INTRODUCTION

Railways were introduced to India in 1853 from Mumbai to Thane. During India’s independence in 1947 they had grown to forty two rail systems. In 1951 the systems were nationalised as one unit: Indian railways to form one of the largest networks in the world.

The rapid expansion of railways started gradually from time to time leading to the formation of a very big organisation with largest number of employees which led to the use of modern techniques to improve the quality of service offered to rail users. As the time progressed, regulations relating to service matters and due to their growing consciousness of human rights, a lot of staff problems have cropped up. Since, man power has been an important and active production of factor and an end itself, it was considered necessary to form a separate section in the railways to streamline the management of service matters of railway employees for handling and solving their grievances and problems squarely and humanly so as to draw their maximum participation for higher productivity and quality performance.

South central railway plays a pivotal role as a catalyst for agricultural and industrial development in the Southern peninsula apart from fostering the growth of trade and commerce including import/export through ports by connecting sea ports with their hinder land and inland container depots.

FACTORS AFFECTING QUALITY OF WORK LIFE IN SOUTH CENTRAL RAILWAY

4.1 PAY AND ALLOWANCES

Salary and wages play active role in studying the satisfaction level of employees. The benefits are of various types namely; pay, perks and rewards etc., are associated with motivation of employees. Pay system and promotion policy must be just, unambiguous and in line with the prevalent industry norms. Employee wages and salary should be able to fulfill social status and the expectations of an employee. Individual must perceive salary administration and promotion policy as being fair. Organisations should ensure that their policies are growth oriented and incremental in nature so that employees take...
additional responsibility voluntarily. Apart from financial benefits, organisation must provide adequate perks and non financial benefits to its employees.

**Compensation:** A railway employee who is governed by the workmen’s compensation act shall be paid compensation at the rate prescribed for the purpose, in case of injury caused owing to accident ‘arising out of’ and ‘in the course of his employment’ as a result he dies or becomes disabled for a period of three days or for such death/disability caused due to any occupational disease.

### 4.2 SAFE WORKING ENVIRONMENT

The safety organisation of SCR tries to create safety consciousness among the field staff engaged in train operation, it tries to improve the safety environment to provide a reliable and safe service to the customers. Aiming to reduce any possibility of accidents high priority to safety has been accorded by the zone. To achieve ‘zero’ accidents the railways are duly keeping an eagle eye on the train operations.

Safety department is concentrating on the areas where attention is required and working on the issues to improve safety without hampering train operations. Moving nuke and corner of the division to identify the shortfalls and to rectify them as and when noticed through the respective departments. The staff knowledge is being updated on the changes/modifications/amendments in their day to day working through safety circulars, rule of the month, fly leaf, accidents newsletters, conducting safety seminars, safety drives, and during inspections. Public awareness campaigns are being conducted through audio/video programmes at various locations like bus stations, bus depots, villages and melas regularly.

1. **Issue of Safety Compendium:** Comprehensive safety compendium has been prepared for employee’s safety at work place and same has been displayed through display boards in workshops, sheds and carriage and wagon depots and work places. Safety meetings are being conducted at unit levels to sensitize the staff on safety.

2. **Technical training to staff on safety at a work place:** Steps have been taken to ensure safe working environment for the staff at all the levels. Regular safety seminars, counseling sections and health campaigns are being conducted to
update the safety consciousness as well as to sensitize on safety issues. Safety/health counseling sessions are being conducted by outside experts and doctors in various units.

3. Monthly Safety Review Meeting: Monthly meeting on 28th of every month are being organized to sensitize the staff on safety and locate potential hazard. In these meetings staff is encouraged to point out areas requiring attention. In these meetings review of complaints of previous meetings is also done.

4. Developed video film on workers safety and being shown on regular basis to staff at unit levels and also to running staff.

5. Staff of ARMV was trained in Disaster management at FSTI/NISA/CISF training centre, Hyderabad, practical training on rescue operations is being conducted.

6. The families of LPs were consoled by LIs regarding the importance of availing adequate rest by LPs while they are availing rest at home station.

7. List safety instructions for both RCD and ART staff. Do’s and do not’s formats are being displayed in RCDs and ARTs in prominent places for the benefit of concerned staff.

4.2.1 Role of safety organisation

To sensitize all safety category train, passing staff in safety related issues

➢ To have effective emergency response mechanism to handle situations arising.

➢ To enable the concerned departments to deliver the required assistance during emergency.

➢ To adhere to the golden hour concept to rescue the trapped/injured during accidents.

➢ To create safety consciousness among the staff through suitable counseling.

4.2.2 Safety Department

Improved safety in Train operations is one of the Mission areas of South Central Railway. South central railway is committed for ‘Accident free train services’.
Steps taken to prevent train accidents

- Safety drives at regular intervals are carried out by officers and supervisors to improve awareness among staff to prevent accidents.
- Number of Safety seminars is conducted on various safety sensitive subjects to improve awareness among railway staff as accident prevention measure.
- In House Safety bulletins are published, in which finer aspects of safety are discussed in detail.
- Special drives are conducted to counsel, educate and improve awareness among general public regarding prevention of accidents at unmanned level crossings.
- Advertisements are regularly published in newspapers to educate and improve awareness among public on railway safety issues.
- Advertisements are also displayed in electronic media as well as in film theatres on railway safety issues.
- Printed hand outs/pamphlets are distributed among road users near unmanned level crossings, petrol pumps and villages about unmanned level crossings.

4.2.3 Security

Security gadgets available in SCR:

- CCTVs, Door frame metal detectors, hand held metal detectors, bullet proof jackets, bullet proof helmets, VHF Sets – 25 Watts, VHF Sets – 5 Watts, dragon search lights, mega phones, body protectors, polycarbonate shields, polycarbonate helmets, digital handy cam/cameras, binoculars, trolley mirrors.

4.3 RAILWAY HOUSING FACILITY

Railways make provisions for railway quarters at or near by railway stations for housing their employees. Some quarters at all stations are earmarked for being allotted to the staff who are required to remain close to the site of their working places and allotments of these quarters are made to such categories of staff on their posting at such places/establishment. There are reservations for allotment of quarters in types one and two for SC/ST communities in places where the number of quarters is fifty or more to the extent of 10 percent of the quarters. The senior SC/ST employees who are covered in the
general list will be given allotment from the general pool quota. The special list for the 10 percent quota will become operative if the accommodation provided on the general list falls short of this percentage. The vacancies becoming available in 10 percent quota will be allotted in the ratio of 2:1 SC and ST employees respectively. The out of turn allotments are made to staff on medical grounds of the staff themselves, staff appointed on compassionate grounds or in cases were close relations like sons/daughters remaining in the quarters allotted to their parents on their getting appointments in railways when the allotted retires from service, handicapped staff and staff belonging to SC/ST communities.

