



रेलटेल  
RAILTEL

A Government of India  
Undertaking

भारत सरकार - रेल मंत्रालय  
रेलटेल कार्पोरेशन आफ इण्डिया लिमिटेड  
नई दिल्ली

**RAILTEL CORPORATION OF INDIA LIMITED**  
**GOVERNMENT OF INDIA - MINISTRY OF RAILWAYS**  
**NEW DELHI**

सतर्कता बुलेटिन  
**VIGILANCE BULLETIN**

**JULY 2008**

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## MESSAGE

I am pleased to learn that the Vigilance Cell of RailTel Corporation is bringing out the first issue of its Vigilance Bulletin for the information, education and guidance of the RailTel Personnel. RailTel Corporation being a new and small organization, the Railway Personnel deputed from Railways and officers in the company so far have shown utmost honesty, sincerity, diligence and dedication to their work. This is reflected, no doubt in the performance of the company in last 2 years. However, our efforts should continue to provide clean and transparent working. We have to provide an environment where our customers as well as vendors have full confidence in our ability to deliver services in a forthright manner.



Being the first issue, which is also being posted on the website, the issue contains special emphasis on the Do's and Don'ts, which, it is hoped, will serve as a useful checklist in deciding what should and what should not be done. I congratulate the vigilance cell of RailTel for their sincere efforts in bringing out this issue of vigilance bulletin.

एसके वसिष्ठ

(S.K. Vasishta)

Managing Director/RailTel



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## MESSAGE

The preventive vigilance includes efforts to inculcate and improve ethical values amongst the employees, reduces avenue for corruption by increasing transparency, cutting delays and keeping special watch on employees with suspect integrity, monitors sensitive areas and helps in creating uniform simple and unambiguous rules. Educating



the employees for vigilance awareness is an on going process and one of the most important tool in building image of a corporation like RailTel, apart from leading to eradication of corruption. As a part of the first issue of vigilance bulletin, vigilance cell of RailTel has tried to bring out the common pit falls in the day to day working by compiling the Do's and Don'ts for various activities. The inputs have been taken from various units of Indian Railways as well as from internal learning. It is hoped that this bulletin would be very useful for the personnel of RailTel which shall create an atmosphere of efficient working and transparent environment to increase business opportunities, serve our customers in a better way and handle grievances of our customers, vendors and staff in more fruitful and transparent manner.

Your suggestion for improving integrity and ethical values in RailTel along with suggestions to make vigilance bulletin further useful are welcome.

A handwritten signature in black ink, appearing to read 'Anshul Gupta'.

**(Anshul Gupta)**

**Chief Vigilance Officer/RailTel**



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## **INITIATIVES TAKEN BY RAILTEL IN IMPROVING VIGILANCE ADMINISTRATION BY LEVERAGING TECHNOLOGY**

RailTel has developed a website application which makes the payment of bills submitted by suppliers against various purchase orders and bill orders transparent. By developing the application and hosting the same on the website, RailTel has tried to increase transparency. The supplier management module is basically aimed at online tracking of bills submitting by suppliers against the various purchase/work orders. It enables RailTel suppliers to track status of their bills online. The module is a conglomeration of several features that helps to increase the efficacy of the system with availability of online information pertaining to purchase orders, bills and their status for benefit of various stake holders in the system.

Suppliers can view status of their bills along with specified reason i.e. canceling or forwarding for further processing etc. Availability of bills with the Executive, Finance or Suppliers can be viewed distinctly.

Presently, if suppliers want to know status of their bills they have to track their bills either on phone or by physically visiting the office.

The basic purpose of the software is to automate the whole process and make available status of all bills online for very one to view/monitor.

### **Features**

1. The application is web based and is available at URL <http://203.153.41.30/>
2. PO and bill information reports can be generated
3. The '**admin**' users will handle all supplier management issues. He would nominate user responsible for updating the supplier data as also handle all requests pertaining to creation of '**usernames**' and '**passwords**'.

### **Users**

Four types of users as detailed below have been defined for login in the system: -

- Admin (Single User)
- Executives (Multiple Users)
- Finance (Multiple Users)
- Suppliers (Multiple Users)

The brief procedure for using the application is also detailed below: -

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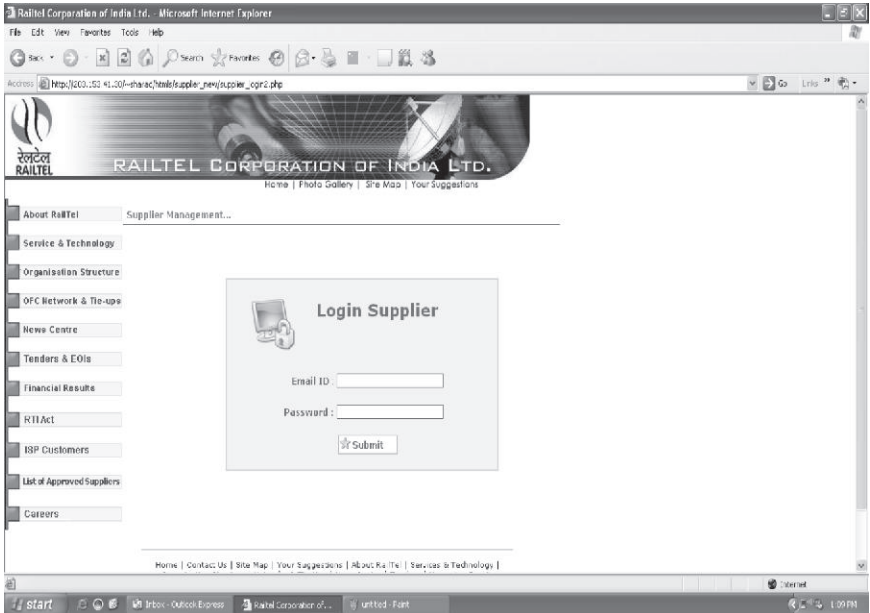
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## Procedure

