



PBC No.259/2022

दक्षिण रेलवे /SOUTHERN RAILWAY

मुख्य कार्यालय /Headquarters Office,
कार्मिक शाखा /Personnel Branch,
चेने /Chennai-600003

सं/No: P(SFC)721/Staff Grievances/WhatsApp दिनांक/Dated: १५.11.2022

All PHODs/HODs, DRMs/MAS, TPJ, MDU, SA, PGT, TVC
CWMs/ CW/PER, LW/PER, S&T/PTJ, GOC
Sr.DPOs/DPOs MAS, TPJ, MDU, SA, PGT, TVC
Dy.CPO/CW/PER, SPO/TM&EWS/AJJ, APO/S&T/PTJ, APO/CN/MS

Sub : Introduction of WhatsApp based grievance redressal Mechanism
in Southern Railway – reg.

Ref : This office letter No. P(SFC)721/Staff Grievances/WhatsApp
dated 18.11.2022.

With a view to facilitate the easy redressal of grievances of railway employees, it has been decided to introduce a WhatsApp based grievance redressal Mechanism in Southern Railway. In this system, the employees need not require any login id or pass word and also do not require to fill up various columns which some time they may find it difficult to do. The employees can easily record their grievances even in audio mode or write it on a piece of paper and send it through WhatsApp to the following numbers provided by the Railway Administration.

Sl. No.	CUG No.	Allotted to
1	9003160807	Headquarters
2	9003160808	Chennai Division
3	9003160809	Tiruchchirappalli Division
4	9003160810	Madurai Division
5	9003160814	Salem Division
6	9003160815	Palakkad Division
7	9003160817	Trivandrum Division

In this connection, the following procedure may be adopted for handling the WhatsApp based Grievance redressal mechanism.

- i) This system is named as 'Rail Karmi'. It will be named as "Rail Karmi – Theervu" in the State of Tamil Nadu and "Rail Karmi - Theerppu" in the State of Kerala for the ease of use by the Railway employees.
- ii) The given SIM number is allotted to the Headquarters/Divisions as shown above and it is unique to the Headquarters/Division allotted and the same should be publicized widely through all means to all employees.
- iii) The smart phones purchased must be used exclusively for this purpose only.
- iv) This smart phone/WhatsApp account should be used only by the authorized employee(s) posted to handle this system in the Staff Facilitation Centres (SFCs) already working in Headquarters/Divisions.
- v) A Business WhatsApp account may be opened for the given SIM number to facilitate large number of grievances being received/processed.
- vi) The employees may be advised that any grievance/representation submitted by them should contain the following:-
 - a) Name/designation/station
 - b) HRMS ID/ or PF Number
 - c) Valid live Mobile Number having the WhatsApp account for giving feed back on the redressal.
- vii) The employees can send their grievances through his/her mobile by WhatsApp in any of the following modes.
 - a) Image of the written grievances/representation, if any
 - b) WhatsApp message
 - c) SMS
- viii) Employees can make the representation in regional languages also besides in Hindi or in English.
- ix) The grievances received through WhatsApp on the 'Rail Karmi' number in any of the modes shall be entered in the HRMS grievance module by the nominated staff in the SFCs. There should be proper follow up of the action taken for redressing the grievances in prompt and efficient manner.

- x) The registration number of the grievance as per HRMS grievance module should be advised to the employee by WhatsApp within a day of receipt of the WhatsApp message containing the grievance.
- xi) If additional details are required to be collected from the employees, the same may be done by the staff in-charge of the SFCs and details entered into the HRMS grievance module.
- xii) HRMS is having well designed grievance redressal module for dealing with any type of grievances of the employees in connection with employment including those pertaining to Personnel, Civil and Electrical Departments etc. Hence, all type of grievances of the employees in connection with employment received by WhatsApp as above shall be processed through HRMS portal.
- xiii) It must be ensured that the grievances received through WhatsApp are replied and also disposal sent through WhatsApp. The disposal of the grievance including the OO/Memorandum/Letter etc. should be sent by WhatsApp to the employee.
- xiv) All the grievances received through WhatsApp as above should be dealt with proper care and action taken expeditiously.
- xv) The details of the grievances received and redressed through this system may be sent to Headquarters in the following format by 5th of every month.

No. of Grievances received in the 'Rail Karmi'

Division	Opening balance	Received during the month	Disposed during the month	Closing balance	No. of grievances pending for more than one month

Meena Baskaran
10 Dec 2022

(Meena Baskaran)
Dy. Chief Personnel Officer/R&W
for Principal Chief Personnel Officer

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