

DOS AND DON'T'S

PERSONAL

SELECTIONS

Dos

- Ensure correct assessment of vacancies and obtain approval of competent authority before issuing notification.
- Ensure constitution of Selection Committee properly following Railway Board's guidelines issued from time to time.
- It should be ensured by Personnel Department that the guidelines/instructions issued by Railway Board are communicated to the Officers nominated for setting question paper and evaluation of answer sheets.
- In the event of any change in the eligibility condition after issue of notification, it should be ensured that opportunity is given to all candidates who may have become eligible according to the revised eligibility condition.
- Candidates should be advised that there should not be any cutting/overwriting/erasing in the answers to the objective type questions.
- Answer sheets should be endorsed by Personnel Branch officer and handed over to the nominated evaluating officer immediately after the written examination.
- Ensure absolute secrecy in the printing and distribution of question paper.
- The Selection Proceedings as well as the Tabulation Sheet showing the marks obtained by the candidates under different headings should be signed by all the selection committee members with date and designation.
- Ensure that question paper of written examination is of 100% objective type with multiple choices only.
- Model answer sheet should be given by the question setter after conclusion of the examination. There should not be delay in handing over the model answer sheet by the question setter.
- Ensure that there is 1/3 rd negative marking for every wrong answers of written examination departmental selection including LDCE where panel is drawn in order in order of merit. There will be no negative marking in selection of DP quota where panel is drawn in order of seniority from those qualified.

Don'ts

- An Officer whose name is borne on the Agreed List/Secret List should not be nominated in the Selection Board/Committee.

- Members of the Selection Board/Committee should not be subordinate to one another.
- Once nominated, the Selection Board/Committee should not be changed except when unavoidable.
- Do not change the number of vacancies once Notification is issued.
- Lead pencil should not be used for evaluation of answer sheets.
- Marks once awarded against objective type questions should not be altered by correcting or overwriting or erasing.
- Marks once awarded against descriptive type questions should not be altered, if required genuinely, fresh marks to be awarded by clearly cutting the earlier awarded marks duly initialed.
- Answer to the objective type questions with cutting/overwriting/erasing etc. should not be evaluated.
- Evaluating Officers should not re-evaluate his own evaluation.
- Evaluation of answer sheets should not be done by any other person than the officer nominated for the purpose.

COMPASSIONATE GROUND APPOINTMENTS

Dos

- Register the cases immediately on occurrence of the event priority-wise.
- Ensure submission of S&WI's report as early as possible.
- If there's any anticipated delay in submission of documents like death certificate etc. by the family, complete all other formalities so that the case is processed immediately on receipt of documents.
- Render the family all possible assistance in getting the formalities fulfilled for consideration of appointment.
- Save the family from falling prey in the hands of unscrupulous elements.
- Thoroughly check the credentials of the candidate being presented for appointment by verifying various declarations submitted by the employee while in service.
- Check the documents submitted in proof of age, educational qualification etc. thoroughly, by making necessary enquiries with the educational institutions and Boards.
- Follow the time limits prescribed for various priorities by holding the screening tests, regularly on the nominated day every month.
- Ensure competent authority's approval for relaxation of age limits where required.
- Follow the Board's instructions issued from time to time in determining the eligible family member for appointment.

- Ensure prescribed competent authority i.e. DRM/CWM/PHOD/GM/Railway Board approves the appointment depending on the circumstances of the case.
- Ensure that the suitability test i.e. Written Test and Viva-voice is completed on a single day.
- Ensure obtaining declaration from the CG appointee that he/she will maintain the family dependent on the employee at the time of death.
- Ensure that the S&W's report is kept in the service Register of the appointee.

Don'ts

- Don't offer the post that is not within the competence of a particular authority.
- Don't consider the request of the candidate for change of category after acceptance of offer and attending the medical examination save with the approval of next higher authority.
- Don't offer appointments to regular pay band of Level-1 to those wards who are not in possession of minimum educational qualification of SSC/ITI.
- CG is not to be considered if a partially de-categorized employee has less than 5 years to superannuate.
- Educational qualification acquired by a ward subsequent to the date of application is not to be considered for determining the Group/Post.
- Don't fix the pay of the CG appointee at a higher stage than admissible without prior and personal finance concurrence of FA&CAO and the approval of GM.

