and trains has been issued by the Railway Board. The SBD is being incorporated in all the future contracts. In order to have an integrated approach to station cleanliness, Pest & Rodent control is also being included in the Mechanized cleaning contracts. A General Conditions of Contract for services to improve contract management & delivering of services, issued by Board, will also help in simplifying the process of cleaning contracts.
- In line with these efforts to develop a culture around cleanliness, for the second time, 407 largest revenue generating stations have been assessed and ranked for their cleanliness and sanitation condition. Various NRI based, web based and app based complaint redressal system have been developed to collect direct feedback. Further, the use of CCTVs has been extended to monitor cleanliness at major stations while the enforcement of penalties associated with cleanliness decrem at railway premises has been intensified.

It is expected the ranking will help stations in assessing their performance and identifying various gaps. It will also help the Railways in preparing the strategy to tackle various gaps and achieve the mission of clean railways.

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Q.7 Elaborate briefly various Consultative Committees at National, Zonal and Divisional levels. What is their significance?

National Railway User Consultative Council (NRUCC):

1. President– Railway Minister.
2. Secretary– Director Traffic Comm.(General).
3. Tenure – 2 Years
4. Meetings– Twice in a year
5. Allowance– As per prescribed rate and Complimentary pass.
6. Members
 - a. Chairman Railway Board and all members of Railway Board.
 - b. Secretaries of Ministry of Commerce, Civil Supplies and Co-operation, Industry, Tourism and Civil Aviation Ministry.
 - c. 10 members from Lok Sabha.
 - d. 5 members from Rajya Sabha.
 - e. 1 member from each ZRUCC.
 - f. 2 members from Chamber of Commerce.
 - g. 1 member from Agricultural Organization.
 - h. 1 member from industrial Organization.
 - i. 2 members - Retired Railway Officers (GM / Members of Board)
7. Functions
 - i. Demand for improvement in passenger services and amenities.
 - ii. Demand regarding opening of new stations
 - iii. Demand regarding conversion of Gauge
 - iv. Demand regarding extension of Railway Line.
 - v. Discussion regarding increase in speed of trains.
 - vi. Demand for improvement in catering services.

Zonal Railway Users Consultative Committee (ZRUCC)

1. President -General Manager.
2. Secretary -Secretary to General Manager or Deputy General Manager.
3. Tenure -2 years.
4. Meeting -Thrice in a year.
5. Allowance-As per prescribed rate and Complimentary Pass.
6. Members –
 - a. One Member from Government of each of the states served by that railway.
 - b. One member from each State Legislative Assembly/Council served by that railway.
 - c. 5 members from Chambers of Commerce and Trade Associations.
 - d. One member from each DRUCC.
 - e. 2 members from Lok Sabha and One from Rajya Sabha.
 - f. 2 members each from Agricultural, Passenger associations and Public Sector Undertakings.
 - g. 1 member from Consumer Protection Organisation. h. 9 members (8 members nominated by MR and One by GM).
7. Functions –
 - a. Demand for Improvement and increase of passenger services and facilities provided by the Railway.
 - b. Demand for Improvement and increase in quality of Catering Services.
 - c. Demand regarding opening of new stations and sidings.

- d. Demand for the electrification in section.
- e. Demand for changes in Time Table.
- f. Demand of coolie at the station where such facility is not available.
- g. Suggestion to Railway administration regarding railway working.

Divisional Railway Users Consultative Committee (DRUCC)

1. President- Divisional Railway manager.
2. Secretary- Sr.DCM/DCM
3. Duration- 2 Years.
4. Meeting- once in three months (at least 3 in a year)
5. Allowance- As per prescribed rate and Complimentary Pass
6. Members
 - a. 6 members appointed by GM from local chamber of commerce, trade, Industrial and agricultural associations.
 - b. 2 members from recognized passenger association to be appointed by GM.
 - c. 9 members of whom one is nominated by GM and remaining 8 are nominated by Railway minister.
 - d. One Member from Government of each of the states served by that division.
 - e. One member from each State Legislative Assembly served by that division.
 - f. One member each nominated by Union Minister and Members of Parliament within jurisdiction of the division. (MP can't be nominated as a member in this Committee)
 - g. One member from Consumer Protection organisation.
 - h. One member from association of handicapped.
7. Functions –
 - a. Consider Matters referred by National Railway Users' Consultative Committee and Zonal Railway Users' Consultative Committee.
 - b. Demand for Improvement in passenger services and amenities provided by Railway.
 - c. Demand for regarding opening of new stations.
 - d. Demand for changes in Time Table

