



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



International Year
of Cooperatives
2025
Cooperatives Build
a Better World

No.2025/O&M/2/6

Dated: 11.07.2025

**General Managers,
All Indian Railways/PUs
DG/NAIR & DG/RDSO
CAO/PLW, Patiala, CAO/WPO, Patna & CAO/RWP, Bela**

Sub: Instructions regarding meeting non-officials.

A copy of D.O. letter No. 4923/CS/2025 dated 09.07.2025 received from Cabinet Secretary, Government of India, on the subject cited above is enclosed herewith for information and necessary action.

2. The Cabinet Secretary has emphasized the need for Secretaries and senior officers to remain accessible to non-government officials who may wish to meet them in connection with the work of their Ministries/Departments. These interactions can give insights into the actual state of affairs in the field, addressing miscommunications, give access to new ideas and provide an opportunity to rectify mistakes.
3. All officers concerned are requested to take note of the directions contained in the enclosed communication and take necessary steps to ensure appropriate access to non-officials, subject to time and priority constraints. It may also be ensured that such meetings take place in the office premises and not in informal settings.
4. This may be brought to the notice of all senior officers for compliance.

(T.Srinivas)

Joint Secretary/Railway Board
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डा. टी.वी. सोमनाथन
Dr. T.V. Somanathan



सत्यमेव जयते



मंत्रिमंडल सचिव
भारत सरकार
CABINET SECRETARY
GOVERNMENT OF INDIA

D.O. No. 4923/CS/2025

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Sr PPS
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10.7.25

9th July, 2025

Dear Secretary,

Meeting non-officials

People from various sections of society have told me that there is a perceived reluctance among several Secretaries to Government of India and other senior officers to give appointments to persons who are not government officials, who may wish to meet them in connection with the work of their Ministries.

2. The work of government is such that it affects or benefits many people and many organisations. Meeting visitors can give insights into the actual state of affairs in the field, help detect or clarify miscommunications or misunderstandings about government's policy or intentions, give access to new ideas, and provide an opportunity to rectify mistakes. No doubt, senior officers have time constraints which limit their ability to give appointments.

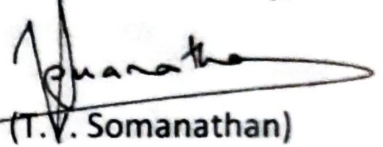
3. I request you, if you are not already doing so, to *endeavour to be accessible to non-officials who may seek to meet you in connection with the work of your Ministry / Department, subject of course to time constraints and other priorities*. Please also request other senior officers in your Ministry/ Department to do the same. I may mention here that the following circumstances would not be a bar to meeting a person in your office:

- a) the person is receiving some benefit from, or is a contractor of, the Department;
- b) the person is from a trade union or political party or NGO;
- c) the person is from the private sector (Indian or foreign) or a chamber of commerce;
- d) the person is under a law enforcement action or investigation by your, or some other, Department;

- e) the person has a dispute with the Department on some contractual matter and / or the matter is sub judice or under arbitration.
4. Such meetings should be in your office, and not in social settings, clubs, hotels etc. In some cases, if you feel it is necessary as a precaution, you could ask another officer to be present.
5. As mentioned at the outset, this letter is in relation to non-officials; for officials of foreign governments or missions, guidelines of the Ministry of External Affairs will apply.

With best wishes,

Yours sincerely,



(T.V. Somanathan)

All Secretaries to Government of India