

SOUTH EASTERN RAILWAY

Headquarters Office
Personnel Department
Garden Reach
Kolkata 700043

Dear Personnel Department Colleagues,

This booklet, which is now in your hands, is prepared with a view to streamline work practices and bring about uniformity in the working of the Personnel Department in South Eastern Railway Headquarters Office.

Over a period of time, the systems which existed have got changed and there is a wide variation in the working of the various sections in the Personnel Department at Headquarters.

There is a multiplicity of Attendance registers, files and file numbers which needs to be consolidated afresh. Also, there is no single document giving the list and names of various sections and the broad duties to be performed by each section. Besides, there are many works which are common to sections in which the flow of work needs to be shown. This booklet attempts to address these issues which will help you in day to day working by streamlining routine work practices- thereby making the task systematic and simpler.

The booklet is divided into the following parts:

1. [PART 'A'](#) : Personnel Department in SER Headquarters – Organization.
2. [PART 'B'](#) : General Instructions.
3. [PART 'C'](#) : Duties of Staff Section or 'E' section.
4. [PART 'D'](#) : Duty List of 'G' Sections and section codes.
5. [PART 'E'](#) : Maintenance of Attendance Registers in sections and controlling Officers.
6. [PART 'F'](#) : Flow Charts pertaining to certain items of work.

Personnel Department deals with the most important resource i.e. Human Resource. All of us are responsible to fill up vacancies and make employees available where ever needed. We also need to ensure staff satisfaction through timely payment of legitimate dues. All of us must work to the best of our ability to achieve this objective together. The staff should have faith in us and we should have faith in ourselves.

All the best.

(Manoj Pande)
Chief Personnel Officer

Date: November 12, 2013

PART 'A'

Personnel Department in SER Headquarters - Organisation

1. **Introduction:** Personnel Department in S.E. Railway Headquarters performs a wide range of functions, handled by different sections. We deal not only with recruitment, selection, promotion and settlement of staff and officers, but also a wide range of subjects for which various sections are allotted.
2. **A detailed exercise has been carried out** listing specific items of work of each section. **Each section has been given a specific code.** This should invariably be followed henceforth, while giving file numbers, [Refer to items 3 & 4 of General Instructions in Part 'B']
3. **Sections are classified under two heads: 'E' & 'G'**
 - a) **Establishment or staff sections ('E' sections)**

Dealing with Establishment matters of the concerned department i.e. selections, promotions, indents, transfers and related correspondence; and
 - b) **General or Non-staff sections ('G' sections)**

Dealing with specific subject matters as indicated/may be allotted.

4. SECTION CODES

'E' or Staff Section (See Part C)

Section	Department	Code
Admin.	GA, RB, Law, Steno, Typist	E-ADMN
Comml	Commercial	EC
Elect	Electrical	EL
Engg	Civil Engg	EE
Mech	Mechanical	EM
Medical	Medical	ED
Optg	Traffic/ Running	ET
Pers.	Personnel	EP
School	Schools	E-SCH
S&T	Signal & Tele	EN
Stores	Stores	ES
Gazetted	All Officers	E-GAZ

'G' or Non-Staff Section (See Part D)

Section	Dealing with	Code
Coordination	MCDO, VIP Ref:, etc.	CORD
RRC	Gr. 'D' Rectt.,	RRC
Recruitment	RRB, CG etc.	REC
Welfare	SBF, Schools.	WEL
R.T.I.	RTI	RTI
Reservation	RP	RP
IR Management	Unions Dealing	IRMC
Ruling	Policy	R
D & A	DAR cases	DAR
Enactment/ HOER	Labour Laws, Rosters	HOER
Inspection/ Audit		INSP
Budget		BUD
IT & Stores	Office Stores	IT&S
Manpower Planning	Vacancy Bank etc.	MPP
Training	Outside Rly.	TRG
Quarters	GRC/SHM	QR
Bill	Salary work	BILLS
Settlement	Sett Dues	
Court Cell	Legal matters	CC
R & D		R & D

General Instructions:

1. **Attendance Registers** shall be maintained Section-wise. ***No additional attendance registers shall be maintained w.e.f. 01.01.2014.*** This may be ensured by the respective controlling officers.
2. **Chief OS /OS of the section** will be responsible for the maintaining, custody and closing of Attendance on each working day and shall sign accordingly. The Attendance shall be closed by sharp 10.30 hrs.
3. **Tour Programme: *Prior approval*** should be taken on register. Approval within Zone – Controlling Officer & Outside Zone – CPO (A)/CPO through Controlling Officer.
4. **A revised File Numbering System** is proposed to be introduced later. Hence, all files in HQ 'P' Deptt. should begin with SER/P-HQ/Section Code/.....
5. **List of files *should be made*** by each staff who is the custodian of the file. It should be available for inspection whenever required.
6. **Name of the Custodian of the File:** is to be written on the Top Cover of the file.
7. **Practice of Opening Loose files *should be avoided*** to the maximum extent possible. In case loose file has to be opened to avoid movement of bulky files, it should have Folio and NS numbers of the main file. Papers should be attached on the main file after the decision on the loose file is over. (e.g. Posting / Transfer / Leave / Fixing of Dates / Drafts / Minutes etc.).