Table no.: 4.1 Quarters in SCR

<table>
<thead>
<tr>
<th>Type</th>
<th>No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type-I (single room)</td>
<td>24,561</td>
</tr>
<tr>
<td>Type-II (double room)</td>
<td>11,985</td>
</tr>
<tr>
<td>Type-III (double room special)</td>
<td>2,536</td>
</tr>
<tr>
<td>Type-IV (double bed room)</td>
<td>1,263</td>
</tr>
<tr>
<td>Type-V (3 bed rooms)</td>
<td>431</td>
</tr>
<tr>
<td>Total quarters</td>
<td>39,676</td>
</tr>
</tbody>
</table>

Housing Committee in a division consists of senior divisional engineer/divisional engineer, senior divisional personnel officer/divisional personal officer and one of each from All India Railway Federation and NFIR affiliate unions as members.

There are different types of railway quarters viz. type I, II, III, IV, V and VI and railways employees will be allotted the quarters according to the entitlements based on their scale of pay. Standard rent has been fixed at flat rates for each type of quarters throughout the Indian railways. (Such revised rate was first introduced in 1987s, and later increased from time to time). Accordingly, rent will be realized at such rate from the allottees subject to a maximum of 10% of their monthly emoluments.
4.4 MEDICAL FACILITIES

The South Central Railway renders comprehensive medical and health services to employees and retired employees and beneficiaries. Medical department is having a network of one zonal headquarters hospital, two divisional hospitals and two sub divisional hospitals, one poly clinic and 44 health units. The hospitals located at various divisions, in 2009-10, and in 2010-11 it’s medical and health services served to 1,00,551 employees, 29,989 retired employees and 4.62 lakhs beneficiaries. In 2011-12 it treated to 1,00,551 employees and 33,464 retired employees. In the 2012-13 provided medical and health services to 1,03,193 employees and 36407 retired employees and 5.6 lakhs beneficiaries.

4.4.1 Medical department

Medical department is committed to:

1. Provide quality health care service;
2. Constant up gradation of curative services in tune with the latest technologies and within the resources available to railways;
3. Provide regular C.M.E. (continuing medical education) inputs to medical and paramedical staff;
4. Combine efficiency with courtesy and empathy;
5. Establish effective base for disease prevention and health promotion services including industrial health;
6. Meet the administrative needs of the Indian Railways;
7. Work for the acceptance of a small family norm by the staff;
8. Ensure adequate physical standard of the employees at recruitment and during their periodical check up;
9. Provide and maintain accident relief medical equipment, including first aid boxes, to give prompt relief to passengers injured in railway accidents;
10. Attend the passengers injured or taken seriously ill in trains or at railway stations, on payment, under certain circumstances;
11. Provide medical facilities at par with serving employees to those retired railway employees who have opted to become members of the Retired Employees’ Liberalized Health Scheme 1997; and
12. Administer medical treatment to outsiders, on payment, under certain circumstances.

4.5 EDUCATIONAL FACILITIES

The Government of India, Ministry of Labour and Employment has sponsored a scheme of workers’ education and entrusted its administration to an autonomous body known as the Central Board of workers’ education which consists of representative of National unions and Federations of Labour, Educational Authorities and Government of India in the Ministry of Labour and Employment. To provide educational service to railway employee’s children, it has one degree college at Lallaguda, Secunderabad, and 4 junior colleges at Secunderabad, Guntakal, Vijayawada and Kazipet. 14 high schools in six divisions, 2 upper primary schools in two divisions, 9 primary schools in five divisions, 22 austerity type primary schools in five divisions. Education facilities SCR employees and their children

(a) Scholarships were awarded for the study in degree courses in specified Technical/Management courses to the children of the non-gazette railway employees, whose basic pay does not exceed Rs. 15600/ per annum. Scholarships were awarded giving priority to the group ‘D’ staff and SC and ST candidates as per prescribed percentage, subject to availability of funds apart from this ad hoc grants are awarded to wards of the railway employees who are not covered under para supra. The amount of scholarships in both the cases of employees prosecuting diploma courses Rs. 1200/per annum.

(b) Ad hoc grant for non-technical education for group D staff.

To encourage the group D staff in educating their children, a scheme to provide scholarships to wards of group D railway employees who are studying non-technical degree courses i.e. B.A, B.Com and B. Sc are grand total adhoc grant. The amount grant is Rs.1000/per annum.

(c) Grants to railways schools for academic/proficiency and sports prizes.

The South Central Railway provides grant with a view to inculcate a spirit of co-operation amongst the children of the railways employees studying in railway schools, the Chairman of Divisional staff benefit fund committee sanctions annul grant to each school on pro rate basis of Rs. 10 per child to award proficiency
prizes and sports prizes from the fund provided as per budget allotment for colleges at the rate of Rs. 25 per child are provided to award proficiency prizes and sports prizes.

4.6 SOCIAL SECURITY MEASURES

Human beings are full of risks and uncertainties. Human beings are often faced with certain risks unforeseen and unknown. Social security is the security furnished by the society through appropriate organisation against the risks to which its members are exposed. In India, where the income of the working class population are so slender that the possibility of saving in case of future chances of emergency is almost nil, the importance of social security can well be emphasized. The scheme of social security has, in its framework, the objectives to prevent or cure disease to support the workers when unable to earn and to restore him to gainful activity. In short, social security is to provide against contingencies of life as the workers have no reserves to support themselves if any calamity be falls.

The scheme of social security has also been implemented on Indian Railways and quite a few measures that have been adopted to protect the retired railway servants against the common risks of life are the following:

4.6.1 Provident fund

The total amount standing at the credit of a railway servant in his Provident Fund account is payable to him/her on termination of his/her service or to the nominee on his/her death while in service.

4.6.2 Death cum retirement gratuity

Retirement gratuity is payable to a railway servant in case of his retirement after completion of five years qualifying service, to the extent of $16\frac{1}{2}$ times of emoluments or Rs. 35,000 whichever is less. Death gratuity is payable to the family of a railway servant on his death while in service at the prescribed rate.

4.6.3 Group insurance amount

A railway servant, on his retirement, is entitled to get 68.75% of the amount deposited by him/her under group insurance scheme, with interest thereon. In case of premature death while in service, an additional payment from insurance fund will be made for an
insurance cover of Rs. 15,000, 3,40,000, 60,000 and 1,20,000 to the families of group D, C, B, and A railway servants, respectively.

4.6.4 Deposit linked insurance amount
In case of death of a serving railway servant, an additional amount equal to the average balance in his provident fund account, will be payable to his/her family provided his provident fund balance should not have fallen short of specified amount for the purpose, during the previous three years prior to his/her death.

4.6.5 Pension
Pension is an assured monthly payment payable to a railway servant who retires from service after rendering ten years of qualifying service and satisfying relevant conditions. It is calculated at the rate of 50% of average emoluments drawn during the last ten months, and is admissible to minimum of Rs. 1,275 per month with dearness relief thereon.

