

**Module for Training of Personnel Department Staff under 'Saksham' for  
5 days course**

| Modules   | Day | Time<br>(Hrs) |
|---|-----|---------------|
| <b>I. Ch. OS and OS:</b>  | 1   | 1 ½           |
| <b>A. Establishment Matters</b>   |     |               |
| 1. DAR Rules:   |     |               |
| i. Procedures to impose minor and major penalty   |     |               |
| ii. Framing of charges  |     |               |
| iii. Circumstances for suspension and procedure for revocation of suspension and payment of subsistence allowance |     |               |
| iv. Provision of appeal and revision with specific reference to limitation at all stages                          | 1   | 2             |
| <b>2. Selection Procedures:-</b>  |     |               |
| i. Selection from Gr. D to Gr. C  |     |               |
| ii. Selection within Gr. C  |     |               |
| (a) For Selection Post  |     |               |
| (b) Non-selection Post  |     |               |
| iii. Selection from Gr. C to Gr. B with specific reference to   |     |               |
| (a) Preparation of integrated seniority list for Gr. B selection  |     |               |
| (b) Assessment of the vacancies   |     |               |
| (c) Notification  |     |               |
| (d) Nomination of Selection Committee   |     |               |
| (e) Training to Reserved Community Persons  |     |               |
| (f) Conducting of Written Test  |     |               |

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| (g) Precautions to be taken while conducting Written Test                              |   |   |
| (h) To present case before selection committee   |   |   |
| (i) Approval of panel by Competent Authority   |   |   |
| (j) Publication of panel   |   |   |
| <b>3. Transfer cases:-</b>   |   |   |
| <b>Types of Transfers:</b>   |   |   |
| i. Own Request under various provisions  |   |   |
| ii. Mutual Transfers   |   |   |
| iii. Administrative Reasons  |   |   |
| (a) Normal Course of Transfer in exigency of service                                   |   |   |
| (b) Periodical Transfers   |   |   |
| (c) Transfer on Vigilance advise   |   |   |
| <b>4. Handling of RTI Cases:-</b>  |   |   |
| i. Introduction of RTI Act with specific reference to whom it applies                  |   |   |
| ii. Who can seek information under RTI Act   |   |   |
| iii. Nomination of the Public Authority – APIO/PIO                                     |   |   |
| iv. Responsibility of the Public Authority to disseminate information on various modes | 2 | 1 |
| v. Exempted categories, where information can be denied                                |   |   |
| vi. 3 <sup>rd</sup> Party information  |   |   |
| vii. Provision of first appeal and second appeal etc.                                  |   |   |

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| <b>5. Handling of Court cases:-</b>  |   |   |
| i. Central Administrative Tribunal Act 1985 with specific reference to:                            |   |   |
| (a) Redressal of Grievances of serving or retired staff  |   |   |
| (b) Requirement before filing of a case before CAT   |   |   |
| (c) Procedure to defend a case   |   |   |
| • Receipt and registration of application  |   |   |
| • Engagement of Counsel  |   |   |
| • Preparation of para wise comments  | 2 | 2 |
| • Filing of reply  |   |   |
| • Document to be kept ready to produce before CAT  |   |   |
| (d) Action taken on receipt of judgement   |   |   |
| • In case of dismissal of the case   |   |   |
| • In case judgement decided against Railway  |   |   |
| (e) Litigation Policies of the Government of India   |   |   |
| <b>6. Settlement:-</b>   |   |   |
| i. Normal Retirement on Superannuation   |   |   |
| ii. Other than Normal Retirement   |   |   |
| (a) Voluntary Retirement   |   |   |
| (b) Compulsory Retirement  |   |   |
| (c) Death  | 3 | 2 |
| (d) Removal from Service   |   |   |
| (e) Resignation  |   |   |
| iii. Steps to be taken before retirement for verification of the services rendered by the employee |   |   |

