

Systemic Improvements recommended by Vigilance Department, RailTel from 2020 to 2025.

S.N.	Date	Systemic Improvements recommended	Department related
1	10.01.2020	<p>Annual Property Return (APR) for Vigilance Clearance: DoPT guidelines issued from time to time mentioned that Vigilance Clearance shall be denied to an officer if he/she fails to submit his/her Annual Property Return (APR) of the previous year by 31st January of the following year. This was not being followed in letter and spirit in RailTel. However, realizing its importance, Vigilance Department brought a systemic improvement on 10.01.2020 advising HR department to invariably mention the date of last APR filed by the employee while seeking vigilance clearance. As a result of this systemic improvement suggested, now all the Executives are filing their APR of the previous year by 31st January of the following year.</p>	HR/Admn
2	04.03.2020	<p>Procurement Manual and Training of Executives: A tender case was investigated by Vigilance Department in which various procedural lapses were observed. It was seen that the same was due to non-availability of in house procurement policy/manual. Based on the advice of Vigilance Department to (i) Prepare Procurement Manual, and (ii) Training of Officers in tender and procurement matter, RailTel constituted a Committee to draft the Procurement Manual.</p>	POM
3	10.08.2020	<p>System Improvement in HR Policy for TA/DA: While in a case investigated by Railway Board Vigilance it was observed that an employee claimed for “stay by own arrangement” while on official tour to a particular city where he has been using RailTel owned accommodation for his family. Considering its serious lapses in the procedure, Vigilance Department in RailTel issued a note on 10.08.2020 advising Modification/Review of TD/DA Policy incorporating suitable provisions, so that, no employees misuse the policy.</p>	HR/Admn
4	10.08.2020	<p>System Improvement in ERP: During examination of a case it was observed that while filling reimbursement claims in ERP, it was found that employees were able to file claims against official tours even when the official tour was not duly approved by his/her controlling officer. In some cases, it was found that employees were able to claim twice against the same item for the same date. In order to remove this bottleneck, systemic improvements were issued vide note dated 10.08.2020 advising (a) ERP should not allow submission of the claim by the employee till the tour is approved by the Competent Authority in ERP, (b) ERP system should not allow any claim for the same item twice for the same date. This has been implemented and today no one can submit the claim of tour twice for the same journey.</p>	ITP/DC

5	14.08.2020	<p>Identification of Sensitive Posts in RailTel: It was seen that the last exercise of identification of sensitive post was done a decade back, which is not in-line with the current organizational structure and nature of work being done in RailTel. Accordingly, Vigilance Department vide its note dated 14.08.2020 advised the HR department to review the list of sensitive posts in RailTel as per the current organizational structure.</p>	HR/Admn
6	01.09.2020	<p>Scrutiny of Annual Property Return: While scrutiny of Annual Property Return (APR), it was found that 237 Officers have not filed the APR during the particular year(s). Accordingly, Vigilance Department in RailTel issued note dated 01.09.2020 citing (i) during the filing of APR, the current year should not appear in the ERP. For example, when employee is submitting the APR in January 2020, the year of APR should be seen as year ending December 2019 (not 2020), (ii) to ensure that while submitting self-appraisal in the APR, the officials may mandatorily submit his/her confirmation regarding filing of APR, and (iii) contractual employees may also be asked to file APR every year.</p>	HR/Admn
7	08.10.2020	<p>Systematic improvement in hiring of vehicle: During examination of a case regarding hiring of vehicle for a project work, certain systemic shortcomings were found. Accordingly, the system improvements have been advised vide circular dated 08.10.2020 specifying, (a) Log-book must be compulsorily provided by RailTel and that must include the column for Name, Designation and purpose of each trip and signature of the officials using such vehicle, (b) Name, Designation and purpose of visit of the officials must be entered in legible form in the log-book by each official, (c) The duration of use of vehicle must be provide in the terms and conditions of the contract along-with period of extension, if any, (d) The logbook should also mention the concerned authority to whom the vehicle is attached.</p>	HR/Admn
8	25.11.2020	<p>Scrutiny of Annual Property Return: In addition to note dated 01.09.2020 on the matter, CVC vide its Order dt 23.11.2020 had taken a strict view on prolonged delay in filing of APR by Officers/ Officials and has directed to ensure 100% compliance of filing of annual immovable/ moveable property return for the previous year i.e. 2019 by 30.11.2020. CVC had directed that officials/ officers who do not file their APR by 30.11.2020, appropriate disciplinary action may be initiated against them. Accordingly, HR Department was advised vide note dt 25.11.2020 to provide (i) compliance report in-line with CVC Order dt 23.11.2020, and (ii) compliance report in-line with various proposed actions & system improvements advised by this office note 01.09.2020.</p>	HR/Admn

9	15.12.2020	System Improvements in RailTel: The note dated 15.12.2020 is basically a reminder to HR Department for taking required action and compliances thereof which were issued on system improvement in HR policy for TA/DA relating to 'stay on own arrangement', identification of sensitive posts, system improvement in ERP format for Annual Property Return.	HR/Admn
10	06.01.2021	System Improvements in RailTel: The note dated 06.01.2021 is another reminder to HR Department for taking required action and compliances thereof which were issued on system improvement in HR policy for TA/DA relating to 'stay on own arrangement', identification of sensitive posts, system improvement in ERP format for Annual Property Return.	HR/Admn
11	05.02.2021	Systemic improvements in Tender Register entries: Entries of Tender number sequence wise for each financial year are taken or entered in Tender Register to maintain uniformity for record purpose. Entries from August, 2020 to December, 2020 was been considered for inspection of entries. The systemic improvements are proposed vide note dated 05.02.2021 are, (a) concerned Executives who are doing entries of new tender number should sign with full name, designation and date, and (b) two more columns related to date of floating of tender and final tender status should be added (e.g. not floated with reason mentioned or discharged or allotted with x% below/above etc.)	POM
12	05.02.2021	Systemic improvements related to attendance sheet of Data Center Gurugram outsource staff: During periodic inspection of attendance sheet of January 2021 of Data Centre outsource staff, certain systemic shortcomings are found. Accordingly, the systemic improvements issued vide note dated 05.02.2021 states, (i) it is observed that for purpose of making attendance, staple loose sheets are being used. It is advised that attendance register should be used for marking attendance; (ii) the concerned Data Centre in-charge (daily operations or shift in-charge) should counter sign the attendance sheet on daily basis.	ITP/DC
13	08.02.2021	Systemic Improvements regarding maintenance of record in Server Room at RailTel, East Kidwai Nagar: Inspection of Server room at EKN was conducted. The maintenance of equipment is under supervision of Senior Manager/Electrical. Requirement of various inventories is taken care from imprest of Senior Manager/Electrical. Day-to-day operation related matters are resolved either by NSL Executive or by RailTel electrical team. Systemic improvements are suggested vide note dated 08.02.2021 regarding maintenance of spares and of logbook for failures and rectification of faults.	ITP/DC

