## 2 Administrative Set up of Traffic Department

The administrative set up of Traffic Department consists of Deputy General Manager (Traffic Operations), who heads the Traffic Department. They are assisted by Assistant General Manager (Traffic Operations) and the Chief Manager (Traffic), Dy.Chief Manager's (Traffic), Traffic Manager (Administration), Administrative Manager (Traffic).

The Administrative Manager (Traffic) and Sr.Administrative Officer (Traffic) looks after the administrations, under the supervision of Traffic Manager (Administration). The major activities dealt by him are as follows:-

1) Staff requirement including transfers, promotions, confirmations, etc.
2) Office furniture and equipment
3) Stationery
4) Imprest Cash and other advances
5) Clothing
6) Lost Property Section
7) Establishment, Budget matters, etc.

The work at depot is broadly bifurcated into :

1) Establishment matters, disciplinary action, grading and new matters, etc.
2) Killage work
3) Avoiding payment of fare
4) Incentive Bonus and furnishing of various statistical data to the Management.

The Head Office of Traffic Administration is situated at Traffic Administrative Building, 2nd floor, Wadala Depot which is commonly known as AM(Tr)'s Office. The head office consists of four main sections :

1) Establishment
2) General
3) Lost Property
4) TM(Adm)'s Office

## 2-1 **ESTABLISHMENT SECTION**

The establishment section is divided into various work units. The work carried out in each unit in a nutshell is as under:-

### 1) **Promotion matters:**

i) It deals with promotion/regular appointment of officers and staff working in Traffic Department.

ii) Calling applications, conducting written test/interview, assessment of S/Rs for transfer/promotion of outdoor staff.

iii) Putting up of proposals for creation of new post, filling up of vacancies for the post of officers and staff.

iv) Maintaining registers like index register, vacancy register of all categories of staff of Traffic Department (except Conductor and Driver).

v) Maintaining the record of posting of administrative staff.

vi) Forwarding vacancy statement on 1st of every month to DGM(TO)/Dy.CPM.

vii) Roster registers of the category of Inspectors, Starters and Special Inspectors, Head Instructor(Driver), Instructor(Conductor), Supervisor(Driving), Teacher(Driving), Head Depot Starter are maintained.

viii) Monthly statement in respect of reserved category is forwarded to PM(BC Cell).

ix) Forwarding Caste Certificates and other relevant matters pertaining to the officers and staff working in Traffic Department to various Caste
Verification Committees appointed by the Government for verification of caste and to maintain their record and to keep follow-up.

x) As per the directives of Govt., the staff belonging to Backward Class category are to be appointed / promoted only after submission of their Caste Validity Certificate.

### 2) **Superannuation of staff, deputation of Officers, etc.:**

i) Deputation of the Officers to various organizations like CIRT, IUT, etc.
ii) Superannuation of the Officers and staff
iii) Annual confidential report of Officers
iv) Maintaining seniority list of Officers and staff
v) Confirmation of Officers
vi) Preparation of Service Certificate in case of retirees.
vii) Put up proposals for Time Bound Promotion of Administrative staff
viii) Preparing Salary Certificates for obtaining loan officer/staff
ix) Proposal for obtaining NOC for passport of Officers / Staff.

x) Maintaining S.R. files of Officers and Administrative staff making necessary entries in the file.

xi) Grant of Annual Increment to Officers.

**3) <u>Acting / Combination of Appointment, Scholarship, BEST Din Proposal under S.R. 7.2.4.(ii), 7.3.2. etc. Attendance, Leave Record</u>**

i) Absentee Memo of 'A' Grade and 'B' Grade Officers, AAO(P)

ii) Leave Form entry of all Officers/ staff members, record of attendance of staff members, alternate staff members

iii) Payment of performance allowance, Machine allowance, Grading ntries in S/R, Election duty work.

iv) Circular in respect of change of name, address, surname and caste.

v) Right to Information Act, 2005 - Appeal, collection of information from Depots, report.

vi) BEST Din proposal under S.R. 7.2.3, 7.3.2., 7.2.4.(ii) and Appreciation letters.

vii) Acting / combination of Appointments, Scholarship, sorting of payment slips / Form No.16, P.F. slip / Provisional Income Tax statement.

viii) Caste Validity proposal of Administrative staff / Officers.

