

Ch/OS/Systems

दक्षिण रेलवे/ SOUTHERN RAILWAY

No.SA/P.220/Deputaion/Co.Ordh/Vol.IV

मंडल कार्यालय Divisional Office,
कार्मिकशाखा/Personnel Branch,
सेलम/Salem-636 005.
दि /Dated.-06.02.2019.

Sr.DOM, Sr.DCM/SA

विषय/Sub: Notification for the post of Chief Complaint inspector at PG
Cell/HQrs /mas in level -7, Vii CPC Pay Matrix.

संदर्भ/Ref: PCPO/MAS/Lr. No.P(S)608/II/Comp.Insp/Vol.X dtd: 01.02.2019.

Copy of the letter No. P(S)608/II/Comp.Insp/Vol.X dtd: 01.02.2019.
received from PCPO/MAS on the above subject is enclosed. It is Proposed to fill Up
One (01) (UR) Vacancy for the post of Chief Complaints Inspectors at PG Cell /HQrs /
MAS in Level-7 in VIIth CPC (Pay band Rs. 9300-34800 with GP Rs. 4600/ in VIth CPC).
Tenure for the above post is for a period of four years.

Eligibility criteria, Selection procedure , Syllabus, General instructions and
Proforma are enclosed with above referred letter. All eligible employees submit
their applications (in duplicate) in once bunch to this office on or before
25.02.2019. Copy the notification is uploaded in the website Salem Division.
http://www.sr.indianrailways.gov.in/view_section.jsp?lang=0&id=0,1,304,380,574

Wide publicity of this letter may be given among the staff.

संलग्न /Encl: As above.

(एन. वेलुमणि/ N.Velumani)

सहायक कार्मिक अधिकारी/यातायात
Assistant Personnel Officer/Tfc.
कृते मंडल कार्मिक अधिकारी / सेलम
For Divisional Personnel Officer/SA

प्रतिनिधि / Copy to: PS to DRM for kind information of DRM

PS to ADRM for kind information of ADRM

Concerned Supervisory Officials for information & n.a.pls.

DSs SRMU, AISC&ST, AIOBCERA & AIRPFA for information.

Notice Board, Ch/OS/Systems to upload in website of SA/Dim.



दक्षिण रेलवे
SOUTHERN RAILWAY

प्रधान कार्यालय Headquarters Office
कार्मिकशाखा/Personnel Branch
चेन्नै/CHENNAI - 600 003

No. P(S)608/II/Comp.Insp./Vol.X

Dt : 01/02/2019

DRM/P/MAS, TPJ, MDU, TVC, PGT & SA

NOTIFICATION

Sub: Notification for the selection to the post of Chief Complaints Inspector at PG Cell/HQrs/MAS in level - 7, VII CPC Pay Matrix.

It is proposed to fill up One(01)(UR) vacancy for the post of Chief Complaints Inspector at PG Cell/HQrs/MAS in Level 7 in 7th CPC (Pay Band Rs 9300-34800 with GP Rs 4600 in 6th CPC). Tenure for the above post is for a period of four years.

1 ELIGIBILITY CRITERIA

- 1.1 Applications are invited from the staff working as Station Masters and ECRCs in Level 7 ie GP Rs 4600 on regular basis not in MACP with minimum 5 yrs service. The 5 yrs service will be reckoned either in Level 7 (GP 4600) or Level 7 + Level 6 (GP 4200) put together.
- 1.2 Computer Literacy and knowledge in Hindi is desirable.
- 1.3 Fair knowledge in handling of grievances registered through various electronic modes such as, CP grams, COMS, Social media, RP grams, help lines etc.
- 1.4 The employees should not be above 52yrs of age as on 01.01.2019.
- 1.5 Staff who have once completed their tenure as Instructor or any other ex-cadre post in any department should have worked at least for a minimum period of one year in their parent cadre.
- 1.6 Employees who are working in ex-cadre post at present are not eligible to apply. The supervisory officials are advised not to forward the applications of such staff.

2 SELECTION PROCEDURE

- 2.1 Selection shall consist of written examination and perusal of records. The prescribed percentage of marks are as under:

Factor/Headings	Maximum Marks	Qualifying Marks
(i) Professional Ability	50	30
(ii) Record of Service	30	18
TOTAL	80	48

- 2.2 The question paper will be set in terms of Railway Board's letter No. E(NG)1/2018/PM1/04 dated 14.12.2018 (RBE No 196/2018) (PBC No 263/2018), and will be 100% objective type.

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- 2.3 In terms of Railway Board's letter No.Hindi-81/OL-14/12 dated 14.01.1982, written test shall contain question in Official Language policy and Rules for 10 % of the total marks prescribed.
- 2.4 An employee should obtain a minimum of 60% in the written examination and minimum 60% in aggregate, to be placed in the panel. As per Railway Board's letter No. E(NG)1-2005/PM1/20 dated 17.06.2005, panel will be based entirely on merit with reference to aggregate marks obtained by the employees in the Written Examination and perusal of records.

3 SYLLABUS

The syllabus for this examination is enclosed in Annexure-II.

