

पूर्व मध्य रेल
EAST CENTRAL RAILWAY



कार्यालय
महाप्रबंधक(का)
हाजीपुर

PCPO's SI No. 81/2021

No. E/Misc./O/ECR/HJP (E-Office/Compter No.96193)

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

विषय :- Introduction of Nodal Appellate Authority (NAA) and Sub nodal Appellate Authority (SAA) in CPGRAMS.

संदर्भ :- Railway Board's letter No.-2020/PG/61/DOARPG/Standing Committee,dated- 10.06.2021.

विषयांकित से संबंधित संदर्भित पत्र की छायाप्रति सूचना, मार्गदर्शन एवं अग्रेत्तर आवश्यक कार्रवाई हेतु 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.

Signed by Saurabh Sawarn

Date: 12-08-2021 11:07:59

Reason: Approved

(सौरभ सावर्न)

वकाधि/ई.एस.एम.

कृते महाप्रबंधक (का0)/हाजीपुर

प्रतिलिपि/— निम्नलिखित को सूचनार्थ, मार्गदर्शन एवं आवश्यक कार्रवाई हेतु प्रेषित:-

1. महासचिव/ईसीआरकेयू/पूमरे/हाजीपुर।
2. महासचिव/एस.सी.एवं एस.टी.एशोसिएशन/पूमरे/हाजीपुर।
3. सकाधि(एम.पी.पी.)/पूमरे/हाजीपुर-कृपया इसे वेबसाइट पर अपलोड करें।
4. महासचिव/ओ.बी.सी.एशोसिएशन/पूमरे/हाजीपुर।

कृते महाप्रबंधक (का0)/हाजीपुर

File NO.2020/PG/6/1/DOARPG/Standing Committee

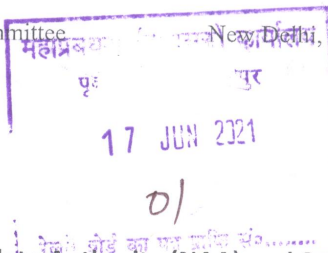
Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
(Railway Board)

No.2020/PG/6/1/DOARPG/Standing Committee, New Delhi, Dated 19/06/2021

GMs & AGMs/ZRs GM/ECR

GMs & PCPOs/Production Units

MDs/CMDs/Railway PSUs



Sub: Introduction of Nodal Appellate Authority (NAA) and Sub-nodal Appellate Authority (SAA) in CPGRAMS

Based on the recommendations of Parliamentary Standing Committee, Department of Administrative Reform and Public Grievances(DARPG) has created Nodal Appellate Authorities (NAAs) for all Ministries on the CPGRAMS Portal. Complainants, who give 'poor' feedback to grievance resolution by PG officer, would have the facility to register an appeal against the response of PG officer with NAA. Just like there is one PG Officer for every Ministry, who in turn can create subordinate PG officers, similarly there would be one NAA for every ministry, who can in turn create Sub-Appellate Authority (SAA) under him. ***All appeals are supposed to be resolved by NAA (& SAA together) within 30 days of the receipt of the same.***

In this regard, Board Member(O&BD) has designated Additional Member/Commercial as Nodal Appellate Authority for Ministry of Railways. It has also been decided that Sub-Appellate Authorities (SAAs) for Zonal Railways, Production Units and PSUs would be AGMs, PCPOs and MDs/CMDs, respectively. SAAs have already been defined by RB on the CPGRAMS portal.

List of Login credentials for SAAs is enclosed. All SAAs are requested to change their passwords immediately after login. As of now, no appeal has yet been forwarded to any SAA by RB. However, all SAAs should endeavour to close appeals with speaking orders within the designated time of 30 days from the date of appeal.

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In cases where the appeal is put up to the SAA who had also decided the case as PG Officer, the appeal shall be dealt by the NAA. This shall be resorted upon the recording of such fact by the concerned SAA and reverting the case back to NAA.

This has the approval of Board Member (O&BD).

For any query, Sh. Sanjay Gauri/Joint Director Public Grievance/RB (9958293587) may be contacted.

