

Guidelines for DOs & DON'Ts on Common Activities

GENERAL

DOs

- Keep a good image before the public/staff by being honest, impartial and just. Always be punctual in attendance.
- Be conversant with the current rules and regulation before taking any decision.
- Be conversant with the relevant clauses of the Conduct Rules and ensure that these Rules are not infringed.
- Use your discretion properly to avoid any miscarriage of justice.
- Be dispassionate while taking decisions so that no undue favour accrues to anyone.
- While occupying Rest Houses, ensure filling up the Register and also indicating whether on duty/leave.
- Maintain proper record of CL/LAP availed and ensure that it is properly debited to your account.

DON'Ts

- Do not delay files/papers put up to you.
- Do not forget to put a date under your signature. Absence of date may give rise to doubt about your motives in certain situations.
- Do not misuse staff cars/vehicles, Railway labour, Railway materials, catering etc.
- Do not misuse Duty passes for journeys performed which are not for official work or for persons not entitled to such travel.
- Do not sit on the Selection Board before whom any relative of yours is appearing for selection.
- Do not take part in the Tender Committee meetings if any of your relative is one of the tenderers.
- Avoid sanctioning a privilege to yourself even if it is within your competent. Let such sanction be accorded by your superior.

ACCOUNTS DEPARTMENT

DOs

- Ensure that all corrections / alterations in bills are attested by the competent person, authorized to do so.
- Prepare checklists for each type of expenditure / bills and follow them scrupulously.
- Ensure that the expenditure incurred by an officer is within his competency.
- Ensure that the payments made are witnessed by the authorized person only.
- Preserve vouchers / documents, as prescribed in the code of Accounts Department.
- Ensure that no time barred cases are admitted without condonation / sanction, from competent authority.
- Follow prescribed time schedule for passing of accounts and financial bills.
- Ensure vetting of quantity to be purchased with proper justification.
- Ensure vetting of estimate to be realistic.
- Before issue of tender inquiry, ensure the existence of the firm.

DON'Ts

- Do not pass duplicate bills without investigating / verifying the reasons, for submission of duplicate bills.
- Do not admit and pass supplementary bills without properly verifying the main claim and making necessary endorsement in the main / original bill.
- Do not entertain bills with corrections / alterations, which have not been attested by the competent authority.
- Do not admit and pass bills out of turn, unless the officer concerned has authorized to do so.
- Bills which have some discrepancy, in emergent cases, should not be passed without approval of the Officer concerned. It may also be ensured that the amount is entered in “objectionable items”.
- Do not allow amount passed as advance, for incurring expenditure beyond the reasonable period and call for the final bills, for clearing the suspense head (MAR).
- Do not allow unconnected items in PF accounts to figure in the PF ledger for a long time, as passage of time would affect PF account of employee.
- Do not forget to conduct periodical checks, wherever prescribed.
- Do not pass pay orders for short passed amounts until written communication is received from the DCP and after through verification of the bill.

ELECTRICAL DEPARTMENT

DOs

- Ensure safety of train operations' and passengers.
- Ensure cleanliness of trains, stations and offices.
- Ensure correct technical evaluation of the offer.
- Ensure assessment of quantity realistically.
- Ensure proper verification of credential of the firm.
- Finalize tenders within validity period.
- Be vigilant about requests for change of inspection clauses as request may come from the supplier for such a change. However inspection agency should not be changed frequently and in no circumstances after issuing of LOA.
- Please ensure that items procured under non stock must be consumed in timely manner.
- Always maintain Site register (Daily works progress register & Material register) and Hindrance register for works contract at the site.
- Before inspecting any material procured through works/stores contract please make yourself well aware of the specified standards and inspect the materials as per the contracts.
- Ensure PG in works contract must be submitted within the stipulated period as per GCC clause 16(4).
- Ensure proper supervision of works at site.
- Mark the item nos. have been checked for transparency before signature.
- Before issue of tender inquiry, ensure the existence of the firm.
- Before awarding of contract, ensure the existence of the firm.
- Ensure good workmanship by proper supervision.
- Keep proper accountal of Railway materials issued to the contractors at the site of work.
- Issue materials to the contractors only through authorized agents and control the issues commensurate with progress works.
- Ensure that the installation register for electrical fittings provided in Quarters/Service buildings are maintained upto date.
- The average electric consumption of different type of quarters should be worked out and in case of very low consumption, the reasons for it should be sorted out.
- Ensure that the defective house service meters are promptly repaired/replaced.
- Carry out inspections in workshops to ensure compliance of work allotted to individuals.

