

SOUTH WESTERN RAILWAY

Divisional Office,
Personnel Department,
Mysuru - 570 001,
Dated: 13.11.2019.

No.Y/P.220/XII/Deputation Vol.II

All Branch Officers/MYS Divn.,
All Supervisory Officials/MYS Divn..

Sub: Selection for the Ex-Cadre post of Chief Complaint Inspector in
pay Matrix Level-7 of 7th PC in SWR/HQ.
Ref: PCPO/SWR/UBL letter No.SWR/P.608/Chief Complaint
Inspector dated 17.10.2019.

A copy of PCPO/SWR/UBL notification cited wherein volunteers have been called for selection to the Ex-Cadre post of Chief Complaint Inspector in pay Matrix Level-7 of 7th PC in SWR/HQ is enclosed herewith. This may please be notified among the staffs and given wide publicity among all concerned staffs.

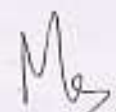
The employees who fulfils the condltions and who are willing may submit their applications with service details in the prescribed proforma enclosed through their controlling authority.

The application received from the eligible volunteers may please be forwarded to this office, in one bunch in the enclosed prescribed format and attested copies of certificates by the controlling officer along with DAR/Vig Clearance on or before **16.11.2019**.

Applications received after the target date, will not be entertained under any circumstances.

If any employee is on sick/leave/training/deputation etc., intimation regarding this notification should be sent to personal address and their acknowledgement obtained and forwarded to this office. The responsibility of sending intimation to their personal address rests with the Supervisors/Controlling Officers.

Encl.: As above.


(S.MANIKUMAR)-
APO-I/MYS
for Sr.DPO/MYS

Copy to: Ch.OS/Persnl.Br/MYS,ENGG/MYS,OPTG/MYS,S&T/MYS,COMML/MYS,
Copy to: Ch.OS/ELEC.Br/MYS,MECH/MYS,
Copy to: Ch.OS/IPAS, Notice board, CS&WI/MYS,
Copy to: DS/SWRMU/MYS, DS/AISC&STREA/MYS, DS/AIOBCREA/MYS



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दक्षिण पश्चिम रेलवे/SOUTH WESTERN RAILWAY

राज्य प्रधान कार्यालय/Headquarters Office

कार्मिक विभाग/Personnel Department

गडग रोड, हुबली/Gadag Road, Hubli -582020

दिनांक/Dated: 17.10.2019.

No. SWR/P. 609/Chief Complaint Inspector.

All PHODs/HODs/HQ/SWR;
 CAO/CN/BNC;
 DRMs/UBL/SBC/MYS;
 CWMs/UBLS & MYSS;
 Chairman, RRB/BNC;
 Registrar, RCI/BNC

स.प्र.वि./B.O.	<i>[Signature]</i>
अ.प्र.वि./ADPM	<i>[Signature]</i>
अ.प्र.वि./B.O.	<i>[Signature]</i>

Sub: Selection for the Ex. Cadre post of Chief Complaint Inspector in Pay Matrix Level-7 of 7th PC (PB Rs.9300-34800) - GP Rs.4600/-of 6th PC) in South Western Railway Headquarters.

Applications are invited from serving Group 'C' staff of all departments/S.W.R. for forming panel for the following Ex. Cadre post of Chief Complaint Inspector in Public Grievances Cell of General Administration/S.W.R. Headquarters.

Sl. No.	Category	Level PB & GP	No. of post	Eligibility criterion
01	Chief Complaint Inspector	Level-7 (PB-9300-34800 + 4600/-6 th PC)	01	1. Staff working in identical in Pay Matrix Level-7 of 7 th CPC (PB Rs.9300-34800+ GP Rs. 4600/- 6 th PC) on regular measure). 2. Staff working in Pay Matrix Level-6 of 7 th CPC (PB Rs. 9300-34800+ GP Rs. 4200/- 6 th PC) on regular measure with not less than 02 years of total service.
		Total	01	

अ.प्र.वि./B.O.	<i>[Signature]</i>	अ.प्र.वि./B.O.	
अ.प्र.वि./ADPM		अ.प्र.वि./ADPM	
अ.प्र.वि./B.O.	<i>[Signature]</i>	अ.प्र.वि./B.O.	

