



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



Office Order No. 18 of 2023

Sub : Uploading of revised channel of submission of cases on Indian Railways website.

Ref. : Office Order No.73 of 2022

Attention is invited to Office Order No.73 of 2022(copy enclosed) wherein it was requested to upload the revised channel of submission of cases for the perusal of team of QCI from Cabinet Secretariat nominated by DAR&PG on https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0,1,304,366,523,2605 . However, it is observed that majority of the Branches have not uploaded the required revised channel of submission of cases pertaining to their branch as per the guidelines indicated in Office Order No.33 of 2018 despite repetitive instructions(List enclosed at **Annexure-I**). Further, channel of submission of cases uploaded by branch is not being updated regularly in case of any change in officer in the Branch/cell. This is an issue of non-compliance of extant instructions reiterated repeatedly.

2. DAR&PG has requested for providing certain information related to initiative taken for increasing efficiency in decision making. In this regard, a team of QCI will visit each Ministry/Department for third party evaluation/deeper study on increasing efficiency initiative.

3. Accordingly, AMs/PEDs/EDs/JSs are requested to check the enclosed list w.r.t. branches under their control and issue suitable directive to those branches who have not uploaded the revised channel of submission of cases on the given link so far for uploading of the same within 10 days.

No.2022/O&M/22/1

Dated: 28.03.2023

(T. Srinivas)

Joint Secretary/Railway Board

Tele No.- 011-23387446

Email_Id: t.sriniva1.gov.in

All AMs/PEDs/EDs/JSs

Copy for information to:

**CRB&CEO, M/O&BD, M/TRS, M/Infra, MF
Secretary/RB
DG/RPF, DG/RHS, DG/Safety, DG/HR**

EDPG/MR, EDPG/MOSR(D), EDPG/MOSR(J)

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

2023 का कार्यालय आदेश सं. 18

विषय : भारतीय रेल की वेबसाइट पर मामलों को प्रस्तुत करने की संशोधित सरणि को अपलोड करना।

संदर्भ: 2022 का कार्यालय आदेश सं. 73

आपका ध्यान 2022 के कार्यालय आदेश सं. 73 (प्रतिलिपि संलग्न) की ओर आकृष्ट किया जाता है जिसमें प्रशासनिक सुधार और लोक शिकायत विभाग द्वारा नामित मंत्रिमंडल सचिवालय से भारतीय गुणवत्ता परिषद की टीम के अवलोकनार्थ मामलों को प्रस्तुत करने की संशोधित सरणि को

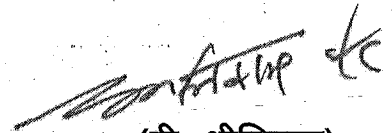
https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0,1,304,366,523,2605 पर अपलोड करने का अनुरोध किया गया था। बहरहाल, यह देखा गया है कि अनुदेशों को बार-बार दोहराए जाने (सूची अनुलग्नक-1 में संलग्न हैं) के बावजूद अधिकांश शाखाओं ने 2018 के कार्यालय आदेश सं. 33 में उल्लिखित दिशानिर्देशों के अनुसार अपनी शाखा से संबंधित मामलों को प्रस्तुत करने की आवश्यक संशोधित सरणि अपलोड नहीं की है। इसके अतिरिक्त, शाखा द्वारा अपलोड किए गए मामलों को प्रस्तुत करने की सरणि को शाखा/सेल में अधिकारी के किसी भी प्रकार के परिवर्तन के मामले में नियमित रूप से अद्यतन नहीं किया जा रहा है। यह बार-बार दोहराए गए मौजूदा अनुदेशों का अनुपालन न करने का मुद्दा है।

