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RAILTEL

RAILTEL CORPORATION OF INDIA LIMITED

VIGILANCE BULLETIN

सतर्कता बुलेटिन

नवम्बर 201**4**   November 201**4**

Sixth Issue

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MESSAGE

I am happy to know that the Central Vigilance Commission (CVC) is observing Vigilance Awareness Week from 27th October, 2014 to 1st November, 2014 in all organisations.

It is needless to point out that integrity of public servants and transparency in public offices is utmost necessary in making transparent and efficient administration free of corruption.

In this connection, I appreciate the CVC's outreach initiatives and endeavours to combat corruption with optimum use of technology.

I call all government employees for making Vigilance Awareness Week a success and congratulate CVC on this occasion.

(Narendra Modi)

New Delhi
17 October, 2014

सत्यमेव जयते

केन्द्रीय सतर्कता आयोग
CENTRAL VIGILANCE COMMISSION

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014/VGL/048

सं./No..

10ᵗʰ October, 2014
दिनांक / Dated..................................

MESSAGE

### <u>Vigilance Awareness Week - 27ᵗʰ October to 1ˢᵗ November 2014</u>

In its endeavour to fight corruption, the Central Vigilance Commission mandates observance of Vigilance Awareness Week every year. While reaffirming our commitment to eradicate corruption, we need to enlist the support and participation of all stakeholders and seek their active co-operation in fighting the menace of corruption. The Commission hopes that such initiatives would be an effective anti-corruption measure.

The theme chosen for this year's Vigilance Awareness Week is "Combating Corruption – Technology as an enabler". A combination of e-governance, web enabled technologies and transparent policy initiatives by Government Departments / Organisations can provide an efficient and effective service delivery system to the citizens. Innovative technologies of social media promote citizens' participation and enable reporting instances of corruption.

The Commission believes that transparency and objectivity in governance hold the key to combating corruption. Effecting systemic changes with simplified procedures, minimum discretion and optimum use of technology is the way forward. The Commission expects all organizations to undertake technological initiatives relevant to their fields to facilitate fairness and equity in governance.

(Rajiv)
Central Vigilance Commissioner
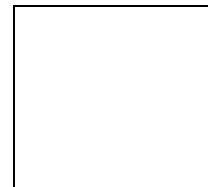
Message

I am delighted to learn that the vigilance cell of Rail Tel is bringing out the 6th issue of vigilance Bulletin on the occasion of observation of Vigilance Awareness week 2014.

The main purpose of the vigilance Awareness week is to emphase on spreading awareness against the harmful effect of corruption. As suggested by CVC, we are observing anti-corruption campaign this year in the organization with focus on **Combating Corruption – Technology as an enabler.**

This issue of vigilance bulletin, comprising number of articles emphasizing the use of conscience, righteousness and transparency in workplace, with a view to involving ideas of life in our precious and powerful work force. These are vital ingredients of a vigorous and focused existence.

Efforts of vigilance cell to educate employee through inspirational slogans, posters, essays etc. have been sustaining interest in human values.

I convey my good wishes to the vigilance cell for taking such purposeful initiative. I hope the bulletin will create interest and discussion amongst the employees.

(R.K. Bahuguna)
Chairman & Managing Director

PLEDGE

WE THE PUBLIC SERVANTS OF INDIA, DO HEREBY SOLEMNLY PLEDGE THAT WE SHALL CONTINUOUSLY STRIVE TO BRING ABOUT INTEGRITY AND TRANSPARENCY IN ALL SPHERES OF OUR ACTIVITIES. WE ALSO PLEDGE THAT WE SHALL WORK UNSTINTINGLY FOR ERADICATION OF CORRUPTION IN ALL SPHERES OF LIFE. WE SHALL REMAIN VIGILANT AND WORK TOWARDS THE GROWTH AND REPUTATION OF OUR ORGANIZATION. THROUGH OUR COLLECTIVE EFFORTS, WE SHALL BRING PRIDE TO OUR ORGANIZATIONS AND PROVIDE VALUE BASED SERVICE TO OUR COUNTRYMEN. WE SHALL DO OUR DUTY CONSCIENTIOUSLY AND ACT WITHOUT FEAR OR FAVOUR.

