

SOUTHERN RAILWAY

No.SA.P.571 /Staff Grievance /WhatsApp/SFC

Division Office,
Personnel Branch,
Salem,
Dt: 28/11/2022

All Concerned

Sub: Introduction of WhatsApp based grievance redressal Mechanism in SA/Division-Reg.

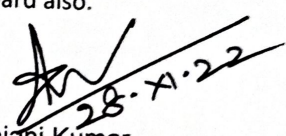
Ref: (1) PCPO/MAS Lr No:P(SFC)721/Staff Grievances/WhatsApp dt:24.11.2022.

With regard to guidelines issued vide letter under reference 2 above, it has been decided to introduce a WhatsApp based grievance redressal mechanism in Salem/Division to facilitate the easy redressal of grievances of railway employees.

In this connection the following procedure for submitting representations through WhatsApp based Grievance redressal mechanism "Rail Karmi – Theervu", is advised for the employees.

- The employees can send their grievances through his/her mobile by WhatsApp in any of the following modes.
 - (a) Image of the written grievance/representation, if any
 - (b) Whatsapp text message
 - (c) SMSto the mobile number 9003160814.
- The employee may be advised that any grievance/representation submitted by them should contain the following:-
 - (a) **Name/ Designation/Station.**
 - (b) **HRMS ID or PF Number.**
 - (c) **Valid live Mobile Number having the WhatsApp account for giving feedback on the redressal.**
- Employees can make the representation in regional language also besides in Hindi or in English.

This information may be given wide publicity and pasted in notice board also.


C. Anjani Kumar
Assistant Personnel Officer/Infra
For Sr. Divisional Personnel Officer/Salem

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All branch Officers,
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