Station Consultative Committee (SCC)

1. President - Sr.DCM / DCM / ACM (According to Station)
2. Secretary - SM/CSCI (Chief Sectional Commercial Inspector)
3. Duration - 2 years.
4. Meetings - 4 times in a year.
5. Allowance- As per prescribed rate and complimentary pass.
6. Member –
 - a. Not more than ten members of local chambers of commerce in the division, local. Co-operative committees and public representatives
 - b. Nominated by GM related with commerce and Industries.
7. Function –
 - a. Demand for Improvement of passenger service on stations.
 - b. Demand for maximum facilities for Railway users.
 - c. Discussion on difficulties, grievances, problems of Railway users and give the suggestion.

Suburban Railway Users Consultative Committee (SRUCC)

1. President – COM
2. Secretary - DGM
3. Duration - 2 years
4. Meeting - As and when required,
5. Allowance - As per prescribed rate and Complementary pass.

6. Members –

- a. One member from Municipal Council (max. 2 members)
- b. One member from DRUCC of the Division under jurisdiction which the station comes.
- c. One member from Zonal Railway Users Consultative Committee.
- d. 4 members from suburban passenger organization.
- e. One lady member who is nominated by GM and she should be a member of Lok Sabha or MLA/MLC.
- f. In addition to that 4 members are nominated by Railway minister and one is nominated by ministry of parliamentary affairs.

Time Table Committee (TTC)

1. President - COM.
2. Secretary - Nominated by GM.
3. Duration - 2 years.
4. Meeting - As and when required.
5. Allowance - As per prescribed rate.
6. Members –
 - a. One member from each Divisional Railway Usurers Consultative Committee.
 - b. 3 members from registered passenger Organization.
 - c. One member nominated by GM.
 - d. One member from National Railway Usurers Consultative Council who is also members of Zonal Railway Usurers Consultative Committee.
7. Function –
 - a. Suggestions are accepted from this committee while preparing Time Table and it can demand change in time table.
 - b. To publish Time Table and send it to Divisional and stations.

Q.8 What are the various means of Commercial Publicity? What are your suggestions to improve earnings from Commercial Publicity?

Commercial Publicity in Railways is one of the non-polluting and environment friendly means of earnings to offset the subsidy of passenger fare to a great extent and to earn revenue to the exchequer.

Publicity materials are displayed through board, posters, hoardings, CCTV, balloons, table space, drop box, showcase, glow signs, electronic moving display etc at stations.

On trains publicity materials are displayed through exterior vinyl wrappings, route map, inside panels, window top transfer, route map, luggage rack transfer, grab handle etc. Publicity materials are also displayed through jumbo and super jumbo hoardings in Railway land normally through tender. Publicity through FCFS basis is restricted and bulk tender proposals are under way through Non Fare Revenue (NFR) Directorate set up at Railway Board level. Recently Railway Board has asked Zonal Railways to finalise these tenders.

This apart, revenue from publicity are earned through ad on PRS tickets, through suburban and region timetables and on Trains At a Glance (TAG), cinema shooting, jingle announcement and deemed earnings are derived through reservation slip, reservation charts etc.

2 Latest trend to increase revenue through publicity is branding of express trains such Nestle Express, Pepsi Mail like that will increase the earnings. Some railway platforms can be given for get together as functions as directed by Railway Board.

Agents may be given handsome commission to capture more publicity materials in time tables, Train At a Glance etc. Litigation and Arbitration may be reduced by formulating a transparent policy with which we can earn more revenue through commercial publicity.

Q.9 What is the importance of Ticket Checking? What efforts should be made to improve Ticket Checking performance?

Ans: Now a days there are lots of alternatives available for purchasing the tickets by the passenger before starting their journey. In spite of that many passengers intentionally travel without ticket. Here it is important for ticket checking staff to identify such defaulters and charge them. Every year a target is received from Railway board which has to be achieved by ticket checking staff. The prime motto of Indian Railway is to provide a comfortable journey to the valid passenger. Indian railway has one of the biggest network and it carries an equally high number of passenger/ daily commuters which requires lot of maintenance and planning. In order to sustain the maintenance cost, the railways have to achieve certain amount of earnings by the way of ticket checking from ticketless / irregular travel / unbooked language/ hawkers and vendors etc. The earnings from ticket checking prove this point beyond doubt the importance of ticket checking

