



“सतर्क भारत, समृद्ध भारत”

Dos and Don'ts

Personnel & Accounts Department



Dos and Don'ts regarding Evaluation of Answer Sheets

Dos

- Answer sheets should be handed over to the Evaluating officer soon after the completion of w/examination in sealed cover clearly scrubbed with the name of examination and number of answer sheet.
- The number of answer sheets as mentioned on the top of the sealed cover should tally with the number inside the cover/envelope.
- Evaluator should ensure that model answers are available with him/her before evaluation.
- Evaluator should confirm that all the answer sheets are coded with dummy numbers.
- In case evaluator is in doubt regarding answer key, the question setting officer should be immediately consulted.
- Erasing/over writing/cutting in marks should be avoided.
- Answer sheets should be evaluated in indelible ink not by lead pencil.
- Proper and uniform marks should be awarded particularly for narrative type answers and marks so awarded should not be more than the prescribed marks in any case and no grace marks should be awarded in individual cases.
- Marks awarded to Answer should be tabled individually in the statement of marks of the Answer sheets.
- Correct totaling of marks and signature in appropriate space of tabular statement should be ensured.



- Evaluation should be completed as soon possible.
- Before handing over, evaluator should verify each and every answer sheet, totaling of marks and in case of any minor corrections, it should invariably be attested.
- Evaluated answer sheets should be returned to personnel branch in sealed cover only. Unevaluated answer sheets if any due to reasons thereof should be spelled out in the forwarding note.

Don'ts

- Don't evaluate the answer sheets without dummy code number.
- Don't evaluate the answer sheets in which candidate has written his name, put his signature or mark any kind of symbol in it.
- Don't award marks in pencil.
- Don't assign marks first in pencil and then marking in ink thereafter.
- Don't evaluate answer on objective type questions which have corrections (erasing, overwriting, cutting etc.) by the candidate.
- Don't write anything like correct answer remarks and even making mathematical calculations in the answer sheets.
- Don't increase/decrease the marks once awarded particularly in descriptive type answers in any case.
- Don't award marks at your own mind for objective type answer but should be as per the answer key.
- Don't round off decimal marks if any awarded.
- Don't award marks on answers to the questions in excess of the required number.



Dos and Don'ts regarding using IPAS ID

Dos

1. Protect IPAS ID with a strong Alpha-numeric password.
2. Change the password of IPAS regularly.
3. In case it is feared that password is seen by any other person, it should be changed immediately.
4. See Login history to ensure that there is no unauthorized use of User ID and Password.
5. IPAS has provision of second level of authentication through OTP (PIN) on registered mobile number It should also be enabled in your ID for enhanced safety.

Don'ts

1. Don't share password of your IPAS ID with anyone who so ever.
2. Don't use public place like cyber café to access data from your IPAS ID.
3. Don't write down password of IPAS ID at a place which can be accessed by others.
4. Don't select the "save password" option while opening IPAS ID, to avoid its misuse.



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Dos and Don'ts

Electrical Department



Dos

- Incorporate accepted tender conditions in the contracts.
- Electrical contractor's licence validity to be ensured during execution of the work.
- Waive off of the RITES inspection should be done with proper justification.
- Carry out prescribed test checks/measurements before accepting the supply of material in a work contract. Pay particular attention to the hidden measurements.
- Ensure execution of work as per contract conditions and technical specifications and payment should be made after ensuring compliance of tender stipulations.
- Joint inspection of inventory is to be carried out for the material to be released before commencement of the work.
- Timely process EIG proposal for commissioning of HT substations and equipments and obtain EIG sanction before energizing the same.
- Daily attendance of man power required as per the contract should be ensured.
- Perform the departmental stock verification without fail.
- Ensure proper electrical earthing of all installation during work execution.
- Ensure provision of proper rating MCB/MCCB and other safety devices.
- Ensure that the installation register for electrical fittings provided in quarters/service buildings are maintain up to date.
- Ensure proper size of equipment/wiring/cables according to the sanction load.



- In service contracts, ensure PF and ESI subscription payments before passing bills.
- Ensure prescribed test checks before passing the bills
- The actual length of left over contact wire and catenary wire should be measured after completion of each shot and the ends of wire must be properly sealed.
- While preparation of drawings, principles laid down in ACTM to be strictly followed.
- Reconcile the quantity of OHE conductor at regular interval and take the scrap in custody from contractor.
- Ensure proper depth of trench, sand cushioning and brick protection while laying HT/LT cables.
- Over writings and corrections to be avoided in Measurement Book.
- Ensure that defective energy meters are replaced on priority.

Don'ts

- Do not incorporate eligibility criteria to suit a particular firm.
- Do not modify eligibility criteria after opening of tender.
- Two works should not be combined having different “Similar nature if works”.
- Do not mentioned such ‘ Makes’ of electrical items in work contracts, which are not equivalent cost wise or quality wise.
- Do not accept the change of specifications during execution of work.
- Do not include those items in work contracts which are available on GEM without competent authority's approval.



- Do not include supply of cables in work contracts unless it is of urgent in nature and that too with competent authority's approval.
- Do not issue test check certificate without putting date below signature of inspecting official.
- Do not operate non-schedule items without sanction of competent authority.
- Do not accept the material more than the scheduled quantity without obtaining approval from competent authority.
- Do not accept the material of other make which are not included in the work order.
- Do not deviate/ change the location of work without approval of competent authority of the work.
- Do not prepare the estimate for releasing electricity connection to contractor/private parties without actual survey at site.
- Do not change RDSO/RITES inspection to consignee inspection without approval of accepting authority.
- Do not allow contractor to first execute only those items considered more profitable by him at his discretion.
- Consignee should not take materials into account without delivery challan, inspection certificate and all other documents as mentioned in contract agreement.
- Do not accept the material of inferior brand/ quality other than specified in contract agreement.
- Do not issue excess quantity of Railway material/equipment to the contractor.



- Do not extend the temporary power supply to outsiders/contractors without proper authority.
- Do not record the measurement for works, without the mandatory checks.
- Do not modify the LT/HT overhead lines without competent authority's approval /sanction.
- Don't install charged batteries without retentively test.
- Electric supply to any contractor shall not be provided without provision of meter connection.
- Emergency supply (D.G. Supply) shall not be provided to contractor/Vendors.
- Do not indent electrical items, which do not confirm to IS specification or don't bear ISI marks.
- Do not deviate from the condition mentioned in the OHE contracts without proper approval from competent authority.
- Reconciliation of material should be done before passing the final bill.