ELECTRICAL DEPARTMENT

DON'Ts

- Don't sub divide/split a bigger work into smaller work.
- Don't relax tender conditions as it will create a discriminatory treatment to others.
- Don't forget to put a date under your signature. Absence of date may give rise to doubt about your motives in certain situations.
- Don't allow delays in passing contractor's/supplier's bill.
- Don't delay refund of earnest money to the unsuccessful tenderers on finalization of the tenders.
- Don't split demands for stores procurement for avoiding accounts vetting.
- Don't certify in MB or Bill without checking of Measurement physically.
- Do not tamper with the electrical wiring of Quarter/Service building for additional points.
- Do not take temporary connections without depositing the necessary fee/charges with Railway.
- Do not accept the material of other 'make' which is not included in work order.
- Do not miss to note the proper chainage/kilometers in MB for cable laying work to facilitate site checks at a later date.
- Do not issue excess quantity of Rly. materials/equipment's to the contractor.
- Do not accept the unused i.e. left over material, which is defective/deteriorated in condition, from contractor after completion of work.
- Do not mention such 'makes' of electrical items in works contracts that are not equivalent cost-wise or quality – wise.
- Do not increase the standard number of electrical points in any type of Quarter without competent authority's sanction.
- Do not indent electric items, which do not conform to IS.
- Do not take anything for granted and verify it personally.
- Do not allow staff under your control to work for the contractors under any pretext.
- Do not allow a second/third contractor to start execution of a terminated work before recording measurements & preparing completion plan for the work already executed by the previous contractor. The measurements & completion plan should also be got signed by the new contractor as a token of acceptance.
- Do not accept the material if the same does not confirm to specification/drawing.

ENGINEERING (TENDERS & CONTRACTS)

DOs

- Ensure that justification of work and estimate for requirement of material/stores to be procured, are properly done with proper care in a realistic manner, with the approval of the competent authority.
- Survey the market rates, consider the rebates offered by the manufacturers/suppliers on the rates quoted in the price list and make a proper/realistic rate analysis, before finalization the estimate and tender schedules.
- Ensure adequate publicity of tender notices through newspapers and website.
- Ensure adequate time for participation in tender.
- Clearly mention the eligibility criteria in the tender notice as well as in the tender document.
- Ensure that the reasonableness of rates is examined critically, logically and technically, economically, practically, both in respect of total cost and rates of important individual items.
- Ensure that tender committee constituted is of competent level of officers, specified as per extant rules and nominated at an appropriate level.
- Ensure that all special conditions having financial implications are evaluated, to arrive at correct interse position of the offers.
- Ensure that comparative statement and briefing note have been prepared and duly signed by the concerned officials on each page, with dates.
- Record the relevant and valid reasons, both technical and /or financial, for by passing the lowest offer, if it is not acceptable.
- Before awarding of contract, ensure genuineness of the credential certificates including financial credential in original.
- Ensure proper supervision of site works.
- Before issue of tender inquiry, ensure the existence of the firm.
- Before awarding of contract, ensure the existence of the firm.

