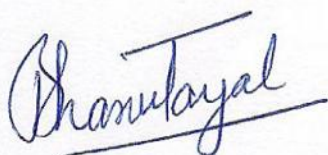


## **Communication On Progress (COP) – 2013**

**Konkan Railway Corporation Limited** deploys the best practice in line with the 10 principles of **UNGC** in its business, so that KRCL employees take pride being part of the Team and commitment to perform its business with responsibility, transparency and sustainability.

With best wishes and regards,

A handwritten signature in blue ink, appearing to read 'Bhanu P Tayal', with a horizontal line drawn underneath the name.

**(Bhanu P Tayal)**  
**Chairman & Managing Director**



**COMMUNICATION ON PROGRESS (COP)-2013**

**KONKAN RAILWAY CORPORATION LIMITED  
(KRCL)**



**AT A GLANCE**

**Registered & Corporate Office:** Belapur Bhavan, Plot No.6  
Sector 11, CBD Belapur  
Navi Mumbai 400 614  
Maharashtra, INDIA

*Tel: +91-22-27572015*

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## COMMUNICATION ON PROGRESS (COP)-2013

### A CUSTOMER IS THE MOST IMPORTANT VISITOR OF OUR PREMISES

#### Vision

- To become a world class surface transport company and infrastructure solution provider.

#### Mission

- To develop economical, safe, eco-friendly and cost effective railway transport infrastructure for growth and prosperity of the Nation in general and Konkan Region in particular.
- To promote and encourage best practices in the construction and maintenance thereof to achieve "Total Customer Satisfaction" while delivering innovative, cost effective and value added services keeping in view the safety aspects.
- To ensure growth and professional excellence by building intellectual capital and distinctive core competencies.
- Nurture innovative technologies like ACD and other railway related technologies to improve revenues & to enhance safety for Railways.
- To turn around and become a Mini-Ratna company in next five years.

#### Objectives

##### **Train Operations: -**

To provide safe, punctual and comfortable transportation for passengers and freight for the section under the control of Corporation so as to maximize the net operating revenues, with optimum utilization of resources.

##### **Project Division: -**

To evolve Konkan Railway Technologies & building Intellectual Property to enhance efficiency and reliability of performance and to undertake challenging projects.



## COMMUNICATION ON PROGRESS (COP)-2013

### *From the Desk of Chairman & Managing Director: Global Compact Compliance Statement*

Dear Friends,

In October 2001, Konkan Railway Corporation Ltd. joined United Nation Global Compact and became signatory to the 10 principles of the Compact. It is indeed a pleasure to update our organization's **Communication On Progress (COP)** and compliance to the 10 principles of United Nation Global Compact. I also take this opportunity to reiterate our Corporation's commitment to the 10 universally accepted principles of UNGC and our Corporation will always continue to strive to comply with them while conducting our day-to-day business.



Konkan Railway Corporation Ltd. is the lifeline of Konkan Region in particular and that of Nation at large. As such, the trust and faith of millions of customers, be it passengers or bondholders or general populace along this Railway Line, is interlinked to the growth of the Corporation.

Through this endeavour, we would like to share with you KRCL's various initiatives in the field of human rights, labour, environment and anti-corruption besides highlighting progress and events in KRCL.

Further, KRCL has incorporated and aligned the principles of UNGC and Corporate Social Responsibility into its business strategy and operation for its success.

Since our inception in the early 1990s we have conducted our business duly taking into consideration construction and completion of the Railway Project and in the operational phase, the growth in profit and development of infrastructure to meet with the growing demand, safety, security, punctuality, passenger amenities and improvement in financial performance in an ethical and responsible manner. These form an integral part of our business planning process.

KRCL achieves financial and business objectives while constantly contributing to social cause, organizing and displaying over-all responsible corporate behaviour in all the three areas of business – Social, Environmental and Financial performance.

Konkan Railway Corporation Ltd. deploys the best practice in line with the 10 principles of UNGC in its business, so that KRCL employees take pride in being part of the Team and commitment to perform its business with responsibility and transparency. Our efforts are towards embedding Global Compact and Sustainability into our Organization.

With best wishes and regards,

A handwritten signature in blue ink, appearing to read 'Bhanu P. Tayal', with a long horizontal stroke extending to the right.

(Bhanu P Tayal)

Chairman & Managing Director



## COMMUNICATION ON PROGRESS (COP)-2013

### **01 Business should support and respect the protection of internationally proclaimed Human Rights.**

Our Human Rights Statement, through our 'Mission' articulates our values and informs how we conduct our business. Guided by our values, we support universal human rights for our employees and in the communities where we operate.