**4) <u>FINAL BILL WORK</u>**

i) All work pertaining to final bill of traffic staff i.e. officers, administrative & traffic operational staff.

ii) Complete Deposit Register of Bus Conductors, Bus Drivers and Bus Miscellaneous.

iii) To take entry in Index Register of Bus Conductors, Bus Drivers, after separation and reinstatement.

iv) All work on Identification Notes received from Cash Department, Colaba, I/Notes of Regular employee and Ex-employee to receipt, sorting entry in Book and Dispatch to Division.

v) Maintenance of Service Records, Filing work in S.R. of all Ex. administrative staff / officer.

vi) Work on cancellation of Final Bill after Reinstatement of Traffic Outdoor staff and take I.D. after reinstatement of Administrative staff, etc.

5) **Appointment of Badli Staff:**

In order to overcome the difficulties arising out of heavy absenteeism of staff amongst Conductors and Drivers, Badli system was introduced in the year 1972.

Under mentioned work, pertaining to Badli staff after their appointment as a Badli Driver or Badli Conductor till their confirmation is carried out by this unit:

a) Allocating check numbers to Badli Drivers / Badli Conductors.

b) Maintaining Badli Register after completion of badli period.

c) Putting up the proposal to TM(Adm) for their appointment on permanent establishment or otherwise i.e. extending their badli period.

d) After completion of probationary period of six months, putting up proposal for confirmation or otherwise i.e. extending the period of probation.

In case of re-engagement of Badli Driver or Badli Conductor, sending the staff to Medical Department, payment of fresh security deposit, giving them new check numbers and preparing new SR files, etc.

e) Bio-data sheets of Staff members / Updating of Index, etc.

f) Distribution of salary cheques of newly appointed Drivers / Conductors.

g) Work relating to transfer Badli BC/BD on permanent establishment.

**6) Personal promotion of Bus Conductors, Bus Drivers, Bus Miscellaneous Scavengers after completing 12 years service in every grade, etc.**

i) To scrutinize the proposals of time bound promotion of all Traffic Outdoor staff members.

ii) Scrutiny of proposal / preparation of promotion IDs / Memos of not eligible staff and dispatch work of the same, entries of not eligible staff in registers.

7) **Preparation of seniority list of Traffic Outdoor Staff:**

i) Preparation of seniority list of Bus Conductors, Bus Drivers, Inspectors, Special Inspectors, Writers, Teacher Driving, Supervisor Driving, Bus Miscellaneous, Mali and Muccadam which is displayed on computer for information of the staff.

ii) To make necessary changes after receiving objection from the employee, if any.

iii) To prepare finalized seniority list of the staff and to send to Depots for information of staff.

**8) Computer Updating of Records / Re-engagement,Re-employment:**

i) Data updating – newly appointed Badlis / Permanent / transferred IDs separated staff / Alternate employees.

ii) Establishment work – Updating of Permanent Establishment/ maintaining backlog of Bus Conductors, Bus Drivers, list in Excel format.

**9) Preparation of monthly summary, Replacement of punches, whistles, retiree bus passes, metal badges:**

i) Summary of Departmental Enquiries cases in connection with passenger complaint, chargesheet cases, summary cases.

ii) Quarterly Summary of disciplinary action taken against the Traffic operational staff, disposal of summary/chargesheet cases(Accident).

iii) Procurement of Conductors/Inspectors punch, whistle, paper badges, red plastic cover, metal badges, etc.

iv) Issue of RFID card / Retirees Bus Card and Mementos.

v) Scrapping of old Metal Badges of B.Cond.& B.Driver, Steel Ticket Punch, Thuder Whistles, Brass Ticket Punch, Old Retirees Bus Passes.

