R.B. E. No. 167/98

GOVERNMENT OF INDIA

MINISTRY OF RAILWAYS

(RAILWAY BOARD)

No.95-E(SCT)-I/80/1 pt. XIV New Delhi, dated 22 .7.1998

The General Manager,
South-eastern Railway,
Calcutta.

Sub: Acceptance of recommendation/observation contained in the 1st report(11th Lok Sabha) of the Parliamentary Committee on the Welfare of SC/ST- Maintenance of separate Complaints Register for disposal of the complaints from SC/STs within three months.

Ref: Board's letter (1)No. E(SCT)70 CM 15/12 dt. 15.9.70 & 25.1.72,
(2)No. 86-E(SCT)15/58 pt. E dt. 28. 9.81
(3) No. 93-E(SCT)I/80/3 pt. IV dt. 30.5.95

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The Parliamentary Committee on the Welfare of SC/ST-reservation for and employment of SC/STs in South Eastern Railway in their 1st report(11th Lok Sabha) vide para No. 4.15 has observed and recommended as under:

" The Committee note that the complaints of SC/STs are disposed of within a period of 1-6 months. The Committee also note that requests for appointment on compassionate ground by people other than the employees of South Eastern Railway are also included in the complaint register. The Committee desire that the complaints/grievances received from SC/ST employees should be registered seperately. The Committee, also recommend that, in future, all the complaints/grievances of SC/ST employees, irrespective of their nature, should be disposed of within a period of three months"(para 4.15)

2. The above recommendation has been examined by the Board/the same has been accepted. The recommendation may be brought to the notice of all the concerned. Earlier also the said Committee had recommended on the issue of maintenance of separate complaint/grievances register for SC/STs and speedy disposal of them. In this connection, the instruction issued vide Board letter No. E(SCT)70 CM 15/12 dt. 15.9.70, dt. 25.1.72 and 86-E(SCT)15/58/pt. E dt. 28.9.81 may please be refered to wherin provision have been made for keeping separate complaint/grievances register in respect of SC/STs for speedy disposal of the complaint/grievances from SC/STs by periodical inspection. Further, instruction has been issued vide Board's letter No. 93-E(SCT)I/80/3/pt.IV dt. 30.5.95 that such grievances received from SC/ST should be disposed of within a period of three months. The above instructions are reiterated and Board desire that the compliance of the above instructions may please be confirmed in the light of the acceptance of the above recommendation.

Land.

Kindly acknowledge the receipt.

(Ram Prakash)
Exe. Director Estt.(Res.)

Copy to the following for information and necessary action:

The General Manager,
All Indian Railways(including Metro Railway/Calcutta & N.F.(C) Railway/Maligaon
Production Units (CLW, DLW, ICF, RCF, W&AP)
Railway Electrification/Allahabad
The Director General, RDSO, Lucknow
The Chief Administrative Officer, DCW, Nabha, Patiala
The Officers on Special Duty : East Coast Rly/Bhubaneswar, North Central Rly/ Allahabad, East Central Railway/Hajipur, North Western Rly/Jaipur, South Western Rly/Bangalore, West Central Rly/Jabalpur
The Chairman, Railway Recruitment Board : Allahabad/ Mumbai/Calcutta/Chennai/ Muzaffarpur/ Guwahati/ Secunderabad/ Bangalore/ Bhubaneswar/ Patna/ Gorakhpur/ Jammu & Srinagar/ Ranchi/ Malda/ Trivandrum/ Bhopal/ Chandigarh/ Ajmer/ Ahmadabad.
The Principal, Railway Staff College, Vadodara.
The Director, Indian Railway Institute of Signal Engg and Telecom, Secunderabad
The Director, Indian Railway Institute of Mechanical & Electrical Engg.,Jamalpur
The Director, Indian Railway Institute of Electrical Engg., Nasik
The Director, Indian Railway Institute of Civil Engg., Pune
The Director,Indian Rlys. Centre for Advanced Maintenance Technology, Gwalior
The Chief Administrative Officer, MTP(Rlys.), Chennai & Mumbai
The Secretary, Railway Rates Tribunal, MTP(Rlys) ,Building, Chennai
The General Secretary, Indian Railways Conference Association(IRCA), New Delhi
The Managing Director, IRCON, Palika Bhawan, Sector XIII, R.K. Puram, New Delhi-22

The Managing Director, IRFC Ltd., Ansal Chambers-I, Block A, 4th Floor, Bhikaji Cama Place, New Delhi-110066
The Managing Director, RITES, 1st Floor, New Delhi House, 27 Barakhamba Road, New Delhi
The Managing Director, Container Corporation Of India Ltd. 4th Floor, Kanishka Office Plaza, 19 Ashok Road, New Delhi
The Managing Director, Konkan Railway Corporation Ltd. Regd. Office, Room No. 101 , Rail Bhawan, New Delhi
The Chief Administrative Officer, Central Organisation for Modernisation of Workshops(COFMOW), Railway Offices Complex, Tilak Bridge, New Delhi

The Executive Director, Central Railway Information Systems(CRIS), Delhi Safdarjung Railway Station, Chanakyapuri, New Delhi-110021

The Inspector General, Railway Protection Special Force, Room No. 436, Rail Bhawan , New Delhi
The Commanding Officer,
No. 1 Battalion, RPSF, Lumding, Assam
No.2 Battalion, RPSF, Rajahi Camp, Gorakhpur
No.3 Battalion, RPSF, Talkatora Road, Alambagh, Lucknow.
No.4 Battalion, RPSF, Bhaktinagar, New Jalpaiguri, (West Bengal)
No.5 Battalion, RPSF, Tiruchirapalli-23 (Tamil Nadu)
No.6 Battalion, RPSF, Dayabasti, Delhi-35
No.7 Battalion, RPSF, Moula Ali, Hyderabad-40
No 8 Battalion, RPSF,Technical Training Institute,Chittaranjan(West Bengal)

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