CHAPTER – 6

Employee Motivation &
Job Satisfaction in Railway

- Pay and allowances
- Staff welfare
- Honorarium
- Awards
- Retirement benefits
- Pass Facility
- Housing facility
- Assured career progression scheme
- Workers’ Participation in management
- Incentive bonus scheme

Contd............
Productivity linked bonus
Workers' education scheme
Group insurance scheme
Employee's insurance scheme
Incentive for family planning
Staff benefit fund
Staff grievance handling
Appointment on compassionate grounds
Holidays
Training
Re-imbursement of legal charges/law suits
Overtime
Performance appraisal
Industrial relations in railways
SCHEMES OF JOB SATISFACTION AND MOTIVATION IN RAILWAYS

NECESSITY OF PERSONNEL OFFICERS

With the increase in the size of business and the growth of consciousness, men have become the most important factor in an industry. Human volition and human attention are subject to variation. Naturally, therefore, human nature is such that, unlike machines, it acts and reacts favorably or otherwise while engaged in diverse working conditions to tiresome jobs, while on jobs in assembly of others, for want of scope of advancement in one's career, for want of proper attention from the superiors in matters connected with service conditions and while facing the situations, favourable or unfavourable in off-duty hours. On the background of all these, personnel problems are found apparent in industries and in order to face these problems squarely and humanely it is desirable that a Personnel department manned by experts on personnel problems should function in big organizations like railways.

Different jobs

Personnel management attends to various matters like, recruitment, training, Job-analysis and grading, transfers, promotions, disciplinary matters, demotions, discharges, industrial peace, welfare of workers, residential accommodation, payments, wages, incentives and financial aids, well being and settlement of staff etc. It is the method of controlling human factor in an industry intelligently and equitably, aiming at getting the best results out of the workers and helping to develop their capacities to the full. It also aims at creating a team spirit and creating a sense of discipline amongst workers.

Personnel Officers relieves departmental officers of the load of personnel work and, therefore, finally disposes off most of the establishment work, consultation with departmental officers being limited to cases in which administratively it is necessary that the latter should have the main say, so as not to prejudice efficiency. The Personnel Officers is receptive to suggestions on personnel matters, such as, the transfer of individuals for a given reason etc. emanating from the Executive Officers. It should however be borne in mind that Personnel Officers and Departmental Executive Officers are not working at cross-purposes. All Officers are jointly responsible for the efficient working of the administration.
With the setting up of the personnel organization, although the departmental executive officers are mostly be relieved of the personnel work, they also interest themselves in staff welfare, listen to their complaints, receive representations while on tour and sees that the complaints and representations are expeditiously dealt with by Personnel Officers. The latter in addition to relieving the Executive Officers of the establishment work also entertains complaints from staff on personnel matters for their redress, concentrate on various items of welfare work, such as, promotion of sports, efficient management of holiday homes/camps, maintenance and expansion of schools, institutes, co-operative societies and canteens etc. All Personnel Officers works as welfare officers and sees that legitimate interests of each of the workers are protected and none of the workers may have a feeling that his affairs remain unattended to. They also keep deep interest in maintaining industrial peace keeping good relations with recognized trade unions and help maintaining congenial atmosphere for smooth working in the Railway system. The independent units outside the Divisional Scheme as well as officers doing establishment work of any nature independently strictly follows the rules and procedures embodied in Railway Establishment codes, Railway Establishment Manual, rules on personnel matters in other Railway codes, and the provisions of different Labour laws and rules issued in connection therewith and the instructions emanating from the Personnel Department. It is expedient that these officers are also updated with the latest establishment rules.

Classification of Services

1. (a) As recommended by the First Central Pay Commission, the services of railway servants are divided into four classes, viz. Class I, Class II, Class III and Class IV, of which the former two, i.e., Class I and Class II are gazetted and the rest, i.e. Class III and Class IV are non-gazetted. Besides these two classes of gazetted officers, there is another class of officers-they are Temporary Assistant Officers, who are not classified as Class I or Class II. Till they are substantively appointed as officers in Railway Services they remain unclassified. As per recommendations of the 3rd Central Pay Commission, these classifications were named as Group A, Group B, Group C and Group D with effect from 1.4.76. Class II Group A posts included those posts which were shown in paras 106RI/1971 Ed. & 108RII1985 edition, viz. Posts in the Railway Board; Advisers in Railway Board; Directors/Joint directors and
Deputy Directors in Railway Board and RDSO; Secretary/Joint Secretaries/Under Secretaries, Railway Board; and members of different Railway Services, viz. Different Services of Engineers, Accounts Service, Traffic Service, Medical Service, Stores Service and Personnel Service. The gazetted posts which are not included in Class I1Group A are classified as Class III1Group B. Gazetted post is a post to which appointment is made by notification in the Gazette of India.

All categories of staff in non-gazetted service in Revised Scales/ 1973, the maximum pay of which exceeded Rs. 290 p.m. (Rs. 110 p.m. in pre-1973 scales of pay) were included in Class III.

With the revision of nomenclature of classifications of Services w.e.f. 1.4.76, (i) Group A posts included those posts, the maximum pay scales of which was not less than Rs. 1300 p.m. (in RS173); (ii) Group B posts included those posts, the maximum scales of which was not less than Rs. 900 p.m. but less than Rs. 1300 p.m. (in RS/ 73); (iii) Group C posts included those posts the maximum scales of pay of which was over Rs. 290 p.m. but less than Rs. 900 p.m. (in RS173) and (iv) Group D posts included those posts the maximum scale of pay of which was less than Rs. 290 (in RS173). The posts which were in Class III in the previous classification would however fall under Group C in the revised classification irrespective of the scales of pay allotted to these posts.

On the revision of the scales of pay as per the recommendation of the 4th Central Pay Commission, the classification of the Services has been revised w.e.f. 30.6.87 as under :-

<table>
<thead>
<tr>
<th>Classification of Posts</th>
<th>Description of Posts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group A</td>
<td>All posts in scale Rs. 2200-4000 and above, excluding those mentioned against Group B below.</td>
</tr>
<tr>
<td>Group B</td>
<td>Posts in scale 2375-3500, applicable to Accounts Officers only and other posts of officers in scale Rs. 20003500 (all Deptt.), including Post Graduate Teachers (Selection Grade) in scale Rs.. 2200-4000.</td>
</tr>
<tr>
<td>Group C</td>
<td>All posts in scales Rs. 825-1200 and above including Post-Graduate Teachers (Senior Grade)/Head Masters-Middle Schools in scale Rs. 2000-3500, Supervisors in scale Rs. 2375-3500 and excluding those mentioned in Groups A &amp; B.</td>
</tr>
<tr>
<td>Group</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
<tr>
<td>D</td>
<td>All posts in scales Rs. 750-940, 775-1025 and Rs. 800-1150. Classification of Posts Description of Posts</td>
</tr>
<tr>
<td>A</td>
<td>A post carrying a pay or a scale of pay with a maximum of not less than Rs.13,500.</td>
</tr>
<tr>
<td>B</td>
<td>A post carrying a pay or a scale of pay with a maximum of not less than Rs. 9,000 but less than Rs. 13,500.</td>
</tr>
<tr>
<td>C</td>
<td>A post carrying a pay or a scale of pay with a maximum of over Rs. 4,000 but less than Rs. 9,000.</td>
</tr>
<tr>
<td>D</td>
<td>A post carrying a pay or a scale of pay the maximum of which is Rs. 4,000 or less.</td>
</tr>
</tbody>
</table>

**Principles of fixing cadres**

(I) (a) **Cadre Posts** - Cadre means the strength of a Service or part of a Service sanctioned as a separate unit. Posts sanctioned in each cadre of a Service are called cadre posts. These are created for performance of ordinary work in a Service and are filled by persons belonging to the cadre itself.

(b) (i) **Separate cadres is maintained for each Indian Railway** - The number of working posts required for a,ordinary duty on a Railway shall first be determined for each Service or department and divided into the following grades :-

Senior Administrative Grade and above in Grade Rs. 7300-7600 (RPS), Junior Administrative Grade, Senior Scale and Junior Scale/

**Group 'B'.**

(ii) Posts will be created in the scales of pay as have been notified earlier by the Government with the sanction of the President. In a Service there may however be general posts both in gazetted and non-gazetted service and manning of these posts will not be confined to persons of a particular service. There may also be tenure posts which a person may not hold for more than a limited period, possible examples for tenure posts in gazetted service being- Posts in Railway Board, Directors/Executive Directors in Railway Board and RDSO (their tenure being for 5 years; Joint Directors in Railway Board and RDSO, Railway Liaison Officer (their tenure being for 4 years); and Deputy Directors in Railway Board and RDSO (their tenure being for 3 years); and
PAY AND ALLOWANCES:

The basic structure of salaries in Govt. Services in India for about thirty years prior to 1947-48 continued to conform to the pattern recommended by the Royal Commission on the Public Services in India (1912-15) presided over by Lord Islington. The scales of pay that were introduced first are now commonly known as Pre-31 scales of pay. The worldwide recession of late twenties required drastic axing of expenditure all round and accordingly, new scales of pay known as 1934-scales were introduced. The 1934 scales were in force till they were replaced by prescribed scales in 1947 in terms of recommendations made by the Varadachariar Commission, [(First) Central Pay Commission].

The question of revision of pay scales was later examined by a Commission of Enquiry under the chairmanship of Sri Justice Jagannadha Das during 1957-59. The new pay scales as recommended by the commission are called 'authorized scale' and were introduced with effect from 1.7.59. Again the scales of pay of government servants were revised in accordance with the recommendations of another Commission of Enquiry set up in 1970 (commonly known as Third Pay Commission). The scales of pay recommended by this commission are called 'revised scales' and were introduced with effect from 1.1.73 in cases of railway servants belonging to Group “A”, Group 'B', Group 'C' and Group 'D' services except in scales of pay of posts which have been upgraded to Rs. 3000 (fixed) or above and which take effect from 1.5.74.

With a view to examine the structure of emoluments and different conditions of service including death-cum-retirement benefits of Govt. servants, a Commission was again set up under the chairmanship of Shri Justice P.N. Singhal in 1983, known as the 4th Central Pay Commission Many changes take place in the structure of emoluments of Government employees over a decade and it becomes necessary to modify the pay structure of employees. The Fourth Central Pay Commission recommended that there is a permanent machinery to undertake periodical review of pay and allowances of Central Govt. employees. But the Government did not find it possible to accept and implement this recommendation. On the insistence for acceptance of this recommendation by various Employees Unions, Associations, Confederations
and after discussions at a number of meetings of the National Council of the Joint Consultative Machinery, the Government without agreeing to implement the above recommendation promised in 1993 to appoint a New Pay Commission to review the pay structure and other connected matters of Govt. employees and accordingly a notification was issued constituting the Fifth Central Pay Commission on the 9th April, 1994. This was made under the Chairmanship of Justice S. Ratnaval Pandion, Former Judge of the Supreme Court of India. The final report of the 5th C.P.C. was submitted to the Govt. on 30.1.97 recommending pay structure and other recommendations for both Civil and Military employees.:

**Kinds of Allowances Paid to Railway Employees**

**Dearness Allowances**

Consequent upon the decision taken by the Government on the recommendation of the Fifth Pay Commission relating to Dearness Allowance, that the inflation neutralisation may be made uniform @ at 100% at all levels, the Dearness Allowance to all categories of Railway Employees is admissible from the dates mentioned below at the following rates:

<table>
<thead>
<tr>
<th>Date from which applicable</th>
<th>Rate of Dearness Allowance per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-1-96</td>
<td>No Dearness Allowance</td>
</tr>
<tr>
<td>1-7-96</td>
<td>4% of Pay</td>
</tr>
<tr>
<td>1-1-97</td>
<td>8% of Pay</td>
</tr>
<tr>
<td>1-7-97</td>
<td>13% of Pay</td>
</tr>
<tr>
<td>1-1-98</td>
<td>16% of Pay</td>
</tr>
<tr>
<td>1-7-98</td>
<td>22% of Pay</td>
</tr>
<tr>
<td>1-1-99</td>
<td>32% of Pay</td>
</tr>
<tr>
<td>1-7-99</td>
<td>37% of Pay</td>
</tr>
<tr>
<td>1-1-2000</td>
<td>38% of Pay</td>
</tr>
<tr>
<td>1-7-2000</td>
<td>41% of Pay</td>
</tr>
<tr>
<td>1-1-2001</td>
<td>43% of Pay</td>
</tr>
</tbody>
</table>

The pay for the purpose of calculation of Dearness Allowance is the pay drawn in the prescribed scale of pay, including stagnation increment(s) and non-practicing allowance, but shall not include any other type of pay like Special pay and personal pay etc. The Dearness Allowance will continue to be
a distinct element of remuneration and will not be treated as pay within the ambit of Rule 1303.