## 2-2 GENERAL SECTION

**The General Section deals with the following matter:**

**1) Repair / Maintenance of office furniture/equipment, Inventory of Traffic Department**

The repairs/maintenance of office furniture provided at 25 Depots is carried out by inviting / obtaining quotation from the repair and maintenance contractors and payment is made after auditing of purchase form and quotation.

In case of furniture beyond economical repair, scrapping certificate is obtained from the Contractor/Building Department and proposal for scrapping/ replacement is initiated for the approval of Management.

The inventory register of furniture/office equipment including LAN system of Traffic Department is maintained.

Miscellaneous work: The Flag Day collection is made from staff of the Undertaking and deposited with concerned authority every year. Line Notice/Circular regarding Holidays and Festival advances are issued. If any employee does not receive festival advance then with the approval of Jt.CAO, the festival advance is paid and recouped through Sr.AM(T&C) at depot

level. New/replacement of Brief Case to 'A' and 'B' Grade Officers of Traffic Department are made after obtaining approval of CM(Tr).

**2) Engagement of widows of ex-employees for cleaning and sweeping lavatory blocks, water topping, etc. at Depot termini**

The widows of deceased employees (employees expired while in service) are engaged on yearly basis for cleaning and sweeping of lavatory Blocks, water topping of radiators etc. at bus terminii. Seniority list of applications received is maintained.

The widows are paid as per Minimum Wages Act 1948 & Provident Fund is deducted @ 12% of the wages/remuneration paid to them. The payment is made on monthly basis through imprest cash at Depots. These widows are issued dress material/sarees every year and free travelling tokens for travelling from their residence to work place and back.

Every year Management's approval is obtained for engaging widows of deceased employees for sweeping and cleaning, water topping etc.

**3) Budget**

The statistical data of various types of expenditure both Revenue and Capital included in the budget is collected from the Divisional Offices and accordingly Capital/Revenue Budget Estimate for item costing over Rs.10,000/- and upto Rs. 10,000/- respectively is prepared for Traffic Department.

Requirement as regard to vehicle, telephone and wireless communication system set (hand-held/static/mobile set) aditional/ replacement furnished by the Division is scrutinized, additional information if needed is collected from Supdt. Motor Vehicle/DET&E and our requirements are then put up to DGM(TO) for approval to include in the loan works Budget estimate. Similar action is taken in regard to opening of new depot by making Budgetary provision by taking into account part, actual present/future requirement, prevailing prices or any other factors affecting the cost.

Expenditure incurred under various budget grant is checked periodically with a view to ensure that it is within the sanctioned budget grant and to take appropriate action to augment the grant by transfer/additional grant with the sanction of GM, Committee and Corporation.

Proposal in respect of Purchase/procurement of new furniture and computer's for LAN system as per the requirement of Traffic Department is initiated.

BEST Din is celebrated every year on 7$^{th}$ August and accordingly the action as regard to procurement of medals, engraving, expenditure on function, cash reward etc. is done.

BEST Depot Trophy is awarded every year on 26th January to the zones depending on their performance. Action regarding engraving, polishing etc. of trophy is also done.

Consolidated half yearly statement in respect of verification of Motor Vehicles maintained by Officers (‘A’ & ‘B’ Grade) of Traffic, Ticket & Cash and Accident Department. Compilation of details received from Officers in respect of Petrol/Diesel quota drawn by them for their official and personal use and submission of the same to STK for Income Tax purpose.

Reimbursement of bills such as Medical Reimbursement, Deputation Bills, course fee bills, payment towards TA/DA to the Officers who are on deputation is done.

Initiate proposals for sanction to draw Imprest Cash from Ticket & Cash for purchase of Torans for Dussera Day and issue of circulars to Divisions regarding the same.

**4) <u>Dispatch & Complaint Section</u>**

Dispatch from Divisional Offices and other Depots are collected and forwarded to concerned Officers after due acknowledgement of the same. Movements of SR files received and dispatch to various Depot/Divisional Offices.