<u>प्रतिज्ञा</u>

हम, भारत के लोक सेवक, सत्यनिष्ठा से प्रतिज्ञा करते हैं क हम अपने कार्यकलापों के प्रत्येक क्षेत्र में ईमानदारी ओर पारद शता बनाए रखने के लए निरंतर प्रयत्नशील रहेंगे। हम यह प्रतिज्ञा भी करते है क हम जीवन के प्रत्येक क्षेत्र से भ्रष्टाचार उन्मूलन करने के लए निर्बाध रुप से कार्य करेंगे। हम अपने संगठन के वकास ओर प्रतिष्ठा के प्रति सचेत रहते हुए कार्य करेंगे। हम अपने सामूहिक प्रयासों द्वारा अपने संगठनों को गोरवशाली बनाएगे तथा अपने देशवा सयों को सद्धातों पर आधारित सेवा प्रदान करेंगे। हम अपने कर्तव्य का पालन पूर्ण ईमानदारी से करेंगे ओर भय अथवा पक्षपात के बिना कार्य करेंगे।

PARTICIPATIVE DECISION-MAKING:

Submitted by: Priyanka Chhabra
Dy. Manager/O&M – CO

A NEW PERSPECTIVE FOR DEFINING PARTICIPATIVE VIGILANCE

Participative Vigilance refers to participation of everyone in curbing the corruption. At organization level it refers to participation of all internal and external stakeholders in curbing the
corruption.

Participative decision-making (PDM) is the extent to which employers allow or encourage employees to share or participate in organizational decision-making (Probst, 2005).
Participatory decision-making by the top management may act as an enzyme/catalyst to ensure
the participation of team members, increased transparency towards the system and commitment towards the completeness of decision-making thereby controlling the corruption in
the form of Participative Vigilance. In a participative decision-making process each team member has an opportunity to share their perspectives, voice their ideas and tap their skills to
improve team effectiveness and efficiency
"The basic concept involves any power-sharing arrangement in which workplace influence is shared among individuals who are otherwise hierarchical unequals. Such power-sharing arrangements may entail various employee involvement schemes resulting in co-determination
of working conditions, problem solving, and decision-making" (Locke & Schweiger, 1979).

PARTICIPATIVE DECISION MAKING TECHNIQUES

In the process of participative decision-making individuals and groups are involved with their active participation. In the era of growing competitiveness in each sector especially telecom, since more and more organizations are moving from centralized decision making to a noncentralized
one, it has become the need of the hour for all concerned people to be involved in
the decision making process so that the decision is the best possible alternative.
Participative decision making techniques range from no participation to participation of all concerned individuals. The techniques may be classified into following broader categories:

Assertive (Consultative) : In an assertive decision making, right of decision making resides with the top management viz. Managing Director or CEO etc and he may consult or have the opinion of other concerned and the leader owns the full responsibility for the final decision.
In such an autocratic participative decision-making style, similar to the collective style, members
of the organizations are not included and the final outcome is the responsibility of the leader.
This is the best style to use in an emergency when an immediate decision is needed.

Consensus (Egalitarian): In egalitarian decision making, decision is made by the group as a
whole rather than an individual. In this consensus participative decision-making style, the leader
gives up complete control and responsibility of the decision and leaves it to the members of the
organization. Everyone must agree and come to the same decision. This might take a while, but
the decisions are among the best since it involves the ideas and skills of many other people.

Creativity

As the world becomes a global village, one of the greatest challenges faced by organizations is
to remain competitive and think beyond the box. Organizations need to change, adapt to the change and innovate in order to survive the continuously harshening environment. In simple terms, the process of being able to think beyond the box and come up with novel ideas which
are practical and applicable is creativity.
Creativity may be broadly classified into following things according to the Creativity researcher
Teresa Amabile:
Expertise
Thinking Skills
Motivation
Expertise refers to technical, procedural and intellectual knowledge. There have been situations where the management people may not be experts in all fields. In such scenarios, the
responsibility of decision making is delegated in full or partially by the decision maker for a particular area of concern, to the experts on the team for best management outcomes. The participative leader retains the responsibility of final compilation of the draft responses in the form of inputs/feedback from all. The positive outcome of this type of participative process makes the group members feel engaged in the process, more motivated and creative.
Thinking skills refer to how flexibly and imaginatively people can deal with problems and make
effective decisions. In such process, participation of employees may be temporary, ranging from
sessions of several hours, brainstorming sessions, internal competitions based on themes or occasions on regular basis to to campaigns of few days sharing common vision etc.
Motivation is the desire to solve given problems. It is the willingness to exert high levels of effort to reach organizational goals, conditioned by the effort's ability to satisfy some individual
needs. Organizations may benefit from the perceived motivational influences of employees. When employees participate in the decision-making process, they may improve understanding
and perceptions among colleagues and superiors, and enhance personnel value in the organization.
MERITS OF PARTICIPATIVE DECISION-MAKING
Participative decision making, as mentioned earlier, is the need of the hour. However, it has some merits as well as demerits. The most important merit participative decision making is that
it allows all concerned people to participate which is not only encouraging for them but also leads to satisfaction on part of the employees with their jobs.
Participatory decision-making may reveal itself and added to the basket of Organizational benefits with some of the mentioned positive impact in terms of :
 Job satisfaction
 Organizational commitment
 Perceived organizational support
 Organizational citizenship behavior
 Employee – Employer relations
 Job performance and organizational performance
 Organizational profits

