

**INFORMATION OF THE**  
**INFORMATION TECHNOLOGY DEPARTMENT**

**B.E.S. & T. UNDERTAKING**

**(Information mandatory under Section 4 of**  
**Chapter II of Right to Information Act, 2005)**

## CHAPTER II

(Right to Information and obligations of public authorities)

### **4 (b)(i) : The Particulars of Organization, Functions and Duties**

**Note :**

1. Vide ref.no. Dy.CPM/A/2015 dated 16.12.2015, nomenclature of Electronic Data Processing Department is changed as "Information Technology Department" alongwith change in designations of officers/staff of said department.
2. Revision of qualification, experience criteria, duties and responsibilities for various posts in Data Center and Support Section is proposed. After receipt of managements approval necessary changes will be made.

The particulars of Department:

Name of the Department	Information Technology Department
Address	2 <sup>nd</sup> Floor, Traffic Administrative Building, Backbay Bus Depot, Cuffe Parade, Colaba, Mumbai - 400 005.
Contact No. (Tel.) - PA to CMIT	7208972443, 7208992945

The Functions and Duties of Information Technology Department

#### **RESPONSIBILITIES AND FUNCTIONS:**

- The department shall be responsible for computerization in the Undertaking. The department shall be responsible for designing, implementing and maintaining software systems for various departments of Undertaking.
- The department shall give necessary technical assistance in computerization in Undertaking.
- The department shall be responsible for preparation of specifications of hardware, software, networking, computer stationery etc. required for computerization, technically scrutinizing the tender received and recommending the same for acceptance. The department shall ensure that the computer item is delivered at proper time and at proper location as per the given order.
- The department is responsible for confirming that maintenance of computer items is carried out by maintenance firm satisfactorily.
- The department shall be responsible to inform Material Management department and/or maintenance firm for computer items supply and maintenance related issues.
- The department shall be responsible for processing payroll, provident fund, income tax etc. computerized systems of all the employees of the Undertaking. The department shall be responsible for distributing payslip, PF slip, Form-16 etc. to all the employees of Undertaking through respective department. The department shall be responsible for data entry work required for various computerized systems implemented in the Undertaking.

#### **4 (b)(ii) : The Powers and duties of its officers and employees:**

The Information Technology Department is headed by Chief Manager Information Technology and the officers and staff on roll are as follows:

Sr. No.	Designation	On Roll Staff (as on 1st Jun, 2024)
1	Chief Manager (Information Technology)	0
2	Dy. Chief Manager (Information Technology)	1
3	Senior Project Manager (Information Technology)	2
4	Project Manager (Information Technology)	3
5	Network Manager (Information Technology)	0
6	Data Center Manager (Information Technology)	0
7	Assistant Administrative Manager (Information Technology)	1
8	Assistant Project Manager (Information Technology)	10
9	Assistant Data Center Manager	1
10	Senior Data Center Officer	0
11	Senior Support Officer (Information Technology)	1
12	Project Officer (Information Technology)	29
13	Senior Administrative Officer	0
14	Data Center Officer	2
15	Support Officer (Information Technology)	1
16	Support Co-ordinator (Information Technology)	0
17	Data Center Supervisor	3
18	Support Supervisor	0
19	Data Entry Supervisor (P) / Computer Assistant	24
20	Supervisor / AAO(P)	0
21	Stenographer	1
22	Clerk / Typist / Supervisor (P)	10
23	Sepoy / Jamadar (P)	3
24	Muccadam	0
25	Nawghany	2
26	Miscellaneous	0
	Total	94

## **1. Duties and Responsibilities of Chief Manager (IT)**

The Chief Manager (IT) shall be responsible for the overall supervision of the various activities of Information Technology Department. The various activities include :

- Overall control of the entire Information Technology activity in the Undertaking.
- To plan and implement various phases of development of Information Technology in the Undertaking.
- To evaluate profitability of Information Technology of the various applications.
- To supervise development of systems and software for the various applications.
- To design input – output formats.
- To plan application details and documentation of programs and files.
- To check on computer programming / accounting work.
- To control establishment matters of the departments.
- To formulate budget provisions and requirements.
- To finalize various reports such as Administration report, etc.
- To dispose queries of the concerned departments.

## **2. Duties and Responsibilities of Deputy Chief Manager (IT)**

The Deputy Chief Manager (IT) shall be responsible to the Information Technology Department for the specific duties allotted to him/her out of the following :

- To exercise control on the Information Technology activities of the various branches of the Undertaking.
- To plan and implement various phases of development of activities of various branches of the Undertaking.
- To supervise designing and development of systems and software for the various applications pertaining to the Undertaking.
- To exercise check on software development, accounting works, inventory pertaining to computer system.
- To control various sections of the Information Technology Department.
- To exercise check for making necessary budget provision and requirement.
- Preparation of various report pertaining to the Information Technology Department such as Administration Report, Economy measures, achievements etc.
- To examine the feasibility reports and cost benefit analysis submitted by the Sr. Project Manager (IT).
- To exercise control on the maintenance contracts of the various computerized systems.
- To exercise control on the various types of important computer stationery to be procured, stored and to be supplied to various departments from time to time.

- To assist Chief Manager (IT) in implementing latest technological advancements.
- To assist Chief Manager (IT) in the other activities of Information Technology Department and entrusted from time to time by the Chief Manager (IT).

## **SOFTWARE SECTION :**

### **1. Duties and Responsibilities of Senior Project Manager (Information Technology)**

The Senior Project Manager (IT), under the technical guidance of Deputy Chief Manager (IT) shall be responsible for the specific duties allotted to him/her out of the following :

- To identify areas for Computer applications and hold dialogue with the User departments.
- To examine the feasibility reports and cost benefit analysis prepared by the Project Manager (IT) and/or the Asst. Project Manager (IT) and forward the same to the User departments/Management for approval.
- To examine the hardware/software requirements of the applications.
- To keep himself fully abreast with the new techniques/developments in hardware and software technology and acquire necessary literature / systems with the approval of the Management.
- To arrange for the training courses for the software staff and/or the officers/staff of the User departments.
- To examine the changes suggested for improving the existing systems by the Project Manager (IT).
- To ensure the maintenance and development of various systems.
- To co-ordinate all activities of Information Technology Department and the User departments relating to the Computerised Systems.
- To assist the Management in the selection of the System/Programming staff for the Department.
- To ensure the optimum usage of the existing system.
- To exercise full control over the System/Programming Officers and ensure effective utilization of the staff.
- Any other assignments that may be entrusted to him from time to time by the C.M.(IT) / G.M.