ENGINEERING (TENDERS & CONTRACTS)

DON'Ts

- Do not split work or split the quantity to be procured, to call for separate tenders, to keep the value of the work within the powers of a particular executive.
- Do not draft tender conditions/eligibility criteria or specification of material or working schedule, favouring a particular tenderer/contractor.
- Do not alter the eligibility criteria laid down while calling tender during consideration of the offers received, after opening of the tender.
- Do not advise the tender committee prior to their deliberations on the suitability or otherwise of any particular offer.
- Do not operate/incorporate any new non-schedule items without sanction of the competent authority. In exceptional cases where it has to be done, maintain necessary site records, with the approval of the competent authority.
- Do not accept a single tender received in response to a call for a limited tender, unless it is very urgent and permission from the competent authority is obtained.
- Do not twist, suppress, exaggerate or manipulate facts in the T.C.
- Do not incorporate any items for maintenance, which are not exist at site

MEDICAL DEPARTMENT

DOs

- Follow rigidly the procedure regarding issue of sick/fit certificates and in case of departure, give specific reasons.
- Specify period of sickness, indicating period of absence if any and enter date, in the fit certificate. Maintain attendance register, as applicable.
- Ensure sample test for drugs, to guard against procurement of substandard/ spurious drugs.
- Keep proper account of all medicines, irrespective of the cost involved.
- Purchase less shelf-life drugs as per requirement.
- In case of bulk purchase, ensure staggered delivery of medicines at regular interval.
- Ensure utilization of medicine well before expiry.
- Keep records of each medicine in the register, showing their date of expiry. Keep separate register for high value medicines.
- Ensure proper procedure for purchase of high value medical instruments/ apparatus.
- To prevent theft/misuse, ensure that name of unit/Railway, date of receipt & stamp of medical unit, is labelled on the medicine.
- Ensure that pharmacist of unit/ hospital checks actual stock of medicines, on periodic basis.
- Medical officer should conduct surprise checks in regard to the quantity available in ledger balance and physical/ground balance and ensure that both are matching correctly.
- Ensure regular checking of available stock of linen/bed sheets/blankets, etc. and follow the prescribed procedure for declaring linen/bed sheets/blankets, etc., as scrap.
- Ensure proper maintenance of vehicle/ambulance and account of petrol/diesel etc.
- All re-imbusement cases should be recorded in a register.
- Reimbursement should be made first cum first serve basis except in exceptional cases with the approval of the Competent Authority.
- Before passing the bills it must be ensured that all contract conditions are complied properly.
- Before issue of tender inquiry, ensure the existence of the firm.
- Before awarding of contract, ensure the existence of the firm.
- Ensure proper cleanliness in all medical units and Hospital premises.

MEDICAL DEPARTMENT

DON'Ts

- Avoid leaving blank entries in the Medical Attendance Register.
- Avoid issuing back dated certificates, without specifically recording reasons.
- Avoid delay in sending the certificates pertaining to Railway employees, to the Department concerned.
- Avoid simultaneous use of two sick/fit certificate books, in one unit.
- Do not use medical pass in a routine manner.
- Do not purchase spurious/ inferior quality of medicine.
- Do not show wrong transaction of medicine, so as to hide some lacuna.
- Do not put signature on scrap register, without physical verification of scrap items and duly observe the prevalent procedure for disposal of scrap.
- Do not handover sick/ fit certificate book other than the nominated employees of the hospital.

OPERATING / COMMERCIAL

Dos

- Keep the money value books under safe custody of Station Master.
- Make sure usage of double sided carbon for issuance of EFT. All columns of EFT must be filled legibly and passenger's signature obtained therein.
- Avoid over writing and alteration in DTCS.
- Declare personal cash in figure and words in prescribed Register. Any amount of personal cash which is excess to that permitted codal provisions must be verified by the Shift-In-charge.
- Keep the standing order book up to date and acknowledged by the staff.
- Deposit cash at the end of the shift with station master under clear acknowledgement.
- Station Master should check special cancellation register of token on daily basis.
- Ensure entry of non-issued token in appropriate register.
- Ensure safety of train operations and passengers.
- Ensure cleanliness of station, booking offices other service rooms.
- Announce through PA system for passengers' guidance in case of unusual occurrences.
- Ensure issuance of correct token with correct fare.
- Before issuance of smart card against RTC booking clerk must compare the signature with the authorized signatories and validity of the RTC coupons.
- Ensure deduction of one ride plus a penalty of rupees 250/- when card holder of student smart card oversteps his station of exit or detrains short of his exit point.
- A new CST is to be issued for replacement of corrupt and unreadable CST.

