

भारत सरकार Government of India

रेल मंत्रालय Ministry of Railways

रेलवे बोर्ड (Railway Board)

No.2010/O&M/1/1

28.06.2010

The General Managers,
All Indian Railways/PUs etc.
DG & Ex-Officio GM/RDSO & DG/RSC.
MD/PSUs

Sub: Prompt Disposal of Letters Received from MPs

Attention is invited to Board's letter No. 2008/O&M/1/1 dated 25.6.08 (copy enclosed for ready reference) regarding expeditious disposal of communications received from MPs and observance of proper procedure in official dealings between Administration and the Members of Parliament/ State Legislature.

2. Special Secretary, Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms & Public Grievances in his recent DO letter No. 21013/1/2010-O&M dated 31.5.10 has stated that extant instructions are not being properly followed leading to complaints from MPs.

3. It is reiterated that references received from Members of Parliament should be acknowledged promptly without any delay. Further, final reply to such communication may also be issued expeditiously within 7 days (where no information is required from Divisions) and 15 days (where information is required from Divisions). In case, final reply is likely to take time, interim reply should be sent immediately.

3.1 Further, references referred to by the Board to the Zonal Railways/Production units/PSUs relating to MPs/VIPs for comments/facts of the case be also replied expeditiously to Board's office to avoid delay in submission of reply to Hon'ble Ministers.

4. In view of above, Board desire that the extant instructions be brought to the notice of all PHODs/HODs, DRMs/ADRM and other senior Officers/staff down the line for strict compliance.

5. The receipt of this letter may please be acknowledged.

DA : As above

(P.P.Sharma)
Joint Secretary/Railway Board.

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं. 2010/ओ एंड एम/1/1

दिनांक: 28 .06.2010

महाप्रबंधक,

सभी भारतीय रेलें/उत्पादन इकाइयां आदि।

महानिदेशक एवं पदेन महाप्रबंधक/अ.अ.सा.सं. एवं महानिदेशक/रेलवे स्टाफ कॉलेज।

प्रबंध निदेशक/सार्वजनिक क्षेत्र के उपक्रम।

विषय: संसद सदस्यों से प्राप्त पत्रों का शीघ्र निपटान।

संसद सदस्यों से प्राप्त पत्रों के शीघ्र निपटान और प्रशासन और संसद सदस्यों/राज्य विधान मंडल के सदस्यों के बीच होने वाले सरकारी संव्यवहारों में उपयुक्त कार्यविधि के अनुपालन के संबंध में बोर्ड के 25.06.2008 के पत्र सं. 2008/ओ एंड एम/1/1 (तत्काल संदर्भ के लिए प्रतिलिपि संलग्न) की ओर ध्यान आकर्षित किया जाता है।

2. विशेष सचिव, कार्मिक, जन शिकायत और पेंशन मंत्रालय, प्रशासनिक सुधार एवं जन शिकायत विभाग ने अपने 31.05.2010 के अर्ध शासकीय पत्र सं. 21013/1/2010-ओ एंड एम में उल्लेख किया है कि मौजूदा अनुदेशों का ठीक से पालन नहीं किया जा रहा है, जिसके कारण संसद सदस्यों से शिकायतें प्राप्त हो रही हैं।

3. यह दोहराया जाता है कि संसद सदस्यों से प्राप्त पत्रों की पावती बिना किसी विलंब के शीघ्र भेजी जाए। इसके अलावा, ऐसे पत्रों के अंतिम उत्तर भी 7 दिनों के भीतर (जहां मंडलों से कोई सूचना अपेक्षित नहीं है) तथा 15 दिनों के अंदर (जहां मंडलों से सूचना अपेक्षित है) शीघ्र जारी किए जाएं। यदि अंतिम उत्तर देने में समय लगने की संभावना हो, तो अंतरिम उत्तर तत्काल भेजा जाना चाहिए।

3.1 इसके अलावा, बोर्ड द्वारा क्षेत्रीय रेलों/उत्पादन इकाइयों/सार्वजनिक क्षेत्र के उपक्रमों को टिप्पणियों/तथ्यों के लिए भेजे गए संसद सदस्यों/अति विशिष्ट व्यक्तियों से संबंधित पत्रों का उत्तर भी बोर्ड कार्यालय को शीघ्र भेजा जाए ताकि माननीय मंत्रियों को उत्तर प्रस्तुत करने में विलंब न हो।

4. उपर्युक्त को देखते हुए, बोर्ड चाहता है कि वर्तमान अनुदेश सख्ती से अनुपालन हेतु सभी प्रमुख विभागाध्यक्षों, विभागाध्यक्षों, मंडल रेल प्रबंधकों/अपर रेल प्रबंधकों और अन्य वरिष्ठ अधिकारियों/सभी कर्मचारियों के ध्यान में लाए जाएं।

5. कृपया इस पत्र की पावती दें।

संलग्नक: यथोक्त।

(प्रौ.पी. शर्मा)

संयुक्त सचिव/रेलवे बोर्ड

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

रेल भवन, नई दिल्ली-110001, तिथि
Rail Bhavan, New Delhi-110001

No.2008/O&M/1/1

25/06/2008

The General Managers,
All Indian Railways/PU's etc.
DG & Ex-Officio GM/RDSO & DG/RSC.
MD/PSUs

Sub: Prompt Disposal of Letters Received from MPs/VIPs

Instructions on prompt disposal of communications received from MPs/VIPs and observance of proper procedure in official dealings between Administration and the Members of Parliament/ State Legislature stands issued and the same are also reiterated from time to time.

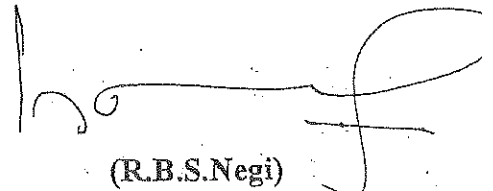
2. Secretary, Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms & Public Grievances in his recent DO letter No. 48011/3/2008-O&M dated 02.06.2008 has again emphasized the need for prompt disposal of references received from MPs/VIPs and to strictly follow the instructions already issued in this regard.

3. Attention in this connection is invited to Board's letter dated 25.07.07(copy enclosed for ready reference) on the above subject. It is reiterated that references received from Members of Parliament and other VIPs should be acknowledged promptly without any delay. Further, final reply to such communication may also be issued expeditiously within 7 days (where no information is required from Divisions) and 15 days (where information is required from Divisions). In case, final reply is likely to take time, interim reply should be sent immediately.