SETTELEMENTS

Dos

- Publish retirement list of employees retiring within the next two years and notify the employees concerned.
- Ensure regular and continuous updating of Service Register & Leave accounts to avoid delays in settlements.
- Ensure safe custody of SRs and leave accounts and watch the movement in case of transit to other sections/units.
- Take immediate action in reconstructing the lost Service Registers and missing leave Accounts.
- Organize permanent drives to obtain nominations from staff by utilizing services of S&WIs.
- Make nomination entries in the Service Register and paste the same in it.
- Advise the employees to promptly report the additions/alterations of family.

- Advise the employees to declare date of birth and age of each family member including married children, irrespective of their ineligibility for availing Pass/PTO.
- Ensure periodical checks by senior subordinates to ensure that SRs/Leave accounts are in update condition.
- Ensure verification of Service Register and leave Accounts by Accounts department before six months in case of NRs and as quickly as possible in case of ONRs.
- Reckon 'Qualifying Service' but not 'length of Service' for grant of pension benefits.
- Advise the retiring employee/family to opt only a Nationalized Bank for drawl of Pension/Family pension.
- Ensure mentioning in the PPO, of additional quantum of pension @ 20%, 30%, 40%, 50% & 100% on completion of 80 years, 85 years, 90 years, 95 years and 100 years respectively.
- Ensure supply of 'Calculation Sheet' to employees along with settlement papers.
- Ensure mentioning all eligible family members in the PPO with their dates of birth.
- Ensure sanction of provisional pension, in case departmental/judicial proceedings are pending on the date superannuation of the employee.
- Decide family member to receive Family Pension in terms of Rule 75(19)(b) of pension Rules & RBE Nos. 142/97, 81/98, 44/2005 & 159/2009 since nomination is not required.
- In the absence of nomination, release DCRG to family member defined as such in Rule 70(5) of RS (Pension) Rules, 1993.
- In the absence of nomination, release amount of PF to a family member defined as such in chapter 9 of IREC-I.
- In the absence of nomination, release CGEIS amount to a family member as defined in SC No. 97/77.
- Ensure releasing of Leave encashment to the family as defined in Rule 549A of IREC-I.
- Insist for succession certificate only when there is no family member who is eligible to receive a particular settlement due.
- Ensure release of withheld DCRG in cases of commercial/Stores debits within time limits prescribed to avoid payment of interests.
- Ensure fulfillment of income and other eligibility criteria by widowed/divorced daughters before sanctioning family pension.
- Ensure receipt of Foreign Service contributions from the respective organization in favor of employees on deputation with them.
- Ensure receipt of 'No due Certificate' from all the Railways/Organizations where the employee has worked before his retirement.

- Obtain legal opinion in all cases of disputes and dual/rival claims before releasing of settlement dues.

Don't's

- Don't recover government dues from any settlement benefit except DCRG & DR payable on pension.
- Don't authorize Guardian to receive family pension in favor of a minor child, but ensure PPO on the name of the minor child, indicating Guardian's name.
- Don't release DCRG if the employee does not vacate the Railway accommodation on the day of superannuation.
- Don't insist for medical examination if the retired employee applies for commutation within a year.

WORKS AND SERVICE CONTRACTS

ESTIMATE

Dos

- Do prepare realistic estimates taking into account various factors viz. site condition, geographical location, law and order situation etc.
- Do try to include items with standard specifications only.
- Do prepare the estimates based on available LARs and if proper LARs are not available, prepare estimates based on realistic market rates.
- Do include all commercial clauses including taxes, duties of all types and other statutory charges.
- Do take approval of estimates from Competent Authority, before calling for tender.

Don'ts

- Don't make vague estimates without rate analysis and adequate details, which may lead to huge quantity variations and creation of extra and substituted items.
- Don't mention conflicting conditions.
- Don't include such items or scope of work not directly related to the work.
- Don't revise the estimates to justify the received L-1 rates after opening of the price bids.

