

1. **Cadre Formation in Kolkata Metro Rail Corp. Ltd. consequent upon handing over to Kolkata Metro Railway.**

The KMRC on completion of construction is expected to hand over the East West Corridor to GM/Metro Railway for operation. To become familiar enough for efficient operation of the new technology, planning may be made to depute staff/officers from Metro Railway. For better & smooth operation necessary initiative may kindly be taken for sanctioning of new posts from Railway Board.

2. **Supply of sufficient good quality spares for rolling stock maintenance including POH.**

It has been experienced that in many cases due to non availability of spares, workers have to use old parts/spares in Metro coaches. Hardware is also not available in major cases. It is also seen that consumable spares like Carbon Brush/Fuse is also out of stock in so many instances. Due to this reason, during POH of rakes, POH shop is also unable to replace the 'Must Change' item. Presently one air-conditioned rake is under POH whose major spares are not procured till date. It is not only worker's dis-satisfaction but also a case to compromise with reliability of rakes & passengers' safety.

3. **Adoption of fresh Blood in POH Shop.**

It was seen that after beginning of POH Shop in the year 1994, no fresh blood was posted in shop except some appointments on Compassionate ground & LARSGEES. The first batch from LARSGEES got appointment in Rolling Stock section. Nobody was given posting at POH at that time. Now average age of staff of POH shop is about 50. After recruitment from RRC, no manpower was received by POH Shop. We think this process is to push POH Shop to its natural death, for widening the path of privatization. Union is of the view that immediate steps should be taken to post fresh blood for POH shop in the interest of Passenger Safety.

4. **Improvement of Electric Wiring in Dum Dum Quarters.**

It has been represented to the Union that the Dum Dum Quarter Complex having 40 units of Type- 1 Quarters are not having the permissible quality of electric wiring of AC connection.

As a result, the willing residents are forced to bite the bullet of around 40 degree Celsius heats.

It is well known that with the passage of time, the outlook/essentiality of Electric equipments cannot be opposed for better quality of life. The Quarter's position of Dum Dum is such that it remains exposed to scorching sun throughout the day.

Union's view is that the quality of Electric wiring at the Dum Dum Quarters Complex should be improved to match requirement of AC installation.

In this regard Rly Board's order No. 2006/Elect(G)/180/II/Pt dated 21-6-2016 may be followed for all Type - I & Type - II Quarters.

5. Toilet facility for Rented Vehicle Drivers at Metro Bhavan.

It has been observed that a large number of rented vehicles for officer's use are parked in Metro Bhavan. The drivers have to remain throughout the day but due to non-availability of toilet facility, they have been facing tremendous inconvenience. It is also inhuman to compel this worker to work in such situation. As a result, unhealthy atmosphere adjacent to Metro Bhavan is seen. This is against the principle of 'Swachh Bharat'. The matter may be considered sympathetically.

6. Non filling up of only post of Matron-in-Chief of Tapan Sinha Memorial Hospital.

It is most unhealthy that the post of Matron-in-Chief of Tapan Sinha Memorial Hospital is lying vacant since 2008 hampering the better functioning of the hospital services. In spite of continuous persuasion by the Union the post has been kept unfilled. This is highly objectionable.

Immediate step should be taken to fill up the post at the earliest.

7. Non-implementation of Railway Board's Order in filling up of the Post of SPRO.

Railway Board vide letter No. E(GP)2005/2/50 dated 3-8-2005 has allowed promotion of Metro Railway group "C" employees for selection to Group 'B' in various department of Eastern Railway. For this purpose all the departments have implemented this policy except PRO Department. In this regard, this Union vide letter No. MTP/RMU/Staff Matter (Promotion) dated 31-8-2015 expressed its dissatisfaction regarding non-filling up of promotional PRO post as per Railway Board's order. But nothing has been done so far.

It is also mentioned that CPO/E-Railway vide notification No. E 1024/PRO/Panel/Pt I dated 8-10-2015 for formation of Group- 'B' panel for the post of PRO has accommodate Metro Rly's Cadre. But for reasons best known to the administration the process seems in hibernation.

In view of above, it is requested to implement the Railway Board's Order in letter and spirit.

8. Poor supply/Non availability of water in TA Quarters.

TA quarters at Belgachia Complex are of Type-I in nature. But the roof remains with asbestos which is not eco friendly. So, the family members of Railway staff are forced to bear the brunt of heat of scorchy sun. The problem is multiplied due to acute shortage of water supply in TA Quarter area.

At present there are nearly 300 Staff quarters (13 Type-II Blocks, 2-Type Blocks and 30 Nos. TA Quarters). It is noted that all the multi-storied blocks both Type-I and Type-II have been provided overhead reservoir tanks, as a result, the residents enjoy of 24 hours water supply. On the other side, due to non-availability of reservoirs, the residents of TA Quarters are deprived of 24 hours water supply. This has caused tremendous resentment as all the quarters owners are subjected to same water tax.

