



## मध्य रेलवे/CENTRAL RAILWAY

प्रधान कार्यालय / Headquarters Office

कार्मिक विभाग / Personnel Department

सी.एस.एम.टी., मुंबई / CSMT, Mumbai-400001

क्रमांक: CR-HQ0PERS/159/2024-O/o DYCPOHRD/HQ/CR- दिनांक: 22.11.2024.

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सेवा में: AGM, SDGM, PCE, PCCM, PCEE, PCME, PCMD, PCPO, PCOM, PCSTE, PCMM, PFA, PFA (C), CCO, CSO, CAO(C), CPRO, DGM, CCM (PS), CCM (PM), CCM (FS), DRM BB, BSL, NGP, SUR, PA, Chairman/RRC CSTE(C), CEE(C), Dy. CE(C) PNVL, Dy. CE(C)DR, Dy. CE(C)GC, Dy. CE(C)JNJ, CWM(S&T) BY, CWM PR, CWM MTN, CWM/ACL/BSL, CWM MMR, Sr.DPO BB, BSL, NGP, SUR, PA, Dy.CPO MTN, Dy.CPO PR W/shop, Dy.FA&CAO/DC-AC/WB, Dy.FA&CAO(C)DR, Dy.FA&CAO/B&B, Dy.FA&CAO/T, Dy.FA&CAO/S, Dy.FA&CAO/W, Dy.FA&CAO/F, Dy. Sr. S&AO, P. Audit/CSMT, Sr.DFM BB, BSL, NGP, SUR, PA, Sr.AFA(C)NGP, Sr.AFA(C)PA, WAO PR, MTN, BSL, WAAO MMR, NKRD, SO PL Unit KYN, KWV, AQ Dy.CMM BSL, PR, MTN, CRD, P/CETI/THK, Director IRICEN/PA, IREEN/NKRD, MD/KRCL, Belapur, IRTES/BB, MRVC/CCG, GM/IRCON, Chairman RRB, Sr. EDPM, P/ZRTI/BSL, PO/RCT

विषय:- Selection for 04 ex cadre posts of Chief Public Grievance Inspector(CPGI), PML-7 in GM's Office, Central Railway CSMT.

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It is proposed to fill up 04 Ex-cadre post of CPGI (Chief Public Grievance Inspector), ML-7 in Public Grievance Cell of GM's Office, CSMT.

Break up of number of assessed vacancies is as under:-

CPGI, PML-7	UR	SC	ST	Total
No. of Vacancies	03	00	01	04

**Job Profile:-**

- Public complaints received through Cabinet Secretariat, Prime Minister's Office, Presidents Secretariat, Board and from general public.
- Monitoring complaints received through SMS, e-mail, On-line portal etc.
- Passenger Amenities, Industrial Relation, Tenders & procurement, RTI etc.
- Maintenance of files related to AGM's Secretariat.
- Protocol and other activities of AGM's Secretariat
- Handling of movement of files to & fro, arising for AGM's sanction approval etc.

**Eligibility Criteria –****(A) Educational Qualification-**

The candidate should be any Graduate from a recognized University having undergone in 10+ 2+3 stream with proficiency in MS office.

**(B) Desirable Educational Qualification-**

Candidate should have experience of working on application packages like MS Office (Including MS Access) for a period not less than One year. He/She should have adequate exposure to Window based operating systems. This should be certified by the Controlling Officer under whom the employee is working.

**(C) Service Conditions-**

(i) The candidate should be working in ML 7 on regular basis on the date of notification.

**OR**

(ii) The candidate with one grade below working in ML 6 with 2 years regular service completed on the date of notification may also be eligible provided candidate from ML-7 is not available.

**(D) Age Condition-**

The candidate should be below 50 years of age on the date of notification.

**(E) Other conditions:**

The candidate selected for the post will continue to maintain his/her lien in his/her parent department and his/her posting as CPGI in ML-7 will not confer upon him/her any right in his/her seniority or for further promotion in normal channel over his/her seniors.

Candidate should have experience in dealing with complaints/grievances of public and/or Railway employees.

The post of CPGI is ex-cadre post, hence the selected candidate will work in CPGI post ML-7, there is no avenue of promotion.

The place of posting of the candidate shall be PG Cell in GM's Office, Central Railway, CSMT. Once the candidate is selected, he will have to join the post of CPGI immediately and no excuses will be entertained.

The post of CPGI is ex-cadre post and tenure of ex-cadre post is maximum five years. The lien and seniority of the selected candidate will be maintained in the parent cadre and department. After completion of the tenure the candidate will be repatriated to his parent cadre/office. The person selected can be repatriated to his/her parent department any time if it is found necessary by the administration.