Region wise executives would login in their respective regions and fill PO and Bill details in forms. After verifying / analysing the details the bill is forwarded to Finance department for further processing or returned to the supplier, specifying the reason for returning the bill. The Finance department thereafter shall examine the bill and either passes it or returns to the executive with their remarks.

The web application also generates reports (Bill report and PO report) that can be seen online to know status of all the bills available in the system.



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## **System Improvement in the tender for hiring maintenance teams for preventive maintenance of OFC network.**

By

V R Malhotra  
Manager/ Project/ RailTel

During an investigation into a complaint pertaining to an annual maintenance tender case on one of the region for deployment of maintenance teams for preventive maintenance and fault rectification of OFC, it was found that even after the tender acceptance only LOI was issued and no LOA was issued. In fact, vide LOI, firm was asked to prove its technical capability to Territorial incharge (AGM/RailTel in this case). During the course of technical suitability by the Territory incharge, the performance for carrying out works/AMC was not found up to the mark by the concerned AGM & subsequently the LOI issued to the firm, was cancelled.

By this action, the sanctity of the whole tender process was not maintained. Here, on the first hand itself, the tender committee should have been entrusted with the job of verifying the technical credentials also instead of depending on an official outside the purview of the tender committee (AGM in this case) who found the firm unsuitable in carrying out the intended job after tender finalization and thus the LOI issued based on TC minutes was to be withdrawn and entire tender process was wasted.

It was suggested by vigilance that a suitable DoP need to be evolved to bring out suitable procedure to be followed uniformly by all regions, through which LOI or LOA can only be issued if and only if entire technical credential and suitability of the firm has been examined and verified by the tender committee itself instead of finalizing the tender and then depending on another executive to verify this important aspect before issuing LOA. This is how amount of discretion available with the 3<sup>rd</sup> party can be taken care of.

Hence, vigilance recommended following: -

"Before award of contract to the contractor the credentials, performance report and technical suitability should be thoroughly checked and verified as per various inspection clauses. The firm shoes offer so found technically suitable and financially lowest, should only then be asked to take up the work as per norms so that there is no disparity in issuing of LOA and its acceptance by the firm."

This has resulted in a better and more transparent tendering process while hiring maintenance teams.

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## Ten Golden Rules for Eliminating Corruption

1. Effective, trust worthy and regular supervision.
2. Vigilance is the responsibility of every employee in the organization.
3. Encourage honest officials and create a climate for effective vigilance.
4. Delay in taking decision/action may create a situation for corruption. Hence avoid delays.
5. Reduce areas of discretion.
6. Monitor, exercise of discretion, to detect its improper use.
7. Identify corruption prone areas Keep close watch on officials having doubtful integrity.
8. Surprise inspections and deterrent action against defaulters. Wide publicity of punishment helps in curbing corruption.
9. Inculcate desire to follow the principles of ethics, nurture organizational culture and encourage ethical behavior.

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## GENERAL

### Do's

1. Always observe standard of financial propriety i.e.
  - i. Expenditure should not prima-facie be more than the occasion demands and exercise the same vigil in public expenditure as in respect of your own money.
  - ii. Ensure that your power of sanction of expenditure does not directly or indirectly come to your own advantage.
  - iii. Ensure that public money is not used for the benefit of a particular person or a section unless the expenditure is insignificant or directed by Court of Law or is line with policy/custom.
  - iv. Ensure that the amount of allowance granted to meet the expenditure of a particular type does not become a source of profit to the recipient.
2. Avoid as far as possible post-facto regularization.
3. Always follow the laid down instructions and codal provisions.
4. Be fair, impartial and transparent in all dealing.

### Don'ts

1. Do not exceed your power in any matter. Where higher authority's approval is to be taken, ensure that such approval or concurrence is taken in advance before taking any action.
2. Do not bypass any laid down instructions or codal provisions.
3. Do not excessively secretive where not required.
4. Do not sign any document without having read or understood it.
5. Avoid shortcuts.