2. प्रशासनिक सुधार और लोक शिकायत विभाग द्वारा निर्णय लेने में दक्षता बढ़ाने के लिए की गई पहल से संबंधित कतिपय सूचना उपलब्ध कराए जाने का अनुरोध किया गया है। इस संबंध में, भारतीय गुणवत्ता परिषद की एक टीम दक्षता बढ़ाने की पहल के संबंध में तृतीय पक्ष मूल्यांकन/अपेक्षाकृत अधिक गहन अध्ययन के लिए प्रत्येक मंत्रालय/विभाग का दौरा करेगी।

3. तदनुसार, अपर सदस्यों/प्रधान कार्यपालक निदेशकों/कार्यपालक निदेशकों/संयुक्त सचिवों से अनुरोध है कि वे अपने नियंत्रणाधीन शाखाओं के संबंध में संलग्न सूची की जांच करें और उन शाखाओं को, जिन्होंने दिए गए लिंक पर मामलों को प्रस्तुत करने की संशोधित सरणि को अब तक अपलोड नहीं किया है, इसे 10 दिन के भीतर अपलोड करने हेतु उपयुक्त निदेश जारी करें।

सं. 2022/ओएंडएम/22/1

दिनांक: 28.03.2023


(टी. श्रीनिवास)

संयुक्त सचिव/रेलवे बोर्ड

टेलीफोन नं.- 011-23387446

ईमेल आईडी: t.sriniva1.gov.in

सभी अपर सदस्य/प्रधान कार्यपालक निदेशक/कार्यपालक निदेशक/संयुक्त सचिव

प्रतिलिपि सूचनार्थः

सीआरबी एवं सीईओ, सदस्य/परिचालन एवं व्यवसाय विकास, सदस्य/कर्षण एवं रोलिंग स्टॉक,
सदस्य/अवसंरचना, सदस्य/वित्त

सचिव/रेलवे बोर्ड

महानिदेशक/रेल सुरक्षा बल, महानिदेशक/रेल स्वास्थ्य सेवा, महानिदेशक/संरक्षा,
महानिदेशक/मानव संसाधन

कार्यपालक निदेशक जन शिकायत/रेल मंत्री, कार्यपालक निदेशक जन शिकायत/रेल राज्यमंत्री
(डी), कार्यपालक निदेशक जन शिकायत/रेल राज्यमंत्री (जे)

Channel of Submission of cases pertaining to Branches in Board's Office in lines with the Office Order No. 33 of 2018 & 31 of 2021

S.No.	Name of Directorate	Branches	Remarks, whether Uploaded or Not uploaded
1	ACCOUNTS DIRECTORATE	1. Accounts-I (Compilation.)- A/cs(Comp.)	Not uploaded
		2. Account(I) Appropriation - A/cs (App.)	Not uploaded
		3. Accounts-II-A/cs-II	Not uploaded
		4. GST Cell	Not uploaded
		5. Account-III-A/cs-III	Not uploaded
		6. Accounts(IV)-A/cs-IV	Not uploaded
		7. Accounts(Exam) –A /cs (Exam)	Not uploaded
		8. Pay And Account Office- PAO	Not uploaded
2	CIVIL ENGINEERING DIRECTORATE	1. CE-I	Not uploaded
		2. CE-II	Not uploaded
		3. CE-III	Uploaded
		4. CE-IV	Not uploaded
		5. CEDO	Not uploaded
		6. Civil Defence – C.D.	Not uploaded
3	COACHING DIRECTORATE	1. Coaching	Not uploaded
		2. Punctuality Cell	Not uploaded
		3. Coaching Movement Cell	Not uploaded
4	COMPUTERISATION AND INFORMATION SYSTEMS	1. C&IS	Not uploaded
		2. RBCC	Not uploaded
5	ECONOMIC DIVISION	1. Economic Unit	Not uploaded
6	EFFICIENCY AND RESEARCH	1. E&R	Uploaded
7	ELECTRICAL ENGINEERING	1. Electrical (TRS)	Uploaded
		2. Electrical(G)	Not uploaded
		3. Electrical Energy Management Cell	Uploaded
		4. Electrical Engineering Development Cell	Uploaded
8	ESTABLISHMENT	1. E(Labour Relations)–I	Not uploaded
		2. E(Labour Relations)–II	Not uploaded
		3. E(Labour Relations)–III	Not uploaded
		4. Establishment(Military)-E(ML)	Not uploaded
		5. E(LL)	Not uploaded
		6. Estt.(Welfare)	Not uploaded
		7. E(D&A)	Not uploaded
		8. E(G)	Uploaded
		9. E(NG)-I	Not uploaded
		10. E(NG)-II	Uploaded
		11. E(Rep) I	Uploaded
		12. E(Rep)-II	Uploaded
		13. E(Rep)-III	Uploaded
		14. E(SCT) –I	Uploaded
		15. E(SCT)-II	Uploaded
		16. E(Sports)	Not uploaded
9	FINANCE	1. Accounts(Inspection)	Not uploaded
		2. Cost Accounts – Cost A/cs	Not uploaded
		3. F(E) – I	Uploaded
		4. F(E) - II	Uploaded
		5. F(E) - III	Uploaded
		6. F(E)- Special	Uploaded