3.1 Further, it is also noted that the references referred by the Board to the Zonal Railways/Production units/PSUs relating to MPs/VVIPs/VIPs for comments/facts of the case are not replied expeditiously to Board's office leading to delay in submission of reply to Hon'ble Ministers. In the past, Hon'ble Minister for Railways has taken very serious view about the delay in submission of replies and had desired for fixing up of the responsibility of the concerned officers in certain cases.

4. In view of above, Board desire that the extant instructions be brought to the notice of all PHODs/HODs, DRMs/ADRM's and other senior Officers/staff for strict compliance. Any lapse in this regard would be viewed seriously and disciplinary action would be initiated against the defaulting official.

5. The receipt of this letter may please be acknowledged.



(R.B.S.Negi)

Joint Secretary/Railway Board.

DA : As above

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं. 2008/ओ एंड एम/1/1

दिनांक : 25/06/08

महाप्रबंधक,
सभी भारतीय रेलें/उत्पादन इकाइयां इत्यादि,
महानिदेशक एवं पदेन महाप्रबंधक/अ.अ.मा.सं. और
महानिदेशक/सार्वजनिक क्षेत्र के उपक्रम.

विषय: संसद सदस्यों/अतिविशिष्ट व्यक्तियों से प्राप्त पत्रों का तत्काल
निपटान.

संसद सदस्यों/अतिविशिष्ट व्यक्तियों से प्राप्त संव्यवहारों के तत्काल निपटान और प्रशासन तथा संसद/राज्य विधान सभा के सदस्यों के बीच सरकारी संव्यवहारों में उपयुक्त कार्यविधि के अनुपालन के बारे में अनुदेश जारी किए गए हैं और उन्हें समय-समय पर दोहराया भी जाता है.

2. सचिव, कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय, प्रशासनिक सुधार और लोक शिकायत विभाग ने 02.06.2008 के हाल के अपने अ.शा.पत्र सं. 48011/3/2008-ओ एंड एम में संसद सदस्यों/अतिविशिष्ट व्यक्तियों से प्राप्त संदर्भों के तत्काल निपटान तथा इस संबंध में पहले से जारी किए गए अनुदेशों का सख्ती से अनुपालन करने की आवश्यकता पर पुनः बल दिया है.

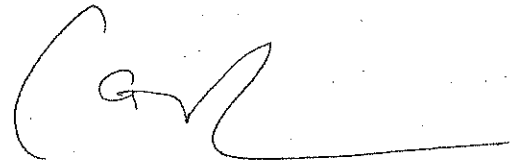
3. इस संबंध में उपर्युक्त विषय पर बोर्ड के 25.7.2007 के पत्र (तत्काल संदर्भ के लिए प्रति संलग्न) की ओर ध्यान आकृष्ट किया जाता है. यह दोहराया जाता है कि संसद सदस्यों तथा अन्य अतिविशिष्ट व्यक्तियों से प्राप्त संदर्भों की पावती बिना विलंब के तुरंत दी जाए. इसके अलावा, ऐसे संव्यवहारों के अंतिम उत्तर भी शीघ्र 7 दिन के अंदर (जहां मंडलों से कोई सूचना अपेक्षित नहीं है) तथा 15 दिन के अंदर (जहां मंडलों से सूचना अपेक्षित है) जारी कर दिए जाने चाहिए. यदि अंतिम उत्तर देने में समय लगने की संभावना हो, तो अनंतिम उत्तर तत्काल भेज दिया जाना चाहिए.

3.1 आगे, यह भी नोट किया गया है कि बोर्ड द्वारा मामले पर टिप्पणियों/तथ्यों के लिए क्षेत्रीय रेलों/उत्पादन इकाइयों/सार्वजनिक क्षेत्र के उपक्रमों को भेजे गए संसद सदस्यों/अतिविशिष्ट व्यक्तियों से संबंधित संदर्भों का बोर्ड कार्यालय को शीघ्रता से उत्तर नहीं दिया जाता है, जिससे माननीय मंत्री जी को उत्तर प्रस्तुत करने में विलंब होता है. विगत में, माननीय रेल मंत्री जी ने उत्तर प्रस्तुत करने में विलंब को गंभीरता से लिया और कुछ मामलों में संबंधित अधिकारियों की जिम्मेदारी निर्धारित करने के लिए वांछा भी की थी.

4. उपर्युक्त को देखते हुए बोर्ड वांछा करता है कि वर्तमान अनुदेशों को सख्ती से अनुपालन हेतु सभी प्रमुख विभागाध्यक्षों/विभागाध्यक्षों, मंडल रेल प्रबंधकों/अपर रेल मंडल प्रबंधकों और अन्य वरिष्ठ अधिकारियों/कर्मचारियों की जानकारी में लाया जाए. इस संबंध में किसी प्रकार की चूक को गंभीरता से लिया जाएगा और चूक करने वाले अधिकारी के विरुद्ध अनुशासनात्मक कार्रवाई आरंभ की जाएगी.

5. कृपया इस पत्र की पावती दें.

संलग्नक : यथोक्त



(आर.बी.एस.नेगी)

संयुक्त सचिव/रेलवे बोर्ड

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

रेल भवन, नई दिल्ली-110001. तिथि
Rail Bhavan, New Delhi-110001, dated

No.2007/O&M/1/1

25.07.2007

The General Managers,
All Indian Railways/PUs etc.
DG & Ex-Officio GM/RDSO & DG/RSC.
MD/PSUs

Sub: Prompt Disposal of Letters Received from MPs/VIPs

Instructions on prompt disposal of communications received from MPs/VIPs and observance of proper procedure in official dealings between Administration and the Members of Parliament/ State Legislature stands issued and the same are also reiterated from time to time.

2. However, complaints are still being received regarding delay in acknowledgement/prompt disposal of references received from Members of Parliament. Secretary, Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms & Public Grievances in his recent DO letter No. 48014/1/2007-O&M dated 18.6.07 has stated that Parliamentary Standing Committee has expressed anguish over delay/ non receipt of replies to communications send by MPs/VIPs. As the issue of delay and inadequate response to the letter of Members of Parliament are regularly being raised in and outside the Parliament, Secretary, Personnel has desired that extant instructions be strictly followed.