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Dos and Don'ts

Engineering Department



Dos

- Ensure realistic assessment of estimated cost based on LAR's & Market rate analysis.
- Ensure realistic assessment of time required for completion of works and close monitoring of time & costs overruns.
- While framing the pre-qualification criteria, the end purpose of doing so should be kept in view. The purpose of any selection procedure is to attract reputed and capable firms with proper track records to participate.
- Ensure adequate safeguards be built in the contracts, to effect timely recovery of advances.
- Allow adequate and reasonable minimum time (as prescribed) for opening of all tenders to encourage proper response-except in emergencies for which approval must be obtained from competent authority.
- Ensure timely supply of copies of approved plans for tenders where special items rates have to be quoted for the particular details of the approved plans.
- Avoid issuing of repeated corrigendum to original tender notice.
- Clearly specify the requirement of 'Similar nature of work' for the eligibility criteria in the tender so that no ambiguity arises during tender committee meeting.
- Ensure that the tender committee is duly constituted of competent level of officers specified.



- If L-1 is bypassed on grounds of credentials and tender is awarded to L-2 at a higher rate, decision has to be substantiated by the tender committee adequately.
- Ensure consideration of reasonableness of rates in the tender committee minutes on the average of last accepted rates for similar type of works under similar conditions and geographically proximity instead of single LAR.
- This should not only be with reference to previously accepted rates but also after taking into account market rates and analysis of rates. Ensure that the reasonableness of rates is examined critically logically and specifically, both in respect of total cost and rates of individual items.
- Deliberate on all the conditions made by the tenderer along with tender offer and specific recommendation in respect of those conditions must be recorded in the TC minute.
- Consider all the relevant information available about similar items in the same or similar/adjoining areas for arriving at reasonableness of the rates in respect of individual items as well as total cost.
- Attempt identification of any possible ring formation especially in the case of limited tenders. Identify sister concerned company if any.
- Ensure that all special conditions having financial implications are evaluated to arrive at correct inter-se position of the offer.
- Order calling of fresh tenders if the TC comes to learn that there is significant change in scope of work.
- Ensure availability of special condition in all contract where Rly. Material are to be supplied, specifying the place where various materials are to be handed over to the contractor and it should also be made clear that all



lead and lift from that place to the site of work would be at the expense of the contractor, or by Railway.

- Under no circumstances any of the members of the tender committee should refer the case to any officers/staff under him or to any one also for scrutiny and/or comments.
- Avoid entertaining letters /offers from tenderers after opening of tender.
- Recommend to black list the firms giving wrong information, false credentials or forged documents should be black listed apart from cancellation of contract.
- TAA should be at least one grade higher than the convener of TC.
- Ensure execution of work on the basis of approved plans by competent authority.
- Enhancement of contract value beyond 25% of the original contract value should be resorted to scarcely. In unavoidable circumstances enhancement beyond 25% has to be resorted to, reasons for doing so are to be recorded on file by officer who is proposing.
- Ensure prior administrative approval of competent authority before executing additional quantities in each item so that the contracts are not vitiated.
- Ensure good workmanship by ensuring close supervision especially for the items for which subsequent verification of quality and/or quantity is not possible.
- Keep proper accountal of material issued to contractor at site of work.
- Ensure proper passing of material after testing etc. before use at site.



- While material passing ensure testing of material as per BIS codes. Ask for internal testing report of manufacturer. Check embossing of correct IS code on supply.
- Maintain site record as per laid down instructions like site order book, inspection register, level book , field book for recording site record etc.
- Ensure recovery of cost of material supplied by Railways, hire charges for tools & plants, etc. from the contractors running bills immediately after their use. Record levels on machine numbered level books only.
- Ensure inspection of correct thickness of items payable on 'area measurements' such as slabs, flooring, premixed road carpet, wood work, etc. Test check must cover this aspect also.
- Maintain necessary records at site as required based on the instructions contained in the Engineering Code, relevant manuals and instructions issued from time to time.
- Ensure all safety precautions and maintain safety equipments in working condition.
- Ensure deputation of qualified engineer at site from contractor site as per stipulated conditions.
- Ensure provision of office accommodation and installation of lab as per contract conditions.
- Ensure up to date calibration of all testing machines and measuring equipments from authorized agency.
- Ensure instructions/deficiencies recorded in site order book by field engineers/ inspecting officers are complied with by the contractor and compliance recorded with dated initials of Site-in-charge.



- Ensure complying of various laws such as Contract labor (Regulation and abolition) Central Rules 1971, Payment of wage act and minimum wage act etc.
- Ensure availability of sufficient details about locations where the work is to be carried out in individual work orders required for the zonal contracts.
- Ensure invariably mentioning of date of last repairs of the work under consideration particularly in case of white –washing/painting etc. in the work order if the same work was undertaken at the same location within last 3 years.
- Ensure recording of day to day consumption of chemical such as water proofing compound, anti- termite used at site.
- Contractor should be insisted upon to indicate the action taken on the observations/instructions given by the supervisory staff/officers.
- Ensure joint foot to foot survey with SSE/PW and ISA/Stock verifier before dismantling of assets such as Track and steel water tank etc. which are releasing valued scrap.
- Carryout shrinkage/void deductions in earth work, boulders and loading contracts as per conditions during recording measurements, passing bills and carrying test checks.
- Carryout prescribed meaning full and adequate test check of measurements and quality of work executed especially hidden items.
- Ensure maintenance of standard measurement book for detailed measurements of repetitive works like white washing etc.
- Ensure signature of contractor on level books, measurement books for acceptance of levels taken and measurement recorded.



