

Details of important System Improvements implemented during 2024:		
SN	Problem detected	System Improvement suggested
1.	<p>In a complaint case against a tender for supply of Elastic Ring, it was found that QAP of M/s Acla Werke, Germany was approved provisionally by RDSO. Address of works of Indian agent M/s R S Technologies mentioned in QAP, where local contents of 50% were to be added was not appearing in UVAM as on tender opening date. M/s R S Technologies was claiming regular order on the basis of QAP approval. Whereas, Railway Board's letter No. 2021/RS (G)/779/7 dated 30.03.2022 provides that from 01.04.2022 onwards, directory of approved vendors of RDSO, CLW BLW, RCF, ICF, MCF and CORE as available on UVAM shall only be considered valid directories for all purposes by all stakeholders.</p> <p>Zonal Railways/PUs were taking different view of inexplicit QAP approval by RDSO. Firm was receiving bulk as well as developmental orders from Zonal Railways and BLW, probably due to different interpretation made by different units of Indian Railways, regarding RDSO's QAP approval of a local works.</p> <p>The firm was quoting different local content (varying from 27% to 50%) in different tenders based on the same RDSO approved QAP.</p>	<p>To bring uniformity, Railway Board was requested to convey that while issuing letters regarding QAP approvals, RDSO and other vendor approving agencies should invariably mention in the letter that it will have no effect on the approval status of the firm unless amended in UVAM itself, in compliance to Railway Board's letter 2021/RS (G)/779/7 dated 30.03.2022.</p>
2.	<p>Preventive Check on Scrutiny of CG appointment cases and role of welfare Inspectors & follow-up check of earlier SI advised.</p> <ol style="list-style-type: none"> 1. Delay in CG appointments. 2. CG appointment register is not maintained properly. 	<p>CGA appointment register being maintained in Welfare Section should be improved immediately as per instructions contained in RBE-21/2023 and system improvement suggested by Vigilance on 04.08.2023. This register should have the columns which disclose the whole case status at a glance as well as reasons of delay, if any. This register should be put up to higher authority fortnightly who will check it to ensure that the WLIs are timely taking action & registering due cases and put his signatures on register as a mark of checking. A sample format for CGA register is sent herewith. More columns as per requirement may be added in the register. It should be complied immediately.</p>
3.	<p>During preventive check on import documents in case of procurement through imports.</p> <p>It was observed that proper checking of import documents were not done as per PO/Specs by Inspection Agencies.</p>	<p>Stores Deptt./PLW was advised to instruct all Third Party Inspection Agencies to check the import documents (OEM's Tax Invoice, Bill of Landing, Country of Origin Certificate, Manufacturer's Test Certificate / Works Test Certificate, Guarantee/Warranty Certificate etc.) properly against each supply before issue of Inspection Certificate specially in cases where some item/ child parts of item are to be imported as per specification of PO. Inspecting Engineer of Inspecting Agency to ensure that all these documents are original and relate to each other in all respects as per requirement of the purchase order to ensure that raw material/sub components have been genuinely supplied by OEM.</p>
4.	<p>Preventive check on 'Delay in consignee inspection' was carried out in PLW.</p> <p>Inordinate time of more than 10 days taken in lab testing for total 07 nos. of items and excessive time of 13 days to 29 days have been taken in lab testing for total 08 nos. items.</p>	<p>Consignee Inspection Cell /PLW is advised to devise a system to avoid delay in inspection of material so that Receipt Note/Receipt Order can be issued timely. Maximum time allotted for consignee inspection may be included in the Work Instruction/ISO documents as well.</p>

5.	<p>Preventive check on Housekeeping & Maintenance of Camp Office at Tilak Bridge-New Delhi.</p> <ol style="list-style-type: none"> 1. Unauthorized occupation. 2. Delayed & less payment to contractual staff by contractor. 	<ol style="list-style-type: none"> 1) Strict action may be taken against the contractor. CCTV camera may be installed at appropriate places to check unauthorized movement of persons. 2) It is recommended that the short payments and short contribution on the part of contractor may be identified and amounts short paid/not paid may be paid to the concerned contract labour by the Railway administration as per the provisions of Act. The amount so paid should be recovered from the contractors. <p>Contract was terminated on vigilance recommendations.</p>
6.	<p>A preventive check has been carried out on Referral hospital cases-option given by the employees and procedure of empanelment.</p> <ol style="list-style-type: none"> 1. While processing extension case of an empanelled private hospital, the Medical authorities prepare a Performance Report without taking actual feedback from patients. 2. Empanelled hospitals were charging consultation fee from the patients when they are called for follow up check, whereas as per MoU, the first 02 post operative visits/consultations were free. 	<ol style="list-style-type: none"> 1. System should be devised to obtain the feedback from the patients or their family members referred to the empanelled hospitals & maintain this record. It may be in the form of entries in a register containing various fields of services required to be provided by the empanelled hospitals. Medical deptt. may obtain these feedbacks through a filled form from the patients or their family members. The feedback record should be maintained separately for each empanelled hospital. This record must be linked while processing renewal of empanelment of each hospital in future. 2. A sample format for obtaining feedback is attached herewith. Medical Deptt. may add more fields in it to achieve necessary information. 3. Any adverse remarks/feedback given by the patients or his/her family members must be given due consideration. Record of such complaints or adverse feedbacks & action taken should also be maintained and linked with the case of renewal of empanelment. 4. The patient/his/her family member accompanying should be made aware that 02 post operative consultations are free at the empanelled hospital. This provision should also be permanently entered in bold letters in the each referral letter. Each empanelled hospital should be written to comply this provision of MoU.