		7. Finance (F.Ex)	Uploaded
		8. Financial Services Cell- FS Cell	Uploaded
		9. Finance Stores	Uploaded
		10. Finance (Commercial)	Not uploaded
		11. Code Revision Cell	Not uploaded
		12. Budget Committee – I B(C)-I	Uploaded
		13. Budget Committee – II B(C)-II	Uploaded
10	FINANCE (BUDGET)	1. Finance (Budget)	Not uploaded
		2. Finance (X) –I	Uploaded
		3. Finance (X) –II	Uploaded
		4. Library	Not uploaded
11	HEALTH	1. Health	Not uploaded
		2. Health And Family Welfare	Not uploaded
12	LAND AND AMENITIES	1. LM(B)	Uploaded
		2. LM(L)	Uploaded
13	LEGAL	1. Legal Cell	Not uploaded
14	MANAGEMENT SERVICES	1. E(GC)	Uploaded
		2. E(GP)	Uploaded
		3. E (GR) – I	Uploaded
		4. E (GR) - II	Uploaded
		5. E (MPP)	Not uploaded
		6. E (Training)	Uploaded
		7. E (RRB)	Not uploaded
15	MECHANICAL ENGINEERING	1. Mechanical (Coaching) – M (C)	Not uploaded
		2. Mechanical (N)	Not uploaded
		3. Mechanical (Loco) –M (L)	Uploaded
		4. Fuel Branch	Uploaded
		5. Mechanical (Safety) – M(Safety)	Not uploaded
		6. Mechanical (Drawing) – M (D)	Not uploaded
		7. EnHM	Uploaded
16	MECHANICAL ENGINEERING (P.U.) & (W)	1. M (M & P)	Not uploaded
		2. Mechanical (W) –M (W)	Not uploaded
		3. Mechanical(PU)-M(PU)	Not uploaded
		4. Development Cell – Dev. Cell	Not uploaded
17	OFFICIAL LANGUAGE	1. Hindi (OL) –I	Not uploaded
		2. Hindi (OL) –II	Not uploaded
		3. Hindi (G) –I	Not uploaded
		4. Hindi (G) – II	Not uploaded
		5. Hindi (Spl) -I	Not uploaded
		6. Hindi (Spl) -II	Not uploaded
		7. Hindi (Parliament)	Not uploaded
		8. Hindi (Samiti)	Not uploaded
		9. Hindi (Training)	Not uploaded
		10. Rail Rajbhasha Patrika Cell	Not uploaded
18	PAY COMMISSION	1. Pay Commission – III /P.C.-III	Uploaded
		2. Pay Commission – IV /P.C.-IV	Uploaded
		3. Pay Commission /P.C.- V	Uploaded
		4. Pay Commission /P.C.-VI	Uploaded
		5. Pay Commission /P.C.-VII	Uploaded
		6. E (P & A) – I	Uploaded
		7. E (P & A) – II	Uploaded
19	PLANNING	1. Planning	Not uploaded
20	INFRASTRUCTURE	1. Infrastructure cell	Not uploaded
21	PUBLIC RELATION	1. P.R.	Uploaded
22	SAFETY	1. Safety (Inquiries)	Not uploaded
		2. Safety (Accident & Rules)	Not uploaded
		3. Safety (Disaster Management)	Not uploaded
		4. Safety (Implementation)	Not uploaded
		5. Safety (Track & Works)	Not uploaded

