IMPORTANT

No. 2010/O&M/1/1 **Dated: 01 /10/2010.**

Sub: Prompt disposal of letters received from MPs/VIPs

Instruction on Prompt Disposal of MPs references had been issued in the past and the same had also been reiterated from time to time. Attention in this connection is invited to Office Order No. 31 of 2010 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. However, despite existing instructions, it has been observed that due attention is not being made with regard to expeditious disposal of references received from MPs/VIPs. Recently, Secretary, Department of Personnel & Training's vide his DO letter No.I-28011/60/2010-Ad.III dated 10.09.2010 has conveyed displeasure of Chairman, Rajya Sabha regarding non-reply to communications made by an Hon'ble MP by Ministry of Railways. This has been viewed seriously.

3. In view of above, all AMs/Advisers/Executive Directors are requested to to take immediate effective steps. A thorough review of all pending references be made and reply be sent/put up as early as possible. Suitable directives may also be issued to their subordinate officials to ensure that the communications received from Members of Parliament are given top priority and reply put up within the stipulated time frame.

4. Please ensure strict compliance of extant instructions. Any violation of the extant instructions would be viewed seriously.

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

DG/RHS, DG/RPF
All Additional Members/Advisers.
All Executive Directors

Copy to:

CRB, FC, MM, ML, MS, ME, MT
PS/MR, PS/MSR(A), PS/MSR(M)