7.	<p>A CTE Type check was carried on the work related to Operation, Repair and Maintenance of Sewage Treatment Plant in Colony-II/PLW.</p> <p>Agency was not executing work as per terms and conditions of the contract.</p>	<ol style="list-style-type: none"> 1. Recoveries for rectification/repairing all machines which are not functional/ damaged may be made from the contractor's pending bills as per terms & conditions of contract. 2. It is recommended that the short payments to labour and short contribution to the contract labour may be recovered from the contractors. 3. It is recommended that a register may be maintained at site in which the report (before and after treatment) of all tests (PH, TSS, TDS, BOD, COD, OIL etc) should be written every month. Dosing register for chemical used in STP, Log books of all pumps & motor run in STP may be maintained and kept at site.

8.	<p>Preventive check was carried out on Housekeeping & Maintenance of Staff Rest House in Colony-II/PLW.</p> <p>1.Delay in payment to contractual staff.</p> <p>2.Non Availability of CCTV Cameras at Staff Rest House.</p>	<p>Following system improvement is suggested:-</p> <p>1. It is observed that the labourers of the contract have received wages of May-2024 & June-2024 on 15.07.2024 to 20.07.2024. Although contract has started in May 2024, concerned officer and SSE incharge to ensure that salaries of contractual staff are paid on time from start of their work.</p> <p>2. CCTV camera may be installed in SRH at appropriate place and access of the same may also be provided to Secy. to PCAO. Feedback/complaint registers may be kept in SRH office.</p> <p>3. The concerned executives should take necessary measures to achieve implementation of the all labour provisions as per the checklist circulated to all departments on 10.10.2023 in all service contracts.</p>
9	<p>Preventive check on Joint Inspection of pre inspected material and to check whether Joint Inspection Report is sent to TPI agencies and any action is taking place on Inspecting officials.</p> <p>TPIs were not sending ATR (action taken report) to consignee.</p>	<p>Policy guidelines for engagement of Third-Party Inspection (TPI) Agencies have been issued vide Rly. Board L.No.2022/RS(G)/779/8 dated 04.01.2023. As per para 1.9 of schedule (E) of above letter dated 04.01.2023 , In case of rejection of Goods on Joint Inspection, GM (QA) shall conduct a root cause analysis and take suitable punitive, corrective and preventive actions to fix responsibility of failure and avoid recurrence. Action Taken Report (ATR) shall be submitted to the Authority along with a relevant periodical report not later than 30 days from the date of finalization of Joint Inspection outcome. Also as per para 2(A) (v) Rly.Board letter dated 17.10.2022 (Amended on dt. 26.10.2023), On getting “warranty rejection advice”, inspection agency shall take suitable action for any system improvements required to improve inspection process.</p> <p>Store Deptt./PLW is advised to instruct all TPIs to send monthly ATR to PLW.</p>
10.	<p>Recovery of new Complete Rotor of TM and new Slack Adjusters, part of Brake Gear Arrangement from scrap wood in Scrap Yard, Store Depot-I, PLW/PTA</p>	<p>All Dy. HODs (Workshop) have been advised to give directions down the line to be careful while disposing of waste packing material and implement work instructions for handling of material at shop floor and disposal of waste packing material fixing responsibility at each stage to avoid recurrence of such incidents. Zero tolerance approach may be adopted in such cases.</p>
11.	<p>A preventive check was conducted on PLW Website.</p> <p>Although all nodal officers of PLW Patiala are submitting compliance certificates to Sr.EDPM/PLW every month regarding up dation of contents of their respective department on PLW website. But, it is observed that contents of their respective department’s web pages are actually not updated.</p> <p>Some departments have limited information on website.</p> <p>Large number of e-Receipts were showing pending in the inbox of many officers. In one such instance, pending e-Receipts were more than 6000 nos.</p>	<p>1) All nodal officers of PLW Patiala may be advised to ensure that content/documents available on the website of their respective department are up-to-date before issuing compliance certificate for the same.</p> <p>2) All nodal officers may be advised to ensure that all relevant information of all the departments should be available on the website.</p> <p>3) All officers were advised to dispose of the receipts appropriately.</p> <p>4) All nodal officers of PLW to ensure that Hindi Page of the website do not lag behind the English Page in providing complete and latest information. All are advised to ensure that all the content/documents available on the website are bilingual.</p>

