



SOUTHERN RAILWAY

Headquarters office,
Personnel Branch,
Chennai-600 003

No. P(S)171/REPN/33/NC/SC&ST

Date : **11**.9.2013

PBC No.106 /2013

All Concerned

Sub : Procedure order in dealing with references from National Commission for Scheduled Castes and Scheduled Tribes.

The following guidelines are to be followed while dealing with the grievances of SC/ST employees received through the Hon'ble National Commissions for Scheduled Castes and Scheduled Tribes.

- 1) All references from National Commissions addressed to GM or CPO should be handed over to Reservation Section with due acknowledgement with name, designation and date of the concerned staff nominated to receive.
- 2) All references should be registered in the Register maintained at Headquarters Reservation Section for this purpose with Register No. After registering the references, a copy of the same has to be referred to the concerned Division/Unit/Office for reply or action taken report etc. within a target date.
- 3) The references pertaining to Departments/Branches of Headquarters should be handed over to the concerned Department/Branch by Headquarters Reservation Section staff under clear acknowledgement with name, designation and date duly fixing a target date for submission of remarks.
- 4) On receipt of references by Divisions/Units, the same have to be handed over to their Reservation Section for registration. After registering the references by Reservation Section of Division/Unit, the same should be handed over to the concerned Section for remarks and action taken report.

- 5) On receipt of the reference, the concerned Section has to take immediate action within 3 days and the action taken report or the remarks including interim reply, if any, to be sent to National Commission shall be handed over to Reservation Section of Divisions and Units.
- 6) The Reservation Section of Division/Unit after approval of Sr.DPO/DPO/WPO shall forward the same to Headquarters Reservation Section by keeping one copy on their file for future reference. The Headquarters Reservation Section shall put up the remarks/action taken report to CPO through CPO/Admn or CPO/IR as the case may be for approval of CPO and information of GM if necessary.
- 7) After getting the approval of CPO, Reservation Section shall send the interim/final reply to National Commission signed by CPO or CPO/Admn/CPO/IR as the case may be by Fax as well as through post.
- 8) Headquarters Reservation Section must ensure the receipt of remarks from Division/Unit by contacting over telephone or by other means.
- 9) The entire procedure should be completed within 15 days from the date of receipt of National Commission reference by Headquarters Reservation Section.

The above procedure should be followed scrupulously and any deviation will be viewed seriously.

This has the approval of CPO.



(K. Manickaraj)
SPO/RP/HQ

for Chief Personnel Officer

Copy to : Secretary to GM, for kind information of GM.
Sr.PPS to AGM, for kind information of AGM
CPO, CPO/Admn, CPO/IR, for kind information
All Headquarters PB Officers, APO/EWS/AJJ
Chief S&WI/System for uploading the procedure order.