



NORTH CENTRAL RAILWAY PRYAGRAJ DIVISION

CHARTER OF COMMITMENTS OF VARIOUS ACTIVITIES ON ESTABLISHMENT MATTERS.

S.No.	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 approval at Division 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 07 working days. With salary in the next billing cycle (as applicable)	
9	P. F. withdrawal	Administrative approval of competent authority within 07 working days of receipt of application.	
10	Issue of P. F. statement.	Same day	
11	Viewing of Service record.	Once a year.	
12	NOC for Higher education, Property transaction, Passport, Deputation.	14 working days from receipt of application where vigilance clearances 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	01 working days.	
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	Disposal of Leave applications.	A) Casual leave : 01 working day. B) LAP / Maternity leave / Paternity leave : 07 working days. C) Ex-India : 30 working days.	
17	Issue of Seniority list	Once every year.	
18	Provision of Essential amenities for staff	Provision of Ladies Toilet and changing room in offices where there are more than 05 female employees working.	By March - 2018
		Whitewashing of office building (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 06 months of issue of charter.