



डेडीकेटेड फ्रेट कोरीडोर

# डेडीकेटेड फ्रेट कोरीडोर कारपोरेशन ऑफ इंडिया लि.

भारत सरकार (रेल मंत्रालय) का उपक्रम

**Dedicated Freight Corridor Corporation of India Limited**

**A Govt. of India (Ministry of Railways) Enterprise**

No. MGS/EN/RTI/77

Dated: 07.03.2025

AGM/Admn. (PIO),  
DFCCIL, Corporate Office,  
New Delhi

Sub: Providing information w.r.t original application received under the RTI Act, 2005. – RTI No. 122.

Ref: DFCCIL/R/E/25/00096 dt 21.02.25

With ref. to above-referred email, Para wise replies of questions raised by the applicant are as under:

Name of the applicant	Questions raised by the applicant	Remarks
Jitendra Kumar	1. Action Taken Report: Provide the detailed action taken on the above-mentioned grievances.	“Diwali Gift Card” handed over to Sri Ramasray Yadav, Keyman Supervisor/DDU on dt 10.01.25 (Copy Encl) Regarding “Indian Railway Shramik Kalyan Portal”, instructions have already been issued to UP Purva Sainik Kalyan Nigam Ltd (Copy Encl)
	2. Call Records, Notes, and Email Conversations: Share any internal communication, including call logs, meeting notes, and email exchanges, related to my grievances.	“Diwali Gift Card” handed over to Sri Ramasray Yadav, Keyman Supervisor/DDU on dt 10.01.25 (Copy Encl) Regarding “Indian Railway Shramik Kalyan Portal”, instructions have already been issued to UP Purva Sainik Kalyan Nigam Ltd (Copy Encl)
	3. Final Decision: What decision has been taken regarding these grievances?	“Diwali Gift Card” handed over to Sri Ramasray Yadav, Keyman Supervisor/DDU on dt 10.01.25 (Copy Encl) Regarding “Indian Railway Shramik Kalyan Portal”, instructions have already been issued to UP Purva Sainik Kalyan Nigam Ltd (Copy Encl)
	4. CPGRAMS Grievance Guidelines: Kindly provide a copy of the CPGRAMS guidelines referenced in the grievance response, which states: “Grievance under consideration was examined at this office and it has been forwarded to the concerned field unit for their consideration. However, it is to inform that the complaint is regarding a service matter, and as per the new CPGRAMS guidelines, grievances concerning service matters, including disciplinary proceedings, do not fall under the ambit of CPGRAMS”	Details are available in this link: <a href="https://pgportal.gov.in/">https://pgportal.gov.in/</a>

सीजीएम कार्यालय/CGM Office-DDU, पता/Address - Manas Nagar Railway Colony (Near RPF Post), Pt. Deen Dayal Upadhyay, PO: Alinagar, District -

Chandauli, Pin - 232101 (U.P.) फोन नं / Phone No.-05412258421, ई-मेल / E-mail: [cpmgs@gmail.com](mailto:cpmgs@gmail.com)

पंजीकृत एवं कॉर्पोरेट कार्यालय : पांचवा तल, सुप्रीम कोर्ट, मेट्रो स्टेशन बिल्डिंग कॉम्प्लेक्स, नई दिल्ली - 110001

Regt. & Corporate office: 5<sup>th</sup> Floor, Supreme Court metro Station Building Complex, New Delhi-110001

Tel:+91-11-23454700, Fx:011-23454707, Email: [contactdfccil@dfcc.co.in](mailto:contactdfccil@dfcc.co.in)



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# डेडीकेटेड फ्रेट कोरीडोर कारपोरेशन ऑफ़ इंडिया लि.

भारत सरकार (रेल मंत्रालय) का उपक्रम

**Dedicated Freight Corridor Corporation of India Limited**

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Name of the applicant	Questions raised by the applicant	Remarks
	5. Delay in Card Issuance: Provide the reason why my card has not been received till date, as per Circular No. 40/2023. Also, kindly provide the expected date of delivery of the card to Jitendra Kumar.	"Diwali Gift Card" handed over to Sri Ramasray Yadav, Keyman Supervisor/DDU on dt 10.01.25 (Copy Encl)

This has the approval of CGM/DDU.