Konkan Railway Corporation Ltd. (KRCL) believes that companies can play a positive role in contributing to safeguard human rights, their protection and promotion. Our principles prohibit child labour, forced labour and discriminatory behaviour as well as recognize the right to freedom of association and collective bargaining.

We continued to inform and educate our employees about our commitment to the society and social accountability.

Konkan Railway Corporation Ltd. is committed to the displaced people, who have lost their land for the Project. One member from each affected family is being provided job as per their eligibility and suitability. Further, the policy is relaxed in the case of reserved community (SC/ST) so that now there is no restriction of number of candidates per family in reserved categories. **During the year 2013, one sixty one (161) candidates who are land losers were recruited in KRCL against various posts.**

There is no discrimination on the grounds of sex, religion, place of origin etc. in the organization as all employees are treated equally.

During the year 2012, Konkan Railway Credit Co-operative Society (KRCCS) was formed with the sole purpose of providing loans to the needy Konkan Railway Staff at lesser interest rates compared to other Financial Institutions.

Konkan Railway Staff Welfare Fund was registered as a Trust to extend more welfare activities to its employees and has obtained a PAN Card. Income Tax Returns for the year 2012-13 have been filed as per the norms of Government of India.

A total of 121 Children of Konkan Railway Employees have been awarded for their meritorious performance in the academic year 2012-13.

₹ 1000/- is paid to all employees as a birthday gift on their birthday.

The proposal for construction of a full fledged Holiday Home for the Non Executives of Konkan Railway at Madgaon, Goa is under consideration.

Child Adoption Leave has also been implemented in Konkan Railway.

To provide housing facility to the employees, Konkan Railway Welfare Organization has been established and construction of houses is under consideration.



### COMMUNICATION ON PROGRESS (COP)-2013

**02 Make sure that the organization is not complicit in human rights abuses.**

Konkan Railway Corporation Ltd. ensures strict adherence to labour laws enacted by the Government of India, to protect the interests of the workers.

Konkan Railway Corporation Ltd. ensures prompt handling of grievances of employees and customers to uphold human rights, for which there is well established grievance redressal machinery. The Grievance Cell no. is 09004470444.

Konkan Railway in principle and in action places highest importance towards Human Rights and ensures that at no point these rights are abused. Such rights are not only ensured in the regular employment but are also ensured in contractual employment and other works as well. The Organization exercised vigil in this regard and there is no Child Labour in Konkan Railway.

For the work being carried out by the contractors, it is ensured that appropriate steps are taken by the Contractors for safety and welfare of the workers including insurance.

A woman officer is specifically nominated in KRCL for dealing with cases of sexual harassment, if any, to the working women in KRCL.

Railway Protection Force (RPF) of Konkan Railway ensures the safety of the Passengers. During the year 2013, RPF Personnel did a commendable job in detecting and tracing out 27 run away / missing children. They were handed over safely to their parents directly or to the police concerned.

**03 Business should uphold the Freedom of Association and effective recognition of the right to collective bargaining.**

Konkan Railway Corporation Limited employees have the option to join any labour union functioning in KRCL. The Management has accorded recognition to the Union through Secret Ballot under the supervision of Deputy Chief Labour Commissioner, Mumbai. The verification of membership of unions operating in KRCL was held in the month of November 2012 smoothly and peacefully without any disruption. Consequent upon the Union Election held in November 2012, the recognition has been granted to Konkan Railway Corporation Employees Union for a period of two years w.e.f. 8<sup>th</sup> January 2012.

The Management maintains contact with labour and resolves disputes and differences between Labour and the Management through Permanent Negotiating Machinery (PNM). The Management and Union have regular meetings at fixed interval. Besides, they meet as per need also.

The privileges of SC/ST community as per the Constitution of India have also been taken care of in KRCL. Various facilities have also been extended to All India SC/ST Railway Employees' Association in KRCL as per the guide-lines of Ministry.

The recognized Union as well as the All India SC/ST Railway Employees' Association has been provided with accommodation for their office. Also in the year 2011, 'Other Backward Class' (OBC) Association was formed on Konkan Railway and all facilities are being extended to the Association. During the year 2013, new Offices for SC/ST and OBC Associations were constructed and made available to them for extending the support to the Employees.



## COMMUNICATION ON PROGRESS (COP)-2013

For officers of Konkan Railway Corporation Ltd., an association called Konkan Railway Executives Association has been formed to look after the interest of the officers also.

