

Annex 4

CENTRAL TOOL ROOM
LUDHIANA

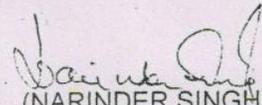
Ref. No. CTR/LDH/1329/186/ 6368

Dated : 29.10.2007
Confidential

NOTE

Please refer to the letter dated 27.10.2007 of Sh. Satwant Singh, Asstt. Accounts Officer on the subject "discrimination meted out due to my habit of working in system" routed through proper channel.

Before taking further action on the matter, I am directed to obtain your para-wise comments on the representation of Sh. Satwant Singh. Accordingly, it is requested that the same may be submitted for taking further action in the matter by the Competent Authority.


(NARINDER SINGH)
HOD ADMINISTRATION

Sh. A.K. Mittal,
Sr. Manager (T&A)
CTR - LDH.

Pl. give the detailed grievances
AAO (Mr. S. Singh) 07/11
May kindly see the attached sheet (8 pages)
SMT & A
23/11

J
26/11

(C O P Y)

**In response to the remarks of the SMT&A on confidential letter dated
29.10.2007**

(Confidential)

With reference to the remarks of the SMT&A on note no. CTR/LDH/1329/186/4348 dated 29.10.2007 I am giving below some of the grievances amongst others:

The SMT&A might be aware of my career graph in this organization. I am giving below brief description of the same. I joined CTR as Accountant in the pay scale of 550-900 but the designation was later changed to AAO. My appointment was, in fact, for Cost Accountant, but the work of cost accounting was not initiated by CTR for the reasons best known to the higher management. Upto 1998 I worked in Accounts department handling financial accounts matters. I was transferred to Purchase department in 1998 with the recognition that my efficiency and honesty needed to be utilized in that department. I was persuaded to take that post for at least a year, after which I was promised return to my parent department. That promise was not kept and I had to work in that department upto 2006 despite my requests in this regard, written as well as verbal. In Sept. 2006, to my pleasant surprise, I was transferred to Accounts, but without any pre-information to me in this regard, contrary to my transfer to Purchase department where I was transferred with my consent.

The discrimination in treatment with me as compared to others is not new to me. In fact all non technical people are not treated at par with the so called technical people. But my frankness, fairness and honesty in expressions and my natural flair of understanding and analyzing better than others fetches me special hatred. On joining CTR I immediately realized that the organization is dominated by the technical brains and Accounts and Administration people are seen as second grade citizens. I took it all in my stride and tried my best to work hard, with sincerity and honesty, to win the affection and requisite dignity for my job and

proper respect for myself. I was given the first assignment in CTR to reconcile Production with sale and stocks. In the year 1985-86 itself I highlighted that tools worth 2.52 lacs (The amount was quite big those days) were neither in the stock nor were those billed. My effort later resulted in billing of 2.12 lac, which otherwise would have been gone unnoticed. But in stead of commendation, I found that the exercise had irritated some people. The exercise was carried out for two/three more years, proved to be confronting and eventually abandoned, but not before leveling me as excessive vigilant. In cases of claims related to employees I used to follow the prevailing rules and regulations equally for all, irrespective of the status of the claimant. But I was expected, rather forced, to pass the claims for transportation of official material during tour of the GM without seeing any supporting documents or collecting the needed information, while such claims were not being paid to any other employee. My reluctance to pass such bills fetched me hidden ire. I was refused routing of my application to other offices during probation period on some flimsy grounds, although I was appointed on temporary but likely to continue post and Govt. instructions in such cases were that such employees were entitled to unlimited number of chances for forwarding their application. In fact I was top candidate for the post of Accounts Officer in CIHT, Jalandhar and was almost selected in 1986-87, but for the influence used to reject my candidature and blocking of my application. Later my applications were not forwarded to other organizations also. I was the first employee of this office whose application was blocked during probation, though, previously other probationers were not denied this benefit.