3. Attention in this connection is invited to Board's letter dated 4.5.07(copy enclosed for ready reference) on the above subject. It is again reiterated that references received from Members of Parliament and other VIPs should be acknowledged promptly without any delay. Further, final reply to such communication may also be issued expeditiously within 7 days (where no information is required from Divisions) and 15 days (where information is required from Divisions). In case, final reply is likely to take time, interim reply should be sent immediately. Any lapse in this regard would be viewed seriously and disciplinary action would be initiated against the defaulting official.

4. Board desire that above instructions be brought to the notice of all PHODs/HODs, DRMs/ADRM and other senior Officers/staff for strict compliance.

5. The receipt of this letter may please be acknowledged.


(M.S. Mehra)

Joint Secretary/Railway Board.

DA : As above

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं. 2007/ओ एंड एम/1/1

25.07.2007

महाप्रबंधक,
सभी भारतीय रेलें/उत्पादन इकाइयां आदि
महानिदेशक एवं पदेन महाप्रबंधक/अ.अ.मा.सं. एवं
महानिदेशक/रेल स्टाफ कॉलेज
प्रबंधक निदेशक/सार्वजनिक क्षेत्र के उपक्रम.

विषय :- संसद सदस्यों/ अति विशिष्ट व्यक्तियों से प्राप्त पत्रों का शीघ्र निपटान.

संसद सदस्यों/अति विशिष्ट व्यक्तियों से प्राप्त पत्र-व्यवहार के शीघ्र निपटान और प्रशासन और संसद/राज्य विधानमंडल के सदस्यों के बीच सरकारी संव्यवहार में उपयुक्त कार्यविधि के अनुपालन के संबंध में अनुदेश जारी किए गए हैं और इन्हें समय-समय पर दोहराया भी गया है.

2. बहरहाल, संसद सदस्यों से प्राप्त संदर्भों की पावती देने/उनके शीघ्र निपटान में विलंब के संबंध में अभी भी शिकायतें प्राप्त हो रही हैं. सचिव/कार्मिक, जन शिकायत और पेंशन मंत्रालय, प्रशासनिक सुधार एवं जन शिकायत विभाग ने अपने हाल के 18.6.07 के अर्धशासकीय पत्र सं. 48014/1/2007-ओ एंड एम में उल्लेख किया है कि संसदीय स्थायी समिति ने संसद सदस्यों/अति विशिष्ट व्यक्तियों द्वारा भेजे जाने वाले पत्र व्यवहार का उत्तर न देने/उसमें विलंब करने के संबंध में नाराजगी व्यक्त की है. चूंकि संसद सदस्यों के पत्रों के प्रत्युत्तर में विलंब और अपर्याप्त उत्तर देने का मुद्दा नियमित रूप से संसद के अंदर और बाहर उठाया जाता रहा है, इसलिए सचिव, कार्मिक ने वांछा की है कि मौजूदा अनुदेशों का कड़ाई से अनुपालन किया जाए.


3. इस संबंध में, उपर्युक्त विषय पर बोर्ड के 4.5.07 के पत्र (तत्काल संदर्भ के लिए प्रतिलिपि संलग्न) की ओर ध्यान दिलाया जाता है. यह फिर दोहराया जाता है कि संसद सदस्यों और अन्य अति विशिष्ट व्यक्तियों से प्राप्त संदर्भों की पावती बिना किसी विलंब के तुरंत दी जाए. इसके अलावा, ऐसे पत्र व्यवहार के अंतिम उत्तर भी 7 दिन (जहां मंडलों से कोई सूचना अपेक्षित न हो) और 15 दिन (जहां मंडलों से सूचना अपेक्षित हो) के भीतर जारी किए जाने चाहिए. यदि, अंतिम उत्तर देने में अधिक समय लगने की संभावना हो, तो अंतरिम उत्तर तत्काल भेज दिया जाना चाहिए. इस संबंध में

किसी भी चूक को गंभीरता से लिया जाएगा और चूककर्ता अधिकारी के विरुद्ध अनुशासनिक कार्रवाई की जाएगी.

4. बोर्ड वांछा करता है कि उपर्युक्त अनुदेशों का कड़ाई से अनुपालन करने हेतु सभी प्रमुख विभागाध्यक्षों/विभागाध्यक्षों, मंडल रेल प्रबंधकों/अपर मंडल रेल प्रबंधकों और अन्य वरिष्ठ अधिकारियों/कर्मचारियों के नोटिस में लाया जाए.

5. कृपया इस पत्र की पावती दें.

संलग्नक : यथोक्त


(एम. एस. मेहरा)
संयुक्त सचिव, रेलवे बोर्ड

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

4.05.2007

No.2007/O&M/1/1

रेल भवन, नई दिल्ली-110001, तिथि
Rail Bhavan, New Delhi-110001, dated


The General Managers,
All Indian Railways/PUs etc.
DG & Ex-Officio GM/RDSO & DG/RSC.
MD/PSUs

Sub: Prompt Disposal of Letters Received from MPs/VIPs

Attention is invited to Board's letter dated 11.10.06(Copy enclosed) regarding prompt disposal of MPs/VIPs references and observance of proper procedure in official dealings between Administration and the Members of Parliament and State Legislature.

2. Complaints are still being received regarding delay in acknowledgement/disposal of references received from Members of Parliament. It is therefore reiterated that references received from Members of Parliament and other VIPs should be acknowledged promptly without any delay. Further, final reply to such communication may also be issued expeditiously. In case, final reply is likely to take time, interim reply should be sent immediately. Any lapse in this regard would be viewed seriously and disciplinary action would be initiated against the defaulting official.
3. Board desire that above instructions be brought to the notice of all PHODs/HODs, DRMs/ADRs and other senior Officers/staff for strict compliance.
4. The receipt of this letter may please be acknowledged.

DA : As above


(M.S. Mehra)
Joint Secretary/Railway Board.

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं. 2007/ओ एण्ड एम/1/1

नई दिल्ली, दिनांक 4.5.2007

महाप्रबंधक,
सभी भारतीय रेलें/उत्पादन इकाइयों आदि
महानिदेशक एवं पदेन महाप्रबंधक/अ.अ.मा.सं. एवं
महानिदेशक/रेल स्टॉफ कालेज.
प्रबंध निदेशक/पी एस यू.

विषय : संसद सदस्यों/अति विशिष्ट व्यक्तियों से प्राप्त पत्रों का तत्काल निपटान.