**Compensatory City Allowance**

Compensatory City Allowance (CCA) is granted to Central Government employees including railway employees to enable them to meet the high cost of living in certain specially costly cities and house rent allowance is granted to give relief to employees in view of the higher rent that they are to pay for private accommodation for non-availability of Government/Railway quarters close to their places of work.

For the purpose of finding out cities and towns etc. where such allowances may have to be granted the 5th Central Pay Commission have recommended that, in absence of a suitable alternative, population criterion should continue to be the deciding factor in this respect as before. Previously, there were 3 classifications of such cities viz. Class 'N' city, class B-1 city and B-2 class city for the purpose of grant of CCA. and for the purpose of grant of House rent allowance there was another Class 'C' city and unclassified city/places besides the above A class cities, B-1 and B-2 class cities. The 5th CPC however recommended for an additional category of A-I Class cities. These 5 classifications of cities and places have been made with population limits as under :-

<table>
<thead>
<tr>
<th>Classification</th>
<th>Population Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-I Class city</td>
<td>Population above 50 lakh</td>
</tr>
<tr>
<td>A Class city</td>
<td>Population 20 to 50 lakhs</td>
</tr>
<tr>
<td>B-1 Class city</td>
<td>Population 10 to 20 lakhs</td>
</tr>
<tr>
<td>B-2 Class city</td>
<td>Population 5 to 10 lakhs</td>
</tr>
<tr>
<td>C Class city</td>
<td>Population 50,000 to 5 lakhs</td>
</tr>
<tr>
<td>Unclassified</td>
<td>Population Below 50,000</td>
</tr>
</tbody>
</table>

Compensatory City Allowance is granted to railway servants whose place of duty is within qualifying area of stations for which CCA has been prescribed. The object of this allowance is to compensate the Government servants for the higher cost of living in certain big cities and the staff who have been posted in those classified cities are entitled. The rates of CCA is as under
Compensatory (City) Allowance (from 1-08-97)

<table>
<thead>
<tr>
<th>Pay Range (Basic Pay)</th>
<th>Amount of CCA in class of cities (Rs. per month)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A-I</td>
</tr>
<tr>
<td>Below Rs. 3,000 p.m.</td>
<td>90</td>
</tr>
<tr>
<td>Rs. 3,000 p.m. to Rs. 4,499125</td>
<td>95</td>
</tr>
<tr>
<td>Rs. 4,500 p.m. to Rs. 5,999200</td>
<td>150</td>
</tr>
<tr>
<td>Rs. 6,000 p.m. and above</td>
<td>300</td>
</tr>
</tbody>
</table>

Railway servants working at places within 8 kilometers of a qualified city from the periphery of the municipal limits of the qualified city is allowed for grant of Compensatory City Allowance subject to fulfillment of other prescribed conditions.

**House rent allowances:**

All Railway servants, other than those provided with Government accommodation/hired accommodation, posted at qualified cities are paid house Rent Allowance, without production of rent receipts or receipts for payment towards house or property tax. Only a certificate is furnished by the employee that he is incurring some expenses on rent. The HRA is also payable to the employees who are living in their own houses subject to the production of a certificate that they are paying towards house or property tax.

**Rate of House Rent Allowance (from 1.8.97)**

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Population</th>
<th>Classification</th>
<th>Rate of HRA of city/town</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Above 50 lakh</td>
<td>A I</td>
<td>30% of actual pay drawn</td>
</tr>
<tr>
<td>2.</td>
<td>20 to 50 lakh</td>
<td>A</td>
<td>15% of actual pay drawn</td>
</tr>
<tr>
<td>3.</td>
<td>10 to 20 lakh</td>
<td>B I</td>
<td>15% of actual pay drawn</td>
</tr>
<tr>
<td>4.</td>
<td>5 to 10 lakh</td>
<td>B 2</td>
<td>15% of actual pay drawn</td>
</tr>
<tr>
<td>5.</td>
<td>50,000 to 5 lakh</td>
<td>C</td>
<td>7.5% of actual pay drawn</td>
</tr>
<tr>
<td>6.</td>
<td>Below 50,000</td>
<td>Unclassified</td>
<td>5% of actual pay drawn</td>
</tr>
</tbody>
</table>

A Railway servant shall not be entitled for house rent allowance if; he shares railway or Government accommodation allotted rent-free to another railway
servant, or he resides in accommodation allotted to his parents/son/daughter by the railway/Government/autonomous public undertakings or semi-Government organizations such as Municipality, Port Trust.

**Traveling Allowance**

“Traveling Allowance” means an allowance granted to railway servant to cover the expenses which he incurs in traveling in the interest of public service. It includes allowances granted for the maintenance of conveyances, horses and tents.

Traveling allowance as admissible to all categories and groups of railway servants when they travel on tour beyond a radius of 8 kilometers their head quarters or return to their head quarters from similar distance involving any amount of time traveling allowance is granted on the percentage of absence from head quarters as follows:

a) If absence does not exceed 6 hrs 30% of daily allowance  
b) If absence from head quarter between 6-12 hrs 70 % of daily allowance  
c) If absence is above 12 hrs 100% of daily allowance

**There are different kinds of traveling allowance viz.**

(i) Daily allowance.  
(ii) Mileage (Kilometerage) allowance  
(iii) Conveyance Allowance.  
(iv) Consolidated Traveling allowance  
(v) Actual cost of traveling.

For the purpose of admissibility of Traveling Allowance, Railway servants have been divided into five ranges w.e.f. 1.10.1997, as under :-

i) Rs. 16,400 and above.  
ii) Rs. 8,000 and above but less than Rs. 16,400.  
iii) Rs. 6,500 and above but less than Rs. 8,000.  
iv) Rs. 4,100 and above but less than Rs. 6,500.  
v) Below Rs. 4,100
Out of Pocket Allowance

Out of packet allowance is payable to Sportsmen and Sportswomen comprising Railway teams are treated, under the extent rules, as on duty) for the period of their participation in the National Championships in the various games and the period on the coaching camp, up to a maximum period of 30 days, preceding such national Championships. An out of pocket allowance at the rate of Rs. 10 per head per day is admissible to them.

Out of packet allowance is also payable at the rate of Rs. 13 per head per day to the Railway Sportsmen and sportswomen undergoing coaching camps conducted by the National Sports Federation in preparation for participation in international contents.

Bicycle Allowance

A General Manager may grant cycle allowance at Rs. 30 per month to Railway servants who are required to travel extensively at or within a radius of 8 km, from headquarters provided that a cycle is maintained for the purpose by the staff and utilised in the performance of official duty.

The Bicycle allowance is sanctioned by the Competent Authority for a period not exceeding two years at a time and its continuance is review sufficiently in advance of the expiry of such period.

The allowance shall not be admissible during joining time, leave, temporary transfer and during holidays prefixed/suffixed to leave and joining time.

Deputation Allowance

Deputation means the appointment made by transfer on the temporary basis to other Governments, Departments, Companies, Corporations, provided the transfer is outside the normal field of deployment and in the public interest. The question whether the transfer is outside the normal field of deployment or not will be decided by the authority which controls the service or post from which the employee is transferred. The temporary transfer of employees on foreign service, to bodies (whether incorporated or not) wholly or substantially owned or controlled by the Government and also organizations e.g. Municipalities, universities etc, shall also be treated as "deputation" for the purpose of fixing deputation (duty) allowance.

Recommendations of the Fifth Central Pay Commission-Decision relating to
grant of Deputation (Duty) Allowance:

The deputation (Duty) Allowance is admissible on the following rates w.e.f. 1.8.1997.

(a) 5% of the employee's basic pay subject to a maximum of Rs. 500 when the transfer is within the same station, and

(b) 10% of the employee's basic pay subject to a maximum of Rs. 1,000 per month in all other cases

Coal Pilot Allowance/Hard Duty Allowance

Hard Duty Allowance has been renamed as Coal Pilot Allowance with the effect from 1.4.99. This allowance is paid to Shunt men and other Group ‘D’ staff of transportation department who accompany pilots in the collieries for shunting and similar other duties, at the following rates (w.e.f. 1.4.99):

(a) For first trip : Rs. 15.00 per trip.

(b) For every subsequent trip : Rs. 5.00 per trip.

Over-Time Allowance

Overtime allowance is an allowance paid to Railway servants for actual time worked in excess of the hours of employment prescribed by any law or rule. The Railway servants Hours of Employment Regulations specify the class of staff into different categories with prescribed duty hours and a roster in case of workers who have to perform shift duties, in respect of which Railway Administration is under obligation to pay over-time allowance when such staff are called upon to work in excess of the number of hours prescribed under the said Regulation. The staff who hold positions of supervision or management or are engaged in a confidential capacity are not entitled for over time allowance.

Night Duty Allowance

Night Duty Allowance is granted to certain specified staff for actual performing duty between 22.00 hrs. and 06.00 hrs. Each hour in this period is weighted equal to 10 minutes.

Benefit of this allowance is granted to the following non-gazetted staff:

(a) All Group 'C' & 'D' staff classified as Intensive, Continuous and Essentially Intermittent.

(b) Group 'C' & 'D' Workshop staff and supervisory staff working on regular shift duty.

(c) Group 'C' staff working in confidential capacity.

(d) Running staff who are required to perform night duty away from their headquarters at the rates applicable to headquarters.

Since the rates of Night Duty Allowance for each weighted hour of duty is related to pay plus dearness allowance and CCA if any, these are changeable whenever a fresh dearness allowance is sanctioned.

**Washing Allowance**

Washing allowance is granted to Group 'D' staff who are provided with uniforms and required to keep their dress neat and clean. While granting allowance, Controlling Officers is satisfied that the allowance is actually spent for the purpose for which it is granted. These staff is paid Rs. 30 p.m. effective from 1.8.97 as sanction conveyed vide RPF staff is paid this allowance at the rate of Rs. 10 p.m.²

**National Holiday Allowance**

Non-gazetted Railway servant having pay range upto Rs. 10,500 who do not enjoy public holiday are entitled for three National holidays. Since it may not be possible for Railway administration to relieve of their duties, due to the nature of work they are involved, they are compensated with additional payment for these days. Such payment of allowance is known as National Holiday Allowance.

The staff eligible for National Holidays are granted six other important holidays (total nine days) to be chosen by the staff representatives where it may not be possible for staff to avail these holidays, due to the nature of their duties. The staff who are on leave or attending training course at outstations are not entitled for such compensation for these holidays. The revised rates

effective from 1-1-98 are as under:\(^3\);

<table>
<thead>
<tr>
<th>Pay range in the revised (V CPC) scale of pay</th>
<th>Holiday Allowance</th>
<th>Rate of National</th>
</tr>
</thead>
<tbody>
<tr>
<td>2550-3172</td>
<td></td>
<td>Rs.85/-</td>
</tr>
<tr>
<td>3173-4204</td>
<td></td>
<td>Rs.106/-</td>
</tr>
<tr>
<td>4205-7848 and upto Rs. 10500</td>
<td></td>
<td>Rs. 140/-</td>
</tr>
</tbody>
</table>

The employees drawing basic pay exceeding Rs. 7848 but not exceeding Rs. 10,500/- shall also be entitled to National Holiday Allowance at the rates applicable to pay slab of Rs. 4205 - 6848 i.e. at the rate of Rs. 140/-.

**Conveyance Allowance**

Conveyance allowance is granted to gazetted and non-gazetted Railway servants as under:

(i) Gazetted and non-gazetted Railway servants who maintain their own Motor Car/Motor Cycle/Scooters/Moped and has to undertake frequent journeys on official business in his conveyance, and

(ii) Medical Officers for paying frequent visits and performing other official duties.

(iii) Minimum pay limit for (i) above is Rs. 2,800 p.m. and for Medical Officers at (ii) above there is no pay limit.

