

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3647
ANSWERED ON:24.08.2011
RAILWAY MAIL SERVICE
Sivakumar Alias J.K. Ritheesh Shri K.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has received representation regarding grievances of Railway Mail Service (RMS) employees;
- (b) if so, the details thereof and the action taken by the Government in this regard;
- (c) whether the Government proposes to re-issue Railway Pass for the RMS employees/families;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

- (a) The Department has a well-established procedure and mechanism for settlement of the grievances of its employees. Personal grievances of the employees are addressed by the administrative units concerned on the basis of receipt of such representations. There is a system of regular meetings with the service unions at Divisional, Regional and Circle Levels for redressal of operational grievances. Periodic meetings also take place at the Directorate level with the national representatives of the Unions to discuss operational issues.
- (b) The department takes requisite action with respect to employees grievances based on the representations and through the regular meetings.
- (c) No, Madam.
- (d) Does not arise in view of (c) above.
- (e) The Department of Posts does not issue Railway Pass for RMS employees/families. Department of Posts provides a metal token to the RMS employees traveling in the trains for the purpose of carriage of mail as a proof of identity.