



North Central Railway

Headquarts' Office
Personnel
Department
Prayagraj-211015
Date: 11.04.2022

No.797-E/NCR/HRMS/2022

ALL PHOD/CHOD's	Dy.CE/Const./JHS
NCR/HQ/PRYJ	Dy.CE/Const./AGC
DRM/ PRYJ, JHS, AGC	Dy. CE/TMC/L/JHS
CWM/WS/ JHS, STLI	Dy.CE/CSP/PRYJ
CWM/CPOH/PRYJ	Principal/CETA/CNB
CSTE/Proj/Co/NCRPU	APO/CMLR/WS/ JHS
Dy.CPO/C/PRYJ	Dy.CPO/HQ/NCR

Sub: Implementation of 'Grievance Module' of HRMS over NCR.

Ref: 1. Railway Board's letter No. PC-VII/2020/HRMS/23 dated 17.03.2022

2. This office letter of even Number dated 22.03.2022

Railway Board have rolled out the 'Grievance Module' of HRMS over all field units w.e.f. 01.04.2022, vide letter under reference,1,


In this regard, a letter of even number dated 22.03.2022 was sent to all concerned to complete the modalities regarding assigning different roles as required under the specification of Grievance Module and mapping of Welfare Inspectors, etc. for effective use of the Grievance Module by all users.

You are, therefore, requested to complete the mapping process of Employees & Welfare Inspectors, short out the employees' grievances within the stipulated time, proper monitoring of the Grievances of Employees, and ensure publicity of this module among the employees of your Division/Unit.

In this regard, a one-page step-by-step instructions for using the Grievance Module, as provided by CRIS, is enclosed as Annexure-A.

This may please be treats as urgent.

DA/As above.


11.04.22
(Awadhesh Kumar)
Chief Personnel Officer/IR

Process Flow for Grievance Module

- 1) Unit Admin will create Grievance In-charge Officer (GIO) who will be a Personnel Branch Officer.
- 2) GIO will create Welfare Cell Members (GWM) who will be staff of Personnel Branch Dept. , will be responsible in handling the Grievance Cell of their Unit.
- 3) GWM will create
 - a) Will create Dept. Dealing Clerks (DDC) for handling of the Grievances belonging to various departments.
 - b) Will assign the stations/offices/bill-units ('beat combination') within the unit to each Welfare Inspector of the unit.
- 4) Employee will login and register his grievance with the Register Grievance menu. Also he can see the history of all the grievances submitted by him. He can also withdraw the grievance using this menu
- 5) After employee submits his grievance, based on 'beat combination' , it will reach the concerned Welfare Inspector for processing.
- 6) Welfare Inspector will examine the grievance and will forward it to the concerned Grievance dealing clerk (GDC) for resolution. There is a provision to return the grievance at this level to the employee , also grievance can be returned to the employees by the GDCs
- 7) Grievance Dealing Clerk (GDC) will process the grievance and record the details of closure , also can upload requisite closure document and close the grievance or can forward it to next level for further processing.
- 8) Upto 3 levels of forwards are allowed.
- 9) If the grievance pertains to other department, GWI – Welfare Inspector will select the concerned department and forward it to that department.
- 10) This grievance will land in the Department dealing clerk already created by the Grievance Welfare Member of that unit.
- 11) Department Dealing Clerk can process the case as usual by forwarding it to next level of dealing clerks.
- 12) If the grievance pertains to other Unit , (GWI) – Grievance Welfare Inspector will select the concerned unit and forward it to that unit.
- 13) This grievance will land in the Welfare Cell login of that specific unit, where any Welfare Cell Member can further process it for examination and resolution.
- 14) Those grievances which are submitted by the employees whose beat combination has not been assigned to any Welfare Inspector , will be available in Welfare Cell . In-charge officer or Welfare Member of the Welfare Cell can assign all such grievance to the concerned Welfare Inspector or to the concerned dealing clerk of Establishment section.
- 15) All the Grievance Cell Members, Unit Admin , Grievance Dealing Clerks (Unit Admin and Grievance Cell Members will be able to view for the entire unit and Dealing Clerk and Welfare Inspector only those handled by them) will be able to see the following Reports :
 - a) Dashboard Report – which provides the total grievances submitted for that unit, total pending, total closed :- which can be further drilled down based on grievance type upto the level of the individual grievance.
 - b) Grievance Status Report – Which shows the total grievance, total closed in time, not closed in time, pending for 15 days, pending between 15 and 30 days, between 30 and 45 days , between 45 and 60 days, more than 60 days.