



## SOUTH CENTRAL RAILWAY

Headquarters Office,  
Personnel Department,  
4<sup>th</sup> Floor, Rail Nilayam, Secunderabad.

No.SCR/P-HQ/522/HRMS/MISC

Date:21.05.2024.

All Sr.DPOs, WPOs & SPO/Const.

**Sub:-** Implementation of Grievance module in HRMS- Reg

**Ref:-** 1. Railway Board's Lr. No. PC-VII/2022/HRMS/3 dated 17.03.2022.

2. No.SCR/P-HQ/522/HRMS/Misc dated 22.03.2022.

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Railway Board vide letter dated 17.03.2022 under ref.(1), have advised to implement the Grievance Module over the Indian Railways. Subsequently, vide this office letter of even number dated 22.03.2022, it was advised all Sr.DPOs, WPOs to implement Grievance Module in HRMS positively in order to avoid the employees to approach offices away from their work place.

**The present status of Grievances received in HRMS on SCR is as under:**

Unit Name	Total Grievances	Total Grievance Closed	Balance
SC Division	1144	0	1144
BZA	1103	137	966
GTL	651	0	651
HYB	364	1	363
GNT	316	54	262
NED	287	0	287
HQRS	137	13	124
Const SC	83	0	83
LGDS WS	83	21	62
RYPs WS	56	31	25
TPTY WS	37	12	25
<b>TOTAL</b>	<b>4261</b>	<b>269 (6.3%)</b>	<b>3992</b>

It is observed from the above, the Grievance Module is not being monitored properly. Grievance Module in HRMS is designed to handle and address the grievances or complaints of Railway employees related to service matters. The same is being underutilized, and this needs to be improvised by giving wide publicity among the employees encouraging them to represent their issues by using Grievance Module in HRMS for redressing the same, without delay. The effective utilizing of the above module in HRMS, will facilitate the employees to redress their grievances without leaving their work spot. It is noticed that some Divisions are averse to implement the grievance module in HRMS and encouraging physical mode. *This module is one of the items being monitored by the CRB on monthly basis at Railway Board's Level.*

In view of the above all Sr. DPO's / WPO's are advised to give vital importance to the module and adopt a suitable mechanism duly assigning roles to the concerned staff working in the Sections viz. Bills, Cadre, Settlement etc., in order to attend the grievances received to redress the same. Further, it advised that to review the progress of Grievances received and redressed in HRMS on weekly basis. A compliance report on the usage of the above module may be sent to this office to apprise the position to AGM/SCR, without fail.

  
( G.R.S.RAO )  
CPO/ADMIN  
For PCPO/SCR