संसद सदस्यों/अति विशिष्ट व्यक्तियों के संदर्भों के तत्काल निपटान और प्रशासन और संसद सदस्यों एवं राज्य विधान मंडलों के बीच सरकारी संव्यवहार में समुचित कार्यविधि के अनुपालन के संबंध में बोर्ड के 11.10.06 के पत्र (प्रतिलिपि संलग्न) की ओर ध्यान आकर्षित किया जाता है.

2. संसद सदस्यों से प्राप्त संदर्भों की पावती/निपटान में विलंब के संबंध में अभी भी शिकायतें प्राप्त हो रही हैं. अतः, यह दोहराया जाता है कि संसद सदस्यों और अन्य अति विशिष्ट व्यक्तियों से प्राप्त संदर्भों की पावती बिना विलंब के तुरंत दी जाए. इसके अलावा, ऐसे संव्यवहारों का अंतिम उत्तर भी शीघ्र जारी किया जाए. यदि अंतिम उत्तर देने में समय लगने की संभावना है तो अनंतिम उत्तर तत्काल भेज दिया जाना चाहिए. इस संबंध में, किसी भी चूक को गंभीरता से लिया जाएगा और चूककर्ता अधिकारी के विरुद्ध अनुशासनिक कार्रवाई आरंभ की जाएगी.

3. बोर्ड वांछा करता है कि उपर्युक्त अनुदेशों को कड़ाई से अनुपालन हेतु सभी प्रमुख विभागाध्यक्षों/विभागाध्यक्षों, मंडल रेल प्रबंधकों/अपर मंडल रेल प्रबंधकों और अन्य वरिष्ठ अधिकारियों/कर्मचारियों के नोटिस में लाया जाए.

4. कृपया इस पत्र की पावती दें.

संलग्नक : यथोक्त.



(एम. एस. मेहरा)
संयुक्त सचिव/रेलवे बोर्ड



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

150 गौरवपूर्ण वर्ष

रेल भवन, नई दिल्ली-110001, दिनांक
Rail Bhavan, New Delhi-110 001, dated

No.2006/O&M/1/1

Dated: 11/10/06

The General Managers,
All Indian Railways/PUs etc.
DG & Ex-Officio GM/RDSO & DG/RSC.
MD/PSUs

Sub: Prompt Disposal of Letters Received from MPs/VIPs

Attention is invited to Board's letter dated 12.4.06(copy enclosed for ready reference) enclosing therewith copies of Secretary Railway Board's DO letters dated 5.8.05 & 16.9.04 and DOP&T's OM dated 14.11.02 on observance of proper procedure in official dealings between Administration and the Members of Parliament and State Legislature.

2. Despite repeated reiteration of the extant instructions on prompt disposal of MPs/VIPs reference, it has been observed that the said instructions are not being followed in true spirit particularly with regard to acknowledgement & timely reply of such references.

2.1 As per extant instructions, communications from MPs/VIPs should be given utmost attention and acknowledged immediately. Reply to such communications be issued within 7 days (where no information is required from Divisions) and 15 days(where information is required from Divisions). In case final reply is likely to take time interim reply should be sent immediately indicating the possible date by which the final reply would be sent.

3. Board desire that instructions/guidelines on above issue be brought to the notice of all PHODs/HODs, DRMs/ADRM and other senior Officers/staff for strict compliance, as failure to observe the extant instructions would be viewed seriously.

4. The receipt of this letter may please be acknowledged.

DA: As Above.

(M.S.Mehra)

Joint Secretary/Railway Board.

भारत सरकार
रेल मंत्रालय (रेलवे बोर्ड)

सं. 2006/ओ एण्ड एम/1/1

दिनांक 11.10.06

महाप्रबंधक,
सभी भारतीय रेलें/उत्पादन इकाइयों सहित
महानिदेशक एवं पदेन महाप्रबंधक/अ.अ.या.सं.
महानिदेशक/रेल स्टाफ कॉलेज,
प्रबंध निदेशक/उत्पादन इकाइयां

विषय :- संसद सदस्यों/ अति विशिष्ट व्यक्तियों से प्राप्त पत्रों का तत्काल निपटान.

बोर्ड के 12.4.06 के पत्र (तत्काल संदर्भ के लिए प्रतिलिपि संलग्न है) की ओर ध्यान आकर्षित किया जाता है जिसके साथ प्रशासन और संसद सदस्यों एवं राज्य विधानमंडलों के बीच सरकारी संव्यवहार में उपयुक्त कार्यविधि के अनुपालन के संबंध में सचिव रेलवे बोर्ड के 5.8.05 एवं 16.9.04 के अर्ध शासकीय पत्रों और कार्मिक, जन शिकायत एवं पेंशन मंत्रालय के 14.11.02 के का.ज्ञा. की प्रतिलिपि संलग्न की गई थी.

2. संसद सदस्यों/ अति विशिष्ट व्यक्तियों के संदर्भों के तत्काल निपटान के संदर्भ में मौजूदा अनुदेशों को बार-बार दोहराने के बावजूद यह देखा गया है कि उक्त अनुदेशों का, विशेषकर ऐसे संदर्भों की पावती देने और समय से उत्तर देने के संबंध में, निष्ठापूर्वक अनुपालन नहीं किया जा रहा है.

2.1 मौजूदा अनुदेशों के अनुसार संसद सदस्यों/अति विशिष्ट व्यक्तियों से प्राप्त पत्रों पर पूरा ध्यान दिया जाना चाहिए और इनकी पावती तत्काल दी जानी चाहिए. ऐसे पत्रों के उत्तर 7 दिन (जहां मंडलों से कोई सूचना अपेक्षित नहीं है) और 15 दिन (जहां मंडलों से सूचना अपेक्षित है) के भीतर जारी कर दिए जाने चाहिए. यदि अंतिम उत्तर देने में अधिक समय लगने की संभावना है तो वह संभावित तिथि, जब तक अंतिम उत्तर भेजा जा सकता है, को दर्शाते हुए अनंतिम उत्तर तत्काल भेज दिया जाना चाहिए.

3. बोर्ड वांछा करता है कि उपर्युक्त मुद्दे पर अनुदेशों/मार्गनिर्देशों के कड़ाई से अनुपालन हेतु सभी प्रमुख विभागाध्यक्षों/विभागाध्यक्षों, मंडल रेल प्रबंधकों/अपर मंडल रेल प्रबंधकों और अन्य वरिष्ठ अधिकारियों के नोटिस में लाया जाए क्योंकि मौजूदा अनुदेशों का अनुपालन न होने पर इसे गंभीरता से लिया जाएगा.

4. कृपया इस पत्र की पावती दें.