To improve ticket checking performance frequent checks are conducted by Railways. There are various types of checks to name the few it's Ambush check, Fortress check and cross country check. In Ambush check ticket checking staff wait before the arrival of the train at a place where the alarm chain is usually pulled and ticket less passengers get down from the train by detaining away from the station. In fortress check entire station platform is cordoned off so that not a single passenger could gain entry / exit from any other gate than the authorized gates. In these checks the help of the GRP and RPF personnel are taken. In cross country checks such stations are chosen where it is known for its less earnings from sale of tickets and irregularities is on higher side. A large number of ticket checking staff is deployed along with RPF and GRP personnel who travel by road either by bus to a particular spot and subject to the intended train to a surprise check. During such checks entire train is checked at halts and subsequently on the run of the train.

The ticket checking staff should be provided with Hand Held Terminal (HHTs) for issuing EFTs. The data from these HHTs should be directly transmitted at the end of shift to T/A office in this way lot of time will be saved. Ticket checking staff should also check coach for divyangjan and vendors in suburban trains.

SECTION B

Attempt any Five Questions. Each Questions carries 10 marks.

Q.10 What do you understand by Rajbhasha or official language? What steps should be taken to increase its use in our offices?

On 14th September 1949 Hindi was accepted as Official Language of the Union by the Constitutional Assembly to include in the Constitution of India.

An Act to provide for the languages which may be used for the official purposes of the Union, for transaction of business in Parliament, for Central and State, Acts and for certain purposes in High Courts. Be it enacted by Parliament in the Fourteenth Year of the Republic of India.

There is official language act 1963 and official language rule 1976 for the purpose of rajbhasha and its features are as follow -

- 1) Business in Parliament shall be transacted in Hindi or in English.
 - 2) Business in the Legislature of a state shall be transacted in the Official Language or Languages of the state or in Hindi or in English.
 - 3) The Official Language of the Union shall be Hindi in Devnagari Script.
 - 4) The form of numerals to be used for the official purposes of the union shall be the international form of Indian numerals.
 - 5) For the period of 15 years from the commencement of the constitution, English Language shall continue to be used.
 - 6) Parliament may by law provide for the use of the English after 15 years.
 - 7) The President shall constitute a commission after five years from the Commencement of the constitution and thereafter ten years. The duty of the commission shall be to make recommendations to the President as to: -
 - (a) The progressive use of the Hindi Language for the Official purposes of the Union.
 - (b) Restrictions on the use of English Language for all or any of the Official purposes of the Union.
 - (c) Language for communication between Union and State or between One State and another.
 - 8) There shall be constitutional committee consisting of thirty members of whom twenty shall be from Lok Sabha and ten from the Rajya Sabha. It shall be the duty of the Parliamentary Committee to examine the recommendations of the commission so constituted.
 - 9) The Legislature of states by law can adopt one or more languages as: Official Language or Languages of the state.
 - 10) Deals with Official Language for communication between one state and the Union.
 - 11) Provides for special provision relating to language spoken by a Section of the population of a state.
 - 12) Deals with Languages to be used in the Supreme Court and in the High Courts and Acts, Bills etc. The authoritative of bills Act, ordinances, orders regulations and byelaws issued under the constitution shall be in English language.
 - 13) Deals with Language to be used in representation for redressal of Grievances.
 - 14) Sec 3 (3) of official language act 1963 deals with the material and documents to be available in hindi and English.
 - 15) As per the use of hindi states and union territory is divided in to three regions- A, B & C.
 - 16) The provisions of section 6 and section 7 of official language act 1963 shall not apply to the State of Jammu and Kashmir.
- Steps to increase its use in offices

1. As script of Marathi is similar to Hindi, it needs awareness about its easy usage in staff.

2. The seminar and workshops should be conducted at regular interval for the staff by the concerned departments.

3. The muster should be in hindi.

4. All registers and their columns and entry should be in Hindi.
5. Hindi typing workshop should be conducted.
6. Leave, pass & PTO applications should be filled in Hindi.
7. Inquiry probably be conducted in Hindi especially with Group D staff.
8. Encouraging use of English word in Devnagri.
9. Inspection notes or its summary to be written in Hindi.
10. The file name should be in Hindi as well as English.

Q.11 Write short notes on any Two of the following (Five marks each) –

i) Salient features of Official Language Act.