"Corruption is a Social Evil" "Power tends to corrupt, and absolute power corrupts absolutely."

Sukh Dev Kaushik

Manager/Infra

In its simplest sense, corruption may be defined as an act of bribery or misuse of public position or power for the fulfilment of selfish motives or to gain personal gratifications.

Corruption adversely affects the economy and socio-political character of a nation. Irrespective of being rich or poor, most of the people have firsthand experience of paying bribe to get their jobs done in public offices. To bribe seeker it may be a "need" but in fact it is the "greed " that kills honesty and spoils the very basic and delicate fabrics of society. Corruption causes loss of credibility of the organization and virtually of the nation.

According to an International study, in 2012 India has ranked 94th out of 176 countries in Transparency International's Corruption Perceptions Index, Most of the largest sources of corruption in India are entitlement programmes and social spending schemes enacted by the Indian government, through which corrupt Indian politicians, bureaucrats, businessmen and various mafias manage billions of rupees and stash them in Swiss banks in the form of dollors. The causes of corruption in India include excessive regulations, complicated taxes & licensing systems, numerous government departments each with opaque bureaucracy and discretionary powers, lack of transparent laws & processes in tendering systems etc. In past few years involvement of very high level government officials, including Cabinet Ministers and Chief Ministers has been noticed in high profile scams. A few to mention are, the 2G spectrum scam , 2010 Commonwealth Games scam Adarsh Housing Society scam, Coal Mining Scam , and the Cash for Vote scam etc. Involvement of very powerful and resourceful politicians and bureaucrats makes it difficult for bring them to book . Moreover corrupt police officers support them for their own vested interests. At lower level police gathers huge share as bribe money on daily or weekly basis through so called "hafta" . Officials are alleged to steal state property. Government officials, elected politicians, judicial officers, construction mafias, Government Hospitals and where not, corruption is rampant every where and it seems that we cannot survive without it. High-level corruption and scams are now common which are threatening to derail the country's credibility and economic stability.

It is not that there no one to cry against this "monster of corruption". Other than Judiciary, there are agencies and institutions whose anti corruption efforts have opened up avenues to redress grievances of honest society. Several reformative laws /acts against corruption have comes in force through intensive intervention of Judiciary and virtual enactment of new laws by Legislature. A few to mention are :

Right to Information Act, require government officials to provide information requested by citizens or face punitive action. This has helped in reducing corruption in Govt. Offices.

Right to public services legislation is meant to reduce corruption among the government officials and to increase transparency and public accountability. This guarantees time bound delivery of services for various public services and punishing the errant public servant who is deficient in providing the service stipulated under the statute.

Anti-corruption laws /acts viz.Indian Penal Code, Income Tax Act,The Prevention of Corruption Act, ,Prevention of Money Laundering Act, The Lokpal and Lokayuktas to inquire into allegations of corruption against certain public functionaries in India.

Whistle Blowers Protection Act, provides a mechanism to investigate alleged corruption and misuse of power by public servants and also protect anyone who exposes alleged wrongdoing in government bodies,

The Prevention of Money Laundering Act , provides that the properties of corrupt public servants shall be confesticated.

Civic anti-corruption organisations : A variety of organisations have come up in India to actively fight against corrupt government and business practices.

Despite a decade of progress in establishing anti-corruption laws and regulations, and social awakening through several agitations and revolutions in near past against corruption, these results indicate that much remains to be done before we see meaningful improvements in the lives of the world's poorest citizens. But a one line pledge from our present Hon'ble Prime Minister can do wonders to fight corruption " **Na khaoonga na khane doonga"** .

Technology & Innovation to Combat Corruption

Compiled by
Ankur Mittal
Deputy Manger/Tech(MPLS)/SC

Transparency in the system is the prerequisite for a nation to be the superpower. Greed is an endemic as well as an epidemic malaise. It's so destructive, that it destroys everything. Corruption is the manifestation of greed. Corruption is third leading constraint to doing business in a country after electricity and tax rates, according to a World Bank survey. It jeopardizes every strata of community. It casts aspersions on the relevance and sanctity of our democratic institutions.