14	12.02.2021	<p>Systemic Improvements related maintenance of physical files and record maintenance of files (case book register) under HR department: During periodic inspection of physical conditions of files of HR department, it was observed that registers were maintained with name of Case Book for opening of the physical files. Based on the case book, 6 files have been checked for its physical condition and other details like number of pages, noting and SN side, signature with dates, etc. The systemic improvements vide note dated 12.02.2021 suggested that in the case book it is advised to maintain entry of files in a format which may include (a) s. no. (b) file no. (c) subject of file (d) opening of date of file and (e) file opened by.</p>	HR/Admn
15	12.02.2021	<p>Systemic Improvements regarding Physical Inspection of files of NTP department: During periodic inspection, the files were picked for scrutiny of its physical condition and other details like page numbering, noting and SN side, signature with dates etc. As a part of systemic improvements issued vide note dated 12.02.2021, it was suggested that (i) the files should be checked so as to ensure that each document is stapled and each document is numbered sequentially, and (ii) all files available with Executives should be checked for maintaining good physical condition of the same and the cover of the file may be changed whenever required.</p>	NTP
16	17.02.2021	<p>Systemic Improvements regarding Physical Inspection of files of ITP department: During periodic inspection of files of ITP department, certain shortcomings were found. As a part of systemic improvements issued vide note dated 17.02.2021, it was suggested that (i) care should be taken so that each noting page document is numbered sequentially, (ii) there should not be any loose sheet in the file, (iii) all files available with Executives should contain the name of the Executive who is maintaining the same, (iv) the files should be checked so as to ensure that documents under one SN are firmly stapled/tagged and each document is numbered sequentially.</p>	ITP/DC
17	19.02.2021	<p>Systemic Improvements related to Payment Vouchers processed for Payments by Corporate Finance with related documents: Payment Vouchers processed for Payments by Corporate Finance with related documents like ERP PO/LOA, GRN, Delivery Challan and Invoice. Payment processed through Payment Vouchers are generally done through three steps approval, namely, 1st Initiator, 2nd Sr Mgr/Fin and 3rd is Addl.GM/Fin/CO. On this, the systemic improvements were proposed vide note dated 19.02.2021 are (i) while signing on ERP Payment Voucher each official should sign on each page of report, and (ii) while signing on ERP Payment Voucher and ERP invoice reports, each officials should sign with full name, designation and date.</p>	Finance

18	01.03.2021	<p>Systemic Improvements regarding Physical Inspection of files of EB department: The list of files maintained by each Executive was provided on demand. Based on the list the files were picked for scrutiny for its physical condition and other details like page numbering, noting and SN side, signature with dates etc. The systemic improvements were proposed vide note dated 01.03.2021 includes (i) Care should be taken so that correspondence page documents are numbered serially, (ii) all files available with Executives should contain the name of the Executive who is maintaining the files, and (iii) the files should be checked so as to ensure that documents under one SN are firmly stapled/tagged and each document is numbered serially.</p>	EB & DNM
19	12.03.2021	<p>Systemic Improvements regarding Physical Inspection of files of DNM department: The list of files maintained by each Executive was provided on demand. Based on the list provided, the files were picked for scrutiny for its physical condition and other details like page numbering noting and SN side, signature with dates etc. The systemic improvements are proposed vide note dt 12.03.2021 includes (i) correspondence pages should be numbered serially, (ii) it may be ensured that documents under one SN are firmly stapled/tagged and each document is numbered serially, (iii) page numbers on correspondence side and noting pages should not be marked with pencil.</p>	EB & DNM
20	02.06.2021	<p>Systemic Improvements related maintenance of physical files and record maintenance of files under Admin Department: During periodic inspection, files were checked for their physical condition along with checking of noting and correspondence pages with systemic numbering, dates, signs etc. The systemic improvements in this regard were issued vide note dated 02.06.2021 which includes (i) Executive should take due care in assigning the page number to noting pages and should ensure that the same is numbered sequentially, (ii) the correspondence pages should also be marked in sequence. In addition, important papers like bills/invoices should be given specific serial number.</p>	HR/Admn
21	02.06.2021	<p>Systemic Improvements related to Lift Maintenance at Gurugram Office: Lifts Daily Check done by Outsourced Lift Executive (Gurugram Office) is regularly being entered in Lifts Daily Checklist Record. The systemic improvement proposed vide note dt 02.06.2021 suggest that all entries done by the Lift Operator (outsourcer) at Gurugram Office must be duly verified by concerned regular official of RailTel.</p>	HR/Admn