NIT & TENDER/BID DOCUMENT

Dos

- Do advertise in Local and National newspaper for wide circulation and also publish the same on website of organization with all relevant information viz. tender cost, cost of tender document, EMD, nature of work etc.
- Do provide sufficient time to the bidder for preparation and submission of the bid.
- Do check the dates of submission of bids with respect to working days and timing of closure and opening of bids
- Issue necessary corrigendum/addendum as and when required, not on flimsy grounds.
- Do update tender documents to suit the present contract requirements.
- Do mention the form in which EMD is acceptable clearly in the tender documents.
- Do incorporate in the bid documents detailed generic technical specifications.
- Do specify the conditions for tender responsiveness.

- Do specify in unequivocal terms in the bidding documents, the performance parameters and the technical evaluation criterion, if any.
- Do specify proper drawings with reference numbers, relevant specifications while preparing tender document.
- Do follow Railway Board Guidelines in splitting of works in true spirit.

Don'ts

- Never incorporate eligibility criteria to suit a particular firm
- Don't forget to mention important clauses pertaining to earnest money deposit, completion schedule, testing of equipments, performance bank guarantee, payment terms, penalty clauses, comprehensive insurance cover, contractor's liability, safety arrangements, statutory requirements for labour welfare, arbitration clause etc. in a proper and explicit manner.
- Don't sub divide/split a bigger work into smaller work without approval of Competent Authority.
- Don't provide unrealistic period of completion of work as unworkable period leads to frequent grant of extension of time and litigation.

EVALUATION OF TENDER

Dos

- Do ascertain whether bid is responsible as per laid down criteria.
- Do evaluate tender as per the notified criteria
- Do evaluate all pre-requisite criteria met by bidder before qualifying technical bid.
- Do finalize the acceptability of the bidding firms in respect of the qualifying criteria before or during holding technical negotiations with them.
- Do ask additional information only when it is mentioned in the tender or desired, otherwise avoid calling bidder.
- Do complete the exercise of short listing of qualifying firms before opening of price bid/calling price bids.
- Do open price bids (in two bid system)/call price bids of only those bidders whose design and other technical proposals are as per tender requirements.
- Do verify credentials of agencies.
- Do finalize tenders within validity period.
- Do negotiate with only valid lowest eligible tenderer.
- Do ensure that L-1 is not ignored on flimsy grounds.
- Do establish the reasonableness of rates on the basis of estimated rates and the prevailing market rates before accepting offer.

- Do identify the abnormally high rate and abnormally low rate items and the officials/agencies responsible for execution of work should be intimated to exercise appropriate control on such identified items to avoid vitiation.
- Uniform/consistent approach to be adopted while awarding the work

Don'ts

- Don't relax tender conditions as it will create a discriminatory treatment to others.
- Don't evaluate bids on the basis of information not furnished by bidder /tenderer.
- Don't entertain any new information/document after tender is opened and evaluated unless the same is called for.
- Don't disclose details of evaluation of tender till it is officially accepted/rejected.
- Don't deny any bidder pre-qualification/post qualification for reasons unrelated to its capability and resources to successfully perform the contract.
- Don't prepare rate analysis after opening of tender to justify the high rates received, though valid LARs is available.
- Private firm credentials should not be considered as credentials. Railway/Govt/Quasi Govt. officials credentials only to be considered.
- Don't conduct post tender negotiations, unless unavoidable, without recording valid reasons and approval of competent authority.
- Don't assume unreasonably high rates towards transportation cost, labour cost, local taxes, inflation etc.

AWARD OF WORK AND SIGNING OF CONTRACT AGREEMENT

Dos

- Do ensure that once the offer is found techno –commercially acceptable, the work is awarded without any loss of time.
- Do issue letter of intent after approval of tender and take acceptance of tenderer before signing of agreement.
- Do keep the entire necessary documents ready before hand and a formal contract agreement containing all the requisite documents forming part of the agreement should be signed within a reasonable time.
- Do ensure that the contract document is precise, definite and complete.
- Do make the important papers, such as any amendments subsequent to the issue of tender documents, a part of contract agreement.
- Do ensure that the detail of awarded contract is sent for posting on the web site.

- Do make the contractor 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 the parties and well secured.
- PG to be submitted within 30 days from the date of issue of LOA, if it is submitted between 30-60 days-penal interest of 15% to be recovered, if it is beyond 60 days-tender to be discharged duly fortifying EMD and other dues .