DON'Ts

- During unusual occurrence full refund should not be granted against partially travelled CST.
- Do not consume any intoxicating drinks or drugs while on duty.
- Do not use single sided carbon to prepare EFT.
- Do not mix private cash with Railway cash.
- Do not fail to keep safety circular updated.
- Do not keep cancelled journey token in hand without proper cancellation.
- Do not make special cancellation of token without the knowledge of Station Master.
- Do not make short cut method in train operation.
- Do not suppress any unusual occurrence.
- Do not allow to carry offensive and dangerous materials in train and station premises.
- Any refund on card purchased through RTC is to made only to state government not to the card holder/individual member.
- Do not adopt dilatory tactics in your dealings with public.

PERSONNEL DEPARTMENT

DOs

- Maintain all basic documents, records, policy instructions and guard files properly and up to date.
- Ensure the correct verification of Educational certificate, birth certificate, caste certificate before appointment.
- Ensure original voucher & signature before pay any bill.
- Ensure self-contained notes are put up, connecting relevant instructions.
- Have an Action Plan for filling up both Direct Recruitment and Promotee Quota vacancies, duly assessing anticipated vacancies and lead time required for filling up of posts.
- Attend to employee grievances with promptness and a positive attitude.
- Educate employees on their dues and benefits and ways to avail the same.
- Remember to follow check lists for important activities, like selections, promotion, settlement dues of staff etc.
- Ensure before accepting the bills that the bills are in original and signed by the claimant.
- Plan in advance. Do not keep delaying till the last minute.
- Remember that you are a service department and meant to look after staff welfare.
- Service record of the employee should be kept with up to date entry with signature & date of the concerned staff & officer.
- Leave record of the employee to be kept with up to date entry in regular manner.
- Before issue of tender inquiry, ensure the existence of the firm.

DON'Ts

- Do not cause delay in disposal of pending matters. It can harm an employee severely.
- Do not accept any favours for doing / completing a work.
- Do not ill-treat or misbehave with an employee.
- Do not give un-due favours, not due to an employee. Check all claims properly.
- Do not work casually and somehow complete the work - mistakes can occur, causing serious problems.
- Do not close your mind to new ideas or new ways of doing things, keep abreast of technological developments.
- Do not neglect to prepare and send periodic reports and statements.
- Do not expect others to complete your work or allow others to handle your work.
- Do not fail to update yourself on changes in policies, instructions

SIGNAL & TELECOM DEPARTMENT

Dos

- Ensure correct quantity estimate and correct description & specification for procurement of materials and correct and realistic estimate for works to be executed.
- Ensure to receive correct materials as per description, specification, drawing number, quantity etc.etc. as per the purchase order/ contract.
- The execution of work should be documented chronologically in work site register.
- Cable-While laying new cables check the depth, bricks, sand filling, protective pipes etc. before filling up the earth.
- Follow guide lines published by Railway Board strictly.
- Before issue of tender inquiry, ensure the existence of the firm.
- Before awarding of contract, ensure the existence of the firm.
- During receiving of material Inspected by RITES / RDSO the inspection mark / Hologram affixed on the materials should be verified carefully.
- Be vigilant about requests for change of inspection clauses, as request may come from the supplier for such a change. However inspection agency should not be changed frequently and in no circumstances after issuing of LOA.
- Tender file should be scrutinized thoroughly and the document should be kept in file chronologically.