4.6.6 Family Pension
This is paid monthly to the family of a pensionable railway servant in case of his/her death either in service or after retirement on or after 1.1.1964. It is admissible at the prescribed rate subject to a minimum of Rs. 1,275 per month plus dearness relief thereon.

4.6.7 Ex-gratia grant
An exgratia payment of Rs.605 plus dearness relief thereon, is payable to the families of deceased C.P.F. beneficiaries, who had retired from service prior to 1.1.1986 or who died while in service prior to 1.1.1986. This is effective from 1.1.1986 or from the date following the date of death of the deceased railway servant, whichever is later.

4.6.8 Extraordinary pension
This is granted to a railway servant who is not governed by the workmen’s compensation act and who is injury sustained while in the proper executive of his duty, at the prescribed rate.

4.6.9 Pensionary award
Railway servants who are governed by the workmen’s compensation act and who are invalidated out of service or the families of those who die, while performing their duties, as a result of action against extremists/anti-social elements or enemy action in
international war or border skirmishes, will be paid the pensionary award at the rate prescribed for the purpose.

4.6.10 Medical facilities

- A facility of medical treatment is extended to a retired railway servant or in case of his/her death to his/her consort and children under the Railway Employees Liberalized Health Scheme.
- A fixed medical allowance of Rs.100 per month is admissible to pensioners/family pensioners for the OPD treatment where the railway or CGHS health unit facilities are not available.

4.6.11 Travel concession

Retired railway servants are entitled to post retirement passes for free travel on Indian Railways till death as prescribed under the rules.

(i) Half the number of complimentary passes is admissible to the widows of such railway servants who were in service as on 12th Mar, 1987 in the same class to which her husband was entitled to travel on Indian Railways.

(ii) The widows of such railway servants who were in service prior to 12-3-1987 will also become entitled on a token deposit of Rs.250 per month being notional value of two sets of P.T.Os.

4.6.12 Residential accommodation

(i) A retired railway servant or his/her family in case of his/her death while in service, can retain the railway quarter for a specific period on payment as prescribed for the purpose.

(ii) Son/daughter or wife/husband can be allotted the railway quarter on out-of-turn basis, if his/her is a railway servant and was sharing accommodation for at least six month before retirement.

4.7 RECRUITMENT AND TRAINING

4.7.1 Recruitment

Staff are classified into gazetted (group A and B) and non gazette (group C and D) employees. The recruitment of group A gazette employees is carried out by the Union Public Service commission (UPSC) through exams conducted by it. The recruitment to
group C and D employees on the Indian Railways is done through 19 Railway Recruitment Boards which are controlled by the Railway Recruitment Control Board (RRCB). The training of all cadres is entrusted and shared between six centralized training institutes.

**4.7.2 Training programmes**

The training programs for employees at the South Central Railway to promote skills and knowledge among the employees to improve the quality of services and performers, the various training methods have been adopted in SCR like, initial training at recruitment stage, promotional training, prescribed technical skill up-gradation training, periodical training related to safety, punctuality, publicity, passenger amenities and customer care, special training courses, first aid training courses or conducting to enhance the skills and knowledge of its employees in the organisation.

The SCR has departmental staff training institutions located at various parts of South Central Zone. They are zonal training centre, zonal S and T training centre at Moula-Ali, zonal electrical training centre, supervisor training centre at Lallaguda, zonal civil engineering training centre at Kachiguda, electric traction training centre at Vijayawada, diesel traction training centre at Guntakal, basic training centers in each division and workshop for technical staff.

IRISET has been set up in Secunderabad in 1957 by the Ministry of Railways, Government of India, to cater to specialized training needs of their own staff and officers in the field of Railway Signaling and Telecommunication, the institute caters to the needs of the entire Afro-Asian region.

Located in the southern part of India in Secunderabad adjoining the capital city of Hyderabad in Andhra Pradesh, the institute is spread over about 28.3 hectares. IRISET provides initial as well as advanced training, theory as well as hands on, in Railway Signaling and Telecommunications. It caters to the total training requirement of the officers and the supervisors of Signal and Telecommunication department of Indian Railways.

IRISET is in the approved list of ESCAP and UNDP. It provides training in railway Signaling and Telecommunications to private and public sector enterprises as well. It also trains officials of foreign railways.
4.8 PERFORMANCE APPRAISAL

Performance appraisal is a systematic evaluation of an employee’s job performance in terms of the requirements of the job and potential for development. It is formal administrative activity that determines the extent to which an employee is making a performance contribution during a specified time period of service. It focuses in the most objective manner possible on the basic qualities and potentiality of the employee concerned.

In South Central Railway performance of railway servant is evaluated in the form of Confidential Report. All gazetted officers and those group C employees who are in two grades below the selection grade enjoy the privilege of being confidentially reported on in regard to his/her ability, efficiency, conduct, behavior, integrity, tact, temper, attendance, discipline and supervision, etc., he/she generally brings into play in his/her sphere of official work. It is written by the officer/supervisor under whom the official concerned is working and submitted for the period ending 31st March every year.

4.9 GENERAL FACILITIES

South Central Railway provides general facilities to its employees at subsidized rate for the economically backward students. Cycle/scooter/car/computer/house loans, privilege travel passes and concessional P.T.Os, canteens with nutritious food in all major centers of workforce. It is also providing co-operative schemes like co-operative societies for economic living, cooperative credit societies for banking purpose, house building society for housing activities.

4.9.1 Recreation and amusement

To motivate employees for good performance, officers clubs for recreation of officers, staff institutes for recreation of staff, community halls for customary functions, holiday homes for pilgrimages/outings, rest houses for rest on short leave.

4.9.2 Holiday camps

The South Central Railway provides the funds for conducting holiday campus every year for the children of railway employees at zonal level as well as division/workshops level spiritually. In addition, one holiday camp for the railway employees at zonal level, the South Central Railway conduct the holiday camps by various SBF units on this railway, policy of visits to Agra, Mathura, New Delhi,
Chandigarh, Simla zonal camp for employees (for the headquarters) and Eranakulam, Kanyakumari, Madurai, Kodaikanal and Chennai places for the children for employees. For the division/unit wise camp for employees at Madurai, Kodaikanal and Rameswaram from the Hyderabad division. Madurai, Kodaikanal, Palani and Madras from the Secunderabad division. Jaipur, Ajmer, Mt.Abu, Ahmedabad and Somanth from Guntur division. Chennai, Rameswaram, Madurai, Kodaikanal and Kanyakumari from the Guntakal division. Puri, Bhubaneswar and Vishakapantam from Vijayawada division. Mysore, Ooty and Bangalore from the Lallaguda shops. Ahamedabad, Mt.Abu Jaipur, Agra, from CRS/TPTY.

4.9.3 Cultural activities

For promotion of fine arts and cultural activities, the SBF Committee considers and entertains the request for grants to cultural programmers. Applications for such grants should be submitted to the Divisional/workshop SBF committee who will award grants judiciously for promoting cultural activity. During the year 2009-10 was Rs. 1,20,000. In the year 2010-11 (data not available), in the year 2011-12 Rs. 3, 85,000, in the year 2012-13 Rs. 8,90,000.