The revised rates are:

For (i) above

<table>
<thead>
<tr>
<th>Average monthly travel on duty</th>
<th>Rates for journey by</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Own Car          Other mod</td>
</tr>
<tr>
<td></td>
<td>(2)   (3)</td>
</tr>
<tr>
<td>20 \ to 300 kms</td>
<td>Rs. 375  Rs. 125</td>
</tr>
<tr>
<td>30 \ to 450 kms.</td>
<td>Rs. 560  Rs. 160</td>
</tr>
<tr>
<td>45\ to 600 kms.</td>
<td>Rs. 690  Rs.215</td>
</tr>
</tbody>
</table>

\(^3\) Bahri's 256/99
Running Allowance

Running Allowance means allowance ordinarily granted to non gazetted railway servants for performance of duties directly connected with the charge of moving trains and includes kilometrage allowance and allowance in lieu of kilometrage but excludes' specially compensatory allowances. This allowance is paid on kilometrage basis calculated at the rates per 100 kms. run or on the basis of per day of 8 hours of duty.

Mileage Allowances

Journey by road-(i) When a railway servant makes a journey by road on tour, he is entitled to (i) Road mileage, (ii) daily allowance as per rules for drawal of same and (iii) reimbursement of Toll Tax.

When two or more railway servants travel in a conveyance belonging to one of them, the owner may draw TA as if he travelled alone and the other employee(s) may draw daily allowance only under the normal rules. Where free transport is provided daily allowance will only be admissible as if the journey is by the railway.

STAFF WELFARE

The past concept of relationship, between a worker and an employer to that of a master and a slave has changed due to gradual evolution in the structure of social order of mankind. The workers have developed a sense of self-consciousness as the employers have realized their duties towards their men. Industries, be that belonging to a public sector or to a private individual, are the properties of the country and their healthy growth is the concern of the democratic government. Workers thereof, on the other hand, are the citizens, of the country and their well being is the responsibility of the State. In consequence, therefore, a number of labour legislations have emerged for guarding the interests of the workers and to maintain orderly and cordial relations between the management of industries, and the workers.

The Rege Committee observed that welfare included anything done for intellectual, physical, moral and economic betterment of the worker by the employer or the Government or any other agency over and above what was laid down by law or what was normally expected as part of any contractual benefit. Welfare measures are designed to effect an all round improvement in
the employees working and living condition.

Welfare activities improve the mental and moral health and efficiency of workers. They assist in maintenance of industrial peace. According to Sri H. S. Kirkaldy, the whole field of welfare is one in which much can be done to combat the sense of frustration of the industrial worker, to relieve him of personal and family worries, to improve his health, to afford him means of self expression, to offer him some sphere in which he can excel others, and to help him to a wider conception of life. Welfare measures do not only bestow benefit to the workers but these also pay immediately and in the long run the benefits to employers as well. As for example, suitable working condition does not only make the workers lead a healthy life conducive to the growth of his development but it also pays the employer in making a good outturn.

Welfare organization on Railways-A welfare organization is functioning on each Railway to see to the welfare of the staff. The Chief Personnel Officer is the head of this organization. A Senior Personnel Officer is posted as a Welfare Officer in the Headquarters of each railway to look after the day to day work of the organization. He is assisted by a number of Welfare Inspectors. In the Divisions/Workshops, the DRM/Workshop-in-charge, as the case may be, is incharge of the organization. The Divisional/Workshop Personnel Officer supervises the work of the organization and he is assisted in this work by an Asstt. Personnel Officer/Welfare Officer. In Divisions/Workshops also Welfare Inspectors are posted to look after the welfare of the staff.

Welfare Inspectors' Role in Staff matters

Welfare Inspectors are employed in Railways to look after the needs and well-being of the staff. The most important thing that is required of in respect of an employed staff is to keep him free from worries and anxieties arising out of non-redressal of his grievances in regards to different benefits available to him as per rules in force in the Railways as well as in regard to non-availability of other fringe benefits admissible to him. The staff while they are employed to tiresome and strenuous jobs cannot get time and opportunity to pay so much attention for mitigating their grievances but this non-fulfillment of the desired objects will never die out from their minds and may grow up accumulated leading to frustration and for this, Welfare Inspectors contacts them at their places of work since the administration in a Welfare State pays much attention for redressal of staff grievances being considered as very
important aspect of human relationship with workers. Railways have institutionalized arrangement for this purpose and Welfare Inspectors are the media through whom the grievances can better be brought to light for redressal thereof.

Grievances of staff is of a general type concerning canteens, holiday homes, sanitation etc. or in connection with matters arising out of non-drawal of due increments in time, non-payment of traveling allowances and other allowances etc. etc. as due, non availing of sanctioned leave for want of relief's, not turning up in time, non-receipt of passes/PTOs applied for and different other matters concerning service conditions. A sincerer Welfare Inspector may by his day to day contact with the staff will pay attention to their grievances and by their positive action in contact with the appropriate authority relieve them of their grievances and help creating a sense of satisfaction in them. The staff and their families may also be assisted by these Inspectors in their medical needs and in cases of accidents, if any, they are victim to. The Inspectors assists the employees in claiming and obtaining their due wages including overtime allowance, compensation under the WC. Act when they are victim to accidents. The Inspectors advises the staff of the different benefits admissible to them including the benefits available from the Staff Benefit Fund. They will try to create a peaceful atmosphere at the site of work and create a team spirit and a sense of discipline amongst the staff.

Railways have adopted different welfare measures and it is the duty of Welfare Inspectors to see that these measures work satisfactorily leaving no room for dissatisfaction among the staff as regards their functioning. They supervises and organize different welfare and recreational activities as available in the Railways. They also take interest in smooth management of subsidized hostels, consumer co-operative stores, Mahila Samities, and arrange for Holiday camps accompanying the staff and their families going to camps and managing staff canteens by close supervision, etc. The Inspectors are utilized in different groups and each is responsible to see to the functioning of different jobs in proper way as desired.

Welfare Inspectors visits Railway colonies and take steps to improve cases of bad sanitation, repairs of quarters, non-supply of adequate drinking water etc. They contact staff not only while they are at work but also in their off-duty hours to see to their enjoying different benefits like recreational activities as are available in the railways. They also arrange for shows, exhibitions etc. at different places and arrange for sports activities and these as well as their
activities as stated above will help maintaining and improving mental, moral and physical health of workers. They advise the staff the right course of action in meeting their financial needs by applying for loans from co-operative societies, guarding against unscrupulous money lenders to deal with these matters.

From time to time, various schemes of social securities are being introduced in Railways and existing rules re-different benefits including retirement benefits have been and are being liberalized but when the question of exercising options either to be governed by the existing rules or to switch over to the revised rules arises, the majority of staff do not know what to do in such cases. The Welfare Inspectors guides the staff as to what would suit an individual better to get more benefits.

The dealings of a Welfare Inspector with staff is very much impartial without making any discrimination between man to man, creating a feeling amongst the staff that even the humblest railway man is not neglected in the Railways and that his work is very important and by his constant contact with the staff looking after their needs he creates a pride in them as railway men, which makes them, in the long run, ideal workers in the country. Not only the Inspectors try to create a spirit of service amongst the staff by setting their own examples but also help them enjoying the benefits available to them by their service conditions. The Inspectors also pursue the settlement cases of staff going to retire for their quick finalization adhering to the programme of making 'on date' payment inducing and guiding the staff concerned to submit the necessary forms duly filled well in advance. By their activities they will appear to the staff that they are their friends and guides in their needs.

Different Welfare Schemes

Indian Railways are the biggest enterprise in the country. They consider that contented staff are the assets in Industries. With a view to keep the staff contented as regards their entitlements, they have taken programmed methods to meet the grievances of the staff. Moreover, they also provide different welfare measures for the benefit of the staff, which in brief, are as follows-

a) Facilities for sports activities;
b) Institutes and recreation clubs;
c) Cultural associations;
d) Scouting movements;
e) Mahila Samities/Handicraft centres;
f) Children's camps for railway employees' children;
g) Educational tours of Industrial workers;
h) Mobile libraries for staff posted at way side stations;
i) Providing Holiday Homes for all railway staff for spending their holidays at suitable places at nominal cost;
j) Provision of Holiday camps for employees and their children in Kashmir;
k) Canteen facilities where food is available at reasonable rates to employees;
l) Arrangement for vocational training at Training centres,
m) (i) Schooling facilities and educational assistance for children of railway employees,
(ii) Subsidised hostels,
(iii) Scholarships for technical education to children, dependent brothers/sisters reading in pure Science/Applied Science, Engineering, Medical Science, etc.;
(iv) Supply of uniforms to Railway employees' children reading in Railway schools; & (n) Medical attendance and assistance for employees and their dependents.
(o) Cooperative housing society

Welfare Measures In Details

(a) Sports

The growth of sports activities is encouraged in Railways, the aim being to induce the greatest number of railway servants to participate in healthy physical exercises. There are different branches of sports activities. viz. Football, Cricket, etc. Railways provide play grounds as far as possible and make arrangements for indoor games for the Staff and their children.

(b) Institutes And Recreation Clubs

For encouraging social and cultural habits amongst railway men, institutes and clubs are functioning at different places over the Railways. These are rent free. The membership in Institutes and Recreation clubs are optional and a nominal fee per month is realized as subscriptions from the members.
Assistance is also given from the Staff Benefit Fund for running these establishments.

(c) Cultural Associations

These have been established at different centres with the object of working up cultural, musical and dramatic talents of railway men.

(d) Scouting Movements

A scouting organisation is functioning in each Railway spreading scouting and youth movement throughout the Railway.

(e) Mahila Samities And Handicraft Centres

Mahila Samities are social organisations of women railway employees, wives and female dependents of Railway employees. These are functioning in Divisions and Workshops with the aims and objects to foster cordial relations, establish social contacts, impart-technical vocational civic and cultural education and to promote literacy, physical culture and domestic economy amongst the members. Handicraft centers are set up here for the benefit of the families of Railwaymen for imparting training to woman members of Railway mens' families in handicrafts, such as, weaving, knitting, tailoring of garments etc. during their spare time with the object of helping them in learning some trade to augment the family income. Railway administrations patronise and encourage the Handicraft centres by placing orders for supply and fabrication of articles required.

(f) Schooling Facilities for Children Of Railway Employees

Railways have made schooling facilities for the wards of Railway employees by establishing schools where facilities for schools are not available. Education being the concern of the state government, the policy of railway ministry is not to enter the field except to the limited extent that is provision of the facilities in the railway colonies to the extent that the extent that the state government or any other educational organisations are not willing to provide them. Where the railway servants are posted in out of way places, provisions are made for getting their children educated in high schools and colleges.

(g) Subsidized Hostels

A railway servant is eligible to a grant of hostel subsidy @ of Rs. 300 per month per child if because of his transfer he is obliged to keep his children in the hostel of a residential school away from then station at which he is posted.
and/or residing

The hostel subsidy is payable up to 10 plus in states and union territories where the pattern of 10 plus 2 plus 3 has been adopted and up to higher secondary and senior secondary stage in other states and union territories irrespective of the fact that the children studying in a Kendriya Vidhayay or any other recognized school Railway Administration has established subsidized hostels at certain places for the benefit of children of railway employees.

(h) Supply Of Uniforms To Children In Primary School

Two sets of Terry-cot uniforms in lieu of three sets of khadi uniforms are eligible to students studying in Railway Primary Schools. These facilities have now been extended to the eligible children studying in Railway Primary Schools including Austerity type primary classes of Railway Middle/High/Higher Secondary Schools and Inter College and non-Railway schools managed by staff themselves subject to the following conditions:

(i) the school is situated in Railway Colonies,

(ii) these schools are well-established and recognized by the Education Department of State Government of CBSE.

(iii) Uniforms are worn by all students (children of both Railway men and non-Railway men) in Primary classes.

The Board has decided that the pay limit of Rs. 1,400 per month to be raised up to and including Rs. 5,000 per month for the eligibility to the concession of supply of uniforms to the children of Railway employees studying in Railway schools. Other conditions will remain unchanged.

(i) Re-Imbursement of Tuition Fee-

(i) A railway servant is eligible to the reimbursement of tuition fees payable and actually paid in respect of his/her child provided that no children's educational allowance as in 2 above is admissible to him/her.

(ii) The tuition fee payable and actually paid by a railway servant in respect of his/her child may be reimbursed subject to the limit as under:-
Reimbursement of Tuition fee

(a) Class I to X - Rs. 40/- p.m. per child.
(b) Class IX to XII - Rs. 50/- p.m. per child.
(c) Class I to XII - in respect of physically handicapped and mentally retarded children - Rs. 100/- p.m. per child.
(d) Science fee, if charged separately, will be reimbursable in addition to tuition fee in respect of children studying m class IX to XII and offering science subjects - Rs. 10/- p.m.

