

SOUTH EASTERN RAILWAY

CPO'S OFFICE/GRC

Estt. Srl.No. 087 /2016

RBE No. Nil

NO: SER/P-HQ/Samadhan/661/Nivaran

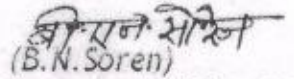
Dated : 13 -07-2016

To
All Concerned

Sub : Instructions for operationalising Nivaran Portal.

Railway Board's letter No. 2016/ED/ERP/NIVARAN II dt.30.06.2016 is forwarded for information, guidance and necessary action.

Encl : As above


(B.N. Soren)

Dy. Chief Personnel Officer (IR)
For Chief Personnel Officer

Government of India
Ministry of Railways
(Railway Board)

No. 2016/ED/ERP/NIVARAN II

Dated: 30.6.2015

All Chief Personnel Officers
Zonal Railways, Production units, Metro/Kolkata,
RDSO & CORE/ALD

Subject: Instructions for operationalising Nivaran Portal

Nivaran portal for redressal of grievances of serving and retired employees was formally launched today afternoon i.e. 30.6.2016 by Hon'ble MR in the august presence of Hon'ble MoS(R). Hon'ble MR and Hon'ble MoS(R) appreciated the initiative and desired that all efforts should be made to make full use of it. Hon'ble MR directed that MIS reports generated from the system should be monitored by higher authorities on regular basis and efforts should be made to address the systemic failures giving rise to such grievances.

A. Creation of Internal Users:

While some Railways/PUs have done substantial work in creating Internal Users and configuring their Extra Divisional Offices in the system, others have yet to make desired efforts in this regard. This preparatory work should be got completed immediately as the portal comes into operation with immediate effect.

B. Notification of the facility amongst railway employees:

In order to put the system in operation, every Railway/PU etc. should issue notices over their jurisdiction, regarding launch of the portal for information of Railway employees. Its link should be provided on all official websites and staff should be encouraged to make use of this facility instead of resorting to hand written/printed grievances. Railways should advertise by way of pamphlets, notices etc, the website's address and list out the basic steps like Registration for obtaining Users ID and Password; registering of grievance including uploading of document, if any; and tracking the grievance with the help of user ID and password. Similarly instructions should be issued to the Internal Users created over the Railway/PU etc Railway for accessing and processing the grievances.

Use of local language may be made for the benefit of common employees.

C. Assignment of Grievance:

The system is designed in a manner that the grievance would be assigned to the Administrator (Admin) of a Zonal Railway/PU or Division/Extra Divisional unit as the case may be, on the basis of office selected by the grievant. The Admin should assess the grievance and forward it to the concerned grievance redressal officer with remarks in the box provided under 'Take Action' panel.

The following principles will determine the assigning of grievance amongst various authorities/officers:—

1. An Internal user of an office can transfer a grievance to another internal user of same office.

(Admin is the person so appointed by a higher office and is authorised to add/delete/modify list of internal users. Internal users are authorities who are so

PR
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To be Serialised
Dhp
4/3

APO (RP) (Ruling)
For circulation
as Encl. 511.

APo (LRD)
04/7/16

E.S.P.B.
Dhp
01.07.16

created for processing the grievances and are provided UserID and Password the Admin. Admin shall be authorised to reset the password if requested).

2. Forwarding of a grievance to another office can only be between to Admins of offices of same level; say between Divisions or between Zones.
3. Admin of a division cannot forward the case to Admin of another Zone.
4. Whenever the grievance is being transferred or forwarded to the other authority or Admin, her/his observations/remarks should be recorded and necessary documents uploaded, if required.
5. In case of dispute between two Users of an office, the Admin may take final decision.

Based on this fundamental principle Zonal Railway/Division may frame their own processes and circulate for compliance.

D. Closure of a Grievance:

Once a final decision has been taken by the competent authority redressal of the grievance either on the basis of acceptance, rejection or partial acceptance, the same authority should forward the grievance to the Admin who shall assess the quality of disposal and take final decision to close the grievance. If the Admin is not satisfied with the quality of disposal, she/he may return it to the forwarding authority with proper guidance.

Whenever the Admin closes the case, the following remarks must be made—

- i) Name of the authority with whose approval the final decision was taken.
- ii) Name of the authority to whom appeal lies for which the grievant may lodge appeal. For example, if a decision is taken on a case by say the Sr. DEN in a division then the remarks should say so and for Appeal the next higher authority i.e. ADRM/DRM, may be cited. However, if the decision is taken by DRM/ADRM, then the appeal would lie at HQ office, for which the appropriate authority in HQ office should be mentioned.

In order to maximise employee satisfaction, reasoned speaking order with due application of mind should be recorded as final order, so that Appeal cases are kept to the minimum.

Suggestions for improvements as experienced may be conveyed to nivaran@rb.railnet.gov.in.

Rajiv Kishore
20.6.11
(RAJIV KISHORE)
EI

Copy to : EDPG/MR for information pl.

SE R/P - 40 / Saini / 10/11/11