- Measurements must be recorded directly in the measurement books by authorized officials.
- Ensure recording of sieve analysis results in measurement books while recording measurements of ballast.
- Process bills of contractors for payments at various levels as per laid down time limit.
- Carryout prescribed test checks on measurements paying particular attention to hidden items.
- Ensure recovery of penalties for excess consumption of cement and steel as per terms & conditions.
- Ensure no payment to contractor unless a valid Income Tax Clearance Certificate is produced.
- Ensure deduction of prescribed shrinkage/voids in earth work and loading contracts as per condition both during on account and final payments. Ensure recovery of penal rates for excess consumption of cement and steel as per terms of contract.
- Ensure technical check of each work order by Division at final bill before passing the bill.
- Ensure that payment is not made excess in any item beyond the sanctioned quantity duly vetted by finance.
- Ensure correct allocation of funds while processing the bills.



Don'ts

- Don't frame estimate with lower rates just to bring it in the powers of sanctioning at lower level.
- Don't propose Non schedule items for which, works which can be executed in SOR items.
- Don't invite tender without prior approval of tender schedule by authority not lower than JAG.
- Don't split requirement to bring the tender value within the powers of the lower level sanctioning authority.
- Don't relax "pre-qualification" criteria to suit particular tenderer while rejecting the other for not meeting out certain "pre-qualification criteria".
- Don't mention such 'makes' of items in works contracts which are not equivalent quality wise.
- Don't modify description of the items so as to make them non-stock items, leading to local purchase.
- Don't ask the bidder to submit EMD, after tender opening.
- Don't split work to call separate tenders to keep the value of the work within the powers of a particular executive nor send tender enquiry to only a few selected firms ignoring other firms/contractors borne on the approved list in case of limited tenders
- Don't draft tender conditions suiting a particular tenderer/contractor.
- Don't issue repeated corrigenda to original tender notice.
- Don't recommend placement of orders at high rates on flimsy technical grounds, shorter completion period or citing discount.



- Don't reject the offer/tenders on account of poor performance while awarding another work to the same tenderer in other cases/adjacent areas.
- Don't entertain letters/representation of the tenderer subsequent to the opening of tender/negotiation.
- Don't alter the eligibility criteria laid down while calling tender during consideration of the offers received.
- Don't change the Tender Committee members once constituted without prior approval of competent authority.
- Don't allow anomalies in evaluation of special conditions to affect the acceptance of the offer recommended.
- Don't accept open quotation from the contractors during negotiations.
- Don't entertain letters/representations of tenderers subsequent to the opening /negotiation/consideration of tenders.
- Don't accept individual items rates which are abnormally high or unworkable in respect of major items of work in the tender.
- Don't accept a single tender received in response to a call for limited tender unless the work is very urgent and permission from competent authority has been obtained.
- Don't exercise the powers of the accepting authority in case you have been a member of the tender committee.
- Do not take part in the tender committee if any of your relative is among the tenderer.
- Don't treat the TC's recommendations with dissenting notes from one or more members of the tender committee, as a unanimous recommendation.



- Don't advise the TC prior to their deliberations on the suitability or otherwise of any particular offer.
- Don't order negotiation on the repeated advice of the TC to invite fresh tenders, particularly where response to call for negotiation is poor.
- Don't hold the negotiation with those who had either not tendered originally or whose tender was rejected because of the unsatisfactory credentials, inadequacy of the capacity or any other invalid tenders.
- Don't accept modified offers, not considered by the Tender Committee.
- Don't allow subsequent revision of the minutes, unless the reconsidered minutes are put up in addition.
- Don't record the acceptance/otherwise of the tenders anywhere else than the body of the TC minutes.
- Don't forget to explain "time delays" in tender committee minutes.
- Don't delay refund of Earnest Money to the unsuccessful tenderers after the tenders are finalized.
- Don't award contracts for work unless site investigations have been completed, all drawings and estimates have been duly approved/sanctioned by competent authority and there is no hitch to hand over the site to contractor.
- Don't allow departmental and contractual executions simultaneously.
- Don't allow execution of works without sanctioned work order and beyond sanction quantities.
- Don't allow execution of partly left over work by another agency before taking measurements of earlier contract and getting them accepted both by the old and new contractors.
- Don't permit use of material without testing & passing.



- Don't operate non-schedule items where it is possible to do work as per scheduled items or a combination thereof.
- Don't award works on quotations in a routine manner and strictly follow financial limits laid down.
- Don't allow two or more agencies to do similar works at one site. Departmental works and works being executed through contracts should not be allowed to be mixed.
- Don't allow execution of work without proper sanctioned work order except in special circumstances and obtain sanction of appropriate authority promptly.
- Don't allow the contractor to first execute only those items considered more profitable by at his discretion so that contractor's interest in completing the whole works remains.
- Don't allow execution of partly left over works by another agency before taking final measurements of earlier contract and getting them accepted both the old and the new contractor.
- Don't permit use of substandard material. Ensure that materials used are of specified specification.
- Don't authorize issues of materials to subordinates of other departments unless approved by their controlling officers.
- Don't endorse test check certificates without putting dated initials against individual identifiable items of works.
- Don't adjust excess use of cement in a running bill against less use in earlier bill.
- Don't pay long leads without physical verification and prepare a lead diagram for this purpose.



- Don't allow passing of bill of earth work without detailed measurements unless otherwise allowed by appropriate instructions.
- Don't allow recoveries on account of use of departmental machinery by contractors to be accumulated up to the final bill.
- Don't make payment of a "finished item of work" on mere arrival of the material at site unless it is fixed in position as per description of the item of work.
- Don't accept the materials or brands/make, which are not stipulated in the Contract.
- Don't allow or tamper the seal of electrical meters provided to Contractor.
- Don't record measurement of steel in separate register in place of measurement books
- Don't use funds of works sanctioned on deposit terms such as in MPLAD scheme at other locations.
- Don't pass any bill for earth work on lump sum basis without recording of initial levels in level books.
- Don't make any payment without acceptance of measurement by contractor.



