

**National Commission for Scheduled Castes**

**Minutes of Review Meeting held on 9.12.2014 by the National Commission for Scheduled Castes to access and monitoring of reservation policy for SCs in the Indian Railway Catering and Tourism Corporation Ltd., (IRCTC) New Delhi**

The National Commission for Scheduled Castes held a Review Meeting to assess the implementation of the reservation policy in IRCTC as per the mandate given under Article 338 of the Constitution of India. Prior to holding of the Review meeting, the Commission sought replies from the DMRC on a detailed Questionnaire and after receipt of the requisite information / reply, the full Hon'ble Commission under the Chairmanship of Dr. P.L. Punia, Chairman along with Dr. Raj Kumar Verka, Vice-Chairman, Shri Raju Parmar, Member and Shri Ishwar Singh, Member, NCSC conducted the review meeting on 09.12.2014 at the headquarter of IRCTC at Statements House Building, New Delhi. The CMD and other senior office from IRCTC attended the meeting. A list of the participants is enclosed.

**A: Meeting with the Staff SC Association of IRCTC:-**

It was informed to the Commission that there was no recognized SC Employees Welfare Association in the Corporation. However, the Commission met some employees belonging to the Scheduled Castes and enquired from them, if, they have any issues with regard to implementation of Reservation policy or redressal of their grievances by the Management of IRCTC. The Commission was informed by the Members belonging to Scheduled Caste communities that due promotions are given to the SC employees and they do not have any particular grievances.

The Commission asked the staff members of the SC community that if, they felt any grievances or violation of rules of reservation in the organization, then, they approach the Commission in future.

**B. Meeting with the IRCTC Management:**

The Commission held a meeting with the IRCTC Management. The CMD, IRCTC welcomed the Hon'ble Chairman, Vice-Chairman, Members and Officials of the Commission and gave a brief background about organization's activities and working of the Company. Thereafter following issues were taken up for discussion:

1. **Appointment of Liaison Officer:** The Commission noted that the Company has recently appointed Shri Jitender Kumar, Liaison Officer at the Headquarter at the end of November, 2014 and who has not undertaken any inspection of rosters so far and he does not have information about DoP&T guidelines/instructions on implementation of reservation policy. Further it was observed that there are no Liaison Officers at the Zonal Offices of IRCTC. It was also noticed that there are no separate SC cell to see the grievances/complaints of the SC employees. No separate grievances register has also being maintained. The status of two reported cases of grievances has also not been provided to the Commission. The Management assured the Commission that necessary action on these issues will be taken and the Commission will be apprised of the compliance report in a month's time.

1. **Inadequate representation of SCs:** Through analysis of the data provided to the Commission, it was pointed out that representation of SCs in E5 to E8 grades at the HQ and the five Zones has not been provided. In other grades also, the representation of SCs and OBCs are not as per prescribed percentage of reservation. The CMD, IRCTC clarified the position and informed that the IRCTC was incorporated on 27.9.1999 and in the year 2003, en masse transfer of staff in catering cadre from Indian Railway to IRCTC took place on as is where is basis as per

the policy of the M/o Railways. Initially, they can on deemed deputation basis and from 1.1.2007 onwards many of them took absorption in IRCTC. Thereafter, consequent upon the revised catering policy of Indian Railway's, a number of employees from catering Cadre were reverted back to Railways. Thus, this was the reasons of in-adequate representation of SCs and OBCs in all cadre posts. The Secretary, NCSC then asked the IRCTC Management that this was not a valid reason. The Govt's reservation policy provides that the representation of SCs and OBCs should be implemented as per the prescribed percentage of reservation i.e. 15% and 27% respectively. The IRCTC should have calculated the SC vacancies against the staff provided by the M/o Railways and thereafter, the backlog /shortfall for these categories should be filled up at the time of absorption of these employees. Accordingly, the Director (HR), IRCTC was asked to clarify the position before the NCSC in person and full fill adequate representation of SCs and OBCs in all cadre posts. The Commission has also asked to provide details of representation of SCs and OBCs in each grade. The Commission also suggested that the relaxation/concession to the SCs in promotional posts where reservation is not applicable should be made as per the DoP&T guidelines.

The CMD, IRCTC agreed to look into the matter and submit the requisite information within one month.

2. **Non-maintenance or Reservation Rosters:** The IRCTC have provided rosters only for the posts of AM (TG), (HRD), (OPS), Software/Admn, Executive (Network), Finance and Accounts, Chief Supervisor (HRD), Chief Supervisor (Vigilance) for Direct Recruitment and DGM posts in promotion. It was noted that no summary has been prepared as per the DOP&T guidelines. Further rosters for other posts were not provided. The Commission recommended that Staff should be trained in maintenance of rosters and rosters should be prepared for each grade separately for direct recruitment and promotion as per the DoP&T guidelines issued vide OM dated-2/7/1997 in order to maintain required representation of SCs in each grade. It was also suggested to the IRCTC, Management to show the reservation roster on the Company's website.

