

East Central Railway

No. E/Ruling/Misc /PG Cases/2022

Dhanbad, Dated 09.09.2022

All Concerned
Dhanbad division
E. C. Railway

Sub:-Maintaining of Noting while dealing with Public
Grievances cases

Ref:-Dy.GM(G)/ECR/HJP's letter No. ECR/ADM/PG/Noting/PG
Cases dt.30.08.2022.

Enclosed please find herewith letter under reference along with its
annexure for information, guidance and further necessary action &
compliance please.

DA:- As stated above

Digitally Signed by Ravi
Kumar Pandit
Date: 09-09-2022 11:49:53
Reason: Approved

(Ravi Kumar Pandit)
APO-I
for Sr. Divl.Personnel Officer
E.C.Railway, Dhanbad

Copy to-1. Ch.OS(G)/DHN for kind information to DRM/DHN please
2. IT/Cell/DHN & SW/DHN for information and necessary action

East Central Railway

Office of the
General Manager
Hajipur

No: ECR/ADM/PG/Noting/PG Cases

Dated: 30.08.2022

All PHODs & All DRMs
East central Railway
Chief Workshop Manager,
PD/DDU, CRW/HRT, MWS/SPJ
East Central Railway

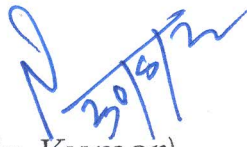
Sub: Maintaining of Noting while dealing with Public Grievances cases.

Ref: Executive Director, Efficiency & Research Railway Board
L/No.2022/E&R/10(12)/1 Dated 22.08.2022

Please find enclosed herewith above referred letter of Executive Director Efficiency & Research, Railway Board regarding maintaining of Noting while dealing with Public Grievance case.

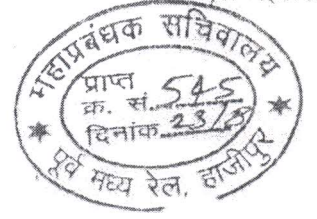
Therefore, it is requested to necessary action may be taken to ensure compliance to the directives mentioned in the letter.

Enclosure:- As above.


(Nitin Kumar)
Dy. General Manager (G)

Copy to: Dy. Secy. to AGM for kind information to AGM/ECR.

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



AGM
DCM/G

3. No.2022/E&R/10(12)/1

Rail Bhawan, New Delhi, Dated.22.08.2022

26/8/22
General Managers,
All Zonal Railways, Production Units,
NF (Const.), CORE
DG RDSO, DG NAIR
CMDs/MDs, Railway PSUs

म० प्र०

Sub: Maintaining of Noting while dealing with Public Grievances cases

सचिव
27-8-22
Department of Public Grievances (DPG) under Cabinet Secretariat, while examining one of the DPG (Taken up) cases, has highlighted the issue of non-maintenance of office notings by one Zonal Railway.

Notings are an integral part of a Case File as it clearly establishes the link between the orders/directives issued and reasoning behind it.

Therefore, it is imperative that office noting should invariably be maintained while dealing with all cases so as to maintain transparency and avoid unnecessary confusion.

Necessary action may be taken to ensure compliance to the above directive.

22-08-22
(Ajit Kumar Singh)
Executive Director,
Efficiency & Research
Email: eder@rb.railnet.gov.in
Tele. No.: 011-47843153

Copy to: Sh. N K Wadhwa, Director of Public Grievances
(in response to Letter no.DPG/R/2017/82240 dated 10.01.2022)



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Receipt No : 1443971/2022/O/o
Secy.GM/HQ/ECR

File No :

Computer No : 1443971

From : Rakesh kumar tanti

Designation : OS

Main Category : General

Sub Category : Misc. Matters

Address : GM's office /ECR/HJP

Sent Date : 30/08/22 10:27 AM

Letter Ref. No : 2022/E&R/10/(12)/1

Letter Date : 24-08-2022

Subject : Maintaining of Noting dealing with public Grievanc...

Enclosures: -

Delivery Mode : By Hand

Sender Type :

Movement

Details

Sent By	Sent On	Sent To	Action	Remarks
VIKASH RANJAN,O/o DGMG/HQ/ECR	30/08/22 10:27 AM	RAJESH KR SINGH,O/o DGMG/HQ/ECR	Forward	please inform to all concern.
NITIN KUMAR,O/o DGMG/HQ/ECR	29/08/22 04:54 PM	VIKASH RANJAN,O/o DGMG/HQ/ECR	Forward	-
TARUN PRAKASH,O/o AGM/HQ/ECR	29/08/22 04:34 PM	NITIN KUMAR,O/o DGMG/HQ/ECR	Forward	Instructions may be circulated to all concerned
HEMANT KUMAR,O/o AGM/HQ/ECR	26/08/22 03:24 PM	TARUN PRAKASH,O/o AGM/HQ/ECR	Forward	-
RAKESH KUMAR TANTI,O/o Secy.GM/HQ/ECR	26/08/22 01:32 PM	HEMANT KUMAR,O/o AGM/HQ/ECR	Forward	-

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