8. **Page Numbering** in files should be in running numbers, i.e 20,21,22,23 and **NOT** 20/1,20/2,20/3,21 etc.
9. **Internal transfer** orders in CPO office will be issued by SPO (E & HQ.)
10. **Parliament Questions:** While the matter may be dealt in any file, copy of both the question and the ***reply should be pasted in a register with Index.*** This register will be in the custody of the dealer. Master register will be maintained in the coordination section under EA.
11. **R.T.I. Application:** The matter may be dealt in any file, but copy of the R.T.I. Application and the ***reply should be pasted in a register with Index.*** This register will be in the custody of the dealer. Master register will be maintained in the RTI section under DyCPO/W.
12. **Following items to be dealt by section concerned** unless specified otherwise:
 - i) Court Cases.
 - ii) R.T.I.
 - iii) P.N.M. Items.
 - iv) Audit/Inspection
 - v) MP/MLA/VIP References.
 - vi) Applications under Section 80 of Civil Procedure Code
13. **APARs** of ALL SWIs/Ch OS shall be countersigned by CPO.

PART 'C'

DUTIES OF STAFF SECTION OR 'E' SECTION

1. Maintaining monthly data on S.A.V.E. of the entire department, grade-wise and category-wise for all units with Sub totals of each cadre and Grand Total of Gr. 'C' & Gr. 'D' for the entire cadre.
2. Extension of currency of Workcharged posts.
3. Planning for filling up Direct Recruitment vacancies of the various posts by obtaining and compiling the indents received from the divisions/units duly considering the SC/ST/OBC percentages and shortfall, if any.
4. Identifying the vacancies which can be filled in by Physically Handicapped (PH) candidates vis-à-vis posts identified vide Rly. Board's letter No. E(NG)II/2009/RC-2/ 5 list dated 27.08.2009 and make indents accordingly w.r.t. (2) above.
5. Distribution of RRB panels received to Divisions/Units as sent w.r.t. (2) & (3) above.
6. Dealing with engagement of Substitute B/Peons pertaining to the department.
7. Dealing with all references including CA-iii/MP-MLA/RB/VIP reference cases.
8. Dealing with R.T.I. cases.
9. Dealing with PNM & Court cases pertaining to the department.
10. Maintenance of Service Registers of the department for Hd. Qrs. Office staff.

11. Issue of Seniority lists for Hq controlled posts and for Gr B selections.
12. Selection/Suitability/Trade Test/ MACPS for HQ controlled posts.
13. Processing and passing of Advocate bills.
14. Processing HBA, Scooter, Computer advances pertaining to the department.
15. Processing of cases of advance Review of S/Record and Payment of Settlement dues (Leave, Salary, G.I.S. etc.)
16. Processing of Increment, absentee, fixation of Pay, encashment of leave, child care leave, P.F. Advance.
17. Processing for permission to purchase Immovable property, NOC, Passport cases.
18. Inter Railway/Inter Divisional transfer cases.
19. Forwarding of applications for various posts through proper channel within and outside the railway.
20. Divisional Correspondence on various subjects and Staff Grievances dealing.

Duty List of 'G' Sections and section codes

SN	SECTION	DUTIES
1.	Coordination (CORD)	<ul style="list-style-type: none">i) Preparation of monthly DO to Railway Board & receipt and record of MCDO received from divisions/units.ii) CA-iii & MP/MLA /VIP reference monitoring.iii) Parliament Questionsiv) Maintenance of Non-Gazetted APARs of Hd.Qrs. P/Depttv) Compilation & preparation of Safety category statement.vi) Telephone Bills & CUG of Hd.Qrs. P. Branchvii) Staff interview with CPOviii) Receipt & Despatch of Dak/ files pertaining to CPO/CPO(A)ix) Monitoring of Rajbhasha implementation in CPO office.x) Preparation of booklets for VIP visits
2.	Railway Recruitment Cell (RRC)	<ul style="list-style-type: none">i) Open Market recruitment in GP-1800(erstwhile GrD)ii) Coordination with RRB including obtaining / placing of Indents & distribution of panels to Staff Officers. Replacement Panels.

SN	SECTION	DUTIES
3.	Recruitment (REC)	<ul style="list-style-type: none"> i) Screening of Bungalow Peons/Substitute Gr. 'D' under Hd. Qrs. Office. ii) LARSGESS / Land-losers/ Sports/ Scouts/Cultural quota apptt iii) Compassionate Ground appointment (HQ & referred cases). iv) Appointment cases relating to Train Accident Victims. v) Other miscellaneous recruitment matters
4.	Welfare (WEL)	<ul style="list-style-type: none"> i) Welfare including SBF & Holiday Camps. ii) Lump-sum Ex-gratia payment cases recd from units. iii) Allotment of Holiday Home & BNR Auditorium. iv) Processing of Works Programme cases. v) School matters including Sanghamitra & KVs. vi) Co-operative Societies. vii) HQ Cultural Academy. viii) Inter Rly. Cultural / Drama / Essay competition. ix) Funeral assistance from imprest of Dy. CPO(W). x) Issue of RELHS cards. xi) Headquarters Canteen. xii) Prime Minister & Railway Minister's Relief Fund. xiii) EDPG cases of 'P' Deptt.