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| iv. Steps taken to process settlement case in all types of NR/ONR cases |   |   |
| v. Submission of cases to Accounts Department                           |   |   |
| vi. Settlement of payment of pension through ARPAN & issue of PPO       |   |   |
| <b>7. Payment Modules</b>   |   |   |
| (a) PRIME - Since 2006- Maintained by EDP                               |   |   |
| (b) IPAS - Since June 2016  |   |   |
| i. Main features  |   |   |
| ii. Items covered in this Module  | 3 | 1 |
| iii. Procedure to feed & change data                                    |   |   |
| iv. Maintained by CRIS  |   |   |
| <b>8. Issue of PPO and settlement dues to the retiring staff</b>        |   |   |
| <b>Reservation Policy</b>   |   |   |
| 1. a. On direct recruitment   |   |   |
| b. On promotion   |   |   |
| c. On Transfer  |   |   |
| 2. Maintenance of Roster  | 3 | 1 |
| a. Types of roster  |   |   |
| i. For recruitment  |   |   |
| ii. For promotion   |   |   |

| Modules   | Day | Time (Hrs) |
|---|-----|------------|
| <b>B. OTHER THAN ESTABLISHMENT</b>  |     |            |
| 1. Swachha Bharat Mission:-   |     |            |
| i. Role of supervisor for its implementation and supervision                  |     |            |
| ii. Taking initiative and showing leadership to follow Swachha Bharat Mission | 4   | 1 ½        |
| 2. System Improvement to Speed up decision making and disposal of the cases   |     |            |
| 3. Expeditious Grievance Redressal System and role of supervisors             |     |            |
| 4. Technological Development in the office Administration                     |     |            |
| i. Computerization  |     |            |
| ii. Automation  |     |            |
| iii. Collection of Data/PCDO through e-mail                                   |     |            |
| iv. Digitization of Records, files, APARs & SRs and its maintenance           | 4   | 1 ½        |
| v. Placing records of transfer cases in net                                   |     |            |
| vi. e-DAK   |     |            |
| vii. e-Pass   |     |            |
| 5. Biometric Attendance System:-  |     |            |
| i. Its usefulness and process for recording attendance                        | 5   | 1 ½        |
| ii. Its use for preparation of pay sheets                                     |     |            |
| iii. To locate any staff at a later date for any purpose                      |     |            |
| 6. Human Resource Management  | 5   | 1 ½        |
| 7. Giving suggestion for system improvement in the course of training and     | 5   | ½          |
| 8. Feed back and discussion   |     |            |

| Modules   | Day | Time (Hrs) |
|---|-----|------------|
| <b>II. <u>Sr. Clerk &amp; Jr. Clerk</u></b>                           |     |            |
| <b>A. <u>Establishment Matters</u></b>                                |     |            |
| 1. Organisational system of Railway/ Role of Personnel Department     | 1   | 1 ½        |
| 2. File handling system with notings and proper numbering etc         |     |            |
| 3. Method to put up files, importance of paging, proper documentation | 2   | 1 ½        |
| 4. Maintenance of Service Records i.e. SR                             |     |            |
| 5. Preparation or maintenance of APARs                                | 2   | 1 ½        |
| 6. Basic knowledge on the issue of-                                   |     |            |
| i. Conduct Rules  | 3   | 2          |
| ii. DAR   |     |            |
| iii. Leave Rules  | 3   | 1          |
| iv. Transfer  |     |            |
| v. Settlement   | 4   | 1 ½        |
| vi. Grievance redressal system  | 4   | 1 ½        |
|   |     |            |
| <b>B. <u>Other than Establishment Matters</u></b>                     |     |            |
| 1. Swachha Bharat Mission   | 5   | 1          |
| 2. Technological Development  | 5   | 1          |
| 3. Feedback & Discussions   | 5   | 1          |

