

NORTH CENTRAL RAILWAY

NCRPS-6157/2022

Headquarters Office
Subedarganj, Prayagraj

No. 797-E/NCR/Policy/Misc

Dated: .08.2022

All PHODs / CHODs/ HODs, NCR HQ office, PRYJ,
Divisional Railway Manager AGC/JHS/PRYJ,
CWM/JHS WS, CWM/ MLR WS, CWM/ RSK/STLI, CWM/CPOH PRYJ,
Sr. DPO AGC/JHS/PRYJ, Dy. CPO/IR & Const PRYJ, Dy. CPO/WS/JHS,
SPO/MLR, APO /RSK/STLI, CEE/WS/ JHS, Dy. CE/WS/JHS, Dy. CMM/GSD JHANSI,
Dy. CE/ Bridge Line AGC/JHS/PRYJ, Dy. CE/ TMC Line JHANSI Dy. CE / CSP PRYJ, Staff
Officer/RPF/NCR/HQ/PRYJ. Dy.FA&CAO/G/NCR,
Principal- ETC/ Kanpur. Principal- IRTMTC / PRYJ, Principal- CITA / Kanpur, Principal-
Supervisor Training Centre /Jhansi, Principal- Area Training Centre/Jhansi, Principal-
Transportation Training Centre, Subedarganj / PRYJ, Principal- Basic Training Centre,
Loco/Jhansi, Principal- BTCC&W/Jhansi, Principal- BTC, Wagon Workshop/Jhansi, Principal-
C&W training Centre/ Kanpur, Principal- Permanent Way Training Centre/JHS, Principal-
Electric Training Centre/TRD/Jhansi.

Sub: Prompt Disposal of letters/references received from Hon'ble
MPs/VIPs .

Ref: Railway Board Letter No. 2022/O&M/1/1 dated 12.08.2022.

...X...

Copy of Railway Board's letter 2022/O&M/1/1 dated 12.08.2022 is annexed herewith for further necessary action. In this connection it is stated that references from MPs/MLAs/VIPs are immediately acknowledged and reply be submitted within 07 days (where no information is required from Divisions) and 15 days (where information is called from Divisions from the date of receipt of references. In case the final reply is likely to take time, an interim reply should be sent immediately indicating the possible date by which the final reply would be issued. All such references may be monitored/processed electronically.

The instructions mentioned in Railway Board's letter dated 12.08.2022 should be brought to the notice of all concerned please.

Policy Letter Circulated under NCRPS is also be available on website www.ncr.indianrailways.gov.in(About us→Department→Personnel→NCR Policy Circulars).

DA: As above

(B.K.Chaturvedi)
Dy.CPO/HQ
for General Manager/P

C/- Secretary to GM for kind information to General Manager.

C/-Secretary to AGM for kind information to AGM.

C/- All Personnel Officer in HQ.

C/- APO/IR for information and necessary action.

C/- CS&WI/HQ for obtaining the information over NCR and submit the same directly to Rly.Bd.



भारत सरकार Government of India
रेल मंत्रालय Ministry of Railways
रेलवे बोर्ड (Railway Board)

No.2022/O&M/1/1

PCO

Dated : 12.08.2022

The General Managers,
All Indian Railways/PUs etc.
DG/RDSO & DG/NAIR
CMDs/MDs of PSUs

CP/IR

Sub: Prompt disposal of letters/references received from Hon'ble MPs/VIPs

Ref. : Board's Letter No.2017/O&M/11/1 dated 03.10.2017

Attention is invited to Board's Letter No.2017/O&M/11/1 dated 03.10.2017 regarding prompt disposal of letters/references received from Hon'ble MPs/VIPs indicating the procedure/timeline for processing such cases/references.

2. In this regard, a reference from Hon'ble MP and Member of Standing Committee on Railways has been received w.r.t. non-furnishing of proper reply of letters/references by the subordinate offices under Ministry of Railways. As such, it has been desired that extant instructions be strictly followed and such references be processed properly.
3. As per the extant instructions, communications from MPs/VIPs should be given utmost attention and acknowledged immediately. It may be ensured that references from MPs/MLAs/VIPs are immediately acknowledged and reply be submitted within 07 days (where no information is required from Divisions) and 15 days (where information is called from Divisions from the date of receipt of the reference. In case the final reply is likely to take time, an interim reply should be sent immediately indicating the possible date by which the final reply would be issued. All such references may be monitored/processed electronically.
4. The above instructions may be brought to the notice of all PHODs/HODs/DRMs/ADRM and other Senior Officers/Staff upto the bottom channel for strict compliance.

(B. Majumdar)
Adviser(Admn.)/Railway Board
jsecyrb@rb.railnet.gov.in
Telephone No. 011-23387362
Room No.533-C, 5th Floor
Railway Board

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD

No.2017/O&M/1/1

date of issue - 03.10.2017

The General Managers,
All Indian Railways/PUs etc.
DG/RDSO & DG/NAIR
CMDs/MDs of PSUs

Sub: Prompt Disposal of Letters/References Received from MPs/VIPs
Ref: i) Board's Letter No. 2016/O&M/1/1 dated 15.07.2016
ii) Board's Letter No. 2017/O&M/1/1 dated 11.01.2017
iii) Board's Letter No. 2017/O&M/1/1 dated 27.01.2017


Instructions already exist on prompt disposal of communications received from MPs/VIPs and the same are also reiterated from time to time, the last being Board's letter dated 27.01.2017, indicating prescribed timelines and use of e-Office/electronic processing for monitoring of such references.

2. Secretary, Ministry of Personnel, Public Grievances and Pensions in his recent DO letter has stated that during a recent interaction of Hon'ble Prime Minister with the Members of Parliament, complaints have been received regarding delay in acknowledgement/prompt disposal of references received from Members of Parliament. It has been desired that extant instructions be strictly followed and such reference be monitored electronically.

3. As per extant instructions, communications from MPs/VIPs should be given utmost attention and acknowledged immediately. It may be ensured that references from MPs/VIPs are immediately acknowledged and reply be submitted within 07 days (where no information is required from Divisions) and 15 days (where information is called from Divisions) from the date of receipt of the reference. In case the final reply is likely to take time, an interim reply should be sent immediately indicating the possible date by which the final reply would be issued.

4. Electronic monitoring mechanism like FIS or e-Office or any other system may be required to monitor and process the MPs/VIPs references. All MPs/VIPs references should invariably be scanned and processed/monitored electronically.

5. The above instructions may be brought to the notice of all PROs/HODs/DRMs/ADRs and other Senior Officers/Staff down the line for strict compliance.


(V. Vaidehi)
Joint Secretary/Railway Board