SN	SECTION	DUTIES
5.	R.T.I. (RTI)	<ul style="list-style-type: none"> i) Registration and forwarding of RTI Applications received through PIO of SER to concerned officers. ii) Reply of all RTI cases pertaining to Personnel Department. iii) Preparation of reply in regard to Appeal and CIC cases.
6.	Reservation (RP)	<ul style="list-style-type: none"> i) Roster Registers – certification and verification. ii) Verification of Caste Certificates. iii) Correspondence with Railway Board regarding Reservation policy iv) Preparation and submission of all statements regarding Reservation to appropriate authorities. v) National Commission for SC/ST-Liaison, replies & Review Meeting. – Grievance solving. vi) AISCSTREA – Liaison, Policy Affairs, Training Programme, circulation of lists, Informal Meetings at Zonal level. vii) Parliamentary committees on the welfare of SC/ST. viii) Periodical inspection of divisions and units. ix) Submission of Half-yearly/ Yearly Report - Prime Minister's 15 Point Programme on Minority community.

SN	SECTION	DUTIES
7.	I.R. Management Cell (IRMC)	i) Dealing with recognized and un-recognized unions and Associations w.r.t. representation, memorandums, periodical returns & statements. ii) PNM Meetings – Zonal & HQ Branch. iii) Circulation of Lists of Office Bearers & cases of transfers of Office Bearers. (Section will make and circulate a template to issue of list of Office Bearers. iv) Trade Union Education Programme, Issue of Card Passes / Spl. CL / Rest House Booking etc. v) Dealing with Bandh / Dharna / Strike / Daily Reports and related matters. vi) Finalization of Holiday Lists and observance of occasions. vii) Interaction with Labour Tribunal. viii) OBC Association – All related issues.
8.	Ruling (R)	i) Compilation and distribution of Estt. Serials /Non-Serials/ Codes/Manual Correction/PF Rules. ii) All Policy references. iii) Out of turn promotion on Sports Quota. iv) Alteration of recorded date of birth – All departments v) SOPEST. vi) Pay Commission related matters.

SN	SECTION	DUTIES
9.	D& AR (DAR)	<ul style="list-style-type: none"> i) Processing of all D&A cases of HQ (Non-Gaz) – VIG & Non-VIG. ii) Dealing with HQ/Division Appeal & Revision cases. iii) Dealing D&A clearance of all staff of HQ. iv) Policy matters & correspondence with Board.
10.	Enactment HOER Section (HOER)	<ul style="list-style-type: none"> i) Processing of cases of change of HOER classification. ii) Interaction with Regional Labour Commissioner (Central). iii) Submission of Annual Return on the working of Workmen Compensation Act 1923, Payment of Wages Act, etc. iv) Cases relating to industrial Dispute Act. v) All other HOER matters viz. Periodic Rest, Roster, OT etc. vi) GM narrative report – Co-ordination with other sections, compilation and sending to appropriate authority.
11.	Inspection/ Audit (INSP)	<ul style="list-style-type: none"> i) Accounts and Audit Inspection Matters. ii) Inspection reports of all officers – follow up & compilation of remarks. iii) PMM - Preparation of Agenda, compilation & remarks.

SN	SECTION	DUTIES
12.	Budget (BUD)	<ul style="list-style-type: none"> i) Preparation of Revised Estimate, August Review Estimate, Final Modification. ii) Cases relating to certification of funds, preparation of Pay Orders for effecting payment of bills. iii) Honorarium, Entertainment Allowance, Telephone Bills' payment. iv) Procurement of Laptops, procurement of Brief Cases etc. v) Payment towards procurement of Gold Plated Coins, Portfolio bags for retirees.
13.	IT & Stores (IT &S)	<ul style="list-style-type: none"> i) Procurement of IT Assets – PC, Printer etc. ii) Procurement of other T&P items & consumables. iii) AMC for various machines. iv) Processing of cases received from Divisions for sanction.
14.	Manpower Planning (MPP)	<ul style="list-style-type: none"> i) Monitoring of creation & surrender of posts over SER. ii) Collection of B.O.S. from Units and Publication of HQ B.O.S. iii) Processing proposals for creation of posts. iv) Maintaining of Vacancy Bank, Benchmarking. v) Correspondence with Railway Board pertaining to MPP. vi) SAVE position.

SN	SECTION	DUTIES
15.	Training (TRG)	<ul style="list-style-type: none"> i) GOI/Act Apprentices Training - Correspondence. ii) Holding/Conducting of various Training Meetings like CTAC. iii) Correspondence with Railway Board/Other Training Centres. iv) Sending periodical statements to Railway Board. v) Training in Non-Rly. Institution or by Non-Rly. Agencies. (NG) vi) Training of Engineering & other students during vacation or as part of their academic course.
16.	Quarters (QR)	<ul style="list-style-type: none"> i) Allotment of Quarters to Non-Gazetted staff & related correspondence. ii) Retention/temporary allotment of Non-Gazetted railway quarters. iii) Headquarters Quarter Committee Meeting for GRC/SHM.
17.	Bill Section (BILL)	<ul style="list-style-type: none"> i) All salary related work including OT/TA/CTG/Advances/CEA etc. ii) PLB related work. iii) Circulation and vetting of Income Tax & Issue of Form-16. iv) Issue of LPC in case of transfer, retirement and other than normal cases of leaving service. v) Compilation & submission of Monthly position of OT to RB.