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## FINANCE

### Do's

1. Ensure that the expenditure or remission of revenue has been sanctioned by the Competent Authority and that the expenditure has been incurred by an officer competent to incur it.
2. Ensure that the recurring charges which are payable on fulfillment of certain conditions or until occurrence of certain events, a certificate from the drawing officer is forthcoming to the effect that the necessary conditions have been duly fulfilled.
3. Ensure that the expenditure has been properly and fully vouched and has been so recorded as to render the second claim on the same account impossible.
4. The bill should be in original and in prescribed form.
5. Ensure that alternating, if any, in the bill have been duly attested by the Officer and Contractor.
6. Ensure that the rates claimed in the Bill agree with those entered in the agreement.
7. Ensure that Bill bears certificate, where necessary from the responsible executive officer that the services for which the payment is passed has/have actually been rendered.
8. Ensure that the claim is not time barred.
9. Ensure that the bill has been signed by the officer competent to sign the same and that his signatures tally with those available in the record.
10. Ensure that the prescribed percentage checks are done.
11. Ensure that advance payment is released only in accordance with provisions of contract and that such payments are adjusted while making final payment.
12. Before making final payment, ensure that a certificate has been furnished by the executives that the railway properties, if issued for temporary use of the contractors have been returned in good conditions or appropriate amount is recovered in lieu thereof.
13. Ensure that medical bills and TA bills are justified and due certificates regarding it has been furnished by the employee.

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14. Ensure that accounts inspection/checks and stock verifications are planned in advance and conducted faithfully as per prescribed schedule.
  15. Ensure that while granting leave encashment, the leave is actually due to the officer.
  16. Ensure that no delay occurs in sanctioning and charging of annual increments.
  17. Ensure that the payment to outsourcing agencies is witnessed properly under dated signature of the official required to witness the same.
  18. Ensure usage of IT based payment system, if overall for improving transparency.

### **Don'ts**

1. Don't pass the bill with erasures or alteration unless attested by the bill signing authority as many times as such alterations are made.
  2. Don't allow payment of rates higher than those included in the Agreement without specific competent sanction.
  3. Don't forget to record the fact of payment so as to render a second claim being passed for the same transaction impossible.
  4. Don't delays refund of earnest money/Security deposit to the contractors after the work of supply has been completed and the maintenance period has been completed.
  5. Don't allow delays in passing contractor's bill and staff payments such as PF advance. TA bills or final settlement bill etc.
  6. Don't delay refund of Earnest money to the unsuccessful tenderers after the tenders are finalized.
  7. Don't allow the contractor or the party to see the concerned staff in the bill passing sections without proper permission from the concerned officer.
  8. Don't fail to exercise sample check in the matter of pending items of passing of bill, refund of earnest money security deposit and staff payment such as PF advance, TA bills or final settlements bill, so that prompt action by the concerned staff is ensured.
  9. Don't forget to put staff expenditure over and above the sanctioned strength under IO register.
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## **ESTABLISHMENT**

### **Drawal of Salary**

#### **Do's**

1. Books of sanction of each department is kept updated.
2. Draw the salary of staff strictly as per the Books of Sanction of each Pay Bill Unit.
3. While drawing salary, reduce it to be extent of LWP/LHAP availed.
4. Recover all the other dues regularly leaving no scope for recovery at later stage.
5. Draw HRA and other allowances after obtaining declaration from employees.
6. LPC be forwarded along with the employee transferred.

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## MAINTENANCE OF LEAVE ACCOUNT

### Do's

1. The Leave account of the employee is equal to the number of employee on Roll.
2. Update the leave account regularly giving debit and credit. The leave account be periodically checked (twice in a year) and ensure its accuracy. Opening/closing balance of leave is certified by supervisor/ Gazetted officials in each case.
3. While giving debit of leave, the Muster Roll of the concerned employees also to be checked to ensure that all leave availed are reflected in the leave account.
4. While checking the Muster Rolls, it should be seen that late attendance are properly condoned by controlling officers and ensure debit of  $\frac{1}{2}$  CL or for each late attendance over two late attendances. In case no CL is in the credit of employee debit one LAP for each late attendance.



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## **PASSES**

### **Do's**

1. Count the pages of the Numbered Pass Book and keep it in safe custody.
2. Ensure proper routing of the pass.
3. check and ensure limitation of persons, when dependents are included in the pass.
4. Obtain bonafide certificate before issuing a pass to schooling sons aged 21 years and above.
5. Passes and PTOs to family members and dependants be issued only after obtaining a declaration from employees about the details of family members and dependants. The details be recorded in the Pass Register of individual employees.
6. All Indian Railway Duty Card Passes for below JA grade officers be issued only with the personal approval of GM.
7. The used passes and unused passes be returned to the office from where passes are issued.
8. Students pass be issued on production of bonafide certificate from Educational Institution.
9. The serving employees Pass application be forwarded by supervisor of controlling departments.

### **Don'ts**

1. Do not issue Passes, PTOs to family members and dependants of employee without a declaration of such members by the employees.

