

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

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

19

No. 96/Sac(Spl)/200/39

31/07/96

STANDING ORDER No. = 16

Every progressive organisation must have a well defined corporate goal which it should continuously strive to achieve. Railway Protection Force have the goal of providing an honest and efficient service to the Railways and its passengers by providing protection to their life and property. During the course of their duty the RPF, who are spread over the length and breadth of the country on almost all the Railway establishments, have to work in close coordination with the other Railway employees. It is in the interest of the organisation that there is a complete harmony, friendly relation and free communication between the RPF and other Railwaymen.

The Chairman Railway Board has emphasised that communication channels that traditionally existed between departments are getting clogged and systems whereby such channels were always kept open, for example, branch officers meeting in control and sorting out problems by discussion, are slipping into disuse. This cannot be permitted because such a mutual sorting out of day to day matters is not only a practical means of ensuring co-ordination and co-operation between various components of a vast organisation but is also a reaffirmation of the commitment of all components of the system to a common objective, i.e. efficient production of transport services. Our commitment to common corporate goals is larger and more significant than departmental differences that are inevitable in large organisations and such differences cannot be allowed to swamp the collective effort towards common objectives.

RPF also come in contact with travelling public who look upto them for safety and security. We must meticulously follow the guidelines issued by the Chairman Railway Board where he has emphasised that we shall invariably be polite to our customers, ensure that accurate, up-to-date information is given to them frequently and try to help them to the extent that we possibly can.

The goal of RPF should be to make travelling safe for public and ensure the goods reach in time.

I will expect that all the officers and men of RPF to follow the above guidelines in letter and spirit.

SECRETARY, All India Railways
Rail Bhavan, New Delhi-110001
31/07/96