

Report on Activity carried out during VAW-2020

**ORGANIZATION: INDIAN RAILWAY CATERING & TOURISM
CORPORATION LIMITED**

In compliance to Central Vigilance Commission’s instructions regarding observance of “**Vigilance Awareness Week -2020**” from 27.10.2020 to 02.11.2020, Indian Railway Catering and Tourism Corporation Ltd. observed Vigilance Awareness Week-2020 in its Corporate Office at New Delhi as well as at all Zonal/Regional offices. The theme of this year was “**सतर्कभारत, समृद्धभारत- Vigilant India, Prosperous India**” with emphasis on preventive Vigilance by increasing transparency, accountability, following rule of law, being inclusive, effective and efficient in all areas of functioning of the Government and its organizations.

Due to Ongoing Pandemic situation, all the activities conducted was planned in adherence to extant Covid-19 prevention guidelines as well as economy measures issued from time to time by the competent authority. Week began with pledge taking by all employees on 27.10.2020 at 1100 hrs in all the offices of IRCTC across various zones, which was administered by CVO through online mode. Apart from this, the Zonal Heads also administered pledge to their employees in their respective offices. Banners and posters with appealing messages were displayed prominently in work places, Catering Units, etc. Various competitions like Essay writing, Poster making, Debate, Online-Quiz were held at Corporate, Zonal and regional offices of IRCTC. Sensitization program/ e-Workshop/ Webinars/ online lectures were organized for the staff to make them aware of the various rules/regulations which are required to be followed during day today working.

I. INTEGRITY PLEDGE

In order to create more awareness and participation of the public at large, the Commission had envisaged a concept of “Integrity Pledge”. **A total of 768 IRCTC employees took the e-pledge.** Details of activities with respect to its observance in IRCTC are as follows:

The hyperlink (<http://pledge.cvc.nic.in/>) was posted on:

- i. www.irctc.co.in
- ii. www.irctc.com
- iii. www.irctctourism.com
- iv. www.air.irctc.co.in
- v. Pop-up of e-ticket booking confirmation page.
- vi. On ERS (Electronic Reservation Slip).
- vii. Push notifications on IRCTC Mobile App

2,07,084 Hits on link provided on different websites/ ERS
1,13,757 Hits on link provided on Mobile App
Push notifications to
1,64,25,753 IRCTC App users

Further, **emails were also sent to 39 Million IRCTC customers.** The emails sent through Internet Ticketing Centre of IRCTC contained information about observance of Vigilance Awareness Week, Do’s and Don’ts of the e-ticketing procedure, booking of

meal orders through e-catering to prevent cases of cheating/corruption and taking of e-pledge on CVC website.

II. SUGGESTIONS FROM CITIZENS REGARDING SYSTEM IMPROVEMENTS

In compliance to the CVC letter no. 020/VGL/036/459673 dated 08.09.2020 regarding Observance of Vigilance Awareness Week, 2020 “सतर्क भारत, समृद्ध भारत – Satark Bharat Samriddh Bharat (Vigilant India, Prosperous India)” wide publicity of the CVC’s initiative was given so as to reach maximum citizens. While sensitizing the citizens on this initiative for giving suggestion on telephone (011-24651632) or e-mail id “ coord1-cvc@nic.in “, it was also requested that any suggestion on system improvement which was related to IRCTC can also be emailed to “sisuggestion@irctc.com”. The following was carried out:

i. The message was posted on:

- a. www.irctc.com
- b. www.irctc.co.in

ii. Emails were sent to approx **50 Million** of IRCTC customers.

Approximately **4200** emails were received on “sisuggestion@irctc.com”. After first stage analysis and segregation of these emails, it has been observed that **approx 1700** emails contain suggestions which are related to Railways and will be forwarded to Railway Board for further action. These suggestions are mainly on, cleanliness, cleanliness hygiene conditions, restarting of trains, QR code enabled ticket, seat selection while booking, etc. Approx **1600** emails are related to IRCTC. These suggestions will be taken up with the concerned department of IRCTC for further analysis, compilation, examination, deliberations, feasibility and implementation. Approx 900 complaints were found frivolous.