The attitude was enough for me to realize that I have to retain either my career or my conscience. When most of the people in India, rather around the globe, would have opted for career I preferred conscience. I was sure that the pollution of the minds could be removed with my diligent and sincere work. I put the best of my efforts, worked beyond my capabilities, beyond my capacity, both mentally as well as physically, sitting continuously for hours together with tough mental exercise involving minute and accurate calculations and performed the duties generally allocated at a level much higher to that of mine, such as project reports preparations, funds flow statements and analysis, machine hour rates calculations

etc., which were in addition to my other routine jobs. I developed a software for pay bill by sitting late after office hours, daily for 2-3 hours, which is still running in organization's benefits even after 12 years of its development and no other software developed later on has been found so useful. The long and continuous sitting had a telling blow on my health and I became a patient of spinal damage and continuous mental fatigue resulted in hypertension and damage to my heart. But my sincerity towards my job and towards the organization fetched little value in comparison to yesmanship and my arguments or communications contrary to the interests or views of the high ups, though as per rules, were considered as an attack on prestige and ego.

I am ardent follower of clean and principled life and tough of corruption and immorality in the society, and have adopted this way of life. I resisted the pressure and continued working in system to the extent possible, but I had to pay dearly for the same. My transfer to Purchase deptt., though with my consent, was only to shift me from the post of my selection, as became clear later on with deliberation shown for my reversion to Accounts after one year as promised. Keeping in view the interests of the organization and honouring the value of faith of faith reposed in me I accepted transfer to Purchase department for a period of one year as APO and worked under O/I(P). My hard work and vision enabled the smooth lining of that department. My honesty and sincerity enabled me to cut costs with emphasis on competitive rates. The time of my transfer to that department was when CTR was going through the phase of crunch shortage of funds and payments of the parties were delayed indefinitely and the parties were quite reluctant to supply material for want of certainty of payment time. But even then I was able to procure copper @ Rs. 190/- per kg, in stead of Rs. 280/- as procured earlier, Aluminium @ Rs. 125/- against Rs. 160/- earlier, MS @ Rs. 14.50 against Rs. 17/- earlier, HcHcr @ Rs. 165/- in stead of Rs. 80/e earlier, amongst other materials at lower costs. I used my skills for systematic working of that department, for which, it is not a tall talk, my seniors, in stead of guiding, were taking guidelines from me. In one such instance, the O/I(P) was questioned by the then GM whether he or I was running the department and that if I was better off than him why I might not be given the charge of O/I (P) in stead of him. The

O/I(P) favoured the idea and was ready to move back to planning department. I was asked to take independent charge, but I politely declined the offer, the same being not of my line of channel. But with change of the person at helms of affairs and with retirement of the O/I(P) I was again persuaded to take charge of O/I(P). I did not resist this time keeping in view the interests of the organization and due to my faith in energetic sincere attitude of young people as compared to the older generation. But for streamlining the process effectively some hard steps were needed. I insisted on proper nomenclature and complete details of the materials in the indents and used to return the immature and half baked indents, as the same could have been exploited later on. Similarly I was reluctant to forgo the procedure for want of urgency and insisted that special procedure for urgency be devised instead of hijacking the existing one. This clean and sincere view was seen as hindrance in smooth running and leisure working of user departments. The failure of the department can easily be blamed on Purchase department. Springs, dowel pins and many such components were indented without proper nomenclature, rejected on receipt and delay blamed on purchase. But the same components were passed when the tools were ready, with the propaganda that the components were not upto the mark but do. I always intend to convey and receive clear-cut and complete information to the extent possible. But used to receive incomplete information, half-baked instructions. Unfortunately some of such instructions came from the unexpected quarters also. For example, I was asked to vacate the record room of purchase department. But on asking the new place where the record was to be shifted I was asked to take up with HoD Admin., who informed that he would provide some space within a few days. But record was ousted from the room without my knowledge and placed in open verandah, all the files mixed up, separate and very old files which were placed on floor for destroying also mixed up with the present ones, and condition of the new files made worse than old ones. The papers were just stacked by the workers of civil contractor and the record was suddenly turned into trash, just a heap of files. On reporting the same I was asked to remove the 'record' from the verandah, without telling where to place. As an contingency with visit of some delegates the racks were dragged to nearby enclosure containing oil and other inflammable material, where it gathered dust for 2-3 months. I was again asked to remove the

same from there, again without telling where to place. Then space was provided in one of the record rooms and the papers were dumped in that room and I was handed over transfer orders but in a humiliating manner, i.e. without telling me anything before that.

