



पूर्व तट रेलवे
EAST COAST RAILWAY

प्रमुख मुख्य कार्मिक अधिकारी का कार्यालय/
Office of the Principal Chief Personnel Officer
रेल सदन, द्वितीय तल, चन्द्रशेखरपुर, भुवनेश्वर
Rail Sadan, 2nd Floor, CSPUR, Bhubaneswar
PIN- 751 017, Phone- 51074(Rly)

No. ECoR/ Pers/Wel/RP/Employees Charter/

Dt: 01.10.2017

To
All PHODs/CHODs/HODs/CAO (Con)-ECoR/BBS
DRM/WAT, KUR, SBP & CWM/CRW/MCS

Sub: Employees' Charter of East Coast Railway.

To extend prompt service to Railway staff of ECoR "Employees' Charter" has been framed, in which the time limit for processing different cases by all concerned of Personnel Department has been fixed. These time limit are to be adhered to scrupulously.

Sr	Subject	Time limit
1	Staff Grievance with GM	Every Wednesday. Applications to be submitted at 10.00 AM of same day.
2	Staff Grievance with DRM	Every Monday. Applications to be submitted at 10.00 AM of same day.
3	Grievance Redressal	<ul style="list-style-type: none">☛ CPGRAMS - within 30days.☛ NIVARAN - within 30days.☛ All other grievances - within 30days.☛ All Personnel Officers to inspect one unit every month.☛ All S&WI will contact the trackman /Gang once in a month.
4	Compassionate Ground Appointment	(i) Priority 1 cases to be finalized within 30 days from the receipt of the request. (ii) Other cases to be finalized within 3 months from the date of request.
5	Ex-gratia compensation	(i) Cases complete in all respects to be forwarded to Headquarters within 1½ months of the date of the death of the employee. (ii) Payment should be made within 60 days of the date of death of the employee.
6	Workmen compensation	Payment to be arranged within 1½ months of the incident.
7	Selections	Selection calendar to be issued on 1 st January of every year and all selections/suitability/trade tests to be strictly adhered to as per the calendar.
8	MACPS	As per time schedule twice a year during first week of January and July so that all MACPS are given in the month due.

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9	LARSGESS	First cycle to be notified on 1 st January, 2 nd cycle to be notified on 1 st June and completed by 30 th June and 31 st December respectively.
10	Re-deployment of surplus staff	Within 90 days from the date of being declared surplus.
11	Alternate absorption of Medical de-categorised staff	Within 90 days of being de-categorised.
12	Indent to be placed to RRBs	As per time schedule given by RRBs i.e. January / June of every year.
13	Provident Fund Withdrawal	24 hours to forward to Accounts & Payment by Accounts within three days.
14	Child care/Maternity/Paternity leaves	5 days from the date of receipt of application
15	Leave Encashment	7 days from the date of receipt of application
16	Ex-India Leave	10 days from date of receipt of application.
17	Issue of Privilege Pass	15 minutes where e-pass has been introduced and same day where issued manually.
18	No Objection Certificate	7 days from date of receipt of application.
19	Movable /Immovable Property	7 days from date of receipt of application.
20	Court cases	No situation for contempt of Court or Personnel appearance of Officers should arise. Courts directions are to be complied well within time limit unless where a case of appeal to higher court.
21	Industrial Relations	PNMs and all other meeting to be conducted within scheduled time table.
22	DAR cases	Major- within 180 days of issue of SF-5. Minor - within 60 days of issue of SF-11.
23	Allotment of Quarters	Allotment order will be issued within 3days of Quarter committee meeting.
24	Seniority Unit	Seniority as on 1 st April of the year to be published by 30 th April of that year.
25	APARS	All events like distribution of forms, self appraisal, filling up by Reporting/ Reviewing/ Accepting Authority, giving copy to employees concerned as per the fixed time schedule.
26	Reply to important letters	(i) MP/MLA references - within 15 days. (ii) Letters from Railway Board/HQs to be replied as per the time given or within 15 days, whichever is earlier.

NB- This charted is applicable where the cases are complete in all respect.

(Manju Ray)

Principal Chief Personnel Officer

Copy to-

1. Secy to GM for kind information of GM please.
2. Secy to AGM for kind information of AGM please.
3. Chairman, RRB/BBS for information & n/a.
4. All Personnel Branch Officers.
5. All concerned.