III. OTHER EVENTS

E-Lectures/Online-Quiz/Slogans/Debate/Essaywriting/Cartoon/Poster making Competitions on moral values, ethics, good governance practices, anti-corruption measures etc was organized for youth/students of schools/colleges and prizes were distributed. Do’s and Don’ts to be followed while booking e-tickets through IRCTC authorized agents and consequences of booking e-tickets through touts (CD enclosed).

The week concluded with prize distribution and valedictory address of CVO on the ill-effects of corruption. The details of activities conducted within the organization and outside the organization during the Vigilance Awareness Week are in the following tables:

A. Activities/ Events conducted within IRCTC

Table –A.1: Conduct of competitions

Name of State	City/Place	Specify Program (Debate/Elocution/Panel discussion etc.)	No. of participants
Delhi	Corporate Office, New Delhi	Essay Writing Competition, Cartoon/Poster Competition, Online Quiz	23
Delhi	North Zone Office, New Delhi	Essay Writing Competition, Slogan Competition	29
West Bengal	Kolkata	Slogan Competition	15
Bihar, Assam	Kolkata/PNBE/GHY	Seminar on Virtual mode	100
Telangana	Hyderabad at ZO/SCZ	Quiz Competition	12
Maharashtra	Mumbai	Essay Competition	17
		Slogan /Cartoon/Poster Competition	26
		Quiz	52
		UdanTashtari (Online play)	
		Vimarsh(Staff interaction program)	10
Tamil Nadu	Zonal Office/ MAS	Essay	16
	RO/MMC		5
	RNP/Palur		4
	AO/MDU		1
Karnataka	Regional Office / SBC		13
Kerala	Regional Office/ ERS		12

Table –A.2: Other Activities

SN	Activities	Details
1	Distribution of Pamphlets/Banners	<p>1. 07 (Banners were displayed at ZO/SCZ and all Area Office and Rail Neer Plant).</p> <p>2. Banners displayed at Zonal Office, Regional Offices, Base Kitchen, RNP, Area Offices, Food Plaza, RYN & Hotels in East Zone.</p> <p>3. Banners displayed at different locations under North Zone Office.</p> <p>4. 15 (Displayed at ZO/WZ as well as all area offices).</p>

2	Organizing Workshop/Sensitization programmes	<ol style="list-style-type: none"> 1. Separate online Vendor's Meet for IT agents and Catering Licensee was organized at Corporate Office on 02.11.2020. 2. Sensitization speech on the Vigilance Theme by GGM/SZ on 27.10.2020. 3. Webinar on Procurement handbook by VO/SZ on 27.10.2020. 4. Online seminar on Vigilance Theme by Shri Thiagarajan, Head of Air India Vigilance Chennai Region on 28.10.2020. 5. Workshop on Disproportionate assets by VO/SZ on 29.10.2020. 6. RM/SBC conducted sensitization programme for employees of Bangalore region. 7. One sensitization program about conduct rules was organized at Area Office, Vijayawada on 31.10.2020. 8. An online interaction program “विमर्श “ was organised through which CVO articulated with the officials of West zone.
3	Quiz	Online Quiz programme conducted by Vigilance Department of Corporate Office (for all zones of IRCTC) as well as additionally by IRCTC West Zone Office.
4	No. of Grievance redressal camps to held	<ol style="list-style-type: none"> 1. Conducted grievance redressal camp during the period 27.10.2020 to 02.10.2020, in coordination with catering department at South Zone Office. 2. Conducted one grievance redressal camp- (During this week total 10 complaints in catering and 14 complaints on E- ticketing related issues were received and all the issues were resolved. 5 issues of pending refund of license fee were resolved.
5	Any other activities	<ol style="list-style-type: none"> 1. Conducted Painting/Drawing competition for wards of employees in two categories (Junior & Senior) – 20 children from various Regions/Area Offices & Zonal headquarters participated. 2. Message on Vigilance awareness was circulated through Social Media like Facebook, Whatsappgroups etc. 3. SKIT online in North Zone (Approx. 100 persons participated) 4. UdanTashtari(Online play) was organized.