SN	SECTION	DUTIES
18.	Settlement (SETT)	<ul style="list-style-type: none"> i) Dealing with all NR & ONR cases of Hqrs. (Gaz. & Non-Gaz.). ii) Pre-06 revision cases (Suo-Moto & application basis). iii) Procurement of Gold Plated Silver Medals & Portfolio bags. iv) Procurement of Service Certificates & I Cards for Pensioners. v) Issue of retirement list every year in advance. vi) Pension Adalat.
19.	COURT CELL	<ul style="list-style-type: none"> i) Preparation of Monthly Court Case Statement ii) Holding of Court Case Meetings with divisions/units. iii) <i>To process SLP matters in referred cases of Division/HQs.</i> iv) To attend hearing of important contempt cases and other relevant court cases as per order of CPO & CPO (Admn.). v) Miscellaneous references related with Court Cases including Rly. Board.
20.	R & D	<ul style="list-style-type: none"> i) Receipt of all letters pertaining to CPO's Office coming through Postal, Division & Zones. ii) Dispatch of letters through Postal, Central Dispatch (letters addressed to Divisions). iii) Dispatch of Letters of CPO's Office to concerned section in CPO's Office. iv) Registering and maintaining details of DAK received in Computer.

SN	SECTION	DUTIES
21	Gazetted Confidential (GAZ-CON)	<ul style="list-style-type: none"> i) D&A and Vigilance cases pertaining to Gazetted Officers ii) Selections to Group B in all departments iii) Permission and NOC for Passport/Visa iv) Permission and noting for purchases and disposal of Movable and Immovable property. v) Court cases pertaining to Gazetted selections and Gazetted officers. vi) Correspondence with Railway Board regarding induction to Group A and others.

PART 'E'

Maintenance of Attendance Registers in sections and controlling Officers

a) 'E' or Staff Sections

SN	SECTION	CODE	ATTENDANCE
1.	Administration.	E-ADMN	SPO(E&HQ)
2.	Commercial Staff Section	EC	SPO (Comml.)
3.	Electrical Staff Section	EL	APO(M&E)
4.	Engineering Staff Section	EE	SPO(E&HQ)
5.	Mechanical Staff Section	EM	APO(M&E)
6.	Medical Staff Section	ED	APO(Bills)
7.	Operating Staff Section	ET	SPO(P&T)
8.	Personnel	EP	SPO(E&HQ)
9.	School	E-SCH	Dy. CPO(Wel)
10.	S & T	EN	APO(S&T)
11.	Stores	ES	APO(S&T)
12.	Gazetted	E-GAZ	Dy. CPO(Gaz)

b) 'G' or Non- Staff Sections

SN	SECTION	CODE	ATTENDANCE
1.	Coordination	CORD	EA to CPO
2.	Railway Recruitment Cell	RRC	Chairman/RRC
3.	Recruitment	REC	Chairman/RRC
4.	Welfare	WEL	Dy. CPO (Wel)
5.	R.T.I.	RTI	Dy. CPO (Wel)
6.	Reservation	RP	Dy. CPO (Wel)
7.	IR Management Cell	IRMC	Dy. CPO (IR)
8.	Ruling	R	SPO (E&HQ)
9.	D & A	DAR	SPO (E&HQ)
10.	Enactment/HOER	HOER	SPO (E&HQ)
11.	Inspection/Audit	INSP	SPO (E&HQ)
12.	Budget	BUD	SPO (E&HQ)
13.	IT & Stores	IT&S	SPO (E&HQ)
14.	Manpower Planning	MPP	SPO (E&HQ)
15.	Training	TRG	SPO (E&HQ)
16.	Quarters	QR	SPO (E&HQ)
17.	Bill Section	BILL	APO (Bill)
18.	Settlement	SETT	APO (Bill)
19.	Court Cell	CC	APO (S&T)
20.	R & D	R & D	SPO (P&T)

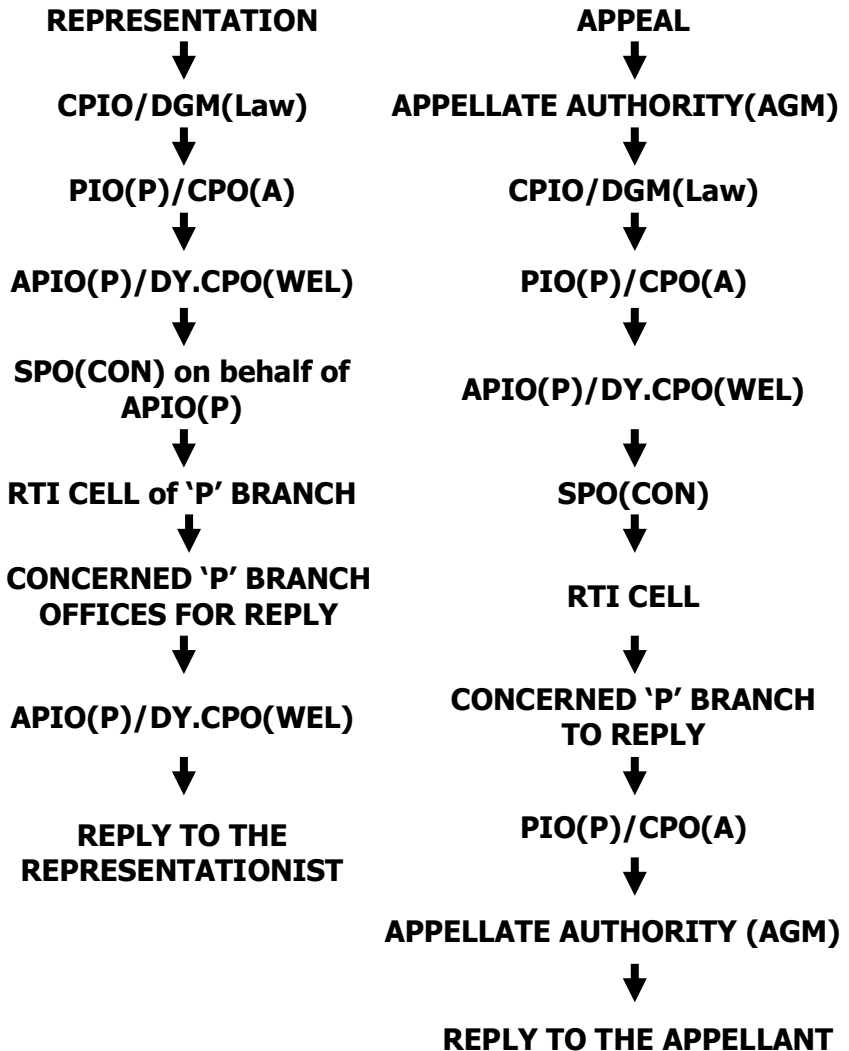
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I N D E X

