



MINISTRY OF RAILWAYS

EMPLOYEES' CHARTER



S/N	ITEM	TIME LINE	
1	Redressal/Disposal of staff grievances/ representations received in different portals like Single Window Cell, CP-GRAM, Nivaran (including cases of Re-Fixation, Seniority, MACP, Arrears, Promotion, etc)	30 Working Days from receipt of Application	
2	Personal interview with DRM	Same Day (If DRM is not available, then interview will be with ADRM concerned.)	
3	Compassionate Appointment.	Cases Approved at Divisional Level 90 Days	
		Cases Requiring Approval from HQ. 60 Days in Division + 30 Days in HQ.	
4	Payment of Settlement Dues	Superannuation: On date of retirement	
		VRS/Death/Resignation : 60 Days (for non-disputed cases only)	
5	Promotion through Selections and Suitability	Within one year of issue of previous panel	
6	NOC for own request transfer including mutual transfer	Disposal of Application within 15 Working Days of receipt (Either forwarding of application or rejection of case)	
7	Sending call letters to candidates selected through RRB and RRC Including verification of panel from RRB/RRC	Within 30 Working Days of operation of panel.	
8	a) Approval of various types of Advances /Loans b) Disbursal of Advances/Loans & Arrears after approval	Administrative Sanction within 7 Working Days.	
		With salary in the next billing cycle (as applicable).	
9	P.F. Withdrawal	Administrative approval of competent authority within 7 working days of receipt of application. Disbursal to be done within 7 days from the date of approval.	
10	Issue of P.F. Statement	Same Day	
11	Viewing of Service Record.	Once a year	
12	N.O.C. for Higher Education, Property Transaction, Passport, Deputation.	14 Working Days from receipt of Application where vigilance clearance is not required & 30 Days in other cases	
13	Disposal of D&AR Cases	Major – 150 Days Minor - 31 Days	
14	Issue of Pass/PTO	1 Working Day	
15	Sanction & Payment of CTG/OT/TA	Sanction within 45 Working Days from date of receipt of claim from employee Disbursal to be done with salary in the next billing cycle (as applicable).	
16	Provision of Essential Amenities for staff	Provision of Ladies Toilet and Changing Room in offices where there are more than 5 female employees working	By March 2018
		Whitewashing of office buildings (including Station)	Every year
		Filtered Water for identified /nominated offices.	Within 60 days of issue of charter
		Fans and Desert coolers in identified /nominated offices.	Within 60 days of issue of charter
		Provision of PC & internet connectivity as per stipulated norms.	Within 6 months of issue of charter
17	Disposal of Leave applications	a) Casual Leave: 1 Working Day b) LAP/Maternity Leave/Paternity Leave: 7 Working Days c) Ex -India:30 Working Days	
18	Issue of Seniority List	Once Every Year	

Dear Colleagues,

We, the Indian Railways are a 13 lakh strong family. To address the concerns of this family, we have notified a first of its kind 'Employees' Charter' for ensuring time bound redressal of grievances.

This Charter will enable time bound redressal of your grievances regarding dues, entitlements, leave etc. Please see details on :

http://www.indianrailways.gov.in/railwayboard/uploads/directorate/establishment/eg/2017/Employee_Charter_25102017.pdf

Some key features of this Charter include:

- Redressal of grievances within 30 working days of the receipt of application
- Disposal of application for casual leave within one working day and for all other leave within seven days
- Issue of Seniority List and viewing of Service Record by the employee once a year
- Approval of various types of advances or loans will receive administrative sanction within seven working days and their disbursement with salary in the next billing cycle

These measures are aimed at ensuring greater transparency and accountability in resolving employee grievances, and will help boost the morale of our employees.

We have also planned a charter of Rail users in phase 2, which will be finalized and notified in the next one month.

We appreciate your hard work and are always with you.

Piyush Goyal
Minister for Railways and Coal