संलग्नक : यथोक्त



(एम. एस. मेहरा)

संयुक्त सचिव, रेलवे बोर्ड



150 गौरवपूर्ण वर्ष

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

रेल भवन, नई दिल्ली-110001, दिनांक
Rail Bhavan, New Delhi-110 001, dated

No.2006/O&M/1/1

Dated:12/4/06

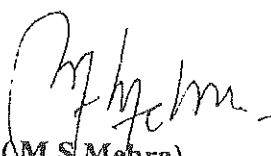
The General Managers,
All Indian Railways/PUs etc.
DG & Ex-Officio GM/RDSO & DG/RSC.
MD/PSUs

Sub: Prompt Disposal of Letters Received from MPs/VIPs

Enclosed is a copy of Cabinet Secretary's DO letter No. 1/48/1/2004-Cab dated 11.3.06 addressed to Board(CRB) regarding correspondence with MPs/Ministers of State Governments.

2. Attention is invited to Secretary, Railway Board's DO letter dated 5.8.05(copy enclosed) wherein it was desired that all communications received from MPs/VIPs be given top priority and be dealt with as per extant instructions issued by Board's Office from time to time. All concerned may be advised to strictly follow the same procedure while dealing with communications from Chief Ministers/Ministers of State Governments.

DA: As Above.


(M.S. Mehra)
Joint Secretary/Railway Board.



मंत्रिमंडल सचिव
CABINET SECRETARY
NEW DELHI

B. K. CHATURVEDI

D.O.No. 1/48/1/2004-Cab.
11 March 2006

Dear Secretary,

As you are aware, detailed instructions regarding correspondence with Members of Parliament and Ministers of State Governments have been prescribed in the Manual of the Office Procedure.

2. There have been shortcomings in the observance of these instructions, though they have been reiterated from time to time. It has come to notice that letters from the Chief Ministers of States have, in some cases, not been replied to at appropriate levels.

8. Please advise all concerned to strictly follow the existing instructions / guidelines in this regard.

With regards,

Yours sincerely,

B.K. Chaturvedi.

(B.K. Chaturvedi)

Shri Jai Prakash Batra,
Chairman,
Railway Board.
Ministry of Railways.



सत्यमेव जयते

M.K. Agarwal

सचिव रेलवे बोर्ड
Secretary, Railway Board

भारत सरकार
रेल मंत्रालय, (रेलवे बोर्ड)
नई दिल्ली-११० ००९

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)
NEW DELHI-110001

D.O. No.2005/O&M/1/1

New Delhi, dt. 5th August'2005

My dear (by name),

Sub: Prompt Disposal of MPs/VIPs references.

The importance of giving prompt attention to the references received from Ministers, Members of Parliament, MLAs and other VIPs has been emphasized many a times. Earlier, instructions, in this regard, were issued vide my predecessor's D.O. letter no.2004/O&M/1/1 dated 16.09.04 (copy enclosed). It has been observed that the instructions are not being followed in true spirit resulting in delay in submission of replies to the Hon'ble Ministers within the stipulated period. Many times, the replies from Zonal Railways are delayed badly.

It is relevant to mention that recently Hon'ble Minister for Railways has taken a very serious view about the delay in submission of the replies relating to VVIPs/VIPs references and has desired for fixing up of the responsibility of the concerned officers in certain cases.

In view of the position explained above, I shall appreciate if suitable directives are issued to all officers to ensure that the communication received from VVIPs/VIPs or referred by the Board to the Zonal Railways/Production Units are given top priority and be replied within the given time-frame.

It should be made clear to all concerned that any lapse/delay in sending replies to such references will be viewed seriously in future and responsibility of the defaulting official will be fixed up.

With best wishes,

DA: As above.

Yours sincerely,

M.K. Agarwal
(M.K. Agarwal) 05/08/05

Shri (By name),
GMs
All Indian Railways/PUs etc.
MDs/PSUs.



V.N. Mathur

सचिव रेलवे बोर्ड
Secretary, Railway Board



150 गौरवपूर्ण वर्ष

भारत सरकार
रेल मंत्रालय, (रेलवे बोर्ड)
नई दिल्ली-११० ००१
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)
NEW DELHI-110001

D.O No. 2004/O&M/1/1

Dated: 16/9/2004

Dear Shri (By Name),

Reg:-Prompt Disposal of MPs/VIPs References

Instructions have been issued time to time in past for giving top priority and prompt attention to the acknowledgement/disposal of letters received from Members of Parliament and other VIPs. Hon'ble MR and Board(CRB) had also directed more than once in the past that such references should be given due importance and should not be dealt in a routine manner.

2. Cabinet Secretary, in a recent communication addressed to Board(CRB) has stated that it has been brought to the notice of the Prime Minister that the extant guidelines with regard to the procedure to be adopted while dealing with communications received from MPs/VIPs are not being followed scrupulously by all officers. Accordingly, he has again emphasized the need for giving due importance to the communications received from MPs/VIPs. He has further desired that a review of all pending references from MPs/VIPs be made regularly.

3. It is, therefore, requested that immediate effective steps may be taken to ensure that communications received from MPs/VIPs are immediately acknowledged and if final reply is likely to take time, an interim reply is sent immediately indicating the possible date by which a final reply can be sent so that delays do not occur in the disposal of such references.

4. In this regard a copy of Ministry of Personnel, Public Grievances & Pensions, Department of Personnel & Training's OM No.11013/5/2002-Estt(A) dated 14.11.02 (along with its enclosures) regarding observance of proper procedure in official dealings between the Administration and the MPs/MLAs had already been sent to all the Zonal Railways/PUs etc vide Board's letter No. 2003/O&M/1/1 dated 23.1.03, a copy of which is being enclosed again for ready reference.

5. Summarizing, the following guidelines are to be strictly followed while dealing with the communications from MPs/VIPs:-

- i). Communications, received from the MPs/VIPs should be given utmost attention and acknowledged immediately.
- ii). Replies to communications received from Members of Parliament and other members of Public should be issued within 7 days where no information is required from divisions and in respect of communications, which require a reference to the divisions, replies to such communications should be issued within 15 days.
- iii). If a final reply is likely to take time, an interim reply may be sent immediately indicating the possible date by which a final reply can be sent.