4 GENERAL INSTRUCTIONS

- 4.1 Cadre Controlling Officers, including Personnel, should ensure that the notification is brought to the notice of all concerned.
- 4.2 List of eligible employees for participating in written examination would be published after the scrutiny of the applications.
- 4.3 After the written examination is over, pleading ignorance of the date of written examination will not be accepted under any circumstances. The employees who have responded to this notification are also equally responsible to attend written examination on the scheduled date and time on the date to be notified, provided they are found eligible. For any enquiry, ChOS/ NGS /Operating Section on Railway telephone no 23676 may be contacted. This being ex-cadre selection, there will be no supplementary written examination.
- 4.4 It shall be noted by all the applicants that purely based on the declaration given by them in the application they will be admitted for written examination. In the event of the employees making false declaration on Educational Qualifications, they will be taken up under D &AR action for major penalty. Therefore employees are advised to ensure that they are eligible for the selection with regard to conditions at Para 1 before submitting the applications.

Last Date for receipt of applications at Divisions is 25.02.2019.

Last Date for receipt of applications from Divisions To Headquarters is 04.03.2019

- 4.5 All eligible employees should submit their applications as per the proforma attached as Annexure – I on or before the closing date to their respective Personnel Branch of Divisions and Units. Copy of the application is also available along with notification in HQ Personnel Branch notification website at <http://10.05.2.32/www/HQRS/personnel/PBC/Website/HqpbMain.htm>
- 4.6 Applications received after the last date should not be accepted and forwarded by the Divisions and Units.
- 4.7 Cadre Controlling Personnel Officer shall verify the particulars of the applicants and forward eligible applications only in one bunch with a covering letter, duly mentioning the Name and Designation of the applicants, to the below mentioned address. It is also advised that the list in Excel format may be sent through e.mail in Railnet to the mail address apothg@sr.railnet.gov.in also.

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**APPLICATION FORM FOR THE POST OF CHIEF COMPLAINTS INSPECTOR
(EX-CADRE) IN LEVEL 7 OF VII CPC PAY MATRIX (GP RS 4600/-)**

(Photo should be attested by the Controlling Supervisor)

1	Name			
2	PF No			
3	Date of Birth			
4	Date of initial appointment & post			
5	Present Designation / Station / Division			
6	Date of entry in level 6 (GP Rs 4200/-)			
7	Date of Entry into the present level 7 (GP Rs 4600/-) on regular basis			
8	Lien Maintained in (for the staff working in other units)	Department	Division/Units	
9	Educational Qualification (Enclose Self attested Xerox copies of Certificates)	Graduate		
		Post Graduate		
10	Knowledge of Computer & Hindi (Enclose Self attested Xerox copies of Certificates, if any)	Computer – Only working knowledge/ Course passed		
		Hindi – Read/write/speak (Tick which is applicable)		
11	Community (Tick Mark indicating SC or ST or UR) (proof to be attached in respect of SC/ST)	SC	ST	UR
12	Indicate the Option for writing exam (whether Hindi or English)			
13	Contact phone/Mobile No	Railway	CUG / Personal	

Signature of the employee

Place

Date

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DECLARATION BY THE APPLICANT

I hereby declare that all the particulars given in the application are true and correct to the best of my knowledge and belief. I am having the qualification and I belong to community. I am aware that in the event of particulars or information given herein on my Educational Qualification, Community, designation etc being found false or incorrect I know that I am liable to be taken up under D & AR for major penalty proceedings apart from my application being rejected.

Place

* Signature of the employee:

Date

Name :

Designation :

Division/Unit :

*If not signed, the application will be rejected

Certified and forwarded to : _____

The service particulars furnished by the employee in his Application Form (SL NO 1 to 13) are verified with the entries available in the SR and found correct. It is also certified that the employee is fulfilling the eligibility conditions prescribed for this selection.

Place

* Signature of the Personnel Officer:

Date

Name :

Designation :

Division/Unit :

Office Seal

Annexure II**SYLLABUS FOR THE WRITTEN EXAMINATION FOR SELECTION FOR THE POST OF CHIEF COMPLAINTS INSPECTOR IN LEVEL 7 PAY MATRIX IN 7th CPC (GP 4600)**

1. Precise writing Letter Writing
2. Organizational setup of Indian Railway and Southern Railway.
3. Public Grievances Organization of Indian Railway & Southern Railway – its role and functions
4. Disposal of Public complaints.
5. Functioning of Media-print and Electronic.
6. Grievances handling Machinery and Redressal of Grievances
7. General Knowledge about the functioning of the Various Department of the Railway
8. Role of the Railways as Public utility service and as a Commercial Undertaking
9. Factors affecting the Public Image of the Railways and the functioning of Public redressal machinery in Mechanical, Electrical and Commercial Branch
10. Fair knowledge in attending to the Public Complaints.
11. Customer Oriented service now available in the Railways.
12. Monitoring Disposal of VIP references Minister, MPs & MLA's etc.
13. What are the different sources of Complaints received from the Rail users in the Railways.
14. Provision of Right to Information Act 2005 in the Railways.
15. Passenger Amenities provided at stations and on trains for the use of Rail Customers.
16. Fair knowledge of Settlement Benefits, Family Pension, Medical Benefits Leave and Pass rules etc
17. Fair knowledge in handling of grievances registered through various electronic modes such as, CP grams, COMS, Social media, RP grams, help lines etc
18. Minimum working knowledge in computer
19. Official Language Policy Rules and Acts.

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