



दक्षिण पूर्व मध्य रेलवे
SOUTH EAST CENTRAL RAILWAY
मंडल कार्यालय DIVISIONAL OFFICE
कार्मिक विभाग PERSONNEL DEPARTMENT,
किंग्सवे, नागपुर KINGSWAY, NAGPUR -440001

Date : 15.03.2024

No/ P/NGP/GRV/2023/06

To,
All concerned Ch.OSs' &
Sri Praveen Nagpure, SWI/NAB jurisdiction.

Sub: Organising the 1st "Shikhayat Niravan Divas "(SND) on 20/4/2024 (Monday) of NAB jurisdiction.

HRMS is an official online platform to enable serving employees to register their genuine grievances. The grievances registered in the portal are examined and the compliance also intimated through the same platform. In order to upkeep the spirit and bring about positive implementation, Sr. DPO/SECR/NGP has decided to hold "Shikhayat Nivaran Divas" (SND) to ensure positive redressal of HRMS grievances on 20th of every month under each CSWI/SWI jurisdiction.

The 1st SND will be observed on 22/4/2024 (Monday)(20th being Saturday) wherein the grievances of NAB jurisdiction which includes stations viz. HDM, GNL,SNV, DEW, AJU, WDG, WSA, BMP, TUD, AWH, SYE, ROL, MME, KEZ, CAF and NAB would be looked into and redressed with positive intent.

The action plan and mode of conduct of the same would be as under :-

S.No.	Details	Remarks
1.	Jurisdiction	SWI NAB jurisdiction
2.	Date	22/4/2024 (Monday)
3.	Time	11 AM to 13 PM
4.	Contact Mobile Nos.	1) Mobile No. of SWI-NAB - -9881160935 2) CUG No.9730078623
4.	Period of registration of grievance through HRMS	1/4/2024 to 10/4/2024
5.	Compliance of grievance through HRMS	18/4/2024

(Note : The mobile no. 9730078623 will be operational only during "Shikhayat Nivaran Divas")

Employees not satisfied with the compliance can join on the "Shikhayat Nivaran Divas" i.e. 22/4/2024(Monday) on the above given phone Nos and put forth their grievance which will be addressed by Sr.DPO or his nominee (DPO/APO) for satisfactory redressal.

SWI NAB is advised to give wide publicity of the above so that genuine grievances can be addressed and redressed within the time frame.

(Kamleshkumar R. Borkar)
APO-III/ SECR- Nagpur

Copy to :

- 1) OS(G) for kind information of DRM, ADRM (O) ADRM(T).
- 2) DPO, APO-I & APO-III for kind information.
- 3) All Ch.OS s'- concerned are advised to be present in person with details related to registered grievance during SND.
- 4) Incharge IT- section for uploading on SECR website.
- 5) Ch.OS(P) for display on Notice Board