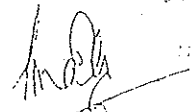
- iv) Items raised by MIs/VIPs should be considered with a positive approach, particularly, with a view to solve problems being faced by rail users and other interest groups and not solely from the point of view of what may be administratively convenient.
- v) Normally, information sought by an MP/VIP should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the Houses of Parliament.
- vi) Replies to such communications should be courteously worded and due care should be taken to avoid ambiguous or evasive language. As far as possible, in corresponding with MPs/VIPs, pre-printed or cyclostyled replies should be avoided.
- vii) It may also be ensured that acknowledgement/replies to references received from MPs and other members of Public, addressed to you either by name or by designation are issued under your own signature. Similarly, such letters addressed to PHODs, HODs/DRMs etc either by name or by designation should be replied to under the signature of the respective PHOD /HOD /DRMs.
- viii) Further, all Departmental Heads should regularly monitor communications received from MPs/VIPs in their Departmental Meetings with Senior Officers for expeditious disposal of such communications.
- ix) A senior Officer(may be AGM) may be nominated to keep a special watch over the disposal of such communications. For this purpose, his cell should maintain a register indicating the stages of disposal of such communications. This register will be submitted to him by his cell every fortnight.

6. Board desire that these guidelines should again be brought to the notice of all PHODs/HODs, DRMs/ADRM and other officers/staff down the line for strict compliance.

Any lapse in this regard will be viewed seriously.

With regards,

Yours Sincerely,



(V.N.Mathur)

DA: As above

Shri (By Name),
General Managers,
All Indian Railways/PUs etc
DG/RDSO and DG/RSC
MDs/PSUs.

No.11013/5/2002-Estt.(A)
Government of India
Ministry of Personnel, Public Grievances and Pensions
(Department of Personnel and Training)

New Delhi, the 14th November, 2002.

OFFICE MEMORANDUM

Subject:- Observance of proper procedure in official dealings between the Administration and the Members of Parliament and State Legislature.

The undersigned is directed to refer to this Department's O.M.NO. 11013/2/92-Estt. (A) (Vol.III) dated 1.2.1994 on the subject mentioned above wherein the Ministries/Departments were requested to bring the instructions on the above subject to the notice of all concerned and to ensure that these instructions are observed by all concerned in letter and spirit. The Ministries/Departments were also requested to review the position every month and to send a compliance report to this Department on a quarterly basis.

2. The submission of the said quarterly report by the Ministries/Departments to this Department has been reviewed in consultation with the Cabinet Secretariat. It has been decided that while the Ministries/Departments should continue to review the position every month to ensure that these instructions are observed in letter and spirit by all concerned, the quarterly report to this Department in the matter may be discontinued.

3. Attention is also invited to this Department's O.M. No.11013/2/2000-Estt.(A) dated 23.5.2000 on the above subject (copy enclosed) with the request that the Ministries/Departments may circulate it to all concerned and ensure that the basic principles and guidelines laid down in these instructions are followed by all concerned in letter and spirit. It may be impressed on all concerned that violation of these guidelines will be viewed seriously.

P Mohan
(Smt. Pratibha Mohan)
Director

To

All Ministries/Departments of the Government of India.
(to the Secretaries by name)

S.A.

No. 11013/2/2000-Estt. (A)
Government of India
Ministry of Personnel, P.G. & Pensions
(Department of Personnel & Training)

New Delhi, dated the 25th August, 2000

रैल्वे विभाग - (आ. वि. वि.)
(Railway Department - (A. & P.))

नं./C.R. No.
प्रमाणित दिवस
Section Diary No.
प्रतीकरण/Classification

OFFICE MEMORANDUM

Sub. : Official dealings between the Administration and
Members of Parliament and State Legislatures -
Observance of proper Procedure.

5/2/11
11

27/9

14

(K) The undersigned is directed to refer to this Department's O.M. of even No. dated 23rd May, 2000 on the subject mentioned above wherein a gist of the previous instructions on the subject matter has been reiterated. In para 2 (v) it has been specified that Members of Parliament/State Legislature of the area are to be invariably invited to public functions organised by a Government office and that proper and comfortable seating arrangements at public functions should be made for the Members who appear above the officers of the rank of Secretaries to the Government of India in the Warrant of Precedence. In the context of a notice of question of privilege given by an Hon. Member of Parliament that he was not sent the invitation to a public function in advance, the Hon. Speaker, Lok Sabha desired that the requisite instructions/guidelines be reiterated with suitable amendments, in order to ensure that the same are strictly adhered to in the right spirit, by the concerned executive functionaries.

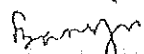
2. Attention of the Ministries/Departments is invited in this connection to Ministry of Home Affairs OM No. 25/6/68-Ests.(A) dated 27.03.1968 wherein it has been emphasised that where any meeting convened by the Government is to be attended by Members of Parliament, special care should be taken to see that notice is given to them in good time regarding the date, time, venue etc. of the meeting, and it should be ensured that there is no slip in any matter of detail, however, minor it may be. Ministries/Departments are, therefore, requested to ensure that-

.....(2)..

(i) intimations regarding public meetings/functions be sent through speedier communication devices to the Hon'ble Members, so that they are received by them well in time.

(ii) It may also be ensured that receipt of Intimation by the Member is confirmed by the officer/official concerned.

3. It is requested that the above instructions may be brought to the notice of all concerned for strict compliance.



(Smt. S. Bandopadhyay)
Director

To

All Ministries/Departments of the Government of India.

Copy to :

1. Comptroller and Auditor General of India, New Delhi.
2. Union Public Service Commission, New Delhi.
3. Central Vigilance Commission, New Delhi.
4. Central Bureau of Investigation, New Delhi.
5. Chief Secretaries of all State Governments.
6. All Union Territory Administrations.
7. Lok Sabha/Rajya Sabha Secretariat.
8. All Attached and Subordinate Offices of the Ministry of Personnel, Public Grievances and Pensions and Ministry of Home Affairs.


(Smt. S. Bandopadhyay)
Director

No. 11013/2/2000-Estt.(A)
Government of India
Ministry of Personnel, Public Grievances & Pensions
(Department of Personnel and Training)

New Delhi, dated the 23rd May, 2000

OFFICE MEMORANDUM

Subject: - Official dealings between the Administration and Members of Parliament and State Legislatures - Observance of proper Procedure - Reiteration of instructions regarding.

