

A.K.MITAL



अध्यक्ष, रेलवे बोर्ड
एवं
पदेन प्रमुख सचिव, भारत सरकार
रेल मंत्रालय
रेल भवन, नई दिल्ली-110 001
CHAIRMAN, RAILWAY BOARD
&
EX-OFFICIO PRINCIPAL SECRETARY,
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAIL BHAVAN, NEW DELHI-110001

June 14, 2016

MESSAGE

In a service industry like Railways, satisfactory service to customer can be provided only by satisfied employees. Railway Administration has consistently striven to be responsive to the employees' needs and over the years our policies have been a model for harmonious industrial relations and employee satisfaction.

However, given the size and scale of the organization, limitations of the manual processes and little connection between disparate systems, grievances have cropped up from time to time. Fortunately, evolution of Information Technology and internet has now made it possible to design integrated systems for handling employees' representations and grievances.

We are grateful to the Hon'ble MR for his leadership and guidance in conceptualization and design of the '*Nivaran*' portal. *Nivaran* is designed as a unique platform which would drastically cut down the time taken for redressal of grievances.

I have no doubt that the portal would emerge as a significant tool of empowerment of railway employees and I look forward to its success.

(A.K.MITAL)

PRADEEP KUMAR



MESSAGE

Manpower is the most valuable asset Indian Railway possesses and it is only natural that it should be taken care of very well. An important dimension of the endeavor in this regard is addressing their grievances, which staff may face at workplace. Occurrence of grievances can take place at a workplace and it needs to be redressed in a rational and logical manner. It is the bounden duty of the employer to keep the employees free of any anxiety to the extent possible, more so if it arises on account of the employment and related events.

On Indian Railways, we lay great emphasis on addressing every single issue or grievance, which is brought to the knowledge of administration and well institutionalized systems are in place for their logical resolution within the ambit of Rules and Policies. However for an organisation as vast as IR, keeping total control over grievances has not been always possible and has been a cause of some concern.

The implementation of NIVARAN in the form suggested by Hon'ble Minister for Railways is expected to do away with the unreliability in handling grievances and provide us valuable insights and analytics in identifying major causative factors. It is a precursor for the more comprehensive Human Resource Management System which is also in the offing and promises to set Indian Railways on the path of a modern and progressive organization.

ERP Directorate, Railway Board in technical collaboration with C&IS Directorate, Railway Board and CRIS, New Delhi has developed the NIVARAN Application. I congratulate the team for setting up the system within a short time of just two months. However, there is always scope for improvement.

Suggestions for its improvement are welcome and can be emailed at nivaran@rb.railnet.gov.in.

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21.6.16
(PRADEEP KUMAR)