*Participation of employees has been ensured in staff welfare activities viz., Medical Camps, cultural competitions, sports etc. Women's Day was celebrated on 8<sup>th</sup> March 2013. During the year, Inter Regional Boys Sports Sports Meet and Camp and Inter Regional Girls Sports Meet and Camp was organized for Children of KRCL Employees. All group 'D' Staff are being given in-house Computer training.*



### **04 The elimination of all forms of forced and compulsory labour.**

There is no forced or compulsory labour as all staff are governed by Hours of Employment Regulation Rules 2005.

*Further, under Hours of Employment Regulation Rules 2005, labour official, who are enforcing authority, inspects the establishment regularly and no incidence of forced or compulsory labour has been reported in KRCL. Wherever employment of contract labour in non-core areas are made, it is ensured that they have been paid the minimum wages, provident fund, including meeting of all the statutory requirements.*

### **05 The effective abolition of child labour.**

KRCL ensures strict adherence of the Child Labour (Prohibition & Regulation) Act, 1986, which prohibits the engagement of children in certain employments and to regulate the conditions of work of children in certain other employments. However, KRCL has prescribed the minimum age limit for employment as 18 years. No person below this age can be employed in KRCL, thereby ensuring that child labour is not employed.

Our contractors and vendors are required to scrupulously follow the laws/rules and regulations in respect of engagement of Child Labour. This is addressed and ensured through our contract agreement and inspection by KRCL and enforcing authorities.



## COMMUNICATION ON PROGRESS (COP)-2013

### **06 Eliminate discrimination in respect of employment and occupation.**

KRCL does not believe in any kind of discrimination based on caste, colour, gender, religion or region. We firmly believe in inclusivity and strongly oppose discrimination in hiring, remuneration, access to training, promotion etc. at work place.

However, as per policy, KRCL gives preference to the land losers in employment in certain categories. We also follow the guidelines issued by the Government of India for recruitment of persons belonging to Scheduled Caste, Scheduled Tribe and Other Backward Castes.

In Konkan Railway Corporation Ltd. there are 185 executives and 4669 staff working out of which 12 executives and 354 staff are females. There is no discrimination in terms of employment, place of posting, nature of work, duty hours, training, promotions, emoluments etc.

|            | <b>Total No. of employees<br/>as on 31.12.2013</b> | <b>Male</b> | <b>Female</b> | <b>SC/ST<br/>Community</b> |
|------------|--|-------------|---------------|----------------------------|
| <b>No.</b> | <b>4854</b>  | <b>4488</b> | <b>366</b>    | <b>946</b>                 |
| <b>%</b>   | <b>100</b>   | <b>92.5</b> | <b>7.5</b>    | <b>19.49</b>               |

KRCL does not allow any kind of behaviour that is threatening, abusive, exploitative or sexually coercive, including gestures, language and physical contact at the workplace. Our system is well equipped to deal with such situations, as we have a very well defined and laid out process in our Standing Orders.

As per the guidelines laid down by the Hon'ble Supreme Court of India, the Corporation has appointed a Special Counsellor and also constituted Complaints Committee for each Region to address any such grievances.

Exhibiting compassion medically decategorised and physically handicapped staff cases are being dealt for suitable posting.

Educational allowance of ₹ 2000/- is reimbursed to executives & non-executives of KRCL who are having children with some deficiency like autism, attention deficit, hearing impaired etc.

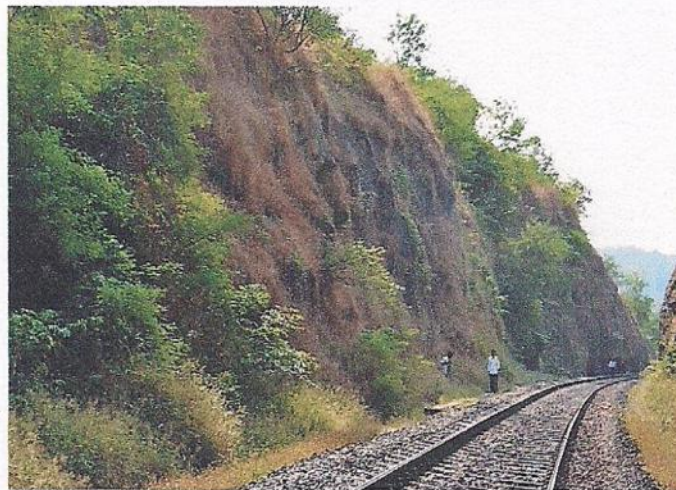


## COMMUNICATION ON PROGRESS (COP)-2013

### 07 Business should support a precautionary approach to environmental challenges.

Right from the construction phase of Konkan Railway Corporation Ltd., a policy decision was taken to adopt measures for safeguarding environment. Afforestation was done in a big way throughout the Konkan Railway route.