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Dos and Don'ts

Mechanical Department



Dos

- Define evaluation criteria in clear and unambiguous terms and on equitable basis without leaving any scope for the subjective interpretation.
- “Similar nature of work” to be defined in a tender as approved by PHOD. It should not be narrowly defined so as to suit a particular bidder or a group of bidders but be aimed to generate adequate and healthy competition among the reputed bidders and leave no room for different interpretations.
- Ensure uploading of NITs and complete tender document on the website in time.
- Ensure that Master copy of tender document duly approved by Competent Authority, duly signed with date by the officer authorized with folio number etc available on tender file.
- All members of TC should meet and deliberate on tender rather than sending the files to individual members of TC without physical meeting.
- Ensure that tender committee meeting minutes contain date, time, physical meeting venue and the dated signatures of all the members.
- TC should go through the Comparative Statement, Briefing Note and tender papers carefully before proceeding on tender committee deliberation. Ensure observations raised in briefing notes have been discussed and commented in the minutes.
- Ensure that tender offers have been signed by authorized signatory. It should be clearly brought out that the tender offer is submitted as partnership firm as a proprietor or as a JV.



- Ensure consideration of reasonableness of rates in the tender committee minutes on the average of last accepted rates for similar type of works under similar conditions and geographically proximity instead of single LAR.
- Consider only completed work for judging technical eligibility criteria.
- Deliberate on all the conditions mentioned by the tenderer along with tender offer and specific recommendation in respect of those conditions must be recorded in the TC Minutes.
- Recommend and conduct negotiation only in exceptional cases and not as a matter of routine. Negotiation is allowed only with lowest valid eligible and
- technically acceptable tenderer who would have been otherwise considered for award of contract directly if the rates were not unreasonably high.
- Treat the tender committee recommendations with dissent notes carefully and record reasons for disagreement.
- It is desirable to call for fresh tenders if the TC comes to learn that there is significant change in scope of work.
- Ensure to accept TC recommendation within validity period. If not possible, extension of validity should be sought well in advance.
- Only unqualified acceptance constitutes a binding contract. A conditional acceptance requires consent of the tenderer before binding contract takes place.
- Ensure availability of authenticated schedule based on approved drawings & designs.



- Avoid issuing of repeated corrigenda to original tender notice adequate and reasonable time period should be available after issue of last corrigendum.
- The genuineness of Bank Guarantee should be verified from the issuing bank.
- Ensure the ranking of the offers is done properly after evaluating the special conditions.
- Ensure that the tender committee is duly constituted of competent level of officers specified.
- Under no circumstances any of the members of the tender committee should refer the case to any officer / staff under him or to anyone also for scrutiny & / or comments.
- Avoid entertaining letters/ offers from tenderers after opening of tender.
- Ensure that the tender committee minutes contain the relevant information as the date, venue of the meeting and dated sign. of the members on each page.
- Ensure that tender offer have been signed by authorised signatory.
- If L-1 is bypassed on the ground of credentials and tender is awarded to L-2 at a higher rate, decision has to be substantiated by the tender committee adequately.
- Consider all the relevant information available about similar item in the same or similar / adjoining areas of the arriving at reasonableness of the rates in respect of individual item as well as total cost.
- Record adequate reasons for overlooking the lowest offer if it is not acceptable.



- Tender accepting authority should be atleast one grade higher than the convenor of TC.
- Treat the tender committee recommendations with desent note not carefully and record reasons for disagreement.
- Do specify the conditions for tender responsiveness.
- Do update tender documents to suit the present contract requirements.
- Order to call for fresh tendering if the TC comes to learn that there is significant change in scope of work.
- Ensure all safety precautions and maintain safety equipments in woking conditions.
- Ensure up to date calibration of all testing machines an measuring equipments from authorised agency.
- Ensure complying of various laws such as contract labour, Payment of Wage Act and minimum wage act etc.
- Contractor should be insisted upon to indicate the action taken on the observations/ instructions given by the supervisory staff/officers.
- Ensure recording of measurement by authorised competent officials only who has supervised the work.
- Measurement must be recorded directly in the measurement books by authorized officials.
- Ensure that payment is not made excess in any item beyond the sanctioned quantity duly vetted by finance.
- Do make the contactor sign the detailed agreement within the time frame to avoid any complication in the contract at later date.
- Do ensure that the agreement is well bound, page numbered, signed by both parties and well secured.



- Desist to award contract for work unless all drawings and estimates duly approved/ sanctioned by competent authority and there is no hitch to hand over the site to contractor.
- As per Railway Board's letter No. 97/CE-I/CT/42 dated 04.07.1997, officer in charge of work has to specify the items/ location for which the test check is conducted. Many a times, only "20% test checked" is being mentioned by concerned officer in Measurement Book without specifying the actual items test checked and their location.
- Copy of contract agreement along with all its annexure should be made available with supervisor and officer executing the work.
- Ensure prior administrative approval of the Competent Authority before allowing additional quantity.
- Ensure that materials used are of specified specifications, tested and passed as per laid down procedures & specifications.
- Make record and ensure presence of contractor's competent and qualified engineer as per contract conditions failing which penalty should be imposed on contractor.
- Ensure measurement of hidden items in the MB.
- Ensure that the quantity of HSD oil received to tank wagons is as per the vouchers i.e. invoice quantity.
- Ensure that flow meter is in proper working order while the HSD oil is issued in loco sheds/yards.
- Ensure that the seals of tank wagons/tank lorries of HSD oil are intact while taking the delivery.



- Ensure that the handling losses of HSD oil remain within the prescribed limit of 0.1%. Losses beyond this limit are to be thoroughly investigated/duly explained.
- Ensure to maintained flow meter defect lg book. Defect of flow meters noticed is to be informed to concern authority in time as per Railway Board's guidelines.
- Verification of lube oil in shed is to be done every three months.
- Ensure that the proper accountal of HSD oil is maintained by using calibrated flow meters. Flow meter totaliser reading is to be recorded in every in every shift for proper accountal of HSD oil.
- Ensure that the mean of the glow rod readings is considered for issue of HSD oil in the locos in case of failure of flow meters.
- Ensure periodical stock verification of HSD oil by various level officials are adhered to.
- Collect scrap boring of non-ferrous metals and maintain proper accountal in workshops/production units.
- Proper accountal of released materials from the work maintained.
- Make actual 'On Duty' and 'Off Duty' entries in the registers.

Don't

- Don't allow departmental and contractual executions simultaneously.
- Don't frame estimate with lower rates just to get it sanctioned at lower level.
- Don't split work to call separate tender to keep the value of work within the power of a particular executive.