The various correspondence viz. suggestion, complaints, appreciation of staff by member from Public, Union letters pertaining to labour matter, letters from VIPs/public/private organization seeking information / statistics / working of the Undertaking, letter / suggestion regarding diversion / extension, cancellation and provision of Bus Stop / Shelter are received in this section. The complaints/ suggestions are registered in a separate register and forwarded to concerned Department/Division for further action. The progress report of all letters, suggestion and complaints is submitted to the GM on monthly/quarterly basis for information.

**5) <u>Filing Section</u>**

The filing section at Traffic (H.O.) maintain record/files of papers subject-wise and make available office record/previous correspondence related to subject matter as and when required by DGM(TO)/ CM(Tr)/TM(Adm) and other Traffic Officers. The books on Standing Order, Service Regulation and various Acts/Rules are provided to the Division after necessary sanction of the Management. Queries forward by MCA are entered in a register and the information collected from Department/Division of Traffic is compiled and forwarded to MCA through Internal Audit Department.

Every year Administrative Report and MCA report of Traffic Department are prepared and forwarded to the Management.

This section also maintains Index Register for Incoming and Outgoing record papers date-wise and issue Line Notice/Circular etc.

**6) <u>APF Section</u> :**

At present, Imprest Cash of Rs12,52,700/- is sanctioned in the name of AM(Tr). This amount has been distributed among various divisional offices as per their requirement. This amount is to be spent for specific purposes approved by the GM and notified to the division.

The recoupment bills initiated by the Divisional Offices, when released for payment by the Audit Department, Head Office (APF Section) receives these bills from Cash Department (Dadar) and after making necessary entries in Register send payment advice to respective Divisions and the bills are kept under custody of APF Section (HO). Divisional Officer receives amount from AO(T&C)/ AAO(T&C) against payment advice. AO(T&C)/AAO(T&C) forward these advices to AAO(T&C) CCR Wadala for further action. APF Supervisor HO collects bill numbers from AAO(T&C) CCR and accordingly prepare advice and submit to Cash Department alongwith imprest bills and receives cash from Cash Department Dadar and handover to AAO(T&C) CCR.

APF collection, School Concession (only Form Fees), Senior Citizen, Mentally Retarded, Physically Handicap, Training Fees from Trainee Driver. These collections receives from the Divisional Offices through AAO(T&C) CCR and deposit with Cash Department (Dadar) through cash remittance slip indicating the accounts head to which it should be credited.

Proposal for augmentation of imprest cash and in case of additional expenditure incurred by Traffic Officers above the prescribed limit are initiated and also bills are prepared for the payment made through imprest cash and receoupment of the same.

Order for printing of APF Line Receipt Books, Office Receipt Books and Departmental Receipt Books are placed with M.M. Department as per yearly requirement and record is maintained for the same. Various monthly statements pertaining to APF Section are put up for the information of Management.

## 7) Stationery Section

The non-stock items of Stationery are either printed or resographed / cyclostyled depending on the quantity required. These are supplied once a quarter to the Division on the basis of indents put up by them, Item of material which do not form, a most of stock items are purchased through M.M. Department by putting up necessary purchase form.

The stock items of stationery are collected by the Divisional Offices directly from M.M. Department by giving separate requisition as per their requirement.

Proposal for purchase of books, periodical, steel drums, dustbin and other materials are initiated as per the requirement of Traffic Department and are supplied to the Divisional Office, accordingly.

Stationery Section is also carrying out the work of making available forms for availing concession to school children, handicapped persons and senior citizens.

## 8) Clothing Section

This section is located at Mumbai Central Depot to look after the activities of issuing uniform cloth/woollen jerseys/accessories to the Traffic outdoor staff as well as Traffic Officers. Management has now changed the policy of issue of uniform cloth, woolen Jersey to the staff/Officers. The payment in lieu of uniform cloth, woolen jersey is being made through paysheet to the outdoor staff and Officers of Traffic Department once in a year i.e. in June and October respectively.

