

Government of India  
Ministry of Railways  
(Railway Board)

NO. 2017/Transf. Cell/Go Digital

Dated: 04.01.2018

The General Manager,  
Northern Railway  
Managing Director,  
CRIS, New Delhi

General Managers  
All Zonal Railways,

**Sub: Encourage people to go digital –Pan India rollout of Apps developed by Delhi Division.**

**Ref: DRM/Delhi letter No. 2017/EDPC/PAN-IND/DLI Dated 27<sup>th</sup> December 2017.**

As a part of digital initiative of Indian Railways aimed at encouraging more and more employees to use digital means in their day to day working, it has been decided by Board (CRB) that following initiatives of Delhi Division should be implemented across all Indian Railways:

- (I) E-Inspection Apps
- (II) RRPGRAMS (Rail Passenger Grievance Redressal & Monitoring) App
- (III) Raikarmi Apps

The effort for nationwide rollout shall be coordinated by General Manager, Northern Railway who is inter-alia expected to:

- (i) Sanction a work of appropriate value in PH-17 on out of turn basis for nationwide rollout of above mentioned applications.
- (ii) Entrust the work of nationwide rollout and all allied works arising during its implementation to Delhi Division.
- (iii) Raise debits on each zonal railway to the extent of expenditure on implementation of the Apps over that zonal railway.
- (iv) Delhi Division to procure the hardware through SPC as per extant rules once the work is sanctioned as advised in para (i) above to expedite the implementation.

MD/CRIS is requested to provide all necessary assistance to Delhi Division as requested by DRM/Delhi vide his under reference.

This issues with approval of the Board (CRB)



(A.K. Chandra)  
Executive Director  
Transformation Cell  
Tel No. (M) 9717646228

New Delhi Dated: 04.01.2018

**No. 2017/Trans/01/Policy**

1. PFAs, All Indian railways & Production Units
2. The ADAI (Railways), New Delhi
3. The Director of Audit, All Indian Railways
4. DRM, Delhi Division, Northern Railways



(Sanjeeb Kumar)  
Executive Director/ Accounts  
Transformation Cell

Copy – As per list enclosed

**Copy to**

1. The ADAI (Railways,) New Delhi
2. The Director of Audit, All Indian Railways
3. The Director, Indian Railway Institute of Civil Engineering, Pune.
4. The Director, Indian Railway Institute of Mechanical and Electrical Engineering, Jamalpur.
5. The Director, Indian Railway Institute of Signal Engineering and Telecommunications, Secunderabad.
6. The Director, Indian Railway Institute of Electrical Engineering, Nasik.
7. The Executive Director, Indian Railways Centre for Advanced Maintenance Technology, Gwalior.
8. The Director, Indian Railway Institute of Transport Management, Lucknow.
9. The Registrar, Railway Claims Tribunal, Delhi.
10. The General Secretary, IRCA, New Delhi.
11. The Chief Commissioner of Railway Safety, Lucknow.
12. The Secretary, Railway Rates Tribunal, Chennai.
13. The Chairman, Railway Recruitment Board, Ahmedabad, Ajmer, Allahabad, Bangalore, Bhopal, Bhubaneswar, Chandigarh, Chennai, Gorakhpur, Guwahati, Jammu & Srinagar, Kolkata, Malda, Mumbai, Muzaffarpur, Patna, Ranchi, Secunderabad and Trivandrum.

**Copy to:**

1. The Genl. Secy. AIRF, Room No. 248, & NFIR Room NO. 256-C, Rail Bhavan
2. The Secy. Genl., IRPOF, Room No. 268, FROA, Room NO. 256-D & AIFPFA, Room No. 256-D Rail Bhavan

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1. PS to MR, MOS(S), MOS(G)
2. CRB, FC, ME, MTR, MRS, MS, MT, SECY, DG(RHS), DG (RPF), DG (Stores), DG (Pers), DG(S&T)
3. All AMs, Principal Executive Director & Executive Directors of Railway Board



**(A.K. Chandra)**  
**Executive Director**  
**Transformation Cell**