

Non- Serail

PCPO's Sl.No.232/2019

No .E/207/0/ECR/HJP

Dated:- 28.11.2019

1. CAO (Con.)/उत्तर एवं दक्षिण/पटना।
2. सभी PHOD/CHOD, पू.म.रे, हाजीपुर।
3. DRM/ पू.म.रे/मुगलसराय, दानापुर, धनबाद, सोनपुर एवं समस्तीपुर।
4. मुख्य कार्मिक अधिकारी/प्रशासन/पू.म.रे/हाजीपुर।
5. मुख्यालय के सभी कार्मिक अधिकारी।
6. CWM/ पीडी/मुगलसराय, यांत्रिक कारखाना/समस्तीपुर/हरनौत।
7. Sr.DPO/ पू.म.रे/मुगलसराय, दानापुर, धनबाद, सोनपुर एवं समस्तीपुर।
8. उप महाप्रबंधक/विधि/पटना।
9. प्राचार्य/क्षेत्रीय रेल प्रशिक्षण संस्थान/मुजफ्फरपुर एवं भूली।
10. सभी मुकार्याधी/कार्याधी/पू.म.रे/हाजीपुर।

विषय : Monitoring of Pension Grievances—ARPAN portal.

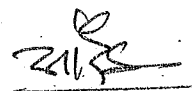
संदर्भ:Railway'sBoardsLt.No2016/AC-21/2/PGRAMS/vol.II(Pensions)  
Dt.. 07.11.2019

विषयांकित से संबंधित संदर्भित पत्र की छायाप्रति सूचना, मार्गदर्शन एवं अग्रेत्तर आवश्यक कार्रवाई हेतू प्रेषित की जा रही है।

A copy of above referred letter on the subject matter is being forwarded herewith for information guidance and needful onward action please.

संलग्नक : यथोपरि।

DA : As above.

  
(सौरभ सावर्ण) 8.12.19  
वकाधि/ई.एस.एम  
कृते महाप्रबंधक (कार्मिक)/हाजीपुर

प्रतिलिपि सूचनार्थ, मार्गदर्शन एवं आवश्यक कार्रवाई हेतू प्रेषित :-

1. महासचिव/ईसीआरकेयू/पू.म.रे./हाजीपुर।
2. महासचिव/एस0.सी0./एस0.टी0./एशोसिएशन/पू.म.रे./हाजीपुर।
- 3.सकाधि (एम.पी.पी.),पू.म.रे/हाजीपुर। कृपया इसे नेट पर अपलोड कराने की व्यवस्था करें।
4. महासचिव/ओ.बी.सी.एशोसिएशन/पू.म.रे./हाजीपुर।

महाप्रबन्धक (प्रशासन) कार्यालय  
पूर्व-मध्य रेल, छाजीपुर

15 NOV 2019



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15 NOV 2019

रेलवे बोर्ड का पत्र प्राप्ति सं. 6 (भारत सरकार) GOVERNMENT OF INDIA  
(रेल मंत्रालय) MINISTRY OF RAILWAYS  
(रेलवे बोर्ड) RAILWAY BOARD

Grievance Matter

7<sup>th</sup> November, 2019

No. 2016/AC-II/21/2/CPGRAMS/Vol.II(Pensions)

General Manager,  
All Zonal Railways and Production Units

Sub :- Monitoring of Pension Grievances---ARPAN portal.

Ref:- Board's letter No. 2018/AC-II/21/2/ARPAN dated 4.6.2019 (RBA No. 48/2019).

Please connect Board's letter ibid, wherein launching of "Grievance Management" Utility was notified to all the Zonal Railways and Production Units. A review of this utility was done by Board's office and it is observed that as on 1.11.2019, total number of grievances received in ARPAN portal was 1344, of which only 119 grievances have been closed and grievances pending as on date is 1225 numbers. Railway wise position of pending grievances is attached as Annexure. While 1027 number of grievances is pending in Personnel Department, 197 numbers are pending in Accounts Department. In the recently held Workshop on Centralised Public Grievances Redressal and Monitoring System (CPGRAMS) chaired by Hon'ble MoS/PP, it was emphasized that timely redressal of grievances should be accorded priority and representationist should be informed of the action taken in a time bound manner.

Nodal Grievances Cell under AGM of all the Zonal Railways, may be directed to take suitable action in redressal of grievances and also close the pending grievances in the ARPAN portal, after redressal of grievances.

A compliance report on the above issue may be sent to Board's office latest by 20.11.2019, so that latest position on this may be submitted to Board (FC and MS). This may be treated as Most Urgent.

DA:- As above.

(Anjali Goyal)  
Pr. ED/Accounts  
Railway Board

मुद्राधिकारि  
मुद्राधिकारि प्रशा  
मुद्राधिकारि/आईआर  
उप मुद्राधिकारि/राज  
उप मुद्राधिकारि/मा  
उप मुद्राधिकारि/आईआर  
मुद्राधिकारि  
मुद्राधिकारि

विधि अधिकारी  
राज्यपाल (क)

Copy to:-  
1. PFA, All Zonal Railways and Production Units;  
2. PCPO, All Zonal Railways and Production Units ECR

Please contact

Sanu  
21/11

1 of 2

## Annexure

## Status of pending Grievances (Nos) in ARPAN portal as on 1.11.2019

Zonal Railways	Total Grievances Received	Pending with Personnel Department	Pending with Accounts Department	Grievances closed	Pending Grievances as on 1.11.2019
Central Railway	139	110	19	10	129
Eastern Railway	103	56	27	20	83
Northern Railway	100	90	6	4	96
North Eastern Railway	61	44	12	5	56
North East Frontier Railway	55	40	7	7	48
Southern Railway	112	92	12	8	104
South Eastern Railway	96	77	12	7	89
Western Railway	134	88	17	29	105
South Central Railway	165	134	25	6	159
East Central Railway	88	66	20	2	66
East Coast Railway	29	20	7	2	27
North Central Railway	52	39	13	0	52
North Western Railway	56	50	5	1	55
South East Central Railway	34	24	6	4	30
South Western Railway	34	31	3	0	34
West Central Railway	36	27	5	4	32
CLW	25	24	1	0	25
DLW	10	10	0	0	10
ICF	11	2	0	9	2
RWF	1	1	0	0	1
RCF	3	2	0	1	2
<b>Total</b>	<b>1344</b>	<b>1027</b>	<b>197</b>	<b>119</b>	<b>1225</b>

Per's no. 232/19  
 E/2023/10/ICF/HRP  
 dt 28/11/19.

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