(j) Children's Camps

Children's camps are held, from time to time, in healthy and scenic places for children of non-gazetted employees. The children going to these camps thus not only get a change of air but also enjoy places of historical, cultural and educative interest.

(k) Educational Tour Of Industrial Workers

With a view to give the facility of having an all-round knowledge about the industrial development of the country to good industrial workers, educational tours under the guidance of Senior Welfare Inspectors are conducted in Railways. Workshop staff with some outstanding achievement are selected for these tours and they may take with them, in these tours, their family of four persons, who are covered by privilege pass rules. For this purpose, each selected staff is given a lump-sum of Rs. 100 and special casual leave for whole of the period of 15 days.

(l) Mobile Libraries

Mobile Libraries are intended to supply reading materials to the staff posted at wayside stations where there are hardly amenities. Mobile libraries having adequate number of books are set up either attached to the existing institutes or independently, and the following provisions may be looked into:

(a) Conversion stock/Coaches for use as mobile library and the haulage cost is borne by Railway Revenues.
(b) Where set up independently, the cost of staff is borne by Railway.
(c) Where institutes take up the libraries, the cost of staff is born by Staff Benefit Fund.
(d) The cost of books is met from Staff Benefit Fund.
(m) Holiday Homes

Holiday homes have been established at different healthy places as a measure of amenity to staff. There are two types of accommodation in these homes and staff can pass their 'leave' and holidays in these homes with their families, at a very nominal rent. Each unit of accommodation is self-contained, having a furnished bedroom with. Cots and beddings, well equipped store room, kitchens provided with utensils etc. The use of holiday homes set up by a particular Railway is allowed to the staff of the other Indian Railways, provided it is possible to do so after meeting the demands from the staff of the home Railway. Necessary requisites for indoor and some out-door games are provided for the benefit of the staff visiting the holiday homes. The term family for the purpose of occupying holiday homes is deemed to include when the employee or his wife/her husband is accompanying the family, his/her close relatives not necessarily those entitled to Passes.


The charges for occupation of the Holiday Homes are as follows-

<table>
<thead>
<tr>
<th>Serving Employees</th>
<th>Charges per suite per day</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Gazette Officers</td>
<td>Rs.25</td>
</tr>
<tr>
<td>(b) Group 'C'</td>
<td>Rs.12</td>
</tr>
<tr>
<td>(c) Group 'D'</td>
<td>Rs. 5</td>
</tr>
</tbody>
</table>

Retired Employees

| (a) Officers above JAG     | Rs. 75                    |
| (b) Officers up to and inclusive of JAG | Rs. 35            |
| (c) Group 'C'              | Rs. 25                    |
| (d) Group 'D'              | Rs. 12                    |

As far as possible, Group 'D' staff, both serving and retired, is provided the lowest type of accommodation; where such accommodation is not available, they may be provided the next higher type of accommodation at charges applicable to the lower type of accommodation.4

(n) Provision of Canteens

The provision of canteens on Railway are of two types, viz., (a) statutory

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canteens and (b) Non-statutory canteens.

(a) Statutory. The provisions of Section 46 of the Factories Act, 1948, impose statutory obligation on the Railway Administration to set up canteens in railway establishment, which are governed by the Factories Act and employees are more than 250 persons. Provision of such canteen is statutory obligation and Railway strictly adhere to the rules framed by the State Governments (under sub-section 2) for constitution of managing committees of canteen and representation of Workers in the management thereof. Railway administration takes it as its legal responsibility to ensure proper management of canteens. Railway may make a committee of Management and may also appoint agents or co-operative Societies.

The staff served by canteen is actively associated in the management of canteens. For this purpose, a committee of management of staff is formed in accordance with the rules framed by the state government concerned in this regard to help in the day to day working of the canteens. However the committee has purely advisory functions. The administration can employ a cooperative society for the management of the canteens, but the legal responsibility for the proper management rests not with the agent but solely with the railway administration.

The canteens runs on no profit no loss basis

The administration have to meet the statutory obligations in respect of expenditure on providing and maintaining canteens arising from the provisions of the factory act and the rules made there under.

Railway administration provides necessary accommodation, sanitary and electric installation, furniture, cooking utensils and other articles which are necessary to serve meals to the workmen, bear the cost of coal, fuel and including cooking gas and also bears rent on sanitary and electric installation, service taxes and charges for electricity and water consumed. The administration also bear the cost of salaries of the cooks and other employed in the canteen.

Non statutory

In the line with the principle of establishing statutory canteens the railway board decided that as a measure of staff welfare canteens should also be provided at points where considerable bodies of staff are employed. These canteens are set up where the staff strength is 100 or more and where the staff strength is not less than 25 but less than 100, Tiffin rooms are set up. Many
such canteen as are functioning in the railways in these canteens railway administrations provide the necessary accommodations, sanitary and electric installation, furniture and cooking utensils and also bear rent on sanitary installation. Service taxes and charges for electricity and water consumed

The canteen runs on no profit basis. The canteen account is debited with the cost of working and running the canteens including the nominal rent of Rs. 20.00 per annum for the accommodation and the cost of crockery and cutlery. The canteen is managed by the committee of management consisting of duly elected representatives of staff and a representative of railway administration to be nominated as chairman or secretary of committee.

Non statutory canteen staff has been treated as railway employees from 1.4.90 and the staff therefore gets all benefits as are admissible to other railway employees of comparable status from this date.

The canteen works under the overall supervision of administration and is subject to accounts and audit inspection

(o) Vocational Training Centres

Vocational Training Centres are established at suitable places where classes may be held in the evening to impart

(a) Technical training to unskilled and semi-skilled workmen during their off duty hours for improving their future prospects; and

(b) Vocational training to children of railway employees

(p) Medical Facilities

Medical attendance and treatment facilities are available, free of charge, to all "railway employees", their "family members", and "dependent relative" irrespective of whether the employees are in group "A", "B", "C" or "D"

Railway has provided railway hospitals, dispensaries, child welfare centres, family planning centres for the benefit of railway servants, their family members including dependents and the assistance of welfare inspectors can be availed of in case any difficulty arises or guidance required.

(q) Co-Operative Societies

There are the following three types of co-operative societies functioning in the Railways: (a) Co-operative Housing Societies, (b) Consumer Co-operative Societies and (c) Co-operative Credit Societies and 'Banks,
i. Cooperative housing society

Railway servants or cooperative housing society consisting of such railway servants are eligible for loan under low income group housing scheme for construction of houses. The loan will be available to them through the head of department. No more than on loan or advance can be obtained by the railway servants from any government source. In order that railway servants might take advantage under either of these schemes, it would be desirable for cooperative housing societies to acquire suitable land and allot to the members after development.

ii. Consumer Co-operative Societies:

'Consumer Co-operative Societies' mean the retail societies to cater the needs of their members at reasonable prices with a minimum element of profit. The work relating to organization, supervision, routine inspection and giving guidance and developing activities is the responsibility of Railway Administration. This work will be under the overall control of the Chief Personnel Officer at the headquarters who will ensure necessary co-ordination in the divisions through the Divisional Personnel Officers, who, in turn should keep a close "watch" on the work of the Welfare. Inspectors, of whose essential duties will be to look after the co-operative Societies. The Welfare Inspectors are trained on this behalf by the Co-operatives Inspectors attached to Railways, according to the syllabus approved by Railway Board. One Welfare Inspector is placed in charge of each such society of attending meetings, watching the progress of the society and to submit his report each month to Chief Personnel Officer through Divisional Personnel Officer showing the actually work done by them.

The societies must be registered with the Registrar of Co-operative Societies, under the Co-operative Societies Act of the State and adopt model bye-laws framed by the Railway Board.

iii. Cooperative Credit Banks/Societies:

The main object of Co-operative Credit Bank/Societies is to encourage habit of thrift among members rather than provide loans to them at reasonable rate of interest. The rate of subscription recoverable from subscribers every month, rate of interest on the subscription, withdrawal of sum from compulsory thrift deposit, penal rate of interest in case of compulsory monthly subscription falling into arrears, deduction of
amount to a society from the subscription at the time of making an advance from compulsory deposit, is as per bye-laws of respective registered Co-operative Credit Societies/Banks.

HONORARIUM

'Honorarium' means a recurring or non-recurring payment granted to a Railway servant from the Consolidated Fund of India or State for special work of an occasional or intermittent character either so laborious or such of special merit as to justify a Special reward. Except when special reasons, which is recorded in writing, exist for departure from this provision; sanction to grant or acceptance of an honorarium is given unless the work has been undertaken with the prior consent of the Competent Authority and its amount has been settled in advance.

The General Manager may sanction the acceptance of honorarium by Gazetted Officers up to Rs. 2,000 in a year for undertaking work as arbitrator in a dispute in which the Railway Administration is a party and up to Rs. 1,000 in a year in other type of cases and to non-gazetted staff up to Rs. 5,000 in a year in each individual case.

The honorarium is granted for various type of cases, a few are mentioned below where the Railway Board have specifically sanctioned for specific purposes. However, honorarium for any other cause such as clearance of arrears, to the increase in volume of work etc. In such cases the rate or amount of honorarium is fixed in consultation with FA & CAO and sanctioned by the General Manager under powers delegated to him.

Another cause used in above para, amounts to such works where no staff was sanctioned for that type of work fall under one of the following type of work.

AWARDS

The policy of recognizing the services of Railway employees for their outstanding performance and granting of Awards are in vogue since long. For this purpose a number of schemes have been introduced in the various fields of Railway working. The General Managers have been delegated powers to grant rewards of Rs. 5,000 in each individual case and an officer above JA grade to the extent of Rs. 3,000 in each individual case.

The Railway employees are eligible for consideration for awards under Prime
Minister's Shram "Awards" scheme to workmen in recognition of their outstanding contribution towards the production and for showing exemplary zeal and enthusiasm in their duty. The system of granting awards to good workers are being further intensified to make the award more attractive.\(^5\)

The Railway staff are eligible to Awards for accident free service which have been introduced in order to increase staff motivation. The periodicity of such awards has been kept in the following three stages-

<table>
<thead>
<tr>
<th>Unbroken accident free service</th>
<th>Awards</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 10 years</td>
<td>Certificate + Rs. 1,000</td>
</tr>
<tr>
<td>2. 20 years</td>
<td>Certificate + Rs. 2,000</td>
</tr>
<tr>
<td>3. On retirement</td>
<td>Certificate + Rs. 5,000</td>
</tr>
</tbody>
</table>

While assessing suitability of staff for grant of the awards, minor penalties relating to accidents need not be taken into account and if the employee is punished for an accident in a particular year of service, his further period of accident free service is reckoned from the next year.

Awards are to be given to the staff in the selected/entitled categories on completing the following minimum number of years.

(a) Award for unbroken accident free service for 10 years-This award is given only to those staff who have completed 10 years of service in the categories eligible for the award.

(b) Award for unbroken accident free service for 20 years will be given only to those staffs who have served in the eligible categories for at least 15 years.

(c) Award for accident free service on retirement is given only to that staffs that have rendered minimum service for 20 years in the eligible categories.

**RETIREMENT BENEFITS**

The following are the retirement benefits granted to pensionable and non-pensionable Railway employees at the time of retirement from Railway service.

1. Pension, Family pension in the case of pensionable employee.

\(^5\) R.B.'s No. E(G)86 AW1-23 of 31-7-1986, Bahri's 133/86.
2. Employee’s own contribution to Provident Fund and interest thereon in case of both pensionable and non-pensionable employees.


4. Retirement Gratuity/Death Gratuity for pensionable employee and Special contribution to Provident Fund for SRPF optees.