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## SELECTIONS

### Do's

1. Ensure that the Selection Committee is properly constituted i.e. committee consists of minimum one officer of the same department for which selection is held and one from Personnel Department. One of the Members must belong to the SC/STs category.
2. Ensure that the number of vacancies is correctly assessed and finally approved, before a Selection is held for selection posts.
3. Ensure that the numbers of vacancies are not altered once the alert notice is issued.
4. Ensure that the vacancies meant for other candidates and reserved for SC/ST candidates are clearly indicated while issuing the alert notice.
5. Ensure that the Seniority lists of the lower grades are finalized before the eligibility list is issued.
6. Ensure that, at least 10% of the total marks prescribed for the written test should be on Official Language Policy and Rules. However, attempting of this question(s) should not be made compulsory.
7. Remember that, the question papers for written test should have a practical bias i.e. it should be designed to test the ability of the employees to tackle the practical problems, they are likely to face rather than their theoretical knowledge.
8. Ensure that depending upon the grade of the post, objective type of questions are asked as per prescribed percentage, in the written test.
9. Ensure that in respect of objective type of questions a 'key' should be prepared by the officer setting the question paper and should be handed over to the officer conducting the examination who in turn will hand the key to the evaluating officer.
10. Ensure that the questions should not only contain the total marks but also the marks given for each question including the part(s) thereof, if any, at the end of each question.
11. Ensure that presence of the unauthorized persons at the examination rooms is strictly prohibited.
12. Ensure that unused portions of the answer sheets/supplementary sheets are properly crossed.
13. Ensure that the answer sheets are handed over to the evaluating officer in a sealed cover immediately after the examination, after decoding.

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14. Remember that, in case of administrative failure in sending the intimation of the written test to the candidates, in relieving them for the written test and also in case of sickness of the candidate or other reasons beyond his control, he/she should be called to appear in the supplementary test, of the departmental normal Selections.
  15. Evaluation of answer sheets should be done with indelible ink and in no case should a lead pencil be used.
  16. Remember that moderation can not be resorted to by the evaluating authority to help a particular employee or even otherwise.
  17. Remember that, the concept of negative marking for wrong answers to the objective type questions has been withdrawn.
  18. After the evaluation is over the evaluating officer should tabulate the marks for each question and do the totaling.
  19. Ensure that there is absolutely no cutting, erasing, overwriting etc. of the marks once awarded to answers to multiple-choice objective type of questions.
  20. As a Member of the Selection board representing Personnel Department should ensure that the correct procedure of Selection is followed.
  21. If a change is introduced in the condition of eligibility after the call for applications or after the selection has started ensure that opportunity is given to all candidates who may have become eligible according to the revised conditions of eligibility.
  22. Maintain absolute secrecy in the printing and distribution of question papers.
  23. Ensure that all the members of the Selection Committee assess the candidates independently under the different headings of personality, leadership, etc. and record their marks in the single assessment mark sheet given to them.
  24. Ensure that the evaluation chart prepared is signed by all the members of the Selection Committee.
  25. Remember that, the SC/ST candidates appointed by promotion on their merit and now owing the reservation or relaxation of qualifications are not be adjusted against the reserved points of the reservation roster.
  26. While drawing the panels as a rule arrange the candidates in order of seniority within each group of the candidates (viz OBC and SC/STs)
  27. Ensure that the Roster Points for SC/STs are followed.
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## Don'ts

1. Do not nominate an officer in the Selection Board/Committees, if his name is borne on the Agreed list.
2. Do not change the constitution of the Selection Board/Committee for a Selection except when unavoidable.
3. Do not increase the number of vacancies when the Selection process has started.
4. Do not allow delays between various stages of the Selection process, particularly between Written test and Viva Voce and publication of the Result.
5. Do not have the evaluation of Answer Sheets done by someone else unofficially, if you are nominated to evaluate the same in a selection.
6. Do not use a lead pencil for allotting marks.
7. Do not carry out alterations in marks by over writing or by erasures.
8. Do not forget to implement, in any selection the Reservation Rules for SC & ST communities.
9. Do not be prejudiced while performing your duties due to pressure of any kind.
10. Do not give marks for answers attempted in excess of the number of questions expected to be attempted by the candidate.
11. Do not forget to date your signature in the selection proceedings.
12. Do not increase the marks once awarded to any question in the written test.
13. Do not announce selection panels piecemeal except to the extent unavoidable.
14. Do not exclude, from the selection process, the officials who are under suspension, in respect of whom a charge-sheet for Major penalty has been issued and disciplinary proceedings are pending and those against whom prosecution for criminal charge is pending. However, for them "sealed cover" procedure will apply.

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## PURCHASE OF STORES

### Do's

1. As far as possible adopt competitive tendering systems such as open tenders and bulletin tenders.
2. Ensure that the tender opening is done in letter and spirit as per the relevant Railway Board's instructions, and that all the terms and conditions having financial implication on each and every offer are circled and initialed promptly at the time of the tender opening.
3. Ensure that offers are accepted on the original and not on the tabulated statement in the case of limited tenders.
4. Even if the lowest offer is accepted, still ensure that the rate accepted is reasonable.
5. Ensure that the rate accepted/recommended are reasonable. The reasonableness of rates should also be critically examined, deliberated and commented upon.
6. Before accepting a quotation, have a good look at all the quotations.
7. Be vigilant while having to decide on offers with small differences on all-inclusive prices.
8. Ensure that security deposits and earnest money deposits are collected from unregistered suppliers as per rules and when exempted/waived, proper reasons are recorded and competent authority's sanction taken for the same.
9. Negotiation should be resorted rarely as an exception rather than rule. If at all the negotiations are to be conducted, then should be done only with L1.
10. Be vigilant about increase/decrease in prices, revision of taxes and duties while granting extension to delivery dates.
11. Be vigilant about requests for change of inspection clause as request may come from the supplier for such a change, to get circumvent inconvenient inspecting agencies. It may also vitiate the terms and conditions of the tender.
12. Ensure that risk purchases are completed within the time schedule and also that the risk purchase claims are lodged on the defaulting suppliers promptly without delay.
13. While tendering it should be ensured that description is complete with the specification, drawing no. etc. so as to have competitive bidding.

