



EAST COAST RAILWAY

मुख्य कार्मिक अधिकारी का कार्यालय/
Office of the Principal Chief Personnel Officer
Rail Sadan, IInd Floor, Bhubaneswar-751 017

स्थापना क्रमांक/ Estt. Srl. No. 158/2017

RBE NO-157/2017

पूतरे/कार्मिक/आर/ECOR/Pers/R/Misc.

Date: 06.11.2017

सेवा मे, सभी प्रमुख विभागाध्यक्षों/समन्वयक विभागाध्यक्षों, पू त रे/भुवनेश्वर
मं.रे.प्र/व.मं.का.अधिकारी/मं.का.अधिकारी-खोरधारोड,वालातेरु, संबलपुर,
मु:कारखाना प्रबंधक/कारखाना कार्मिक अधिकारी- मंचेश्वर, अतिरिक्त रजिस्ट्रार/रेल दावा अधिकरण,
महा सचिव/इकोर अ. कां., महा सचिव/इकोर अ. यू.,
महा सचिव/एआई ओ बी सी आर ई ए, महा सचिव/ ए आई एस सी एस टी आर ई ए

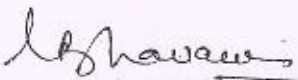
विषय /Sub Charter of Commitments on various matters-Time line thereof.

पूतरे के विषय क्रमांक/ECOR's Subject Serial No-MISC-14 /2017

उपर्युक्त विषय पर बोर्ड पत्र सं E(G)2017/Employees/Charter/1 दिनांक
25.10.2017 की प्रतिलिपि सूचना, मार्गदर्शन एवं आवश्यक कार्रवाई हेतु अग्रेषित है।

A copy of the Board's Letter No- E(G)2017/Employees/Charter/1
dated -25.10.2017 on the above quoted subject is forwarded herewith for information,
guidance and necessary action.

Encl: As above,


(M.Ganga Bhawani)
Dy.Chief Personnel Officer(IR&W)
For Principal Chief Personnel Officer

प्रतिलिपि प्रेषित/Copy to :

- 1) महाप्रबंधक के सचिव/पूर्व तट रेलवे, भुवनेश्वर
- 2) मुकाधि/मुकाधि(प्रशा.), उप म.प्र. अध्यक्ष(रेलवे भर्ती प्रकोष्ठ)
- 3) उप मुख्य प्रबंधक(सू.प्रौ), उप मुकाधि(औ.सं.एवं कल्याण), वकाधि(इंजी.)
- 4) वकाधि(मुख्या.), वकाधि(स्टाफ), वकाधि(राज. एवं न्याया.)
सहा.कार्मिक अधि.(बिल), सहा.कार्मिक अधि.(भर्ती)

ECOR

13

RB-2466
क.सं/SI.No.....
दिनांक/Date... 20/11/17
आक्षर/Initial.....

1606
11/17

RBE No. 157/2017

Most Immediate

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No:E(G) 2017/ Employees /Charter/1

New Delhi, Dated: 25/10/17

The General Managers,
All Indian Railways/Production Units

(as per standard mailing list)

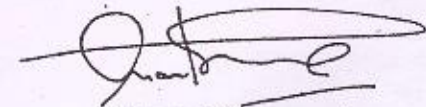
Sub: Charter of Commitments on various matters-Time line thereof.

Please find enclosed Charter of Commitments of various activities on Establishment Matters as in the Proforma attached herewith.

The time line given in the Charter should be strictly adhered to.

Please acknowledge receipt.

DA: Charter enclosed.



(Anant Swarup)

Executive Director Estt.(G)

Railway Board

Ph:+91 11 2338 8858

as/r
D. Gupta
AGM
PCPO
DRMS
सचिव/Secy.
All PHODs
स्वाक्षर/Initial
दिनांक/Date
31/11



(4)

MINISTRY OF RAILWAYS

EMPLOYEES' CHARTER



सत्यमेव जयते

S/N	ITEM	TIME LINE
1	Redressal/Disposal of staff grievances/representations received in different portals like Single Window Cell, CPGRAMS, 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 Approved at Divisional 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 7 Working Days. With salary in the next billing cycle (as applicable).
9	P.F. Withdrawal	Administrative approval of competent authority within 7 working days of receipt of application. Disbursal to be done within 7 days from the date of approval.
10	Issue of P.F. Statement	Same Day

cpo

(5)



MINISTRY OF RAILWAYS EMPLOYEES' CHARTER



S/N	ITEM	TIME LINE	
11	Viewing of Service Record	Once a year	
12	N.O.C. for Higher Education, Property Transaction, Passport, Deputation.	14 Working Days from receipt of Application where vigilance clearance 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	1 Working Day	
15	Sanction & Payment of CTG/O1/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	Provision of Essential Amenities for staff	Provision of Ladies Toilet and Changing Room in offices where there are more than 5 female employees working	By March 2018
		Whitewashing of office buildings (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 6 months of issue of charter
17	Disposal of Leave applications	a) Casual Leave: 1 Working Day b) LAP/Maternity Leave/Paternity Leave: 7 Working Days c) Ex -India: 30 Working Days	
18	Issue of Seniority List	Once Every Year	