5. Deposit Link Insurance to the member of family only for both pensionable and SRPF optees.

6. Group Insurance for both pensionable and SRPF Optees.

7. Leave encashment

8. Transfer allowance, packing allowance and mileage allowance.

9. Kit pass and post retirement passes

10. Medical facilities

11. Booking of holidays

12. Recruitment of wards on compassionate grounds.

13. Retention of Railway accommodation after retirement or Death.

14. Allotment of Railway accommodation to wards of retiree or on compassionate ground.

15. Grant of Fixed Medical Allowance @ 100 p.m. to the Railway Pensioners/ Family Pensioners.


PASS FACILITY (ENTITLEMENTS)

a) Indian Railways offer free travel and concessionary travel facilities to its employees. During the first five years of the service, an employee is eligible for one set free pass, which will entitle the holder to travel between any two stations on Indian Railways, free of cost. On completion of five years of service, he/she is eligible for 3 sets of passes.

b) Apart from the above, 4 sets of concessional orders, called Privilege Ticket Orders (PTO’s) with which two third concession on tickets can be availed, are offered.

c) Non-gazetted employees whose basic pay is Rs. 7250/- or more or whose scale of pay is Rs. 6500-10500 or more are given the above
facilities to travel by I Class/II AC while others are entitled to travel by Sleeper Class.

d) The beneficiaries of the above facilities include self, spouse and children. In case father of the employee is not alive, the widowed mother, sisters, brothers can also derive the benefit, subject to certain conditions. However, an Apprentice trainee (like for the post of Jr. Engineer Gr.II, Section Engineer, Depot Material Supdt., etc.) is eligible for this facility in respect of self only.

e) Residential Card Pass for commuting between residence and office within the suburban limits is given to the employees, subject to forgoing his Transport Allowance.

**HOUSING FACILITY**

(1) Railways make provisions for railway quarters at or nearby Railway stations as far as possible 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. (Non acceptance of allotment of such earmarked quarters by the staff concerned may be allowed only when another employee of the same category is willing to occupy same if it is considered by the administration it will not affect the working in time of emergencies). A general list of the rest of the quarters, department-wise are maintained and the staff applying for allotment of quarters are given such allotment on priority basis from among those who apply for same and who &e names are maintained in the general waiting list. There are however reservations for allotment of quarters in Types I & II for SC/ST communities in all places where the number of quarters is 50 or more to the extent of 10% of the quarters. Two waiting lists are to be maintained, one general waiting list and another waiting list for SC/ST communities. 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% quota will become operative if the accommodation provided on the general lists falls short of this percentage. The vacancies becoming available in 10% quota will be allotted in the ratio of 2:1 to SC and ST employees respectively. There are also provisions for allotment of quarters on out of turn basis. The 'out of turn' allotments are made, to staff on medical grounds of the staff themselves, staff appointed on
compassionate grounds or in cases where close relations like sons/daughters remaining in the quarters allotted to their parents on their getting appointments in Railways when the allottee retires from service, handicapped staff and staff belonging to SC/ST Communities. All these cases are examined by Quarters Allotment Housing Committee and allotments are made on the basis of their recommendations. No railway servant has any right to be provided with quarters.

Housing Committee in a Division consists of Sr. Divisional Engineer/Divisional Engineer, Sr. Divisional Personnel Officer/Divisional Personnel Officer and one each from All India Railway Federation affiliate and NFIR affiliate unions as members.6

(2) There are different types of railway quarters viz. Type I, Type II, Type III, Type IV and Type V and railway employees will be allotted the quarters according to the entitlements based on the scale of pay they are in receipt of. Standard rent has been fixed at flat rates for each type of quarters throughout the Indian Railways but as the range of plinth area under each of existing quarters varies widely, each group of railway quarters has been broad banded in various sub-groups and flat rates fixed for each of them. (Such revised rate was first introduced in 1987 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.

**Entitlement of various types of quarters to Staff / Officers**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Category of Staff/Officers and pay scales Entitlement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>All Group D Staff</td>
</tr>
<tr>
<td>2.</td>
<td>All Group C Staff who are in Pay Scales, the maximum of which is equal to or less than 7000/-</td>
</tr>
<tr>
<td>3.</td>
<td>All Group C Staff who are in Pay scales, the maximum of which is less than or equal to Rs. 9800 but the minimum of which is equal to or more than Rs. 4500/-</td>
</tr>
<tr>
<td>4.</td>
<td>All Group 'C' staff who are in the Pay scales of Rs. 6500-10500 and Rs. 7450-11500</td>
</tr>
<tr>
<td>5.</td>
<td>All Assistant Officers</td>
</tr>
<tr>
<td>6.</td>
<td>All senior scale officers drawing a salary less than Rs. 12000</td>
</tr>
<tr>
<td>7.</td>
<td>All senior scales officers drawing pay of Rs. 12000 or more and all JAG/SG/SAG officers.</td>
</tr>
</tbody>
</table>

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ASSURED CAREER PROGRESSION SCHEME

Further to the rule career advancement of Group 'C' and Group 'D' employees, on the recommendations of the 5th C. P.C., by the Railway Board, that efforts is made to improve the promotional prospects in such cadres on functional ground, by way of organizational studies, cadre reviews etc. as per prescribed norms. It may however be stated that Group 'A' Railway services will not come under this scheme. But isolated posts in group 'A', 'B', 'C', and 'D' categories will come under this scheme. The scheme will be as under:

On completion of 12 years and 24 years of regular service the benefit of financial up gradation will be given to the employees to mitigate hardship. Only two financial up gradations under this ACP scheme will be given in the entire service to an employee. The first financial up gradation will be given after 12 years provided an employee does not get any promotion in usual manner and the second up gradation will be given after another 12 years of regular service from the date of the first financial up gradation provided the employee has not been promoted after the first financial up gradation. If the first up gradation gets postponed on account of that an employee is not found fit or due to departmental proceedings etc. this would also get deferred accordingly. This ACP scheme will be given only on fulfillment of normal promotion norms prescribed, such as trade test and other tests etc.

This scheme will not apply to officers belonging to Indian Railway Medical service and to Railway School teachers.

WORKERS PARTICIPATION IN MANAGEMENT

(i) The scheme of Workers' Participation in Management owes its original to the Whitely Committee (UK.) 1917 which recommended that workers is given "a greater opportunity of participating in the discussion about, and adjustment of, those parts of industry by which they are most effected".

(ii) In India although a few enterprises made some attempts to introduce such a scheme in the past and the Industrial Disputes Act, 1947 provided for constitution of works committee in industrial establishments, the second five year plan actually stressed upon introducing this scheme with the object of creating industrial democracy as a pre-requisite for. the establishment of a socialistic society. The philosophy underlying this reconstructed industrial system is that, such a measure would help in

(a) Promoting increased productivity for the general benefit of the
enterprise, the employees and the community,

(b) Giving employees a better understanding of their role in the working of industry and of the process of production; and

(c) Satisfying the workers' urge of self-expression, thus leading to industrial peace, better relations and increased co-operation.

(iii) On Indian Railways, workers' participation in a limited form has been in practice for a long time by associating their representatives in different spheres as under :-

(a) Staff Benefit Fund Committee for management of Staff Benefit Fund.

(b) Quarters Committee for fixing priority for construction of new staff quarters.

(c) Housing committee/Running Room Advisory Committee.

(d) Canteen Management Committee.

(e) Hospital visiting Committee to advise measures for improvement of services in Railway Hospitals.

(f) Labour Advisory Committee to discuss the annual preliminary Works programme for staff amenity items and for fixing priority of works within the funds sanctioned by the Railway Board.

(g) Executive Committees of Railway Institutes/Railway clubs.

(h) Workshop Productivity Councils.

(i) Joint Committees/Councils at big stations/yards/running sheds etc. to see to all matters specially where the question of efficiency in service and safety to traveling public is involved etc.

As a further step towards participation in management, the following machineries have lately been set up in Indian Railways:

Corporate Enterprise Groups of Management And Labour

Corporate Enterprise Groups of Management and Labour have been formed at three levels on Indian Railways, viz. Railway Board's level, Zonal Railway level and Divisional level.

The composition of the Corporate Enterprise group at different levels is as under :-
(a) **Corporate Enterprise Group at Railway Board's level**—This is composed of four representatives each from the two Railway men's Federations, two representatives of the All India Officers Federation, two representatives of Indian Railways Class II Officers' Federation and from the official side, Chairman, Members, Addl. Members and Secretary, Railway Board.

(b) **Zonal Corporate Enterprise Group at Zonal Railways**—At the Zonal Railway level on each railway this is composed of four representatives each of recognized unions affiliated to the All India Railway men's Federation and the National Federation of Indian railway men, two representatives of the Association affiliated to the All India Officers' Federation and two to the Association affiliated to the Indian Railways Class II Officers' Federation and, from the official side, the General Manager and all heads of departments. From the staff sides, those who are actually working on the Railway is nominated to Zonal Corporate Enterprise Group. G. M. will be its Chairman and Dy. General Manager (G) will be Secretary. Once formed, Zonal C.E.G. will function for a period of two years. Meeting of C.E.G. at zonal level will be held according to the administrative convenience.

(c) **Divisional Corporate Enterprise Group**—Divisional Corporate Enterprise Group has been set up on each division of the Indian Railways with staff side members in the same manner as on the Zonal Corporate Enterprise Group. Those who are actually working in the Division concerned is nominated. However, when the recognized leaders of the National Federation of Indian Railway men/ All India railway men's Federation who are not railway employees are nominated by the recognized unions, they may also be included, in the Divl. Corporate Enterprise Group. From the official side, the D.R.M is its chairman and the Sr. Division Personnel Officer or the Divisional Personnel Officer concerned, as the case may be, will be its Secretary. Divl. Corporate Enterprise group once formed will function for a period of two years. They will meet once in every 6 months.

Participation is "a conscious and intended effort by individuals at a higher level in an organization to provide visible extra-role or role-expanding opportunities for individuals or groups at a lower level in the organization to have a greater voice in one or more areas of organizational performance" (Glew et al.). The more an employee participate in organization's effort, the
more he feels sense of importance and belonging towards that organization. Hence increases motivation.

INCENTIVE BONUS SCHEME

With a view to increase the productivity of Workshop and Production Units and creating incentive for the employees and their supervisors, an incentive scheme has been in existence on the Railway for number of years. The scheme was initially introduced in Chittaranjan Locomotive Works and was extended later to other Railway Workshops and Production Units.

A bonus system of payment by results differs from a piece-work system. In that, no rates in money values are fixed per piece but a bonus is given for a job being completed in less than the time allowed. In any form of bonus system, therefore, the factors of importance are; Time allowed, Time taken and Time saved or lost. As the total Time "allowed" "taken" or "saved or lost" are all factors of the number of units of work turned out, it is as important in a bonus system as in a straight piece-work system to exercise the most diligent check on the quantity out-turned within each wages period.

The "time saved" by each workman is covered into money values at the rate per hour or per day he is paid and the total value of "Time Saved" or part thereof is paid to him as his profit. The part may be either a fixed percentage (50 per cent is known as the Halsey-Weir System) or on sliding scale, e.g., the Rowan Bonus System. Thus if the "Time allowed" 50 hours and the "Time taken" 40 hours, the "Time saved" in 10 hours and the profit is 10/50 or one fifth of the man's wages of the time taken i.e. the wages of 8 hours

<table>
<thead>
<tr>
<th>Designation</th>
<th>Pay Range (Rs)</th>
<th>Hourly rates (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Junior Engineer Grade I</td>
<td>5,500-9,000</td>
<td>26.45</td>
</tr>
<tr>
<td>Junior Engineer Grade II</td>
<td>5,000-8,000</td>
<td>24.00</td>
</tr>
<tr>
<td>Senior Technician</td>
<td>5,000-8,000</td>
<td>24.00</td>
</tr>
<tr>
<td>Supervisor</td>
<td>4,500-7,000</td>
<td>21.65</td>
</tr>
<tr>
<td>Technician Grade I</td>
<td>4,500-7,000</td>
<td>21.65</td>
</tr>
<tr>
<td>Technician Grade II</td>
<td>4,000-6,000</td>
<td>19.25</td>
</tr>
<tr>
<td>Technician Grade III</td>
<td>3,650-4,590</td>
<td>17.55</td>
</tr>
<tr>
<td>Technician Grade III</td>
<td>3,050-3,575</td>
<td>14.65</td>
</tr>
<tr>
<td>Semi-Skilled</td>
<td>2,650-4,000</td>
<td>12.75</td>
</tr>
<tr>
<td>Unskilled</td>
<td>2,550-3,200</td>
<td>12.25</td>
</tr>
</tbody>
</table>
PRODUCTIVITY LINKED BONUS

The grant of Productivity Linked Bonus is intended to provide substantial motivation towards achieving higher productivity by way of increased output by the employees and improved quality of service. The productivity is determined on the basis of Revenue Traffic Tonne Kilometres achieved each year, derived from the audited Statistics statements for goods and passengers and financial year 1977-78 has been adopted as base year for this purpose.

