

## **CHAPTER IV**

### **THE NORMS SET FOR DISCHARGE OF FUNCTIONS**

The Company has well defined procedures and guidelines for discharge of various functions. These are highlighted below:

#### **□ Delegation of Powers**

The Board of Directors has delegated power to the Chairman & Managing Director of the Company who in turn delegated power to the Functional Directors/ Officers of the Company at various levels for discharging their functions and responsibilities within the powers delegated to them.

#### **□ Structured policies and guidelines**

RailTel is having well structured policies and guidelines governing major activities of the Company. While discharging the functions, the officers follow these laid down policies and guidelines.

#### **□ Procedures**

In RailTel most of the activities are carried out in ERP. All approved procedure and policy guidelines have been taken into consideration while building the ERP system in RailTel. Accordingly, ERP takes care of all approved procedure and policies.

#### **□ Guidelines of Department of Public Enterprises**

RailTel being a Public Sector Enterprise follows the guidelines of Department of Public Enterprises and directives of Government of India issued from time to time.

#### **□ Guidelines of Chief Vigilance Commission**

RailTel being a Public Sector Enterprise follows the guidelines of Central Vigilance Commission.

#### **□ Compliance of provisions of Statute, etc.**

While discharging the respective functions, officers are required to comply with the provisions of all applicable Statutes and Rules and Regulations.

RailTel has Railwire as a retail service. The Railwire website ([www.railwire.co.in](http://www.railwire.co.in)) has proper links for raising grievances/ complaints.