Don'ts

- Don't keep a file pending for decision by the approving authority after the recommendation of the tender committee has been received.

EXECUTION OF CONTRACT

Dos

- Maintain the requisite contract related site registers viz. Field registers, Site Order register, Hindrance registers etc. On completion of the work the registers should be submitted back to divisional office.
- Take proper inventory of material to be released and obtain contractor's signature.
- Ensure that contractor's representative is nominated in writing.
- Departmental tools & plant to be given to the contractor as per agreement conditions.
- Beware of Vitiating due to non-operation of unworkable items or Excess operation of high value items.
- Get test certificates of material wherever prescribed.
- Do not use departmental labour along with contractor's labour.
- Ensure that released materials is brought back to the required point and neatly stacked by the contractor.
- Ensure proper gate passes & correct leads with regard to transportation of materials
- Painting works-Check quantity of paint used by the contractor and ensure state-wise thickness.
- Do stipulate milestones in the contract for the specific schedule of completion of contract in an unambiguous manner.
- Do monitor progress in accordance with such schedule.
- Do specify the LD clause in case of delay in completion of intermediate milestone activities and overall project/contract.
- Do take care that specialized work is executed through specialized agency.
- Do reconcile materials issued by department at various stages of work.

- Do ensure that the proper technical staff is employed by the contractor and work is executed qualitatively and timely.
- Do ensure that the project is not delayed due to contractor's fault such as non deployment of adequate plant and machinery, technical staff, material, labor etc.
- Do ensure that officer in charge of work has to specify the items/location for which he has conducted the 20% test check.

Don'ts

- Don't forget to take built drawings on completion of any contract.
- Don't forget to adjust all advances before completion of project and release of final payment. Don't forget to record delays on the part of contractor and recover LD as per provision of contract.
- Don't forget to take Bank Guarantees for long term guarantee for specialized items, if specified in contract.
- Don't release retention money before due date.
- Don't go for unreasonable variations in terms of quantities and items unless and otherwise required.
- Counter signing is not allowed in MB, only test checks of specific & location to be mentioned.
- Don't execute the item which is not having detailed technical specification/drawings in the agreement.

SIGNALLING & TELECOM

Dos

- Ensure correct nature of soil with regard to cable laying works before specifying conditions in tender document.
- Ensure proper depths to be mentioned in the MB for cable laying work.
- No measurements should be copied from any papers other than field book/daily progress register.
- Supply portion in schedule by contractor should be taken into DMTR 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 transactions must be closed everyday and initial the DMTR once in a week and send the statement to the Divisional Headquarters every month.
- Ensure relay frames and termination racks are of proper dimensions.
- Ensure proper termination of cables and soldering and bunching of wires.
- Ensure earthing and location boxes as per drawings.
- Ensure updated drawings of location boxes, signal posts etc are provided with contract agreement to field units.
- Ensure technical specification should incorporate conditions, parameters as per manuals or standing guidelines prevailing at that time.
- In Telecom works, ensure proper parameters of Quad and OFC before release of final payments.
- Ensure proper Insulation Resistance through meggering of cables and it's recording of readings.
- Cable marker and emergency communication posts should be provided with proper concreting and as per drawing..
- Maintain separate account of uncharged and charged cells.
- Verify the serial nos. of equipments, whether it is matching with RITES/RDSO inspection certificates or not.
- Verify the Halograms/Specimen symbols on equipments specially RITES/RDSO Inspection.
- Ensure proper specified cables while installing S&T equipments like IPS, Data loggers, Electronic inter-locking etc.

- Check the items in the pre-commissioned check list thoroughly in field before signing in the Joint Report.
- Ensure proper installation of LC gates as per drawings.
- If inspection clause is modified to consignee inspection with competent authority's approval necessary deduction from contractor's bill may be done if inspection charges are to be paid by contractor.
- Always insist the authority letter from the Service Engineers who are attending AMC's of all Electronic Interlocking system.
- Field supervisors insist for latest drawings, specifications and amendments referred in contract agreement.