THE OFFICIAL LANGUAGE ACT 1963 - AMENDED IN 1967

1. Section 3(1) deals with the continuation of English language in addition to Hindi for Official purposes of the union and for use in parliament.
2. Section 3(2) deals with the provision of Hindi or English language used for the purpose of communication between Ministry or Department or Office of Central Government and any corporation or company owned or controlled by Central Govt. Translation of such communication in Hindi or English shall be provided till such date as the staff concerned, Ministry, Department, Office or corporation or company have acquired working knowledge of Hindi.
3. Section 3(3) deals with the provision of both Hindi and English languages shall be used for Resolutions, General Orders, Rules, Notifications, Administrative or other reports of Press Communications, Contracts and agreements executed and licenses, permits, notices and forms of tender issued by the offices.
4. Sec 4 deal with constitution of committee on official language.

ii) PNM

It is a machinery set up with a view to maintain contact with organised labour and resolve dispute and differences arising between organised labour unions and administration. The meetings are arranged in three tiers –

a) Railway level, b) Railway board level and c) Adhoc Tribunal Level

iii) Operating Ratio

The ratio of working expenses to Gross Earnings. (Expenditure incurred in connection with Administration, Operation, Maintenance and repairs of line open for traffic). Higher the ratio, less efficient is the Railway.

- iv) **August Review**
Review of Expenditure - Railway Administration should review their expenditure in August to see whether any modifications are necessary in the allotments placed at their disposal. The review in respect of each grant should be submitted to the Railway Board so as to reach them not later than 1st September each year. Such review is done for earnings too.
- v) **Financial concurrence**
Financial concurrence is necessary for all the proposals having financial implication. All earnings and expenditure proposals, agreements, change in conditions due to rules, price variations, claims etc which affects the earning of the railways require finance concurrence.

Q.12 Differentiate between the following (Any Two – Five marks each).

- i) **Minor and Major penalties**
A) **Minor Penalties –**
 - (i) Censure;
 - (ii) Withholding of promotion for a specified period;
 - (iii) Recovery from pay of the whole or part of any pecuniary loss caused by the railway servant to the Government or Railway Administration by negligence or breach of orders;
 - (iii-a) Withholding of the Privilege Passes or Privilege Ticket Orders or both;
 - (iii-b) Reduction to lower stage in the time scale of pay by one stage for a period not exceeding three years, without cumulative effect and not adversely affecting railway servant's pension.
 - (iv) Withholding of increments of pay for a specified period with further direction as to whether on the expiry of such period this will or will not have the effect of postponing the future increments of railway servant's pay;
- The penalties mentioned in (ii), (iii), (iii-b) & (iv) will be considered as stiff/severe minor penalties.

Major Penalties

- (i) Save as provided in Clause (iii-b), reduction to a lower stage in the time scale of pay for a specified period, with further directions as to whether on the expiry of such period, the reduction will or will not have the effect of postponing the future increments of railway servant's pay;
- (ii) Reduction to a lower time scale of pay, grade, post or service, with or without further directions regarding conditions of restoration to the grade or post or service from which the Railway servant was reduced and the seniority and pay on such restoration to that grade, post or service;
- (iii) Compulsory retirement;
- (iv) Removal from service; and
- (v) Dismissal from service.

The penalties mentioned against (iii), (iv) & (v) will be considered as stiff major penalties and will be imposed only by the appointing authority or higher authority.

- ii) **Originating and Apportioned Earnings**
 Originating earning is the earning of the railway on which passengers, goods, other coaching and sundries are booked.
 Apportioned earning of the railway is the earnings from passengers, other coaching and goods carried over that railway. Apportionment is done as per the distance in km carried over the railway. Accounts department has a module by which earnings are apportioned.
 Sundry earnings are not apportioned. Hence, they are same as originating and apportioned earnings for a railway.

iii) LAP and LIAP

LAP – Leave on Average Pay

- (a) A railway servant permanent or temporary other than one who is serving in a railway school shall be entitled to 30 days leave on average pay in a calendar year.
- (b) The leave account of every railway servant shall be credited with leave on average pay in advance in two instalments of 15 days each on the first day of January and July every calendar year.

(c) The leave at the credit of a railway servant at the close of the previous half year shall be carried forward to the next half year subject to the leave so carried forward plus the credit for the half year do not exceed the maximum limit of 300 days.

(d) Leave on Average pay shall be credited to the leave account of a railway servant at the rate of $2\frac{1}{2}$ days for each completed calendar month of service which he is likely to render in a half year.