22	02.06.2021	<p>Systemic Improvements related to Vehicle Register at Gurugram Office CO: Entries of vehicle number entering in RailTel Gurugram Office premises sequence wise are being done or entered in Vehicle Register for security and for record purpose. The systemic improvement proposed vide note dt 02.06.2021 suggest that concerned persons who are making entries of vehicle number should enter full vehicle number to avoid any lapses.</p>	HR/Admn
23	07.06.2021	<p>Systemic Improvements in Manpower Tenders: This inspection was a CTE type inspection of Manpower Tenders (EOI). In the Manpower Tender, the systemic improvements suggested vide note dt 07.06.2021 includes (i) Open Tender with Two Bid System for all such type of tenders should be floated, (ii) the tenders should be finalized within original bid validity, (iii) eligibility criteria in tender should be kept as per Procurement Manual/Policy of RailTel in all such type of tenders, and (iv) the evaluation criteria of bids should be objective and specific. There should not be any vague condition in evaluation criteria.</p>	HR/Admn
24	01.09.2021	<p>Systemic Improvements in CDA Rules: On CDA Rules, the systemic improvements suggested vide note dt 01.09.2021 includes (i) DPE had issued modifications in the Conduct, Discipline and Appeal (CDA) Rules for CPSEs-2017 vide letter No. 15(07)/99-DPE-GM-VOL-III-FTS-2344 dated 11.12.2017 followed by an amendment vide Office Memorandum dated 09.10.2019, (ii) HR department is advised to review existing CDA rules of RailTel and effect the modifications required, if any, as per the guidelines of DPE.</p>	HR/Admn
25	14.10.2021	<p>Systemic Improvements of ERP report and list of inward and outward Bank Guarantees submitted by Finance Department: For inward BGs, the systemic improvements suggested vide note dt 14.10.2021 include (i) Concerned executives who are making entry of BG details at initial level should fill all the fields uniformly, (ii) Vendors should be informed well before expiry for BGs extension with condition of submission of extended BG before expiry of BG validity, and (iii) Unapproved BGs in ERP should be followed up with concerned authority for approval within 2-3 days on regular basis. For outward BGs, the systemic improvements suggested include, (i) Concerned Executives who are requesting for creation of BG as required by any customer should fill and provide data with uniformity. PO/WO no., project category and project sub category fields should be mandatory, and (ii) After BG creation, BG No. and BG Bank Name must be filled by concerned Finance Executive with all the details.</p>	Finance

26	14.10.2021	<p>Systemic Improvements of Attendance Register of Regular Employees of CO/EKN: On Attendance Register of Regular Employees, the systemic improvements issued vide note dated 14.10.2021 recommended for (i) Every day before closing the register, every blank attendance should be marked as absence/leave/tour etc, (ii) Authorized Competent authority must sign on day to day basis after closing the register indicating the total number of absences on that day, and (iii) Deduction of Leave, if any, as per the office order, is to done after the concurrence of Controlling Officer.</p>	HR/Admn
27	14.10.2021	<p>Systemic Improvements of Attendance Register of Outsource Employees of CO/EKN: On Attendance Register of Outsource Employees, the systemic improvements issued vide note dated 14.10.2021 recommended for (i) Every day before closing the register, every blank attendance should be marked as absence/leave/tour etc, (ii) Authorized Competent authority must sign on day to day basis after closing the register indicating the total number of absences on that day, and (iii) Deduction of Leave, if any, as per the office order, is to done after the concurrence of Controlling Officer.</p>	HR/Admn
28	14.10.2021	<p>Systemic Improvements related to Scrutiny of Tender files in Project Procurement and Tender Department of Eastern Region and inspection of attendance register done at Eastern Region Network Operation Centre (ER- NOC): On scrutiny of tender files in Project Procurement and Tender Department of Eastern Region and inspection of attendance register done at Eastern Region Network Operation Centre (ER NOC), the systemic improvements vide note dated 14.10.2021 suggested to (i) Serial Number should not be put on blank pages and blank pages should be cancelled/crossed, (ii) Signature must always have name and designation of officials, (iii) Attendance Register of Outsourced staff deployed at SDH and MPLS must be counter signed or forwarded by Asst. GM or DGM/NOC/ER or any RailTel's Regular officials looking after regular operations of MPLS/SDH NOC on daily basis, and (iv) Attendance Register of Regular staff deployed at Eastern Region Network Operation Centre (ER NOC) must be counter signed or forwarded by Dy General Manager/NOC/ER on daily basis.</p>	Eastern Region
29	04.01.2022	<p>Systemic Improvements related to Eastern Region Kolkata store faulty, repairable equipment and Working Circuit Reconciliation of circuits and imprest claims of employees under Eastern Region: On matter of inspection at Kolkata store faulty, repairable equipment and Working Circuit Reconciliation of circuits and imprest claims of employees under Eastern Region, the systemic improvements vide note dated 04.01.2022 suggested (i) repaired</p>	Eastern Region

		<p>equipments must be reissued in order of entry of their repair dates i.e, repaired equipments must be used in First repaired First out manner (FIFO). Signature must always have name and designation of officials, (ii) regular reconciliation of working circuits finance must be ensured to avoid possibility of revenue leakage, (iii) HR should only approve and process imprest claims only if:</p> <ul style="list-style-type: none"> • No Expense Sub category under imprest expense category is left blank by employees during claiming the imprest in ERP. • Detailed description of these miscellaneous amount claimed under Misc Sub category of imprest expense category should be provided in ERP by employees. 	
30	03.06.2022	<p>Systemic Improvements related to Chennai Territory, Southern Region Inspection in presence of GM/Vigilance: On the matter of inspection of VSS at Mylapore Station, Egmore PoP inspection, Diesel Stock Register and DG Running Register, Quotation Register and Attendance Register, the systemic improvement vide note dt 03.06.2022 suggested to:</p> <ul style="list-style-type: none"> (i) Working of CCTV cameras should be periodically checked. Faulty cameras must be repaired/ replaced timely as cameras are covered in AMC/warranty under PO/LOA. (ii) All Records/Registers must be maintained according to Para 8 (records required to be maintained) and format mentioned Para 11(annexures) of O&M Manual issued in NOV 2021. (iii) Diesel Stock Register and DG Running Register must be countersigned/signed by Regular official of RailTel. (iv) Issuance of SOP (Standard Operating Procedure) regarding the purchase, Transportation and re-filling of DG set Reservoir and monitoring of consumption. (v) The Register does not provide usage of the annual ceiling limit of concerned approving authority. This must be invariably mentioned. (vi) The Register having annual ceiling limit must be signed by Finance after each case. (vii) A register showing full particulars of the work indicating names of the firms with addresses from whom quotations are invited and awarded will be maintained by each officer, annual ceiling to be vetted by Finance on this register. (viii) Quotation inviting letter must have a quotation number (sequence wise, year wise) like tenders. This 	Southern Region