It's important to shun away personal greed and remain steadfast to ethical values.

Why Technology?

India ranks 94th on Global Corruption Perception Index, making it more corrupt than three of its BRICS peers viz. China, South Africa and Brazil. In India preventing the corruption assumes low priority. Traditional methods to fight corruption are process driven and time consuming making them vulnerable to impunity. These ways are tailor-made to limited scope but to have larger impact, we need novel technology. People are mired in corruption. To combat it, technology is the only way forward.

Ironically in the Indian context, the framework of rules & procedures stifles fair play leading to malpractices. Consequently, people are forced to take shortcuts. In such a scenario, technology becomes far more crucial to curtail corruption. For an overpopulated, developing country like India, only technology can act as an enabler to eliminate corruption.

Poverty and corruption are interlinked. Unaccountability of taxpayer money leads to higher unemployment rates. It's imperative that youth come forward to enable our nation to rise from penury and corruption. Removing corruption within our society will usher in peace and coexistence. Else the ravage of the nation seems inexorable leading to turmoil and discontentment.

Way Forward

The Right to Information Act has a great potential to control corruption. It enables accountability. Making RTI Online has increased its ambit. Its extent has to be further widened by realizing the dream of Digital India.

ICT enables recording, analyzing and updating of information. Data warehousing facilities, electronic citizens' database and e-complaint center are some of the utilities. It helps break the nexus of bribe and plug the loopholes. The Internet, computers and mobile phones facilitate improved access to public information.

Computerization of state and central government offices related to procurement, tax collection, registration, delivery and others shall circumvent the vicious circle of bribery. Websites like *"ipaidabribe.com"* helps towards battling corruption.

Web portals are a great way to reach out and debate. E-forums to discuss graft and raise awareness should be formed and regularly updated by employees. Technology provides method to bring about positive changes and enhance efficacy.

Contribution of RailTel towards a Corruption-free India

RailTel through its optical network is enabling greater access to digital services to villages and remote areas as well. Railwire is yet another initiative to provide high quality & cost-effective broadband solution.

One of the essential elements in ICT-isation of a nation is the availability of high-speed telecommunication network across the length and breadth of the country. RailTel is committed to nation-building and bridging the digital divide.

NOFN shall foster e-governance, thereby improving efficiency. NKN shall empower people and communities. USOF shall provide greater reachability to NE states.

ERP has been successfully implemented to increase transparency and productivity. Positive changes have been incorporated as part of new HR policy to facilitate a level playing field to all employees and spur ICT usage.

The need for Innovation

The countries like Denmark and New Zealand are ranked as the very clean nations as per Global Corruption Perception Index. The question arises whether such countries which are able to efficiently manage the existing technologies need to innovate?

Yes, they need it for SUSTAINABILITY. To elucidate, The World Bank is currently developing a next-generation software to detect red flags indicating fraud, corruption and collusion in public procurement.

Possibility of innovation can never be foreclosed, however efficiently we may use existing technologies. Humans will constantly evolve both on the biological and the technological scale; therefore in the global as well as national context we need to **INNOVATE**.

I believe that intelligence of our people and large number of youth in India shall help us to find indigenous, affordable and easy to access technology to challenge corruption. This would also make our rules and procedures robust enabling strong decision making.

Probity is the key to growth & achievement, and not corruption. I know that same is the conscience of everyone of us. With this I wish **"Technology to completely eradicate corruption"** be the driving idea of future innovation.

Role of Internal Vigilance administration in improving transparency in RailTel

Compiled by
D.K.Tandon.
Dy. Manager/Vigilance
RailTel Corporation of India.

Every one of us is familiar with the three monkeys, which "see no evil, speak no evil, and hear no evil". We seem to have taken this maxim to its extreme lengths. Today, we refuse to see, to hear or to speak about corruption though it is rampant all around us, and it affects us at every stage in our daily lives. No wonder, India has been identified as one of the most corrupt nations in the world. We take pride in the fact that we are an ancient civilization, and our traditions are a repository of wisdom, knowledge and values. Surprisingly, we do not attach much importance to the very same values in our conduct. To a common man, Government departments/undertakings are places where lethargy, corruption and un-professionalism thrive. Despite the fact that Government departments/ undertakings have done pioneering work in many areas, and continue to provide services in areas where private sector will not put its dainty feet, the reputation of Government organizations continues to be low in the eyes of the common man. It is therefore imperative to ensure that an ethical climate is created and maintained in the work place in the Government organizations. Ethical climate would require:

(a) Conscientious conduct.

