GOVERNMENT OF INDIA

MINISTRY OF RAILWAYS

(RAILWAY BOARD)

PC-VII/2022/HRMS/3   **New Delhi, Dated :- 17.03.2022**

Principal Chief Personnel Officers,

All Indian Railways

(As per standard mailing list)

Sub :- Launch of 'Grievance ' module of HRMS in Indian Railways

1. Human Resource Management System (HRMS) Is designed to completely digitize all the HR related aspects in Indian Railways. Apart from the modules already launched, some other modules have completed the process of testing and development.
2. The development and testing of Grievance Module has been completed and is in use in Railways since June 2021. Till date, a total of 6,573 grievances have been received on HRMS and 1,939 have been closed may be put in use across all field units w.**e.f 01.04.2022**
3. In this regard, a one-page step by step instructions for using the Grievance Module, as provided by CRIS, is enclosed as Annexure-A. All the modalities regarding assigning different roles as required under the specifications of Grievance Module and mapping of Welfare Inspectors etc. may also be completed urgently for effective use of the Grievance Module by all users.

Encl: As DA

Sd/-

(V.G.BHOOMA)

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Copy to :

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