		<p>must also be mentioned in quotation opening register with other details at time of opening and as well as reference of PO/LOA with value of PO/LOA along with firm name.</p> <p>(ix) The receiving of offers from the firms must be entered duly mentioning date and time. This must be signed by concerned official of RailTel.</p> <p>(x) Quotation opening details should also have time of opening of offers with signature of both Technical and Finance Executive otherwise if Finance executive is connected through TP, then screenshot of TP screen should be attached showing time and date for confirmation.</p> <p>(xi) Attendance sheet must be counter signed or forwarded by competent authority/ Senior officer of RailTel.</p>	
31	28.06.2022	<p>Systemic Improvements during inspection of working of Wi-Fi at NDLS Rly Station: After inspection of Wi-Fi at NDLS Rly Station, the systemic improvements issued vide note dated 28.06.2022 suggested that (i) for the replacement of faulty equipment (AP, AS, FS & UPS), spares must be kept with the team so as to minimize the down time, (ii) the purpose of installation of UPS is defeated if it is not generating the desired back up. It is required to repair the same immediately, and (iii) Inspection Register to be maintained for inspection (on Fortnightly/Monthly/Quarterly basis) by the in charge of Section (Tier-I, Tier-II and Territory Manager).</p>	Northern Region
32	28.06.2022	<p>Systemic Improvements during inspection of working of VSS at Adarsh Nagar Rly Station: Consequent to inspection of VSS at Adarsh Nagar Railway Station, the systemic improvements were issued vide note dated 28.06.2022 that include (i) the purpose of installation of VSS/CCTV cameras is defeated if it is not available with the RPF in their control room. The same should be handed over to RPF immediately and efficient working of the installed system should be ensured, (ii) inventory list must be maintained as per the supplied and installed items, (iii) Inspection Register to be maintained for inspection (on Fortnightly/Monthly/Quarterly basis) by the in-charge of the Section (Tier-I, Tier-II and Territory Manager), (iv) for the replacement of faulty equipment(s) (Camera, Switch & UPS), spares must be kept with the team so as to minimize the down time, (v) since VSS/CCTV system was installed at several railways stations, maintenance of Cameras (cleaning) should be done frequently to enhance visibility. Moreover, due to vibrations of running trains there might be change in orientation/view of camera, the same may be attended timely.</p>	Northern region

33	10.08.2022	<p>Systemic Improvements related to inspection at Chennai Territory, Southern Region: Consequent upon inspection at Chennai, Wi-Fi system at Egmore Station and Attendance Register, the systemic improvements note dt 10.08.2022 suggested to (i) working of Wi-Fi system should be periodically checked and entries must be made in the registers regarding status of periodic testing, detail of faulty equipment and action taken. Faulty Wi-Fi antennas must be repaired/ replaced on priority, and (ii) Attendance sheet must be countersigned or forwarded by competent authority/ Senior officer of RailTel.</p>	Southern Region
34	18.08.2022	<p>Systemic Improvements related to LMC in Bhopal Territory, Western Region: As a result of investigation of LMC Complaint in Bhopal Territory, the systemic improvements recommended vide note dt 18.08.2022 includes;</p> <p>(i) Field Official has to ensure that after completion of delivery period, the Vendor must submit the invoice within 10 days and also mention the receipt date of invoice and same should be processed for further payment within 7 days. In case it could not be processed within mentioned time, sufficient reason may be justified in file/documentated while processing the payments.</p> <p>(ii) The record should be maintained by the Territory Office for tracking the invoice submitted by the firm and release of payment.</p> <p>(iii) In the investigation, it is also observed that two copies of same invoices have been found with different invoice date which is highly inappropriate. This casual approach towards dealing with official documents should be avoided.</p> <p>(iv) Further, it is also advised that a format must be implemented in all vendor payments and must be mutually signed by the Firm Representative and RailTel Official (Regular). This format henceforth must be sent with invoice compulsorily to Finance for making the payment.</p>	Western Region
35	12.09.2022	<p>Systemic Improvements - Technological Initiative for providing the facility for Online Submission and Tracking the Vendor's Bill/Invoice raised to RailTel: In various complaints received from the Vendors/Firms, it is observed that payment to Vendor is delayed due to (i) delay in submission of invoice by the Vendor after the due date, (ii) delay in processing the invoice by RailTel Officials after necessary verifications, and (iii) delay in release of payment</p>	ITP/DC

		<p>due to any shortcomings/deficiency observed during the process of payments. In fact, delay in any of these cases may have GST implications for both the parties, which can be avoided if the Bills/Invoices are processed timely. As a part of systemic improvements issued vide note dt 12.09.2022, it was suggested that ERP team may explore developing an application integrated with ERP portal where Vendor/Firm may be able to submit their Invoices. Suitable access may be provided to Vendor/Firm to track their Bills/Invoices. During creation of this application necessary consultation and deliberations with the stakeholders may be done, if required.</p>	
36	12.09.2022	<p>Inspection related to Northern Region: During Inspection of MW Tower at Hissar Station POP, it was observed that Tower was not painted and not being maintained despite AMC. On further investigation, several shortcomings were found. Accordingly, the following systemic improvements are advised and issued vide letter dated 12.09.2022 :</p> <ul style="list-style-type: none"> • Noting for any decision/extension of time etc should come from someone below decision maker and officer entitled to take a decision should consider it after recording the reasons for his decisions. Deemed to be self-approved is not the proper procedure. • The PBG submission & agreement signing proceedings to be carried out within stipulated time period as per conditions mentioned in the tender document/LOA. • If the Firm is not doing work satisfactorily, after due review the decision to terminate the contract and action against such Firm may be initiated. The action taken proceedings should be communicated to all Departments & Regions of RailTel. • Recording of minutes of online/physical meetings taken place with the Firm must be maintained. • A time bound closure process of earlier work done should be carried out duly signed by the firms representative and RailTel against the incomplete contract work. This document must be placed on file before re-tendering to avoid disputes/litigation in future. 	POM
37	16.09.2022	<p>Systemic Improvements related to Attendance Register of Outsource Employees in Bhopal Territory, Western Region: During Inspection at Bhopal Territory certain shortcomings were observed which are (i) No Authorized Signatory is counter-signing the Attendance register after day wise closing, (ii) Some officials are marked cross and some are left blank. As a part of systemic improvements issued vide letter dt 16.09.2022:</p> <ul style="list-style-type: none"> • Every day before closing the register every blank attendance should be marked cross. • Authorized Competent authority must sign on day to day 	Western Region