The scheme is applicable to:-

(a) All Railway employees other than Railway Protection Force,

(b) Casual labour having temporary status and substitutes with not less than 120 days' continuous service, and

(c) Daily rated casual labour employed of projects having completed continuous service of 180 days.

PLB is payable to all non-Gazetted Staff Group 'B', 'C' and 'D' Railway, employees (excluding RPF/RPSF personnel) without any ceiling on wages for eligibility, equivalent to 53 days wages for their performance during the financial year 97-98, where wages exceed Rs,' 2,500/- p.m., PLB is calculated as if "wages" are Rs. 2,500/- p.m.7

For above purpose "wages" shall include "pay" as defined in Rule 103 (35) R-I and dearness allowance sanctioned in the revised scale during the financial year and in case of Running staff, the term pay shall include 30% of pay as Running allowance.

WORKERS' EDUCATION SCHEME

The Government of India, Ministry of Labour and Employment constituted a Central Board for ‘Workers' which consisted of representatives of National Union and Federation of Labour, educational authorities and Government of India is in the Ministry of Labour and Employment. This Board was entrusted with the responsibility to implement the Workers' Education Scheme which was formulated on the basis of the recommendations of the team of experts appointed for the purpose. It is registered under the Societies Registration Act.

The aims and objects of the scheme is to create, over a period of time, well-

7 RB's No. E (P & A) II-98/PLB73 of 21.9.98 Bahri's 215/98
informed, constructive and responsible industrial labour force, capable of organizing and running trade unions on sound lines and to promote among workers a greater understanding of the problems of their economic environment and their obligation as union members and officials as citizens.

The aims and objects of the Scheme are as under:

1. To develop stronger and more effective Trade Unions through better trained officials and more enlightened members.

2. To develop leadership from the rank and file and promote the growth of the democratic process and tradition in Trade Union Organization and administration.

3. To equip organized labour to take its place in a democratic society and to fulfill effectively its social and economic functions and responsibilities.

4. To promote among workers a greater understanding of the problem of their economic environment and their privileges and obligations as union members and official and as citizens.

The Central Board encourages workers' education, sets standards for teachers and programmes, arranges for the provision of necessary materials and aids for successful implementation programmes. The Board inspects and supervises all programmes conducted under the sponsorship.

**Training**

The Scheme is divided into three stages:

(a) The first stage consists of the training of an adequate number of organizers for field work, known as "Teacher Administrators".

(b) They are taken into service of the Central Board, posted to different centres and entrusted with the work of training selected workers in whole time training courses of three months duration in batches of 25 persons. This is the second stage of scheme and workers so trained are known as "Worker Teachers". The training is a continuous process, each centre training out about 75 to 100 trained "Worker Teachers" annually. There are at present 10 such centres located in different part of the country.

(c) The third stage commences when the trained Worker Teachers revert to their factories, etc., after the completion of the training and start conducting programmes under the auspices of the Board, for the rank and
the file of the worker largely outside the working hours. They are assisted in the work by the Teacher Administrators by close supervision, demonstration and advice.

The Board pays Worker Teachers a honorarium for their work. The operation of the Board are being financed by grants-in-aid from the Central Government. The period of three month training spent by a Railway servant is treated as duty and the employee is eligible for full wages.

The syllabus of the training is as follows :-


GROUP INSURANCE SCHEME 1980

This scheme, being good social security introduced in Railways vide Bd's letter No. PC III-80/GIS/1 of 21.11.80, is intended to provide for Railway employees, at low cost and a wholly contributory and self-financing basis, the twin benefits of an insurance cover to help their families in the event of death in service and a lump sum payment to augment resources on retirement. The scheme is compulsorily applicable to all new entrants joining Railway service from 1.11.1980 and existing employees are also automatically covered by the scheme unless they specifically opt out of it by exercising an option.

The scheme provides for insurance cover of Rs. 10,000, Rs. 20,000, Rs. 40,000 and Rs. 80,000 to Group D, C, B and A employees respectively in the event of death during their membership for which monthly subscription of Rs. 10, Rs. 20, Rs. 40 and Rs. 80 is payable. In the event of death while in service, the above amount is payable to the widow. A substantial part of subscription together with compound interest would be paid back to the employee when they cease to be a Railway employee.

As a result of acceptance of recommendation by Fourth Pay Commission to increase the rates of Subscription and the corresponding insurance cover under the Group Insurance Scheme by 50%, the subscription for the scheme is in units of Rs. 15 p.m. and the amount of insurance cover is Rs. 15,000 for each unit of subscription with effect from 1st January, 1990. The increased rates of subscription and the corresponding insurance cover with effect from 1.1.90
will be compulsory for all those employees who enter Railway service after 31.1.1989.  

A Group 'D' employee will subscribe for one unit, a Group 'C' employee for two units, Group 'B' employee for four units and a Group 'A' employee for eight units which provides for insurance cover of Rs. 15,000, Rs. 30,000, Rs. 60,000 and Rs. 1,20,000, respectively. In the event of promotion of employee from one Group to another, his subscription is raised from the next anniversary of the scheme to the level appropriate to the Group to which he/she is promoted.

<table>
<thead>
<tr>
<th>Mode of Subscription</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 'D'</td>
<td>Rs. 30-00</td>
</tr>
<tr>
<td>Group 'C'</td>
<td>Rs. 60-00</td>
</tr>
<tr>
<td>Group 'B'</td>
<td>Rs. 120-00</td>
</tr>
<tr>
<td>Group 'A'</td>
<td>Rs. 240-00</td>
</tr>
</tbody>
</table>

**EMPLOYEES INSURANCE SCHEME**

This scheme was started with effect from 1.7.1977 to cover payment of Rs 5,000 to the widows where the employee dies on or after 1.7.1977. The scheme is applicable to both pension and State Railway Provident Fund optees. The employees who have entered in Railway service on or after 1.11.1980 or the employees who have opted out of this scheme are governed by Group Insurance Scheme, 1980.

Under this scheme there are two groups, viz.,-

(i) the employees who have not attained the age of 28 years, and they have to pay 50 paisa per month till they attain the age of 28 years.

(ii) the employees who are above 28 years of age and all those employees who attained the age of 28 years from (i) above and is required to pay contribution of Rs. 5 per month. In both the cases, in the event of death of an employee the widow is entitled for insurance cover of Rs. 5,000. In case the employee retires, he would be entitled the amount of his contribution and interest thereon.

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8 R.B.'s No. PC III/89/GIS/1 of 2.3.1989; Bahri's 65/89.
In the absence of valid nomination, the insurance amount is payable under. The scheme, is distributed in equal shares amongst all legal heirs of the deceased Railway servant.9

The insurance money is payable in the case of suicide also and other terms and conditions of the payment of insurance money remain unchanged.

[R.B.'s No. PCIII-76/INS dated 18.2.1980.]

**INCENTIVE FOR FAMILY PLANNING/FAMILY PLANNING ALLOWANCE**

Railway employees having 2 or 3 children and undergoing sterilization operation may be granted special pay equal to an increment, not to be absorbed in future increments. Special increment may be availed either in the same post or on promotion. The grant of this concession is subject to the following conditions:

(a) The employee is within reproductive age group, i.e., in case of male not being over 50 years age and female between 20 to 45 years of age;

(b) The employee has 2 or 3 living children;

(c) Sterilization certificate is issued by the Govt. hospital or under Central Health Scheme or voluntary institution aided by State Government.

The incentive granted to Railway servants, who undergoes sterilization is in the nature of personal pay and as such it does not reckon as "pay" for the purposes of calculating allowances.10

The increment will be at the lowest rate of increment admissible in the revised scale of pay w.e.f. 1.1.96. Those who had undergone sterilization prior to 1.1.96 shall get revised lowest rate of increment in the revised scale of pay corresponding to the pay of the post in which this benefit was earned.11

Apart from above benefit, the Railway employee is entitled for Special casual leave and also granted concession in the rate of interest chargeable on House Building Advance to the extent of half per cent less than the normal rate of interest.

The above benefit is also granted to Casual labour who have attained temporary status on completion of 4 months' continuous service

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9 R.B.'s No. PC nr"76/9INS dated 17.8.1978.
10 R.B.'s No. PC-IV-89/6-2 of 8.1.1990
STAFF BENEFIT FUND

A Railway Staff Benefit Fund is maintained for each Railway. The Fund is used mainly for the benefit of the non gazetted staff. The Fund is managed by a Committee at the Head quarters of the Railway. Regional sub-committees function at convenient centres (at Divisional Workshop headquarters).

(A) Constitution of the Headquarters Committee.

Nominated Members

(a) Chairman-Chief Personnel Officer.

(b) Official Members- (1) Chief Medical Officer.

(2) CE or GM(W)/Dy. GM (General)

(c) Secretary-A Personnel officer/Welfare officer to be nominated by G.M

12 members from recognized unions.

In the Production units where Staff Councils are functioning, members elected by the Central Staff Councils will be represented on the Staff Benefit Fund Committee

(B) Constitution of Divisional/Workshop Sub-Committee.

(1) Chairman-Divisional/Workshop Personnel Officer.

(2) One officer to be nominated by the Divisional Railway manager/Workshop-in-charge.

(3) Two members from each recognized Trade Union.

(4) Two members to be elected by Divisional/Workshop Welfare Committee/Staff Council or as decided by the General Manager.

(5) A Welfare Inspector nominated by Divisional Railway manager (D.R.M)/Workshop-incharge will act as Secretary.

3. Object of the Fund-The Committee managing the fund shall spend from the fund on the following objects-

(a) Education of the Staff and of their children when no assistance is admissible (Schooling facilities and educational assistance for children of Railway servants) of Indian Railway Establishment Manual Vol. II, provided that no grant is made to a school which is not in accordance with any general or special orders issued by the President in this behalf
(b) Recreation and amusements of the staff and their children.

(c) Relief of distress amongst the members or ex-members of the staff and their families not provided for under any other rules.

(d) Such schemes for sickness or maternity benefits to the families of the staff as are not covered by the Medical Attendance rules.

(d) Any other object which in the opinion of the committee is for the benefit of the staff, for which approval of G.M. will be obtained.\(^\text{12}\)

4. No part of the fund is used for the benefit of any gazetted railway servant, Rule 803 (3) RI, as amended in Board’s letter of 13.10.99, referred to above.

5. Sources of credit to the Fund: the Fund is credited-

(1) all receipts from fines; and

(2) all receipts from forfeited Provident Fund bonuses except forfeited bonuses of gazetted railway servants.\(^\text{13}\)

In addition to the credits of the Fund detailed in Rule 804-RI as above there is credited to the fund on the 1st of April of each financial year an annual grant from the revenues of the Railway at a per capita rate of Rs. 26.00 based on the sanctioned strength of non-gazetted Railway employees, permanent and temporary, as on the 31st March, posts charged to capital being excluded. The fund is credited provisionally on the 1st April each year with an amount equal to the contribution for the previous year, the necessary adjustment being made as soon as the correct amount of the contribution has been determined. The distribution of Rs. 26/- amongst different activities will be as under :-

i) General activities viz. Education, recreation, amusement, cultural, relief of distress, sickness and Miscellaneous items\(^\text{14}\):-

<table>
<thead>
<tr>
<th>Activity</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Education</td>
<td>Rs. 4.00</td>
</tr>
<tr>
<td>(b) Recreation other than sports</td>
<td>Rs. 1.95</td>
</tr>
<tr>
<td>(c) Inter-Railway cultural Competition(^\text{n})</td>
<td>Rs. 0.05</td>
</tr>
<tr>
<td>(d) Relief of distress, sickness etc.</td>
<td>Rs. 7.00</td>
</tr>
<tr>
<td>(e) Miscellaneous</td>
<td>Rs. 0.50</td>
</tr>
<tr>
<td>(i) Sports activities</td>
<td>Rs. 5.00</td>
</tr>
<tr>
<td>ii) Scouts activities</td>
<td>Rs. 2.50</td>
</tr>
<tr>
<td>iii) Recreational facilities to officers and supervisory staff</td>
<td>Rs. 2.50</td>
</tr>
<tr>
<td>iv) Indigenous system of medicine including Homeopathy</td>
<td></td>
</tr>
</tbody>
</table>

Total: Rs. 26.00


\(^\text{13}\) 804R-I.

STAFF GRIEVANCE HANDLING

Railways pay attention to general and individual welfare of workers with a view to maintain and improve the mental and moral health of workers and to effect an all round improvement in the employees working and living condition. The necessity of a proper psychological approach in dealing with the staff matters is appreciated in Railways so that even the humblest railway man is made to feel that his work is important. Accordingly, none of the workers in Railways is neglected and legitimate interests of each of them are protected.

