

दक्षिण रेलवे/Southern Railway

मंडल कार्यालय/ Divisional Office  
कार्मिक विभाग/Personnel Department

पालक्काड/Palghat

J/P 608/VIII/CI

.दि./Dt.28.03.2023

**All Supervisory Officials in Operating & Commercial Department**

Sub: Selection to the post of Complaint Inspector (EX-cadre) in level-06 of Pay Matrix-Reg

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It is proposed to conduct a selection to fill up **one post (01UR)** of Complaint Inspector in Level 6 of Pay Matrix (Ex-cadre). The selection will consist of written test and verification of record of service. ie APARs Grade & Service Registers. The syllabus for the written test is enclosed. Employees who fulfill the following eligibility conditions only may apply for the post.

**Eligibility Conditions:**

1. Volunteers are called from staff working in Level- 05 & 06 of Traffic and Commercial Department with not less than 5 years of total service as on date of issue of notification. The details of the eligible categories are as follows.
  - a. Station Masters in PML-06 of Operating department
  - b. Chief Commercial Clerk , Travelling Ticket Inspector & Reservation Supervisor in PML-06 of Commercial Department
  - c. Senior Commercial Clerk, Senior Ticket Examiner, Enquiry cum Reservation Clerk & Senior Commercial cum Ticket Clerk in PML-05 of Commercial Department
2. Should have intimate knowledge of the working of various departments.
3. Must have flair for writing good reports and must be able to deal with various types of complaints.
4. Working knowledge on computer and Internet is desirable.
5. The candidates must be prepared to go on-line duties in connection with the work.
6. It is once again made clear that the post of Complaint Inspector is an ex-cadre post and its tenure is for four (04) years only and after completion of four years of tenure period the employee will be repatriated to his/her parent cadre. He/She is also liable for repatriation before completion of the tenure period at

any time without assigning any reason. The employee once selected and posted as Complaint Inspector will not permitted to refuse the same.

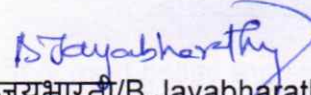
7. The eligible applicants will be subjected to a written test as per syllabus enclosed. The date, time and venue of the written test will be notified at a later date.
8. Applications of employees who are presently working against ex-cadre posts need not be forwarded.

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.

Applications from eligible volunteers may be obtained in the attached format and forwarded in one bunch so as to reach this office on or before **18.04.2023**.

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

Wide publicity may be given to this notification.



(बी जयभारती/B Jayabharathy)

सहायक कार्मिक अधिकारी /Asst. Personnel Officer

कृते वरिष्ठ मंडल कार्मिक अधिकारी

for Sr. Divisional Personnel Officer/PGT

Copy to: - Sr.DCM/PGT, Sr.DOM/PGT,,  
Ch. OS/Operating & Commercial /PGT, TI/HQ/PGT, CCI/HQ/PGT,  
CHC/PGT, Ch.S&WI/PGT, OS/PB/Con,  
DS/SRMU/PGT, DS/AISCSTREA/PGT & AIOBCREA/PGT

**APPLICATION FOR THE POST OF COMPLAINTS INSPECTOR IN LEVEL 6 OF PAY MATRIX (EX-CADRE)**

(J/P 608/VIII/CI दि./Dt.28.03.2023)

01	Name	
02	IPAS No	
03	Designation & Station	
04	Date of Birth	
05	Date of appointment	
06	Present Pay Level	
07	Date of entry to PML-06	
08	Date of entry to PML-05	
09	Community	
10	Educational Qualification	
11	Contact Number	

I hereby declare that the above particulars furnished by me are true to my knowledge and if found incorrect at a later date, I may be taken up under DAR.

Signature of the employee

Place:

Date:

**Certificate of the Supervisory Official**

The above particulars have been verified and found correct as per the records available at this end and the employee is free from DAR/Vigilance cases.

Forwarded to Sr.DPO/PGT for necessary action

Signature of the supervisory Official  
With Office seal and date

**Syllabus for the written examination for selection for the post of Complaints Inspector in PML-06.**

(J/P 608/VIII/CI दि./Dt.28.03.2023)

- 1) Precise writing/Letter Writing.
- 2) Organisational setup of Indian Railway and Southern Railway
- 3) Public Grievances Organisation 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 Departments 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) Monitoring. Disposal of VIP references Minister, MPs & MLA's etc,
- 12) What are the different sources of Complaints received from the Rail users in the Railways.
- 13) Provision of Right to Information Act 2005 in the Railways.
- 14) Passenger Amenities provided at stations and on trains for the use of Rail Customers.
- 15) Official Language Policy Rules and Acts,
- 16) Fair knowledge of Settlement Benefits, Family pension. Medical benefits leave and Pass rules etc.