		<p>basis after closing the register indicating the total number of cross on that day.</p> <ul style="list-style-type: none"> • Deduction of Leave, if any, as per the office order, is to done after the concurrence of Controlling Officer. 	
38	16.09.2022	<p>Systemic Improvements related to Attendance Register of Regular Employees in Bhopal Territory, Western Region: During Inspection at Bhopal Territory certain shortcomings were observed which are (i) No Authorized Signatory is counter-signing the Attendance register after day wise closing, (ii) Some officials are marked cross and some are left blank. As a part of systemic improvements issued vide letter dt 16.09.2022:</p> <ul style="list-style-type: none"> • Every day before closing the register every blank attendance should be marked cross. • Authorized Competent authority must sign on day to day basis after closing the register indicating the total number of cross on that day. • Deduction of Leave, if any, as per the office order, is to be done after the concurrence of Controlling Officer. 	Western Region
39	06.10.2022	<p>Systemic Improvements related to SOP/Fund Register and Quotation Register at Chandigarh Territory, Northern Region: During inspection of SOP/Fund Register of Chandigarh Territory Manager, it was observed that annual ceiling limit of SOP paras and pending balance amount out of annual ceiling limit of SOP paras of concerned approving authority is not being mentioned in Register and Executives are doing entry without signature in Register. Accordingly, the following systemic improvements were issued vide letter dt 06.10.2022</p> <ul style="list-style-type: none"> • The Register must provide usage of the annual ceiling limit of SOP paras of concerned approving authority. This must be invariably mentioned. • Entry with balance amount out of annual ceiling limit of SOP paras must be made by concerned Executive and then counter signed by competent authority as Finance Members are not available at Chandigarh territory. <p>Also, during inspection TM Chandigarh informed that no Quotation Register or any record is being maintained. Therefore, the following systemic improvements were suggested:</p> <ul style="list-style-type: none"> • A Quotation Register and records should be maintained in each office where process of opening of quotation is done as per SOP Para W2/2.2 & W3/3.4. of SOP. • As a compliance of system Improvement, Record maintenance from Apr 2022 to till date should be updated and copy of same should be submitted to Vigilance Department. It is in line with 3-month preventive vigilance campaign under VAW 2022 of CVC. 	Northern Region
40	06.10.2022	<p>Systemic Improvements regarding filing of immovable/movable</p>	HR/Admin

		<p>property transactions in ERP as per CDA rules of RailTel (Note dt 6.10.2022): During inspection of Immovable/ Movable Property Transactions submitted in ERP Reports, among others the systemic shortcomings were observe that (i) some employees are applying for Prior intimation of transaction, some are applying for intimation of transaction and some are applying for sanction of transaction of immovable/ movable property transactions, which shows CDA Rules of RailTel are not being followed, (ii) ERP is not customized as per Rule 16 particularly under para 1,2 & 3 of CDA rules of RailTel which is in line with DoPT guideline and CVC instruction for immovable/movable transaction's permission/intimation. Accordingly, the following systemic improvements were issued.</p> <ul style="list-style-type: none"> • All filing of immovable/movable property transactions must be ensured as per CDA Rules of RailTel as provided under Rule 16 particularly under para 1,2 & 3.) The Rule 16 Para 1, 2 & 3 states that: <ol style="list-style-type: none"> 1. No employee of the Corporation/Company shall, except with the previous knowledge of competent authority, acquire or dispose of any immovable property by lease, mortgage purchase, sale, gift or otherwise, either in his/her own name or in the name of any member of his/her family. 2. No employee of the Corporation/Company shall, except with the previous sanction of competent authority, enter into a transaction concerning any immovable or movable property with a person or a firm having official dealings with the employee or his/her subordinate. 3. Every employee of the Corporation/Company shall report to competent authority, every transaction concerning movable property owned or held by him/her in his own name or in the name of any member of his/her family, within one month from the date of such transaction, if the value of such property exceeds more than two month's basic pay of the employee. 	
41	28.12.2022	<p>Systemic Improvements related to O&M Registers updating at PoPs as per O&M Manual: During Inspection of O&M Registers at PoPs, it was found that O&M Registers to be maintained by O&M field Executives are not maintained as per O&M Manual (issued in Nov 2021). Accordingly, one systemic improvement was suggested vide letter dt 28.12.2022 that all Registers/Records must be maintained according to Para 8 (records required to be maintained) and format mentioned Para 11(Annexures) of O&M Manual issued in November, 2021.</p>	O&M
42	09.01.2023	<p>Systemic Improvements related to Eastern Region: During Inspection of Bhubaneshwar Territory office along with Bhubaneshwar & Cuttack POPs, following points were observed (i) Unserviceable Chargers 48 V (Make Amar Raja), Batteries etc. are lying in open for disposal, (ii) Executives are doing entry in SOP Register without signature and also not counter-signed by finance member/TM against each entry. Accordingly, two systemic improvements vide letter dt 09.01.2023 were issued: (i) Unserviceable material to be disposed for which Vigilance department has issued instructions vide its letter no RCIL/CO/VIG/Vigilance/VAW/060/Vol.-1 dated 4.8.2022, (ii) Entry</p>	Eastern Region

