

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
STARRED QUESTION NO. 525  
TO BE ANSWERED ON 04.04.2018**

**COMPLAINTS OF SC/ST EMPLOYEES**

**\*525. SHRI RATTAN LAL KATARIA:**

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

- (a) the details of the mechanism adopted by the Railways for redressal of grievances/ complaints/ representations of Scheduled Caste (SC) and Scheduled Tribe (ST) employees;**
- (b) whether some of the SC/ST employees have lodged complaints regarding harassment on the basis of Casteism;**
- (c) if so, the details thereof along with the number of cases/complaints received and disposed of during the last three years;**
- (d) the time taken to dispose of these cases/complaints; and**
- (e) the details of steps taken/being taken for the speedy disposal of such cases/complaints and safeguarding the interests of SC/ST employees in the Railways?**

**ANSWER**

**MINISTER OF RAILWAYS AND COAL**

**(SHRI PIYUSH GOYAL)**

**(a) to (e): A Statement is laid on the Table of the House.**

**\*\*\*\*\***

**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 525 BY SHRI RATTAN LAL KATARIA TO BE ANSWERED IN LOK SABHA ON 04.04.2018 REGARDING COMPLAINTS OF SC/ST EMPLOYEES**

**(a): Ministry of Railways have a reservation cell at all levels i.e. Railway Board, Zonal Railway Headquarters and Divisional Headquarters which looks after the interests of Scheduled Caste (SC)/Scheduled Tribe (ST) employees on the Railways and also ensures implementation of the instructions, issued from time to time in regard to Reservation Rules and grievance redressal. Officers from SC/ST Community are nominated as Liaison Officers at the Railway Board, Zonal Railway and Divisional Headquarters. Grievances of SCs/STs employees received from various forums, including National Commission for Scheduled Castes, National Commission for Scheduled Tribes, Hon'ble Ministers, Members of Parliament, MLAs and other sources are examined with respect to extant rules and based on the factual position, appropriate action is taken at the appropriate level. At the field level also i.e. the Stations, Sheds, Workshops, Grievance Registers are provided exclusively for the SC/ST employees, where they can record their grievances.**

**SC/ST railway employees can also register their grievances on-line on the Centralized Public Grievance Redress And Monitoring System (CPGRAMS) developed by Department of Administrative Reforms and Public Grievances. These grievances are remitted to the concerned Railway authorities for speedy redressal.**

**.....2/-**

**(b): Yes, Madam.**

**(c): During the last 3 years (2015-2017), 57 complaints of SC/ST employees regarding harassment on the basis of Casteism have been received in the Railways, out of which 50 cases have been finalized. Balance 7 cases are under the various stages of investigation/examination.**

**(d) & (e): Such complaints are taken very seriously by the Administration. If after due investigation, the case is proved, immediate necessary action is taken against the erring Officials. Time taken for Investigation of such cases, varies from case to case.**

**\* \* \* \* \***