



दक्षिण रेलवे / SOUTHERN RAILWAY

सं No.P(R)436/Misc./Vol.III

प्रधानकार्यालय / Headquarters Office
कार्मिक शाखा / Personnel Branch
चेन्नै / Chennai - 600 003
दि. / Dated: 19-08-2019

पी बी सी सं / PBC No. 173 / 2019

All PHODs / DRMs / CWMs / CEWE / CAO / CPM / Dy.CPOs / Sr.DPOs /
DPOs / SPOs / WPOs / APOs of HQ / Divisions / Workshops.

(As per mailing list-'A')

विषय / Sub: CSC Complaint Centre.

A copy of Railway Board letter No.2019 / E(LL) / NHRC / 19 dated 24-07-2019 alongwith a copy of the letter from Secretary General, National Human Rights Commission dated 03-06-2019 on the above subject is enclosed for information, guidance and necessary action.


(S.JANAKIRAMAN)

वरिष्ठ कार्मिक अधिकारी/नियम

Senior Personnel Officer/Rules

For Principal Chief Personnel Officer

संलग्न Encl: as above

प्रतिलिपि / Copy to : The Genl Secy / SRMU
The Genl Secy / AISCSTREA
The Genl Secy / AIOBCREA
The Genl Secy / NFIR

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2019/E(LL)/NHRC/19

The General Managers,
All Zonal Railways & Production Units.

Sub: CSC Complaint Centres.



Please find enclosed a copy of D.O. No. 1 07-(1)/2017 MC/DHRA dated 03.06.2019 received from Secretary General, National Human Rights Commission (NHRC) on the above-mentioned subject. NHRC have launched three lakh Common Service Centres in the country where human rights complaints may be filed on payment of Rs 30/- at the Rural and Urban Kiosks.

2. The Railways/PUs are requested to popularize the new **online complaint filing through CSCs** amongst the Railways employees to ensure that there is no violation of Human Rights to life, liberty, equality & dignity of the aggrieved employees.

DA: As above

(Manju)

Joint Director Estt. (LL)
Railway Board

जयदीप गोविन्द, भा०प्र०से०
सचिव
Jaideep Govind, IAS
Secretary General



राष्ट्रीय मानव अधिकार आयोग
मानव अधिकार भवन, सी-ब्लॉक,
जीपीओ कम्प्लेक्स, आईएनए, नई दिल्ली-110 023 भारत
NATIONAL HUMAN RIGHTS COMMISSION
Manav Adhikar Bhawan, C-Block
GPO Complex, INA, New Delhi-110 023 India

D.O. No.107-(1)-2017 MC/DHRA

Dated: June 03, 2019

Dear Mr. Yadav

Regarding: CSC Complaint Centres

The National Human Rights Commission has recently initiated new modes for filing complaints by the common public. This is part of its exercise to extend the outreach in the country. NHRC receives human rights complaints through 6 modes: (1) its online free net portal www.hrcnet.nic.in, (2) letters through post and through speed post, (3) the Madad Toll Free No.14433, (4) individuals who visit the Madad Centre in the NHRC office and write their complaints, (5) Cell No.9810298900 for Human Right Defenders to lodge complaints to the NHRC focal point and the latest through (6) the 3 lakh Common Service Centres in the country on payment of Rs.30/- at the Rural and Urban Kiosks.

The NHRC in addition to the violation of rights to life liberty, equality and dignity, also takes cognizance of complaints of denial of benefits under various Central and State welfare schemes run by various departments/Ministries.

Therefore, I request and urge you to popularize and spread the word of the new **online complaint filing through CSCs** for the benefit of your employees, through various Organizations under your Ministry. Your cooperation in this regard will go a long way, in the betterment of Human Rights in country.

With regards,

Yours sincerely,


(Jaideep Govind)

Shri V.K. Yadav
Chairman
Railway Board
Kail Bhavan, Raisina Road
New Delhi -110001