



दक्षिण मध्य रेलवे/SOUTH CENTRAL RAILWAY

मुख्यालय/Headquarters Office,  
कार्मिक विभाग/Personnel Department,  
सिकंदराबाद/Secunderabad-500 071.

No. SCR/P-HQ/209/E-Admn/Comp.Ispt/Vol-III

दिनांक/Date: 05.09.2022

**PCCM/SC, PCME/SC,**  
**All DRMs, Sr.DPOs, Sr.DCMs, Sr.DME.**

Sub: - Selection to fill up one post of Complaint Inspector (Ex. Cadre) in GP  
Rs.4200/- (Level 6 of 7<sup>th</sup> CPC) on tenure basis in GM's Office/Secunderabad.

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- 1.0 Applications are invited from eligible employees to fill up one vacancy of Complaints Inspector (Ex.Cadre) in GP Rs.4200/- (Level 6 of 7<sup>th</sup> CPC) in GM's office, Secunderabad on tenure basis for a period of 4 years.
- 2.0 **Eligibility Criteria & other conditions:**
- 2.1 (a). Employees, with level-6 of 7<sup>th</sup> CPC pay matrix (not MACP), working in any cadre of Commercial Department or OS/ Staff & Welfare Inspector of Personnel Department or OS of Mechanical Department at zonal headquarter or at divisional headquarters or divisional field units as on date of notification.
- (b). Employees, working as Sr. Commercial Clerk/Sr. Clerk (ministerial staff) of Commercial Dept. or Sr.Clerk of Personnel or Mechanical Dept. in Level -5 (GP-2800/-) headquartered at Headquarter and divisional offices of all divisions & HQrs of SCR offices with a minimum 03(Three) years of regular service are eligible to apply. The above category employees in level-5 (GP-2800/-) will also be considered for selection along with above category of employees in GP-4200/- but, their candidature for empanelment would be considered only in case of sufficient number of employees in GP of RS.4200/- are not found suitable for consideration and as per the administrative requirement.
- 2.2 They should be a graduate or possessing Diploma in engineering discipline with working knowledge on Computers and in Hindi working.
- 2.3 The employees should not be above 52 years of age as on the date of notification.
- 2.4 Must have fair knowledge in writing good reports and able to deal with various types of complaints.
- 2.5 Fair knowledge in handling of grievances registered through various electronic modes such as CPGRAMS, Railmadad, Social media and other help lines.
- 2.6 The employees who are presently working against Ex-cadre posts are not eligible to apply for the above posts. They will be eligible to apply for the above post only after completion of tenure in the ex-cadre post vide Railway Board letter No.E(NG)/I-2020/PM14/3 dated 13.10.2021.
- 2.7 The supervisory officials are advised not to forward the applications of such staff as mentioned at para-2.6 above.

Contd.,2

- 2.8 Employees once selected and posted as Complaints Inspector will not be permitted to refuse the posting orders.
- 2.9 The post of Complaints Inspector is an Ex.Cadre post and its tenure is valid for a period of four (04) years and after completion of tenure period the employees will be repatriated to their parent post /Department/Division/unit. However, they are also liable for repatriation before completion of the tenure period at any time based on their performance or otherwise on administrative interest or on their promotion in their parent cadre.

**3.0 Method of selection:**

3.1 The selection consists of written examination and perusal of records i.e., their Service Register and APARs by the committee.

3.2 The prescribed percentage of marks are as under:

Factor/Headings	Maximum Marks	Qualifying Marks	No relaxation applicable for SC/ST employee as it is an Ex-Cadre post.
a) Professional Ability (by written test)	50	30	
b) Record of Service	30	18	
Total	80	48	

- 3.3 The question paper will be set in terms of Railway Board's letter No.E(NG)1/2018/PM1/4 dated 14.12.2018 (RBE No.195/2018) (PSC No.263/2018), and will be 100% objective type.
- 3.4 In terms of Railway Board's letter No.Hinidi-B1/OL-14/12 dated 14.01.1982 written test shall contain question on Official Language policy and Rules for 10% of the total marks prescribed.
- 3.5 An employees should obtain a minimum of 60% in the written examination and 60% in aggregate, to be placed in the panel. As per Railway Board's letter No.E(NG)1-2005/PM1/20 dated 17.06.2005, panel will be based purely on merit with reference to aggregate marks obtained by the employees in the Written Examination and perusal of records.
- 3.6 There will be negative marks. i.e. 1/3 mark will be deducted for each wrong answer, in the written examination.