S/N	SUBJECT	Page No.
1	<u>RTI Cases of 'P Branch</u>	19
2	<u>Compassionate Ground Appointment</u>	20
3	<u>Notice Under 80 CPC – 'P' Branch</u>	21
4	<u>Settlement Cases – ONR</u>	22
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6	<u>MP/MLA References</u>	24
7	<u>Placing of indents with RRBs (Gr. 'C')</u>	25
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9	<u>Extension of Currency</u>	27
10	<u>Creation of Posts</u>	28
11	<u>Extension of Currency</u>	29

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RTI CASES OF 'P' BRANCH



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COMPASSIONATE GROUND APPOINTMENT

Staff Officer receives intimation of Death/MI & issue termination order



SWI deputed to meet family and provide guidance/assistance



Inquiry by SWI



Obtaining PHOD's recommendation by Staff Officer



Division/Unit decided



Sent to respective Division/Unit for further action

[Note: JE-II cases to be processed for GM's administrative approval by Recruitment (CG) Section on receipt from Division/Units after the candidate has passed in Gr. 'C' Written Test].

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NOTICE UNDER 80 CPC – 'P'

Received by Staff Officer



Examination of the case by the Staff Officer



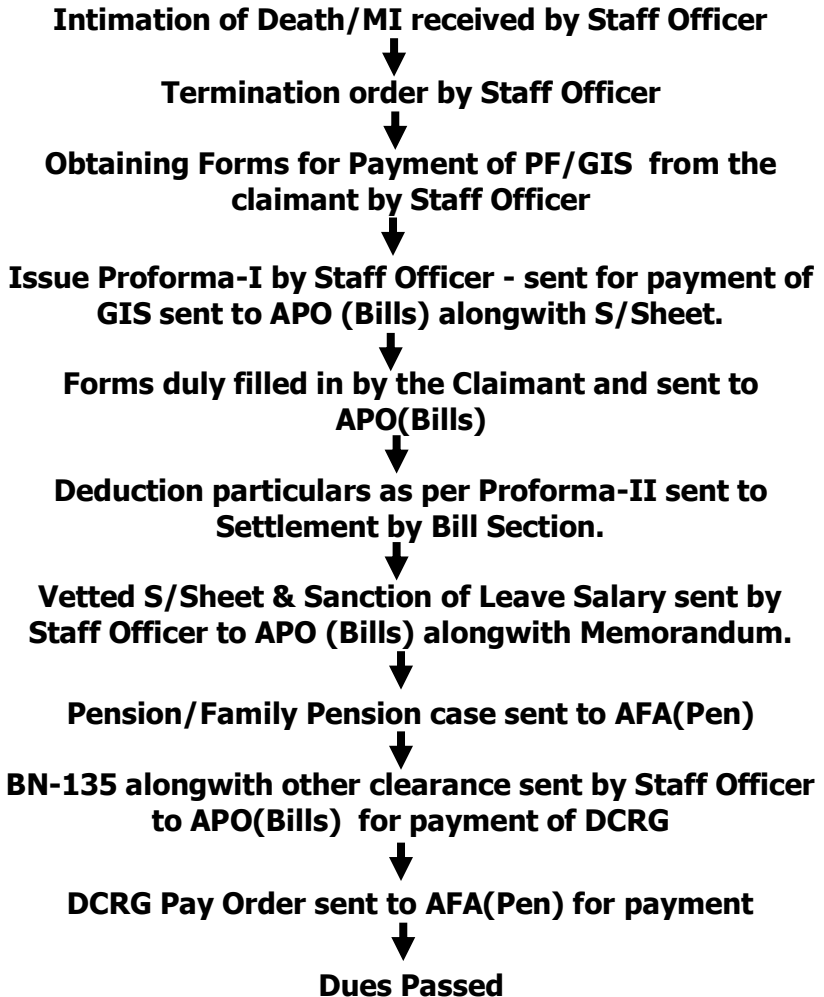
**Draft Reply from Staff Officer to Dy. CPO(W)
within one month.**