Digitally signed by MUKESH
NIGAM
Date: Tue Jun 08 10:51:51 IST
2021
Reason: Approved

(Mukesh Nigam)
Additional Member/Commercial
Railway Board

DA:As above

885644/2021/PG

SN	Organization	User ID	NAME & DESIGNATION	MOBILE	EMAIL
1.	CR	saacerly	B.K.DADABHOY/AGM	8828110001	agm@cr.railnet.gov.in
2.	ECOR	saaecorl	SUDHIR KUMAR/AGM	8455880001	agm@ecor.railnet.gov.in
3.	ECR	saaecrly	ASHOK KUMAR/AGM	9771425002	agm@ecr.railnet.gov.in
4.	ER	saaerlys	ANEET DULAT/AGM	9002020001	agm@er.railnet.gov.in
5.	NCR	saancrly	RANJAN YADAV/AGM	9794835003	agm@ncr.railnet.gov.in
6.	NER	saanerly	AMIT KUMAR AGARWAL/AGM	9794870006	agm@ner.railnet.gov.in
7.	NFR	saanfrly	RADHEY RAMAN/AGM	9957550001	agm@nfr.railnet.gov.in
8.	NR	saanrrly	NAVEEN GULATI/AGM	9717630001	agm@nr.railnet.gov.in
9.	NWR	saanwrly	GAUTAM ARORA/AGM	9001195001	agm@nr.railnet.gov.in
10.	SCR	saascrly	ARUN KUMAR JAIN/AGM	9701370004	agm@scr.railnet.gov.in
11.	SECR	saasecrl	PRAMOD KUMAR/AGM	9752475002	agm@secr.railnet.gov.in
12.	SER	saaserly	ANUPAM SHARMA/AGM	9002080001	agm@ser.railnet.gov.in
13.	SR	saasorly	B.G. MALLAYA/AGM	9003160001	agm@sr.railnet.gov.in
14.	SWR	saaswrlly	P.K. MISHRA/AGM	9731665888	agm@swr.railnet.gov.in
15.	WCR	saawcrly	SHOBHYAN CHAUDHURI/AGM	9752415001	agm@wcr.railnet.gov.in
16.	WR	saawrcg	ALOK KUMAR/AGM	9004490001	agm@wr.railnet.gov.in
17.	DLW	saadlwlw	Anjali Goel/GM	9794861000	gm@dlw.railnet.gov.in
18.	CLW	saacdlwlw	S.D. Patidar/PCPO	9163340600	pcpoclwlw@clw.railnet.gov.in
19.	CONCOR	saaconcr	V.Kalyan Rama/CMD	9618509444	cmdoffice@concorindia.com
20.	IRCON	saaircon	M.K.Singh/MD	9821298600	cmdsectt@ircon.org
21.	MRVC	saamrvcc	R.S. Khurana/CMD	9004441113	cmd@mrvc.gov.in
22.	RVNL	saarvnl	Pradeep Gaur/CMD	9840756100	cmdrvnl@rvnl.org
23.	RWF	saarwfb	Harikrishan/CPO		cpo@rwf.railnet.gov.in
24.	RDSO	saardso1	Ajay Kumar Srivastava/CPO	9794863200	cpo@rdso.railnet.gov.in
25.	CRIS	saacriss	Chandra Shekhar/Registrar	9818122968	shekhar.chander@cris.org.in
26.	IRCTC	saairctc	Rajni Hasija/CMD	8287930401	cmd@irctc.com
27.	ITES	saarites	Rajeev Mehrotra/CMD	9811287884	mehrotra@ites.com
28.	KRCL	saakrcrl	SANJAY GUPTA/CMD	9004447000	cmd@krcl.co.in
29.	Kolkata Metro	saametro	Vinita Jain/PCPO	9007041600	cpo@mtp.railnet.gov.in

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30	DG/RPF	saadgrpf	ARUN KUMAR	9821130622	dgrpf@rb.railnet.gov.in
31	Secy/RB	saasecry	SUSHANT KUMAR MISHRA	9717600117	secyrb@railnet.gov.in
32	PED/Vig	saaadvig	RAMESH KUMAR JHA	9810402472	amvig@rb.railnet.gov.in
33	PED/Coaching	saaedchg	DEVNDRA KUMAR	9810812137	kumar.devendra66@gov.in
34	RCF	saarcfcp	Sudhir Kumar Singh/PCPO	9779241600	cpo@rcf.railnet.gov.in
35	ICF	saaicfch	Jagdish Alagar/PCPO	9003141600	jagdishalagar@gmail.com
36	DMW	saadmwp	Ashwani Kumar Sonik/PCPO	9779242600	cpodmw@railnet.gov.in
37	RailTel	saartel	Puneet Chawla/CMD	9870424000	cmdrailtel@railtelindia.com
38	CORE	saareald	Pramila Singh/Dy CPO	9794865600	cpo@core.railnet.gov.in
39	RLDA	saarlada	Rajesh KumarSecretary	9717649556	secy@rlds.railnet.gov.in
40	IRWO	saairwo	A.K. Gupta/MD	9004441111	
41	DFCCIL	saadfcci	R.K. Jain/MD	9717647831	rkjain@dfcc.co.in

Default Password - Pgo@1234