(b) Transparency in decision making.

(c) Accountability for decisions and actions.

(d) Vigilance by every employee.

Governments and PSUs are mainly dealing with the public money, and therefore they have an added responsibility to ensure that this money is put to the best use in a given circumstance. The Government/ Managements may prescribe codes for ethical behavior, and put in place rigorous procedures for decision-making and implementation of projects. Nevertheless, if the individual does not conduct himself with a sense of right and wrong, such codes and procedures will have only a limited impact. People often wonder how they can prevent unethical behavior by their bosses, subordinates or associates. Norman Vincent Peale and Kenneth Blanchard prescribed a three-point test in their book, the Power of Ethical Management, to decide whether a particular decision is ethical or not. They advise that one should ask the following questions whenever one is besieged by doubts on the propriety of a decision

(a) Is the decision legal?

If it is not legal, it is unethical.

(b) Is the decision fair?

If the decision is not fair to all the concerned stake holders, it is unethical.

(c) If the decision is exposed, will I feel ashamed?

If you feel ashamed when the decision becomes public knowledge, then, it is not ethical. The three-point test could be the basis for judging decisions taken by self or others. If introspection of every decision on the above lines is followed by vigilance and disclosure of unethical practices, an ethical climate can easily be created in the work place.

In order to have more transparency in the working of any organization, role of internal vigilance administration is of utmost importance as it deals with the roots of all activities of an organization. It helps in crushing the root cause of corruption. In other words if all activities pertaining to a work either it be a floating/awarding of tender, execution of work, process of recruitment, use of capital of an organization etc. are done in a planned and well laid down framework, then work will go on smoothly, timely and expeditiously resulting in no lacunae for birth of corruption.

Precisely it can be said that if any assigned work of an organization is done within the prescribed rules/regulations, time frame and over above checked by way of internal vigilance administration, there will be minimum chances of corruption.

RailTel is not dealing directly with the general public as it mainly provide services to Railways for their Operational and Telecom needs and only surplus Bandwidth is provided to the various Telecom Service Provider. For execution of Railway works and provision of extra Bandwith and Last Mile services RailTel is executing the work through private contractors by way of Open/Limited tenders. Thus, the areas where internal vigilance is required in RailTel is (i) dealing with the various executing firms (ii) its own manpower deployed for executing of works. Following are the suggestions for improving and introducing internal vigilance administration in improving transparency in RailTel in relating to aforesaid two fields.

Dealing with the Firms for execution of various allotted Railway works, Last Mile work etc.

1.   **E. Governance**:   Presently on RailTel website tenders are uploaded only for downloading the tender document. All further activities relating to filing of tender etc. should be made online as is being done in other public organizations and also in Railways to have more transparency in dealing with the tender.

For this purpose standard modules relating to floating of tender, E. filing of tender are required to be introduced alongwith standard check lists so as to avoid common general mistakes in handling the tenders online.

2.   E. payment method to contractors on successful completion of scheduled allotted work is another way of eradicating the delay and complaints relating to payment to the contractors. Before doing this work proper internal check by way of check lists in relating to

execution of work is required to be introduced so that before release of any due payment the work is completed to the satisfaction of the organization is must.

3.   **Dealing with Tender :**In dealing with the tender, standard formats in relating requirement of material/services (by assessing the present and future requirements with the help of Planning section), standard specifications as per RDSO/TEC/ associated technical assessing authority be laid down so that standard material is procured, efforts be made to assess the overall impact of any particular offer should be assessed other words lowest offer be not be criteria for allotment of tender but other associated factors i.e. profile of the company in dealing with the subject matter, its turnover, after-sales service, spares, guarantee of material, etc. should be kept in view.

Besides above factors, as RailTel is dealing in a technology which is changing so frequently and also there is stiff competition in the market in relating to price of a product therefore efforts are made to floating open tender wherein in the tender conditions PVC and Variation quantities clauses are properly worded so that in case of change scenario of price and technology the same can be effectively used.

RailTel is also contemplating to make use of **Integrity pact** to ensure executive and vendor for not supporting corruption.

4.   Use of **Public Complaint Box** and other means of sending the grievances reating to services, behaviour of employees and any other areas should be properly displayed and effective disposal of grievances by way of internal inquiry etc. be there and erred employees be properly punished under Discipline & Appeal Rules be done to set an examples for other to improving the working and work with full devotion, integrity and transparency in all spheres of activities.