## **2. Duties and Responsibilities of Project Manager (IT)**

- To assist the Sr. Project Manager (IT) in :-
  - Identifying new applications for computerization
  - Preparing feasibility reports and
  - Working out cost benefit analysis
- To will hold discussion with Officers/Staff of the User departments.
- To assist the Sr. Project Manager (IT) in co-ordinating various activities relating to designing and implementation of the systems.
- To assist in improving and the maintenance of the existing Systems.
- To re-allocate the System work amongst officers.
- To suggest any changes in hardware/software requirements for any given application.
- To keep himself in constant touch with new techniques / developments in the hardware and software technology and suggest any changes required both in hardware or software.
- To guide the Asst. P.M.(IT) / Staff in their work relating to software or run time.
- To guide Data Center Officers and Processing Staff in properly monitoring the performance of System for optimum utilization.
- To guide decide upon the directory structure in consultation with the Asst. PM(IT)/ Staff for optimum efficiency.
- To study the features of new devices installed and ensure their maximum utilization.
- To arrange for the ‘renewal’ of the Systems / Applications for the officers / staff of the User departments relating to their computerization jobs with the help of Asst.PM(IT)/ Staff.
- To assist Sr.PM(IT) in exercising effective control over their officers / staff.
- Any other assignments that may be entrusted to him/her from time to time by the Dy.CM(IT) / Sr. P.M.(IT)

## **3. Duties and Responsibilities of Assistant Project Manager (IT)**

- To responsible for a group of Systems and shall work as the Project Leader of most of the Systems implemented.
- To co-ordinate different systems by using the input/output of one system for the other.
- To determine the extension to the existing system.
- To have to make the Officers/Staff of the User department familiarized with the input formats and hold dialogue with them to ensure the error-free data.

- To design the System which will include designing of Computer files for storage of data, designing of input/output formats including the controls and security checks.
- To define the backup procedure and recovery procedures.
- To frame the Directory Structure for the System for efficient execution of jobs.
- To study data entry problems and suggest steps for maximum error-free data entry output.
- To suggest the steps for improvement in the System.
- To maintain the System by updating the System for changes desire by User departments.
- To keep himself abreast with new technologies / developments in the Computer field and acquire further knowledge by continuous study of manuals, periodicals, magazines etc.
- To assist PM(IT)/ SPM(IT) in the Software development and smooth implementation of the Systems.
- To write programs whenever necessary.
- Any other assignments that may be entrusted to him/her from time to time by PM(IT)/ SPM(IT).

#### **4. Duties and Responsibilities of Project Officer (IT)**

- To assist APM(IT) in designing and preparing the specifications of the system/application.
- To develop the system/application in consultation with his superiors which includes preparing data structure, preparing flow-chart and writing program and meeting etc.
- To thoroughly test the individual program and system as such alongwith the PO(IT).
- To install the tested system / application at the locations of the user department as per the implementation plan prepared by his/her superiors.
- To arrange training of the application software developed, to the staff of the user department along with the APM(IT).
- To maintain the System by updating / modifying the System as per the User department's requirement / new rules in consultation with his/her superiors.
- To help staff of the user department in solving their problems related to the application software.
- To prepare the system documentation and the user manual.
- To report regularly to his/her Superiors regarding his/her activities.
- To perform any other job assigned to him/her in exigency of the work.

- **Program Writing :** The main work of the Programmer is to write programs as per specifications handed over to him/her by the Sr.PM(IT)/PM(IT)/ APM(IT) the actual program writing will be preceded by detailed discussions with the Project Leader and team mates, planning of Program structure and sub-routines.
- **Program Compilation :** The next phases are (i) to have the program compiled, (ii) to prepare test data, (iii) to test the program and (iv) to check the results. These steps are repeated until the program is thoroughly proved. Thereafter, the Programmer has to prepare progress documentation, operating instructions, job-control commands etc.
- **Patching :** Since no application ever remains static, the Programmer must continue to update his program according to changing needs of users. Every such update involves all the steps enumerated above, viz. compilation, testing, checking, etc. This function is called program maintenance.
- **Documenting :** The Programmer, must also take care to ensure that the program not only works to defined specifications, but is also easy to maintain by which it is meant that any other Programmer should be able to understand the program logic and change it if necessary, in case the original Programmer is not available. For this purpose, the program must be properly structured, be written strictly according to programming standards and be fully annotated and documented.
- **Optimising :** The program is also required to be reasonably efficient in terms of memory usage and CPU utilization. Therefore, the Programmer must pay attention to these aspects from the initial stage and thereafter, must continually attempt to explore ways of optimization. Such optimization results in cost saving to the Undertaking.
- **Updating knowledge :** The Programmer has to undergo a continuous process of training and learning new developments in software, either through regular training courses or by study of Manuals under guidance of Systems Officers. The following are the subjects in which familiarization is required.
  - FORTRAN Language
  - Assembly Language
  - Screen Management Language
  - Data-Base Management
  - Transaction Processing
  - Communication Systems
  - Sort, Merge and other utilities
- **Personal Qualities :** ‘Programming’ has been described as an art as well as a science. It is a science because the Programmer must have thorough technical knowledge of computer hardware and software. Acquisition of such knowledge needs a high standard of educations background, intelligence and aptitude. Program writing is also a ‘Precision’ job, as precise as a machine design. A single error or, say, an omission of a ‘full stop’, will render the program unworkable. Since any program is an individual part of a system as a whole, the functioning of the system depends on every individual program within that system. To produce an accurate program, the qualities of logical thinking, concentration, dedication,

neatness, scrupulous attention to details etc. are all vital. Finally, what makes a good program a work of art is its originality, its conceptual design, its flexibility and its structure, all based on careful pre-planning.

