

## Chapter – VIII

# Inspections



Train operations in Indian Railways is spread over 68 divisions across more than 7300 stations. On an average, about 20000 trains are running per day in the system. In order to manage such a large scale operation, every functional unit and staff operating them are provided with a set of rules and regulations. These rules are laid down carefully indicating clear individual responsibility so that there is proper accountability for every step of an operation.

Implementation of these rules is monitored and ensured through Inspections. The functioning of the system; performance of the staff are assessed during the inspections. The need for review of the rules is also a part of the inspections. Inspection is thus an important management tool, to ensure safe and efficient railway operations at all levels.

### Objectives of Inspections

The following objectives shall be borne in mind while conducting inspections...

- Ensuring adequacy of knowledge of staff.
  - ✓ Every railway employee should be fully conversant with rules, instructions procedure relating to his duties.
- Ascertaining that rules are put in to practice religiously.
  - ✓ All staff should perform their duties according to rules, instructions and procedures in force.
  - ✓ Undesirable shortcuts, irregularities of unsafe practices being resorted to by the staff should be detected and appropriate remedial action has to be taken which can be...
    - Educative, in case these are resorted to out of ignorance.
    - Corrective, if there is something wrong in the working conditions, or there are system deficiencies.
    - Punitive, if resorted to willfully or negligently and persisting even after repeated guidance and counseling.
  - ✓ Registers, documents and other records have to be maintained and preserved according to instructions.

- Creating good working environment.
  - ✓ Inspecting official should observe the conditions prevailing at the work spots to understand the difficulties experienced by staff including their personal grievances and seeking on the spot redressal, wherever possible, or bringing to the notice of the concerned authority.
  - ✓ Inculcate discipline and build up the morale of the workers.
  - ✓ Monitor the behavior of staff towards customers, particularly promptness of response and willingness to help.
- Ensuring adequacy of resources.
  - ✓ Inspecting official should check for the availability of full complement of staff and equipment; staff should be fit for duty and equipment should be in working order.
  - ✓ Analyze the actuals vs targets in performance; identify bottlenecks if any.

## Types of Inspections

Based on the preplanning and scheduling, inspections can be classified as....

### Casual inspection

Such inspections are not planned in advance. These are done incidentally when the inspecting official gets time to do so along with the primary purpose of visit like monitoring performance of train running, block, conducting enquiry into unusual or accident etc.

### Periodical inspection

They are done as per schedule and are planned in advance. They have to be done thoroughly going through every aspect in detail. Advance information shall be provided about the inspection so that staff keep all the necessary records and documents ready for scrutiny.

### Surprise inspection

These inspections have to be conducted with an element of surprise. Such inspections check the alertness of staff and are effective only when sufficient care is taken to ensure that the information about the inspection is not known to the concerned staff. Surprise speed checks at caution sites / caution signals and Ambush checks on whether the Loco Pilot is following the rules during signal failures especially in automatic sections are some examples. In order to ensure the element of surprise, most of these inspections are done by Inspecting officials moving by road vehicles.