| Modules  | Day | Time (Hrs) |
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| <b>III. Ch. L&amp;WI and Sr. L&amp;WI</b>  |     |            |
| 1. Role of welfare organizations in the Railway System   |     |            |
| 2. Duty of Welfare Inspectors  | 1   | 2          |
| 3. Role of Ch. L&WI and Sr. L&WI   |     |            |
| 4. Various staff welfare activities in Railways  | 1   | 1          |
| 5. Staff Benefit fund i.e SBF:-  |     |            |
| i. Provision for different activities,   | 2   | 2          |
| ii. Publicity of welfare measures among the field staff.   |     |            |
| 6. Periodical checkups for Nominations of staff & Leave verification   | 2   | 1          |
| 7. To verify O.T. Payments under HOER Rules  | 3   | 1          |
| 8. To attend Railway staff and his family at the time of distress and rendered financial assistance, to provide funeral advance & ex-gratia payment from SBF | 3   | 2          |
| 9. Labour Laws   | 4   | 2          |
|  |     |            |
| <b>10. How to handle death cases with regard to:-</b>  |     |            |
| 1. To arrange settlement dues in case of normal retirement   |     |            |
| 2. In case of death i.e. ONR   | 4   | 1          |
| 3. In disputed cases   |     |            |
|  |     |            |
| <b>11. Process the cases of CGA appointments in Death cases</b>  |     |            |
| i. What enquires has to be conducted by S&WI   | 5   | 2          |
| ii. Family composition   |     |            |
| iii. Legality of the claim   |     |            |
| iv. Financial condition of the family  |     |            |

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| v. Certification of dependency of applicant of deceased employee and related documents |   |   |
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| <b>12. <u>Various modes of staff grievance redressal system</u></b>                    |   |   |
| 2. Grievance camp  | 5 | 1 |
| 3. Single window system  |   |   |
| 4. NIVARAN   |   |   |



| Modules  | Day | Time (Hrs) |
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| <b>IV. <u>Training to all PS and Stenographers:-</u></b>   |     |            |
| <b>A. <u>Professional</u></b>  |     |            |
| 1. Their role as facilitator to the officer to enhance their ability to deliver                    | 1   | 2          |
| 2. Maintain faithfulness and unquestionable integrity in handling sensitive cases                  |     |            |
| 3. Assistance to formulate the programmes and reminding about its implementation from time to time | 1   | 1          |
| 4. Maintain strict confidentiality on important issues.  | 2   | 2          |
| 5. To have command over language i.e. Hindi or English to draft letter/note                        |     |            |
| 6. Art of drafting letters   | 2   | 1          |
| 7. Focusing on spellings, punctuations, paragraphs etc while preparing the draft                   | 3   | 1          |
| 8. Dak/Record Management   | 3   | 2          |
| 9. Proper record keeping of Dak & important letters received or issued from time to time           |     |            |
| 10. Technological knowledge on   |     |            |
| ii. Computerization  | 4   | 3          |
| iii. Digitization  |     |            |
| iv. Fax, scanning & other office automation machines   |     |            |
| <b>B. Other than Professional Matters</b>  |     |            |
| 1. Bio-matric Attendance System  | 5   | 1 ½        |
| 2. Feedback & Discussion   | 5   | 1 ½        |

| Modules  | Day | Time (Hrs) |
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| V. <u>Training to Gr. D staff</u>  |     |            |
|  |     |            |
| 1. Conduct rules with reference to what to do and what not to do                       | 1   | 2          |
| 2. Their role as assistant for better performance of other staff                       | 1   | 1          |
| 3. Swachha Bharat Mission to maintaining proper cleanness in area entrusted            | 2   | 1 ½        |
| 4. Proper presentation with uniforms while on duty and its importance                  | 2   | 1 ½        |
| 5. Their duty hours  | 3   | 1 ½        |
| 6. Leave Rules   | 3   | 1 ½        |
| 7. Various welfare scheme available to them  | 4   | 2          |
| 8. Role of education to enhance the educational standard of their children             | 4   | 1          |
| 9. Motivational programs to enhance their self esteem and responsiveness while on work |     |            |
| 10. Their Career Program   | 5   |            |
| 11. Feedback & Discussion  | 5   | 2          |