## **DATA CENTER SECTION :**

**Note : Revision of qualification, experience criteria, duties and responsibilities for various posts in Data Center and Support Section is proposed. After receipt of managements approval necessary changes will be made.**

### **1. Duties and Responsibilities of Assistant Data Center Manager**

- To check the daily data entry/processing report, submitted by Sr. Support Officer will discuss/guide Sr. Support Officer for smooth functioning of Data Entry Section.
- To discuss with maintenance contractor, in case problem is not solved by Eng. within stipulated time and calculate the breakdown time as per terms and conditions of the contract.
- To discuss with user departments in case of problems, not solved through Sr. DCO or Sr. SO.
- To check the monthly or quarterly payments made to maintenance contractor. To with held the payments, if unsatisfactory reports received from Sr. DCO or Sr. SO.
- To check the day to day position of DVR system and will directly find out the input and required output.
- To participate in joint inspection for OLTAS, LAN and Time Attendance System under Depot computerization plan with Civil Engineering and concerned Departments and submit the report.
- To participate in joint inspection with Material Management Department regarding purchase/maintenance of PC/Computer Systems.
- Inspection of Computer Hardware/Software procured
- To maintain and scrutinize the records of Depot call Register and complaint solution forms. To prepare a report and submit to the superiors.
- To do any such other work that may be assigned to him by Sr.PM(IT), Sr.PM(IT), Dy.CM(IT) and CM(IT).
- To exercise the power delegated by the GM vide Circular no. GM/AGM(P)/L/442/46559/2001, dated 4.10.01 in respect of disciplinary action against the employees of the EDP Department.
- To exercise the power delegated by the GM vide Circular no. GM/AGM(P)/L/442/46560/2001 dated 4.10.2001 in respect of Sanctioning of leave to the "B" Grade Officers and employees working in the EDP Department.
- To check the daily production and breakdown report, submitted by Sr.DCO and will discussed/guide Sr.DCO for smooth functioning of Console Section.
- To keep the updated record of software packages. He will hand over requested software to staff with proper entry. In case of Licenced packages, check the proper use of said license or give the instruction to user of its usage.

- To keep the updated record of Hardware pertaining to the EDP Department, and will check the annual Inventory of such Hardware, taken by Sr.DCO.
- To keep proper liaison and follow up with the Maintenance Contractor for attending corrective and preventive maintenance in time, in case the problem is not solved within stipulated time, calculate penalty as per Terms and Conditions of contract.
- To discuss with user departments, in case of problems not solved by Sr.DCO.
- To check the monthly and quarterly payments made to maintenance contractor. He will withhold the payment in case of unsatisfactory performance reported by Sr. DCO.
- To check daily production report to monitor the output and check various registers maintained by Sr.DCO.
- To monitor the proper working of internet, E-mail etc. and regular updation of anti virus software.
- To check account of outsourced cash stubs maintained by Sr.DCO.
- To check daily call register maintained for depot Computerisation problems and will co-ordinate with the user department and the maintenance contractors for attending the calls urgently.
- To do any such work that may be assigned to him by Sr.PM(IT), Dy. CM(IT) and CM(IT).

## **2. Duties and Responsibilities of Senior Data Center Officer**

- To familiarize with different types of Hardware procured.
- To responsible for security, upkeep and the maintenance of the Computer System and all the peripherals etc.
- To check the cleanliness and Good House Keeping in the Console Tape Library and Terminal Section.
- To familiar with Printronix Printers settings like CPP, LPP, various Fonts, Interfaces etc. To guide to Console Operator, in case of printer's setting problem.
- To familiar with Unix (SCO, AIX), System utilities like SMIT, Novell 6.5/2003/Window 95/98, 2000 server, MS Office etc. He will study and develop efficient console operating system.
- To familiar with printing through PC, remote Log-in, copy, file transfer through network.
- To update various Registers and files day to day in such a way, that anyone can get a information at a glance. To check Daily production Reports, Register, System breakdown Register and prepare report. To Monitor incoming lots of DVR jobs and then after processing Sr.DCO will keep in touch with Zonal Computer Centre. To guide Support Co-ordinators regarding smooth working, staff problems, other Administrative related problems. To discuss with ATC/STO, if required.
- To responsible for the inventory of the computer and its peripherals. He will keep the record of various backup media. He will guide the Data Center Supervisors in

day to day work, and in preserving/scratching backup media. He will help the Console Operator in annual Inventory (physical stock checking). He will also arrange for disposal/scrapping of unusable Tapes/Cartridges etc. as and when necessary with the approval of Dy. CM(IT).

- To recoup various stationery and other items and monitor its consumption, suitability and movement. He will submit the weekly recoupmment report to ADCM.
- To monitor the system performance, response to the users and availability of space in various file Systems. In case of problem in performance or response, he will take corrective measures on system files or directories like root, var, spool etc. and delete unwanted files in consultation with system/programming staff.
- To exercise proper control and supervision over the Data Center Officers/Data Center Supervisors. He will frame the duty schedule of the Data Center operating staff, and make necessary arrangement of their relief for their lunch recess in different shifts. He will also guide the Data Center staff in their work to obtain better results.
- To will co-ordinate with Software Section, Terminal Section and Administration Section to facilitate the smooth working of Data Center operation.
- To maintain liason/co-ordination and contacts with System control for power supply problem, with the maintenance agencies and with various sections of the departments for smooth working of the section.
- To do the Data Center operating work in case of emergencies.
- To do such other work that may be assigned to him by his superiors from time to time.

