



डेडीकेटेड फ्रेट कोरीडोर

डेडीकेटेड फ्रेट कोरीडोर कॉर्पोरेशन 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. 2021/HQ/Admin/RTI-698

New Delhi: 27.08.2021

Sh. Kasinath Chowdhury
West Bengal

Subject: Providing information w.r.t. Original RTI Application received under the RTI Act 2005.

Reference: Your online RTI application dated 27.07.2021 (Registration No. DFCCIL/R/E/21/00547) received through DOPT.

Information, as obtained from the concerned record holding office, is provided herewith as under;

S. No	Point No.	Information sought for	Information provided
1.	1-10	Refer to the original RTI application dt. 27.07.2021	A copy of Chapter VI (Conduct, Discipline and Appeal Rules) of HR Manual of DFCCIL, which is elaborate and self-explanatory, is enclosed. As for specific information sought at para no. 6 of the application, attention is invited to para 3.4.2 of CVC Manual 2018 and CVC's Circular No. 07.11.2014 dated 25.11.14 (in respect of dealing with complaints), which are self explanatory and available on CVC's website. So far as, handing of Public Grievances cases are concerned, any grievance received through the Centralised Public Grievance Portal is forwarded to the concerned Authority for examination and reply. After proper communication of reply, the grievance case is treated as closed. Anybody can approach to the higher authority, if the reply is not found satisfactory by the complainant.

Hope the above information is complete and satisfactory. If not, then you can appeal within 30 days of receipt of the letter to the 1st Appellate Authority whose name and address is as under;

Ms. R. P. Chhibber
GGM/Administration DFCCIL,
5th Floor, Supreme Court Metro Station Building,
Pragati Maidan, New Delhi-110001.

DA: 42 sheets

(S.K. Roy)

Dy. G.M./Admn.(PIO)

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