(S.K. Mazumder)  
DPM/Engg.-I/DDU  
DFCCIL/Pt. DDU (MGS)

Copy to:

1. CGM/DDU kindly information please.
2. Dy. CPM/Engg-I/DDU kind information, please.

सीजीएम कार्यालय/CGM Office-DDU, पता/Address - Manas Nagar Railway Colony (Near RPF Post), Pt. Deen Dayal Upadhyay, PO: Alinagar, District -

Chandauli, Pin - 232101 (U.P.) फोन नं/ Phone No.-05412258421, ई-मेल / E-mail: [cpmmgs@gmail.com](mailto:cpmmgs@gmail.com)

पंजीकृत एवं कॉर्पोरेट कार्यालय : पांचवा तल, सुप्रीम कोर्ट, मेट्रो स्टेशन बिल्डिंग कॉम्प्लेक्स, नई दिल्ली - 110001

Regt. & Corporate office: 5<sup>th</sup> Floor, Supreme Court metro Station Building Complex, New Delhi-110001

Tel:+91-11-23454700, Fx:011-23454707, Email: [contactdfccil@dfcc.co.in](mailto:contactdfccil@dfcc.co.in)

## Details for registration number : MORLY/E/2025/0004052

<b>Name Of Complainant</b>	Jitendra Kumar
<b>Date of Receipt</b>	06/02/2025
<b>Received By Ministry/Department</b>	Railways, ( Railway Board)

**Grievance Description**

Railways, ( Railway Board) >> Tender/Contract Matters

Railway Board/ Zone/ PSU/ PU/ Office : PSU/PU - Dedicated Freight Corporation Of India

Subject Delay in Receipt of Diwali Gift Card - Circular 40/2023

Dear HR ,

I hope this finds you well.

I am writing to inform you that I have not yet received my Diwali Gift Card as per Circular 40/2023. Despite the passage of considerable time, there has been no update regarding the dispatch or expected timeline for delivery.

Kindly provide the reason for the delay and the expected date by which I will receive the card. Your prompt assistance in resolving this matter would be greatly appreciated.

I have not received the card Diwali Gift Card Circular No 40/2023 yet. Please give me the card as soon as possible and credit my money.

Looking forward to your response.

Best regards,  
Jitendra Kumar

<b>Current Status</b>	Case closed
<b>Date of Action</b>	21/02/2025

**Remarks**

Grievance under consideration was examined at this office and it has been forwarded to concerned field Unit for their consideration but also this is to inform that complaint is regarding service matter and according to new CPGRAMS guidelines, grievances concerning service matter including disciplinary proceedings etc. does not fall under the ambit of CPGRAMS.

<b>Rating</b>	Poor
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<b>Rating Remarks</b>	This is not service matter please provide my card
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**Officer Concerns To**

<b>Officer Name</b>	PG OFFICER (GENERAL MANAGER)
<b>Organisation name</b>	DFCCIL
<b>Contact Address</b>	DFCCIL 5TH FLOOR, SUPREME COURT METRO STATION BULDG, COMPLEX,NEW DELHI-110001
<b>Email Address</b>	anilkumar1965@dfcc.co.in
<b>Contact Number</b>	01123454990

**Reminder(s) / Clarification(s)**

Reminder Date	Remarks
06/02/2025	Ddu unit complaint



## Details for registration number : MORLY/E/2025/0003567

**Name Of Complainant** Jitendra Kumar  
**Date of Receipt** 01/02/2025  
**Received By Ministry/Department** Railways, ( Railway Board)

### Grievance Description

Railways, ( Railway Board) >> Miscellaneous

Railway Board/ Zone/ PSU/ PU/ Office : PSU/PU - Dedicated Freight Corporation Of India

To  
 The Corporate Office,  
 Dedicated Freight Corridor Corporation of India Limited (DFCCIL),  
 New Delhi.  
 Subject: Complaint Regarding Non-Update of Data on Shramik Kalyan Portal by DFCCIL Mughalsarai (DDU Unit)  
 Respected Sir/Madam,  
 I am writing to formally bring to your attention a serious issue regarding the non-updation of data by DFCCIL Mughalsarai (DDU Unit) on the Shramik Kalyan Portal and UP Purva Sainik Kalyan Nigam Ltd.  
 The data of Keyman and Gateman engaged in DFCCIL projects under DDU Unit has not been updated on the Shramik Kalyan Portal, thereby violating compliance norms. Furthermore, DFCCIL has reportedly provided an exemption for uploading data on the portal by citing a PASRA License Letter.  
 However, it is important to note that:  
 1. The PASRA License Act, 2005, is specifically for security agencies and is not applicable for Shramik Kalyan Portal compliance.  
 2. This exemption letter does not justify the non-updation of worker details on the Shramik Kalyan Portal.  
 Due to this, the workers are facing difficulties in availing the benefits and compliances mandated under the labor laws. I request your immediate intervention to:  
 • Direct the DFCCIL Mughalsarai (DDU Unit) to update the required data on the Shramik Kalyan Portal and UP Purva Sainik Kalyan Nigam Ltd without further delay.  
 • Ensure proper compliance with labor welfare regulations and prevent any misuse of exemption provisions.  
 I urge you to take necessary action at the earliest and address this matter in the interest of labor welfare and transparency.  
 Awaiting your prompt response.  
 Thanking you,  
 Jitendra Kumar