### **3. Duties and Responsibilities of Data Center Officer**

- To start system operations, after checking temperature, frequency etc. as per procedure and monitor the same during the shift.
- To continuously monitor system performance, especially Response on terminals vis-à-vis system load and take corrective action as required;
- To monitor availability of disk space, to delete files after consulting System Officers;
- To load and restore data files;
- To take daily, weekly and monthly back-ups of various file systems of different Computer Systems.
- To bring up and shut down system in an orderly manner and as per procedure.
- To bring down the system after a 'Hang' and take corrective action to bring up the system.
- To control print-out formats;
- To attend to Data Center messages;

- To look after Data Center Supervisor's duties during his recess time or absence
- To call Maintenance Engineers in case of System break down
- To be thoroughly familiar with Application Systems, directory formats, back-up procedures, systems utilities and commands;
- Communication - To look after the proper working of the Network equipments, so as to ensure proper communication among the various computer system.
- To maintain the systems defect register and scheduling and Monitoring preventive and corrective maintenance of the Systems.
- Monitoring, daily scheduled sweeping and cleaning in Data Center Room and Tape Library Room.
- Consumers Information System(CIS) jobs to be executed namely downloading of output files on PC, to execute further CIS jobs on PC take backup on backup device and update the data on PC's at respective sections of user Department; periodically and maintain the statistical report.
- To attend problems of field allowances/ common allowance applications from various departments.
- To recoup the stationery items daily as per requirement.
- Sending and receiving the files through E-mail.
- To assists ADCM in inspection of Hardware/Software procured or to carry out the same in his absence.
- To do such other work that may be assigned to him by his superiors from time to time.

#### **4. Duties and Responsibilities of Data Center Supervisor**

- To familiarize himself with the Application System, Directory formats, system commands, Back-up procedures, etc.
- To handle the System and the Peripherals properly and with due care;
- To execute production jobs through Terminal and monitor progress thereof;
- To operate printers, change continuous stationery forms as required and to watch for printing errors. To change Printer ribbon whenever necessary;
- To sort-out printouts and other jobs and arrange for dispatch;
- To load and unload data from cartridge, Dat Diskettes and whenever required by ADCM/Sr. DCO/DCO or as the job demanded;
- To attend Terminal settings, whenever disturbed and complained by Computer Assistant;
- To load and restore data files as per instructions of ADCM/Sr. DCO/DCO;
- To bring up and shut-down the system in an orderly manner and as per procedure;
- To bring down the system after a 'Hang'.

- To control print-out formats;
- To monitor Master Console, observe System Console message, attend to them and take appropriate action on the same;
- To call Maintenance Engineers in case of System Hardware break downs;
- To carry out regular production jobs as per schedules;
- To keep the various Registers maintained in the Section update and submit the same, so also the production reports, etc. to the DCO/Sr. DCO/ADCM regularly;
- To keep himself up-do-date with working procedures of Console Operation and to study the operators Reference Manuals and various Office Order/Instructions etc., issued in this behalf from time to time;
- Any other allied work or the jobs that may be assigned to him by his Superiors from time to time, in connection with his work.
- To monitor the Temperature, frequency and voltage during the shift;

### **SUPPORT SECTION :**

**Note : Revision of qualification, experience criteria, duties and responsibilities for various posts in Data Center and Support Section is proposed. After receipt of managements approval necessary changes will be made.**

#### **1. Duties and Responsibilities of Senior Support Officer**

- To overall incharge of the Data Entry Section.
- To Supervise and Control the activities in the Data Entry Section through Support Officer.
- To assess the Data Entry Load and decide the job priorities while preparing the job schedule.
- To ensure the proper allocation of man hours to the various jobs so that the job are completed in Scheduled time.
- To ensure the duty schedule is prepared judiciously, so as to make optimum use of the machines available and work flow is also optimized.
- To co-ordinate with the console section and the software section for smooth running of various application system.
- To keep good liaison with various user departments to solve problems and to monitor scheduled in flow of the source documents.
- To be responsible for preparing monthly cycle wise billing schedule, meter reading program, payroll schedule and send them to concerned departments and sections.
- To keep himself well informed of the circulars, office orders and various acts applicable to the department and latest procedures.
- To guide Support Officers and Support Supervisors in case of difficulties.
- To look after monitor the functioning of the Payroll and Input/Output Section.
- Any other work that may be assigned to him by the Superiors from time to time.

- To see E-mailing jobs are done in time.
- To sanction the leave of Support Supervisors and Computer Assistants. To recommend the leave of Support Officer.

## 2. **Duties and Responsibilities of Support Officer**

- To be incharge of and responsible for the working of the Data Entry operations and Input/Output units.
- To exercise supervision and control over the workforce of operators, supervisors and the Clerical/Sorting staff of different units.
- To be responsible for the proper data entry operations and control over I/O jobs.
- To be responsible for the proper allocation of work, distribution of diskettes/tapes and allotment of machines to the operators for smooth working of the unit.
- To be responsible for the proper handling, security, upkeep and maintenance of the Terminals/Machines, etc. and will ensure that the machines are kept in working order. He will keep in contact with the maintenance Agency regularly for the preventive, as well as, the break-down maintenance of the machines;
- To ensure that Punching/Data Entry work including conversion, S.E.D., Processing etc. is done properly and in time;
- To assess the punching work-load in advance and prepare job schedules well in time.
- To plan job priorities and time-allocation for the punching and processing of the various jobs and ensure that the time bound jobs are processed and completed within the specified time frames.
- To prepare duty schedules of the operating staff judiciously, so that the work force and the machines availability is fully utilized.
- To co-ordinate with the staff of the Data Center Unit; Tape Library and other sections of the IT Department, for the smooth running of the System.
- To get in regular touch with the Systems/Programming Staff for processing of the jobs, etc. He will get the specifications like card-format, processing instructions, upto edit-run and creation of input transaction files for different systems from these offices and explain and train the Support Supervisors/Computer Assistants.
- To ensure that the work regarding control sheets and reconciliation and checking etc. of various jobs such as Cash, Payrolls, Billing etc. is done properly and in time by the I/O Staff.
- To ensure that all the dispatch of source documents, I/O papers and print-outs and general dispatch of the Department is sent in the department's Motor Vehicle to Wadala IT Office and other Departments at Colaba and Dadar properly and that the vehicle leaves in time as per time schedules. In case of non-availability of vehicle, he will arrange to contact the Motor Vehicle Department and get the vehicle.