4.9.4 Sports/Scouting activities

The South Central Railway is also provides funds to conduct the sports/scouts activities in the zone. The amounts released by the board for the sports and scouts activities have been granted to the respective parent bodies, after duly ensuring that they have submitted the annual accounts of their organisation, duly audited.

Vijayawada division has good sports facilities

Vijayawada division has a mini railway stadium with a 400 meters athletic track and provision for kabaddi, volleyball, basketball, football, cricket, ball badminton and gymnasium.

The DRM of Vijayawada division has the discretionary powers to recruit four sportspersons in group-D quota every year as per the guidance of railway board, DRM is also the chief of the Divisional Sports Association is giving priority to sporting activity and is taking interest in providing infrastructure.
Two athletes—S. Thirumalai Kumar and A. S. Prem Kumar—working in South Central Railway (SCR) Vijayawada division had taken part in International sports events in 2012, Mr. Prem Kumar secured one gold medal, two silver medal and a bronze medal in the 33rd National Masters Athletic Championship at Bangalore. Thirumalai Kumar, a senior booking clerk, was selected for Paralympics in the Discus Throw event at London. Mr. Kumar has undergone a coaching stint at Sports Authority of India centre at Gandhinagar in Gujarat for the International events. Besides, S. Srinivas and Bency Devasia (Athletics), M. Kalyani (Kabaddi), J. Rama Rao (Archery) and other players who participated in various tournaments and brought laurels to the state as well as to SCR Vijayawada division.

4.9.5 Grant to Handicraft centers

In view of the changes in the dress regulations, the aspect of stitching has become very minimal and has acted have disincentives to the members. Accordingly, centers which have lost patronage are wound up and new activities are being worked out, in consultation with the members of the organised labour to make the HCCs thrift centers. The South Central Railway has handicraft centers in different places: at the Secunderabad division 12 centres, in Hyderabad division there are 9 handicraft centres, in Vijayawada division there are 9 handicraft centres, in Nanded division there are 4 handicraft centres, in Guntur division there are 3 handicraft centre. In LGD workshop there is one handicraft center at Lallaguda. In Guntupalli workshop there is one handicraft center at Guntupalli. In CRS/TPTY there is one handicraft centers at Tirupati. The total number of handicraft centres in the South Central Railway is 40. The staff benefits fund committee sanctions sufficient funds for maintenance of the handicraft centers based on their membership. The honorarium to the instructors is sectioned by the divisional/workshop staff benefit fund committee under whose jurisdiction the handicraft center functions. The Chairman of the division/workshop SBF committees are submitting half yearly reports on the working of these centers to the Chairman, Headquarters SBF committee during the first week of April and October every year without fail, for this South Central Railway is spending every year, during the financial year 2009-10 SCR has spent Rs.3,24,000 in the year 2011-12 SCR has spent Rs.1,32,975, in the year 2012-13 SCR has spent Rs. 1,97,900.
4.9.6 Staff amenities

The South Central Railway improves the employee job satisfaction through the staff amenities like improvements to water supply, sanitation, fire fittings, hospitals and health units, schools and hostels.

4.9.7 Retirement benefits

SCR provides various type of retirement to its employees, they are voluntary retirement one who completes 20 years of service can retire voluntarily with bonus benefits. Normal retirement on completion of 60 years of age, other than normal retirement like death, medical de-categorization and missing. Benefits after retirement, monthly pension at 50 percent of average emoluments drawn during the last 10 months/family pension at 30 percent of last pay drawn for those completing 33 years of qualifying service, retirement/death gratuity for its employees, commutation of pension to the maximum extent of 40% of monthly pension, leave encashment insurance amount to be claimed by the matured insurance schemes and provident fund, post retirement/widow complimentary yearly passes for free travel on railway network, kit pass, transfer pass, transfer grant, packing allowance and travelling allowance, compassionate appointment in case of death/missing. Railway employees liberalized health scheme for medical assistance on par with serving employees.

4.9.8 The three new E-smart initiatives to benefit serving employees and retired employees

South Central Railway is strongly committed to leverage information technology (IT) to provide improved services to various stakeholders in a transparent and convenient way. Some of the IT enabled services being provided by railways include Short Message Service (SMS) based Passenger Complaint/Suggestion System on SCR (SPCSS); display of GPS based live information on train running through LED boards at stations and the recently launched Android app-HYLITES (Hyderabad Live Train Enquiry System). Taking this process forward, SCR launched three new Web/SMS based IT enabled services towards meeting the needs of the SCR staff for both serving and retired employees inaugurated by the General Manager on 21st March, 2014 at Rail Nilayam, Secunderabad. These services are:
1. **MY PASS** (online application for complimentary passes for retired staff of headquarters): this is the first of its kind online programme aimed to serve the retired employees based at SCR headquarters. It enables them to apply for their post retirement complimentary passes online. The retired employees can conveniently apply for the passes through the internet by logging on to SCR website. The option of delivering the complementary pass at the residence of the retired employees will also be enabled shortly. This module reflects the care being shown by SCR towards its retired employees as it provides them the facility of seeking a pass from the comfort of their home.

2. **NIVARAN** (Online/SMS based grievance redressal): This is an Online/SMS based grievance redressal system for all serving employees including running staff of SCR. The staff can submit their grievances through the ‘NIVARAN’ option on the home page of SCR Website or through SMS to an exclusive mobile set for this purpose. A registration number is generated for each grievance and communicated to the applicant as text message to his/her mobile for reference and subsequence follow up. Feedback is also given through SMS alerts and further details can be accessed through NIVARAN portal. If the reply is not satisfactory, the employee can click on ‘dislike’ option and his/her grievance will be revisited and taken up again.

3. **ComPTran** (Common Portal for Transfers): This is a common portal for issues pertaining to the aspect of mutual transfer of 12 lakh employees of Indian Railways, which can be accessed through SCR Website. The employees can seek a posting of their choice by opting for mutual transfer with other colleague staff. ComPTran is designed to help the employees to find a suitable partner and register for mutual transfer; monitor progress of request for transfer and also to make an online request for normal transfer. To accesses this facility, the employee has to register/update their data, search the database of the other employees seeking mutual transfers and respond to the suitable one. Status can also be checked with regard to response for a request submitted by the employee.

All the three E-smart modules as mentioned above have been developed in house by the officials of personnel branch without incurring any cost. These will benefit around
one lakh of serving and retired employees. These smart initiatives will empower the employees and greatly enhance transparency in the system of addressing staff related issues.

4.9.9 Incentive Bonus Scheme

Incentive may be defined as an expected reward inciting to action and strengthen the desire to attain a desired end. Incentives are mainly of two types financial or non financial. The former is generally regarded as more effective than the latter. Financial incentives can be offered to the workers to ensure quickened work and quality performance. Financial incentive can be either in the form of making payment by result or a bonus system of payment.

