

**भारत सरकार GOVERNMENT OF INDIA**  
**रेल मंत्रालय MINISTRY OF RAILWAYS**  
**रेलवे बोर्ड (RAILWAY BOARD)**

No. 2016/O&M/1/1

Dated:- 15.07.2016

**General Managers**  
**All India Railways/PUs**  
**DG/NAIR & DG/RDSO**  
**MD/PSUs**

**Sub:- Prompt Disposal of Letters/References received from Hon'ble MPs**

**Ref:- Board's Letter No. 2013/O&M/1/1 dated 26.03.2013 &  
No. 2012/O&M/1/1 dated 05.09.2012**

Attention is invited to aforementioned Board's letters on acknowledgement and expeditious reply to communications received from Hon'ble MPs and VIPs.

2. However, recently, during discussions on a starred question, one of the Hon'ble Members of Parliament raised the issue of stereotyped replies, sometimes with no meaning, being received by them to their references. It was suggested by the Hon'ble Member of Parliament that replies to their proposals should be specific with regard to feasibility of acceptance or otherwise with clear timelines and reasons.

2.1 In view of the aforesaid, it is desired that the following aspects may be kept in mind before replying to references from MPs and other dignitaries:-

- (i) The replies to the points raised by Member of Parliament should be specific indicating whether their proposal is acceptable or not and if acceptable, by what time the same would be implemented;
- (ii) Where the request of a Member of Parliament cannot be acceded to for any reason, clear and cogent reasons for not acceding to such request may be given in a courteous language;
- (iii) In corresponding with Members of Parliament, pre-printed or cyclostyled or stereotyped replies which merely state the existing policy without addressing the proposals should be avoided;
- (iv) To the extent feasible, requests/proposal from members of public should be looked into positively and from users' perspective and not solely with reference to administrative convenience.

2.2 It may also be ensured that acknowledgements to references received from MPs/MLAs/VIPs are sent immediately and replies to such references are submitted within 7 days (where no information is required from Divisions) and 15 days (where information is called for from Divisions) from the date of the receipt of the reference. Also, if delay is anticipated in sending the final reply due to certain reasons, an interim reply indicating the position and possible date of final reply may invariably be sent.

3. The above instructions may be brought to the notice of all PHODs/HODs/DRMs/ADRM and other senior Officers/Staff down the line for strict compliance. An Officer may also be nominated to keep a special watch over the disposal of the references within the time frame.

  
(V. Vaidehi)

Joint Secretary/Railway Board