The payment advices in respect of uniform cloth, woolen jersey are now forwarded yearly to EDPM by the way of computerized programme prepared by EDPM. However, the uniform accessories such as Epaulettes, Monogram, Peak Caps are issued to Assistant Traffic Officer/Outdoor Staff as per the scheduled programme.

## 9) Payment of Electric Bills

The payment of electricity bills in respect of chowkies, Bus Station and Depots for the supply provided by Reliance Energy Ltd., Tata Power Co. Ltd. and M.S.E.D.C.L. and any discrepancy/problems are followed up with the concerned authority.

From 2004-2005 the payment to M/s. Reliance Energy Ltd. is made through ECS for which the Undertaking has been given discount of 0.5% for the payment made through ECS.

**Payment of Ground Rent, way leave fees, Water charge Tax to MCGM, MBPT, Salt Authority, BARC, Garrison etc.**

For the Bus Chowkies, Bus Stop and Shelters located on the land of MCGM, MBPT and BARC, Garrison etc. the Undertaking is required to pay Ground rent i.e. way leave fee and property tax as per the area occupied.

**Renewal of Registration Certificate under MTW Act**

Every year the Undertaking is required to renew its registration certificate under MTW Act by making payment of Rs12,000/-.

**Reimburesement of payment for providing free travel facility on Undertaking buses to MLA/MLC, Police Personnel, VIP Car Driver of MCGM**

As per the agreed terms and conditions bills are initiated and payment is claimed from State Govt., MCGM and Police Department on monthly/yearly basis for providing free travel facility on Undertaking's buses. Regular follow-up is made with concerned Department for collecting Undertaking's dues.

**Stops & Shelter**

Whenever, any suggestion/complaints or representation is received from private individuals for providing additional stop, erecting/shifting stop or shelter, cancellation of stops/removal or reconstruction of Bus Stop/Shelter, the matter is referred to concerned Traffic Division for investigation and report. On recommendation by the Stop Shifting Committee, the proposal is forwarded to GM for approval. If approved, the cost of the work to be carried out is obtained from Civil Engg. Department and the party is asked to pay the cost for carrying out the work. The Civil Engg. is also informed to take necessary action after receipt of payment. On completion of work the party and concerned Divisional Offices are informed.

Inventory in respect of chowkies, relief shelter etc. provided to the Traffic Department is maintained by Civil Engg. Department. However, when a chowkey is demolished, burnt etc. the BEST Committee's sanction is obtained by Traffic Department for writing off the cost of the said Shelter/Chowkey/Relief Shelter from the inventory.

**10) <u>Reward under S.R. 7.2.5</u>:**

The traffic outdoor staff i.e. Bus Conductors and Bus Drivers, who have maintained spotless service record during the preceding five years are granted reward in the form of gift coupons of Rs750/- and bronze medal. The staff receiving bronze medal on three occasions are held eligible for silver medal. The eligible staff members for such reward are felicitated on BEST DIN organized on 7th August every year.

**11) <u>Receoupment of Accident Bills</u>**

To prepare the bills for recoupment of Accident bills of amount spent on transportation and medical expenses of accident and assault victims and also the staff falling sick/injured while on duty as first-aid. After recoupment of bills, the cash/cheques received from Cash Department deposited in CCR which comes under the jurisdiction of Ticket & Cash Department.

To follow-up of pending vouchers by sending reminders to the concerned Depots.

**2-3 <u>Lost Property Section</u>**

The articles found by the Conductor or any other member of staff in the bus or in the premises of the Undertaking as a Lost Property are handed over to the nearest Bus Chowkey Starter / Depot Starter. On receipt of the articles, a deposit slip is prepared in the chowkey/depot, mentioning the details viz.date, name, time, route No., Bus No. etc. and the articles are sent to the Lost Properly Section, Wadala Depot duly tagged. On receipt of such articles from Depot to Lost Property Section, the entries are taken in the different registers maintained for Valuable (Cash), Valuable Articles, Semi Valuable Articles, Sundry, Umbrellas, etc.