4.9.10 Productivity linked Bonus scheme

The scheme for the grant of Productivity Linked Bonus to railway employees has been introduced in the year 1979 to provide substantial motivation towards achieving higher productivity by way of increased output by the employees and improved quality of service. The actual performance done shall be the basis for productivity and productivity linked bonus. The number of days for which the bonus will be paid for a year will be as announced by the Ministry of Railways.

4.9.11 Overtime

The overtime which is payable under the railway rules in certain cases irrespective of the fact whether it is otherwise payable under HOER (Hours of Employment Regulations) or not, is called departmental overtime. It is admissible to charge men, assistant charge men, etc., in loco sheds, workshops, printing presses, etc., (classified under HOER as Supervisor) for working on Sundays and holidays.

4.9.12 Appointment on compassionate grounds

Appointment of dependents of railways servants is made on compassionate ground either on their death while in service or on their being crippled as a result of accidents or on their being medically invalid or suffering with terminal disease or their being absconded and their whereabouts are not known for period of seven years.

4.9.13 Industrial Relations in Railways

Industrial relations are maintained through direct contact with employees by Officers and Welfare Inspectors. The periodical negotiations and participation in
management with the recognized Labour Organisation called South Central Railway Employees’ Sangh and Mazdoor Union at zonal, divisional and workshops level. The receipt of memoranda from OBC/SC/ST welfare associations in zonal, divisional and workshops level. It gives opportunities to the employees to participate in management with officers association, Participation of Railway Employees in Management (PREM).

4.9.14 Computerization

The SCR is moving towards modernization, transparency in functioning delivers prompt and effective service to its internal customers has computerized its various activities. The salary payments of all the employees throughout the railway have been computerized. The computerized pay slips given to the employees shows details of pay, allowances and deductions. All divisions of the SCR have computerized different activities like seniority lists of the employees, handling of the grievances of the employees, details pertaining to the appointments made/being made, pensions and terminal benefits of the employees etc.

4.10 HONORARIUM

Honorarium means a recurring or non recurring payment granted to railway servants from the consolidated fund of India or State or of Union territory as remuneration for special work of an occasional or intermittent in character involving extra labour or of such special merit as to justify a special reward. This is granted by the competent authority form the railway revenue. The reasons for the grant of honorarium has to be concurred in by the finance except in cases which are covered by general orders.

Honorarium may be granted at the rates prescribed for the purpose for various types of cases such as:

(i) When a railway officer is appointed as Arbitrator in a dispute of other than his own department in which the railway administration is a party.

(ii) When railway officers and senior subordinates, other than those who are the staff of railway training centers/schools, deliver lectures, set question paper and evaluate answer books;
(iii) When railway medical officers are invited to deliver lectures to the railway doctors attending refresher courses and delivering lectures on first-aid to railway employees and their families

(iv) When officers of the railways or central/state government or reputed invitees/academicians deliver lectures to gazette officers at RSC/IRISET/IRICEN, etc., or to Non-gazetted staff in ZTS etc.

(v) When officers or invitees set question papers or evaluate answer books for group ‘B’ selection or competitive examination limited to departmental;

(vi) When railway servants are deputed for the purpose of invigilation/supervision of various examinations conducted by the Railway Recruitment Board or examining officers are engaged to set question papers and evaluate answer books;

(vii) When high dignitaries including railway officers, officers of central/state government and private individuals are invited to preside over, inaugurate or conduct seminars/symposia/training.

(viii) When the procedure as prescribed in the mechanical code is followed for payment of wages to workers by boxes and payment clerks, supervisory staff of executive departments including bridge inspectors, charge men, train examiners, etc., are utilized for boxing of wages or for the work connected therewith;

(ix) When railway servant undertake motivational work relating to family planning programme;

(x) When retired railway servants are invited to deliver lecturer on rules and regulations to personnel and accounts staff;

(xi) When typists are booked to perform special work in addition to their normal work;

(xii) When group D staff performs the duties of gestetner operator during the absence of the regular operator being on leave; and

(xiii) When group D staff are booked to work as dispatch riders/staff car drivers in the absence of regular drivers for short periods.
General manager has power to grant of honorarium up to Rs.5,000 in a year in each case of non gazetted staff and up to Rs.10,000 in a year in each case of gazette staff. In case of recurring honorarium these limits apply to the total of the recurring payment made to an individual in a year. Railway Board may sanction payment honorarium up to a maximum of Rs.5,000 in each case either to a gazetted or a non gazetted railway servant.

4.11 SOUTH CENTRAL RAILWAY WOMENS’ WELFARE ORGANISATION (SCRWWO)

The South Central Railway Women’s Welfare Organisation has been formed mainly to supplement efforts of the railway administration in arranging relief to the distressed staff and to extend the assistance to the needy employees and their offspring. Wives of railway employees are eligible to become members of this organisation. Various schemes undertaken by SCRWWO inter alia include: technical assistance in functioning of 66 handicraft centres to augment railway staff family income through tailoring, embroidery work etc. Vocational training centre at nominal fee, Ashakiran for mentally retarded/handicapped children, Arogya Niketan to extend helping hand to chronic patients, Athmabala: Widow Welfare scheme by which Rs.1000/- is being given to meet immediate relief to the deceased families of group D employees, Jagruthi- Financial aid to adult literacy centres. The creches to take care of children of working women in SCR.

The organisation has over the years, been rendering service voluntarily in providing socioeconomic relief and service to the needy people in general and railway families in particular. It has a fine record of multifaceted philanthropic activation of human distress caused by natural calamities; rehabilitation of physically handicapped persons, afflicted abandoned ladies and oppressed widows of late lamented railway men; substantial contributions for national causes by donating to Railway Minister’s Welfare and Relief Fund and Prime Minister’s Fund; generous donations either in cash or kind to associations for blinds, leprosy missions, spastic society in India, railway hospitals, blood banks, eyes camps, schools. Asylums for orphans and destitute, staff canteens, Bharat Scouts and Guides and many other charitable establishments; incentives of National Saving certificates to encourages ‘Small Family Norm’; financial assistance to the school
going physically handicapped/mentally retarded children; scholarships to scholastic abilities; running of nursery, primary and adult literacy classes; vocational schemes, libraries and book banks; and monetary aid in deserving cases to the railway families in matters of health, education and compelling social obligations.

The organisation provides part time work on remuneration to the needy female family members of low paid railway men in the form of stitching and knitting of garments, running of flour mills, masala grinding centers, food preservation centers, tailoring, knitting and embroidery classes, handicraft centers, typewriting institutes and crèches for the babies of working mothers. Many of our railway wives have been able to take advantage of these facilities to augment their family income.