DON'Ts

- MB (Measurement Book)-Overwriting should be avoided and measurements should be specific.
- Don't forget to make "No claim certificate" from both the concerned executive & Contractor as a part of final bill.
- Don't change description & specification after award of the work.
- Don't forget to prepare variation statement while doing variation.

STORES DEPARTMENT

DOs

- Ensure correct description, specification, drawing numbers, quantity etc. in the purchase order.
- Indicate quantity, both in figures and words.
- Ensure that the quantity indented is as per approval of the approving authority.
- Ensure stock verification of materials as per schedule programme.
- Receipt and issue of materials must be entered in the BIN card/Register/Ledger properly with date & sign.
- Ensure delivery of scrap only from the sold lot.
- Specify a reasonable delivery period. Avoid items like “Urgent” and “Immediate” and be specific about the date by which the material is required.
- Avoid calling for supplies to sample as far as possible.
- While approving quantity on indents, ensure that the quantity is fully justified in relations to the asset (s) for which the procurement is to be made.
- Ensure attestation of corrections if any in quantity, estimated last purchase rates and description on the indent by the competent authority.
- Before signing/countersigning any indent, satisfy yourself for the requirements, estimated rates, description and specification.
- Ensure correct description & specification of materials as per Purchase order & Drawing while accepting the materials.
- Before issue of tender inquiry, ensure the existence of the firm.
- Before awarding of contract, ensure the existence of the firm.
- Estimated rate should be based on last purchase rate or budgetary quotation collected after survey supported by price list.
- Indicate rate and quantity both in words and figures on indent.
- Genuine likely supplier should be incorporated on the indent.
- Funds available should be enclosed.
- Get the Non-stock certificate for indenting item from concerned Stores Officer.
- Purpose and indenting quantity should be clear and justified.
- Rate reasonableness should be carefully examined before accepting the offer.
- Restricted items of RDSO/CLW/ DLW/MSME/GeM etc. should be procured only from restricted sources.
- DP extension should be granted only after receipt of request either from firm or consignee.
- In case of acceptance of offer in deviation to firm’s original offer, Purchase Order should be issued only after obtaining consent from the tenderer.
- Procurement of commonly used goods and services restricted to GeM should be invariably from GeM platform.
- Power of purchase and procedure to be followed as stipulated.

STORES DEPARTMENT

DON'Ts

- Do not furnish specifications that are tailor made to attract offers from only one or two suppliers.
- Do not submit more than one indent for each quantity approval.
- Do not submit non-stock indent for a stock item, except under special circumstance recording the reasons for the same.
- Do not split the demand to bring within certain limit.
- Do not certify urgency unless you are fully and personally satisfied about it as this may lead to purchase at a higher rates.
- Do not delay in disposal of tender cases.
- Do not receive & issue materials without proper/relevant documents.
- Do not furnish names of fictitious/non existent vendors on the indent.
- DP should not be re-fixed to mere benefit of the supplier.
- Do not procure any item from open market which is enlisted in GeM

SECURITY DEPARTMENT

DOs

- Ensure safety & security of passengers & Rly. personnel.
- Contract vigil to all stations & offices regarding movement of passengers & Rly. Personnel.
- Any suspicious thing noticed immediately inform to the higher authority.
- Ensure safety of Railway Property.
- Ensure to keep proper record for entry and exit of the persons, materials & vehicles in the Railway premises, workshops etc.
- Before issue of tender inquiry, ensure the existence of the firm.
- Before awarding of contract, ensure the existence of the firm.

DON'Ts

- Do not allow any unwanted things inside the Railway Stations and offices.
- Don't allow anybody in the office without entry in the visiting register.
- Don't allow any body in side Railway platform without proper valid ticket.
- Don't allow vehicle & materials inside the workshop and Railway premises without proper entry in the register at RPF post of entry gate.
- Don't allow to pass any material & vehicle from the Railway workshops / sheds without proper gate pass & other relevant documents and also without entry in the RPF gate register.