- Don't draft tender conditions suiting a particular tenderer / contractor.
- Don't issue repeated corrigenda to original tender notice.
- Don't recommend replacement of orders at higher rates on flimsy technical ground, shorter completion period or citing discounts.
- Don't reject the offer / tenders on account of poor performance while awarding another work to the same tenderer in other cases.
- Don't alter the eligibility criteria laid down while calling tender of the offers received.
- Don't allow execution of partly left-over work by another agency before taking measurements of earlier contract and getting them accepted both by the old and new contractors.
- Don't allow the contractor to first execute only those items considered more profitable by him at his discretion so that contractor's interest in completing the whole work remains.
- Don't change the tender committee members once constituted without prior approval of competent authority.
- Don't award works on quotation in a routine manner and strictly follow financial limits laid down.
- Don't authorize issues of materials to subordinates of other departments unless approved by their controlling officers.
- Don't accept the material or brands / make which are not stipulated in the contract.
- Don't make any payment without acceptance of measurement by contractor.
- Don't take part in the tender committee if any of the relatives is among the tenderer.



- Don't allow subsequent revision of the minutes unless the considered minutes are put up in addition.
- Don't delay refund of earnest money to the unsuccessful tenderers after the tenders are finalized.
- Don't award contracts for work unless all drawings and estimate duly approved/sanctioned by competent authority and there is no hitch to hand over the site to contractor.
- Don't award work to the second lowest bidder if the lowest valid eligible bidder withdraws.
- Don't consider tenders unaccompanied by the requisite earnest money.
- Don't reject the offer/ tenders on account of poor performance while awarding another work to the same bidder in other cases/ adjacent areas.
- Don't evaluate bids on the basis of information not furnished by bidder/tenderer.
- Private firm credentials should not be considered as credential . Railway/Govt./Quasi Govt. Officials credentials only to be considered.
- Don't assume unreasonably high rates towards transportation cost, labour cost, local taxes, inflation etc.
- Don't keep a file pending for decision by the approving authority after the recommendation of the tender committee has been received.
- Don't allow the contractor to first execute only those items considered more profitable by him at his discretion so that contractor's interest in completing the whole work doesn't get diminished until sequence of work requires so.



- Departmental works and works being executed through contracts should not be allowed to be mixed.
- Do not accept the material if the same does not conform to specification/drawing.
- Do not permit handling losses of lube oil.
- Do not delay to lodge the claim for short receipts of HSD oil detected in sealed tank wagons or contaminated HSD oil.
- Do not permit losses of HSD oil including Handling Loss without write off/waival sanctions from competent authorities.
- Do not allow personal/private repairs of vehicle in workshops.
- Do not permit railway staff to carry out the work assigned to contractors.
- Do not permit serviceable components in the scrap, while auctioning the scrap in scrap yard.
- Do not permit unauthorized manufacture of articles for personal/commercial purposes in the machine shop.
- Do not claim unjustified mileage/Overtime/Night Duty allowance.



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Dos and Don'ts

Medical Department



FOR RAILWAY EMPLOYEES

Dos

- Always make correct claim for the medical reimbursement.
- Submit the hospitalization claim on approved form duly signed.

Don'ts

- Don't claim medical reimbursement for your family members/ relations who are not 'dependent' on you as per Pass Rules.
- Never manage treatment of your relatives in lieu of any of your dependent family members.
- Never make bogus claims, this is misconduct and can lead to disciplinary action.

FOR RAILWAY MEDICAL OFFICERS

Dos

- Local purchase should be purchased from approved vendor of Zonal Railway
- Be cautious that spurious drugs are not purchased.
- Always check the expiry date of medicines procured.
- Ensure maintenance of stock registers for medicines, consumables etc. and make periodical check of the same.



- Take advance action to dispose of medicines that are due to expire.
- If there are no written instructions or procedural guidelines about various types of works/ functions to be performed in your unit and the same are being carried out as per certain practices, it would be desirable to streamline those through written procedures.
- Display procedure in writing in the work place.
- Follow the due procedure for empanelment of retail chemists for local purchase of medicines.
- Keep record of medicines, equipment's & other hospital related assets/ consumables.
- Always follow the prescribed procedure for procurement of medicines, except in an emergency where otherwise the life/ health of the patient is at stake. Record justification for such purchases for any future scrutiny.
- Do visit the patient referred to outside hospital for specialized treatment. This will generate confidence in the concerned employee and will also be a check on the line of treatment of the hospital authorities, besides any possible hefty hospital bills.
- Avoid excess procurement of medicines.
- Avoid procurement of medicines with short expiry dates.
- Avoid local purchase at exorbitant rates on grounds of emergency.

Don'ts

- Do not use medicines after expiry dates.
- Do not issue medicines to private patients.



- Do not issue false medical certificates
- Do not associate yourself with private hospitals/ nursing homes in any manner.
- Do not recommend false medical reimbursement claim.



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Dos and Don'ts

Stores Department



PROCUREMENT

A. PREPARATION OF INDENTS (Dos)

- Description of stores mentioned on indents should be complete in all respect i.e drawing number, Generic specification, IS specification, IS marks etc.
- Non stock demand should be vetted by associate finance {as per SOP financial limit) and should have proper allocation head & fund availability.
- For PAC items, PAC certificates should be signed by competent authority on prescribed performa and as per SOP financial limit.
- Estimated rate should be based on last purchase rate or budgetary quotation collected after market survey and supported by price list, if applicable.
- Always check relevant provisions of schedule of powers before initiating procurement.

B.TENDER CASES (Don'ts)

- Don't deviate from tender condition. In case deviation is necessary then it must be justified and approved by of competent authority as per SOP.
- Avoid post tendering changes favouring to a particular firm.
- Avoid unnecessary multiple communication with firm.
- Avoid the procurement of products by mentioning restrictive brand name/ make



C.DISPOSAL OF SCRAP (Dos)

- No unaccounted material should be kept near the lot being delivered.
- Do not allow purchaser to lift the material from other lots if material is short.
- Do not disturb the lot after its formation.
- Take the copy of delivery order and compare it with the offer statement.
- Take inventory of stocks before starting delivery of P-Way Scrap.
- Enter Truck no, Lot details, inventory and other irregularities, if any, in the field book.

