

SYLLABUS (Revised as on 02.11.2020)**Syllabus for selection for the post of Complaint Inspector (Ex-Cadre) in GP Rs.4200,
Level 6 of VII CPC Pay Matrix.****1.0 Public Complaints**

- 1.1 Policy & procedure in dealing with public complaints.
- 1.2 Organization and functions of the Control Complaints Cell and these in the offices of Heads of Dept. and Divisional offices.
- 1.3 Full knowledge in attending to the Public Complaints.
- 1.4 Categories of Public Complaints, Disposal of Public complaints.
- 1.5 Periodical reports sent to Railway Board and other Offices.
- 1.6 Maintenance of Complaints Registers over the Railway..
- 1.7 Different sources of complaints received from the Rail users in the Railways.
- 1.8 Procedure to be followed in the investigation of public complaints.
- 1.9 Role of the Railways as Public utility service and as a commercial undertaking.
- 1.10 Factors affecting the public image of the Railways and the functioning of public redressal machinery in various departments.
- 1.11 Passenger amenities provided at stations and on trains for the use of Rail customers.
- 1.12 Knowledge of the rules regarding booking of coaching and its conveyance by rail.
- 1.13 Knowledge of the Commercial working at the station including parcel office and Goods Sheds.
- 1.14 Rules about the reservation of accommodation in the trains and Retiring Rooms etc.
- 1.15 Provision of Users amenities in the Trains and Stations and responsibility of the various departments of the Railway for various items of amenities to be provided to the users.
- 1.16 Efficient functioning of the concerned units on the Railways.
- 1.17 Grievances handling Machinery and Redressal of Grievances.
- 1.18 Functioning of Electronic and Print Media.

2.0 Railway Personnel complaints

- 2.1 Full knowledge of Settlement benefits, family pension, Medical Benefits.
- 2.2 Allowances/Incentives Loans/Advances eligibility for different categories of staff.
- 2.3 PPE(Personal Protective Equipment) eligibility for different categories of staff.

3.0 Railway Administration and Organization Structure

- 3.1 Indian Railways structure Zonal Railway Setup (including organizations allied such as Railways viz. Railway Rates Tribunal Railway, Railway Recruitment Board etc.
- 3.2 Organization and functions of Railway Board.
- 3.3 Different patterns of Organizations functioning in Indian Railways.
- 3.4 Departmental Organization of South Central Railway at the HQrs and Division.
- 3.5 Main functions of different departments.

4.0 Office Procedures

- 4.1 Receipts
- 4.2 Registration and distribution in inward dak service stamps.
- 4.3 Register and dispatch of outgoing dak.
- 4.4 Maintenance and up keep of files, preparation of files and submission of notes. Record keeping.
- 4.5 Maintenance of various diaries and progress Register.
- 4.6 Knowledge of drafting Official letters/Notings.

5.0 Rules/Procedures

- 5.1 Discipline and Appeal Rules
- 5.2 Service Conduct Rules.
- 5.3 Leave and Pass rules.

6.0 Budget and five year plans, Delegation of Powers & Canons of financial propriety.

7.0 Right to Information Act 2005 in Railways.

- 7.1 Full Knowledge of rules & procedures under Right to Information Act 2005.
- 7.2 Organizational structure of official nominated at various levels under RTI Act.
- 7.3 Working procedures of RTI cell at various levels.
- 7.4 Rules and Sections for accepting /transfer/ rejection and processing of RTI applications, first appeal & second appeals.
- 7.5 Various guidelines issued from time to time by the CIC in dealing with RTI cases.

8.0 Working knowledge in Computers (viz. Word, Excel, Power Point, e-office, accessing the portals designed for handling of complaints and RTI)

9.0 Official language policy and Rules.

10.0 HRMS,E-OFFICE,IPAS,UMID.
