



## **MUMBAI METRO RAIL CORPORATION LIMITED**

### **Equal Opportunity Policy under Section 21 of the Rights of Persons with Disabilities Act, 2016 (RPwD Act- 2016)**

Mumbai Metro Rail Corporation Limited (MMRCL) is the nodal agency responsible for the implementation of Mumbai Metro Line-3 (MML-3) project. It has been constituted as a Joint Venture of the Government of India (GOI) and the Government of Maharashtra (GOM) on 50:50 sharing basis. Mumbai Metro Line - 3 (MML - 3) is one of such key projects to improve the transportation scenario in the financial capital of India i.e. Mumbai. MML-3 project- a 33.5 Km. fully underground long corridor running along Colaba-Bandra-SEEPZ, envisages to decongest the traffic situation in Greater Mumbai.

#### **1. Policy:**

Mumbai Metro Rail Corporation Limited follows the instructions issued from time to time by Government of India for empowerment of persons with disabilities (PWD). It has been the endeavor of the organisation to maintain conducive and harmonious work environment to ensure that the persons with disabilities enjoy the right to equality, life with dignity and respect for his or her integrity equally with others.

2. In accordance with the provisions of the Right of Persons with Disabilities Act, 2016 and Rules, the management strives to provide opportunities and facilities to persons with disabilities to participate, perform and excel in their work on an equal basis in everyday life.

The MMRCL provides reservation in appointments, as per Government of India instructions issued from time to time, against posts which are identified for persons with disabilities, in keeping with the spirit of the Ministry of Social Justice and Empowerment Notification in the matter. The candidates with necessary disability certificate issued by the competent authority in accordance with the Act are considered for the identified positions.

#### **3. Identification of positions and manner of selection: -**

The jobs for which differently abled person could be considered would be identified by the HR Head. The positions that may be identified would be notified on the Website of the company and to the employment exchanges as well as authorities mentioned in the Right to persons with Disabilities Act, 2016. The persons being considered for such positions would be notified of the recruitment and selection process as well as other associated rules of employment.

#### **4. Manner of selection:-**

The Company adopts a transparent selection process based on merit and without any bias to disabilities of the prospective candidate. Candidate with necessary disability certificate issued in accordance with the Act by the competent authority will only be considered for the identified positions. In case such candidates are not found suitable or no such candidate is available, the company will recruit the candidates without disability in those positions.

#### **5. Training:-**

The persons with disabilities are encouraged to attend training as and when required to enhance their capabilities to enable them to affectively discharge their duties in the organisation. The request of the persons with disabilities in intra-transfer/posting are supportively considered to the extent possible, for optimally utilizing their services. The request for allotment of residential accommodation in under the extant policy is also considered supportively. Other facilities as per Government of India Rules such as granting special leave, payment of Transport Allowance at double the normal rates are also extended to the persons with disabilities.

6. **Leaves:**

The differently abled employees will be governed by rules of leave as is applicable in the company.

7. **Accessibility:** -

The Company shall provide suitable infrastructure subject to practical feasibility to enable differently abled employees to have access to common facilities and user-friendly environment for persons with disability. Stair Tracker is available to facilitate disabled persons with reduced mobility and/ or standing tolerance. It has a Ground + one storey building and disabled friendly toilet facilities are available for both genders.

8. **Liaison Officer:** -

Mumbai Metro Rail Corporation Limited has appointed Shri C.M.Jadhav, General Manager(Civil ) & Chief Project Manager as Liaison Officer to look after the recruitment of persons with disabilities and provisions of facilities and amenities for such employees. The Liaison Officer shall be deputed for training on disability, equality and etiquettes for efficient discharge of duties.

9. **Grievance Redressal:** -

MMRCL has designated Smt. Maya Patole, General Manager / Human Resource as Grievance Redressal Officer for the purpose of receiving and disposing complaints from persons with disabilities. The Grievance Redressal Officer has been mandated to keep the records of complains etc. as per Rule 10 of 'Rights of Persons with Disabilities, Rules 2017'.

10. **Responsibility-**

(1) Every member of MMRCL management is responsible for giving effect to this policy.

(2) The HR Head shall be functionally responsible for compliances and implementation of the Rights of Persons with Disabilities Act, 2016 and rules framed thereunder.

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**OFFICE ORDER**

Subject: Appointment of Liaison Officers for Scheduled Castes/Scheduled Tribes - regarding.