The Central Vigilance Commission has been emphasizing on the need to inculcate in the people of the country the desire and determination to fight corruption and promote probity in public life. The Commission is emphasizing PIDPI implementation as a tool.

Whistle blower policy is already in place in RailTel to facilitate to a person who exposes misconduct, alleged dishonest or illegal activity occurring in an organization.

Dealing with the RailTel's manpower:

1.   **Surprise inspections:** Surprise inspections at the executing sites, working place, stores is an effective method of stoppage of financial losses, execution of work timely and curb of malpractices. Intake of material, issue of material should be properly checked.

2.   **Adherence of Time schedules :** Every efforts should be made that all works either it be a providing services or execution of work are completed with the laid down/prescribed time work.

3.   **Seminar/Workshops :** Holding of Seminars and workshops on various issues relating the execution of work, possible causes of delays resulting causes of corruption,

methods to curb the corruption etc. should be conducted to make employees more educative and responsible.

4.   Proper laid down of Duties and Responsibilities and targets to be achieved should be made known to the employees so that they can adhere to the same and proper endorsement of the same should be made in the ACRs of the concerned staff with intimation to the concerned.

5.   Introduction of concept of 'Man of the Week/Month' in RailTel: To motivate the devotional and hard working employees and to introduce them as Role model for others this concept may be introduced in RailTel.

6.   **Grievance Cell:** No organization can work without enthusiastic and well motivated manpower. Therefore, a grievance cell should be there for redressing the grievances of employees relating to their service matter, working conditions, social issues etc.

7.   A proper and effective check at every stage of working of employees, dealing with the public, allotment of tenders, use of office materials etc. should be done periodically so that every one has a sense of responsibility and improving the working.

        Precisely it can be summarized that by brining transparency in all sphere of working of RailTel by use of internal vigilance administration and also by way of motivation of staff a working atmosphere can be made where we can use the public fund to it maximum utilization and also bring laurels for our Company and also for the Country by making RailTel is a Zero Tolerance for Corruption thereby introducing our company as a Role Model for others to follow.

By
Sh. Kumar Bachchan
'Dy.General Manager/DNM & Co-ordinator-ERP

1.0 What is ERP

An **Enterprise Resource Planning** software package is a solution that

- ✓ integrates the organization's systems and information into a single program for ready access by all users and facilitates company-wide integrated information systems, covering all functional areas

- ✓ performs core Corporate activities, offers management a more informed view of the company and its operations, providing critical decision making information to make timely business changes and increases customer service augmenting Corporate Image

ERP systems integrate internal and external management information across an entire organization, embracing finance/accounting, manufacturing, sales and service, customer relationship management, etc. This common database operates in real-time with a consistent look and feel throughout. ERP systems automate information management with an integrated software application and facilitate the flow of information between all business functions inside the boundaries of the organization and manage the connections to outside stakeholders. This greatly improves the quality and efficiency of a business, allowing departments in the different regions to work cohesively.

2.0 Why ERP in RailTel

In our current scenario we operate with multiple islands of information on heterogeneous systems and practices. The manual process and poor connectivity between different Regions and field offices makes it difficult to get timely and accurate information. The lack of proper automated systems increases the probability of errors as well as likelihood of information manipulation.

The ERP software package that has been designed and customised to meet our business needs will ensure that all relevant information is in one system so that managers and owners have access to the data they need whenever they need it. To ensure this, the system is designed to integrate all the

departments that include Projects, Procurement, Operations, Maintenance, Finance, HR, Sales and Marketing.

Implementation of ERP is the solution of all existing challenges RailTel.

It will enable

- ✓ The Management to get a real time overview of what is happening in the organization
- ✓ Better and timely management of all organization resources
- ✓ Time reduction for delivery
- ✓ Cost control & low working capital
- ✓ Transparency and consistency in Systems
- ✓ Stepping up to the latest technologies
- ✓ Obliterate the challenges of the geographical gaps
- ✓ The organization to meet the high expectations of customers
- ✓ Be competitive and not just survive but thrive

3.0 RailTel's ERP Milestones:

❖ Initiation and planning	December 2012
❖ Finalization of 'To Be' and Conference Room Pilot completion	March 2013
❖ Solution Design	Jun 2013
❖ Build and Design for RailTel specific customizations	July 2013 to September 2013
❖ User Acceptance Testing by CO and NR employees	September 2013
❖ Core User Training Phase I	October 2013

After successfully completed the Build and Design Phase, RailTel is now moving to Implementation Phase of the Project. As for any new system, training will remain a crucial step for the understanding and knowledge of the ERP so that it can be leveraged by the employees for their day-to-day activities. To ensure high level of adoption of the ERP among employees and effective usage of system functionality, training has been planned in different phases.