The experience in accounts was also not that good. I was asked to pass the payments as per desire of the high ups, not as per procedure or system. I was pressurized to pass payments on the basis of claim of the PS without having any approval for the expenditure, whereas the system in CTR is to get approval before putting the papers to accounts. My request either to follow or to amend the system was seen as denial and I was leveled as objection raiser. Similarly, the system requires amendment in PO if some deviation is noted in payment to the suppliers. But I was asked to make 90% payment to a party without any amendment, to which your goodself did not agree, but I was seen as a culprit. As if the already meted out discrimination was not enough, I was targeted for further humiliation. I noticed that an expenditure of revenue nature was booked in capital account by stores. I returned the bill for booking the same in correct head. I was asked by the GM, surprisingly, in the meeting with stores and purchase department to book the same in capital account. My request that the life of the material not being more than 5-6 months the entry needed to be passed for this transaction under accounting procedure was under revenue expenditure and that in case of disagreement we could seek the opinion of the CA. This flared up the GM who yelled that I have to work as per his instructions and not to make any arguments. I requested for written instructions in that matter for my future record, so that I might not be held responsible for wrong booking. But this aroused the authority further. Out of the blue I was bombarded with shouts, shrieks, frowning, derogatory words, with remarks 'what is your position here?' in full public view, without any consideration to my age, without any thought that I am a heart patient, and in a manner as if I was a criminal, though my personal views are that insult should not be imposed upon even the criminals. The humiliation was unbearable and any person with slightest pride, and in the spur of the moment would have reacted in confrontation, may be in a brawl or even more. But my maturity and farsightedness and my sincerity towards the

organization advised me to keep my cool. And when the storm lulled to watch its affect I coolly told that I cannot be a party to a wrong doing. The case had become a prestige issue. The bill was got passed from I/c Accounts in the capital head.

Any opportunity in my favour was denied with thoughtful alterations in rules. CTR was under the process of framing its own promotion policy for which some concessions for internal candidates were being incorporated, including in educational qualifications. But in my case the required qualifications were framed so as to exclude me and to include someone otherwise ineligible in the list. It is ridiculous that a simple graduate with diploma in Financial Management is eligible for AMA's post, while M.Com., the post graduate in commerce, having better knowledge and higher standard of education of finance than the diploma holder, is out of recognition, despite the fact that I was called for interview for the same post in the similar office under the same chairman, named CIHT, Jalandhar when I had not even completed the probation period. It is a pity that a diploma holder in CTR can be promoted to the pay scale of 10,000-15200 but a post graduate is denied the pay scale of 8000-13500. In order to extend benefits to some favourites the arguments advanced are such that prestige of the organization is put under ridicule. For example, the qualification for the post of Manager Heat Treatment was altered from the related stream to Diploma in Electric Engineering with the argument that since HT work is done on Electric Furnaces, hence the person of this stream is well versed with HT functions. This is like forwarding the argument that since all the medical instruments needed in the operation theatre are manufactured by the engineers, hence an engineer is well qualified for surgical operation. The qualification was relaxed just to please a person loyal to the man, not to the organization, who can stoop so low that he applies for leave for half day, comes at 1.15 pm, goes at 4.00 pm, destroys the application at a later stage and marks his presence a few days later, without bothering, being a favourite, that such record also exists in the card punching data also. His other wrong doings are also ignored intentionally, because he obliges to adjust a person needed in another department, recruited in Heat Treatment department, working in RP and marking present in HT. All rules and regulations

are kept at bay while extending benefits to such people who are close to authorities. The above noted official does not even meet the basic criteria of qualifications/experience, has been appointed on a post not even required at this stage, is made to work on another post where there is no requirement, without bothering about the consequences of such murky activities. But people like me, sincere to the organization, sincere to the job, sincere to the nation are treated shabbily, with discrimination and disdain.

When the Govt. introduced promotional avenues for the people like me by accepting ACP scheme, it was the essence of the scheme that the person gets the same pay scale in grant of ACP which he was otherwise eligible for. But I was given non-existing pay scale, which was nowhere in my channel progression, although other persons were given the higher pay scale in accordance with the existing channel. It is the essence of the orders of GOI in various decisions that in case an employee is having two alternatives for the grant of benefits, the alternative more beneficial to him is to be exercised. But in my case it is specially seen that I am either refused the benefits altogether or, if not possible to deny, the least ones are extended, that too with abnormal delay. For example, my claim for Hindi translation is lying pending for more than an year, despite numerous visits to the Admin. Department. My request for change of hometown is gathering dust for over an year, though perfectly under the rules, totally justifies, but rejected without any reason, although that has been discussed at length and the concerned officials were convinced, after watching all the documents that the change is justified and is under the rules. But the file is not moving even after reminders, evidently deliberately on instance of the high ups.