**Signed reply of Dy. CPO(W) to be dispatched on
behalf of Staff Officer**

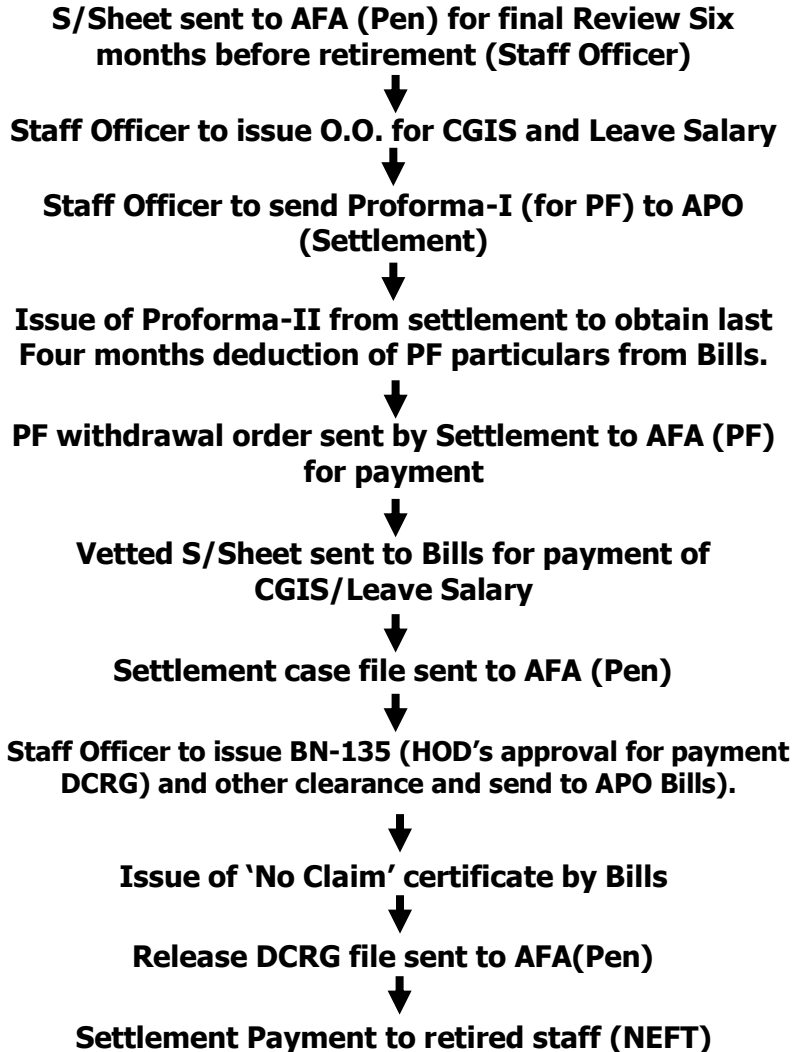
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SETTLEMENT CASES - ONR



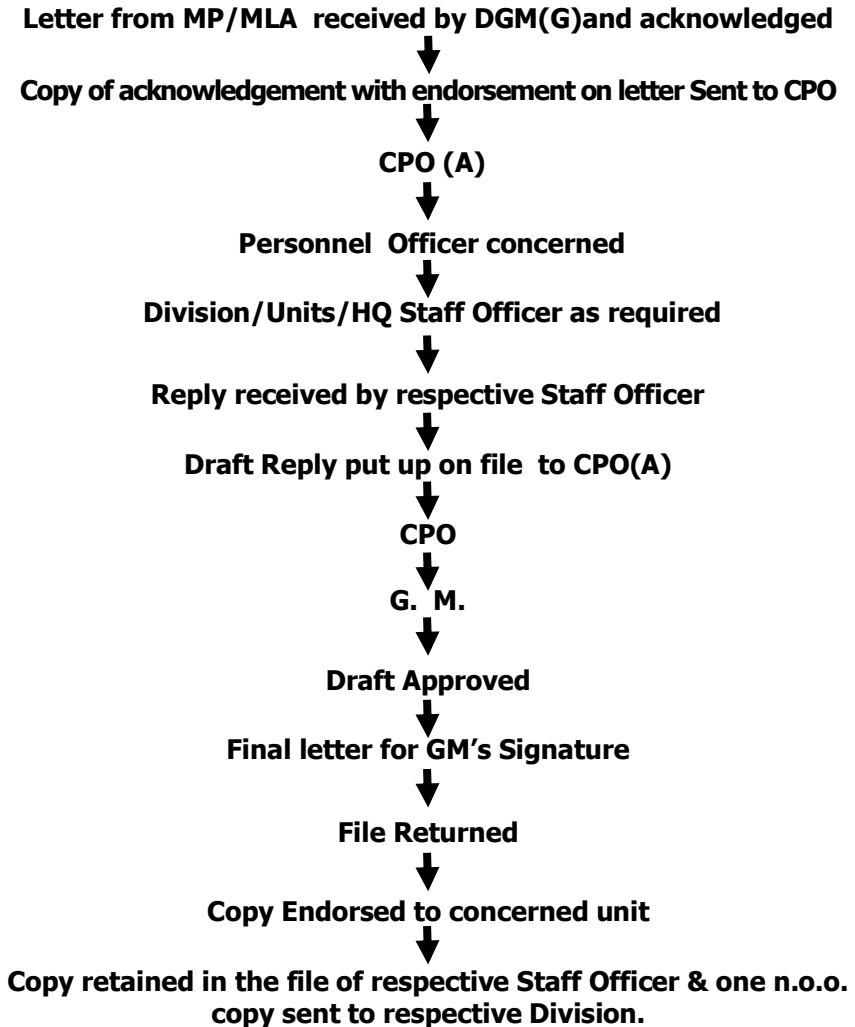
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SETTLEMENT CASES