Grievances of staff are either of a general type or concerning an individual. The general grievances are either in connection with service, conditions, canteens, holiday homes, sanitation, office accommodation, staff colonies, institutes, schooling facilities etc. and the individual complaints is in regard to different matters on service conditions, working hours, non-grant of leave, non receipt of due pay, increments and other fringe benefits.

A Welfare organization is functioning on each Railway to look after the interest and well-being of the staff. At each station a staff complaint register / grievance register is maintained in which every employee may record his grievance(s) if any, himself or will be given help by the Assistant Station Master or other staff to do so. Welfare Inspectors while visiting the stations, yards, etc. with their diary-cum-contact registers will take down the grievances there form as well as by direct contact with the staff and take steps to settle the grievance in contact with the appropriate authority. They follow up the cases of grievances received for speedy disposal and are answerable to the Personnel/Welfare Officers if the same remain indisposed for an undue long period. To ensure proper working of the system Sr. Divisional Personnel Officer/ Divisional Personnel Officer and Divisional Railway manager /Assistant Divisional Railway manager during their visits to stations, check the contact registers as well as the station staff complaint registers and by exercising such checks grievances of staff are reduced to the minimum.

All complaints and representations received at the office are registered and acknowledgement of same is issued by a Welfare Inspector or other staff earmarked for this purpose. Follow-up actions will immediately be taken by the Inspector to set right the reasons of complaints and action taken will be maintained in a register.

Whenever officers go out on line inspection, staff is encouraged to meet them with their genuine grievances, if any, and these are promptly attended to. The
Welfare Inspectors accompanying the officers are utilized to make enquiries about the complaints on the spot, whenever necessary, and the officers take keen interest for redress of all genuine grievances of the staff. The employees may also meet the officers in the office with the permission of their immediate superiors for representing their grievances.

An individual may also get his grievance redressed by submitting representations through proper channel or through Staff Complaint Boxes, wherever these are existing. The staff section or a separate section functioning for this purpose will immediately attend to these representations, and the staff is advised of the action taken in the due course.

Inspections of the Central Industrial Relations Machinery visit regularly railway stations, yards, etc. to acquaint themselves with staff grievances as regards working hours, periodic rest, nonpayment of wages etc. The grievances forwarded in inspection notes by these Inspectors are promptly attended to in Personnel Branch offices and genuine grievances of staff are redressed by the Railways under advice to the Regional Labour Commissioner. Regular quarterly meetings between labour enforcement officers/asst. labour commissioners and divisional personnel officers are held and a review is made of irregularities reported in the preceding quarters with a view to analyze how far these have been set right.

Grievances of general type of the staff are also discussed in negotiating machinery meetings as pert agenda put forward by the employee’s union.

**APPOINTMENT ON COMPASSIONATE GROUNDS**

Appointment on compassionate grounds relate to those appointments which are given to dependents of railway employees who lost their lives in the course of duty or die in service or become crippled while in service or develop serious ailments like heart diseases, cancer etc. and are medically incapacitated for further service.

In case however an employee although unfit for the post held by him because of medical decategorisation but is fit to perform the duties of an alternative suitable post in lower medical category, the request for appointment on compassionate ground to an eligible ward will not be admissible even if the employee chooses to retire voluntarily. But in case where an employee is totally incapacitated and is not in a position to continue in any post because of
his medical condition be may be allowed to opt for retirement and in such cases he may request for appointment on compassionate ground for an eligible ward, which is considered

The following is the order of priority to be followed while offering appointments on compassionate grounds:-

(i) Dependents of employees who die or are permanently rippled in the course of duty;

(ii) Dependents of employees who die in harness as a result of railway accidents while off-duty; and

(iii) Dependents of employees who die while in service or are medically incapacitated.

While considering such requests for compassionate appointment the General Manager should satisfy himself on the basis of a balanced and objective assessment of the financial condition of the family, that the grounds for compassionate appointment in each such case is justified, having regard to the number of dependents, assets and liabilities left by the railway employee, income of any member of the family, as also his liability, including the aspect of whether the earning member is residing with the family of the deceased employee and whether he provides any support to the other members of the family, so that the facility of appointment on compassionate grounds is not circumvented or misused by putting forward the ground that the eldest son of the employee is staying separately and not supporting the family. The power to make compassionate appointment is vested in general manager. In case of group C posts, the powers have been delegated to Chief Personnel Officers and in case of group “D” the power to make such appointments have been delegated to divisional railway manager.15

HOLIDAYS

Except where specifically provided otherwise, the number of holidays to be observed in Railway offices situated in the States and Railway Workshops are as under:

The Central Government offices will observe not more than 16 bare holidays

in a calendar year. Out of these 11 would be compulsory holidays i.e. three National Holidays, viz., Republic Day, Independence Day and Mahatma Gandhi’s Birthday and 8 holidays relating to minority communities, viz. Id‘ul Zuha, Muharram, Good Friday, Buddha Purnima, Id‘ul Fitr, Guru Nanak Birthday, Christmas Day and Mahavir Jayanti, the remaining 5 non-compulsory days being determined once for all. If any of these 16 holidays falls on a Sunday/Saturday or any other holiday, it should not be substituted by another holiday.

The number of Restricted Holidays to be chosen by Central Government employees will continue to be two each year to be selected from the list of Restricted holidays.

The Line staff would also observe 9 Closed Holidays in a year. The compulsory holidays to be observed will be only three National Holidays and the remaining 6 holidays would be determined by their representative once for all if not possible to allow the staff to avail the holidays, they are eligible for compensation in lieu thereof as in the case of ‘National Holidays.

All non gazetted staff who do not enjoy public holiday as they cannot be relieved of their duties on those days are granted 9 holidays, three national holidays and six other specified holidays to be chosen by the staff representatives in accordance with general directives of the government.

When a person receives proper holidays, because he gets plenty of time for solving his family related matters. He also feels much relaxed and stress free. Incase he has not been given any holiday because of some reason, he get properly paid for each holiday. Therefore feels more job satisfied.

**TRAINING**

The Railways attach considerable importance to provide training to all categories of staff with a view to improve their skills and ability. Indian Railways have developed their own facilities for conducting extensive training programmes for their officers and staff to enable them to improve upon their skills / abilities and equip them with the latest technological developments.

Training of group “A” & “B” officers is organized at the following “Centralized Training Institutes” which work under the administrative control of m ministry of railways (Railway Board)
Railway Staff College (RSC) - Vadodara
Indian Railway Institute of Civil Engineering (IRICEN) - Pune
Indian Railway Institute of Electrical Engineering (IRIEEN) - Nasik
Indian Railway Institute of Signal & Telecommunication (IRISET) - Secunderabad
Indian Railway Institute of Mechanical & Electrical Engineering (IRIMEE) - Jamalpur.

The railway staff college, Vadodara is headed by a principal in the rank of General Manager. Other four Centralised Training are headed by Directors in Principal Head of Department rank.

Training of group “C” & “D” staff is organised in the Zonal training centres and divisional Training Schools respectively which functions under the administrative control of Zonal Railway Division. In addition in some of the Railway “ Supervisory Training Centres” are also existing & providing training to group “C” staff.

Zonal Training Schools

Training is imparted in Railway Zonal Schools, Systems Schools and other such institutions in each Railway. The courses conducted at the training institutions are divided into four following categories:

(a) Initial training to meet the needs of new recruits;

(b) Promotional courses for employees who have to undertake duties of a different nature with higher responsibility;

(c) Refresher courses to keep the employees abreast of the latest developments in their own subjects and to give them a fresh orientation with regard to their duties and responsibilities; and

(d) Special type of courses to meet specific needs, such as management courses, work study courses, operational research seminars, etc.

The Railways have also been taking advantage of the offers of training facilities abroad under the various technical aid plans of foreign Governments and Agencies.

The teaching staff are either recruited directly for the purpose or drawn from the field staff and posted to Zonal Training Schools for imparting training.
Such faculty members are selected from field by a Selection Committee formed at appropriate level. The selection board for the screening / selection of trainers/ instructors is constituted under the order of principle Head Of Department and if there is any amendment to the penals of trainers the same is done at the level of General Manager without referring to the railway board.

**RE-IMBURSEMENT OF LEGAL CHARGES/LAW SUITS**

(1) A Railway servant is involved in legal proceedings in the following types of cases, viz., the cases in which acts are done-

(i) in the execution or performance of the official duty.

(ii) not in the execution or the official duty, but by virtue of, or having connection with the official position, and

(iii) in neither of the above capacities.

(2) A claims for re-imbursement of legal expenses falling under items (i) and (ii) above shall invariably be referred to the Railway Board for their consideration irrespective of whether or not in such cases the Railway Administration finds any justification for re-imbursement of legal expenses. Cases falling under item (iii) may be those in which a person may be guilty of bribery, illegal gratification, corruption, etc., accepted or committed not by virtue of his official position but in his private dealings. No re-imbursement will be admissible in such cases.

**OVERTIME**

Under the Hours of Employment Regulations, the earning of overtime depends on the extra amount of work performed between the rostered hours and statutory limits or beyond the statutory limits on the basis of either daily, or weekly or two weekly periods as may be prescribed for different categories.

While working beyond roistered hours and some time beyond Statutory limits cannot always to be avoided, it should not be permitted to become a normal feature. The Railway Administrations should wherever necessary review existing cadres and bring them to normal working requirements.

The staff has to work overtime when it is necessary due to accidents, emergencies which were not anticipated, clearance of rush on account of
summer vacations in educational institutions, running of special trains, large absentee or sickness and such other items like ensuing melas, etc.

Clerical staff are not entitled for overtime, however, clerical staff attached to Railway Workshops/production units who have to observe the working hours which are complementary to shift duty workers will be covered.

Mia Bhoy Tribunal has involved the principle of averaging for certain categories and accordingly overtime will be due only if the number of hours worked exceeds that average.

Overtime is paid at one and half times of the wages per hour of duty if the employee has worked between the rostered limit and statutory limit and twice the ordinary wages per hour of duty if the employee has worked beyond the statutory limit.

Over-time allowance payable under Rule 1505 RII shall continue to be computed on the basis of revised rates of Pay plus Dearness Allowance. Therefore, Dearness Allowance forming part of emoluments, for the purpose of computation of rates of Over Time Allowance is taken into consideration with effect from the dates and the rates, notified from time to time.\(^\text{16}\)

**PERFORMANCE APPRAISAL IN RAILWAYS**

Indian Railways has seen multifarious and speedy developments in the recent past. The past couple of decades has witnessed it breaking new grounds and this has been possible only because of employees continuous performance monitoring.

Thus the normal method of evaluation of performance is to see to what extent the actual performance in key areas varies from the estimates given in the budget, so that the necessary corrective action can be triggered. In railways there is unique and a single method of evaluating the performance and the document through which it is done is known as “CR” or confidential report.

Confidential Report is an important document, providing for the basic and vital inputs necessary for assessing the performance of a Railway servant for his/her advancement in official career. The Railway servant reported upon, the Reporting authority and the Reviewing Officer should, therefore, fill in the form with a high sense of responsibility. The report is written annually on every Railway servant, Gazetted or non-gazetted in the form prescribed for

\(^{16}\) R.B's No. PC-V/97/1/7/17 dated 3.4.2000; Bahri's 58/2000
the purpose, generally for the period ending with the financial year, apprising
the performance character, conduct and qualities of the concerned Railway
servant.

In respect of Railway servants working in grade Rs. 5000-8000 (RPS) and
above, likely to be considered for promotion to Group 'B' Gazette service, an
additional section called Section II is required to be written in the prescribed
form. The Confidential reports on Railway servants working in the grade
below Rs. 5,000-8,000 is initiated by supervisors working in grade Rs. 6,500-
10,500 (RPS) and above. For those working in grade Rs. 5,000-8,000 and above
the reports is initiated by a Gazetted officer.17

**Self Appraisal**

Every Railway servant working in the grade Rs. 5,000-8,000 and in grades
above Rs. 5,000-8,000, should, before the confidential report is initiated,
furnish a brief description of his duties and a resume of work done by him
during the period/year for which CR on him/her is written, bringing out the
special achievements during the period and also shortfall in achievements, if
any together with reasons therefore. This is done in Part - II of the CR form.