Whenever any claimant approaches immediately to the Bus Terminus/bus chowkey/bus depot, the lost property articles are issued to the claimant by the officer on duty after due verification and taking the applicable charges. The detailed particulars of charges to be recovered from the claimants as per Administrative Order No.399 dated 09.03.2016 is as under:-

| **Registration Charges** | **For Outside Parties** | **For employee** |
|---|---|---|
| For Cash | Rs 30/- | Rs 15/- |
| For Sundry articles | Rs 30/- | Rs 15/- |
| For Valuable Semi Valuable articles | | |
| i) Gold / Diamond / Laptop | Rs 500/- | Rs 250/- |
| ii) Silver, Mobile Phones, Computer Parts & Other Semi-valuables | Rs 100/- | Rs 50/- |

The Storage Charges are leviable from the 4th working day from the date of receipt of the article.

No Storage Charges will be applicable, if the Lost Property articles are delivered/claimed on line/depot. However, Registration charges which are fixed will be collected from the claimants.

If the documentary evidence i.e. cash memos, etc. produced by the claimant proves that the valuable articles looking like gold is imitation jewellery and the verifying / issuing Officer is satisfied with the same, the said article will be treated as semi-valuable article and the registration charges will be charged accordingly.

If the Lost Property i.e. purse/bag deposited, contains more than one articles i.e. valuable/semi-valuable/sundry/cash, then the registration charges will be levied on one article only carrying the maximum value. However, if the cash is found along with the other articles, storage charges, will be collected from the claimant in the Lost Property Section.

| **Sr.No.** | **Storage Charges** | **For Outside Parties** | **For Employee** |
|---|---|---|---|
| 1 | Cash deposited upto Rs100/- | Rs 14/- after three working days Maximum Rs.14/- | 50% concession |
| 2 | Cash deposited from Rs101/- to Rs500/- | 14% of the Cash Maximum Rs70/- | -”- |
| 3 | Cash deposited from Rs501/- to Rs2000/- | 14% of the Cash Maximum Rs250/- | -”- |
| 4 | Cash deposited from Rs2001/- to Rs5000/- | 14% of the Cash Maximum Rs600/- | -”- |
| 5 | Cash deposited Above Rs5000/- | 14% of the Cash Maximum Rs2000/- | -”- |

**Note:** The amount of Rs0.50 and above will be rounded up to Rs.1/-

Whenever any claimant approaches the Lost Property Section at Wadala Depot, the article is issued only after confirming the Identity and genuineness of claimant on verification of photo ID, residential proof such as ration card, pan card, passport, Election voting I/Card, driving licence, Aadhar Card of the claimant. In case of higher amount or valuable ornament the claimant has to submit Police NC. After verification and receiving necessary charges, as applicable and acknowledgement, article is handed over to the claimant.

Traffic outdoor staff has been strictly prohibited from handing over any Lost Property articles directly to the public/commuters. However, Traffic Officer can issue such articles at depot / chowkey level after satisfying himself as to the bonafides of the claimant and charging necessary charges as applicable as stated above.

The storage period of Lost Property articles in Lost Property Section is for one month. The unclaimed cash is deposited with the Cash Department (Dadar), which is credited to BEST Staff Benefit Fund and unclaimed Foreign currency is deposited with Cash Superintendent (South) for further action. The unclaimed valuable articles i.e. looking like Gold/Silver Ornaments are deposited with Cash Department Dadar for further disposal by way of auction which is carried out by Material Management Department.

Perishable articles such as vegetable, fish, ready food etc. are disposed off on the same day at the depot by auction in the presence of Traffic Officer. Other perishable articles such as Sugar, Tea Powder, Oil, Talcum powder etc. are kept for 10 days in the Lost Property Section and then disposed off by auction in the presence of Officer and audit representative. Unclaimed Medicines are disposed off by destroying. Unclaimed semi-valuable and sundry articles are sent to Oshiwara Scrap Yard for further disposal by way of auction.