The first phase for Core User Training was completed on 8th October 2013 at the Corporate Office with more than 80 employees coming from all the regions/CO. The second phase of training will be commencing in the 3rd week of October, following which in October end, the application will go live for all employees' day-to-day work.

4.0 Benefits of ERP Implementation in RailTel:

- ⬥ Improve financial management and corporate governance

- Gain deep visibility into organization with financial and management accounting functionality combined with business analytics.
- Increase profitability, improve financial control, and manage risk.

- Transparency of information using a single data source across Pan India.

- Provide immediate access to enterprise information

- Give employees new ways to access the enterprise information required for their daily activities.

- Develop better customer insight and interaction.

- Real-time tracking of key project activities and milestones helps identify and eliminate potential bottlenecks.

- Reduced inventory costs resulting from better planning, tracking and forecasting of requirements.

- Real-time tracking of key project activities and milestones helps identify and eliminate potential bottlenecks.

- Complete visibility of asset maintenance history and spare parts movement helps optimized maintenance.

- Centralized Commercial Billing Functions and Real-time visibility into cash inflows from the customers.

भ्रटाचार का अधिकार कानून

12 अक्टूबर 2005 को सूचना का अधिकार कानून (आरटीआइ एक्ट) अस्तित्व में आया । इसके लागू होने के बाद माना गया था कि जनता तक सूचनाओ की पहुंच आसान हो जाएगी और सरकारी जवाबदेही और भ्रष्टाचार पर अंकुश लगाने में यह कानून कारगर साबित होगा । हालांकि इसके प्रयोग से कई घोटालों का भंडाफोड़ किया गया लेकिन इसका असर केवल घोटालों को सामने लाने तक ही सीमित हैं ।

असर : कानून लागू होने के पांच साल बाद प्राइसवाटरहाउसकूचर्स ने मूल्यांकन कर देश भर में इसके प्रभाव की वास्तविक जानकारी के संबंघ में एक रिपोर्ट प्रस्तुत की । इसके अनुसार इस सक्षम कानून के प्रति लोग जागरूक नही हैं । जहां 47 फीसदी लोगों को तय समय में वांछित जानकारी न मिलने का मलाल हैं वहीं अधिकारी काम बढ़ने का रोना रोते हैं ।

ज्युडीशियल स्टैंडर्ड एंड अकाउंटबिलिटी बिल –2010

न्यायिक क्षेत्र में सुघार के लिए एक दिसंबर 2010 को दसे लोकसभा में पेश किया गया । 30 दिसंबर, 2010 को राज्यसभा ने इस बिल को कार्मिक, लोक शिकायत, कानून एवं न्याय मामलों की संसदीय समिति के पास विचारार्थ भेज दिया । समिति ने 30 अगस्त को संसद के दो सदनो के पटल पर अपनी रिपोर्ट पेश की । न्यायिक क्षेत्र में सुघार के लिए प्रस्तावित इस कानून की प्रमुख खूबी जजों की नियुक्ति प्रकिया में बदलाव हैं ।

प्रिवेंशन ऑफ मनी लांडरिंग एक्ट एंड अनलॉफुल एक्टिविटीज (प्रीवेंशन) एक्ट में संशोधन

फाइनेंशियल एक्शन टास्क फोर्स की सिफारिशों के बाद जुलाई महीने में इस बिल में संशोधन के मसले ने तूल पकडा । संशोधन बिल में 28 विभिन्न रूपों वाले 156

अपराधों से निपटने का प्रावधान हैं । इसके अलावा इस बिल में आतंकवाद को मुहैया होने वाले वित्त से लडने के भी प्रावधान किए गए हैं ।

जन शिकायत निवारण विधेयक –2011

इसे ——— विधेयक को समीक्षा के लिए कानून मंत्रालय और पीएमओ में भेजा जा चुका हैं । प्रस्तावित विधेयक तान मूल सिध्दांतो पर आधरित है । सिटिजन चार्टर शिकायतो के लिए तय समयसीमा में सेवा मुहैया कराने में असफल रहने पर सजा का प्रावधान ।

