

रेल मंत्रालय Ministry of Railways
(रेलवे बोर्ड) (Railway Board)

Handwritten signature
New Delhi, Dt. 14.09.2017

No. 2017/E(Rep.)III/Camps/1

New Delhi, Dt. 14.09.2017

Rly
The General Managers,
All Zonal Railways, PUs,
Metro & DG/RDSO

Sub: Holding of Employees' Grievance Redressal Camps for disposal of their representations.

Railway administrations hold Grievance-Redressal Camps at different levels where the employees are contacted directly in order to know and mitigate their grievances. Moreover, staff can meet officers during inspections and also by way of staff interviews. However, these employee-centric initiatives are not uniform across different Railways.

2. It has, therefore, been decided that beginning 2nd October, 2017, a special drive shall be launched and Employees' Camps held at those work spots where there is large concentration of work force. These camps should be attended by Sr. DPOs and Sr. DFMs besides Medical Officers. The objective of such camps is not only to have direct staff contact but also to show employees their Service Books. It would be aimed at obtaining their grievances and redress them in a time-bound manner. The medical authorities should also hold simultaneous Health Check-up Camps.

3. In this regard, attention is drawn to Para No. 1234 and 1235 of Indian Railway Administration and Finance Code(Revised, 1991) regarding showing of Service Book to the employees. Scrutiny and verification of Service Records during these camps will help check avoidable discrepancies like non-regularization of absence, wrong fixation of pay, etc., being noticed at the time of superannuation of the employees which often result in delay in payment of their retirement benefits.

4. Board(CRB) has directed that such camps should be held within the month of October, 2017 and a report submitted in the first week of November, 2017.

Handwritten notes:
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CPI to Enma ①
GTM
CPO
PFA
CMIA ✓
AER SR MK

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(Alok Kumar) 14/9/17
Executive Director Estt. (IR)
Railway Board