**4.0 Application procedure :**

- 4.1 Employees who fulfil the above conditions and desires of applying for the post may submit their applications in the prescribed proforma attached as Annexure I, together with attested copies of certificates in support of their Educational / Technical qualifications etc. to their controlling officers on or before **06.10.2022**
- 4.2 The controlling officer, after scrutiny, will forward these applications which are found to be in order to reach this office on or before **12.10.2022**. Incomplete applications, applications received after the due date and those applications received directly in this office will be rejected.
- 4.3 The date and venue of written examination will be notified later. Wide publicity may be given amongst the staff working under your control.

*Handwritten signature and date: 05/10/2022*

**5.0 SYLLABUS**

The syllabus for this examination is enclosed in Annexure II and the model question bank will be uploaded in SCR Website shortly.

**6.0 GENERAL INSTRUCTIONS.**

- 6.1 Cadre Controlling Officers of Commercial, Mechanical & Personnel departments at various units including Head Quarters should ensure that the notification is brought to the notice of all concerned.
- 6.2 List of eligible employees for participating in written examination would be published after the scrutiny of the applications.
- 6.3 On completion of the written examination, pleading ignorance of the date of written examination will not be accepted under any circumstances. The employees who have responded to this notification are also equally responsible to attend written examination on the scheduled date and time on the date to be notified, provided they are found eligible. **This being ex-cadre selection, there will be no supplementary written examination.**
- 6.4 It shall be noted by all the applicants that purely based on the declaration given by them in the application they will be admitted for written examination in the event of the employees making false declaration on Educational qualifications, or for any false declaration they will be taken up under RS(D&A) rules. Therefore employees are advised to ensure that they are eligible for the selection with regard to conditions at Para -2 before submitting the applications.

**Last Date for receipt of applications at Divisions/units is 06.10.2022.**

**Last Date for receipt of applications from Divisions to Headquarters is 12.10.2022**

- 6.5 Applications received after the last date should not be accepted and forwarded by the Divisions and Units.
- 6.6 Cadre Controlling Personnel Officer shall verify the particulars of the applicants and forward eligible applications only in one bunch with a covering letter, duly mentioning the Name and Designation of the applicants to the below mentioned address. It is also advised that the list in Excel format may be sent through e-mail in Railnet to the website address <https://scr.indianrailways.gov.in> also.
- PCPO's Office, Headquarters, 4<sup>th</sup> floor,  
South Central Railway, Railnilayam,  
Secunderabad-500 025.
- 6.7 If there are no applications from the eligible employees from any Divn/Unit, cadre controlling Personnel Officer concerned shall send a NIL report without fail, by the last date.
- 6.8 Wide Publicity of this notification may be given among the staff.

[K. Yerriah] 05/11/2022  
SPO/HQ

for Principal Chief Personnel Officer

Encl: Annexure I Proforma & Annexure II Syllabus.  
C/- Secy. to PCPO, for kind information of PCPO.

C/- SPO/Cadre, for information .

C/- OS/17 Cell: Please upload on SCR website immediately.

for Principal Chief Personnel Officer



**APPLICATION FORM FOR THE POST OF COMPLAINTS INSPECTOR (EX.CADRE) IN LEVEL 6 OF VII CPC PAY MATRIX (GP RS.4200/-)**

Affix  
Photo

(Photo should be attested by the Controlling Officer).