**Current Status** Case closed

**Date of Action** 21/02/2025

### Remarks

Grievance under consideration was examined at this office and it has been forwarded to concerned field Unit for their consideration but also this is to inform that complaint is regarding service matter and according to new CPGRAMS guidelines, grievances concerning service matter including disciplinary proceedings etc. does not fall under the ambit of CPGRAMS.

### Rating

Poor

### Rating Remarks

matter compliance i request please upload data to shramik portal railway

### Officer Concerns To

**Officer Name** PG OFFICER (GENERAL MANAGER)  
**Organisation name** DFCCIL  
**Contact Address** DFCCIL 5TH FLOOR, SUPREME COURT METRO STATION BULDG, COMPLEX, NEW DELHI-110001  
**Email Address** anilkumar1965@dfcc.co.in  
**Contact Number** 01123454990

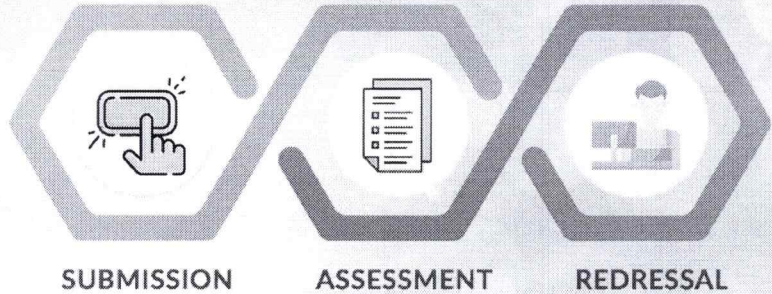


Language :

English

Sign In

HELPS TO TRACK  
AND MONITOR THE  
STATUS OF YOUR  
GRIEVANCE



Any Grievance sent by email will not be attended to / entertained. Please lodge your grievance on this portal.

### ABOUT CPGRAMS

Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG.

The status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. CPGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer. After closure of grievance if the complainant is not satisfied with the resolution, he/she can provide feedback. If the rating is 'Poor' the option to file an appeal is enabled. The status of the Appeal can also be tracked by the petitioner with the grievance registration number.

#### Issues which are not taken up for redress :

- ▶ RTI Matters
- ▶ Court related / Subjudice matters
- ▶ Religious matters
- ▶ Suggestions
- ▶ Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015

#### Note :

1. If you have not got a satisfactory redress of your grievance within a reasonable period of time, relating to Ministries/Departments and Organisations under the purview of Directorate of Public Grievances(DPG), Cabinet Secretariat, GOI, you may seek help of DPG in resolution. Please [click here](#) for details.
2. Government is not charging fee from the public for filing grievances. All money being paid by the public for filing grievance is going only to M/s CSC only

### WHAT'S NEW

27

JULY 2022

[Strengthening of Machinery for Redressal of Public Grievance \(CPGRAMS\) \(PDF - 1.05 MB\)](#)

23

AUGUST  
2024

[Comprehensive Guidelines for Handling the Public Grievances \(PDF - 0.25 MB\)](#)

Date: 10.01.2025

To Whomsoever It May Concern

Subject: Acknowledgment of Receipt of Diwali Cards 2024 for **JITENDRA KUMAR** (DGR Staff)



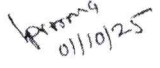
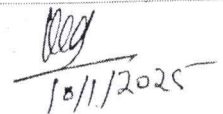
Ref: (i) Approved DGR List

(ii) Copy of Gift card

This is to formally acknowledge the receipt of the DFCCIL/DDU/DGR Diwali cards for 2024. The cards were received by Sh. Vinod Prasad Verma and Sh. Ramasray Yadav on behalf of **Jitendra Kumar** (DDU DGR Staff) on 10.01.2025.

Note -

- The Gift Card Reference Number is 000056 -M:601213 N/M: 601213.