- To prepare billing cycle readings and pay-roll programmes etc. every month in time and send the same to the concerned Departments and Sections.
- To watch the operations by the Computer Assistants for any new direct data entry operation, obtain their views/suggestions, check-up on their feasibility and covey the same to the Systems Officers for necessary changes, etc., if possible.
- To maintain liaison with the User Departments, for the timely receipt of the source documents for the purpose of punching/processing and due completion of various jobs.
- To be responsible for good house-keeping and cleanliness operations in his Terminal Room and the Terminals/Machines therein.
- To maintain proper accountal of the diskettes and other items of the units.
- To keep himself well informed of the circulars, office orders, provisions of various Acts applicable to the Department and the latest procedures about the Data Entry/Processing etc.
- To arrange training causes for Computer Assistants in the unit, whenever required by the department.
- Any other work that may be assigned to him by his superiors from time to time.

### **3. Duties and Responsibilities of Support Co-ordinator**

- To responsible for the proper handling, security, upkeep and maintenance of the system and peripherals and ensure that they are kept in working order.
- In the event of breakdowns/maintenance of the system, UPS and Window AC units etc., to keep contact with maintenance agencies regularly.
- To prepare duty schedule of the operating staff judiciously so that the work force and the terminals availability is fully utilized.
- To co-ordinate with ADCM for the smooth running of the system.
- To regularly get in touch with systems/programming staff for problems in processing of jobs, modification in programs etc.
- To get the specifications like card format, processing, installation edit runs and creation of input transaction files for different systems from these officers and explain and train the Support Supervisor/Computer Assistants.
- To ensure that work regarding reconciliation and checking etc., of various jobs is done properly and in time and also ensure all the dispatch of source documents, input/output papers, printouts and general dispatch of the department is sent to user departments properly.
- To responsible for Good House Keeping and cleanliness operations in the Terminal/Computer Room and System/Terminal therein.
- To maintain proper account of diskettes, printer ribbons, stationery and other items of the unit.

- To requisite required items from IT Department, Backbay Depot from time to time and monitor the usage of these items.
- To arrange training courses for operator/supervisor in the unit whenever required by the department.
- To ensure to take daily backups from system and proper environment of the Computer Room i.e. ensuring working of air conditioners, UPS System, voltage stabilizer.
- To responsible for preventive maintenance of the systems and peripherals installed at Ticket and Cash, Traffic and Transportation Engg. Department in the depot assigned to them, as per schedule.
- Any other allied work assigned from time to time by the superiors.

#### **4. Duties of Support Supervisor**

- To exercise effective control and supervision over the operating and other staff working during his/her shift duty.
- To be responsible for proper handling, upkeep and maintenance of Terminals/Machines etc. and keep in contact with the maintenance agency and have the machines break-downs attended to, urgently;
- To receive source documents from various department, for data punching and number the lots;
- To distribute work amongst the Computer Assistant/Punch Operators and other staff working under him/her during the shift duty;
- To arrange for the checking of Exception Reports, etc.;
- To process various jobs, such as Tkt, DVR, Payroll, etc.;
- To attend to conversion jobs and do S.E.O. on various files for correctness and make files okay and send the jobs for further processing on the system;
- To keep liaison with Programming, Input/output and Console Staff, so also the staff of IT Cells of other Departments posted here. So as to co-ordinate the work for timely execution of different jobs;
- To keep in contact with IT Unit, on 3rd floor and ensure timely punching/processing of various jobs;
- To will check the work of staff;
- To put-up productions reports;
- To prepare and put up Computer Assistants output reports;
- To guide the staff and solve their difficulties, if any;
- To keep himself/herself well-informed of the Circulars, Office Orders, provisions of various Acts applicable to the Department and the latest procedures about the Data Entry Processing, etc.

- To preparing communication cable layout for depot.
- To monitoring communication cable laying work.
- To attending computerization related calls of the depots attached to the zone or otherwise.
- To checking complete inventory of the delivered computerization related items of the depot and report to ADCM.
- To take backup of the data of the depot once in a week.
- To reporting of the matters related to problems with hardware or problems related with software of depot computerization or otherwise to the Sr.PM(IT).
- To load the application software, data files under the guidance of software officers as and when required.
- To backup of the data files required from depot to be sent to IT Department in schedule time.
- To collect User's pending requirements or software bug, if any, in the given format.
- Any other work that may be assigned to him/her by his/her superiors, from time to time.

## **5. Duties of Data Entry Supervisor (P) / Computer Assistant**

- To attending computerization related calls of the depots attached to the zone or otherwise.
- To take backup of the data of the depot once in a week.
- To report of the matters related to problems with hardware or problems related with software of depot computerization or otherwise, to the Sr.PM(IT).
- To load the application software, data files under the guidance of software officers as and when required.
- To backup of the data files required from depot to be sent to IT Department in schedule time.
- To collect User's pending requirements or software bug, if any, in the given format.

## **ADMINISTRATION SECTION**

### **1. Duties and responsibilities of Assistant Administrative Manager**

- To responsible for the day-to-day management and administration of the department.
- To responsible for controlling large complement of personnel working in the Data Entry Section and Establishment Section.
- To responsible for the General Establishment and Staff matters of the department.
- To responsible for ensuring compliance with the provisions of various Acts applicable to the department, viz. B.I.R. Act, Minimum Wages Act, Payment of Wages Act, etc.
- To enforce discipline and take suitable disciplinary action under Standing Orders in case of misconduct committed by Staff/Officers reporting to him.
- To responsible for day-to-day functions, including the data entry work pertaining to various computerized applications. To ensure receiving the required inputs/documents from User departments and dispatching the Computer outputs along with related documents to User departments.
- To responsible for framing the Budget (Revenue and Capital) and Establishment Schedules.
- To submit draft notes to B.E.S.& T. Committee on contracts/matters pertaining to IT department as required under provisions of B.M.C. Act, 1888.
- To responsible for the format designing and timely procurement/ recoupment of the Computer stationery items required for processing and printing of the various jobs, so also the Computer spares, etc.
- To responsible for the proper up-keep, maintenance of machines and systems, good house keeping etc.
- To familiarize himself with the various preventive/protective measures such as fire-fighting etc., systems.
- Any other assignments that may be entrusted to him from time to time by the Supervisors.

### **2. Duties and responsibilities of Senior Administrative Officer**

Under the guidance of AAM supervise and control the establishment matter to be completed in scheduled period, supervise and control the exception/dispatch work of system related documents.