		with balance amount out of annual ceiling limit of SOP paras must be done by concerned Executive related to work and then counter-signed by TM against each entry as Finance members are not available at Bhubaneshwar Territory.	
43	01.03.2023	During Inspection of Northern Region NOC and Thomson Road PoP, the shortcomings found are: (i) In Thomson Road PoP Equipment Room, it was observed that maintenance of cabling and dressing of patch chords in PoP is in very meshy & shabby condition, (ii) In MPLS NOC, Faulty Switches in approximately 20 were placed in haphazard manner. Accordingly, two systemic improvements suggested were: (i) The Cabling and Patch chords in PoP must be properly dressed and tagged with name of route or circuit etc., (ii) Faulty Switches must be placed in proper manner and record of faulty switches should be maintained properly.	Northern Region
44	01.03.2023	Systemic Improvements in recruitment process : During investigation, due to observance of certain shortcomings, three systemic improvements vide letter dt 01.03.2023 were suggested: (i) The criterion as mentioned in sub para 11.0 of para 2.10, Appendix-I (Direct Recruitment Policy and Procedure) of HR Manual related to shortlisting of candidates for interview i.e., “3 times of the number of vacancies, in order of merit in the written test will be called for comprehension test and interview”, must be included in advertised/uploaded vacancy notice to avoid confusion among applicants, (ii) Undertaking by all executives/officials involved in selection or recruitment process regarding no conflict of interest of near relative must be taken, and (iii) There should be detailed terms & conditions related to confidentiality of examination process and conflict of interest for empaneled agency and if empaneled agency is executing the recruitment process through sub-contracting i.e., allotting work to another agency then terms & conditions regarding examination process and conflict of interest should be clear for sub-contractor agency also.	HR Dept.
45	17.03.2023	Systemic Improvement in RailTel Conduct, Discipline and Appeal (CDA) Rules about filing of Annual Property Return (APR): One system improvement vide letter dt 17.03.2023 was suggested as: CVC vide OM dt. 16.03.2022 (enclosed) has instructed that filing of Annual Immovable Property Return (AIPR) on time is pre mandatory condition for grant of Vigilance Clearance. Also, according to Para 7 of Vigilance Clearance Policy of RailTel (enclosed), Vigilance Clearance may be denied to an official if he/she fails to submit his/her annual immovable property return of the previous year by 31st January of following year. As per Rule 16, 4(e) of RailTel Conduct, Discipline and Appeal (CDA) Rules issued vide Office Order No. 649 dt.09.12.2021, “every employee shall, beginning 1st January, submit a return of immovable property inherited/owned/acquired once in every two year”. Hence, considering CVC guideline and Vigilance Clearance Policy of RailTel, Rule 16, 4(e) of Conduct, Discipline and Appeal (CDA) Rules of RailTel must be amended as “ <i>Every employee should submit Annual Property return (APR) of the previous year by 31st January of following year.</i> ”	Admin Dept.
46	05.04.2023	Systemic Improvements related to Northern Region: During inspection of NR store, Thomson Road, New Delhi, store related registers/books were inspected in March’2023. Considering the shortcomings observed, six systemic improvements were	Northern Region

		<p>recommended:</p> <ul style="list-style-type: none"> • All entries in DTRs, Gate Pass Book & Stock registers must be signed by Sr. Manager/ Store. • Controlling Officer (JGM/NOC) should do store inspection in every quarter. • Fragile material like OFC patch cords, TP units need to be handled and stored carefully. • Unrepairable material needs to be scrapped and disposed as per policy. Respective TM's or HOD's should utilize power under SOP for repairing faulty material to avoid delay. • Use of white fluid must be avoided. Any correction, if required should be done by single line cut. Sr. Manager/Store should sign on every correction. • No loose or bare electric wire should be in store to avoid any fire incident. 	
47	12.04.2023	<p>Systemic Improvements related to Western Region: During Vigilance inspection of Andheri PoP, Churchgate PoP, Mumbai Central PoP, Equipment Room at Mahalaxmi and Western Region Mahalaxmi Store during 20-21st March 2023, following six systemic improvements were suggested considering the observation:</p> <ol style="list-style-type: none"> (i) All Records/Registers must be maintained according to Para 8 (records required to be maintained) of O&M Manual issued in November 2021 and must be in the format as mentioned at Para 11(annexures) of O&M Manual issued in November 2021. (ii) Periodic check of PoPs as mentioned in Para 6 (Schedule of inspection) of O&M Manual must be done by Tier-I, Tier-II and Territory Manager. (iii) Scrapping of unrepairable/condemned material must be processed in timely/periodic manner to avoid stacking of unrepairable/condemned material. (iv) Drum containing Diesel must be kept outside the store premises to avoid unwarranted accident. (v) Periodic check of earthing in Equipment Rooms as mentioned in O&M Manual must be done regularly. (vi) A separate Fiber Termination Box (FTB)/FMS must be installed to facilitate leased fiber vendors to avoid confusion/misuse. 	Western Region
48	13.04.2023	<p>Systemic Improvements related to Eastern Region: As a part of CTE type of inspection, the work of "Solution for DWDM channel capacity augmentation as per the proposed traffic matrix, existing DWDM network configuration and fiber characteristics for the OFC based communication network of RailTel-Section 1" of Eastern Region was taken up for such inspections. After inspecting the relevant files, two system improvements were recommended namely,</p> <ol style="list-style-type: none"> (i) The casual nature of TC members was noted while evaluating the tender. It is very unlikely that all the three members of TC inadvertently missed to mention "except M/s Tejas" while evaluating the Make in India provision. They may be cautioned that such errors do not occur in future, and (ii) Against the DOC was 28.02.2023, the progress of testing and commissioning was only 50% by 23.03.2023. The balance work is in progress. While there was urgency for delivery, up-gradation, and protection of links for which tender was awarded, there is no such urgency is visible in the execution and completion of the work. It is advised that the work may be completed at the earliest. 	Eastern Region

49	24.04.2023	Systemic Improvements related to Northern Region: As a part of CTE type of inspection, the work of “Supply of Cards/Modules for Upgradation/Expansion of existing MPLS Router” of Northern Region was taken up for such inspections. After inspecting the relevant files, considering the shortcomings following, two systemic improvements were recommended, (i) The inspection of material is critical. Inspection should be properly done and should cover technical inspection of equipments as per specifications mentioned in tender document instead of physical verification. Payment should be released only after proper inspection certificate by Technical Executive, (ii) If urgency is recorded before procurement process, then installation and commissioning should also be monitored accordingly. Since this work was taken up on urgent basis, it should have been completed as per the stipulated timelines. As on date, the work has not been completed so far. Therefore, it is desired that the above-mentioned work must be completed at the earliest, but not later than 30-05-2023.	Northern Region
50	28.04.2023	Systemic Improvements related to Data Centre Gurgaon: As a part of the mandated regular periodic and surprise inspections as a preventive measure to enable higher levels of transparency and efficiency in organization, Data Centre, Gurgaon was inspected. Considering the observations noticed, four system improvements were recommended that, (i) All diesel tanks must be in the view/access of the camera installed, (ii) The locks of all diesel tanks should be fixed properly so that no miscreant can breach, (iii) The diesel consumption register must be filled with accuracy and to be maintained by RailTel regular employee, and (iv) The measurement of diesel in the auxiliary tank should be monitored with accurate device. Readings of main tank can be cross checked with the auxiliary tanks.	Data Centre/ Gurgaon
51	16.05.2023	Systemic Improvements related to Western Region: During investigation of a complaint regarding the VHF Simplex tender floated in Western Region, it has been observed that the work has been awarded fully (100%) to L2 bidder as the firm was Class-I Local Supplier and had matched the L1 price as per the provisions of Make in India policy. The work whether divisible or indivisible has not been mentioned in the tender document. In absence of such provision, one can construe that work could be divisible. In such a scenario of divisible work, L2 Class-I Local Supplier could have got maximum of 50% of the work and the L1 bidder would have got 50% of the work. It was seen that neither the tender document had this provision of divisibility & indivisibility of work nor TC discussed this provision in the minutes of meeting. To avoid any ambiguity in future, one systemic improvement was recommended that “the provision of divisibility and indivisibility of work under the provisions of Make in India policy should be mentioned in the tender document.”	Western Region
52	17.05.2023	Systemic Improvements related to Northern Region: During inspection of Jaipur PoP, Assets, Battery Maintenance, OTDR, SOP registers etc. were inspected in May’2023. Considering the condemn/unserviceable materials laying, one system improvement was recommended that “the released condemn/ unserviceable material to be disposed of as per RailTel scrap policy.”	Northern Region
53	12.07.2023	Systemic Improvements related to Northern Region: During Vigilance Inspection of RailTel Equipment Room at Microwave	Northern Region