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14. Ensure that limited tender enquiry is always sent by registered post/ under certificate of posting.
  15. Ensure authenticity of the rates quoted, by the dealer on behalf of the manufacturer.
  16. Ensure that tender enquiry is sent to the original equipment manufacturer.
  17. Ensure that the authorization letter submitted by the agent is original, authentic, valid and current.

### **Don'ts**

1. Do not accept delayed or late tenders except by adopting the special procedure approved by the Railway Board, when sufficient reasons exist for such a consideration.
  2. Do not buy rate contract and running contract items outside these contracts, except for special reasons to be recorded in writing and only after obtaining competent authorities approval/sanction.
  3. Do not allow suppliers to modify their offers at the time of tenders opening.
  4. Do not accept offers with corrections unattested by the tender opening officials.
  5. Do not accept unsolicited offers without valid reasons, to be recorded in writing and only after obtaining competent authority's approval.
  6. Do not accept single quotation against limited tender in a routine manner without checking the urgency of reasonableness of rates.
  7. Do not accept offers with significant deviations from the specifications, as other competitors may be able to offer even a lower price for the permitted deviations.
  8. Do not pass over an offer without recording convincing reasons for the same.
  9. Do not accept an offer to a sample if the tenders are issued to a standard specification.
  10. Do not accept rates quoted in the indent/requisition on face value. Check up the last purchase rate and market price.
  11. Do not issue letters to suppliers in the nature of amendments to the purchase contracts. Always write to purchasing authority for issue of amendment, if, necessary.
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## LOCAL PURCHASES

### Do's

1. Ensure that a register of purchase sources is maintained after inspection of their capacity.
2. Ensure that every time sealed quotations are obtained.
3. Where bearer quotations are called, ensure separate acknowledgement of receipt of quotations from all the suppliers to whom the tenders are sent.
4. Critically examine the reasonableness of rates and record the reasons for accepting a rate. The lowest rate may not be a reasonable rate.
5. Ensure that quotations are obtained from genuine firms who can also quote competitive rates.
6. Avoid cash payments as far as possible. In any case not exceeding the powers granted by the Railway Board for affecting cash payments.
7. Ensure that enquiries are sent by rotation to registered local suppliers.

### Don'ts

1. Do not split indents to bring the purchase within local purchase powers.
2. Do not issue an enquiry unless the existence of the firm has been checked.
3. Do not entertain open quotations or quotations which are unsigned or appear to be corrected on terms involving financial implications without being attested by the tenderers.
4. Do not entertain indents with unattested corrections.
5. Do not accept the offer without verifying the reasonableness of rates especially for the branded items.
6. Avoid cash payments as far as possible. In any case, do not exceed the powers for affecting cash payments.

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## WORK TENDERS

### Do's

1. Allow adequate and reasonable minimum time (as prescribed) for opening of all tenders to encourage proper response-except in emergencies.
  2. Ensure timely supply of copies of approved plans for tenders where special items rates have to be quoted for the particular details of the approved plans.
  3. In case of open tender, issue tender form to all the parties who demand it on the production of proof of depositing of cost of tender form.
  4. Ensure that the tender documents are available for sale at least 15 days before opening of the tenders.
  5. Clearly specify the requirement of 'similar nature of work' for the eligibility criteria in the tender so that no ambiguity arises during tender committee meeting.
  6. Offers accompanied by requisite valid earnest money are only considered and no subsequent modifications/substitutions or submission of EMD is allowed.
  7. Ensure that tender abstract (comparative statement and briefing note) have been prepared and duly signed by the concerned officials on each page.
  8. Ensure that ranking of the offers is done properly after evaluating the special conditions and vetting by finance.
  9. Ensure that the tender committee is duly constituted of competent level of officers specified.
  10. (a) Ensure consideration of reasonableness of rates in the tender committee minutes. This should not only be with reference to previously accepted rates but also after taking into account market rates and analysis of rates. Ensure that the reasonableness of rates is examined critically logically and specifically, both in respect of total cost and rates of individual items.  
(b) Deliberate on all the conditions made by the tenderer along with tender offer and specific recommendation in respect of those conditions must be recorded in the TC minutes.  
(c) Consider all the relevant information available about similar items in the same or similar/adjoining areas for arriving at reasonableness of the rates introspect of individual items as well as total cost.
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11. Departmental and contractual executions should not be allowed simultaneously.
  12. Record adequate reasons for overlooking the lowest offer if it is not acceptable.
  13. Conduct negotiations only in exceptional cases and not as a matter of routine.
  14. Negotiation is allowed only with L1 i.e. lowest valid eligible and technically acceptable tenderer who would have been otherwise considered for award of contract directly if the rates were not unreasonable high.
  15. Attempt identification of any possible ring formations-especially in case of limited tenders.
  16. Ensure that the tender committee minutes contain the relevant information as the date, venue of the meeting and dated signatures of the members on each page.
  17. Ensure that all special conditions having financial implications are evaluated to arrive at correct inter-se position of the offers.
  18. Treat the Tender Committee recommendations with dissenting notes carefully and record reasons for disagreement.
  19. Order calling of fresh tenders if the TC comes to learn that there is significant change in scope of work.