There will be a mandatory 'cooling off' period of 2 years to become eligible for applying for the ex-cadre post of CPGI, Level-7. The cut off date for counting completion of 2 years will be date of notification, i.e. The present incumbents of ex-cadre posts and those who have worked against ex-cadre posts may submit their applications only if they are eligible to submit the same as per this Railways policy circulated vide letter No.CR-HQ0PERS (PUPM)/ 4/2023/ 310136 dated 07-03-2024 & CR-HQ0PERS(PIPT)/3/2024-O/o CPOA/HQ/CR dated 13.06.2024.

As CPGI selection is conducted as per General Selection procedure, hence no Supplementary written test will be held. Further, this being general selection & voluntary in nature, the benefit of reckoning of 30% pay element for the purpose of fixation of pay of running staff on their promotion/appointment to the post of CPGI will not be admissible in terms of RBE No.34/2023 dated 20.02.2023.



**Method of selection**

- Mode of selection :- Written test 100 marks objective type, 10% marks (optional) on Rajbhasha/Official Language Policy & Rules.
- Scrutiny of records of service and APARs.
- Panel will be formed on merit basis. However, preference will be given to employees working in Level-7.

In terms of Railway Board's letter No. E(NG)I/2018/PM 1/4 (RBE No. 196/2018) dated 14.12.2018 and RBE No. 97/2019 dated 14.06.2019, 100% objective type questions would be set. 10% ( optional ) marks will be on Rajbhasha/Official Language Policy & Rules. There shall be negative marking for incorrect answers. 1/3rd of marks will be deducted for wrong answer. To ensure the authenticity of the answer, cutting overwriting , erasing or alteration of any type in the answer will not be accepted.

The qualifying marks would be 60% in Professional ability i. e. written test and 60% in aggregate, subject to usual relaxation for SC/ST staff. As per the extant rules, no viva-voce test will be conducted. The written test will be followed by Screening of record i.e. perusal of Service Records, perusal of last three (03) years APAR's, and DAR/VIG clearance of those, who qualify in the written test.

*This notification be given wide publicity. It has been decided to call applications online through 'PRONNATI' from the eligible candidates and scrutiny of Service Particulars will also be done electronically at each level i.e. division/workshop/Unit and Headquarter.*

**The tentative schedule will be as under :-**

Sr. No.	Subject	Scheduled date
1)	Date to open PRONNATI window	27.11.2024
2)	Last Date to apply by the employee	26.12.2024
3)	Last Date to forward the applications by respective depots to their Bill Preparing Unit	03.01.2025
4)	Last date to forward the application after verification by Bill preparing Unit to Headquarters Office	10.01.2025
5)	Tentative date of issue of eligibility list	21.01.2025
6)	Tentative date of Written Test	12.02.2025

**MODE OF APPLICATION****(I) HOW TO APPLY**

The eligible staff should submit their application through **ONLINE MODE** only through 'PRONNATI' for which following steps should be followed.

- Visit the Railnet site 10.31.3.3 link and then Click onto PRONNATI.
- Go through the NOTIFICATION.

III. Click on REGISTER.

IV. Select Exam Code: Personnel/Admn/Ex cadre Selection/CPGI, ML-7/2024.

V. Fill up PF No as User ID, Your Mobile no and Registered Email and Submit.

VI. You will get a default Password generated and display as 12345, immediately on another screen will show for change of password.

VII. Now go to Home Page and select APPLY/LOGIN.

VIII. Again use your PF No. as User ID and Password which you have received on computer screen (i.e. 12345).

IX. Fill up the Application form with utmost care and after completing all the fields, click on Submit tab. (Before logout it should be confirmed that it is clicked on Submit tab) Take a print out and keep it for your record.

This will complete the submission of application for the candidate.

## (II) HOW TO FORWARD APPLICATION.

For login, each division/workshop/ Construction Unit Incharge will obtain User ID and password from APO(Admn.). After login Division/Workshop/Construction Unit Incharge can view the details of applicants working under his control. To forward the application, just Click on **FORWARD** of each of the application. On Last date of submission of application by the candidate, respective Division/Workshop/Construction Unit Incharge can get a summary of the applications which he has forwarded. He should take a print and keep it for the record with the signature of the Establishment Incharge and forward the same to this office.

## (III) HOW TO VERIFY THE APPLICATIONS

For login, Office Superintendent of the divisional personnel deptt / workshop / Construction unit with whom Service Registers are maintained will obtain User ID and password from APO(Admn.). After login, OS can View as well as Edit the details of all applicants whose Service Registers are maintained in that office. After verifying Service Particulars of each employee from Service Record, OS can change it in Edit application, if any deviation. He should put **sign ✓ in the box** if he made any change in the particulars filled by the applicant and same remarks should add in the remarks column. After verification to forward the application just Click on **FORWARD BUTTON** of each of the application.