The undersigned is directed to say that the broad guidelines to govern the official dealings between the Administration and Members of Parliament and State Legislatures were issued vide Personnel & A.R. O.M. No. 25/19/64-Estt.(A) dated 8th November, 1974 (copy enclosed). Although these guidelines were reiterated from time to time vide Department of Personnel & Training O.Ms dated 21.12.92 and 29.10.96 yet there are instances where the laid down procedure and protocol has not been observed properly. The Parliamentary Committee during the course of meeting on demands for grants of Ministry of Home Affairs raised a point that there is a need to issue fresh instructions in the matter as the earlier instructions are not available in most of operative offices. The Committee also observed that letters are not replied in some cases by the person who has been addressed by Member of Parliament/Members of Legislative Assembly.

2. As the Members of Parliament and State Legislatures occupy, in our democratic set up, a very important place as accredited representatives of people, they have important functions to perform under the Constitution and they find it necessary to seek information from the Ministries/Departments of the Govt. of India or the State Governments, or make suggestions for their consideration or ask for interviews with the officers in connection with their Parliamentary and allied duties. In this connection, certain well recognised principles and conventions to govern the relations between Members of Parliament and of State Legislatures and Government servants have already been established. The existing instructions emphasise that it should be endeavour of every officer to help Members of Parliament and State Legislatures to the extent possible in the discharge of their functions under the Constitution. The basic principles to be borne in mind by the Govt. servants while interacting with the Members of Parliament and State Legislatures are that:-

- (i) The Government servants should show courtesy and consideration to Members of Parliament and State Legislatures; and
- (ii) that while they should consider carefully or listen patiently to what the Members of Parliament and of the State Legislatures may have to say, they should always act according to their own best judgement.
- (iii) Any deviation from an appointment made with a Member must be promptly explained to him to avoid any possible inconvenience. Fresh appointment should be fixed in consultation with him.
- (iv) An officer should be meticulously correct and courteous and rise to receive and see off a Member visiting him.
- (v) Members of Parliament/State Legislatures of the area to be invariably invited to public function organised by a Govt. office. Proper and comfortable seating arrangements at public functions to be made for

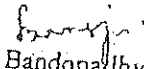
- 2 -

Members who appear above officers of the rank of Secretaries to Government of India in Warrant of Precedence.

- (vi) Letters from Members of Parliament and Members of State Legislatures must be promptly acknowledged, and a reply sent at an appropriate level expeditiously. Relevant provisions of the Manual of Office Procedure should be observed in this regard.
- (vii) Information or statistics relating to matter of local importance must be furnished to MPs and MLAs when asked for. If request is to be refused, instructions from higher authority should be taken.
- (viii) A Government servant should not approach MPs/MLAs for sponsoring his individual case; and
- (ix) References from Committees of Parliament must be attended to promptly. A senior officer at the level of Joint Secretary or equivalent should be charged with the responsibility for ensuring this.
- (x) The officers should not ignore telephonic messages left for them by the Members of Parliament/State Legislatures in their absence and should try to contact at the earliest the concerned Member of Parliament/State Legislature.

3. All Ministries/Departments are requested to ensure that the above basic principles and instructions are followed by all concerned in letter and spirit. It may also be impressed on all concerned that violation of the laid down guidelines will be viewed seriously.

4. Hindi version will follow.


(Smt. S. Bandopadhyay)
Director

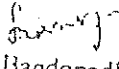
Encl. As above

To

All Ministries/Departments of Government of India.

Copy to:-

- (i) C&AG of India.
- (ii) UPSC/SSC/LBSNAA/ISTM/CYC/CBDT
- (iii) Chief Secretaries of all State Governments and UT Admn.
- (iv) Lok Sabha Secretariat/Rajya Sabha Secretariat.
- (v) All attached and subordinate offices of the Ministry of Personnel, Public Grievances and Pensions and MHA.
- (vi) All officers and Sections of Ministry of Personnel, Public Grievances & Pensions and MHA.


(Smt. S. Bandopadhyay)
Director

11
- 3 -

No.25/19/64-Estt(A)
Government of India/Bharat Sarkar
Cabinet Secretariat/Mantri Mandal Sachivalaya
Department of Personnel & Administrative Reforms
(Karmik aur Prashasanik Sudhar Vibhag)
New Delhi-110001, the 8th November, 1974.

OFFICE MEMORANDUM

Subject:- Official dealings between the Administration and Members of Parliament and State Legislatures - Observance of proper procedure - Instructions regarding.

The undersigned is directed to state that Members of Parliament and State Legislatures occupy in our democratic set-up a very important place as accredited representatives of the people. They have important functions to perform under the Constitution and they may occasionally find it necessary to seek information from the Ministries/Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interviews with Officers in connection with their parliamentary and allied public duties. In this connection, certain well recognized principles and conventions to govern the relations between Members of Parliament and State Legislatures and Government servants have already been established. These principles and conventions were communicated in Ministry of Home Affairs (now Department of Personnel and Administrative Reforms) Office Memorandum No.25/29/56-Ests(A) dated the 28th August, 1957 and Office Memorandum No.25/6/68-Ests(A) dated the 27th March, 1968 (copies enclosed as Annexure-I and II respectively). However, on a review of the position it has been considered necessary to reiterate, and to spell out in some detail, the principles and practices that should govern the relations between Members of Parliament and State Legislatures and Government servants. The instructions in this regard are contained in the subsequent paragraphs. The Ministry of Finance etc. are requested to bring the contents of this Office Memorandum to the notice of all concerned for guidance and strict compliance.

2. The two basic principles to be borne in mind are
(i) that Government servants should show courtesy and consideration to Members of Parliament and of State Legislatures and
(ii) that while they should consider carefully or listen attentively to what the Members of Parliament and of State Legislatures may have to say, they should always act according to their own best judgement.

3. It should be the endeavour of every Officer to help the Members of Parliament and of State Legislatures to the extent possible in the discharge of their important functions under the Constitution. In cases, however, where an officer is unable to accede to the request or suggestion of a Member, the reasons for his inability to do so should be courteously explained to the member.

4. It is realized that many officers have very heavy public duties and responsibilities and if they are to function effectively they should be permitted to plan out their day's work with some care and adhere to the plan. An officer should feel free to set apart some hour when he can refuse to meet visitor without being considered guilty of discourtesy, lack of consideration and the like. He should, however, set apart some time every day when anybody can see him and, within these hours and also during other office hours in which he is to meet visitors he must give priority to Members of Parliament and of State Legislatures except when a visitor has come by previous appointment and a Member of Parliament or of a State Legislature has come without an appointment. In such a case he should see the Member of Parliament or of a State Legislature immediately after he has met the visitor who has come by previous appointment. Any deviation from an appointment made with a Member of Parliament or of a State Legislature or indeed with any other person must promptly be explained to the member concerned so that the least possible inconvenience is caused to him and a fresh appointment should be fixed in consultation with him.