### **Don'ts**

1. Do not split work to call separate tenders to keep the value of the work within the powers of a particular executive.
  2. Do not send tender enquiries to only a few selected firms ignoring other firms/contractors borne on the approved list in case of limited tenders.
  3. Do not draft tender conditions suiting a particular tenderer/contractor.
  4. Do not recommend placement of orders at higher rates on flimsy technical grounds, shorter completion period or citing discount.
  5. (a) Do not reject the offer/tenders on account of poor performance while awarding another work to the same tenderer in other cases/adjacent areas.  
(b) Do not entertain letters/representation of the tenderer subsequent to the opening of tender/negotiation.
  6. Do not alter the eligibility criteria laid down while calling tender during consideration of the offers received.
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7. Do not change the tender committee members once constituted without prior approval of competent authority.
  8. Do not consider delay/late tenders except under specified exceptional circumstances.
  9. Do not allow anomalies in evaluation of special conditions to affect the acceptance of the offer recommended.
  10. Do not accept open quotations from the contractors during negotiations.
  11. Do not entertain letters/representations of tenderers subsequent to the opening/negotiations/consideration of tenders.
  12. Do not accept individual items rates which are abnormally high or unworkable in respect of major items of work in a tender.
  13. Do not accept a single tender received in response to a call for limited tender unless the work is very urgent and permission from competent authority has been obtained.
  14. Do not exercise the powers of the accepting authority in case you have been a member of the tender committee.
  15. Do not treat the Tender Committee's recommendation with dissenting notes from one or more members of the tender committee, as a unanimous recommendation.
  16. Do not advise the tender committee prior to their deliberation on the suitability or otherwise of any particular offer.
  17. (a) Do not order negotiation on the repeated advice of the tender committee to invite fresh tenders, particularly where response to the call for negotiations is poor.  
(b) Do not hold the negotiations with those who had either not tendered originally or whose tender was rejected because of the unsatisfactory credentials, inadequacy of the capacity or where tenders were unaccompanied with the adequate earnest money or any other invalid tenders.
  18. Do not accept modified offers, not considered by the Tender Committee.
  19. Do not allow subsequent revision of the minutes, unless the reconsidered minutes are put up in addition.
  20. Do not record the acceptance/otherwise of the tenders anywhere else than the body of the tender committee minutes noting side of the file is to endorse the action taken only.
  21. Do not forget to explain "time delays" in tender committee minutes.
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## EXECUTION OF WORKS CONTRACTS

### Do's

1. Ensure prior administrative approval of competent authority before executing additional quantities in each item so that the contracts are not vitiated.
2. Ensure good workmanship by proper supervision especially for the items for which subsequent verification of quality and or quantity is not possible.
3. Keep proper Accountal of cements and other railway material issued to the contractors at the site of work.
4. Keep proper Accountal and classification of released materials.
5. Ensure inspection and passing of materials supplied by contractors on through rated contracts before these are used in work. Maintain proper records.
6. Issue materials to the contractors only through authorized agents and control the issues commensurate with progress of work.
7. Ensure recovery of cost of materials supplied by Railways, hire charges for tools and plants, etc. from the contractors running bills immediately after their use. Record levels on machine numbered level books only.
8. Carry out prescribed test checks of measurements paying particular attention to the hidden measurements.
9. Ensure test check of 100% longitudinal levels and not less than 20% of cross-levels in an earthwork contract have been carried out by prescribed officials.
10. Ensure inspection of correct thickness of items payable on 'area measurements' such as slabs, flooring, premixed road carpet, wood work, etc. Test check must cover this aspect also.
11. Ensure deduction of prescribed shrinkage/voids in earthwork and loading contracts as per condition both during on account and final payments.
12. Ensure recovery at penal rates for excess consumption of cement and steel as per terms of contract.
13. Maintain necessary records at site as required based on the instructions contained in the Engineering Code, relevant manuals and instructions issued from time to time.
14. Keep proper Accountal and classification of released materials.
15. Do check quantities and quality (both physical and mechanical) of ballast before accepting supplies.