Boulder Netting and Geo-safety works have been carried out on a large scale throughout Konkan Railway route to strengthen the cuttings and to protect the environment.



Railway Coach washing is a very water intensive activity, whereas KRCL has designed and fabricated a mechanized Coach Washing Plant at Madgaon Coach Care Centre, which uses minimum water and further an environmental friendly water recycling plant has also been installed for even more reduction in water requirement.

Konkan Railway has improvised **Automatic Coach Washing Plant** which was being used for the last 8 years at the Coach Care Centre, Madgaon. One such plant has also been successfully commissioned by Konkan Railway at Kolkata Metro. Surveys for feasibility studies for implementing the Plant in other Zonal Railways have been conducted with positive results.

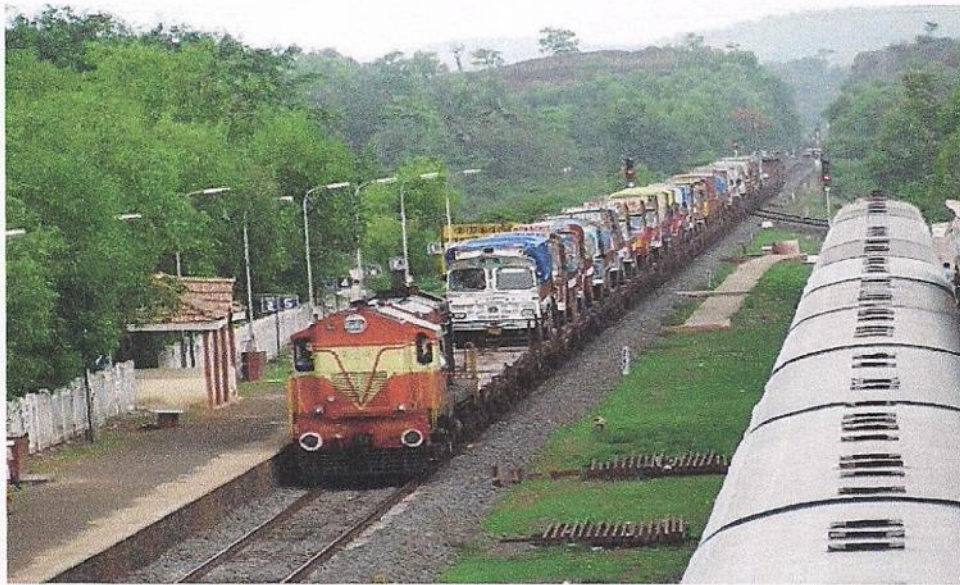
Rain Water Harvesting is being ensured in a big way at various places of Konkan Railway. Konkan Railway has abolished use of plastic in its operational areas and the same is also incorporated in various contracts. Eco-friendly shelters for passengers have been erected at all stations on Konkan Railway route. Efforts are made to reduce the use of paper in office. Taking this ahead, a decision was taken to withdraw all the individual printers and provide Network Printers in the office.

Corporation has formulated Energy Policy , which guides all our endeavours and initiatives in the direction of conservation of energy and environment. Compact Fluorescent Lamps (CFL) and T-5 type lights , which are energy efficient are being used for platform and area lighting. Energy savers have also been provided in tunnels.

Tunnel lights using Light Emitting Diode (LED) which are efficient, provide better white light, improve the signal visibility inside tunnels and reduce fatigue of workmen are now replacing the over-aged yellow sodium vapour lights in the tunnels of Konkan Railway. So far about 37 kms tunnel length (48% of the total) covering 23 tunnels have been provided with such LED lights.



## COMMUNICATION ON PROGRESS (COP)-2013



Roll On - Roll Off (RO-RO) services has been introduced in Konkan Railway since the year 1999 in which loaded trucks are transported by trains from one end to other end which results in saving fuel and reduction of pollution caused by road traffic and also leads to safe transportation of trucks. This service leads to significant savings on fuel, wear and tear of trucks' tyres and parts, with least pollution and high safety. This service is the hallmark of KRCL. During 2013, 56,425 numbers of Trucks were transported through Roll On - Roll Off (RO-RO) and about 84.97 lakh litres of diesel was saved.