5. When a Member of Parliament or of a State Legislature comes to see him, an officer should rise in his seat to receive the Member and to see him off. Small gestures have symbolic value and officers should, therefore, be meticulously correct and courteous in their dealings with Members of Parliament and of State Legislatures.

6. Similarly, seating arrangement at public functions should receive very careful attention at all times and it should be ensured that there is no room for any misunderstanding on this score. The position of Members of Parliament has been clearly brought out in the warrant of precedence approved by the President, M.P.s. appear at Article 30 above officers of the rank of full Central or equivalent, secretaries to the Government of India, etc. The instructions appended to the Warrant of Precedence also lay down that when Members of Parliament are invited en bloc to major State functions, the enclosure reserved for them should be next to the Governors, Chief Justice, Speaker of the Lok Sabha, Ambassadors, etc. A further provision in the instructions is that the Members of State Legislatures who, owing to their presence in Delhi happen to be invited to State functions, should be assigned rank just after Members of Parliament. To avoid inconvenience to Members of Parliament and of State Legislatures who may come late, the block seats meant for them should be kept reserved till the end of the function and should not be occupied by other persons, even though they may be present. The seats provided for them should be at least as comfortable and as conveniently placed as those for officials.

.....3/-

7. Letters received from Members of Parliament and of State Legislatures should be acknowledged promptly. All such letters should receive careful consideration and should be responded to at an appropriate level and expeditiously. The officers should furnish to Members of Parliament and of State Legislatures when asked for, such information or statistics relating to matters of local importance as are readily available and are not confidential. In doubtful cases instructions should be taken from a higher authority before refusing request.

8. While the official dealings of Government servants with Members of Parliament and of State Legislatures have to be regulated as stated in the previous paragraphs, it is necessary to invite the attention of Government servants to what is expected of them in their individual capacity in respect of their own grievances in the matter of conditions of service. Under the relevant Conduct Rules governing them, Government servants are prohibited from bringing or attempting to bring any political or other influence to bear upon any superior authority to further their interests in respect of matters pertaining to their service under the Government. Therefore, a Government servant is not expected to approach a Member of Parliament or of a State Legislature for sponsoring his individual case.

(P. S. Vankateswaran)
Under Secretary to the Government of India

To
All Ministries/Departments of the Government of India,
etc., with usual number of spare copies.

.....4/-

Copy of Ministry of Home Affairs (now Department of Personnel & Administrative Reforms). Office Memorandum No. 25/29/55-Ests. (A) dated the 28th August, 1957.

Subject: Observance of courtesies by officers of the Government of India in their dealings with Members of Parliament.

It has been brought to the notice of the Government by certain Members of Parliament that instances have occurred in which Members of Legislatures have not been accorded by Government officers the consideration and regard which their position in the public life of the country requires. Government of India have no doubt that lapses, if any, in this respect cannot be intentional and that there is no desire to be discourteous or rude. Nevertheless, Government of India would like to remind all officers that due courtesy and regard to the representatives of the people are desirable in the larger interests of the Country. The Members of Parliament have important functions to perform under the Constitution and it should be the endeavour of every officer to help them to the extent possible in the discharge of their functions. In cases, however, when officers are unable to accede to the request or suggestions of Members of Parliament, the reasons for the officer's inability to do so should be courteously explained to them. For purposes of interview, Members of Parliament should be given preference over other visitors, and in the very rare cases where an officer is unable to see a Member of Parliament at a time about which he had no previous notice, the position should be politely explained to the Member and another appointment fixed in consultation with him. The same courtesy and regard should be shown to Members of Legislatures attending public functions where, in particular, seats befitting their position should be reserved for them.

2. Ministry of Finance etc. are requested to bring these instructions to the notice of all concerned.

Copy of O.M. No. 25/6/68-Ests. (A) dated 27.3.1968

As the Ministry of Finance etc. are aware, instructions were issued on 28.8.57 (vide copy enclosed) emphasising the need for observance of proper courtesies by officers of the Govt. in their dealings with Members of Parliament. In continuation of these instructions, it is further emphasised that where any meeting convened by Govt. is to be attended by Members of Parliament, special care should be taken to see that notice is given to them in good time regarding the date, time, venue etc. of the meeting, and it should be ensured that there is no slip in any matter of detail, however minor it may be.

2. Ministry of Finance etc. are requested to bring the above instructions to the notice of all concerned.

Sd/-

(Harish Chandra)
Under Secretary to the Government of India.

**Government of India
Ministry of Railways
(Railway Board)**

No. 2003/O&M/1/1

New Delhi, dated: 23/01/2003

The General Managers,
All Indian Railways/Production Units,
OSDs/New Railway Zones,
DGs/RDSO, RSC,
MDs/PSUs.

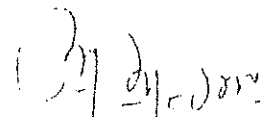
- Sub: 1. Official Dealings between Administration and MPs/MLAs.
2. Prompt disposal of references from MPs etc.

Enclosed is a copy of Ministry of Personnel, Public Grievances & Pensions's O.M. dated 14.11.2002 regarding observance of proper procedure in official dealings between Administration and the Members of Parliament and State Legislature. In this connection, it is stated that earlier also Ministry of Personnel, Public Grievances & Pensions have issued the guidelines regarding official dealings between Administration & MPs/MLAs which were duly circulated to the Zonal Railways. Last such instructions were circulated to Zonal Railways vide Board's letter No. 2000/O&M/1/IRly dated 27.6.2001 enclosing therewith a copy each of Ministry of Personnel, Public Grievances and Pensions's O.M. dated 23.5.2000 and 25.8.2000.

2. Besides, Secretary, Ministry of Personnel, Public Grievances & Pensions has also written to Chairman, Railway Board regarding dealing of references from Members of Parliament and their prompt disposal. In this connection, detailed guidelines have already been issued vide the then Secretary, Railway Board's D.O. No. 2001/O&M/1/4 dated 19.12.2001, a copy of which is again enclosed for ready reference.

3. It is desired that the instructions/guidelines issued on the above subjects should be circulated to all concerned for strict compliance. Any failure in this regard will be viewed seriously by the Board.

DA: As above


(M.S. Mehra)

Joint Secretary/Railway Board