The following are the duties and responsibilities of Sr.A.O.(IT).

- To look after, control and supervise the work of Machine Section i.e. the work of bursting, shuffling, cutting, sorting, etc. of various types of IT printouts, payslips, time card etc. and ensure that the same are timely dispatched to the User departments after carrying out the above mentioned work.
- To supervise and control all actions in respect of procurement of continuous stationery as regards various types of computer stationeries, payslips, pay packets, workout cards, time cards, conductor attendance cards, MR folios, etc. and take timely actions in respect of the same.
- To look after, supervise and control in respect of award of maintenance contracts pertaining to various computer systems, UPS, PCs, printers, cutting machine, bursting machine etc.
- To supervise and control the actions taken in respect of award of maintenance contract of fire fighting, its maintenance etc.
- Recruitment – To manage, supervise, control the necessary actions taken in respect of inviting applications, scrutinization, recruitment etc. for the post of Programmers and PO(IT) which are carried out by Administration section, in consultation with A.A.M.(IT) and Personnel Department.
- Promotion – To manage, control, supervise the necessary actions in respect of promotion of Support Officer, Data Center Officer, Support Co-ordinators, Support Supervisor, Data Center Supervisor, etc. which are handled by the Administrative section in consultation with the Personnel Department.
- To take necessary actions in respect of daily/weekly scrapping of waste papers, carbons, ribbons etc. and to send it to Oshiwara scrapyard.
- To supervise and control the actions in respect of maintaining daily despatch schedule of all the printouts etc. through department's vehicle. To make necessary arrangement of driver, van etc. as per the exigency.
- To supervise, control and manage the handling of Imprest Cash for daily expenditure on xerox, tea/coffee, urgent computer spare parts, casual labourer's engagement etc. and related works of recoupment of amount spent.
- To supervise and look after the work in respect of Leave Records, Acting/ Combination of Appointment etc. of more than 60 A and B Grade Officers.
- To supervise, manage and control the work in respect of overtime proposals of all the sections and zonal computer centres are carried out every month.
- Zonal Computer Centres requirements pertaining to space, furniture, telephone etc.
- To supervise the works pertaining to telephone requirements, recoupment of telephone bills etc. pertaining to all IT Centres, Head Office and officers provided with telephone facility.
- To prepare with the help of other subordinate officers and the superiors the annual budget.
- To look after and manage the Budgetary provisions pertaining to Furniture, Fire Alarm System, UPS Systems, In House Computer Systems, etc.

- To keep constant touch with the supplier of Computer Stationery, Computer spare parts, etc. for urgent solution of problems in connection with the materials availability, replacement, etc.
- To ensure smooth functioning of Zonal Despatch System through material van of Transportation Engineering Department.
- To monitor the duties of Sorters, Nawghanies, Muccadam, Scavengers of Machine Section which are mostly related with the removal of carbons, cutting, bursting, shuffling, sorting, etc. of various important printouts, time cards, payslips, workout cards, computer statements, etc.
- To follow up various proposals and establishment matters.
- To supervise, manage and control the maintenance of House Keeping with the help of his subordinates.
- Any other work that may be assigned by his superiors from time to time.

### **3. Duties and responsibilities of Supervisor**

- Imprest Cash- Maintaining Register and Accounts of Imprest Cash of Rs.30,000/-
- Casual Labourers payment.
- Deputation report.
- Officers Motor Cars report.
- Maintaining deputation register updated.
- Maintaining cash remittance register.
- Maintaining O.B. Memo register.
- Preparing J.E. bill for liquidating of advances
- Follow up various proposals and Establishment matters.
- To maintain the House Keeping with the help of Scavengers/Nawghanies/Casual Labourers.
- To assist Sr.A.O. as and when required.
- To manage the duties of Nawghanies / Scavengers/ Casual Labourers.
- Any other work that may be assigned to him by his superiors from time to time.

### **4. Duties and responsibilities of Imprest Clerk**

- Payment to Contractors bills.
- Monthly 'B' Grade officers absentee memo report.
- Preparing imprest cash bills, medical reimbursement, advance bill, C.L. payment bills, T.A., D.A. bills etc.
- Preparing requisitions for office stationery.

- Maintaining attendance register for staff and C.L.
- Maintaining casual labour register.
- Filling the sanction papers in subjectwise file.
- Follow-up various proposal regarding administration work, deputation, cheques, imprest bill, advance bill, T.A., D.A. etc., recoupment of bills.
- Absentee marking in officers attendance file at 9.05 a.m.
- Maintaining 'A' and 'B' Grade officers leave record register.
- Late Attendance Report for 'A' and 'B' Grade officers.
- Any other work that may be assigned to him by his superiors from time to time.

## **5. Duties and responsibilities of Stationery Clerk**

- Maintaining Purchase Register.
- Preparation of Stationery Indent.
- Preparation of Purchase forms.
- Checking of Art works with help of officer.
- Maintaining imprest cash purchase form register.
- Preparation of monthly continuous stationery stock statement.
- Preparation of monthly pending case statement.
- Auditing purchase forms from Audit Department (Colaba).
- Follow ups at Head Office Colaba and DMM(G), Dadar for concerned cases i.e. tender file and proposals.
- Keeping records of woolen sweaters, socks and slippers, maintaining register and issue cards and auditing same from Audit Department.
- Issuing uniforms, umbrella and jersey to the staff and maintaining concerned register.
- Issue stationery to the Zonal Computer Centres.
- Cash purchase of stationery and other items.
- Maintaining of annual stationery inventory from all departments.
- Filling of subject file papers and original sanction papers in concerned file.
- Preparation of annual budget with the help of officers.
- Preparation of confirmatory of stationery and other items.
- Preparation note of servicing, maintenance of fire fighting alarm system (monthly).
- Preparation of duty list of casual labour, sweeper and nawghany in the absence of concerned officer with the help of Sr.A.O.(IT).
- Issue of stationery to console and other staff.

- Maintaining Capital and Revenue Budget sanction register.
- Receive stationery and other items.
- Any other work that may be assigned to him by his superiors from time to time.