Issued By:	Verified By:	Received By:	
 Executive/HR/DDU Ms. Monika Singh <a href="mailto:monica@dfcc.co.in">monica@dfcc.co.in</a> 8318064128	 APM/Civil/DDU Sh. Md. Tarique Anwar <a href="mailto:tarique.anwar07109@gmail.com">tarique.anwar07109@gmail.com</a> L.com +91 80038 99319	 Gateman Supervisor/DDU Sh. Vinod Prasad Verma <a href="mailto:vinodverma64200@gmail.com">vinodverma64200@gmail.com</a> m 9939612729	 Keyman Supervisor/DDU Sh. Ramasray Yadav <a href="mailto:rayadav@gmail.com">rayadav@gmail.com</a> 8887586040



pluxee

Gift

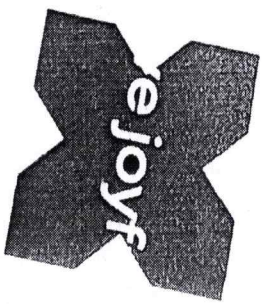
Jitendra K

MUM - BlueDot / MGS - MGS

32974389541

028722024-SI No.000056-M:601213-CC-PC:1155861E-SC:50d9e6-CE:1B-ENCE17-OC:B

JITENDRA KUMAR  
DEDICATED FREIGHT CORRIDOR CORPORATION OF INDIA LTD  
MANAS NAGAR RAILWAY COLONY NEAR RPF POST  
PT DEEN DAYAL UPADHAYAY  
POST OFFICE ALINAGAR  
CHANDAULI - 232101, UTTAR PRADESH  
N/M : 601213  
Mob:-91-6206266500



Received by

Vinod Parmod Vermana

SUP - GATE MAN

*Vinod Parmod Vermana*  
10/11/2025

Received by

RAN ASHOK PRASAD

SAP KEY MAN

*RAN ASHOK PRASAD*  
10/11/2025





डेडीकेटेड फ्रेट कोरीडोर

डेडीकेटेड फ्रेट कोरीडोर कारपोरेशन ऑफ इंडिया लि.

भारत सरकार (रेल मंत्रालय) का उपक्रम

Dedicated Freight Corridor Corporation of India Limited

A Govt. of India (Ministry of Railways) Enterprise

No. DDU-EN-UPSKNL-Keyman&Gateman-385-2023

Date: 10.01.2025

M/s UP Purva Sainik Kalyan Nigam Ltd.

House No. S 18/38-5B, 6

Patel Nagar Colony Nadesar

Varanasi-221 002

**Sub:** Clarification regarding updation of data at IR Shramik Portal.

**Ref:** (i) DDU-EN-UPSKNL-Keyman&Gateman-385-2023, dtd. 08.11.2023

(ii) Rly Board letter no. 2018/CE-1/CT/4, dtd. 17.10.2018

To enhance transparency in the payment of wages to contract labor and related transactions, a web-based e-application has been developed and is now hosted on the website: [www.shramikkalyan.indianrailways.gov.in](http://www.shramikkalyan.indianrailways.gov.in).

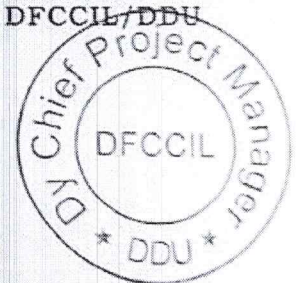
As per the instructions outlined in the letter under reference (ii), it is mandatory to update all details regarding workmen's wages, including EPF, ESI, gross payment, and net payment, on the IR Shramik Portal.

However, as noted in reference (i), you have not been submitting the IR Shramik Portal data along with the monthly bill. You are hereby requested to review the directives mentioned in the letter under reference (ii) and clarify why the required data has not been uploaded to the IR Shramik Portal.

DA . enclosed as above .

(J K Singh) 10/1/25

DYCPM/ENGG-I  
DFCCIL/DDU



**Copy to:**

- CGM/DDU for kind information please.
- DYCPM/FIN/DDU for kind information please.

सीजीएम कार्यालय/CGM Office-DDU, पता/Address - Manas Nagar Railway Colony (Near RPF Post), Pt. Deen Dayal Upadhyay, PO: Alinagar, District -

Chandauli, Pin - 232101 (U.P.) फोन नं / Phone No.-05412258421, ई-मेल / E-mail: [cpgmgs@gmail.com](mailto:cpgmgs@gmail.com)

पब्लिक एवं कॉर्पोरेट कार्यालय - पाचवा तल, सुप्रीम कोर्ट, मेट्रो स्टेशन बिल्डिंग कॉम्प्लेक्स, नई दिल्ली - 110001

Regt. & Corporate office: 5<sup>th</sup> Floor, Supreme Court metro Station Building Complex, New Delhi-110001

Tel: +91-11-23454700, Fx: 011-23454707, Email: [contactdfccil@dfcc.co.in](mailto:contactdfccil@dfcc.co.in)