


भारत सरकार Government of India  
रेल मंत्रालय Ministry of Railways  
रेलवे बोर्ड (Railway Board)

**Office Order No. 54 of 2010**

While the procedure for allocation of **disputed receipts** and referring the same to O&M for Secretary's decision has been provided in **para-10, Part-II of Board's MOP**, of late, it has been observed that receipts/files are being indiscriminately passed on from one branch to another without referring to the Subject List and a tendency has developed to disown the receipts/files etc stating that it does not pertain to their sections/directorates. In a majority of cases, officers in the first instance disown receipts particularly those relating to RTI cases, Parliament Questions and Court Cases leading to uncalled for delay in their disposal. This has been viewed seriously.

2. In view of above, all concerned are advised to follow the guidelines as indicated in the **Annexure** to this Office Order. All concerned may please note and ensure strict compliance.

No.2010/O&M/25/1  
Dated:22/9/10

  
( V.K.Gupta)  
Secretary, Railway Board

All Officers and Branches in Board's Office and at Metro Bhawan, Pragati Maidan.  
All CPIOs and APIOs.

## ANNEXURE

### Procedure for marking the Receipt/Referring it to O&M

- O&M's booklet 'Consolidated List of Subjects Dealt With by Various Branches in M/o Railways' is available on Railnet and on IR official website 'Indianrailways.gov.in' under Secretary's Directorate. **All receipts including items in RTI applications may be marked as per the subject list.**
- Though the booklet is exhaustive but there may be certain issues/cases which may not figure in the duty list of any Branch/Directorate. For such issues/cases, marking of receipt/files be made on the nature of work being dealt with by a branch/who are closely related to the issue raised in RTI or Parliament Question/Court Case.
- In case, any directorate feels that a receipt (RTI case, Parliament question etc) has been wrongly marked to them **detailed reasons** as to why the RTI case or the Parliament question or any other receipt/file does not pertain to them is to be invariably furnished along with their opinion about the concerned directorate/officer with detailed reasons to enable O&M Branch to examine the case & put up the same for decision.
- **In no case, the word 'Not For' or any other phrase meaning the same thing is to be used.**
- All disputed RTI cases would first be examined in detail by concerned APIOs who would make all out efforts for solving the dispute not only within the directorate but also amongst the directorate which would include discussion with other APIOs/PIOs or any other higher level officer related to the RTI receipt/item.
- In case, the disputed cases are not solved at the level of AM/Advs/EDs even after mutual discussion, the same be referred to O&M for advice.
- The disputes related to item number one(1) of RTI reference shall be referred through APIO-I (RTI Cell where the RTI receipt has been registered) while the disputes relating to other items shall be referred through the coordinating APIO( i.e the APIO dealing with item number one of RTI reference and coordinating for other items of RTI reference).
- The decision of Secretary, Railway Board in disputed cases would be treated as final and binding. For disputed RTI cases, the decision of Secretary, Railway Board would be conveyed through APIO-I.

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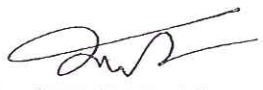
**Office Order No. 66 of 2012**

**Sub: Procedure of dealing with RTI applications**

Instructions have been issued from time to time outlining the procedure of dealing with RTI applications, the last being Office Order No. 22 of 2011. The existing instructions do not, however, lay down the procedure of dealing with an application/item which does not concern any of the Directorates in Board's office at all. Resultantly, a good number of cases are being received in O&M Branch for decision as to which Branch should dispose of such applications. O&M's advice for handling the case by the Branch which is closer to the subject is generally not honoured by the Branch on the ground that the item does not pertain to them at all. This leads to notings and counter notings and consequent delays.

2. In order to streamline the procedure further, it has now been decided that in case an application/item is refused by all the probable branches, a suitable reply to the applicant should be sent by the centralized RTI Cell. If it is felt that the item concerns another Ministry/Department/Organisation, the same may be transferred by the RTI Cell to the concerned Ministry/Department etc. In case an appeal is received in such cases and the appeal gives further clue to the identity of the Branch, the RTI Cell will send the appeal to that Branch. The Branch so identified will dispose of the appeal and will not refuse the case on the ground that the case was handled at the stage of application by the RTI Cell.

**No. 2012/O&M/25/3**  
**Dated: 7/11/2012**

  
**(R. C. JAT)**  
**Secretary/Railway Board**

**All Officers and Branches in Board's Office and at Metro Bhawan,  
Pragati Maidan.**

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

2012 का कार्यालय आदेश संख्या 66


विषय:- आर टी आई आवेदन पत्रों पर कार्रवाई करने की प्रक्रिया

आर टी आई आवेदन पत्रों पर कार्रवाई करने की प्रक्रिया निर्धारित करने के लिए समय-समय पर अनुदेश जारी किए गए हैं, इस संबंध में पिछली बार 2011 के कार्यालय आदेश संख्या 22 के तहत अनुदेश जारी किए गए थे। मौजूदा अनुदेशों में ऐसे आवेदन पत्रों/मदों पर कार्रवाई करने की प्रक्रिया निर्धारित नहीं है जो बोर्ड कार्यालय में किसी भी निदेशालय से संबंधित बिल्कुल नहीं होते हैं। परिणामस्वरूप, किस शाखा द्वारा ऐसे आवेदन पत्रों का निपटान किया जाए इसका निर्णय करने के लिए ओ एण्ड एम शाखा में काफी बढ़ी संख्या में मामले प्राप्त होते हैं। मामले का विषय जिस शाखा से संबंधित प्रतीत होता है, ओएण्डएम द्वारा उस शाखा को मामले पर कार्रवाई करने के लिए भेजे जाने पर संबंधित शाखा द्वारा सामान्यतः इस आधार पर मामले को स्वीकार नहीं किया जाता है कि मद उनसे संबंधित बिल्कुल नहीं है। इस संबंध में नोटिंग तथा प्रत्युत्तर नोटिंग का सिलसिला चल जाता है परिणामस्वरूप मामले को निपटाने में विलंब होता है।

2 आगे की प्रक्रिया सरल एवं कारगर बनाने के लिये, अब यह विनिश्चय किया गया है कि सभी संभावित शाखाओं द्वारा आवेदन पत्र/मद को अस्वीकार किए जाने कि स्थिति में केंद्रीकृत आर टी आई कक्ष द्वारा आवेदक को एक उपयुक्त उत्तर भेजा जाए। यदि यह लगता है कि मद किसी अन्य मंत्रालय/ विभाग/ संगठन से संबंधित है, तो उसे आर टी आई कक्ष द्वारा संबंधित मंत्रालय/ विभाग आदि को भेज दिया जाए। यदि ऐसे मामलों में कोई अपील की जाती है और अपील में शाखा की पहचान का संकेत मिलता है तो आर टी आई कक्ष उस शाखा को अपील भेजेगा। ऐसी पहचानी गई शाखा द्वारा ही अपील का निपटान किया जाएगा। इस आधार पर मामले को अस्वीकार नहीं किया जाएगा कि इस मामले का निपटान आवेदन के स्तर पर आर टी आई कक्ष द्वारा किया गया था।

सं 2012/ओ एण्ड एम/25/3

दिनांक 07/11/2012

  
(आर. सी. जाट)  
सचिव / रेलवे बोर्ड

बोर्ड कार्यालय और मेट्रो भवन, प्रगति मैदान के सभी अधिकारी एवं शाखाएं