1.	Name (in Capital letters)		
2.	P.F.No.		
3.	Date of Birth		
4.	Date of Initial appointment		
5.	Initial Appointed as/ level		
	Present Designation		
	Present GP/Level		
	Date of entry into present Grade ) on regular basis		
6.	Date of entry into level 6 (GP Rs.4200/-) on regular basis.		
7.	Date of entry into level 5 (GP Rs.2800/-) on regular basis.		
9.	Lien Maintained in (for the staff working in other units)	Department	Division/Units
10.	Educational qualification (enclose provisional certificate : Self attested Xerox copies of certificates )	Graduate / Diploma in Engineering. :	
		Post Graduate :	
11.	Knowledge of computer & Hindi (Enclose self attested Xerox copies of certificates, if any).	Computers: Only working knowledge : Mention if Courses passed: Hindi – Read / write / speak (Tick which is applicable).	
12.	Contact Phone/Mobile No.	Railway	CUG / Personal

I declare that in the event of my successful empanelment for the post of Complaint inspector and posted as such, I will not seek reversion to my substantive post and unit.

Place:

Date:

Signature of the employee

Signature of the controlling officer

Forwarded to PCPO/O/SC for further action

It is certified that the details furnished above by the employee is correct and as per the records maintained in this office.

Date:

Signature of the personnel officer  
Designation & Office Seal

**SYLLABUS (Revised as on 02.11.2020)****Syllabus for selection for the post of Complaint Inspector (Ex-Cadre) in GP Rs.4200/-, Level 6 of VII CPC Pay Matrix.****1.0 Public Complaints**

- 1.1 Policy & Procedure in dealing with public complaints.
- 1.2 Organization and functions of the Control Complaints Cell and these in the offices of Heads of Dept. and Divisional offices.
- 1.3 Full knowledge in attending to the Public Complaints.
- 1.4 Categories of Public Complaints, Disposal of Public complaints.
- 1.5 Periodical reports sent to Railway Board and other Offices.
- 1.6 Maintenance of Complaints Registers over the Railway.
- 1.7 Different sources of complaints received from the Rail users in the Railways.
- 1.8 Procedure to be followed in the investigation of public complaints.
- 1.9 Role of the Railways as Public utility service and as a commercial undertaking.
- 1.10 Factors affecting the public image of the Railways and the functioning of public redressal machinery in various departments.
- 1.11 Passenger amenities provided at stations and on trains for the use of Rail customers.
- 1.12 Knowledge of the rules regarding booking of coaching and its conveyance by rail.
- 1.13 Knowledge of the Commercial working at the station including parcel office and Goods Sheds.
- 1.14 Rules about the reservation of accommodation in the trains and Retiring Rooms etc.
- 1.15 Provision of Users amenities in the Trains and Stations and responsibility of the various departments of the Railway for various items of amenities to be provided to the users.
- 1.16 Efficient functioning of the concerned units on the Railways.
- 1.17 Grievances handling Machinery and Redressal of Grievances.
- 1.18 Functioning of Electronic and Print Media.

**2.0 Railway Personnel complaints**

- 2.1 Full knowledge of Settlement benefits, family pension, Medical Benefits
- 2.2 Allowances / Incentives / Loans / Advances eligibility for different categories of staff.
- 2.3 PPE(Personal Protective Equipment) eligibility for different categories of staff

**3.0 Railway Administration and Organization Structure**

- 3.1 Indian Railways structure Zonal Railway Setup (including organizations allied such Railways viz. Railway Rates Tribunal Railway, Railway Recruitment Board etc.
- 3.2 Organization and functions of Railway Board.
- 3.3 Different patterns of Organizations functioning in Indian Railways
- 3.4 Departmental Organization of South Central Railway at the HQrs and Divisions.
- 3.5 Main functions of different departments.

**4.0 Office Procedures**

- 4.1 Receipts.
- 4.2 Registration and distribution in inward dak service stamps.
- 4.3 Register and dispatch of outgoing dak.
- 4.4 Maintenance and up keep of files, preparation of files and submission of notes. Record keeping.
- 4.5 Maintenance of various diaries and progress Register.
- 4.6 Knowledge of drafting Official letters / Notings.

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*Mythra*  
05/11/2022