D.RECEIPT OF MATERIAL (Dos)

- Delivery Challan should be compared with Purchase Order for correctness of material description, quantity and packing condition.
- If any shortage is discovered the same should be intimated to firm and controlling officer immediately.
- If material is pre- inspected by RITES/RDSO etc then ensure that the facsimile seal/hologram on material tallies with the facsimile/hologram appearing on the inspection certificate.**certificate.**
- Genuineness of inspection certificate to be verified on the web-site of pre--inspected agencies or by other means.
- The inspection certificate should also accompany test reports/checks, wherever applicable, endorsed by the inspecting engineer



- Ensure prompt accountal of Shelf life items to maintain serviceability.
- Always undertake random quality checks to ensure that medicines supplied are not spurious.
- Always check the expiry of medicines etc. before accepting the stocks medicines/ pathological items.
- Keep proper accountal of all medicines.
 - Maintain drug register properly.
 - Entries of medicines should be made in the register.
 - A Separate register may be maintained for costly drugs.
- Get the ground balance of medicines checked periodically by pharmacist in charge.
- Ensure proper maintenance of book of receipt of medical stores and make relevant entries in the stock register of medicines for medical/stores simultaneously.
- Ensure periodical transfer of staff handling sensitive areas.

E. Procurement, stocking and issue of items

(Don'ts)

- Avoid excess procurement of medicines as over stocking can lead to wastages.
- Avoid procurement of medicines with short expiry dates.
- Take due protection before certifying proprietary certificate for procurement of medicines/ pathological items.
- Avoid local purchase at high rates on ground of emergency and without



justification of rates.

- Avoid leaving blank entries in the medical attendance register.
- Do not sign condemnation register without physical verification on the articles proposed for condemnation and ensure compliance of extant procedure.

F. REJECTION OF MATERIAL (Dos)

- In case of advance payment has been made to firm for the rejected material, the concerned paying authority should note the rejection advice in recovery register for early recovery of payment.
- If the firm desires to have joint inspection, joint inspection of rejected material will be held with pre-inspecting agency and the firm. It is clarified that “desire” of the firm is relevant only to the extent the firm wishes to participate in the joint inspection. Such “desire” of the firm cannot decide whether joint inspection has to be carried out or not. In case of failure of either of the two parties to associate with joint inspection, the joint inspection should be held by the consignee with whichever of the two parties comes for joint inspection.
- Firm may be permitted to collect the rejected goods only after clearing the dues which include the cost of rejected material, incidental charges and testing charges if any.
- In case of replacement supply against the rejected goods, the same should be pre-inspected by same pre- inspecting agency that passed the material earlier.



- Railway Board letter no 2000/RS(G)/379/2 dated 07.08.2015 and 18.01.2018 should be referred to in the matter concerning handling of rejection of pre-inspected material.



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Dos and Don'ts

S&T Department



Do's

- Officer in charge of work has to specify the items/location for which he has conducted the 20 % test check.
- For final bill, the availability of “Completion Certificate” issued by Engineer in charge and “No Claim Certificate” from contractor should be ensured.
- Recording the date of test check below signatures by officer concerned while recording abstract of measurement and bill as per para 1320 of Engg. Code should be ensured.
- For consignee inspection, the availability of inspection certificate containing the tested parameters duly signed by concerned consignee and officer should be ensured.
- Availability of approved Master Copy of tender document in tender file as per CVC's guidelines should be ensured.
- For preparation of detail estimate average of a number of Last Accepted Rates on the division/Railway should be taken.
- The items and their quantities included in the tender schedule should be as per scope of sanctioned work based on field survey.
- Whenever safety items and new technologies items (for example telecom items) are sought to be procured, extent guidelines from Railway Board, RDSO etc. should invariably be referred in detail and whenever so required the material should be procured after RDSO inspection only.
- It should be ensured that contractor has submitted insurance policy for men and material in accordance with the relevant contract clause.



- Inspection authority i.e. consignee/RDSO/RITES should be defined for each supply item of tender schedule.
- Similar nature of work under eligibility criteria should be incorporated in tender document as per approved list circulated by PHOD
- Complete copy of contract agreement should be made available with supervisor in charge of work and officer in charge of work.
- Technical specifications enclosed with tender document should correspond to description of material in tender schedule.
- The execution of works and supply of materials on contract shall be according to the Railway's Drawings and the Specifications.
- Any item of work or supply which has no specification exists, a complete specification of the item and of the materials to be used shall be prepared and embodied in the contract documents or made available for reference by intending tenderers.
- Proper accountal of receipt & issue of material in a work contract should be ensured by consignee.
- Material should be issued to contractor or to his authorized agent with proper acknowledgement only. The quantity of material issued should be commensurate with the progress of work.
- Ensure proper delivery challan, test report, guarantee certificate of Original Equipment Manufacturer (OEM)/Authorized Dealer while receiving the material.
- Maintain a proper record of all released materials and ensure proper accountal to avoid misappropriation/loss of such released material.
- Ensure dispatch of released material to Store Depot regularly through Advice notes.



- Ensure proper depth to be mentioned in the MB for cable laying work.
- Measurement should not be copied from any papers other than field book/daily progress register.
- Ensure recording of measurement by authorized competent officials only who has supervised the work.
- Record measurement on Machine numbered measurement book issued from authorized office only.
- When any measurements are cancelled, the cancellation shall be supported by the initials with date, reasons for cancellation shall be recorded.
- Supply portion in schedule by contractor should be taken into DTR account with proper invoice bills and test reports.
- Issue of material to contractor's representative for execution, should be done duly after receipt of firm's requisition and after submission of INDEMNITY bond.
- Insist on warranty certificate as per terms of rate contract while passing bills for RC items.
- DMTR transaction must be closed everyday and signed by consignee once in a week and send the statement to the divisional headquarters every month.
- Ensure updated drawing of location boxes, signal posts etc are provided with contract agreement to field unit.
- Check the items in the pre-commissioned check list thoroughly in field before signing in the joint report.
- Always insist the authority letter from the service engineers who are attending AMC's.



