

EASTERN RAILWAY

No. CPO/SC/SA/Pol/Pt.XI

Kolkata, Dated, 09th March'2021.

All Concerned

Sub: Systemic Improvement for reducing delay and streamlining
the extant procedure in Compassionate Ground Appointment.

Copy of Railway Board's letter No. E(NG)II/2021/RC-1/CVC/3 dated 25.02.2021 addressed to the General Manager(P)/All Indian Railways & Production Units in connection with the subject matter is forwarded herewith for information and necessary action please.

DA: As above.



(S. Bhattacharya)
Sr. Personnel Officer (S&T)
for Principal Chief Personnel Officer

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD**

No. E(NG)II/2021/RC-1/CVC/3

New Delhi, dated 25.02.2021

The General Manager (P)
All Indian Railways & PUs
(As per mailing list)

Sub: Systemic Improvement for reducing delay and streamlining
the extant procedure in Compassionate Ground Appointment.

While instructions/guidelines already exist for time-bound compassionate ground appointment within the time frame specified in Para X (d) of Railway Board's Master Circular No.16, instances of delay in compassionate ground appointment are invariably being brought to the notice.

Railways / PUs are, therefore, advised to ensure that proper guidance is given to the families/applicants regarding the formalities to be completed for CGA and all possible effort is made to give CGA to the eligible dependent of the Railway employee concerned without undue delay within the time frame specified in Para X (d) of Railway Board's Master Circular No. 16.

Apart from above, for reducing delay and streamlining the extant procedure for compassionate ground appointment, regular review of such cases at each unit level must also be undertaken. As a measure of system improvement, an online system should also be developed for submission of online application by the dependents of deceased railway employee and also by which the status of their application submitted can be tracked by them. A special portal for collating the information and monitoring of pending CGA cases should also be developed and made use of by Zonal Railways.

Sd/-
(M.M. Rai)
Director Estt (N)
Railway Board