



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



International Year
of Cooperatives

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Office Order No. 28 of 2025

Sub: Revision in Channel of Submission/Level of Disposal of cases-Increasing Efficiency in Decision Making in the Government.

Ref: Office Order No. 33 of 2018, 73 of 2022, 18 of 2023, 16 of 2024 & 72 of 2024

Attention is invited to above referred Office Orders (copies enclosed) on the above subject. It has been observed that extant instructions on channel of submission/level jumping are not being followed strictly leading to delay in decision making and unnecessary file movement.

1.1 The above has been viewed seriously by CRB & CEO. It is essential that the matter be given utmost attention and the instructions issued in this regard may be strictly adhered to.

2. Except in respect of submission of replies to Parliament questions, all Directorates (DGs, AMs, PEDs & EDs) may initiate necessary action for revising the channel of submission and ensure uploading of same on Railway Board's website (https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0,1,304,366,523,2605) as per guidelines contained in Office Order no. 33 of 2018 and para 2 of O. O. No. 14 of 2022. Level of disposal/reporting of official are to be strictly adhered to as per aforesaid Office Order. Wherever required suitable delegation of power to lower functionaries to be made so as to ensure quick decision making and efficient file movement.

2.1 The same has been reiterated on several occasions and the last one being done vide O.O.No.72 of 2024. However, it may be seen from the abovementioned website of Railway Board that majority of branches have not uploaded their revised channel of submission of cases despite repeated instructions. It is hereby reiterated that all Branches/Directorates in Board's Office may ensure uploading of their revised channel of submission on Indian Railways website.

3. Strict compliance is solicited by all concerned.

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No. 2024/O&M/22/1

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CRB & CEO, MF, M/Infra, M/O&BD, M/TRS and Secy/RB
DG/Safety, DG/RPF, DG/RHS and DG/HR
All Additional Members/PEDs
All EDs/JSs/IG

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