- An additional PG amounting to 5% of the excess value should be taken from contractor for variation of contract above 25%.
- Variation in quantities specified in contracts Model SOP Part-A works matter item no. 9 should be strictly followed.
- Ensure that the number of members in a JV firm shall not be more than 3, if the work involves only one department and shall not be more than 5, if the work involves more than one Department.
- Ensure that tender offers have been signed by authorized signatory. It should be clearly brought out that the tender offer is submitted as partnership firm as a proprietor or as a JV.
- Ensure to accept TC recommendation within validity period. If not possible, extension of validity should be sought well in advance.
- Record adequate reasons for bypass the lowest offer if it is not acceptable
- Negotiation should be done in exceptional cases and not as a matter of routine. Negotiation is allowed only with lowest valid eligible and technically acceptable tenderer.
- Reasonableness of rates should be arrived based on the average of last accepted rates for similar type of works under similar conditions and geographically proximity.
- Treat the tender committee recommendations with dissent notes carefully and record reasons for disagreement.
- The genuineness of Bank Guarantee should be verified from the issuing bank before signing of contract agreement.



- The schedule items restricted by TC shall be particularly indicated at each page of LOA at a suitable place.
- Tender committees dealing with works of Passenger amenities at divisional and headquarters level besides technical and finance members, the third member should invariably be from the commercial department,
- Ensured that payment is not made excess in any item beyond the sanctioned quantities duly vetted by Finance.
- To dispense with calling of tender to invite quotation. The work should not be split up for the purpose of bringing it within the ambit of this dispensation.
- Signing of Non-stock requisitions should be done as per level of power defined.
- All purchase orders, which do not require vetting, may also be got noted in the liability register for strict budgetary control.

Don'ts

- Do not start execution of work by supervisors & officers responsible for execution without ensuring the availability of complete tender document with them.
- Do not accept the material without ensuring the availability of required inspection certificate issued by RDSO/RITES.
- Do not accept the material without original bills and invoice.
- Do not accept the material after the delivery period of purchase order.



- In case of consignee inspection do not accept the material without conducting required tests as per technical specifications of tender stipulations.
- In case of RDSO/RITES inspection do not accept the material without Inspection Certificate.
- Do not forget to record the location and items test checked by Test checking officer in the measurement book.
- Do not forget to put the date below signature in all documents pertaining to work contract.
- Do not fail to ensure compliance of insurance clause regarding men and material by the firm as per tender stipulations.
- Do not incorporate technical specifications/eligibility criteria to suit a particular firm.
- Do not record measurement without carrying out the work.
- Do not deviate the locations without approval of sanctioning authority of the work.
- GI pipes and similar pipes must be tested before accepting by its specified weight/meters only, but not based on paint mark.
- Do not execute the contract work without currency extension.
- Do not issue credentials before completion of work.
- Do not take single LAR for preparation of estimate.
- Do not change the site of work without taking approval from competent authority.
- Do not take such items in schedule that is not pertaining to work.
- Do not take NS items without taking approval from competent authority.
- Do not follow verbal/telephonic instructions regarding execution of work.



- Do not accept the material after expiry of the currency period of Inspection certificate.
- Do not execute the work without drawing of location boxes, signal posts etc.
- Do not define the similar nature of work by executing unit itself without PHOD's approval.
- Do not issue the material to contractor or to his authorized agent without proper acknowledgement.
- Do not dispatch of released material to Store Depot regularly without Advice notes.
- Do not accept the performance guarantee after 60 days from the issue of Letter of Acceptance.
- Do not allow the constitution of the partnership firm to be modified /altered/terminated during the validity of the tender once the tender has been submitted.
- Do not entertaining letters/ offers from tenderers after opening of tender.
- Don't allow departmental and contractual executions simultaneously.
- Do not split work to call separate tender to keep the value of work within the power of a particular executive.
- Do not draft tender conditions suiting a particular tenderer / contractor.
- Do not issue repeated corrigenda to original tender notice.
- Do not alter the eligibility criteria laid down while calling tender of the offers received.
- Do not allow execution of partly left over work by another agency before taking measurements of earlier contract and getting them accepted both by the old and new contractors.



- Do not allow the contractor to first execute only those items considered more profitable by him at his discretion so that contractor's interest in completing the whole work remains.
- Do not change the tender committee members once constituted without prior approval of competent authority.
- Do not authorize issues of materials to subordinates of other departments unless approved by their controlling officers.
- Do not take part in the tender committee if any of the relatives is among the tenderer.
- Do not delay refund of earnest money to the unsuccessful tenderers after the tenders are finalized.
- Do not assume unreasonably high rates towards transportation cost, labour cost, local taxes, inflation etc.
- Do not keep a file pending for decision by the approving authority after the recommendation of the tender committee has been received.



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Dos and Don'ts

Traffic & Commercial Department



A. TICKET CHECKING (On Board/Station)

Given below are certain guidelines to be followed by on-board TTEs and other ticket checking staff in order to streamline the work:

- UTS/PRS blank ticket or hand written ticket cannot be issued. This should be reported to the respective headquarters.
- Mismatch tickets, if any, should be seized and immediately reported to divisional headquarters.
- The checking staff should ensure that more than 2 EFT books are not with them at any point of time.
- Completely used EFT books must be returned immediately to concerned staff after depositing govt. cash.
- The pre-bought tickets should be thoroughly checked.
- The Zero value tickets viz. Tickets issued on Privilege/Duty pass should be minutely checked and endorsement on supporting Privilege/Duty pass should be ensured.
- Tickets issued on various concessional vouchers viz. privilege pass, medical concession certificates, military warrants, duty pass, PTOs should be thoroughly checked so as to ensure that tickets are issued correctly on concessional vouchers.



- Various parameters e.g. endorsement of break journey stations, validity and entitlement of pass/voucher should be minutely checked and appropriate endorsement should be done on pass/voucher.
- The monthly EFT Returns should be submitted well in time.
- It should be ensured that no irregular passenger is travelling in reserved coaches so as to ensure reserved passengers do not face any problem due to them.
- Photo ID of passengers should be thoroughly checked to detect transfer of ticket cases.
- Government cash must be deposited at the end of duty.
- All columns of EFT foil must be legibly filled using double sided carbon and passenger's signature should be obtained on EFT.
- Prior to commencing the duty, private cash should be declared at DCT/CTI office as well as on reverse of last used EFT foil.
- Ticket checking staff must wear proper uniform, name badge while performing duty so that general public may identify the in case any assistance is required.
- Co-operation should be rendered to investigating agencies in conducting checks in train or at station. Vigilance and Anti-fraud squads are there to perform their duties and rendering non-cooperation to them in check raises suspicion about staff rendering non-cooperation.

