

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD**

New Delhi, dated 17.09.2024

No. 2024/V2/SWR/Traffic/2 / CVC

**The General Manager (Vig.)  
All Zonal Railways**

**Sub:** System Improvement suggested by CVC for prevention of false OTA claims and swapping of duty by the station staff.

In a case referred by CVC regarding malpractice in roster maintenance by station staff and claiming of inflated OTA by duty swapping between them, following irregularities have been detected in the course of investigation.

1. Supervisory staff at station didn't ensure the signing of attendance register in his section in proper format which is violation of MOP-1993 Chapter VII 42 (ii). Roster was not signed and instead symbols such as 'P' and 'A' were used to mark the attendance.
2. Traffic Inspector failed to check duty adjustments by Station Masters in the section.
3. Station Master did informal duty swapping between them with an intention to claim inflated OTA.

In this regard, CVC after examining the report submitted by the Railway Board has suggested following system improvements to be incorporated in the system.

(A) To install biometric attendance machine or facial recognition system for all station staff, including Station Masters, Station Supervisors, and Points men, and link these digital attendance records to the processing and admission of OTA claims to enhance accountability in the system.


(B) To prevent informal duty swapping at the local level, instructions may be issued for the mandatory maintenance of duty rosters for all Station staff. Any deviations from the assigned roster should be reported through official channels to the supervisory officer, ideally in advance. Utilizing an instant communication method, such as email on the official mail ID of the officers in command should be preferred. Additionally, these communications should be logged and maintained in the official records to ensure transparency and accountability.

(C) To notify other railway establishments about the lapses identified in this case. This action will help sensitize supervisory officers across the network and thereby help reduce the possibility of similar lapses in the future.

Action with regard to Part (A) above has already been taken by the concerned directorate in Railway Board and instructions has been issued vide Letter No. E(G)2024/LEI-2 dated 13.08.2024.

It is advised that necessary guidelines/ instructions/ notification may be issued by the Zonal Railways to its sub-offices/ divisions for compliance of Part (B) and Part (C) of CVC's advice noted above.

Action taken report may be submitted to this office for onward communication to CVC.

  
(Akash Bhardwaj)  
Dy. Director/Vig-2  
Railway Board



S/N. 12/1

भारत

GOVERNMENT OF INDIA/ भारत सरकार  
MINISTRY OF RAILWAYS/रेल मंत्रालय  
RAILWAY BOARD/रेलवे बोर्ड

No. E(G)2024/LE1-2

New Delhi, Dated: 13.08.2024

The General Managers(P),  
All Zonal Railways.

**Sub: System Improvement suggested by CVC for prevention of false OTA claims  
and swapping of duty by the station staff.**

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Vigilance Directorate of Railway Board had made a reference to CVC in a case which involved duty swapping by Station Masters and irregularities in claiming overtime by station staff. In this regard, CVC has suggested some improvements to be incorporated in the system. Out of these one system improvement is as under:-

“Biometric attendance machines or facial recognition systems may be installed for all station staff, including Station Masters, Station Supervisors, and Points men, and link these digital attendance records to the processing and admission of OTA claims to enhance accountability in the system.”

All the concerned officials are requested to ensure strict compliance of the above directions of CVC to avoid such kind of lapses in the future.

(M. P. Meena)  
Dy. Director /Estt.(G)III  
Railway Board

Copy to: EDVT, Railway Board- for information please.