B. Activities/ Events conducted outside IRCTC

Table –B.1: Involving students in Schools

Name of State	Name of City/Town/Village	Name of School	Details of activities planned to be conducted	Number of students involved
Uttar Pradesh	Salempur, Distt-Deoria	Little Flower School	Essay Competition on 28.10.2020	550
Maharashtra	Mumbai	St. Thomas High School	Online Essay, drawing, and quiz on 28.10.2020.	94

C. Details enclosed in CD:

- i. Photos of various competition (Essay, Poster making, Quiz etc) as well as Integrity Pledge taking ceremony.
- ii. Photos of Essay competition at Schools and colleges.
- iii. Photos of Seminars/Workshop.

D. Any other relevant information, if any: NIL.

(Dr. Parag Agrawal)
Chief Vigilance Officer)
IRCTC

Pledge Taking Ceremony at Corporate Office IRCTC



Essay Competition at Corporate office/ IT Centre



Poster/ Cartoon making Competition at Corporate office/IT Centre





Prize distribution ceremony at Corporate Office



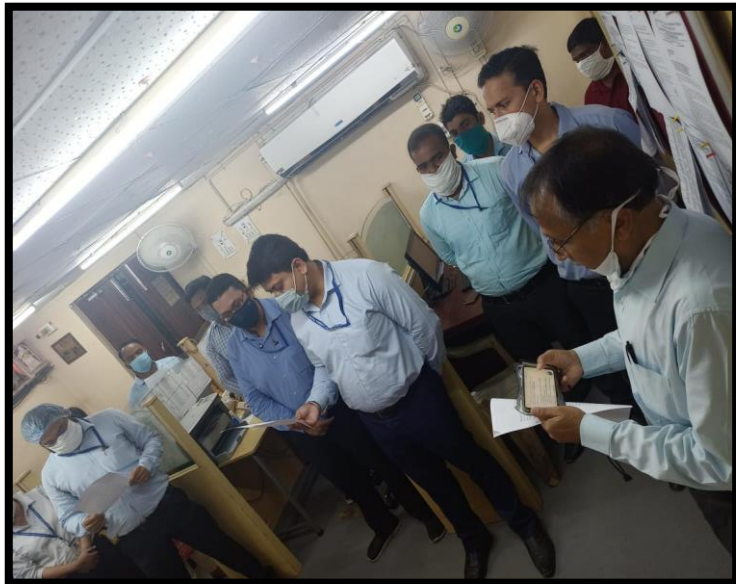
EAST ZONE



Pledge taking ceremony at RO_PNBE



Pledge taking ceremony at RO_GHY



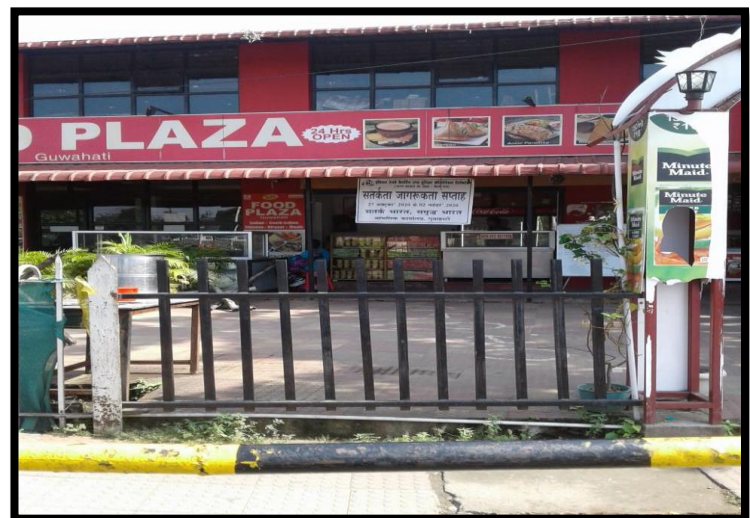
Pledge taking ceremony at DCO_HWH



Pledge taking ceremony at ZO Kolkata



Webinar at ZO



Display banner at FP, GHY

NORTH_ZONE

Pledge taking ceremony at Base Kitchen/New Delhi



Pledge taking ceremony at RO/Jaipur



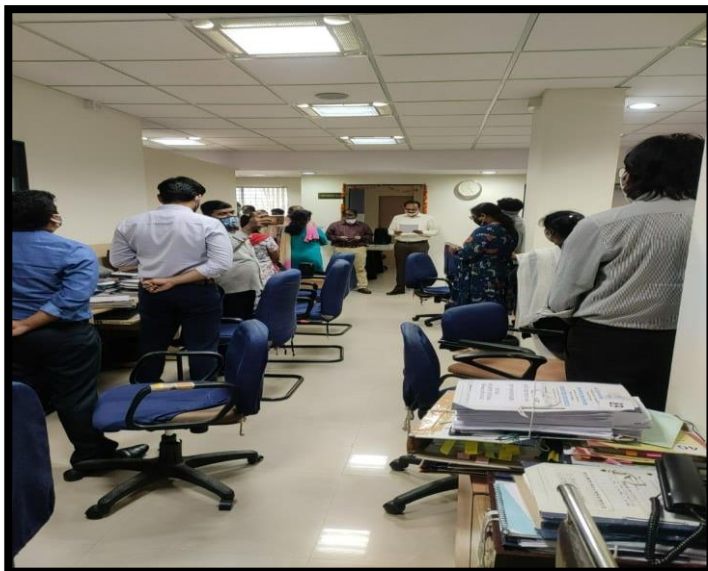
Pledge taking ceremony at Little Flower, School Deoria \



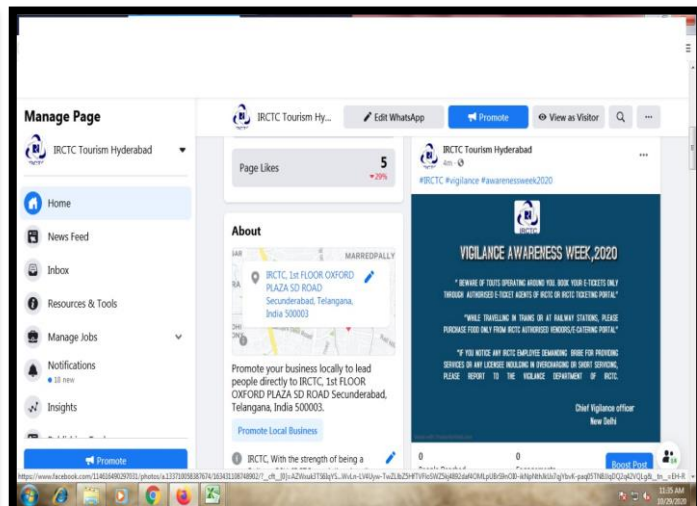
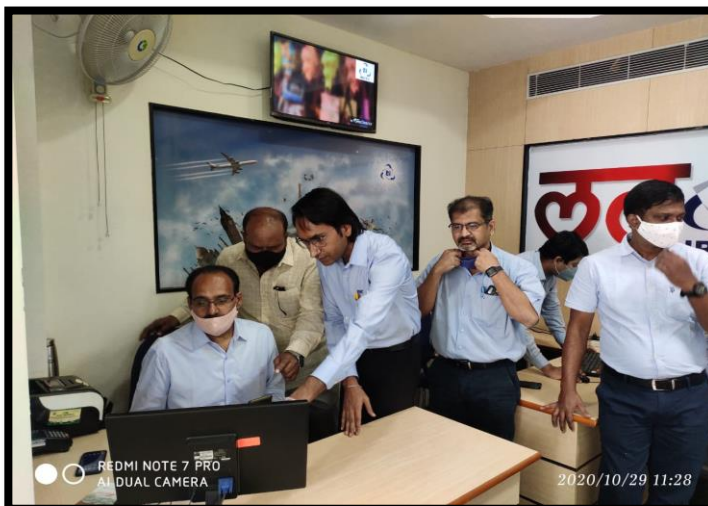
Prize Distribution