The CMD, IRCTC assured to the Commission that the reservation roster for each posts in direct recruitment as well as promotion will be maintained and recast as per the DoP&T guidelines. The Complete Register will also be shown to the Commission and submit the requisite information within one month.

4. **Composition of Recruitment Board/Selection Committees/DPC:** The Commission noted that for all these Committees constituted during 2012, 2013 and 2014, only ST member has been nominated. No Members from the SC community have been nominated/appointed. The Commission suggested to the IRCTC that efforts should be made to take a person from SC community on these committees.

The CMD, IRCTC agreed to look into the matter and submit the requisite information within one month.

5. **Backlog vacancies for SCs:** It has been reported that there was two SC vacancies in the cadre of DGM/Tourism in the year 2012 and no suitable SC candidate could be empanelled. On the other side Company has stated that there are no backlog vacancies. The Commission asked clarification and advised to re-check the position and calculate the back-log vacancies in each cadre/posts. Necessary action in this regard should be taken immediately to fill up any backlog SC vacancies by making special recruitment drive.

The CMD, IRCTC agreed to look into the matter and assured the Commission that necessary action to fill up all backlog vacancies/shortfall of SCs will be taken and will submit the requisite information within one month.

6. **Pre-recruitment and pre-promotion Training:** The Commission recommended that the IRCTC Management should explore the possibilities of providing pre-recruitment and pre-

promotion training to SCs, STs and OBCs. Details of relaxation provided to the SCs and OBCs in selection/recruitment for various posts should also be provided to the Commission.

The CMD, IRCTC agreed to look into the matter and submit the requisite information within one month.

7. **Separate interviews for SC:** As per the information, the Company has been taking interviews of SCs alongwith general candidates. The Commission advised to conduct interviews for the SC candidates as per the DoP&T guidelines.

The CMD, IRCTC agreed to look into the matter and submit the requisite information within one month.

8. **Case of Shri D. Vasu Deva:-** it was informed to the Commission that the case of one SC Officials namely Shri D. Vasu Deva is pending for a long period. The Commission suggested to the IRCTC, Management to refer the case to the DoP&T and take necessary action accordingly.

The CMD, IRCTC agreed to and submit action taken report within one month.

9 **CSR Expenditure:** The Company provided funds under CSR scheme. But there is no scheme for Scheduled castes beneficiaries. Accordingly, the Commission asked details of the CSR expenditure incurred during the years 2011-12, 2012-13 and 2013-14 and allocation made. The Company should provide details of activities undertaken in the scheme/programmes being run under CSR. The Commission also suggested that some expenditure should also be earmarked for maintenance and creating infrastructure in the SC student hostels especially the SC Girls Hostels.

The CMD, IRCTC agreed to and submit action taken report within one month.

10. **Reservation for OBCs:** As per the data of recruitment of OBCs during 2012, 2013 and 2014 there is shortfall of 4 vacancies. The company should fill up these backlog vacancies urgently.

The CMD, IRCTC agreed to and submit action taken report within one month.

At the end of the meeting the CMD, IRCTC assured the Commission he will take necessary steps for implementation of the reservation policy in true sprit.

The meeting ended the thanks to Chair.

**NATIONAL COMMISSION FOR SCHEDULED CASTES**

**List of Participants from NCSC**

14. Dr. P.L. Punia, Chairman
15. Dr. Raj Kumar Verka, Vice Chairman,
16. Shri Raju Parmar, Member
17. Shri Ishwar Singh, Member
18. Dr. Vinod Aggarwal, Secretary
19. Dr. Smita S. Chaoudhary, Joint Secretary
20. Shri M.R. Bali, Consultant
21. Shri Y.K. Bansal, Research Officer

**Officers of IRCTC Ltd.**

14. Shri Arun Kumar Manocha, CMD, IRCTC
15. Shri M.P. Mall, Director (Finance)
16. Shri R.N. Kalita, Director (Catering Services)
17. Shri A.K. Brar, Director (Tourism & Marketing)
18. Smt. Maitreyee Brahma, GGM/HRD

**The SC officials of IRCTC**

12. Shri R.S. Bhidonia, Group General Manager
13. Shri Dilip Goyal, Manager-Catering
14. Shri Manoranjan Dinkar, Sr. Executive Catering
15. Shri Amit Kumar, Executive Finance
16. Ms. Shailika Tittal, Supervisor-Catering