

Document name : System Improvement  
Suggestion date : 07.05.2019  
Implementation date : 31.10.2019  
Implementing Authority letter no. : M/WS/Contract  
Implementing authority : CWM/GOC  
Applicable department : Applicable to other departments also  
Subject/Title : Finalisation inspection clause in Contract agreement

### **Background of the case**

In one case of BTFLN tank wagon Calibration Contract investigated by vigilance, it was found that the Scope of the work was finalized with regard to Inspection and Certification as under:-

- **The Calibration Facility of BTFLN Tank Wagon will be inspected by the representative from Central Tank Wagon Calibration Committee for its accuracy and legal compliance”.**
- Chairman of the Committee (CTCC) declined to conduct inspection stating that **“they are not authorized to certify any automation”.**

### **System Improvement**

While preparing scope of work, which requires outside agency as a certifying body for the Contract Work/activity/facility, necessary **written confirmation** from the Concerned Authority of the agency should be obtained before issue of Tender.

### **Benefits**

Ensuring timely inspection of the work executed by contractor through authorized outside agency resulting hassle free and timely completion of the project with agency certification.

**Remarks if any:** Nil

Document name : System Improvement  
Suggestion date : 25.10.2019  
Implementation date : 17.12.2019  
Implementing Authority letter no. : M/CW/271/I/OBHS/vol. VII dated 17.12.2019  
Implementing authority : CRSE/S. Rly.  
Applicable department : Mechanical  
Subject/Title : On-Board Housekeeping Service contract

### **Background of the case**

A preventive vigilance check was conducted on execution of On-Board Housekeeping Services (OBHS) contract in a train following lapses were noticed.

1. OBHS contract staffs were not wearing in the proper uniform and ID cards.
2. OBHS contract staff had not ensured the OBHS stickers in the reserved coaches.
3. OBHS staff had not provided the liquid hand wash soap solution in the toilet of AC coaches.
4. TTE's had signed the TTE's feedback forms without filling the grading column.

On detailed investigation, it has been found that there is no provision of penalty against lapses mentioned in sl. no 1 to 3. It is suggested to incorporate the following.

- a. Failure to wear the uniform at all – Rs. XXX per occasion per staff.
- b. Failure to wear uniform fully as prescribed – Rs. XXX per occasion per staff.
- c. Non-possession of IDS while on OBHS duty – Rs. XXX per occasion per staff
- d. Failure to wear Ids issued to staff while on OBHS duty – Rs. XXX per occasion per staff.
- e. Failure to provide liquid soap solution in Toilets – Rs. XXX per occasion per staff.

In connection with the discrepancy sl. no. 4, it is suggested to incorporate/add an additional field in the TTE's feedback form for entering Date & time of endorsement by TTEs. This may be implemented in running contract also

### **Implemented system Improvements**

In this connection CRSE has advised all Sr. DMEs of Southern Railway additional penalty clause as detailed below to be incorporated in all the future OBHS tenders.

Sl. No.	Lapse	Penalty to be imposed (Rs.)	Remarks
1.	Failure to wear the uniform at all	100 per occasion per staff	As per Annexure B-5 S. no. 6 of SBD Rs. 100 levied for staff not in uniform. This penalty is to be levied for all uniform related lapses.
2.	Failure to wear uniform fully as prescribed	100 per occasion per staff	Under SBD scope of work, S. No. 3 page 14 of 28, it has been mentioned that, "Face mask/nose mask, gloves, shoes/Boot 7 name badges are part of uniform. As such ID card also has been considered as part of uniform
3.	Non-possession of IDS while on OBHS duty		
4.	Failure to wear Ids issued to staff while on OBHS duty		

			and a common penalty of Rs. 100/- is to be levied.
5.	Failure to provide liquid soap solution in Toilets	100 per occasion per coach	SBD Coach cleaning penalty schedule Annexure A1 (back side) S. no. 8, mentions that Rs. 100 is levied if the toiletries is not supplied as per prescribed quantity. The same penalty is to be levied.

Apart from the above, an additional field is to be incorporated in the TTE's feedback form for entering the date & time of endorsement by TTEs.

### **Benefits**

- Non-compliance of the contractual terms and conditions by contractor in this regard will get reduced as financial burden introduced against contractor.
- TTEs feedback will be ensured within the specified time.

**Remarks if any:** Nil