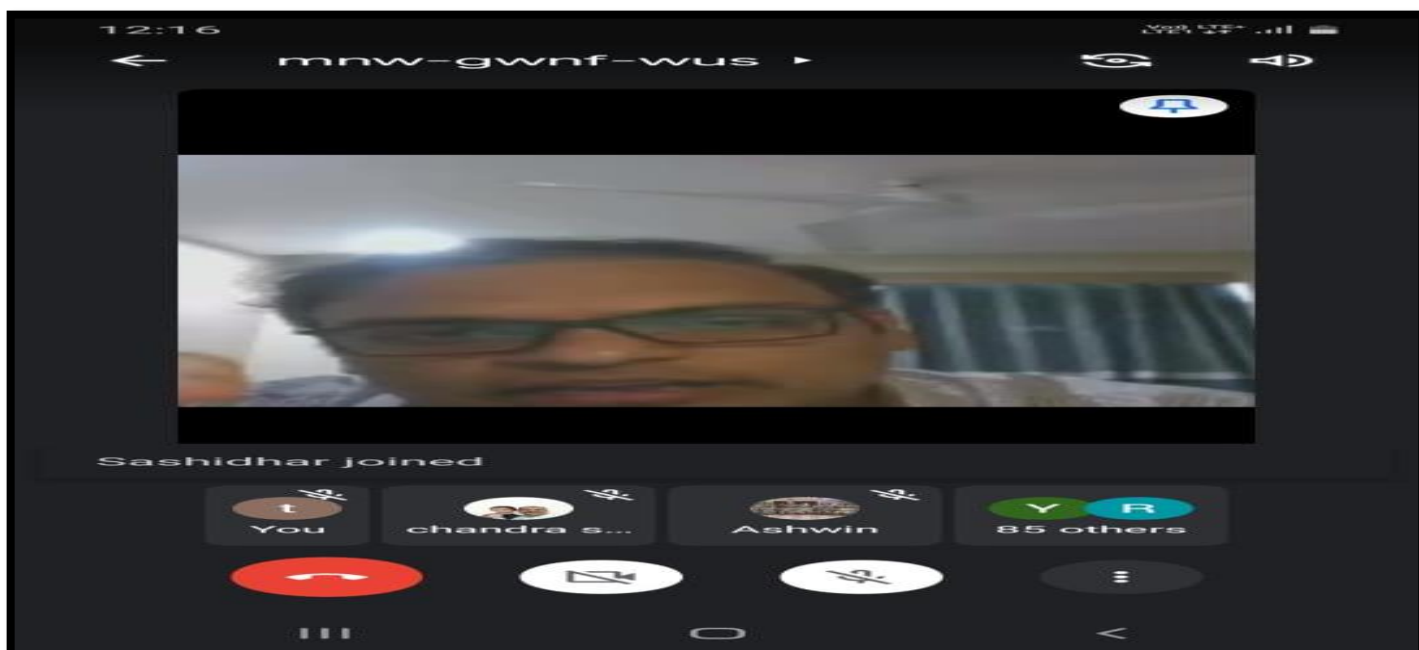
INTEGRITY PLEDGE AT AREA OFFICE, SECUNDERABAD



SOCIAL MEDIA PUBLICITY AT ZONAL OFFICE, SECUNDERABAD



LECTURE ON THEME SUBJECT VIGILANT INDIA-PROSPEROUS INDIA BY SRI D.SUYODHAN, VICE PRESIDENT(LEGAL)

