

SR

SOUTHERN RAILWAY

No.SA/P.135/ Grievance/CPGRAMS/Co.Ordn

Divisional Office,
Personnel Branch,
Salem-636005
Date: 09.08.2016.

All Supervisory Officials /SA Divn.

Sub: NIVARAN – Online Grievance Redressal System

Ref: (1) Rly Board's letter No. 2016/ED/ERP/NIVARAN II; dt: 30.06.2016

(2) CPO/Admn/MAS/Lr. No. P(Comp)465/NIVARAN dt:22.07.2016

Railway Board have introduced an online grievance redressal system in the name of NIVARAN. Employees can register their grievances online and can view the disposal of same by the administration. The website details and how to register the grievances are furnished hereunder for easy handling and guidance.

1 Website Details

- Nivaran website: <http://www.nivaran.railnet.gov.in/>

2 Creating an User Account

- Go to the above website using Internet Browser (i.e Internet Explorer, Chrome, Opera).
- Click "**Please Lodge your grievance here**" Link under "Login Here" Section.
- Click "**Create Account**" Link to create a user account.
- Fill all necessary Fields and click "Confirm Button". Now your Username and Password has been created.

3 Registering Grievances

- Click "**Please Lodge your grievance here**" Link under the Box "Login Here"
- Enter **Username and Password** to Login.
- After Successful Login, Click "**Lodge a Grievance**" Under the Dashboard Section at Left side Panel of the Page.
- Fill all the necessary fields (i.e Department, Grievance Category).
- Enter your grievance in the given Text box.
- Fill the Information about your Controlling Officer/Supervisor.
- Click "Yes" radio button to upload and documents in this connection otherwise Click "No".
- Finally Click "Submit" Button to submit your grievance.

4 Tracking the Grievances

- To track/view the status of your registered grievance, Click the "**Track/View Grievances**" Link under the Dashboard Section at Left side Panel of the Page.
This may be given a wide publicity.

In addition, the following means are also available to the employees for registering their grievances.

- a) Employees can record the grievances in the staff grievance register available for "UR" and "SC/ST" category, separately maintained by all the Supervisory Officials
- b) Employee can send their representation through the Supervisory Official to this Office / Branch Officers concerned.



- c) Employee can hand over their grievance/ represent orally to the Section Welfare Inspectors during their staff contact
- d) They may represent to the officers during the inspection at the Depots.
- e) They can represent when grievances adalat are notified/held.
- f) They may contact through Railway phone 65712 (Welfare Cell /Personnel Branch/SA) and represent their grievance as well.
- g) They may meet PS to DRM for requesting for DRM's interview on their genuine grievances when these are found not settled in reasonable time.

The staff to be suitably advised to send their grievance through their Supervisory Officials so as to facilitate for future reference.

Wide publicity may be given duly exhibiting this in the Notice Board.


(S.Saravanan)

Asst. Personnel Officer/E
For Divisional Personnel Officer/Salem

Copy to: PS to DRM for kind information of DRM
PS to ADRM for kind information of ADRM
CPO/MAS for kind information.
All Branch Officers/SA Divn for kind information please.
DSs/SRMU, AISC&STREA, AIOBCREA & AIRPFA/ SA Divn for information and notifying the Staff, Notice Board.