It has further been observed that one overhead tank is there in unfinished condition. It is also fact, that the force of water to TA Quarters is remaining very weak as the supply line passes over the RTX Box.

9. **Running Staff Rest Room in Dum Dum & Kavi Subhash Dilapidated.**

Running Staff are the most vulnerable category who use to be on wheels and without them, trains cannot move an inch. It is very unfortunate that in spite of regular chasing their genuine demands viz, improvement in the conditioning of Rest Room nothing has been done. Immediate attention is required to provide comfortable space with necessary furniture including dining table. The condition of Motorman Rest Room at Dum Dum is in worst condition.

In view of above, it is requested to take appropriate measures to address the grievance immediately.

It would not be out of place to suggest that to ensure workers participation in Management like SBF, Quarters Committee etc one Running Room (Rest Room) Advisory Committee may be constituted to monitor the Rest Room arrangement.

10. **Dedicated Technical Library in Metro Railway/Kolkata.**

Since Kolkata Metro Railway is the pioneer in India as far as introduction of underground Mass Transit Rapid System is concerned, it should have its own archive with the Technical Drawing Books etc used during construction and maintenance. Now, Metro Railway have updated its Technical Gadgets number of times but there is no dedicated Technical Library. During construction we had good collection of Drawing/Maps of old city which require to be preserved for future research & other allied work of next generation. Till recent past one post of Librarian was there as a result we could function library regularly. But, it has been brought to the notice of the Union that at present there is only one Library Assistant. In spite of that, many valuable books and documents are lying unattended. Union is of the view that like any esteem organisation, Metro Railway should think to revive Technical Library without further delay.

11. **Nomination of staff for Civic Body Election.**

Union has been confronting questions from staff about the mode of selection of the name of the staff for performing Election Duties of various Legislative Bodies. It has been reported that there is pick and choose policy followed which created resentment amongst the staff. The Staff are not reluctant to go on Election duty but they raise the question on what basis the names are sent to the Electioneering Authority. It has been reported that the same set of staff are nominated in consecutive years.

Union is of the view, that when election duty cannot be avoided by any Govt. Employee, our Administration should pay proper attention while sending names considering the age, sex, and health condition of the employee. Hence, repetition of same staff in every election duty should be avoided.

12. Provision of purified water in Metro Bhavan.

In all floors of Metro Bhavan is having a water purifier. But unfortunately none of those purifiers are working. As a result of fact staff and officers of Metro Railway are drinking un-purified water. There is no endorsement on the face of the Machines regarding its currency. Hence, it is proposed to install water purifiers in all floors of Metro Bhavan so that water bound diseases to staff and officers of Metro Railway may be restricted to be spread out with proper monitoring.

13. Provision of blood sample collection at Metro Bhavan.

It is noticed that for some routine blood test also, Officers and staff of Metro Railway are to go to Tapan Sinha Memorial Hospital during office hours.

Hence, it is proposed to arrange a blood sample collection centre in Metro Bhavan at least twice a week.

14. Lockers and tools for all Running staff.

Motormen are provided with lockers and prescribed set of tools at the time of taking over of charge to work independently as a motorman. Since last couple of years it is noted that those essential items are not supplied in time which put them under difficulties in performing their day to day work which is most unfortunate. At present 10/15 Motormen are not having any locker & full set of tools. Immediate steps need to be initiated to address the matter at the earliest.

15. Stepping up of pay of Loco Supervisors selected prior to 01.01.2006.

The running staff who were selected as loco supervisor prior to 01.01.2006 in pre-revised scales are drawing less pay in revised pay structure under RS (RP), Railway service Rules 2008, than their juniors selected as loco supervisors after 01.01.2006. To mitigate this anomaly Railway board passed an order to extend the benefit of stepping up of pay of senior loco supervisors at par with their junior vide letter no E(P&A)II/2008/RS-37(RBE 236/2009), date 24.07.2009 subject to fulfilment of other laid down conditions.

In Metro Railway Kolkata, four numbers of running staff were selected as loco supervisor prior to 01.01.2006, but their appeal in this regard has not yet been considered. Union urges for immediate implementation of Bd's order.

16. To grant 3rd financial upgradation to the loco supervisors.

Consequent upon implementation of 6th CPC, Government has accepted and introduced MACP to grant three financial up gradation counted from the direct entry grade on completion of 10, 20 & 30 years of regular service respectively. The financial up gradation under the scheme is admissible whenever a person spent 10 years continuously in the same grade pay. It envisages merely placement in the immediate next higher Grade Pay in the hierarchy of the recommended revised Pay Bands and Grade Pay as given in Section 1, Part-A of the first schedule of the Railway Services (Revised Pay) Rules, 2008.

