



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



Office Order No.52 of 2022

Sub : Prompt disposal of letters/references received from MPs/VIPs

Attention is invited to Office Order No.12 of 2021 dated 18.02.2021 on the above mentioned subject. It has been reported that the said instructions are not being complied with. Accordingly, the following instructions related to prompt disposal of letters/references received from MPs/VIPs is being reiterated for strict compliance by the all concerned :

- i) All MPs/VIPs references received may be acknowledged immediately and reply be given within 10 days (in cases where no information required from Railways/PUs) and 15 days (in cases where information is required from Railways/PUs) from the date of the receipt of the reference. In case final reply is to take time, an interim reply indicating the possible date of giving reply may be sent.
- ii) In case of letters addressed by MPs to CRB & CEO, Railway Board but pertaining to other Board Members, acknowledgement & reply in such instance may be given directly by the concerned Board Member unless indicated otherwise by CRB & CEO, Railway Board.

No.2022/O&M/1/1

Dated : 12 .08.2022

(B. Majumdar)

Adviser(Admn.)/Railway Board

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

Copy to :

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



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

Office Order No. 12 of 2021

Sub: Prompt disposal of letters/ references received from MPs/VIPs
Ref: Office Order No. 22 of 2013
Office Order No. 38 of 2015 &
Office Order No. 72 of 2017

Instructions are already in place for giving immediate acknowledgement followed by reply to the references received from MPs/VIPs and other dignitaries. However, in view of non compliance/unwanted delay and non conformity of the level at which reply be submitted etc. there is perhaps a need to reiterate the instructions as under:-

- i) All MPs/VIPs references received may be acknowledged immediately and reply be given within 10 days/15 days depending upon availability of information. In case final reply is to take time, an interim reply indicating the possible date of giving final reply may be sent.
 - ii) In case of letters addressed by MPs to CRB & CEO, RB but pertaining to other Board Members, acknowledgement & reply in such instance may be given directly by the concerned Board Member unless indicated otherwise by CRB & CEO, RB.
3. Strict compliance of above and to timelines and procedure prescribed be ensured by all concerned

Encl-3

E. No. 2020/O&M/1/1
Dated: 18.02.2021

(B Majumdar)
Joint Secretary/ Railway Board
Room No.533-C

All Officers and Staff of Board's Office and at Dayabasti, New Delhi.

CRB & CEO, M/O&BD, M/Infra, M/TRS, MF & Secy/Rly Board
DG/HR, DG/RPF & DG/RHS
AMs/PED