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## Don'ts

1. Do not operate non-schedule items where it is possible to do work as per scheduled items or a combination thereof.
2. Do not operate non-schedule items without sanction of the competent authority, in exceptional cases where it has to be done, maintain necessary site records.
3. Do not award works on quotations in a routine manner and strictly follow annual financial limits laid down.
4. Do not allow two or more agencies to do similar works at one site. Departmental works and works being executed through contracts should not be allowed to mix.
5. Do not allow execution of work without proper sanctioned work order except in special circumstances and obtain sanction of appropriate authority promptly.
6. Don't allow the contractor to first execute only those items considered more profitable by at his discretion so that contractor's interest in completing the whole works remains.
7. Do not allow execution of partly left over works by another agency before taking final measurements of earlier contract and getting them accepted both by the old and the new contractor.
8. Do not permit use of substandard material. Ensure that materials used are of specified specification.
9. Do not authorize issues of materials to subordinates of other departments unless approved by their controlling officers.
10. Do not adjust excess use of cement in a running bill against less use in earlier bill.
11. Do not endorse test check certificates without putting dated initials against individual identifiable items of works.
12. Do not pay long leads without physical verification and prepare a lead diagram for this purpose.
13. Do not allow passing of bill of earth works without detailed measurements unless otherwise allowed by appropriate instructions.
14. Do not allow recoveries on accounts of use of departmental machinery by contractors to be accumulated up to the final bill.
15. Do not make payment of a "finished item of work" on mere arrival of the material at site unless it is fixed in position as per description of the item of work.

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## MARKETING

### Do's

1. Ensure that the commercial proposal submitted to customers must be analysed based on cash flows and should have a positive NPV. Ensure that in business proposals, where CAPEX element is present, business plan must be able to recover CAPEX cost.
2. Ensure that commercial proposals for revenue earning for the company must be dealt on priority and submitted well within due date as advised by the party.
3. Ensure that the offer being submitted must be a confidential offer and in no case it should get leaked.
4. Ensure that quotation is given to a prospective customer as per return to RailTel.
5. Ensure prior administrative approval of competent authority before issuing any discount to the customer.
6. Maintain absolute secrecy while preparing commercial quotations in a tender case.
7. Always keep the commercial quotations in a safe custody till the order is awarded to any firm.
8. All quotations must be submitted along with approved terms and conditions only.
9. Always read the terms and conditions in a purchase order before accepting it.

### Don'ts

1. Do not undertake services/projects which gives negative returns.
  2. Do not offer commercials which are not in line with the policy of the company.
  3. Do not negotiate with those representative of the firm who are not authorised by the customer and there are chances of leakage of information pertaining to company.
  4. Don't enter into an agreement without the approval of competent authority.
  5. Making of quotations should not be performed by unauthorized persons.
  6. No activity may be performed for a customer outside the purview of an agreement with a customer.
  7. In no circumstances any quotations or prices may be brought in the public domain.
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## NETWORK OPERATION CENTRE (NOC)

### Do's

1. Ensure that proper record complaints of the customers is maintained and every complaint must be replied within a well defined period.
2. Ensure that the preventive maintenance schedule of the maintenance gangs is done regularly for all sections so as to decrease MTTR and improving MTBF considerably so as to give desired level of SLAs to the customers.
3. Provisioning of the circuit must be done as per received demand note from the implementation team.
4. Ensure that the links of customers, who have discontinued from RailTel, must get de- commissioned within a shortest possible time on priority.
5. Ensure that a proper record of all the provisioning of circuits is available at NOC as well at the requisite PoPs.

### Don'ts

1. Do not engage with unauthorized maintenance teams or contractors which have not been engaged by RailTel for undertaking preventive maintenance jobs.
2. Do not give wrong information to the customers so as to lead them into leaving RailTel account.

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**IMPORTANT CIRCULARS**

(i)

No.005/VGL/71  
Government of India  
Central Vigilance Commission  
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Satarkta Bhawan, Block 'A',  
GPO Complex, INA,  
New Delhi- 110 023  
Dated the 30th December 2005

**Office Order No.75/12/05**

**Subject: Computerisation of Annual Property Returns of officer/  
staff – regarding.**

The Commission vide its circular No.99/VGL/69 dated 26.2.2001 had asked Ministries/Departments/Organisations/PSUs to scrutinize the Annual Property Returns (APR) of their officers/staff. IRCON have reported that they have fully computerised the APRs. The Commission would advise all Chief Vigilance Officers to consider similar action in their organisations and keep the Commission informed of the action taken.

Sd/-  
**(V. Kannan)**  
Director

**Commission's Website (CVO's corner)**

Copy to:

Sr. PPS to CVC  
PPS to VC (S)  
PPS to VC (R)  
PS to Secretary  
PS to AS (G)  
PS to AS (BS)

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(ii)

No.004/VGL/26  
Government of India  
Central Vigilance Commission  
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Satarkta Bhawan, Block 'A',  
GPO Complex, INA,  
New Delhi- 110 023  
Dated the 17th May, 2004

**Office Order No. 33/5/2004**

**Subject:- Govt. of India Resolution on Public Interest Disclosures & Protection of Informer.**

The Government of India has authorised the Central Vigilance Commission (CVC) as the 'Designated Agency' to receive written complaints for disclosure on any allegation of corruption or misuse of office and recommend appropriate action.

