

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 2666
ANSWERED ON 11.08.2023

**GRIEVANCE REDRESSAL PORTAL FOR SERVING AND RETIRED RAILWAY
EMPLOYEES.**

2666 # SHRI RAMBHAI HARJIBHAI MOKARIYA:

Will the Minister of **RAILWAYS** be pleased to state:

- (a) whether a Nivaran portal has been started to redress service related grievances of serving and retired Railway staff, if so, the type of grievances which an employee can seek redressal of through this portal; and
- (b) whether any time limit has been fixed for redressal of grievances, if so, the details thereof?

ANSWER

MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

- (a)& (b): Grievances related to service matters of serving and retired railway employees are addressed for redressal through HRMS and CPGRAMS portals.