## (IV) HOW TO VALIDATE THE APPLICATIONS

For login, APO/Head of the Construction Unit with whom Service Registers are maintained will obtain User ID and password from APO(Admn.). After login APO/Head of the Construction can view all applications whose Service Registers are maintained in that office and verified by his Office Superintendent. As per the Eligibility conditions for the selection for the post APO/Head of the Construction Unit will valid or invalid the application by clicking on the **Valid/Invalid**. Then all the applications will be automatically forwarded to Headquarter for further scrutiny. On Last date of submission of application in Headquarter, Divisional Personnel Deptt / Workshop / Construction unit can get a summary of the applications he has forwarded. He should take a print and keep it for his record.

For any queries regarding login/ forwarding/Editing/Validating application please



contact on Mobile No.8828110633- APO(Admn)/ 8828311667- CS&WI(Admn).

After receipt of applications through online mode of all the volunteers, appearing for the selection, will be further scrutinized at Headquarters' level and the list of eligible volunteers will be published on RAILNET site 10.31.3.3/PERS/. The final eligibility list and other correspondence regarding above selection will be notified on RAILNET site 10.31.3.3/PERS/. The candidates may please refer to the above RAILNET site.

To ensure that the eligible staff avail the opportunity for appearing for selection, wide publicity should be given. Supervisor/Incharge should bring to the notice of the staff working under them about this selection.

Applications of the employees who are not eligible should not be forwarded to this office. However, reason for disqualifying the candidate may be advised to them through proper channel.

Wide publicity be given by way of publishing eligibility list on the notice boards. It may ensured that all the eligible candidates be individually advised of their eligibility to appear in selection, by deputing S&WI and obtaining acknowledgement.

In terms of SPO(Ruling/Legal) CSMT's Lr. No. P/HQ/Ruling/O/803 dated 07.10.2022, Answer key of aforesaid selection will be published in the Rail net website for candidates who appeared in the written test to send representation, if any, with respect of keys and ambiguity in questions to this office The examinees (only candidates who appeared) will be given only 7 days (including intervening holidays) for sending written representation, if any. If any representation in this regard received the same will be forwarded to paper setting authority with relevant instructions issued by Rly Board or HQ's Office for necessary action.

However, the decision of Paper Setting Authority will be final and no further correspondence in this regard will be entertained.

The final answer key with decision taken on representation received will be published within the period of 03 working days after completion of 7 days specified in above para. The decision taken on representation will also be intimated. Evaluation will be started only after the above exercise.

**All POs or SR Controlling Authorities are hereby requested to observe the following points while scrutinizing the applications.**

- I. The entry as regard to educational qualifications is mentioned in SR with valid & verified Certificates available in their Personal files.
- II. The caste of SC/ST candidates is entered in first page of SR after following due procedure.
- III. Entries as regard DAR cases/punishment are correctly entered in SR.
- IV. Entry in regard to change of name, if any.
- V. Copy of first page of SR (where latest photograph is pasted) duly indicating the PF No. & date of appointment, may please be sent along with application.
- VI. Unauthorized absence entry in SR &
- VII. Award entry in SR (i.e. Branch Officer Award, PHOD Award, DRM Award, GM Award. (Along with copy of such award)
- VIII. Applications not fulfilling the eligibility conditions for this selection given under

Eligibility Conditions above, may not be forwarded to this office.

The tentative date of Written Test is 29.01.2025. This may be treated as advance notice for preparation for written test. In case of delay in issue of eligibility list for postponement of date of written test, no separate 3-4 weeks time will be given. The syllabus for selection is enclosed herewith as Annexure 'A'.

Kindly acknowledge the receipt of this letter.

Digitally Signed by  
Damayanti S Deokar  
Date: 25-11-2024 12:52:10  
Reason: ~~Damayanti~~  
**S. Deokar**  
**APO(Ruling/**  
**Admin)**  
**PCPO**  
**(Central Railway)**

DA:- 1) Syllabus Annexure 'A'

Annexure A

Syllabus for Ch. Public Grievances Inspector

1. Commercial Coaching.
2. Consumer Protection Act 1986.
3. Discipline and Appeal Rules 1968.
4. General Knowledge..
5. General Railway working including Establishment Matters.
6. Grievances Redressal Options.
7. Grievances Redressal. Cause of Complaints/Grievances on Indian Railways and remedies to minimize Grievances.
8. Grievances Channels.
9. Public Grievances Redressal Organisation.
10. Public Grievances Redressal System.
11. Inspection Report writing, contents of Report.
12. Official Language Act.
13. Railway Act 1989.
14. Railway Claims Tribunal.
15. Right to Information Act 2005.