In Metro Railway, the loco running supervisors who were appointed directly as a motorman (GP 4200) in 1982, have already put in 34 years of continuous regular service and spent more than 10 years in the same grade pay but they are yet to receive 3rd financial up gradation under MACP scheme. Union urges for immediate implementation of RBd's order.

17. CCTV sets need to be up graded to facilitate better viewing from rear of a train.

In Metro Railway Kolkata CCTVs in the platform were installed in front of the cab of conducting motorman to facilitate better viewing from the rear of a train, specially where platform is in curvature and/or platform is fed by the staircases from two ends. The size and quality of display is not at all satisfactorily serving the purpose. Moreover in elevated areas, against broad day light, hardly any image can be visible from CCTV monitors. Considering the gravity of the matter, ancient monitor sets should be replaced by larger LED monitors (high brightness) for better viewing even in day light also.

18. Trouble shooting procedure (Sl no 7) laid down vide critical trouble shooting guide need to be modified.

The nature of fault dealt with in serial number 7 of critical trouble shooting guide for AC rakes is, battery voltage suddenly becomes zero causing application of emergency brake in the whole train and resulting no control (battery) feed in the faulty basic unit. The probable reasons are well narrated in the guide but the trouble shooting procedure involves navigation through four different coaches (dark and no ventilation) to isolate BICs (bogie isolating cock) at seven locations. The location of BIC in a coach is inside panel number 1&2 at ground level. One can reach the cock only by kneeling. At present there is no off peak hours in Metro Railway Kolkata except few trains in early morning. It is not very rare to see that security personnel pushing passenger into the coaches and passenger used to leave non AC rakes to board in an ac rake. In a situation like this, it is not only impractical but also unsafe to the passenger and motorman as well to execute this trouble shooting procedure. It is therefore very much needful to devise mechanism for energizing BECUs of faulty basic unit, so that the rake can driven from healthy basic unit and the situation like can be avoided.

19. Non inclusion of higher qualification in service record.

Some staff of traffic department have completed higher qualification after joining / before joining the department but their higher qualification has not been included in the service record despite of several approach to the concerned deptt. Thus the staff are deprived from appearing in departmental examination. Similar situation prevail in other departments also where RRC candidates have been posted. Necessary action may be taken early.

20. Passenger Display Board at Booking Counter.

Visibility of passenger display Board in front of each Booking counter is very dim and letter font is very small. As a result, it becomes very hard for passenger to understand from a distance (about 2 ft) and the scope of cross verification of the fare by the passenger is defeated. It should be displayed with bigger font with red (LED) colour like (PRS reservation counter) so that a passenger can clearly see it at the time of leaving counter and at the same time gate should be so designed that at the time of punching token at gate it displays the station name that a passenger can maximum ride to avoid passenger complain regarding short journey at the destination station. At the same time Fare chart should be displayed in three languages in front of every Booking counter. Necessary corrective measures may be taken early to avoid the short journey complain.

21. Making provision for token refund within 20 minutes in case of any unusual situation:

It has been observed that at present there is no provision for token cancellation within 20 minutes after punching at gate but at the time of disruption of train service due to suicide or any other incident passenger demanded for token refund and creating heavy chaos in station. Necessary provision should be arranged to avoid hitch.

22. Sanction of Post for Canteen in Metro Railway.

Sanction of Post for Canteen in Metro Railway has not yet been done. It is a catering to nearly 800 staff working at Metro Rail Bhavan and also for staff working at nearby Metro Railway stations. The canteen is being run on 'No profit – no loss' basis. The canteen staff should be treated as statutory.

23. Filling up of vacancies in Telecom Department.

A large number of posts in various category of Telecom department are lying vacant. With the passage of time due to superannuation and other reasons the numbers of vacancies are increasing. It seems there is no planning of the Administration to fill up the posts taking the perspective vacancies.

The following table shows precarious condition prevailing in the Telecom Department as a result of which the workload on the diminishing cadre is increased. This has told upon the Industrial relation too in the recent past.

Staff Position of Telecom Unit as on 01-5-2016.

Sl. No.	Designation.	Sanctioned Post as on 01-5-16	On Roll As on 1.5.16	No. of vacancy 01-5-16	% of vacancy as on 01-5-16	No. of vacancy for retirement in 2016&17	Total No. of vacancy upto 2016 &17	Send to RRB for recruitment	PRQ due on exsist Vacancy.
1.	SSE	21	18	3	14.3	3	6	2	1
2.	JE	14	4	10	71.4	0	10	6	4
3.	Sr.Tech/TCM	4	1	3	7.5	0	3		3
4.	TCM	21	15	6	28.6	2	8	3	3
5.	Sr.Tech/WTM	4	2	2	50	1	3		2
6.	WTM	21	6	15	71.4	1	16	10	5
7.	Safaiwala	1	1	0	0				0
8.	Helper	31	30	1	3.3		1		1
TOTAL :		117	77	40	34.2	7	47	21	19

In the wake of above, no LR/RG have been maintained resulting, inconveniences of Staff.