23	SECRETARY	1. Cash – I	Not uploaded
		2. Cash – II	Not uploaded
		3. Cash – III	Not uploaded
		4. Central Registry	Not uploaded
		5. Chasing	Uploaded
		6. Confidential Cell	Uploaded
		7. E(O) –I	Not uploaded
		8. E(O)-I/CC	Not uploaded
		9. E(O) –II	Not uploaded
		10. E(O) –III	Not uploaded
		11. E(O) –III/Spl	Not uploaded
		12. ERB- I	Not uploaded
		13. ERB- II	Not uploaded
		14. ERB- III	Not uploaded
		15. ERB- IV	Not uploaded
		16. ERB- V	Not uploaded
		17. ERB- VI	Uploaded
		18. General Branch	Not uploaded
		19. G. (Accommodation)	Not uploaded
		20. Issue(D)	Not uploaded
		21. Organisation and Method Unit - O&M	Uploaded
		22. Parliament	Uploaded
		23. Protocol Cell	Not uploaded
		24. Record	Not uploaded
		25. Roneo	Not uploaded
		26. R.B.(W)	Uploaded
		27. Stationery	Not uploaded
		28. Heritage Cell	Uploaded
		29. Prosecution Cell	Not uploaded
24	SECURITY	1. Security (E)	Not uploaded
		2. Security (Crime)	Not uploaded
		3. Security (A.B.E)	Not uploaded
		4. Security (Special)	Not uploaded
		5. Security (Confidential Cell)	Not uploaded
		6. CCB Cell	Not uploaded
		7. Internal Vigilance Cell	Not uploaded
		8. Intelligence Cell	Not uploaded
25	SIGNAL	1. Signal	Not uploaded
26	STATISTICS AND ECONOMIC	1. Stat-I	Uploaded
		2. Stat-II	Uploaded
		3. Stat-III	Uploaded
		4. Stat-IV	Uploaded
		5. Stat-V	Uploaded
		6. Stat(Accdt.)	Uploaded
		7. Stat (Econ)	Uploaded
		8. Stat (Inspection)	Uploaded
		9. Stat (Cost Analysis)	Uploaded
		10. Stat (Drawing)	Uploaded
27	STORES	1. R.S.(B)	Not uploaded
		2. RS(F)	Not uploaded
		3. R.S.(G)	Uploaded
		4. R.S.(IC)	Uploaded
		5. R.S- I	Not uploaded
		6. R.S.- IV	Not uploaded
		7. RS.-III	Not uploaded
		8. R.S.(WTA)	Not uploaded
		9. R.S.(M)	Not uploaded
		10. R.S.(S)-II	Not uploaded
		11. R.S.(E) (former GS/E(S) in Gati Shakti)	Not uploaded