The total service rendered will be reckoned as on from the date of issue of this notification

[Signature]
17/10/19

Terms and Conditions:


- 1 Applicants should have intimate knowledge of the working of various departments of this Railway.
- 2 They must have flair for preparation of reports and must be able to deal with various types of complaints.
- 3 Working knowledge on Computer and Internet is desirable.
- 4 The candidates must be prepared to go on line duties in connection with the work.
- 5 The eligible applicant will be subjected to a written test as per syllabus enclosed. The date, time and venue of the written test will be notified at a later date.
- 6 The above post shall be **Ex. Cadre on tenure of four years**. However the employees posted as Chief Complaint Inspector or Complaint Inspector are liable to be repatriated to their respective Division/Unit where their lien is maintained, at any time without assigning any reason. Staff who are already working as Complaint Inspector on adhoc basis are also required to apply afresh if they wish to continue on tenure basis.

Employees who fulfill the above conditions and desirous of applying for the above posts may submit their applications in the prescribed proforma (enclosed) together with attested copies of certificates in support of their caste, qualifications etc. to their concerned Controlling Officer/Supervisory Official for onward transmission to Personnel Branch on or before **16.11.2019**. After scrutiny of the applications / certification by the Personnel Officers of Divisions/Units concerned, the applications of those applicants who are found eligible are to be forwarded along with attested copies of up-dated Service Registers & DAR/SPE/Vigilance clearance in one lot to SPO/Cadre, PCPO's Office, S.W.R./UBL on or before **22.11.2019** certain. Applications received without certification and after the stipulated date will not be considered. If there are no volunteers, a NIL statement must be sent to this Office by the due date.

The post of 'Complaint Inspector' is of the nature that deals with Public grievances received from Director/Public grievances, Railway Board and General public through post, e-mail etc and monitoring replies for sending reports to the concerned directorates within time.

This post is very important for the working of GM's Office. So all Headquarters officers/Divisions/Workshop etc. are instructed to give wide publicity to the notification and compliance should be sent to this office. All the applications of interested candidates should be forwarded to this office without fail. If any Division/Workshop decides that not to circulate the notification or forward the application then justifiable reason should be furnished, which will be put up to competent authority for decision.

Encl: As above.


(टी. शिवन्ना/P. Shivanna)

वरिष्ठ कार्मिक अधिकारी/सर्वर्ग / SPO/Cadre

कृते प्रमुकाधि/ For Principal Chief Personnel Officer

Copy to: SDGM /SWR/UBL Secy. to GM/SWR/UBL - for infn.

Dy.CPO/CN/BNC - for infn. & n.a.

WPOs/UBLS & MYSS, Dy. CE/TMO/YPR - for infn. & n.a.

Sr. DPOs/UBL, SBC & MYS - for infn. & n.a.

Ch. OS/Confidential/HQ.

Genl. Secy. /SWRM Union/UBL

NOTICE FOR SELECTION FOR THE EX. CADRE POSTS OF CHIEF
ATTENDING INSPECTOR IN PAY MATRIX LEVEL-7 OF 7th PC (PB-II 9300 -
G.P.Rs. 4600/-6th PC.) IN SWR HQrs

PART A

1. Policy and Procedure in dealing with public complaints.
2. Organization and functions of the Central Complaints Cell and those in the Offices of Heads of Departments and Divisional Offices.
3. Categories of Public complaints.
4. Periodical returns of complaints cases sent to Railway Board and Ministry of Home Affairs.
5. Maintenance of Complaints Registers in Headquarters and Divisional Offices.
6. Maintenance of Complaints Books at Stations, Goods and Parcel Offices, Refreshment Rooms, Dining Cars and those in possession of Guards, Conductors etc.
7. Procedure to be followed in the investigation of public complaints.
8. Knowledge of the rules regarding booking of coaching and goods traffic and its conveyance by rail.
9. Knowledge of the commercial working at the stations including Parcel Office and Goods Sheds.
10. Rules about the reservation of accommodation in the trains and Retiring Rooms etc.
10. Provision of Users amenities in the trains and at stations and responsibilities of the various departments of the Railway for various items of amenities to be provided to the users.
11. Efficient functioning of the concerning Units on the Railways.


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PART 'B'

1. Indian Railways structure including Organizations allied with Railways viz. Railway Rates Tribunal, Railway Recruitment Board etc.
 - a. Organization and functions of Railway Board.
 - b. Names of various Railways and Headquarters.
2.
 - a. Different patterns of Organizations functioning on Indian Railways.
 - b. Departmental Organizations of the South Western Railway at the Headquarters and in Divisions.
 - c. Main functions of different departments.
3. Receipts, Registration and distribution of inward dak service stamps, register and dispatch of outgoing dak.
4. Maintenance of upkeep of files, preparation of files and submission of notes.
5. Record keeping.
6. General Discipline and Appeal Rules and Service Conduct Rules.
7. Maintenance of various Diaries and Progress Register.
8. Budget and five year plans.
9. Delegation of Power - Cannons of financial propriety.
10. Official Language Policy and Rules.

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17/10/19