



VN MATHUR

सचिव रेलवे बोर्ड
Secretary, Railway Board



150 गौरवपूर्ण वर्ष

भारत सरकार
रेल मंत्रालय, (रेलवे बोर्ड)
नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)
NEW DELHI-110001

D.O. No. E(O)-III/ 2004/ PL/07

dated 3.08.2004

Dear Shri,

Kindly refer to D.O. No. 502/2/3/04-CAY dated 22.07.2004 (copy enclosed) from Cabinet Secretary addressed to Chairman, Railway Board, regarding setting up of a formal arrangement to enable officers to present their genuine grievances. All officers may be advised of these arrangements.

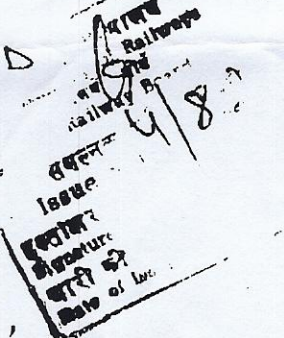
With regards,

Yours sincerely,

(VN Mathur)

DA : As above

- ① The General Managers All Indian Railway & Production units, CR, ER, NR, NER, NFR, SR, SCR, SER, WR, NCR, ECR, ECR, SWR, NWR, WCR, SECR, RWF, RCF, ICF, NLR, CLW,
- ② DUT/RSC, Ex-DM/LAMTECH, Div/IRITM/LKO,
- ③ DN/IRISET/SBC, IRIEN/Pune, IRIMEE/Jamshedpur, DN/IRIEN/Namk,
- ④ UM/CORE/ALD, ADUT/RDSO/LKO, UM/Metro/Kol
- ⑤ CAO(R)/DMW/Patiala, COFMOU/New Delhi,
- ⑥ MD/DMRC, NBCC Place, Pragati Vihar, N.D
- ⑦ MD/KRC, Delhi, Navi Mumbai
- ⑧ MD/IRCON, RK Puram, New Delhi
- ⑨ MD/IRFC, Lodhi Road, New Delhi
- ⑩ MD/MRVC, Churachand, Mumbai,
- ⑪ MD/IRCTC, Parliament St. N. Delhi,
- ⑫ MD/CONCOR, Le Meridien Commercial Complex, N. Delhi
- ⑬ MD/RITES, RITES Bhawan, Sec-29, Gurgaon-122001
- ⑭ MD/IRIS, Chanderprabha, N. Delhi





सत्यमेव जयते

B. K. CHATURVEDI

MOST IMMEDIATEमंत्रिमंडल सचिव
CABINET SECRETARY
NEW DELHI

D.O.No.502/2/3/04-CAV

22 July, 2004

Dear Secretary,

The Prime Minister has been of the view that improvement of efficiency in the delivery of services by Government and its agencies depends critically on the morale of the officials working to provide those services. Government constantly strives to improve its system of incentives and disincentives as an ongoing exercise in administrative reform. However, it appears that there is an urgent need to build in a regular system of interaction where officials can ventilate their genuine grievances. Officers often feel frustrated in the absence of an appropriate forum for ventilating these. The grievances may be in the nature of being marginalized for taking principled positions, not being empanelled despite merit, having to forego promotions and other such situations symptomatic of an unfriendly work environment. These frustrations build up to give Government the image of an insensitive employer which we need to correct.

2. Against this background it is proposed to create a formal mechanism to enable officers to present their genuine grievances. Officers below the level of Joint Secretary including officials of PSUs could bring their service-related grievances to the Establishment Officer who will henceforth earmark some time on all working days for these interactions. Each month he would submit to me a feedback on the major grievances that were encountered.

3. For similar interaction with officers of the level of Joint Secretary and above, it has been decided to constitute a Standing Committee consisting of the Cabinet Secretary, the Principal Secretary to the Prime Minister and Secretary, Department of Personnel and Training to whom the officers may represent their grievances personally. To begin with this Committee proposes to meet at 3.00 p.m. every Monday in the Cabinet Secretariat beginning the first week of August. Secretary, Department of Personnel and Training would coordinate these interactions.

Continuation Sheet

: 2 :

4. You may like to advise officers of your Ministry / Department of these arrangements. I am also endorsing a copy of this letter to the Chief Secretaries of the State Governments for their information and appropriate action.

Yours sincerely,

B. K. Chaturvedi

(B.K. Chaturvedi)

Shri R.K. Singh,
Chairman,
Railway Board.