A letter of appreciation is issued to the member of staff who deposits Lost Property articles. The Lost Property articles deposited as looking like gold & silver and Cash Rs.2000/- or more, the concerned member of staff is recommended for Cash Reward/Appreciation Letter to be issued on BEST DIN.

## 2-4 TM(Adm)'s Office:

The office of TM(Adm) is carrying out following administrative work:-

**1) <u>Reinstatement of Staff</u>:**

The Ex-employees i.e. Bus Drivers and Bus Conductors, who are dismissed from the services of the Undertaking are reinstated by the order of Hon'ble Industrial Court or LC / LA / 2nd Appeals, etc., in the services of the Undertaking as per the specific order by the competent Authority. In such cases the concerned staff report to TM(Adm)'s office for reinstatement. The reinstatement of such staff is ordered by the competent authority as follows:-

a) Continuity of service with full back wages
b) Continuity of service with part back wages
c) With continuity without back wages
d) Without continuity without back wages

The staff reinstated on the conditions stated above i.e. a, b and c are reinstated by TM(Adm)'s office and staff reinstated on the condition 'd' are reinstated by the Personnel Department. The staff reinstated after the gap of three years and above are initially reinstated and sent for training to ADM(Trg.), Dindoshi Training School and after completion of their training they are directed to Medical Department to ascertain their medical fitness for the post held by them as per the decision given by then SPO/CPO (Dy.CPM) vide their noting dated 14.03.2003. [CTM(Adm)/7610/2012 dated 12.12.2012 alongwith the report thereon of CPO dated 08.01.2003]. The intervening period spent for medical examination is to be treated as on leave, if any to the credit of the staff and/or leave without pay, as the case may be.

**2) <u>Re-employment</u>:**

Bus Drivers and Bus Conductors who have resigned earlier and requested for re-employment are considered as per the guidelines given vide DL No. DGM(A)/R/92 dated 30.03.1992. The eligibility of such staff is scrutinized under the provision/eligibility conditions, etc. and such cases are recommended/ not recommended, as the case may be.

Also, the Bus Drivers / Bus Conductors who are struck off / dismissed who apply for re-employment are considered / recommended for the re-employment only if there are vacancies and the past record of the staff is found eligible.

**3) Union matters:**

The zone-wise meeting of the Union Representatives of BEST Workers' Union is conducted in the chamber of concerned Dy.CM(Tr). The grievances of Traffic outdoor staff recorded in the minutes are forwarded to TM(Adm) to sort out the grievances of administrative nature. Every rotation of four months operational changes is effected. The list of Depot URs of all the Unions functioning in the Undertaking which are received through Personnel Department are sent to Divisional Traffic Offices for allotment of fixed duties.

**4) Court matters:**

Various court orders for effecting punishment or reducing punishment/ received from Legal Department are communicated to the concerned Depot Managers with necessary advice for implementation and to follow-up compliance. The Court orders for reinstatement of staff are processed as mentioned in point No.2.

**5) Allotment of duties:**

All Unions submit their list of Union representative depot-wise to Personnel Department and on receipt of written orders from Personnel Department such URs of Unions are given priority in duty allotment. The allotment of duties rules and procedure mentioned in circular No. Sr.AOT/ADm/3244/2004 dated 11.10.2004 are strictly adhered to at the time of allotment of duties. The list of staff members i.e. Bus Drivers and Bus Conductors communicated by Secretary Arts & Sports are also sent to Depot Managers for allotment of duties.