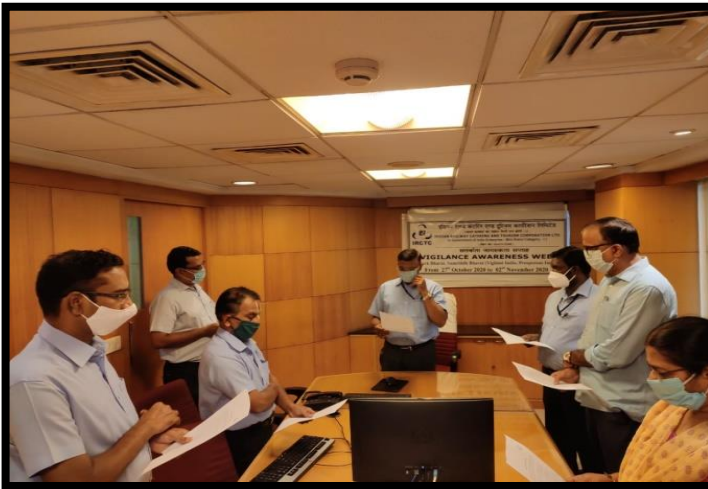


SENSITIZATION PRGORAM AT AO/BZA

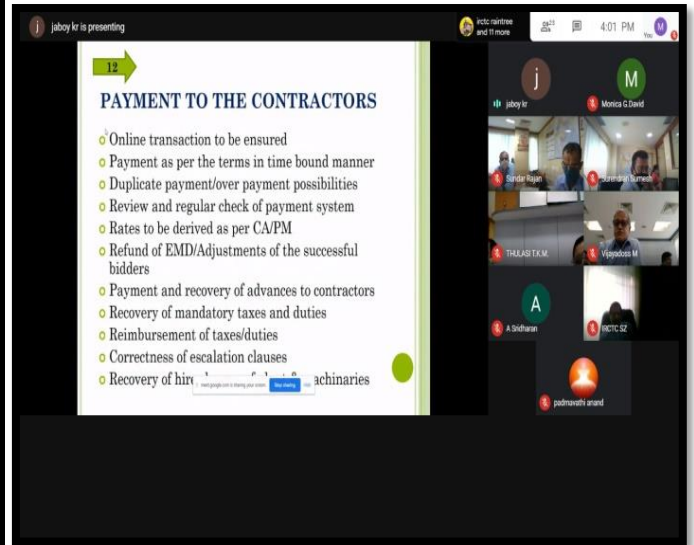
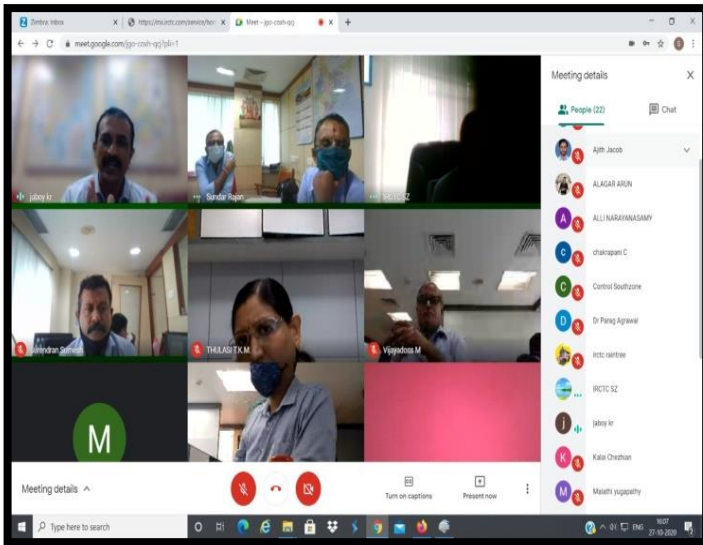


IRCTC-SOUTH ZONE - VIGILANCE AWARENESS WEEK – 2020 – PHOTOS

PLEDGE PHOTOS



Webinar on Procurement by VO/SZ at ZO/MAS



Essay competition at ZO/MAS



Valedictory function & Prize Distribution



WEST ZONE

PLEDGE TAKING CEREMONY



Drawing Competition