यूआइडी अर्थॉरिटी ऑफ इंडिया बिल 2010

विशिष्ट पहचान परियोजना (यूआइडी) के तहत देश के सभी नागरिकों की पहचान करके उन्हें प्रभावी रूप से कल्याणकारी योजनाएं मुहैया कराई जानी है । इसके द्वारा सरकारी योजनाओं और कार्यक्रमों की निगरानी भी की जसएगी । पिछले साल सिंतबर में इस बिल को कैबिनेट की स्वीकृति मिल चुकी है। इस बिल में नेशनल आइडेंटीफिकेशन अथॉरिटी ऑफ इंडिया नामक एक संवैधानिक प्राधिकरण बनाएं जाने प्रस्ताव है ।

इलेक्ट्रॉनिक सर्विस डिलीवरी बिल

सरकारी दफतरों एंव कामकाज में इलेड्रॉनिक माध्यम से जनसेवाओं को मुहैया कराने को लेकर यह बिल प्रस्तावित है । इस कानून के लागू होने के बाद सभी सरकारी कार्यालयों में इलेक्ट्रानिक माध्यम में सेवा देने की अनिवार्यता हो जाएगी । बिल का ड्राफट तैयार है

। इस साल अप्रैल में विभिन्न मंत्रालय की राय लेने के लिए इसे उनके पास भेजे जाने के अलावा कैबिनेट में भी भेजने की चर्चा थी ।

ब्राइबरी ऑफ फॉरेन पब्लिक ऑफिशिल बिल – 2011

इस साल के बजट सत्र में इस विधेयक को लोकसभा में पेश किया गया । इसका मुख्य उद्देश्य भारत में घूस देने वाले विदेशी अधिकारियों को प्रत्यर्पित करके यहां लाकर सजा देना हैं । यह प्रावधान अब तक यहां के भ्रष्टाचार के लड़ने वाले कानूनों में शामिल नही था ।

इलेक्टोरल रिफार्म्स एमेंडमेंट बिल

चुनाव सुधरों पर लगला आंदोलन करने की अन्ना की चेतावनी ने सरकार को अग्रिम रणनीति तैयार करने पर विवश कर दिया । लिहाजा इसी महीने में सरकार को चुनाव सुधारो पर विधेयक लाने की धोषण करनी पड़ी । इस प्रस्तावित विधेयक में राजनीति को अपराधीकरण से मुक्त करने के लिए व्यापक चुनाव सुघारों की बात कही जा रही हैं । इस विघेयक को संसद के शीतकालीन सत्र में लानें का अनुमान हैं ।

व्हिसिल ब्लोअर प्रोटेक्शन बिल

पूर्व में मंजूनाथ षणमुखम, सत्येंद्र दूबे, अमित जेठवा, दत्ता पाटिल, सतीश शेट्टी, विट्ठल गीते, शशिधर मिश्रा जैसे व्हिसिल ब्लोअरर्स मारे गये। इसके अलावा कई आरटीआइ कार्यकर्ताओं पर जानलेवा हमले हुए। लगातार बढ़ती इस तरह की घटनाओं के बाद एक ऐसे कानून की जरूरत महसूस की गई जो देशहित या जनहित में किसी अनियमितता या घोटाले के खिलाफ आवाज अठाने वालों को संरक्षण प्रदान करे। अगस्त 2010 में प्रस्तावित विधेयक पब्लिक इंट्रेस्ट डिसक्लोजर एंड प्रोटेशन टू पर्सन मेकिंग द डिसक्लोजर बिल 2010 को कैबिनेट की स्वीकृति मिली। इस बिल में मुख्य सतर्कता आयोग को एक सिविल कोर्ट की शक्तियां दी गई है।

1. Worship without service.
2. Trade without morality.
3. Science without humanity.
4. Power without responsibility.
5. Education without character.
6. Politics with principles.
7. Wealth without work

Mahatma Gandhi.

Every piece of wrong doing strikes a blow at our own heart. When taking a mean advantage, people too easily forget that they do themselves more injury than others.

- Joseph Parker

**Talent will get you to the top,
Put it takes character to keep you there.**

John wooden

काम करने से पूर्व सोचना बुद्धीमत्ता है।

काम करते समय सोचना सतर्कता है।

काम कर चुकने पर सोचना मूर्खता है।

<div align="right">स्वामी शवानन्द सरस्वती</div>

यदि मानव कुछ सीखना चाहे तो उसकी हर एक भूल, उसे कुछ न कुछ शक्षा दे सकती है।

<div align="right">डकेन्स</div>