Similarly, the amendments in rules and regulations concerning the employees are kept top secret so that same could not be claimed by them. I visited Bangalore in April 2006 for taking LTC facility. Due to paucity of time at my family's disposal I preferred air journey. Before the journey enquiry from the department revealed that journey by air is permissible if undertaken by Indian Airlines, restricted to the rail fair of entitled class. It was told that journey by private airlines was not permissible. I had to travel through IA and shell extra money unnecessarily while journey by private airlines was permissible. Similarly, I met with an accident and

remained bed ridden for over a month. I was not aware if CTR has taken some policy for accident insurance in such cases. But I was deliberately kept in the dark. The same came to light when the claim of some other employee was sent. At that time my case was only 4/5 months old, but was not sent on the plea that the case being old was not being accepted by the insurance company. But this darkness is used, sometimes, for extending benefits to privileged class. Upward revision in license fee is deliberately not circulated and the organization is put to loss. But care is taken that no such benefits are extended to the people like me. So much so that I am not provided customary red pen for passing of payments, while other people are authorized to use their personal cell phones for official purpose and claim the expenses, without any administrative approval to do so, at higher rates, even during office hours when present in CTR although low tariff facility is available at arms length, without being asked to keep log book for official calls made, and without bothering that claims are made even for calls made to the canteen contractor during office hours as official call. I am provided 40% LTC advance, while people at the highest level, getting more pay, get 90%. Favourites are bestowed with approval for air journey against eligibility by rail.

No opportunity is lost to tease and humiliate me. I was denied visiting card even when I was in Purchase (no sir, it is not humiliation, at least I do not consider it that way). I never asked for the cards again although the same were being printed for other supervisors, even for juniors to me. After my transfer to Accounts I had absolutely no necessity of any visiting cards. But an MPR was raised for me and another supervisor, cards for the other supervisor were passed for printing and my name was struck, just for taunting me and for inflicting insult. This can now be pushed under carpet wrapped in the rags of being unintentional, but does the decency in that case not demand cancellation of the MPR and raising of new one without my name? But it is not to be, as this perpetual pricking, regular itching and continuous teasing is the source of eternal solace to some people. The AMA of my choice was deliberately dropped from the panel without any reason and I have to suffer delayed medical attendance, or sometimes no medical attendance. I was quite benefitted from the game of table tennis I used to play. This game was my lifeline, as the same was helpful in blocking the attack

of ankylosing spondylitis, the killer disease I am grappling with, which, eminently, is a losing battle for me but being fought courageously. But the game was stopped, even though the same was played by us after office hours. Even tyrants, they say, used to barter sympathy with sick and suffering even during primitive times. But in a time when we boast of humanitarian governance or management controls through motivation and participation, what is actually churned out is there to see. My doctor has advised me avoid long sitting. But efforts are made to make me sit on my seat for the maximum time. Hindrances are created even for supply of tea to me by the canteen contractor, although I pay him honestly, from my own pocket, at higher rates in accordance with quality supplied, but not from the official quota for my personal tea as is being done by others in CTR.

Any person with continuous mental torture for so many years, and that too for honesty and sincerity, is bound to adopt some alternate course of action. I have adopted a way of life based on principals and am committed to continue it in and only in this way and will not be a beneficiary of any dishonest activity. The pressure tactics for any change in my attitude would, therefore, be futile. I have already paid a heavy price for the same in the shape of my spoilt career, ill health, hypertension, diminishing eye sight, nervous break downs and heart problem. Now another cost, i.e. humiliation has been added and injustice has crossed all limits. The above feelings are not the complete picture of the agony and mental stress I am going through and the list is not exhaustive, but only a glimpse of my condition. Any further untoward incident or eventuality, if occurs, would be the outcome of the oppression let loose on a person with excellent track record and exemplary integrity.

Submitted pl.

Sd/- (Satwant Singh)

SMT&A