The organisation organizes cultural events culminated into a variety of entertainment programmes. Arts and crafts exhibitions, various talent competitions, elevating and enlightening talks and seminars on different subjects of educative, reformative and creative value from time to time in a befitting manner. Demonstrations on preparing special dishes and other household work are given periodically for domestic economy. Special drive on Jeevan Hariyali is launched in railway schools, colonies, hospitals, institutes, recreation clubs, station, canteens, etc., to clean the surroundings and to develop civic consciousness amongst its users. Van mahotsav is solemnly observed very year. Children’s day is celebrated every year on an austerity basis. Besides organizing various competition and cultural shows for railway children on this joyous occasion, fruits, toys and nutritious foods are distributed among sick children admitted as indoor patients in railway hospitals.

So finance for all its welfare activities and charitable causes, funds are raised entirely through voluntary efforts like holding charity shows, musical converts, carnivals and fetes, raffle draws, handicraft melas, jumble sales donations from business homes during fund Raising Campaigns at regular intervals.

Thus, the organisation on wider to foster and promote a spirit of belongingness. Friendship, social relations, cultural renaissance and development of arts and crafts amongst the railway employees and their families. Dedicated to the service of humanity, the organisation which has already carved a niche for itself, always strives relentlessly to widen further their activities having many ambitious plans and programmes in hand to
bring a big small on the faces of many more suffering and oppressed railway families. The laudable multifarious socio-welfare activities of Railway Women’s welfare organisation has brought laurels of appreciation from the well meaning people not only from Rail-Parivar but also civil population flying the railway flag high.

4.12 RAILWAY MINISTER’S WELFARE AND RELIEF FUND

Railway Minister’s Welfare and Relief fund is intended to extend financial assistance to the serving railway servants and their families in case of the premature death while in service. The fund of administered by a managing committee functioning in railway board. Normally, the relief is given in the following type of cases on the approval of the Railway Minister.

- **Premature death of non-gazetted employees:** A maximum of Rs. 5,000 provided that the staff is not covered by Workmen’s Compensation Act or any other obligation as also where the compassionate appointment to the wide/dependent could not be given due to one or another season, within a reasonable time.

- **Employees murdered, killed or died in accident:** A maximum of Rs.10,000 provided no compensation is payable under the Workmen’s Compensation Act or other statutory obligation.

- **Self sickness of employees or their dependents:** A maximum of Rs. 5,000 provided the employ being on LWP for at least three months in self sickness.

- **Handicapped non-gazetted employees:** A maximum of Rs.5,000 for the purchase of motorized equipment who lost both legs provided no relief is admissible from Staff Benefit fund.

- **Natural calamity-hit employees:** A maximum of Rs. 1,00,000 to railway administration upon the calamity such as damages by cyclone flood, earthquake, etc., on the merit of each case.

- **Husband and wife both in employment:** Where husband and wife both are employed either on the same or separate department, the instructions regarding their eligibility of various facilities of railway service, are as under:
- **Posting**: where both are railway servants or one of them is working under Central/State Government or all India Services, both of them should be posted together at the same station as far as possible.

- **Medical facilities**: The spouse of a railway servant, i.e., entitled to railway medical facilities, but re-imbursement of medical charges shall be claimed by only one of them.

- **Passes and POTs**: When both are railway servants, passes may be granted to both of them on each other’s account. Children are permitted in passes on both the father’s and mother’s account.

- **Family pension**: Family pension can be granted to the survivor in addition to his/her own pay or pension but dearness relief could be granted either on pay or on one pension, as the case may be. In case of both died, the eligible children shall be entitled to get family pension for both of them.

- **Transfer grant**: Where both husband and wife are transferred from the same station to the same new station together at the same time or within six months of each other, only one can claim the transfer grant, etc.

- **Allotment of railway quarters**: Only one railway quarters can be allotted to them, unless they have been judicially separated.

- **House rent allowance**: While having accommodation allotted to spouse, HRA is not permissible. Also, where an accommodation has been allotted to the spouse, the other will not claim HRA even if he resides separately.

- **Educational assistance**: Where both are railway servants or one of them is a Central/State Government servant, only one of them shall be eligible to enjoy the facility. In case one of them employed in private organisation such facility is not available there, the benefit could be given to the railway servant.

- **Hostel subsidy**: Hostel subsidy will be admissible to either husband or wife where both of them are government servants.

- **Reimbursement of tuition fee**: Where both are in Central government service, re-imbursement of tuition fee will be admissible in respect of one of them only.
4.13 PENSION ADALAT

Railway administration has introduced annual Pension Adalat on 1st August, 1986 in order to make an expeditious payment of settlement dues and quick disposal of disputed pension cases. The following instructions have been issued by the railway board to make a success of pension adalats

1. All officers dealing with pension cases should be present with relevant records so that decisions are not postponed for the sake of records.
2. Such meetings are not to take up policy matters and should deal with specific grievances of the individual pensioner when represented personally.
3. Cases involving purely legal points, e.g., succession certificates, etc., cannot be taken up.
4. Pensioners should send their grievances a week in advance of the date of pension adalat.
5. To get the feeling of personal attention and a quick on spot redressal of the grievances, the pensioner should attend the pension adalat in person or through their family representatives.
6. Pension adalats should be held on the divisions also once in three months apart from at head quarters.

The following guidelines have been issued by the railway board to follow for holding the pension adalats:

i. Pension adalat should be held on 15th December each year. In case 15th December is a holiday, the first working day after that day should be fixed for holding the pension adalat.

ii. Wide publicity should be made well in advance to enable the pensioners to send their cases in time for consideration in such adalats.

   a. The notice for holding of pension adalatas indicating date, venue, time of adalats and the name of officer to whom the grievances have to be submitted should be issued by the first week of August every year.
   b. Last date for submission of grievances by pensioner should be indicated at 31st October every year in the aforesaid notification.
iii. The representation of pensioners may be acknowledged indicating the date, venue and the time of pension adalat.

iv. The pension adalat should be conducted at the level of General Manager/Addl. General Manager, CPO, FA+CAO and DRM/ADRM besides other officers of personnel. Account and other department concerned.

v. The repetitive of the Standing Committee of voluntary agencies and the recognized Trade unions may also be invited to attend the pension adalat.

vi. It should be ensured that all the cases which are tenable are settled at the time of pension adalat, itself, but in case where it is not possible to settle the same on the spot, it should be settled and finalized and within a period of three months from the date of holding the pension adalat.

vii. In cases of grievances which are not tenable, the pensioner may suitably be advised to give in writing.

viii. In those cases of grievances, which are not tenable, the pensioner may suitably be advised to give in writing.

ix. After holding pension adalat, the requisite details should be furnished in the prescribed performa to Railway Board by 31st January every year.