## **6. Duties and responsibilities of Establishment Clerk-1**

- Promotions/ transfers/ taking over IDs.
- Filling in vacancies in all categories.
- Superannuation.
- Roster – SC, ST, DT-NT, monthly report.
- Scholarship matters.
- V.I.P. Cases.
- Quarterly statement.
  - Expenditure incurred on SC, ST
  - On-roll
- Monthly statement – On-roll.
- Zonal Centre work.
- Filling – S.R. papers and Entry, Administrative Order, important circulars etc.
- Updating entries in registers maintained by Sr.A.O.
- To assist Sr.A.O. in establishment matters.
- Staff On-roll – B.C. – Quarterly.
- Salary Certificate.
- Any other work that may be assigned to him/her by superiors from time to time.

## **7. Duties and responsibilities of Establishment Clerk-2**

- Overtime statement.
- Monthly statement of Pending cases.
- Financial Assistance Rs.5000/-
- Final Dues monthly statement.
- Acting arrangements / Combinations (timely drafts).
- Festival advance.
- Meal allowance.
- Casual Labourer Bus Pass Register.
- Maintaining record of staff lockers.

- Verification of Interest Subsidy application form and Medical Reimbursement form
- Change in address.
- Preparation of various bills.
- Leave without pay.
- Quarterly Employment Exchange Statement
- Filling papers (General & S.R.)
- Staff Quarters (Reserved quota of EDP Department)
- RTI Work
- Any other work that may be assigned by superiors from time to time.

## **8. Duties and responsibilities of Muccadam**

- To keep proper attention on incoming cyclewise bills and bring to the notice of A.A.M.(IT) / Sr.A.O.(IT) for any delay in receipt of the same from relevant sections.
- To be responsible for timely despatch of Pay slips etc. to concerned depots / departments.
- To have command to control Nawghanies given under his control in respect of job allocated to them in the exigencies of the work accordingly.
- To exercise a thorough monitoring / supervision over the works / jobs allocated to the Nawghanies under him.
- In the absence of Nawghanies, carry on the work of Nawghanies in addition to his own.
- Any other work assigned to him by his superiors in exigency.
- Supervision over the duties / job allocated to the Scavengers.

## **9. Duties and responsibilities of Nawghany**

- Collection of printed material from Computer / Terminal room, binding, loading the Van. Taking the despatch alongwith the Van to Colaba / Dadar and bringing despatch of Meter Reading files from Dadar.
- Taking despatch to Colaba after unloading the Van, return at 2.30 am by taking despatch from Colaba unloading the Van.
- Helping the Nawghany at 7.00 am to collect printout, loading / unloading Van. Collecting Meter Reading files, putting them into bags and taking them to the Van for loading.
- DVR / IT Cell for despatch taking the despatch to the Van of Traffic Department

- Console Room – Bringing continuous stationery, putting it into printer for printing. Watch the performance, bringing tapes for Tape Library / Conference Hall.
- Loading / unloading of Van, attending Terminal Room – Bringing Meter Reading files for punching, taking them to the Conference hall for Exception Reports. To collect the files after the Exception is over. Keep them in the bags provided for forwarding them to Consumers Department.
- Attending Console Room – bringing stationery, putting it to printer for printing.
- Attending Console Room – bringing stationery, putting it to printer for printing.

## **PAYROLL SECTION**

### **1. Duties and responsibilities of Supervisor**

- Sorting of advices – Adjustment / Amendments, Payment / Recoveries.
- Marking on advices as Payment / Recovery and Payroll Code (Ch. No., P.S. No., Code No., Amt.)
- Preparing lots code wise to be sent for punching (Earning / Deduction).
- Attending Exception Reports of all cycles (Code wise).
- Distribute exception for checking with master files on PC.
- Highlighting payments / recoveries in Exception Report.
- Preparing advices of GM and AGM(A)'s payments and recoveries.
- Attending discrepancies received from other departments on phone.
- Filing papers received from PM(IT) / APM(IT)
- Any other work related with Payroll section.

### **2. Duties and responsibilities of Clerk (Adjustment)**

- Receiving despatch.
- Checking of punched lots / listing with lots.
- Correction if any be sent for Screen Editing Done and check listing after SED is done.
- Attending exception reports of all cycles marking correct P.S. No., Check no. etc.
- Checking names, Ch.No. on PC with lots are correct or not.
- To send Not in Paysheet to concerned departments.
- To send codewise exception report to concerned departments.
- Filing of payroll advices documents, printouts.
- Attending invalid listing.
- Any other work related with Payroll section.
- Attending discrepancies received on phone from various depots (Tr. Dept./T.K.).

### **3. Duties and responsibilities of Clerk (Amendment)**

- To receive payroll amendment advices received and to take action.
- Advices received from Tr. Department be compared with last months payslips on PC.
- Arrange amendment advices depotwise and prepare lots for punching.
- Marking payroll advices (Ch. No., P.S.).
- Checking punched lots of amendments after punching and send Screen Editing Done for punching.
- Any discrepancy found may be informed to concerned T.K. or Tr. Department.
- Check payment of annual increment with payslips.
- To send various codes for punching i.e. Sports Club membership and check all Ch.No. and P.S.
- Checking SED done.
- To attend exception report (amendment) / P-09 invalid transaction and correct them.
- Checking payslips after closing of cycles of 'A' Grade officers, GM and AGM(A) carefully.
- To attend various queries received (telephonic or personally) related to payments/recoveries.
- File printouts, Amendment papers and lots, exception reports monthwise.

#### **4. Duties and responsibilities of Clerk**

- Receiving control sheet despatch from Time Keeping.
- Sorting of control sheets depotwise / paysheet wise.
- Attending inter cycle transfers given in control sheet.
- Checking printouts of control sheets.
- Filing of control sheets / printouts.
- Receiving payroll despatch of all cycles (printouts) codewise and send to concerned departments.
- To inform amount of inspection charges of all cycles to OSPF through DL.
- To inform PF members in the month by taking figures.
- To inform amount of code 100 and 107 to Supdt. Cash through DL.
- To inform Income-Tax Statement (code 103 and 108) to STK through DL.

