

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD

2020/V-1/CVC/9/2

New Delhi, dt. 19.03.2021

The SDGMs/CVOs,  
All Zonal Railways/PSUs/PUs

Sub : Suggestions for Systemic changes received from citizens –reg.

Central Vigilance Commission(CVC) had initiated a drive to receive suggestions for "Systemic Changes" from the public during the Vigilance Awareness Week. Several suggestions have been received on the CVC portal and among the suggestions received, two such suggestions pertain to Railways. The suggestions were sent to the respective railways and the railways have already implemented the suggestions and position sent to CVC accordingly.


Addl. Secretary, CVC vide his D.O. letter dated 25.2.2021 has desired that uniformity be maintained on the webpage of zonal railway vigilance and also reiterated the need for maintaining the websites containing certain minimum details of complaint policy, updated and responsive contact numbers and names of Vigilance Officers, etc.

As advised by CVC, Zonal Railways may adopt the website format of SCR. Some additional features as listed below may also be incorporated to arrive at a uniform comprehensive and user friendly portal:

1. Uniform Webpage is to be maintained for the Vigilance Organisation for Zonal Railways based on the pattern available in the webpage of Vigilance Department of SCR.
2. Vigilance Organisation structure to be prominently displayed on the website.
3. Dedicated vigilance helpline for registering complaints(139) may be displayed, facility for online complaints(email) in compliance with para 506 of IRVM 2018.
4. Provisions be made for Vigilance Bulletin, statistical compendium including contact details of Vigilance Officials like email ids, phone numbers and address for correspondence etc to be displayed and updated at frequent intervals.
5. Railway Board Vigilance Circulars, integrity pledge, IRVM 2018, Dos and Don'ts may also be displayed to increase awareness among staff and public.
6. Hyperlink to CVC website and Railway Board Vigilance website may be given.

7. Vigilance Functions along with messages from eminent persons may be displayed.
8. Systemic improvements made during the year by each of the departments be brought out on the webpage.
9. Total number of complaints received and disposed of during the year to be brought out on the webpage.

It is, hereby, advised that the above instructions/directives be complied with and the report be sent to Board's Office, latest by 15.04.2021.

  
(Gaurav Sharma)  
Director Vigilance (Mechanical)  
Railway Board