Don'ts

- Don't operate labour portion without ensuring site requirements.
- Don't change RDSO/RITES inspection certificate to consignee inspection without approval of accepting authority. Similarly, strict compliance of instructions from HQ with regard to consignee inspection.
- Don't install charged batteries without retentivity test.
- GI and similar pipes must be tested before accepting by its specified weight/thickness only, but not based on paint mark.
- Don't accept the materials after the delivery period of purchase order
- Don't accept the material without original bills and invoices.
- Without checking the cables insulation and its loop resistance don't take in DMTR.
- Don't issue credentials before completion of the work.

ELECTRICAL

Dos

- Ensure proper electrical earthing of all installations during work execution.
- Ensure provision of proper rating MCB/MCCB and other safety devices
- Reconcile the Quantity of OHE conductor at regular interval and take the scrap in custody from contractor.
- Ensure that the installation register for electrical fittings provided in Quarters/Service buildings are maintained upto date.
- Ensure proper size of equipment/wiring/cables according to the sanctioned load.
- While executing works, follow the standard drawings & specifications.
- Electrical installations and wiring should be done as per Indian Electricity rules.
- For major installations power calculations should be done for selection of MCBs.
- Ensure that defective energy meters are replaced on priority.
- Electrical contractor's license validity to be ensured during execution of the work.
- In Service Contract, ensure PF and ESI subscription payments before passing CC bills.
- Accept the LTUG cables along with Test Certificates as per specification given.
- All new Contract Materials must be entered into DMTR/Ledger. DMTR numbers must be quoted for released and supply materials in Measurement Book
- Refer drawings, specifications/Third Party inspections as per Agreement conditions.
- Timely process EIG proposals for commissioning of HT/EHT substations and equipments therein and obtain EIG sanction before energizing the same.

Don'ts

- Do not modify the LT/HT overhead lines without competent authority's approval/sanction.
- Do not accept the material of other make, which are not included in the work order/contractor.
- Do not miss to note the proper chainage/kilometers in MB for cable laying work.
- Do not mention such 'Makes' of electrical items in works contracts, which are not equivalent cost wise or quality wise.
- Do not include in works contracts, normally those electrical items, which are available on DGS&D rate contract, without competent authority's approval.
- Do not include procurement of cables in work contracts unless it is of urgent in nature and that too with competent authority's approval and ensure that the rates should be competitive with store procurement.

- Do not extend the temporary power supply to outsiders/contractors without proper authority.
- Do not prepare the estimate for releasing electric connection to contractor/private parties without actual survey at site.
- Do not indent electric items, which do not confirm to IS specification or don't bear ISI marks.
- Don't interchange the LT services of wayside stations which are different categories.
- Don't deviate the location without approval of sanctioning authority of the work.

STORES

GENERAL

Dos

- Ensure that approval of competent authority has been taken for quantity and for mode of tender.
- Ensure that tender notice has been given wide publicity and put on website.
- Finalize the tender within the period of validity of offers to guard against the possibility of increase in prices and consequently incurrence of extra expenditure by the Govt.
- Do proper assessment and evaluate bids particularly special conditions offered by the tenderer.
- In all cases, where the lowest or lower tenders are rejected, full reasons for the rejection should be recorded so that the reason for such rejection would be available on files.
- In case where the performance of lowest/lower offer is not satisfactory and next offer is considered for full/part quantity order, performance of the same firm should also be assessed and placed on record.
- Even when the level of the Tender Committee is decided based on the lowest acceptable offer as per technical note, it would be incumbent on the tender committee to examine individually all the offers lower than the lowest technically acceptable offer and make appropriate recommendation in each case for consideration of the accepting authority.
- Ensure that in case, descriptions or specifications undergo significant changes after invitation of tenders, equal opportunity is given to all the suppliers by re-tender.
- Ensure that security deposit and earnest money deposits are collected from registered/unregistered suppliers as per extant rules and when exempted, proper reasons are recorded and competent authority's sanction taken for the same.
- In case of purchase from RDSO approved sources, ensure to check the current status of RDSO approved list at the time of TC meeting and current list should be available on record.
- Ensure that the recommendations of all the members are included in TC minutes and there should not be any separate dissent note.
- Ensure as Tender Accepting Authority that detailed reasons are recorded if there is disagreement with tender committee.
- Ensure that the tender committee minutes contain the relevant information as the date, venue of the meeting and dated signatures of the members.
- Maintain complete records in the file and ensure secrecy of the tender.