#### **4 (b)(iii) : The procedure followed in the decision making process, including channels of supervision and accountability.**

Procedure followed in decision making process.

The chapter is intended to give a general idea of the overall working of IT department. It shall serve as guidelines and may not be deemed to be complete in all respect.

## **System Design, Implementation and Maintenance.**

User department propose computerization of activities of respective department. Requirement of application software is studied taking into account the features of activities, availability of resources, techno economic feasibility, increase in efficiency and reduction in man-hours, availability of quick MIS for decision making etc.

The system is designed on the following parameters-

1. Hardware
2. System software
3. Network design
4. Manpower
5. Capital outlay

- Hardware - is accessed on the basis of requirements to be fulfilled. The decision of hardware specification preparation depends on changes in technology and techniques, availability of the equipment and suitability for the project. Before deciding the equipment, necessary information of the existing location and resources is collected for deciding the techno commercial suitability.
- System software – Operating systems, Antivirus software, Software for document generation and E-mail and Software development tool etc. are decided on the basis of availability and suitability of the same.
- Network design - Network is decided taking into consideration the geographical location of user department(s) at various offices of Undertaking. It also depends on the expected and implemented security features and integrations with application systems of other departments.
- The economy and disaster management is also worked out for the application systems.
- Manpower – On the basis of functions or activities manpower for operating various modules is decided.
- Capital Outlay – Item wise procurement cost and maintenance cost for 6 years is prepared for hardware, system software, networking etc. The requirement of project's capital for Hardware, Software and Networking is estimated at the prevailing rates allowing for variation in rates. Its specification and quantity is finalized after joint concurrence by User Department, Material Management Department, Audit department and IT department.

Procurement of IT equipment - IT expenditure proposed in the budget of every financial year is collected from various departments. It is then consolidated to forecast itemwise IT equipment quantity for procurement during the year. Specification of each item is then finalized to maintain uniformity in the IT equipment during the year.

Inspection of IT equipment - Delivery of the hardware is inspected by audit software and confirmed for suitability as per placed purchase order.

- After installation of system software, it is tested for suitability of required all the features.

Data Entry Work - is done as per the fixed formats. Quota is decided for each job to complete the work in schedule period on the basis of Quality of document, Design of document, size of font on the document, permitted key depression per hour per person, Availability of document etc.

Processing of various systems - is done on the basis of

1. Processing steps such as collection of data from various resources, compiling data initial run, editing the data, final processing etc. of each system are as per pre-decided schedule.
2. Each step's completion is confirmed either by inbuilt automatic checks or manual checks by pre-decided authority.
3. After final processing decided files data is backed up for disaster management or any other need.
4. The report generated through the centralized processing is printed, sorted and dispatched as per the pre-decided schedule to the concerned, to point out anomaly in processing.

#### **4 (b)(iv) : The norms set by it for the discharge of its functions**

N.A.

#### **4 (b)(v) : The rules, regulations, manual and records held by it or under its control or used by its employees for discharging functions:**

1. Service Regulation (S.R.)
2. Standing Orders (S.O.)

#### **4 (b)(vi) : The statement of the categories of documents that are held by it or under its control:**

- (A) Registers maintained in IT Department
  - 1. Inward Register
  - 2. Outward Register
  - 3. Leave Register
  - 4. Imprest Register
  - 5. Officer and Staff Attendance Register
  - 6. Officer and Staff Index
- (B) Files maintain in IT Department
  - 1. Election Training File
  - 2. Co-ordinator file (Proposal & OC file)
  - 3. Surprise visit by Panel of Officers

4. Important Papers File
5. VRS Scheme file
6. Minutes of the Meeting file
7. Occupational-cum-Educational profile of Employees
8. Instruction file
9. Introduction of Additional Shift
10. Confidential file
11. Staff Quarters reserved for IT quota file
12. Entire promotional policy
13. Special Extra Ordinary Leave Scheme
14. Confirmation file
15. Variation of other departments

**4 (b)(vii) : The particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy or implementation thereof.**

N.A.

**4 (b)(viii) : A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as sits part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public or the minutes of such meetings are accessible for public:**

N.A.

**4 (b)(ix) : A directory of its officers and employees:**

N.A.

**4 (b)(x) : The monthly remuneration received by each of its officers and employees including the system of compensation as provided in its regulations:**

N.A.

**4 (b)(xi) : The budget allocated to each of its agency, indication the particulars of all plans, proposed expenditures and reports on disbursements made:**

The budget allocation:

All information in respect to the budget allocation to the department is given in the budget estimate of the Undertaking.

The plan proposed:

The information in respect of plan proposed is available in the budget estimate of the Undertaking.

**4 (b)(xii) : The manner of execution of subsidy programmes including the amounts allocated and the details of beneficiaries of such programmes.**

N.A.

**4 (b)(xiii) : Particulars of recipients of concessions, permits or authorizations granted by it.**

N.A.

**4 (b)(xiv) : Details in respect of the information available to or held by it, reduced in an electronic form:**

Prepare Payroll up to date and Electricity supply billing data up to December, 2010

**4 (b)(xv) : The particulars of facilities available to citizens for obtaining information including the working hours or a library or reading room, it maintained for public use.**

The working hours on a weekdays from Monday to Friday excluding Bank Holidays of the department are from 09.00 a.m. to 5.00 p.m. (with 45 minutes lunch recess from 12.30 p.m. to 2.30 p.m.)

**4 (b)(xvi) : The names, designations and other particulars of the public information as may be prescribed; and thereafter updates these publication every year:**

1. Shri A.D. Kantharia, Assistant Administrative Manager  
(State Public Information Officer)  
IT Department, Backbay Depot,  
Backbay Reclamation, Cuffe Parade, Mumbai 400005  
Contact No. 7208972443
2. Smt. C.R. Jagdale, Deputy Chief Manager (Information Technology)  
(Appellate Authority)  
IT Department, Backbay Depot,  
Backbay Reclamation, Cuffe Parade, Mumbai 400005  
Contact No. 7208992945

**4 (b)(xvii) : Such other information as may be prescribed:**

The information pertaining to the department can be available with the officers and or the staff of the department.