B.RESERVATION AND BOOKING –

Common problems encountered during preventive checks are mentioned below in the form of DOs and DON'Ts.



Dos

- Private cash must be declared in cash declaration book and in system, prior to commencement of duty.
- Staff must wear proper name badge and uniform while performing duty.
- Fare indications and repeaters (if available) at ticket windows should be checked before start of duty.
- Concession vouchers/Pass/PTOs should be thoroughly examined before granting concession on them.
- Concession vouchers/Pass/PTOs should be thoroughly examined before granting concession on them.
- Appropriate endorsement should be marked by reservation clerks on pass/voucher while issuing tickets so as to ensure that same pass is not re-used/misused for getting issuing tickets.
- Government cash (shift wise) must be deposited daily with Cashier/CBS of the station under clear acknowledgement.
- Special cancellations should be done only with the permission of Supervisors and appropriate entry must be made in the register.
- Entry of Non-issued tickets must be made in the Non Issue Register.
- Only requisition forms (in PRS) duly completed in all respects should be accepted.
- CBS/CRS must ensure that shortage/excess in government cash are made good on the same day itself.
- The provisions of UTS/PRS JPOs should be strictly complied with.



- The queue register, mismatch register and name change register should be properly maintained.
- In case of mismatch of tickets, supervisor should ensure that proper entry is made in the register and for PRS tickets the matter should be reported immediately to the database/console for the operator instructions.
- Extant instructions w.r.t. party booking, name-change should be strictly followed.
- Proper account of tickets rolls should be made in the stock register and ticket rolls should be used sequentially.
- Appropriate endorsement is done on privilege/duty pass while issuing PRS ticket.
- CBS should minutely check the mismatch tickets with a view of possibility of issuance of high value ticket on stock of low value ticket.
- For PRS tickets, genuineness of passengers should be checked while changing the boarding point and issuing the duplicate ticket.
- Prescribed procedure should be followed to ensure that all routes are well defined in UTS system.

Don'ts

- Never issue Blank or Handwritten tickets, these cannot be issued and should only be non-issued.
- Exact due fare should be received from passengers and overcharging should not be done.
- While issuing PRS/Tatkal tickets, priority should not be infringed.
- No alteration, over writing should be done in DTC book.



- PRS Tickets should never be issued without accepting requisition forms and tickets on pass should not be issued on telephonic request.
- Do not adjust excess in booking towards payment of shortage in booking.
- Expeditious action should be taken for early disposal/destruction of obsolete tickets.
- Stock of PCTs should not be kept without permission of Sr. DCM.

C.GOODS

Dos

- Keep outward index register corrected in respect of chargeable distances, and classification of commodities.
- Placement/release time in wagon transfer register should be mentioned for individual wagons.
- Date and time of consignments made available for delivery, delivery granted and consignment removed after delivery should be mentioned in delivery book.
- Recent circulars and rate advices must be maintained regarding the weight condition of commodities.
- Placement and release memos for taking and making over must be taken under clear acknowledgement with time and date, it should be numbered.
- To verify sender's weight, instructions contained in IRCM-Vol. II and amendments thereof should be strictly followed.
- Record of placement and release memo should be maintained in the register.



- Permission of competent authority in case of delivery on stamped indemnity bond in absence of original Railway Receipt should be maintained.
- The priority should be maintained on the indent register.
- Release memo should be issued only after ensuring the removal of the consignment for each wagon.
- For loading of food grains, proper remarks should be passed in the railway receipt.

Don'ts

- Do not allow loading of mis-declared Goods.
- Do not allow overloading of wagons.
- Do not use old format of forwarding note.
- Do not use rubber stamps containing text “Direct loading from truck to wagon”, “loading not supervised by Railway staff”, “Senders weight accepted” etc. These should preferably be handwritten by the RR issuing staff.
- Party should not be accommodated at cost of Railway revenue by showing the rake as release despite of the fact the loading/unloading is not completed.
- Stacking should not be done without prior permission of competent authority.
- Do not load non-watertight or defective wagons.
- Do not accept damaged goods for booking.
- Do not release empty stock/load having jam of loose materials.



D. PARCEL AND LUGGAGE -

Dos

- All provisions of latest “Comprehensive Parcel Leasing Policy” should be followed while booking, loading, attaching VPs etc.
- While accepting and booking of consignment, weight must be done and actual weight should be shown in appropriate columns of F/notes and PWBs/LTs.
- Loading should be done strictly as per trains for which the packages have been booked. To utilize the vacant space, prescribed procedure should be followed while loading packages in a train in which these were not booked.
- Preventive action should be taken to prevent claims. Complete name and postal addresses of consignor/consignee, remarks regarding packing condition should be obtained on F/Note and same should be passed on all foils of PWB/LTs.
- Time and date of booking and delivery of parcels/luggage etc must be mentioned in acceptance and delivery books.
- Loading of parcels should be done as per booking priority and Guard's foil of PWB/LT must accompany the loading summary.
- Sealed labels of brake van from which packages i.e. parcels/luggage have been unloaded should be kept in record.



- Proper record of originating lease should be maintained. The free leaves and non-loading should be permitted to the leaseholder as per provision of agreement only.
- Correct freight should be collected from the leaseholder/consignee.
- The leaseholder should be allowed to bring the consignment to the stations only on the production of manifest.
- Private marks on the leased consignments should be ensured.
- Periodical re-weighment of leased SLR/VP should be conducted to detect overloading.
- Periodical certifications of weighting scales/EIMWB should be ensured.

Don'ts

- Do not allow overloading and mis-declared parcels in leased SLRs.
- Do not allow delivery of Parcels without execution of proper I/Bond in case of RR is not produced.
- Do not accept packages without weighment, in case of CBA booked packages, prescribed number (%age) of packages must be reweighed.
- Do not entertain packages of leased consignments without private mark on them.
- Do not practice priority infringement while loading of packages.
- Do not collect incomplete/incorrect freight from the leaseholder.
- Do not allow leaseholder to load the packages without appropriate manifest.