**6) Leave matters:**

Staff members who do not have any type of leave to their credit request for leave without pay. Leave applied on genuine reason other than sickness are scrutinized and forwarded for approval to CM(Tr)/DGM(To) as per Circular No. GM/CPO/L/442/25729/93 dated 12.05.1993. The cases of leave without pay on sickness ground are routed through CMO and sanctioned by DGM(To), Dy.CPM as per Circular No.GM/CPO/L/442/63034/85 dated 27.12.1985 and GM/AGM(P)/ L/442/14345/90 dated 21.03.1990. Certain cases of staff members, who have performed duty but marked absent due to clerical error are scrutinized. The attendance / leave of preceding year, approval is required of CAO to mark the same in current year. Only genuine cases are forwarded to CAO&FA / Sr.STK to mark them present.

**7) Invalidation:**

The cases of Invalidation are decided as per the conditions mentioned in Administrative Order No. 317 dated 02.02.2005. The members of staff who are found medically unfit to carry out the duties of the post held by them permanently due to disability acquired other than those covered u/s 2(I) of the Persons with Disability Act 1995 and they will be invalidated as per the provision of Standing Order or Service Regulations as the case may be.

The cases of invalidation are very few and considered only if invalidation certificate issued by CMO, union concurrence is received and approved by Dy.CPM.

**8) Light Duty:**

Light Duty is given to the members of Traffic Outdoor Staff on recommendation of CMO for particular period mentioned by them in their order. Light duties are generally given only to those members of staff who have sustained injury while on duty and such injuries are curable within short period. Besides cases falling under S.R.4.4.10 likely to be cured in a short period are also considered for light duty.

**9) Alternate Job:**

The proposals for recommending the Alternate job for the staff who have met with an accident while on duty and the cases of staff having inability to carry out the duties of his posting are scrutinized in the TM(Adm)'s office and with remark/recommendation forwarded to the concerned Dy.CMO for further investigations. The cases decided fit for Alternate job are allotted various light duty jobs available in Traffic Department and as per the qualification of the staff. On approval of Personnel Department to allot Alternate job further action of posting of staff is carried out by AM(Tr)'s office.

**10) Letter of approach:**

Para-wise comments obtained from Depot Managers on the letter of approach are scrutinized on the basis of relevant documents. In cases where the punishment awarded is other than discharge /dismissal, the report is processed through Dy.CPM / CLA / for approval of DGM(To). In cases where the punishment awarded is discharge / dismissal, the report is processed through DGM(To) / Dy.CPM / CLA for approval of GM. The views such as to recommend vacating / reducing the punishments or to file the matter are put up by TM(Adm).

**11) Forfeiture of Gratuity:**

Cases of all the Traffic outdoor staff dismissed after proving charges under S.O.20(c) (i) and (r) are received from Depot Managers recommending forfeiture of gratuity such cases are scrutinized to ensure that the notice is served to the delinquent employee. The reply to this notice is received within 15 days. The reason given by the delinquent employees why the gratuity is not to be forfeited is unsatisfactory. Such cases are processed for approval of GM through Personnel and Legal Departments and on receipt of approval of GM, Depot Managers are instructed to inform the staff, PF/Audit/TK Department, etc.

**12) Chargesheet Matter:**

The chargesheet cases conducted in the Divisional Traffic Offices are further scrutinized by Dy.DM(Adm) to check whether any injustice/loopholes have occurred while conducting the chargesheet.

This helps to give proper justice to the employees chargesheeted and also to avoid further process of Court matters where the Management's decision cannot be upheld.

**13) Rewards / Lions Club / Rotary Club / IOC:**

Various welfare organizations felicitate our Bus Conductors and Bus Drivers for their excellent services towards public. Such letters are forwarded to Depot Managers to recommend the staff for those rewards. On receipt of such award, necessary entries are made in the Service Record of the staff.

**14) Miscellaneous:**

Other than matters stated above various statements such as 1) Reinstatement, 2) Accident Prevention, 3) Defective LEDs, 4) Various Engineering defects noticed etc. required by the Management are followed up with Divisions as per the instructions from DGM(To) / CM(Tr) / TM(Adm).

Also, reply to staff matters raised by MLA, Ministers, Unions and various Govt. authorities are initiated.