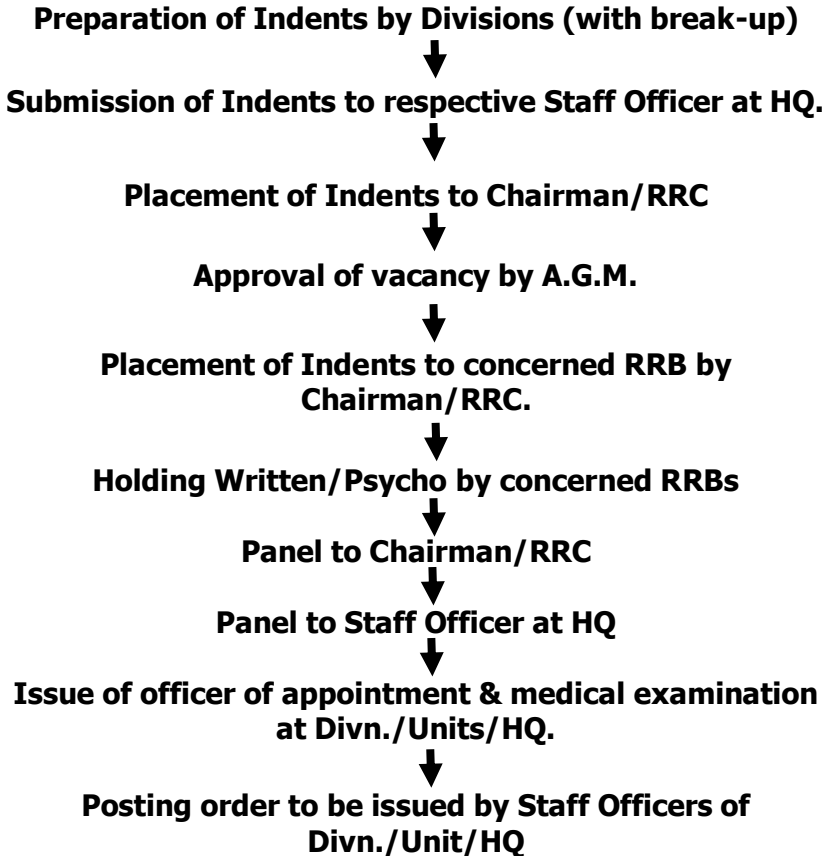
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MP/MLA REFERENCES



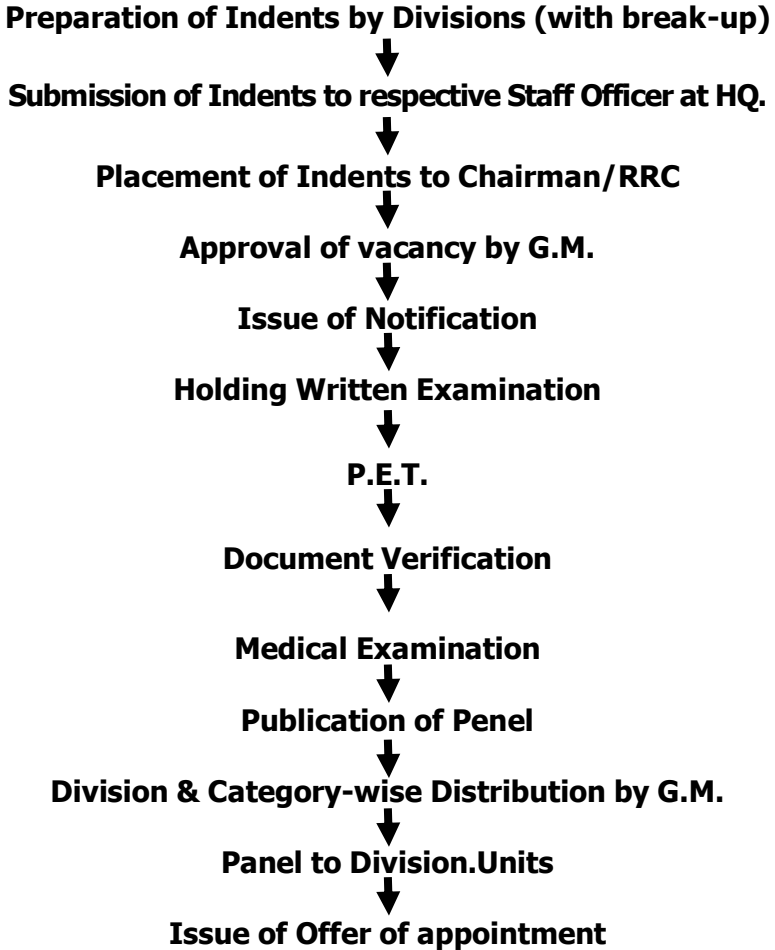
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PLACING OF INDENTS WITH RRBs (Gr. 'C')