- Ensure procurement through proper mode viz. GEM,OT etc. as notified from time to time
- Ensure adherence to the instructions issued from zonal HQ regarding the tendering process.

Don'ts

- Do not reject the tender of new bidder(s) on flimsy or unrealistic grounds in order to favor the bidder(s) who are previous suppliers.
- Do not hide any favorable/unfavorable information in TC discussions.
- Do not change the tender committee members once constituted without prior approval of competent authority.
- Do not allow anomalies in evaluation of special conditions to affect the acceptance of the offer recommended.
- Do not entertain modification of tenders subsequent to the opening of tenders.
- Do not accept a single tender received in response to a call for limited tender unless the work is very urgent and approval from competent authority has been obtained.
- Do not record the acceptance/otherwise of the tenders anywhere else than the body of the tender committee minutes.
- Do not use noting on the tender file by the TC members as a substitute for the meeting.
- Do not award contract for quantity more than the quantity more than the eligibility of the tenderer.

LOCAL PURCHASE

Dos

- Some of the items have to be procured from RDSO/ICF/DLW/CLW etc. approved sources as per Vendor Directory. Please ensure that these items are procured from approved sources only. Please ensure the list of approved sources for the tendered item in the LP case file before floating the tender.
- Ensure the call attention of all the approved sources through IMMIS. Ensure that such items procured from the approved sources only duly following the inspection clause, as per the extent provisions.
- Critically examine the reasonableness of rates and record the reasons for accepting a rate. The lowest rate may not be reasonable rate.
- Local purchase registers of sources to be maintained.
- Do account free material if received under various schemes for sales promotion etc.

- Do maintain close liaison with indenters and appraise the progress of supply against Local purchase at various stages.
- Do furnish last purchase particulars (purchase order number, date, firm and rate) or the market survey rate (name, address, date of market survey and rate and if possible standard price list details) with the requisition.
- Ensure that the Genuine OEM authorization certificates are enclosed with the offer wherever applicable.

Don'ts

- Do not issue a tender enquiry unless the existence of the firm has been checked.
- Do not turn-down the proposals for Local purchase without giving clear reasons.
- Do not split quantities or place frequent demands.
- Irrational/illogical choice of sources for the LT panel without adequate justification should be avoided.
- Selection of different panels for the same item in LTs floated around the same time should be avoided.
- Non-clubbing of requirement and floating different tenders around the same time should be avoided.
- Do not opt for re-tending on flimsy grounds with intent to favoring firm.
- Do not go for by-passing of lower offer on flimsy grounds/invalid reason/conditions extraneous to tender conditions.
- Do not accept L-1's offer without proper qualifying requirements as stipulated in tender.
- Floating a tender for specific type/make, but accepting different type/make other than the specified should be avoided.
- Do not recommend/accept the offered rate without rate reasonability assessment, even if the offered rates are close to indent rates.

ACCOUNTS

Dos:

- During the verification of estimates, it should be ensured that the quantities mentioned therein should be realistic and as per the actual requirement.
- The quantities mentioned in the Estimate should match with the quantities mentioned in the Tender document.
- While vetting the agreement, it should be ensured that all the clauses stipulated in the tender document w.r.t. execution of work are incorporated and all the blanks are filled in properly.
- While vetting the Briefing Note, it may be ensured to comment on penalty clause and other clauses whether they are in accordance with the rules or not.
- It should also be commented while vetting the Briefing Note on the similar nature of work whether it is approved by the competent authority or not.
- The concerned Agreement/WO/PO should be thoroughly examined with emphasis on its special conditions, penalty clauses, if any, before passing of Bills.
- While passing the bills of contractor/supplier, ensure that all the recoveries have been made properly.
- All the required recoveries have to be made from the on hand bill itself.
- At the time of passing of Price Variation Bills, the rates published by the authorities concerned should be compared with that of rates claimed in the PVC bill.
- After passing the Price Variation Bill based on the provisional index of RBI, a remark to this effect should be noted in the concerned ledger account. After publication of final index by RBI, if any differences are noticed, they should be settled immediately in the on-hand bill.
- Currency of the paper securities should be watched carefully and necessary action should be taken for extension of currency, if required, in advance.
- The reconciliation of Cheques & Bills and remittance into Bank should be made in time and corrective action should be taken immediately.
- All indents for the same item should be consolidated and combined order should be placed for getting economical price.
- The cheques other than the electronic payments should be dispatched promptly.
- There should not be any ambiguity in the penalty clauses.