12.	<p>Preventive check on “Excursion camps from Staff Benefit Fund”.</p> <p>It has been observed that the officials deployed on duty or as observers are taking their wards in the camps, which is not permissible in rules.</p>	<p>It is advised to discontinue the practice of allowing participation of wards of staff booked for arrangements in excursion camps. Similarly the nomination of observers should be stopped since no such provisions are in SBF rules. The decision taken on organizing excursion camps in SBF committee meeting held on 15.09.2023 should be implemented strictly to avoid free loaders.</p>
13.	<p>Preventive Checks on Bank Guarantee (BG) Register was conducted for store contracts.</p> <p>In some cases, BG confirmation has been taken by email which is not digitally signed as required by CVC circular vide their OM dated 04.03.2016.</p>	<p>The commission (CVC) vide their OM dated 04.03.2016 emphasized the necessity for ensuring verification of genuineness of Bank Guarantee prior to its acceptance and suggested to follow any one of the following methods:-</p> <ul style="list-style-type: none"> (i) Getting confirmation through digitally signed secured e-mails from issuing Banks; (ii) Online verification of company portal with user ID and password by 2nd stage authentication system generated One Time Password (OTP) on portal for reconfirmation; (iii) E-mail confirmation followed by 2nd stage authentication by system generated SMS through registered mobile and reconfirmation through SMS to the verifying officer. <p>Therefore, it is advised that any one or more of the above methods for ensuring genuineness of BGs may be adopted.</p>
14.	<p>A preventive check has been carried out on ‘compliance of various provisions for contractual labours by the contractors’ in 02 contracts.</p> <ol style="list-style-type: none"> 1. Contractors were not paying correct wages to their workers. 2. ATM cards/Bank passbooks of these labourers were with the contractors. 3. There was delay in payment. 	<ol style="list-style-type: none"> 1. Wage slips showing earnings & deductions details should be issued to each worker before payment of wages every month by the contractor. Each worker should be issued I/Card containing details of his UAN&IPN numbers. 2. The concerned executives should take necessary measures to achieve implementation of the all labour provisions as per the checklist circulated to all departments on 10.10.2023 in all contracts. Notices may be served to the contractors for non-compliance and zero tolerance policy should be adopted on this issue. 3. The contractor may be advised to install biometric system for attendance of labour. Record of attendance should be maintained and checked by the concerned supervisor on daily basis and by the concerned officer weekly. Computerized record of attendance should be available in office. 4. Executives to ensure that provisions of labour laws are complied by the contractors. A grievance/feedback register for contractual labour should be maintained and placed at the work site. This register should be checked by the concerned supervisor weekly marking his sign with date. 5. The contract labour should be provided with suitable jackets for ease of identification and necessary safety equipments should be supplied by the contractor. 6. All contractors should be instructed to display the notices of the abstracts of the provisions of Minimum Wages Act-1936 and Payment of Wages Act-1948 at site office of each contract in the language known by majority of workers. These displayed notices must contain information about – Present Rate of wages, Wage period, Date of payment of Wages, Daily working hours, Day of weekly rest. <p>Contract of mopping & sweeping in Admn. Building was terminated on vigilance recommendations.</p>