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With reference to DoPT, GOI's letter no. 43011/153/2010-Estt. (Res.) dt. 4<sup>th</sup> January, 2013, **Shri C.M. Jadhav**, General Manager (Civil) & Chief Project Manager has been appointed as Liaison Officer for SC/ST in respect of MMRCL with immediate effect. He will perform his duties and responsibilities as Liaison Officer as indicated below.

**LIAISON OFFICER AND SPECIAL CELLS**

**1. Nomination of Liaison Officer:**

To ensure due compliance of the orders of reservation issued from time to time in favour of SCs and STs to ensure prompt disposal of the grievances of the employees of these classes and to scrutinize and consolidate the statistical data, Officers of the rank of Deputy Secretary have been nominated as Liaison Officer. A Special Cell in MMRCL shall be set up to assist him.

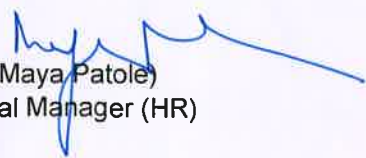
**2. Duties of Liaison Officers: -**

- (i) To ensure due compliance by the subordinate authorities with the reservation orders and other benefits admissible to SCs and STs.
- (ii) To scrutinize and ensure prompt submission of the prescribed annual statements by the appointing authorities to the Ministries/Departments and consolidation of the annual statements and sending such consolidated statements to the Department of Personnel and Training.
- (iii) To scrutinize properly all proposals for de-reservation and to certify after due satisfaction that such de-reservations are inevitable and that all steps prescribed in this regard have been faithfully taken.
- (iv) To liaise between the Ministries/ Departments/ Attached and Subordinate Offices and the Department of Personnel for supply of required information, answering queries and clearing doubts.
- (v) To conduct annual inspection of the rosters maintained, keeping a record of such inspection.
- (vi) To extend necessary assistance to the Commissioner for SCs and STs in discharge of his duties and functions.

**3. Interview to SC/ST employees to be granted by the Liaison Officers: -**

The Liaison officer of SC/ST employees should grant interviews to those SC/ST employees who are desirous of meeting them in connection with their grievance regarding appointments, etc. The meeting may, however, be informal without any agenda and no minutes thereof need be prepared.

This issues with the approval of MD, MMRCL.

  
(Maya Patole)  
General Manager (HR)

To,  
**Shri C.M. Jadhav**,  
General Manager (Civil) & Chief Project Manager-MMRCL

All Directors,  
ED (Planning)  
All Officers & Employees

Copy to  
Sr. PA to MD, MMRCL

(Note: This Order is circulated through Email on MMRCL official IDs & MMRCL intranet for wide circulation)

**OFFICE ORDER**

Subject: **Appointment of Grievance Redressal Officer under provisions of "The Rights of Persons with Disabilities Act, 2016"**.

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In persuasion of the Section 21 & 23 under Chapter IV of The Rights of Persons with Disabilities Act, 2016, the competent authority has accorded approval for the following :-

1. Implementation of the "Equal Opportunity Policy" in MMRCL under the provisions of Sec-21, RPwD Act 2016 with immediate effect. (Enclosed as **Annexure-A**).
2. **Ms. Maya Patole, General Manager (HR)** has been appointed as the "**Grievance Redressal Officer**", **Contract No- 022- 26575145/ 26384680** under Section -23 of RPwD Act 2016 in MMRCL with immediate effect.
3. The duties and responsibilities as "Grievance Redressal Officer" under the aforesaid act is as below:-
  - A. Any person aggrieved with the non-compliance of the provision of Section 20 of The Rights of Persons with Disabilities Act, 2016 may file a complaint with the Grievance Redressal Officer, who shall investigate it and shall take up the establishment for corrective action.
  - B. The Grievance Redressal Officer shall maintain a register of complaints in the manner as may be prescribed by the Central Government, and every complaint shall be inquired within two weeks of its registration.
  - C. If the aggrieved person is not satisfied with the action taken on his or her complaint, he or she may approach the District-Level Committee on disability.

This issues with the approval of MD, MMRCL.



(R. Ramana)  
Executive Director (Planning)

To,  
**Ms. Maya Patole,**  
General Manager (HR)-MMRCL

All Directors,  
DGM/HR (For HR records)  
All MMRCL Officers & Employees

Copy to  
Sr. PA to MD, MMRCL  
(Note: This Order is circulated through Email on MMRCL official IDs & To be uploaded on MMRCL intranet for wide circulation)