In view of above, it is requested to expedite the procedure of recruitment on priority basis.

24. PLB to -1S Scale compassionate ground appointment cases.

The untold sufferings of employees under -1S scale, who were compelled to accept posting due to demise of their only bread earner, will remain unsung if they fail to attain the requisite qualification within a stipulated time. They have no alternative.

You are aware that they have been working under consolidated pay / DA with no other benefits. Up to this, the matter is perceivable.

But it has been brought to the notice of the Union that those posted in B.U 224, are booked for night duty without any **Night Duty Allowance** which is most unlawful.

It has also been reported to the Union that the staff working in -1S scale are denied PLB which is also unethical.

In view of above, it is requested to take appropriate corrective measure so that they are not deprived of PLB and Night Duty Allowance at the earliest.

25. Lifting of dead body from Track Bed.

There is no specific guide line in Metro Railway regarding lifting of dead body from track bed in case of suicide. In such situation Authority compels the station staff (i.e SM,CP,SW) to remove the body from the track bed but sometimes station staff are so traumatized by the incident that they are not in a position to lift the dead body from the track bed .

In open line generally suicide take place far away from station premises and civic authority is involved to remove the dead body for further course of action as per IPC under GRP but in Metro Railway generally traffic staff are utilised for the purpose which is not only illegal but also unethical as they are not engaged for such type of work in Railway.

Union opines that the same procedure should be introduced in Metro Railway involving MRP. An early action is solicited.

26. Poor Ventilation System at Sation Master Office and Booking counter of KMUK Station & Kavi Subhas Station.

Ventilation system at SM Office & Booking Counter of KMUK & SM Office of Kavi Subhas Stations are very poor and staff are compelled to work in suffocated condition. Necessary arrangement for proper ventilation should be done immediately.

It is a long pending issue which has not been addressed by the Administration.

27. Head code indication of old rakes need to be modified.

Prior to opening of Noapara station, Metro trains used to run between two fixed destinations; KKVVS &KDMI. In the old rakes (BHEL&NGEF) of Metro Railway head code indications are fixed, viz; 'DUMDUM' in up direction and 'KABI SUBHASH' in down direction. After opening of Noapara station, now trains are running between destinations KKVVS-KDMI &KKVVS-KNAPA. For not having the option to choose destination in head code display, a metal plate painted 'NOAPARA' made to hang from inside each time for a Noapara bound train. So old rakes should also be provided with electronic head code display having multiple destinations option in both cabs as in down direction also there will be two destinations 'KMUK' & 'KKVS' in near future.

28. Non availability of proper furniture viz. Chair, Tables, Lockers etc in the AV Section Staff offices and TPC.

Union's attention have been engaged for a considerable period regarding the problems faced by Shift Section of Electrical Department due to non-availability of proper furniture i.e Chairs, Tables and Lockers made available to them are so small in size that it hardly possible to keep their personnel belongings after accommodating their tools inside the locker. In the TPC at 4th Floor, the chairs are in dilapidated condition. You are aware that it is essential to provide conducive environment to pre-requisite for efficiently of work also.

In view of above, it is requested to arrange supply of furniture to all the spots.

29. Platform floors are slippery.

In some stations viz. Chandi Chowk, Sova Bazar and Rabindra Sarabar under the tunnel, platform floors are made up of granite tiles which are very smooth and polished. Everyday thousands of passenger use to run over these floors and it is not very rare to witness that, people are slipping on the floor. In the rainy season it becomes more dangerous and chances of getting injury is also very high. So the floor nearer to the edge of the platform should be of rough surface to prevent any kind of accident from slipping down.

30. Claims, dues and other issues of running staff are unreasonably delayed due to unresponsive and inadvertent attitude of the administration.

Different claims, appeals etc either submitted by individual staff or generated by respective crew lobbies or by CLI/Estt (Noapara), are sent to the office of the DyCEE/con/spl (controlling officer) for approval. The entire procedure is executed without having any system of recording the file movement. Controlling officer of running staff is sitting alone (without any establishment) at Headquarter and whereas CLI/Estt, with establishment is sitting at Noapara. For not having any Dak book system at Headquarters, destiny of the files could not be traced and various files are lost (OT, stitching allowance NOC for house building), shunters are yet to receive overtime allowances since January 2015. This is very much unfortunate that running staff after performing strenuous duty move to headquarters to trace their files. So Dy CEE/con/spl must be provided with office establishment and one AEE/OP at Headquarters to expedite the paper work, so that running staff get their claims in time and their anxiety is mitigated.
