

पूर्व मध्य रेल
EAST CENTRAL RAILWAY



कार्यालय
महाप्रबंधक (का.)
हाजीपुर

PCPO's Cir. Sl. No.158/2024

No.ECR-HQ0PERS (RULE)/2/2024 Com.No.260300)

1. CAO (Con.)/उत्तर एवं दक्षिण/पटना।
2. सभी PHOD/CHOD/पूमरे/हाजीपुर।
3. DRM/पूमरे/दानापुर, डीडीयू, धनबाद, सोनपुर एवं समस्तीपुर।
4. मुख्य कार्मिक अधिकारी/प्रशासन/पूमरे/हाजीपुर।
5. मुख्यालय के सभी कार्मिक अधिकारी।
6. CWM/पीडी/डीडीयू यांत्रिक कारखाना/समस्तीपुर एवं हरनौत।
7. Sr.DPO/पूमरे/दानापुर, डीडीयू, धनबाद, सोनपुर एवं समस्तीपुर।
8. उप महाप्रबंधक/विधि/पटना।
9. प्राचार्य/क्षेत्रीय रेल प्रशिक्षण संस्थान/मुजफ्फपुर एवं भूली।
10. सभी मुकार्याधी/कार्याधी/पूमरे/हाजीपुर।

विषय:-Secretary/DARPG Suggestions/Observations w.r.t. Special Campaign 4.0.

संदर्भ:-Railway Board's letter No:-2024/PG/22/1/SCDPM4.0, Dated-28.10.2024.

विषयांकित से संबंधित संदर्भित पत्र की छायाप्रति सूचना एवं अग्रेत्तर आवश्यक कार्रवाई हेतु प्रेषित की जा रही है।

A copy of above referred letter on the subject matter is being forwarded herewith for information and needful onward action please.

DA: As above

Signed by

Manoj Kumar Choudhary

Date: 10-01-2025 17:51:44

(एम.के. चौधरी)

सकाधि/ई.एस.एम.

कृते महाप्रबंधक (का.)/पूमरे/हाजीपुर

प्रतिलिपि/— निम्नलिखित को सूचनार्थ एवं आवश्यक कार्रवाई हेतु प्रेषित:-

1. महासचिव/ईसीआरकेयू/पूमरे/हाजीपुर।
2. महासचिव/एस.सी.एवं एस.टी.एशोसिएशन/पूमरे/हाजीपुर।
3. सकाधि(एम.पी.पी.)/पूमरे/हाजीपुर-कृपया इसे वेबसाइट पर अपलोड कराने की व्यवस्था करें।
4. महासचिव/ओ.बी.सी.एशोसिएशन/पूमरे/हाजीपुर।

AM PHODs
AM DRMs
DGMIG

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
(Railway Board)

महाप्रबन्धक (1)
पूर्व-
01 NOV 2024
3

No. 2024/PG/22/1/SCDPM4.0

New Delhi, dated: 28/10/2024

म.प्र.०
सचिव
11/11/24
GM/ZRs/PUs
DG/Training Institutes
MD/CMD/PSUs
Indian Railways

Sub: Secretary/DARPG suggestions/observations w.r.t. Special Campaign 4.0

Secretary/DARPG visited Secunderabad Railway Station of SC Railway on 8th October, 2024 to review the progress of Special campaign 4.0. The visit also included review of activities undertaken by SC Railway during the ongoing campaign, practices adopted for public grievance disposal, mechanized cleaning and steps taken for 'Ease of Living' for the citizens.

DARPG has made some observations/suggestions for institutionalizing the campaign and making Swachhatta a routine practice:

- The importance of documentation of outcomes for replication of best practices
- Preservation of records of historical importance
- Ease of doing business and ease of citizen livelihood
- Adoption of scrap disposal protocols and standard protocols for swachhatta
- Introducing new digital systems with focus on inclusivity such as safety of women, conducting of workshops, sensitization of passengers.
- 100% adoption of e-office
- Focus on digitalization, environment friendly measures, clearing of space blocked with unwanted material for productive usage, adopt innovative waste to wealth art-works, generating awareness on single use plastic.

The above suggestions of DARPG will encompass the gamut of national objectives of institutionalizing Swachhatta and minimizing pendency in Government. It is advised that the above suggestions of DARPG may be taken up for implementation in true letter and spirit.


(Ratnesh Kumar Jha)
Executive Director/Public Grievance
Railway Board

Copy to: JS, ED(C&IS), EDRS(G), ED(EnHM), Railway Board

Room No. 509, Rail Bhawan, Raisina Road, New Delhi-110001