4.14 RAILWAY LABOUR TRIBUNAL (MIABHOY TRIBUNAL)

Shri N.M. Miabhoy, retired Judge of the Gujarat High Court was appointed as the Chairman of Railway Labour Tribunal in January, 1969 by the Central Government to adjudicate upon the demands of NFIR in regard to which agreement between the NFIR and railway board could not be arrived at under Permanent Negotiating Machinery. Salient features of the recommendations made by the Tribunal are given briefly as under

i) **Night duty allowance:** Night duty allowance should be granted to all non-gazetted staffs that are booked to work at night between 22 hours to 06 hours.

ii) **Workshop staff:** Trade tests should be conducted at regular intervals. Basic tradesmen should be promoted as skilled workers, if found fit. If an unskilled or semiskilled worker has stagnated in a scale for more than 12 years, he should be given an increment every three years thereafter.
Mistries supervising the work of highly skilled grade-I should be given a higher grade and those who are holding independent charge of a section should be upgraded to chargeman ‘A’ foreman should be re-designated as shop-superintendent and granted a special pay. Foreman ‘B’ should be upgrade to foreman ‘A’.

iii) **Casual labour:** Casual labour should not be appointed for regular open line work and they should be paid at local rates. Where local rates are not available they should be paid at the rate of 1/30th of the minimum of the scale of pay plus dearness allowance thereon. The same principle will also apply in case of casual labour governed by the Minimum Wages Act. Those working in projects for more than six months should be given 1/3rd of minimum of the scale of pay if it is higher than the local rate. The period of maximum service for earning temporary status for casual labour employed other than in projects should be fixed at four months.

iv) **Hours of Employment Regulations:** ‘C’ class gatemen, saloon attendant, care-taker of rest houses and reservoirs, etc., and bungalow peons should be classified as ‘Essentially Intermittent’. Standard hours of employment for ‘continuous’ and ‘Essentially intermittent’ should be fixed at 8 hours (daily) and 48 hours (weekly). Hours of work for essentially intermittent staff may be increased by 2 hours per day and 12 hours per week in addition to the standard hours of work except in cases of

(a) E.I. staff posted at road side stations that are provided with quarters within 0.5 KM from their places of duty and

(b) ‘C’ class gatemen, saloon attendants, care-taker of rest houses, etc., who are to be reclassified as E.I. and for whom additional duties of 4 hours per day and 24 hours per week may be fixed.

v) **Overtime allowance:** The overtime allowance to staff will be admissible at 1½ time of the ordinary rate of pay for work done beyond fostered hours but not exceeding statutory limits. In case the work is done beyond the statutory limits the overtime allowance will be twice the ordinary rate. All time spent by staff for travelling spare on duty should be considered as
period of duty except when a worker is provided with the facility of crew rest van and when a worker does not travel on any day beyond a radius of 8 kms from their place of duty.

vi) **Hours of work and holidays for clerical staff in subordinate offices:**

The disparity in hours of work and holiday entitlements should be shared equitably by the staff of the field and the non-field offices as a whole by rotational transfer.

vii) **Scale pay:** Guards and drivers who are working in inter divisional and long distance passenger trains with total run of not less than 250 kms. For each run should be given scales of pay for guards grade ‘A’ and drivers grade ‘A’

Scale of pay of gang mates and key men of Civil engineering department should be revised from Rs. 75-110 (AS) to Rs. 105-135 (AS) and from Rs. 95 (AS) to RS. 75-110 (AS) respectively.

4.15 LUMPSUM INCENTIVE

The railway administration has introduced one time lumpsum incentive scheme for railway servants for acquiring higher professional qualifications provided such higher qualifications are acquired by them after entering railway service and fully at their own cost. The scheme is as under:

1. **Group ‘C’ employees:**
   
   (i) **Technical departments**

   a) An incentive of Rs.4,000 to technical staff on passing Part (I) or ‘A’ or intermediate or pre-final examination of AMIE.

   b) An incentive of Rs.6,000 to technical staff on passing Part (II) or ‘B’ or final examination of AMIE.

   c) An incentive of Rs.10,000 to technical staff on acquiring B.E/B.Tech degree directly.

   (ii) **Account department**

   a) An incentive of Rs.4,000 to account staff on passing Part (I) or ‘A’ or intermediate or pre-final examination of ICWA or AICA.
b) An incentive of Rs.6,000 to Account staff on passing Part (II) or ‘B’ or final examination of ICWA or AICA.

(iii) Stores department

a) An incentive of Rs.4,000 to stores staff on acquiring Diploma in Engineering or passing AMIE ‘A’ or studentship course in Material Management of Indian Institute of Material Management.

b) An incentive of Rs.6,000 to stores staff on acquiring AMIE ‘B’ or Graduate Diploma in Material Management from Indian Institute of Material Management.

c) An incentive of Rs.10,000 to stores staff on acquiring of degree in engineering directly.

(iv) Personal department

An incentive of Rs.4,000 to personnel staff on acquiring Post graduate Diploma in Personnel Management or Industrial Relations conducted by a recognized university or any other recognized institution.

(v) Chemist and Metallurgical organisation

An incentive of Rs.10,000 to the chemists in railway laboratories and research assistants doing metallurgical work if they were possessing a degree in Chemistry at the time of recruitment and pass examination equivalent to a degree in Metallurgy.

2. Group ‘B’ officers

- Group ‘B’ officers of technical departments should be granted an incentive of Rs.10,000 on passing Part II of AMIE examination.

- Group ‘B’ officers of accounts department should be granted incentives of Rs.4,000 on passing Part I or Intermediate examination of ICWA or AICA and Rs. 10,000 on passing final examination of ICWA or AICA.

- Group ‘B’ officers of T (T) and C department should be granted an incentive of Rs.4,000 on acquiring Diploma in Marketing and Business Development and/or Transport Economics.
• Group ‘B’ officers of personnel department should be granted an incentive of Rs.4,000 on acquiring Post graduate Diploma in Personnel Management or Industrial Relations.

• Group ‘B’ officers of RBSS only should be granted incentives of Rs.4,000 on passing intermediate examination of the Institute of Company Secretaries of India and Rs.10,000 on passing final examination of the Company Secretaries of India.

4.16 PREMIUM, REWARD AND AWARD

Premium and Reward: Railway servants are entitled to accept the following premiums and rewards.

1. Any reward paid for arresting any criminal or for information or special service in connection with the administration of justice;

2. Any reward payable in accordance with the provision of any act or regulation or rules framed there under;

3. Any reward sanctioned for services in connection with the administration of the customs and exercise law; and

4. Any fees payable to a railway servant for duties which he is required to perform in his official capacity under any special or local laws or by order of government.

Award: The policy of recognizing the services of the railway servants for their outstanding performance on the railways and honoring them with awards is in practice. For this purpose a number of schemes have been introduced in the various fields of railway working. The general managers are empowered to grant rewards to the railway servants for their meritorious service upto Rs. 2000 in each case and officers above Junior Administrative grade to the extent of Rs. 3000 in each case.

The railway servants are also eligible for consideration for awards under ‘Prime Minister’s Shram Award’ scheme in recognition of their outstanding contribution towards the production and for showing exemplary zeal and enthusiasm in their duties.