LHAP – Leave on Half average pay

- (a) A railway servant, permanent or temporary including the one who is serving in a railway school, shall be entitled to Leave on Half Average Pay of 20 days in respect of each completed year of service.
- (b) The leave due under clause (a) may be granted on medical certificate or on private affairs.
- (c) The amount of leave on half average pay that can be availed of in one spell irrespective of its being combined with any other kind of leave or not shall be limited to 24 months.
- (d) The account of Leave on Half Average Pay of every railway servant shall be credited with Leave on Half Average Pay in advance, in two instalments of ten days each on the first day of January and July of every calendar year.
- (e) There is no maximum limit in accumulation of LHAP.
- (f) In the event of sickness this leave can be commuted into full pay leave @2days of LHAP into 1 day of paid leave if the period of sickness is covered under M8&9B certificate issued by Railway doctor and upto 6 days of LHAP can be commuted into 3 days paid leave if certificate is issued by a private doctor.

iv) Draft Para and Provisional Para

Draft Para – Objections of Statutory audit conveyed through special letters, factual statements, etc pertaining to loss in earning or ambiguity in working pertaining to a subject which are to be included in the annual report of the CAG through different paragraphs are draft paras. Prior to inclusion of Para in the report PDA sends the draft para to GM of the Zonal railways endorsing copies to FA&CAO and respective HODs. Reply to be given in 6 weeks.

Provisional Para – These are the selected draft para whose reply is not given or CAG are not satisfied with its reply are marked to railway board for the reply within prescribed time.

Q.13 What do you understand by Station Outstanding.? What steps should be taken to reduce it?

Station outstanding & its clearances:-

Difference between debit & credit side of the balance sheet prior to balancing the same is termed as Station outstanding. In other words the un-discharged or unclear liabilities at the end of month appearing on the credit side of the balance sheet, under the head of closing balance are termed as station outstanding.

Following items are known as station outstanding and are cleared in the following month as follows –

1. Imprest / Floating Cash - Imprest cash is provided at station so as to fulfil the requirement of change / coins during booking. Since the requirement will always exist this items cannot be cleared and will continue to remain outstanding at the end of the month.

2. **Cashiers Debit** – Cash collected at station is remitted to Chief cashier every day through Cash Remittance note. Credit is taken in balance sheet on the basis of acknowledgement copy of Cash remittance Note. Difference between the station copy and acknowledgement copy is taken as cashier's debit in the next month when acknowledgement is received late and credit in balance sheet is taken on the basis of station copy of CR Note. It is mandatory to clear this debit within 3 days. This can be cleared only by remittance of amount in cash. Credit will be taken in part - I on credit side.

3. **Account Office Debit / Error sheet** – On scrutiny of initial vouchers/ documents and returns in accounts office, debit are raised against station for financial loss sustained by the railway administration through error sheet. If debits are acceptable to station, same are known as Admitted Debits and can be cleared by recovery in lump sum from the responsible employee and credit is taken in Part - I i.e. cash. If the employee chooses to recover the amount through his pay sheet, credit is taken in part-II of the balance sheet under special credit i.e. deduction list. In the case of transfer of the responsible employee, the outstanding can be cleared for the original station by way of transfer debit to other station under Part-II.

In case the debit is disputed by the station and is under correspondence with accounts office the same is known as Not Admitted Debits. These can be cleared on issue of credit advice note by accounts office on acceptance of clarification/ justification given by station in support of amount collected by the station. This items can also be cleared technically on transfer of the item to "admitted debit" on acceptance of the objection raised by accounts office.

4. **Inward To-Pay Freight** - The consignments undelivered at the end of the month are delivered in the next month and clearance is achieved by remittance of cash collected at the time of delivery.

If the consignee does not come forward for taking delivery even after he is served a notice, and delivery is not taken within the stipulated period the consignment is handed over to lost property office with competent authority's sanction, credit is taken in balance sheet under this head.

If application is given by the consignee for rebooking of the consignment to new destination station, outstanding against the station is included in the amount to be recovered at new destination station and credit is taken in balance sheet under the head "paid-on-to-pay".

If overcharge is noticed during the check of invoice, correct freight will be recovered and over charge will be treated as refunded. Credit for the amount will be taken in balance sheet under the head "refund list".

In case the consignment is delivered at any other station other than destination or if the consignment is lost or entirely damaged or taken back at forwarding station itself, the amount outstanding against the consignment will be cleared and special credit will be taken under the head certified over charge sheet. This sheet will be issued by the station affecting delivery in 1st case, by CCO in 2nd and 3rd case and by forwarding station in 4th case. In case of double accountal of invoice, credit will be taken on the basis of double accountal statement prepared by the station.