Don'ts

- Don't misinterpret the penalty clauses mentioned in the concerned agreement to benefit the contractor.

- Don't forget to recover the penalties/LD/other charges, if any, from the respective bill itself.
- Don't rely upon the documents enclosed with the Price Variation Bill by the contractor to support his claim.
- The total demand of particular item should not be split deliberately into indent wise for bringing it within the self check ambit of a particular sanctioning authority.
- Don't keep pending the cheques prepared for payments without dispatching to the concerned party (Bank/Institution/Govt. Undertaking etc.)

TRAFFIC

Dos

- Declare private cash in figure and words before resuming duty
- Ticket checking staff should check Travelling Authority & original ID along with Journey ticket.
- Details on the EFT foils should be written legibly.
- Ticket checking staff should remit Railway Cash at the end of beat/destination.
- EFT return should be submitted on due time.
- Separate form for Tatkal reservation shall be used.
- UTS/PRS ticket rolls to be accounted in Ticket stock register only after physical counting of rolls.
- Cancelled & Non-issued tickets should be sent on following day to Traffic Accounts office.
- UTS tickets produced for cancellation should be cancelled immediately in the system.
- Ensure proper H/O and T/O of cash in DTC register.
- Ensure correct weightment, rating, routing and scale while booking the consignment.
- Ensure loading as per carrying capacity of SLRs, AGCs, & Parcel Vans.
- Ensure entry in delivery books and obtain signature of consignee without fail.
- Ensure recording of Loading/Unloading timings.
- Ensure collection of original RR/PWB/Indemnity Bond while granting delivery.
- Ensure proper recording of stacking/removal time of goods.

Don'ts

- Ticket checking staff should not issue EFT on platform by collecting difference of fare + penalty and permit them to travel in reserved coaches.
- Ticket checking staff not to desert the nominated coaches.
- Do not permit issue of more than 2 EFT books at a time.
- Do not collect filled-in Tatkal forms in advance from passengers in Queue for issue Tatkal tickets.
- Do not issue tickets without Reservation form or incomplete form.
- Do not alter or write manually on the system generated ticket while issuing to passengers.
- Do not reissue the tickets offered for cancellation.
- Do not issue mismatched tickets.
- Do not affect the delivery of the consignment before collection of all due charges, including under charges, if any.

GENERAL

Dos

- Be conversant with the current rules and regulations before taking any decision.
- Use your discretion properly to avoid any miscarriage of justice.
- Be dispassionate while taking decision so that no undue favor accrues to anyone.
- Pay full and prompt attention to the petty grievances and complaints. If these are not dealt with sympathy and concern, these petty complaints may take the form of serious complaints as the complainant would then buttress his grievances with extraneous material to capture attention.
- Keep a good image before the public/staff by being honest, impartial and just.
- Make sure while using a saloon that it is within the policy guidelines laid down and avoid use of saloon on transfer duty.
- While occupying rest houses, ensure filling up the register and also indication on duty/leave.
- While using staff cars, ensure personally that journey if performed for private purposes, is indicated so in the 'remarks' column of the register and ensure prompt payment
- Be conversant with the relevant clauses of the conduct rules and ensure that these rules are not infringed.

Don'ts

- Do not delay files/papers put up to you
- Do not misuse duty passes for journey performed which are not for official work or for persons not entitled to such travel
- Do not misuse staff cars/vehicles
- Do not misuse railway labour.
- Do not misuse railway material or catering
- Do not misuse the out-house of the railway bungalow occupied by you
- Do not sit on the selection board before which any relative of yours is appearing for selection.
- Do not take part in the Tender Committee meetings of any of your relatives is one of the tenderers.
- Do not forget to put a date under your signature. Absence of date may give rise to doubt your motives in certain situations.
- Avoid sanctioning a privilege to yourself even if it is within your own competency. Let such sanction be approved by your superior.