With a view to inculcate a spirit of competitiveness and safety consciousness amongst the railway servants, awards for accident free records have been introduced by the Ministry of Railways. Awards are to be given to the railway servants in the
137

selected/entitled categories on completing the following minimum number of years of service.

1. Award for unbroken accident free service for ten years will be given to those who have completed ten years of service in the categories eligible for the award.

2. Award for unbroken accident free service for twenty years will be given to those who have served in the eligible categories for at least fifteen years.

3. Award for accident free service on retirement will be given to those who have rendered minimum service for twenty years in the eligible categories.

4.17 SPECIAL PROGRAMS, CELEBRATIONS AND AWARDS DURING PERIOD FROM 2009-10 TO 2012-13

➢ During the Year 2009-10

The South Central Railway has conducted special programmes and celebrations for the employees in its divisions and workshops, awards have given for winners during the period Zonal Hindi Drama competitions were held on 06-05-2009 and 07-05-2009, where in total 8 dramas were staged by headquarters, divisions and workshops. ‘Anuvad Saralikaran Karyasaala’ on the subject of simplification of translation was organized under auspices of South Central Railway, Southern Railway, and South West Railway from 27-07-2009 at Bangalore; where in 30 employees have participated from the above railways. Officer of intellect and experience from various field have delivered lectures, in which Sr.RBA/ headquarters of this railway also gave lecture through power point presentation. Jayanthi of eminent Hindi poet. ‘Maithili Saran Gupta’ was organized 03-08-2009. Hindi essay competitions were held at headquarters and division levels and zonal leel. Hindi typing and Stenography were at headquarters levels. ‘Rajbhasha Saptha’ celebration was held at headquarters from 10-09-2009 to 16-09-2009. Hindi quiz programme (Open Section) was organized on 10-09-2009. ‘Hindi Lekhan’ competition was organized on 11-09-2009. ‘Bharat Natyam’ dances and cultural programmes were organized on 11-09-2009. Hindi drama ‘Chakravyuh’ was staged on 14-09-2009 on the occasion of main faction of Rajbasha Saptha at headquarters. ‘Hindi geet antakshari’ programme was organized where in preliminary competition at headquarters level was held on 20-10-2009 and competitions at zonal level were held on 21-10-2009 and 22-10-2009. Hindi day and Rajbasha Saptha celebration held in all the divisions and workshops. A Hindi workshop was conducted for
officers from 22-02-2010 to 24-02-2010 at headquarters and on 24-08-2009 at BZA division. 44 technical seminars on various subjects were organized by headquarters office and all the divisions and workshop. Hindi keying training was imparted to the staff at various levels. Many cultural programmes were organized separately on different occasions by headquarters and all the divisions and workshops. Famous poets jayantis were also celebrated by BZA,GTL and GNT divisions respectively. Hindi home magazine ‘Rail Sudha’ ‘Amravati’ and ‘Ajanta Darpan’ were published by headquarters, GNT division and NED division respectively. In view of the above efforts on South Central Railway, headquarters has won the Rail Mantri Rajbhasha Shield and BZA division has won Achasrya Raghuveer Chal Vyianthi Shield and these were distributed in the railway award distribution function held on 29th March, 2010 at Railway Board, New Delhi.

During the Year 2010-11

The Parliamentary Committee on official language inspected the headquarters office on 14th Jan, 2011. The inspection meeting was grand success. The committee was satisfied with the performance of this office. The work done in various departments was exhibited on the occasion. An appreciation letter from the convener of the committee was received by GM/SCR in this regard. Hindi keying training was imparted to the staff at headquarters and divisions. Preliminary Hindi essay and elocution competitions were held at headquarters on 12th July, 2010 and 13th July, 2010 and zonal level competitions were held on 17th Aug, 2008 and 18th Aug, 2010. ‘Rajbasha Saptah’ was celebrations at headquarters Hindi Divas and Rajbasha Saptah celebrations were held in all the divisions and workshops. On the occasion of Hindi divas main function a Hindi drama named ‘Grihaneethi’ was enacted by the staff of headquarters. Hindi geet Antakshari programme was organized by the Engineering department on 15th Sept, 2010. 32 technical seminars on various subjects were organized by headquarters office and all the divisions and workshops. Many cultural programmes were organized separately on different occasions in headquarters and all the divisions and workshops. 31 Hindi workshops were organized to train the staff in Hindi by headquarters office and on the divisions and workshops during the year. Hindi typing and stenography competition were also conducted. Hindi magazine ‘Rail Sudha’ was published by headquarters office and was related during Rajbhasha Saptah. Famous Hindi poets, Suryakanta Tripathi Nirala Jayanthi and Jay
Shanker Prasad Jayanthi were also celebrated by Vijayawada division, Construction Organisation and Guntur Division.

- **During the year 2011-12**

  Hindi workshops were organized to train the staff in Hindi by headquarters office, all the divisions and workshops during the year. Preliminary Hindi essay and elocution competitions were held on 25th and 26th Aug, 2011. Rajbhasha Fortnight was celebrated at headquarters from 05th to 16th Sept, 2011. Hindi Divas and Rajbhasha Saptah celebrations were held in all the divisions and workshop. On the occasion of Hindi divas main function a Hindi drama named ‘Kaliyug mein Ram’ was enacted by the staff of headquarters. Zonal Hindi geet antakshari programme was organized from the officers and staff. Hindi quiz was conducted for the staff. Many cultural programmes were organized separately on different occasions by headquarters, all the divisions and workshops. Hindi typing and stenography competition were also conducted. The jayanties of famous Hindi poets and writers were celebrated by the headquarters office and divisions.

- **During the year 2012-13**

  During the year this railway bagged Rail Manthri Rajbhasha shield. The Chief Mechanical Engineer was awarded with Manthri Rajbhasha medal. The ‘Rail Sudha’ magazine published by this office is awarded by the Town Official Language Implementation Committee. In this year 7 employees were awarded under the Railway Board individual cash award scheme for doing commendable work in Hindi. In this year 10 officers and 30 employees were awarded under the General Manager Individual Cash Award scheme for doing commendable work in Hindi. Hindi essay, and elocution competitions were held at headquarters and zonal level and awards were given to the winners. Hindi divas and Rajbhasha Saptah celebrations were held in all the divisions and workshops. On the occasion of Hindi divas main function a Hindi dram named Rail ki bhasha, mel ki bhasha was enacted by the staff of headquarters. zonal Hindi geet antakshari programme was organized for the officers and staff and winners were awarded. Hindi quiz was conducted for the staff and awards were given to the winner.

  Apart from above, meeting of the Rajbhasha implementation committees were held regularly at headquarters and divisions level every quarter, where in progress of
Hindi printing to different items at various offices was discussed. Contact programmes were conducted and table training was given to the employees. Awards were given to the officers and staff, who had done commendable work in Hindi in their day to day work during the year under Home Ministry Award Scheme.