5. **Wharfage / Demurrage** - On production of RR at station by the consignee, the consignment is delivered after recovering wharfage / demurrage if due. The amount so recovered is entered in relevant column of delivery book. At the end of the month wharfage / demurrage due on undelivered consignments is also entered in delivery book, the same is totaled up and debit is taken in balance sheet.

The outstanding is cleared in the next month by recovering the same at the time of delivery. Credit is taken in balance sheet under the head cash.

In case application is made by the consignee for re-booking of the consignment, the amount due will be included in the new invoice i.e. to be recovered by new destination station and credit will be taken in balance sheet under the head 'Paid On-To Pay charges'.

In case consignee has applied for waiver of wharfage / demurrage and if accepted, remission order will be issued by the competent commercial authority on the basis of which credit will be taken in balance sheet under the head 'Remission Order'.

If the consignee does not turn up for taking delivery after specified time and intimation, the consignment will be transferred to lost property office after obtaining competent authority's sanction. Credit will be taken in balance sheet under the head 'Transfer to lost property office'.

6. Cost of Government Publication - On demand the government publications such as time tables, indemnity bonds are supplied to station by supply officer. Debit towards the cost of the same is taken in Balance Sheet. On sale of the same credit will be taken in balance sheet under head 'Cash'. Cost of unsold publications will appear as outstanding. This can be cleared on actual sale. Out-dated publications will be returned to Supply Officer and credit will be taken in Part - II of Balance Sheet under the head 'Return to Supply Officer'.

Q.14 Describe briefly various types of leave for a Railway Servant.

Various type of leaves for a railway servant -

1. LAP - Leave on average pay 30 days in a year
2. LHAP - Leave on Half Average Pay 20 days in a year for medical reasons or private account.
3. Commuted leave - LHAP can be commuted on sickness certified by Railway doctor.
4. CCL - Child care leave upto 2 years (730 days) in entire service for women employee for two surviving children up to the age of 18 years.
5. Maternity leave - 180 days to women employee with less than two surviving children.
6. Paternity leave - A male employee with less than two surviving children may be granted Paternity Leave for a period of 15 days during the confinement of his wife.
7. CL - Casual leave 10 days in a year for field staff and 8 days for office staff.
8. Special CL - To union bearers, unforeseen calamities, sports players.
9. Extraordinary leave - when no other leave is admissible, upto 5 years in entire service
10. Study leave - 2 years in entire service.
11. Hospital Leave - While injured on duty.
12. Leave preparatory to retirement - to the extent of leave on average pay due not exceeding 300 days together with half pay leave due.

13. Leave not due - shall be limited to the leave on half average pay he is likely to earn thereafter; leave not due during the entire service shall be limited to a maximum of 360 days, on medical certificate;

Q.15 What is the role of recognized Unions on Indian Railways? How it is beneficial for the Railway system.

Unions are like bridges connecting the administration with the employees in properly conveying the policies and schemes of the administration which are to be implemented through the staff. Unions are required to raise the voice of employees to reach the employer about any differences and problems in working conditions required to be addressed by the administration.

They are beneficial for the railway system – Industrial peace and prosperity as well as productivity are largely dependent on harmonious relations between the employees' unions and the management. In a public utility service undertaking like Indian Railways union-management relations play a crucial role in realising the objectives of the undertaking.

Union and administration communicate by various means to resolve the problems, differences and disputes arising between them thereby increasing the productivity.

New policies, changes, technological advancements, etc are conveyed through the Unions.

Q.16 Briefly explain the role of Finance Department in issues relating to Commercial Department.

There are commercial proposals requiring financial concurrence and vetting such as

- (i) All earnings proposals like Commercial Publicity, parcel leasing, pay & park, pay & use, etc.
- (ii) Expenditure contracts like cleanliness, parcel handling, etc.
- (iii) Opening of new stations, booking offices and out agencies, halts etc.
- (iv) Writing off/refund of wharfage and demurrage charges beyond certain limits.
- (v) Payment of Compensation Claims on goods lost or damaged or injury to person.
- (vi) Any other proposal or claim which may affect earnings or expenditure of the Railway.
- (vii) Inspection of return of stations by Sr TIA to check its proper accountal.
- (viii) To check leakage of revenues.
- (ix) Issuing of error sheets.

Basically, Finance department ensures that the earnings are maximized and expenditures are minimized and the procedures adopted for the same are as per the laid rules.

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