		Tower Ludhiana, certain systematic shortcomings were observed for which one systemic improvement was recommended that “the POP inspection should be done as per the latest O&M manual and all registers should be maintained accordingly.”	
54	27.12.2023	Systemic Improvements related to Bhubaneswar Territory: During Vigilance Inspection of RailTel Bhubaneswar PoP & Puri PoP, certain systematic shortcomings were observed. Considering the observations noticed, four system improvements were recommended that, (i) Minimum Man & Machine/equipments, Vital Machines/equipments should be strictly followed as per O&M contract, (ii) scrapping of unrepairable/condemned material must be processed in timely/periodic manner, (iii) DG Set should be planned as per total load, and (iv) Battery banks at BBS PoP should be planned as per present DC load and also considering future requirement of load increment at PoP.	Eastern Region
55	22.01.2024	Systemic Improvements related to execution of Projects: In a case investigated by Vigilance Department, it was observed that there are change of procurement of some of the items than assured by L-1 in the winning bid. Considering the observations, one system improvement was recommended that “ <i>In event of supply scarcity of items or any unwarranted situation, on the request of contractor, the change of OEM may be considered with adequate justification on file, if tender conditions allow for change of OEM. In doing so, all eligibility criterion and qualifying criterion mentioned in tender document must be considered for changed OEM also.</i> ”	Project Dept.
56	20.08.2024	Systemic Improvements related to Finance Department at Corporate Office: As a routine inspection, RailTel Guest House at Hailey Road, New Delhi was inspected. Certain systematic shortcomings were observed. Considering the observations, five system improvements were recommended that, (i) Attendance of both the hired manpower need to monitored, possibly through biometric or otherwise. Unauthorized absence, if any, may be looked into, (ii) when the guest house tariff has been prescribed, there is no reason why some senior officer’s guest doesn’t pay. If they have some immunity, same may be formalized with proper order passed by competent authority, (iii) Receipt Book to be available for payment by guests, (iv) Attendant paying cash to Shri Ajeet Singh, AGM/Admin towards room rent collection and he deposits in RailTel Finance is not appropriate. A mechanism of room rent payment may be devised by Railtel Finance, and (v) Online booking/availability status should be enabled on the Railtel website/network, so that Employees can book in advance.	Finance Dept.
57	29.08.2024	Systemic Improvements related to CNOC: During inspection of CNOC Shastri Park by Vigilance Department, certain systematic shortcomings were observed. Considering the observations, two system improvements were recommended that, (i) Biometric system of attendance may be rectified with entry and exit time, manual attendance of outsource staff to the extent possible may be discontinued. However, if there is a need for manual attendance of outsource employees, same should be checked and countersigned by supervising regular executive or CNOC in-charge in order to avoid forging of signature, (ii) Biometric attendance of regular employees must be recorded on daily basis, (iii) Eligibility criteria in tender document should be properly defined as per requirement of CNOC, following all the government guidelines, and (iv) the outsourced staff	CNOC

		hired as Helpdesk not having eligibility criteria may be critically examined by the concerned departmental head and suitable action may be taken.	
58	29.08.2024	<p>Systemic Improvements related to CNOC server room:</p> <p>During inspection of CNOC server room at Shastri Park by Vigilance Department, certain systematic shortcomings were observed. Considering the observations, two system improvements were recommended that, (i) Wiring need to be corrected with proper routing and dressing, as with this type of wiring inside server room, it is difficult to work in the server room and accidental failures of links may occur while working inside the server room. As server room is a critical network infrastructure, the dressing and routing of cables needs to be checked periodically in future, (ii) Camera must be available in server room for continuous monitoring of all the critical assets.</p>	Northern Region
59	09.05.2025	<p>Systemic Improvements related to Kolkata Territory and Regional Office, Eastern region: During Vigilance Inspection of Kolkata Territory and Regional Office, Eastern Region, Bally POP, VSS at Bally station, New Koyla Ghat POP and NOC were inspected by Vigilance Dept and certain systemic shortcomings were observed. Considering the observations, the following two systemic improvements were recommended: -</p> <p>(i) Due to the presence of excess battery banks (7 sets of 1000Ah, 1 set of 600Ah battery bank, and 2 sets of 60 KVA UPS along with 120 batteries of 150 Ah each) at NKG PoP, it is recommended to conduct a Structural/Building Strengthening Audit to ensure safety measures are adequately addressed or Battery banks may be shifted at Ground Floor.</p> <p>(ii) Periodical checks/inspections and O&M records/registers as mentioned in O&M Manual (as per para 6 & 8 and Annexures 11) are not being maintained at Bally PoP & New Koyla Ghat PoP by Tier-I, Tier-II and Territory Manager (Kolkata Territory). The prescribed O&M records may be maintained.</p>	Eastern Region
60	22.05.2025	<p>Systemic Improvements related to manpower tender of Eastern Region: As per CVC Mandate, RailTel had conducted CTE type inspection of manpower tender of Eastern Region. During the intensive examination of manpower tender of Eastern Region by Vigilance Department, certain systemic shortcomings were noted pertaining to the tender document. Considering the shortcomings, the following two systemic improvements were recommended: -</p> <p>(i) Failure to submit the Performance Bank Guarantee (PBG) within the stipulated time results in the imposition of penal interest as per the tender document. It is recommended that tender condition provisions may be implemented in letter and spirit.</p> <p>(ii) The duration of the tender, including any extensions, must have a defined end date and should not be left open-ended.</p>	Eastern Region
61	13.06.2025	<p>Systemic improvements related to IRCON tunnel communication Project: During the investigation related to the supply of CCTV</p>	Northern Region