28	TELECOM	1. Telecom	Uploaded
29	TRACK	1. Track-I	Not uploaded
		2. Track- II	Uploaded
		3. Track- III	Uploaded
30	TOURISM AND CATERING	1. Catering	Not uploaded
		2. Tourism Cell	Not uploaded
		3. NFR	Uploaded
31	TRAFFIC COMMERCIAL	1. T.C. – I	Uploaded
		2. T.C. – II	Uploaded
		3. T.C. – (RCT)	Uploaded
		4. T.C. - IV	Not uploaded
		5. T.C.(FM)	Not uploaded
		6. T.C.(Rates)	Uploaded
		7. T.C.(CR)	Not uploaded
		8. TG- I	Uploaded
		9. TG- II	Uploaded
		10. TG- IV	Uploaded
		11. TG –V	Not uploaded
		12. Public Grievances	Not uploaded
		13. RTI Cell	Not uploaded
		14. DBT Cell	Not uploaded
32	TRAFFIC TRANSPORTATION	1. TT-I	Not uploaded
		2. TT- II	Not uploaded
		3. TT- IV	Not uploaded
		4. TT- V	Not uploaded
		5. TT – III	Not uploaded
		6. TT – VI	Not uploaded
33	VIGILANCE	1. Vigilance – I	Uploaded
		2. Vigilance – II	Not uploaded
		3. Vigilance – III	Not uploaded
		4. Vigilance – IV	Not uploaded
		5. Vigilance (Confidential)	Not uploaded
		6. Vigilance (Special squad)	Not uploaded
34	WORKS	1. Works – I	Not uploaded
		2. Works- II	Not uploaded
		3. WDO	Not uploaded
		4. Project Cell	Uploaded
35	GATI SHAKTI	1. GS/SD-I	Not uploaded
		2. GS/SD-II	Not uploaded
		3. GS/Elec.	Uploaded
		Innovation and Transformation Cell (earlier Transformation Cell)	



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



Office Order No.73 of 2022

Sub: Updating revised Channel of Submission on Indian Railways Website.

Ref: Office Order No. 63 of 2022

Attention is invited to Office Order No. 63 of 2022 (copy enclosed for ready reference) on the above subject. The team of QCI from Cabinet Secretariat nominated by DAR&PG, have been forwarded the link https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0.1.304.366.523.2605 where in all Directorate/Branch were to revise and uploaded their Channel of Submission of cases as per the guidelines indicated in Office Order No. 33 of 2018 duly indicating the name, Telephone Number and email_id of the officer dealing with different subjects for further scrutiny by QCI Team/DAR&PG.

2. It has been observed that few branches have still not uploaded the channel of submission on above link (https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0.1.304.366.523.2605). This is a issue of deliberate non-compliance of extant instruction reiterated repeatedly and a cause for concern.

3. All AMs/PEDs/EDs/JSs are requested to check the above link with respect to branches under their control and issue suitable directive for compliance within 10 days of the issue of this Office Order.

No. 2022/O&M/22/1

Dated: 31.10.2022

(B.Majumdar)

Advisor(Admin)/Railway Board

All Officers and Branches in Board's office, COFMOW and at Dayabasti, New Delhi.

Copy to:

Advisor/MR, OSD/Co-ord/MR, OSD/MR, EDPG?MR, Additional PS/MR

भारत सरकार Government Of India

रेल मंत्रालय Ministry Of Railways

(रेलवे बोर्ड) Railway Board

Office Order No.33 of 2018

Sub: Consolidated Instructions on Channels of File Submission

The multiple channels of file submission in Railway Board has been viewed adversely by Hon'ble MR.

1.1 Attention is invited to Office Order Nos. 87, 93 and 102 of 2017 on reducing number of layers in upward/downward movement of files for ensuring expeditious decision making. Despite extant instructions, it has been observed that files are still being routed through several channels in a routine manner leading to delay in disposal of cases/decision making. It has also been observed that files are getting routed through multiple personnel who are not able to make any value addition and perhaps, are endorsing a view in a routine manner, rather mechanically.

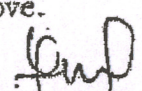
2. Accordingly, all concerned are advised to strictly adhere to instructions for minimum levels of movement of files. As a ready reckoner, the details of instructions issued in the past, on upward & downward movement of files with reduction in number of layers for decision making are enclosed at Annexure-I.