2. A copy of the Public Notice issued by the Central Vigilance Commission with respect to the above mentioned Resolution is enclosed. All CVOs are further required to take the following actions with respect to the complaints forwarded by the Commission under this Resolution:

- (i) All the relevant papers/documents with respect to the matter raised in the complaint should be obtained by the CVO and investigation into the complaint should be commenced immediately. The investigation report should be submitted to the Commission within two weeks.
- (ii) The CVO is to ensure that no punitive action is taken by any concerned Administrative authority against any person on perceived reasons/ suspicion of being "whistle blower."
- (iii) Subsequent to the receipt of Commission's directions to undertake any disciplinary action based on such complaints, the CVO has to follow up and confirm compliance of further action by the DA and keep the Commission informed of delay, if any.
- (iv) Contents of this order may be brought to the notice of Secy./CEO/ CMD.

**All CVOs may note the above directions for compliance.**

Sd/-  
(Sujit Banerjee)  
Secretary

To  
All Chief Vigilance Officers



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(iii)

No. 004/VGL/90  
Government of India  
Central Vigilance Commission  
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Satarkta Bhawan, Block-A,  
GPO Complex, INA,  
New Delhi-110023.  
Dated, the 01<sup>st</sup> May, 2008

**Circular No. 17/4/08**

**Sub:- Rotation of officials working in sensitive posts.**

Attention is invited to the Commission's circular No. 98/VGL/60 dated 15/4/99 and 2/11/01.

2. The commission vide circular dated 15/4/99, had asked the CVOs of Ministry/Departments/Orthe sensitive posts in their organizations and also to send to the Commission, the list of posts so identified. Further, CVOs were also asked to ensure that officials posted on sensitive posts were rotated every two/three years to avoid developing vested interest.
3. No information in this regard has been received in the Commission so far. The CVOs may, therefore, complete the exercise expeditiously now, and send to the Commission, a list of posts identified as sensitive in their organization. The exercise may be completed by 30<sup>th</sup> June 2008.

Sd/-  
(Rajiv Verma)  
Under Secretary

All Chief Vigilance Officers

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**(iv)**  
No. 008/VGL/027  
Government of India  
Central Vigilance Commission  
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Satarkta Bhawan, Block-A,  
GPO Complex, INA,  
New Delhi-110023.  
Dated, the 24<sup>th</sup> April, 2008

**Circular No. 15/4/08**

**Sub:- Reference to the Commission for reconsideration of its advice-regarding**

The Commission has expressed serious concern about receiving repeated requests for the reconsideration of its advice that give the impression of being routine in nature. The present instructions contained in para 5.16, Chapter I of Vigilance Manual, Vol I provide that where the department propose to take a lenient view or stricter view than that recommended by the Commission, consultation with CVC is necessary. The departments, therefore are required to approach the Commission for advice in such cases before a final decision is taken. It has also been stated that the reference for reconsideration of the Commission's advice should be made only once. Subsequently it was instructed vide letter No. 000/DSP/1 dated 6.3.2000 that reconsideration proposals should be sent within a period of two months from the date of receipt of the Commission's advice . It has been observed that the proposals for reconsideration of the Commission's advice are not sent within the stipulated time. Further, justification warranting reconsideration is also not given.

2. In view of the position stated above, the Commission has reviewed its instructions in the matter. The Commission's advice is based on the inputs received from the organization and where the Commission has taken a view different from the one proposed by the organization, it is on account of the Commission's perception of the seriousness of the lapses or otherwise. In such cases, there is no scope for reconsideration. The Commission, has therefore, decided that no proposal for reconsideration of the Commission's advice would be entertained unless new additional facts have come to light which would have the effect of altering the seriousness of the allegations/charges leveled against an officer. Such new facts should be substantiated by adequate evidence and should also be explained as to why the evidence was not considered earlier, while approaching the Commission for its advice. The proposals should be submitted by the disciplinary authority or it should clearly indicate that the proposal has the approval of the disciplinary authority.

3. The above instructions may be noted for strict compliance.

Sd/-  
(Vineet Mathur)  
Deputy Secretary

All Chief Vigilance Officers

(v)



**A. K. Upadhyay  
Adviser Vigilance**

भारत सरकार  
रेल मंत्रालय, (रेलवे बोर्ड)  
नई दिल्ली-११०००१  
GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)  
NEW DELHI-110001

D.O. No. 2008/V-1/VB/2

Dated: 14.07.2008

My dear Gupta,

**Sub: Uploading Zonal Vigilance Bulletins on the Railway's/ Unit's Website.**

A large number of Zonal Railways/Units are publishing their Vigilance Bulletins / magazines / newsletter etc. for the purpose of enlightening and sensitizing the Railwaymen to vigilance related issues. As limited number of copies of such publications are printed, in order to make their reach widespread, so as to disseminate information amongst more and more Railwaymen, it is advised that these are also put on the Railway's/Unit's website.

I would like you to please put a copy of the last such publication taken out by your Railway/Unit on the website and send me confirmation to this effect along with the website details for accessing it.

With best wishes,

Yours sincerely,

Sd/-  
(A. K. Upadhyay)

**Shri Anshul Gupta  
CVO,  
RCIL,  
New Delhi**