		<p>cameras for the IRCON tunnel communication Project, certain systemic shortcomings were observed. Considering the observations, the following three systemic improvements were recommended: -</p> <p>(i) It is expected that all the Executives should follow the policy including the BA policy in letter and spirit. The Exception Clause available in the policy may be used based on situation/requirements.</p> <p>(ii) The Exception Clause may be invoked only in cases of any specific situations/incidences where no alternative course of action is available. Such instances must be duly documented, along with supporting facts and justifications, and approved by Competent Authority.</p> <p>(iii) To promote transparency and accountability, it is suggested that the nomination of the Accepting Authority and the constitution of Tender Committee be carried out with the approval of an authority one level higher than the Competent Authority.</p>	
62	18.06.2025	<p>Systemic Improvements related to manpower tender of HR Dept of Corporate Office: As per CVC Mandate, RailTel had conducted CTE type inspection of manpower tender pertaining to HR Dept of Corporate Region, certain systemic shortcomings were observed. Considering the observations, the following five systemic improvements were recommended: -</p> <p>(i) Procurement of outsource manpower needs to be done through GeM Portal.</p> <p>(ii) Manpower agency needs to comply police verification of employees joined. This needs to be done within a reasonable time after the enrolment of the employee by the agency and it must be ensured by the executives concerned.</p> <p>(iii) Manpower agency should regularly update Shramik Kalyan Portal on monthly basis. It must be ensured by the Executives concerned.</p> <p>(iv) Certificate submitted by bidders along with the bid must be as per tender format. If the bidders submitted the certificate in their own format, then the bidder certificate must contain the requisite information as stated in the tender document by RailTel. This must be ensured by the executives concerned.</p> <p>(v) The reason for taking any clarification/supporting documents from the bidders after the bid submission must be recorded in TC minutes. This must be ensured by the executives concerned.</p>	HR Dept.
63.	08.09.2025	<p>Systemic Improvements related to inspection of RailTel Gurgaon Office: During surprise Vigilance Inspection of RailTel Gurgaon Office, certain systemic shortcomings were observed. Considering the observations, the following five systemic improvements were recommended: -</p>	Data Centre/Gurgaon

		<p>(i) As Data Centre and Security Operations Centre (SOC)'s work is very important and sensitive in nature & also to mitigate potential risk and to ensure operational integrity, it is advised that only desktop systems should be used for all DC-SOC activities. The use of laptops for these operations should be strictly prohibited. In cases where the use of a laptop is necessary, a separate designated area outside the SOC should be allocated for this purpose. Access to laptops in this area must be restricted to guest user login only, ensuring compliance with security protocols and minimizing operational risks.</p> <p>(ii) It is recommended that each employee's attendance should be registered through the Facial Recognition System (FRS), with both in-time and out-time duly recorded. The entry door should be operated using the FRS, similar to the system currently in use at EKN/Corporate Office. All executives deployed in the Data Centre must wear their official RailTel ID cards at all times during working hours.</p> <p>(iii) To prevent delays in maintenance activities, it is recommended that all patch cords should be organized in a segregated and clearly identifiable manner. Furthermore, regular and period maintenance of telecom equipments, including high-end switches and routers must be ensured to maintain optimal performance and reliability.</p> <p>(iv) It is recommended that a single designated individual should be assigned for Gurugram office responsibility for all administrative and HR matters to ensure timely retrieval of records and minimize delays.</p> <p>(v) Since RailTel's Tier-III Data Centre is maintaining highest security services of Private and Government departments, Manpower engaged in Data Centre through direct recruitment and third party (outsourced) agencies, should be from technical domains which will be helpful for their personal carrier growth in RailTel and retention of high-performing individuals for company.</p>	
64	26.12.2025	<p>Scrutiny of Audit Report: The quarterly Consolidated Internal Audit Report FY 2025-26 of Q1 (Apr-Jun 2025). has been examined by the Vigilance department., the following important issues that are observed by the Vigilance Department, may be considered for systemic improvement.</p> <ol style="list-style-type: none"> 1. Delay in Release of Earnest Money Deposit: Internal Auditor had observed that for WR, EMD deposited by the successful bidders is normally being transferred to security deposit and there should not be any outstanding amount pending on account of EMD. During scrutiny, it is found that some balance EMD is left for refund. It is recommended that process of refunding EMD must be as per Procurement Manual, Chapter-7, (iv) and specific tender conditions, if any. 2. RCIL EMD deposited for tenders not received back: Internal auditor had observed that customers EMD were pending in SR, WR and NR. For SR, some are due for more than 12 months. Vigilance Dept. agrees with the comments of Internal Auditor that the concerned 	Finance Dept.

	<p>department should take necessary action for realization of items on regular interval as per the specific tender conditions and recommends that Account managers should continuously follow-up with the concerned customers/Clients for refund of EMD.</p> <p>3. Bank Guarantee of Vendors: Internal Auditor had observed expired bank guarantees for ER and NR. It is noticed that for ER, process for releasing BGs was initiated by concerned executive. It is recommended from Vigilance dept. to expedite the process for closing the expired BGs in all regions.</p> <p>4. RCIL Bank Guarantees not received from customers: Internal auditor had observed during audit that RCIL had issued Bank Guarantees to customers pertaining to Purchase Orders, which have expired for CO, SR and ER. It is recommended from Vigilance dept. that concerned Account Managers/Executives must follow up with the Clients for early closure/renewal of such expired BG cases.</p> <p>5. Payment due to MSME vendors as on 30.06.2025: Internal Auditor had observed that MSME creditors balance lying in the account books as on 30.06.2025, of which majority balance were more than 36 months old. It is noticed from vigilance dept. that major cases are under arbitration. Vigilance dept. recommends expeditious action be taken on the amounts of Rs 134.24 lakhs and 9.45 lakhs as given under the auditee response to clear the outstanding payment to the MSMEs at the earliest.</p>	
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