2.1 Board Members and Senior functionaries upto PED/ED level may ensure that files on important issues should move through a maximum of 5 levels before being put up for the decision of Railway Ministers. This would require to be planned by each Directorate depending on their structure/needs so that, while speedy decision making is achieved, any necessary due diligence is not lost sight of. Issues which do not require application of mind at intermediary levels should have even lesser levels involved in routing the files.

3. The above norms are to be strictly complied with by all concerned for ensuring quick disposal of cases.

4. This supersedes the Office Orders referred to in para 1.1. above.

No.2017/O&M/22/1
Dated:- 12.03.2018


(H. Moharana)
Joint Secretary/Railway Board

All Officers and Branches in Board's Office and at Metro Bhawan, Pragati Maidan.

Copy to:

CRB, FC, ME, MRS, MS, MT & MTR,

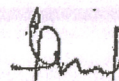
DG/RHS, DG/RPF, DG/Personnel, DG/S&T & DG/RS,

PS/MR, PS/MOS(S), PS/MOS(G).

Annexure-I

A) For Upward Movement of Files/cases

- i) Maximum level of disposal after Section to Executive Director(ED) should be two with Executive Director as the third level of disposal. However, where time is the essence, the intervening levels may be reduced to one upto Executive Director depending on the distribution/delegation of work by the Executive Director to his/her subordinate officers.
- ii) Joint Directors & Directors are to be treated as one functional level. Where both the posts are available, the work may be divided to go through either channel.
- iii) Similarly, PED and AM may be treated as one level.
- iv) Wherever the case requires approval from more than one Board Member, such approval of Board should be treated as one functional level. Similarly, where the case is routed through MoSRs to MR, such approval should also be treated as one level. In short, Board should be treated as one functional level and Minister as one level for the purpose of Channel of Submission of cases.
- v) Board Members may consider and delegate certain powers to PED/AM (other than for Personnel, Stores and S&T Directorates) for final disposal where the case does not require approval of Board Member as Secretary to the Government of India or Board Member as per Codal provisions. Similarly, DG/RS, DG/Personnel and DG/S&T may consider and delegate certain powers to their PEDs/AMs for final disposal.
- vi) Wherever consultation from several Directorates is involved for arriving at a decision, a meeting of the concerned EDs/Directors may be convened by the nodal ED by circulating a background paper and thereafter, based on the minutes of the meeting, the file may be moved up by the Nodal ED.
- vii) Cases where policy issues are involved or major executive decision are being taken should invariably be routed through Chairman, Railway Board before submission to Hon'ble MR.
- viii) All routine cases/briefs/factual data/replies to references from MPs/VIPs not involving policy issues, may be submitted directly to the Minister by the concerned Executive Director (by PED where ED is not available).
- ix) All replies to Unstarred Parliament Questions /Assurances/Motions based on factual position and having no policy implication may be submitted to the Minister directly by AMs (PEDs where no AMs are available). However, depending upon the sensitivity of the issue, the Unstarred question may be routed through the concerned Board Member.



Annexure to OO No. 33 of 2018

- 12/03/2018

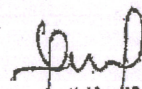
B. Downward Movement of Files/Cases

- i) If the proposal has been accepted by the accepting authority without any deviation, the file should be marked by the accepting authority to the level that initiated the note. In case of deviation, the file should go down the normal route.
- ii) After the return of the file to the official who was the first level of disposal, it would be the responsibility of that official to take necessary action without delay as per the approval accorded on the file and subsequently, apprise through appropriate means, the outcome on the file to all the officers, wherever necessary, who have been skipped in the downward movement of file.

C. Procedure for submission of cases/files requiring approval of Hon'ble Ministers

- i) Files/cases/proposals which require approval of Hon'ble MR, in the first instance, be examined at all the concerned level and vetted by Finance, wherever required. For obtaining approval of the Minister, a brief self-contained proposal be put up giving all facts relevant to the case, including the views expressed by other Directorates/Officers, other Ministry/Ministries, if any, consulted in the matter.

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12/3/2018