### **08 Undertake initiatives to promote greater environmental responsibility.**

Protection of environment is a core value as well as the motto of the organization. For conservation of non-renewable energy, in a First in the country, KRCL has developed and provided '**Intelligent Lighting System**' for stations, platforms and circulating area lighting, which is need based, computerized, and user friendly system for switching ON/OFF of lights linked with movement of trains. The System operates automatically without any human intervention and thus provides most energy efficient solution for station area lighting, besides giving higher productivity.

Further, for conservation of electrical energy, passive infra red occupancy sensors have been provided in the officers' chambers which automatically switches OFF the lights and air conditioners when the chambers are left unoccupied for more than a pre set duration. This saves significant amount of wastage of electrical energy. In the year 2012-13, the Corporation earned an incentive reward of ₹ 18.85 Lakhs from State Electricity Board for maintaining higher power factor. Non conventional energy sources - Solar Water heaters have been provided at the Rest houses and Running Rooms on Konkan Railway. Also, solar Panels have been provided for staircase lighting at major staff colonies. This is a baby step towards gradually increasing reliance on non conventional energy sources to conserve the environment. Provision of Wind + Solar Hybrid Renewable Energy System at Level Crossings (LC) gate No.17 & 32 (950 W each) and Vinhere station (7.5 KW) in Ratnagiri region has also been completed.



## **COMMUNICATION ON PROGRESS (COP)-2013**

Konkan Railway in Goa State passes through Carambolim Lake in Karmali. Large number of migrated birds used to visit this lake. However, their number is coming down with the time. It is proposed to join hands with Forest Department of Goa to create suitable environment for attracting the migratory birds to this lake. In the various meetings with Forest Department, it was proposed to develop Observation Platforms, Control Room and Nature Education Centre at Carambolim Lake. The State Government of Goa is in the process of land acquisition for providing the above mentioned infrastructure at Karmali.

Planting of vetiver has been done on a large scale on hill slopes to prevent erosion and it is proving quite effective in arresting the soil erosion.

### **09 Encourage the development and diffusion of environment friendly technologies.**

The mission statement of Konkan Railway Corporation Ltd. is to evolve into economic, eco-friendly and cost effective catalyst for growth and prosperity. To achieve this mission statement. Konkan Railway technology has cutting edge for this millennium which is eco-friendly and promotes sustainable growth, less maintenance.

Anti Collision Device is one such environment friendly innovative technology developed by Konkan Railway Corporation Limited.

Konkan Railway is the first Railway to provide Bio-Toilets at its stations. It was first constructed at Kankavali station and based on feedback, we are now providing it at further six stations, viz. Sawantwadi, Madgaon, Thivim, Karmali, Karwar and Byndoor.

### **10 Businesses should work against all forms of corruption, including extortion and bribery.**

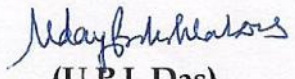
- (i) Financial and commercial transactions are fully computerized on a network. Therefore, the working is transparent and least susceptible to fraud.
- (ii) All tenders are put up on Website to ensure transparency in action.
- (iii) For eliminating corruption, KRCL has a lean but devoted and motivated Vigilance department which keeps watchful eyes on the functioning of the organization by conducting regular preventive checks to ensure that the employees while discharging their duties maintain high integrity and honesty. Lot of emphasis is given on "Preventive Vigilance" and educating the employees bringing out the areas of common mistakes, with the aim of reducing irregularities likely to be committed by the employees in their day to day functioning.
- (iv) Chief Vigilance Officer (CVO) is the Nodal Officer for filing complaints regarding corruption and has contact numbers which are displayed in the Konkan Railway Time Table and also in the Website of Konkan Railway.



**COMMUNICATION ON PROGRESS (COP)-2013**

- (v) Konkan Railway has also circulated through its Standing Orders for the guidance of all that those found guilty of having accepted and having obtained from any person in gratification stringent penalty will be imposed on him either removal from service or dismissal from service.
- (vi) Immovable Property Returns Statement (IPRS) are collected from the executives and non-executives in the month of January so that their assets are known which is monitored by Vigilance department.
- (vii) KRCL has taken a landmark decision to show the answer sheet to the candidates after declaring the result and before finalizing the selection to bring more transparency in the selection.

Thus, KR is committed to upholding the principles of United Nations initiative and feels proud to be a part of this worldwide compact, sharing the values of good governance and corporate social responsibility.

  
(U P L Das)  
General Manager (Admin)