

**DRAFT RESOLUTION**



**ENQUIRY CUM RESERVATION**

**STAFF**



**CONFERENCE**



**2010**

*Hosted by :*  
**COMMERCIAL CUM MEDICAL BRANCH**  
**HEAD QUARTER DIVISION**  
**NRMU**

**DRAFT RESOLUTION OF ENQUIRY CUM  
RESERVATION STAFF CONFERENCE - 2010  
Hosted By : Commercial cum Medical Branch  
Headquarter Division  
Northern Railway Men's Union**

This conference of Enquiry cum Reservation staff is organised in New Delhi at a time when many states are in grip of Naxalist attacks. The railtracks and prestigious railway trains have become most affected in naxalists operations. Not only railway men and common man are their victims but security personnels also their victims. The recent "Dantewala masacre by naxalites which resulted in casualty of more than 75 security personnels of paramilitary forces has shocked and stunned the entire nation.

The Enquiry cum Reservation staff of all over Indian Railways are full of grief and pay their ondolence and prey to god for peace to souls who have lost their lives and to provide strength and energy survivours as well as their family member during this crisis.

This is also the time when the entire nation is under the grip of uncontrolled growing price rise of all the essential commodities. The price rises has reaches so high and became out of reach of common people and on the other hand our Government is busy in giving the new look and shape to the Delhi in view of forth coming Commonwealth games, Different taxes has been raised, subsidies has been withdrawn resulting increase of financial burden over the common people.

The 2nd conference of Enquiry cum Reservation staff is organised at the time when our beloved leader Com. J. P. Chaubey is not with us, whose inspiration, efforts and dedication has provided Status not only to Railwaymen's but all the employees of Central Government. Born in a small village Baijapur of Sultanpur District U.P. Sh. Chaubey Ji efforts and dedication are unforgetable. The first ever conference of Enquiry cum Reservation was held on 14.02.2001 at New Delhi under his guidance and initiation and at this time we are missing him badly.

Apart from the various benefits, we as a Railway men achieved under his leadership, this cadre of Enquiry cum Reservation staff was able to achieved many more, due to his unstinted support and persuasive skills. Beside the substantially revised pay scales during Vth Pay Commission and VI th pay commission it was his efforts which forced the Railway Board to stop the proposed handing over of PRS terminals to travel agents. It was also his efforts that ECRC's have six hour public dealing.

This conference of ECRC's pay their tributes to him by following his footsteps by serving the railway men in general and ECRC category in particular although we are mising his valuable guidance this time.

This conference of Enquiry cum Reservation staff congratulate All India Railwaymen's Federation for their struggle on the issue related is ECRC's and providing some respect to their cadre by way of Vth and VI th pay commission.

This conference of ECRC staff welcome and congratulate Com. S. G. Mishra who has been elected and took the charge of General Secretary of AIRF and comrade Harbhajan Singh Sidhu who took the charge of Asstt. Genl. Secretary at New Delhi in the 84th General Council Meeting of AIRF, which was held on October 22nd & 23rd 2008. This conference wish him every success and assure him that we will follow the directives and guidelines of AIRF and NRMU.

Under the present circumstances and the political senerio of country the concept of welfare state appears to be missing badly. The corruption is on its highest peak. The successive Government has been vigorously pursuing the policies of disinvestment, corporatisation and privatisation under the directive of IMF and World Bank to which the Indian Railway are also not untouched.

Despite of fact that successive Honbl'e minister of Railways have at occassions emphatically opposed the privatisation over the Indian Railways Nevertheless the privatisation on some section of Indian railways through back door has already spread his arms. The railway reservation system has also been not remain untouched with this evil of privatisation.

In Railway passenger reservation system, the computerisation, which began in November 1985, has changed the scenario as a whole due to dedicated and friendly efforts of ECRC's Cadre. There are five PRS's all over Indian Indian Railway with about 3000 terminals provided at different and even remote locations all over India to fascilliate the travelling public easily accessible reservation comfort in different trains class and direction with single window concept.

Computerisation has brought tremendous changes in passenger reservation system which has benefitted at large Railway users. These terminals are manned by thousands of qualified, skilled and well trained staff with full dedication and honesty.