If there is delay in submission of self-appraisal, the employee concerned is
issued a reminder that if he/she does not submit the self-appraisal by the
specified date, the report will be written without self-appraisal.18

**Duties of Reporting Authority**

The confidential report is initiated by the Reporting Authority, who was,
during the period for which the CR is written, immediately, superior to the
Railway servant on whom the report is written or such other authority as may
be specifically empowered.19

The Reporting Authority should abstain from writing the annual confidential
report on Railway servant who is his close relative and Reviewing Officer will
in such cases take on the role of the Reporting Authority. If a similar
relationship exists between the reviewing officer and the officer reported
upon, the same would apply in respect of the Reviewing Officer and the role
of the Reporting Officer will be transferred to the authority next higher.20

The Reporting Authority has also the responsibility to decide regarding

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18 No. E(NG) 1-2000/CRI5 dated 12.1.200 I; Bahri's No. 9/200 I
20 R.B.'s No. E(NG)II-78/CRI3 of 8.8.78.

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making a mention in the report about warning, admonition, displeasure, reprimand administrated to a Railway servant for inefficient working/acts of omission or commission depending upon the position while writing the report, whether the concerned Railway servant's performance, after warning/reprimand, has improved and is satisfactory. If it has shown improvement, he may decide not to make a reference in the CR to the warnings etc. given. Otherwise he may make a reference in the relevant column in Part III of the report, and place a copy of warning/reprimand / displeasure in folder of CR. The adverse remarks entered should also be conveyed to the Railway servant concerned and his representation, if any, disposed of as per prescribed procedure.21

The Confidential Report is recorded within one month of the expiry of the reporting period and the delay in this regard is taken up. If the Railway servant delays submission of self-appraisal, the Reporting Authority should comment adversely on this aspect. If the Reporting Authority retires or demits office, he may give CR on his subordinates within one month of his retirement or demission of officer. 22

Performance appraisal through confidential reports is intended as a tool for human resources development. Reporting Authority should realize that the objective behind the appraisal is to develop the Railway servant, so that he/she may realise his/her true potential. There should, therefore, be no hesitation on the part of Reporting Officer to report shortcomings in performance, attitude or overall personality of the Railway servant reported upon.

Where the higher authority is satisfied that the Reporting Officer had not written the report with due care and attention, the competent Authority has the discretion to make a suitable remarks in the CR of the Reporting Officer.

**Duties of Reviewing Officer**

The Confidential report on a Railway servant, after it is written by the Reporting authority will be reviewed by the Reviewing authority, i.e. the authority who was, during the period for which the report is written, immediate superior to the Reporting Authority or such other authority specifically empowered in this behalf. The Reviewing authority should exercise a positive and independent judgment on the remarks recorded by the

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21 RB.’s No. E(NG)I/81/CR!8 of 31.8.81 and 22.9.81.
22 RB.’s No. E(NG)II-78/CR/2 of 10.11.78.
Reporting authority in the CR on his subordinates and should clearly express his/her agreement or disagreement with the remarks of Reporting Authority, particularly if they are adverse.\(^{23}\)

If the Reviewing Authority is satisfied that the Reporting Authority has not made the report with due care and attention, he shall record a remark to that effect in Part IV of CR Where the Reviewing Authority is not sufficiently familiar with the work of Railway servant reported upon, to arrive at proper and independent judgment of his own, he should verify the correctness of the remarks after making enquiries even after giving a hearing to the railway servant concerned, before recording his remarks. Reports containing remarks, which are vague or non-committal and entries which are not sufficiently meaningful, is returned to the Reporting Officer for amplification/explanation. The confidential reports is reviewed and countersigned by the Reviewing Authority within one month of its receipt.\(^ {24}\)

Section-II of the Confidential report of Railway servants working in grade Rs. 5,000-8,000 on the Divisions is reviewed by Assistant Divisional Railway Manager instead of Divisional Railway Managers.\(^ {25}\)

**Adverse Remarks**

Any remarks reflecting on the performance or basic qualities or potential of Railway servant are treated as adverse remarks. Such remarks recorded is communicated to the Railway servant, in writing, irrespective of whether they are considered remediable or not, along with the substance of the favorable remarks contained in Confidential R. Such communication is sent by the Reviewing authority or any other authority specified by the General Manager within a period of one month of the acceptance of CR. It is ensured that the remarks arc communicated in such a form that the identity of the officer making adverse remarks is not disclosed.

An entry in CR that the Railway servant is not fit for promotion is deemed to be an adverse remark and the whole entry including the reasons for the remarks is communicated. Describing as an "average" either the performance or any other quality of Railway servant shall not be treated as an adverse remarks and does not draw the inference that the employees. is unfit for promotion.\(^ {26}\)

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\(^{23}\) RB's No. E(NG)57/CR/3/1 of 14.6.66.  
\(^{24}\) R.B.'s No. E(NG)II-75/CR/1 of 6.1.77.  
\(^{25}\) RB's No. E(NG)I/85/CR/5 of 9.12.85  
\(^{26}\) R.B.'s No. E(NG)I/92/CR/3 of 1.3.93.
Representations against adverse remarks is dealt with expeditiously by the Competent Authority (normally next to above the Reviewing Authority) within three months from the date of submission of representation. Competent Authority should consider the representation and pass order, either-

(a) expunging the adverse or critical remarks in toto, or

(b) toning down the adverse or critical remarks, or

(c) rejecting the representation.

Pending final disposal of the representation, if submitted within the prescribed time limit, the adverse remarks should not be treated as operative, for the purpose of consideration of promotion and any other purpose. The order passed by the Reviewing Officer suitably communicated to Railway servant concerned. No memorial or appeal against the rejection of representation is allowed six months after the rejection.27

If the Railway servant's integrity is beyond doubt, it is recorded against the relevant item in Part-III of CR. In case of Railway servants working in grade Rs. 5,000-8,000 (RPS) and above, for whom section II of the report, includes an item on Integrity to be certified, there would be no necessity to fill in part III. Where any unconfined or suspicion on the integrity appear the item should left blank and action taken to confirm it. In such case a secret note is recorded and followed up, sending a copy of note along with CR to the next superior authority, who will ensure that the follow up action is taken expeditiously. Where it is not possible either to certify the integrity or to record secret note, the Reporting authority should state either that he has not watched the railway servant's work for sufficient time to form a definite judgment or that he heard nothing against the Railway servant, as the case may be.

On follow up action if the doubts are cleared, the CR is recorded accordingly. On the other hand, if the doubt are suspicions are confirmed either initially or after the doubts are confirmed after the investigation, the facts is recorded to railway servant. In case doubts or suspicions neither cleared nor confirmed, the conduct of railway servant is watched for further period as mentioned above.

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INDUSTRIAL RELATIONS IN RAILWAYS

1. Associations of Gazetted Officers

Associations of gazetted officers in Railways is formed each consisting of a distinct class of gazetted officers, where every gazetted officer of the same class is eligible for membership. The associations in Railways is affiliated to Federations thereof. All India Officers' Federation and Indian Railways Class II Officers Federation are functioning in the Indian Railway system to which the Associations functioning in the Zonal Railways and Production Units are affiliated. Sectional Associations, like Indian Railway Personnel Officers Association are also functioning in the Railways.

Recognition is accorded to the associations for the purpose of enabling the gazetted railway servants to communicate their needs to Government Officers. Representations from the Associations whether made orally by deputation, or presented in writing is received· by Government Officers notwithstanding anything contained in the rules relating to the submission of petitions by railway servants. Representations in connection with common interest to the class represented by the associations is only accepted for consideration by the authority.

2. (i) Associations / Unions Of Non-Gazetted Railway Servants

Recognitions are given to associations/unions of industrial employees (which term includes railway servants) provided, inter area, all railway servants of the same class are eligible for membership and these are registered under the Indian Trade Unions Act. Two Federations of Unions, viz. All Indian Railwaymen's Federation and National Federation of Indian Railwaymen have been given recognition by the Government and all the railway units of the Unions affiliated to these federations have also been given recognition unless this is withdrawn for some due cause after giving an opportunity to the Unions to show cause against such withdrawal.

(ii) Permanent Negotiating Machinery

(a) With the object of maintaining contact with labour and resolving disputes and differences which may arise between them and the administration, through the process of negotiation, a machinery known as the Permanent Negotiating Machinery has been set up in Railways.

(b) Working of the machinery-The Permanent Negotiating Machinery machinery is envisaged in 3 tiers, one at the Railway level, the
recognised unions having access to district/divisional officers and subsequently to officers at the headquarters including the General Managers; at the next tier, matters not settled at Railway level will be taken up by the Federation Of Unions with the Railway Board; and at the third tier in cases in which agreement is not reached between the Federation and the Railway Board, and the matters are of sufficient importance, reference is made to an ad hoc Railway Tribunal composed of representatives of the Railway Administration and Labour presided over by a neutral chairman.

(c) P.N.M. meetings between the Unions and the Railway administrations is held regularly as follows:-

(i) At Divisional / District/ Workshop) level At least once in two months.

(ii) At the Headquarters level At least once in a quarter and oftener, if necessary.

(iii) At the Railway Board's level Once in a quarter.

In addition to the above there are informal meetings with the unions as and when necessary.

The subjects to be discussed in the meetings will comprise of those which are within the powers of the officers concerned and when a decision is not arrived at in such meetings on any of the items, the same is brought up for discussion in meetings at the next higher level.

Questions concerning pay scale, allowance etc. will only be discussed between the Federation and the Railway Board and not at lower levels.

The unions will chalk out agenda and submit the same with explanatory notes to the Administration sufficiently in advance and it is desirable that the discussions in the meeting will be confined to important points. Decisions taken at the meetings will be implemented forthwith.

Over and above the procedure of solving disputes and differences by discussion in meetings subject matters referred to by Unions may also be solved by the process of correspondence.

**Un-recognised Unions**

There are many Unions functioning amongst Indian Railwaymen, most of which though registered under the Indian Trade Unions Act have not been given recognition by the Government. While formal correspondence with un-recognised union should not be established, grievances of staff coming from
any source including unrecognised unions receives proper attention of the appropriate authorities.\textsuperscript{28}

In slight modification of the above orders, however, receipt of all correspondence dealing with questions relating to reservations and other grievances of SC/ST employees in the matter of recruitment and promotion received from All India Scheduled Castes/Tribes Railway Employees Association and its Zonal branches is acknowledged. While doing so, this Association is advised of the Government's policy decisions so as to enable the SC/ST employees to know as to what the Government is doing for them. Thereafter, the communication is examined on the merits of the case and appropriate action taken promptly.\textsuperscript{29}

4. Joint Consultative Machinery And Compulsory Arbitration

With the object of promotion of harmonious relation and securing the greatest measure of co-operation between the Government in its capacity as employer and the general body of its employees in matters of common concern and with the object further of increasing the efficiency of the public service, the Government of India has established a machinery for joint consultation and arbitration of unresolved differences.

There is a joint council at the national level, and usually at two levels-Departmental and Regional/office.

The National Council deals with matters affecting all Central Government employees, such as, dearness allowance, pay of common categories like office clerks, peons etc. while a Departmental Council deals only with matters affecting the staff in a particular ministry.

The joint council consists of an official side and a staff side.

The representation is as follows:

(a) National Council-

Official side . Upto 25 members The Cabinet Secretary acts as Chairman

Staff side ......Upto 60 members.

(b) Departmental Council-

Official side ..5 to 10 members The official head of the Ministry is the Chairman ......Staff side Upto 30 members.

\textsuperscript{28} RB.'s No. E(L) 68UTI-141 of 28.12.68.

\textsuperscript{29} RB.'s No. E(SCT) 74CM9/166 of 24.7.74.
Members from the staff side are nominated by the recognised associations. The regional and/or office councils is also constituted in the same manner. The strength of regional/office council vary according to the size of the staff in a region or office, and the head of the region or office is its chairman.

The scope of the councils includes all matters relating to conditions of service and work, welfare of the employees, improvement of efficiency and standards of work, provided, however that-

(i) in regard to recruitment, promotion and discipline, consultation will be limited to matters of general principles and (ii) individual case will not be considered. The official will conclude matters at meetings of the councils. If there is no agreement between the two sides and a final disagreement is recorded, the matter will be referred to arbitration if it relates to one of the compulsory arbitrable subjects if so desired by either side. The compulsory arbitration is limited to-

(i) pay and allowances, (ii) Weekly hours of work, and (iii) Leave, of a class or grade of employees.