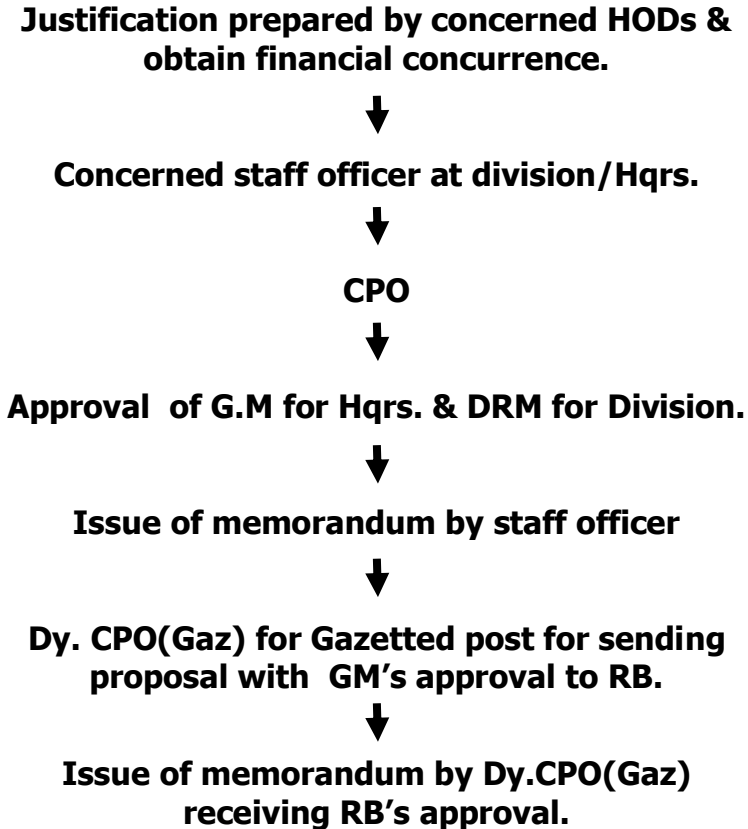
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PLACING OF INDENTS WITH RRC (Gr. 'D') G.P. Rs.1800/-

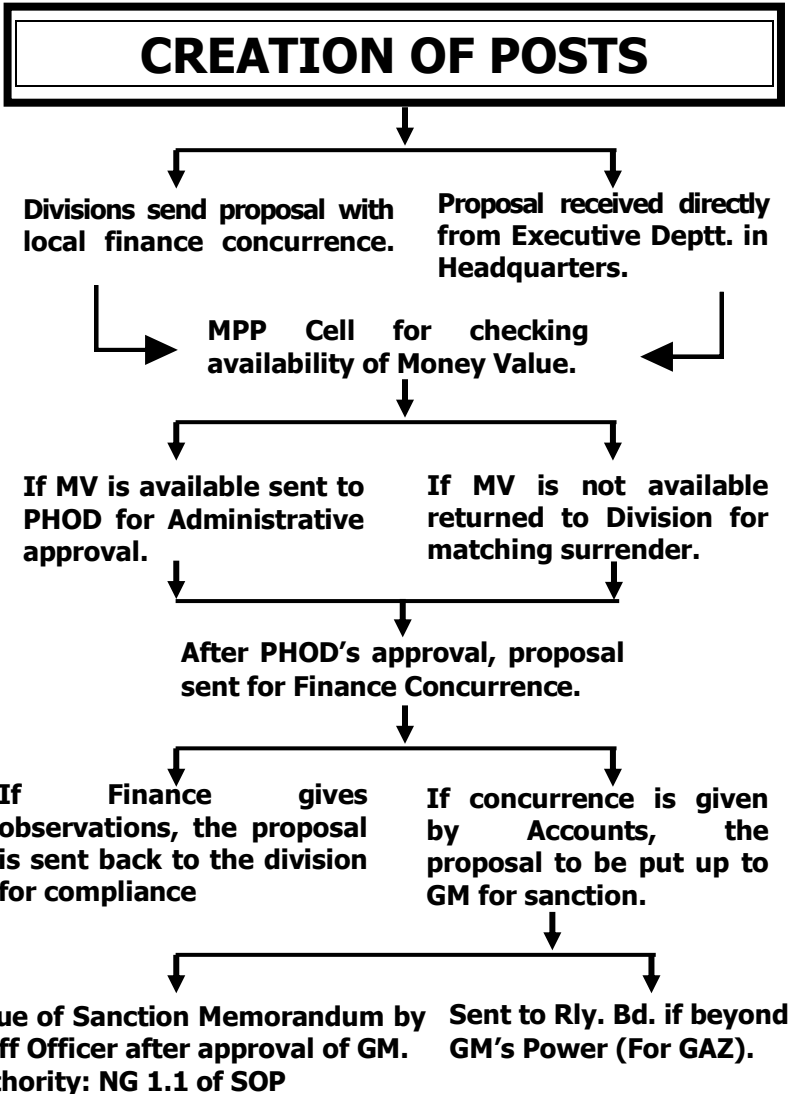


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EXTENSION OF CURRENCY



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