The Enquiry cum Reservation staff as a salesman of multi skilled. They attend to enquiries from the public and have therefore acquire thorough knowledge of various auspects of trains working, and rules and regulation. They reserve the bearth/seats and have to keep the account and handle the cash. The Computerisation has added sophistication to the work of Reservation staff. Now it become on onerous job. In particular the cash handling is a times telling heavily on their pay for the shortages which occur on account of rush of work.

Looking on the onerous duties performed by the ECRC's scale of pay and other service conditions of this Cadre is far from satisfactory and stand nowhere when compared with those of their counterpart working in public sector undertaking, who, though doing less onerous work receive, nevertheless higher salary and perks.

It is however, absolutely unfortunate that the staff manning this dignified reservation network which is perhaps number one in Asia are subjected to a lot of miseris a few of which are being enlisted below.

1. Non payment of cash handling allowance.
2. Non Uniform policy for Reservation cum Enquiry staff over Indian Railway.
3. Non creation of adequate posts to copeup with the existing and increasing work load.

4. Raising of Undue debits against ECRC's.
5. Undue harrashment by the vigilence.
6. Undue harrashment by accounts department by way of raising debit.
7. Lack of basic amenities at the work place.
8. Improper maintainance of equipments viz VDO's keyboards and printers etc.
9. Non filling up the existing posts / vaccancies.

The conference of Enquiry cum Reservation staff urges to entire ECRC staff to become alive, unite and strengthen the union and fight against the atrocities of the administration for justice and parity.

The 6th pay commission while considering the demands of central secreteriate services staff adopted a policy of granting Rs. 5000-8000/- (old) scale to the clericle Cadre wherever the direct recruitment exists with qualification as graduates, whereas in ECRC Cadre, 25% of ECRC grade II (old Rs. 4500-7000) vacancy is filled through direct recruitment by candidates having graduate qualification were kept with grade pay Rs. 2800 (old Rs. 4500 - 7000).

This conference demands that ECRC Grade II in scale Rs. 4500-7000/- be upgraded to that of Rs. 5000-150-8000/- and be placed in the pay band of PB-2, Rs. 9300-34800/- with grade pay of Rs. 4200/-

Consequent upon the implementation of recomendations of the Vith pay commission the grades of Rs. 5000/- and Rs. 5500/- have been merged and consequently now in ECRC Cadre at present there are only 3 grade (New) grade pay Rs. 2800, 4200 and 4600.

Therefore the revised percentage of staff to be apportioned in the three pay scales (grade pay) namely 2800, 4200 and 4600 had to be worked out, in order to ensure the horizontal and vertical relativities of the Cadre and also to widen the promotional scope of the employees. Thus this conference demands for formation of new cadre restructuring committee so that revised percentage in fixed for all the three grades.

This conference of ECRC'S expressed his great concern over the way of not applying the uniform policy by the different zonal Railways e.g. working hours of counters, Lunch hours etc.

This conference demands that there should be only Six hour public dealing duty all over Indian Railways, and wherever the ECRC'S are forced to work more hours, this practice should be stopped immediately.

It has also matter of concern that some Railways providing ½ hour lunch break as per the Railway Board directives wherever many zonal Railways providing either 15 minutes or 20 mnts lunch break and some locations are still deprive of lunch break.

This conference of ECRC's demands that there should be uniform 30 mnts lunch break at all PRS Locations as per Railway Boards Policy.

No. of Posts of ECRC's are laying vaccant and no efforts have been made to fill up these existing posts. since 1992 no direct appointment has been done where as work load has been increased many times due to increase of no. of new trains day by day and increase of coaches in existing trains, but no efforts of creating the new posts to copeup with increased work load has been done.

This conference demands that new posts should be created to cope up with the increased work load and fill up the existing vaccancies of this cadre at all zonal levels.

One of the concern of ECRC's is undue harassment by account department by way raising debits against staff without proper reason Ministry of Railway granting new concession relief to rail users day by day without observing foolproof procedures, guidelines, and checks on its misused. Various concessions are issued by the private authorities and no instrument has been provided to ECRC's to check its genuinity. Despite of alertness, under pressure of such small pity mistakes remains and overlooked by staff. This conference demands that debits should not be raised against staff for pitty small mistakes

It is also matter of great Concern that despite of fact that this category of Enquiry cum Reservation staff plays a important rol

