



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



**Office Order No. 26 of 2022**

**Sub.: Revision of Channel of Submission/Level of Disposal of cases-  
Increasing efficiency in decision making in the Government**

**Ref. : Office Order No.14 of 2022  
Office Order No.31 of 2021**

Attention is invited to Office Orders on above subject regarding review of channel of submission and uploading of revised channel of submission of cases at Railway Board website under the link about Indian Railways under respective Directorate ([https://indianrailways.gov.in/railwayboard/view\\_section.jsp?lang=0&id=0,1,304,366,523,2605](https://indianrailways.gov.in/railwayboard/view_section.jsp?lang=0&id=0,1,304,366,523,2605)).

2. Recently, during an inspection of updated/revised channel of submission by Quality Council of India nominated by DAR&PG for 3<sup>rd</sup> party evaluation, it was observed that majority of the Directorate/Branches have not uploaded the revised channel of submission of cases at above link. This is not acceptable as repeated instructions have been issued in the past on this subject.

3. In view of above, AMs, PEDs & Independent EDs/Directors are requested to issue suitable directive to branches working under their control, undertake review of channel of submission as per guidelines contained in Office Order No.33 of 2018 and para 2 of Office Order No. 14 of 2022 and ensure uploading of the revised channel of submission on IR website at above referred link.

4. A report as per proforma enclosed may also be forwarded by the PEDs/EDs/JSs/IGs/Director electronically at [jsecyrb@rb.railnet.gov.in](mailto:jsecyrb@rb.railnet.gov.in) with copy to [vibhuti.singh@gov.in](mailto:vibhuti.singh@gov.in).

5. Compliance and co-operation is solicited by all concerned.

No.2022/O&M/22/1  
Dated:21/03/2022

(B. Majumdar)  
Joint Secretary/Railway Board

Chairman & CEO/RB, M/Infra, M/TRS, M/O&BD, MF and Secy/RB

DG/Safety, DG/RPF, DG/RHS and DG/HR

All Additional Members/PEDs

All EDs/JSs/IG

Advisor/MR, OSD/Co-ord/MR, OSD/MR, Additional PS/MR

Room No. 533-C, Rail Bhawan, Raisina Road, New Delhi-110001

**Proforma**

**Sub.: Revision of Channel of submission/level of Disposal of cases-  
Increasing efficiency in decision making in the Government**

**Reg.: Compliance report in respect of uploading of revised channel of  
submission of cases at IR website.**

Following branches working under \_\_\_\_\_ (PED/ED/JS/IG concerned) have uploaded the revised channel of submission of cases at IR website and undersigned has verified the same.

S.No.	Name of Directorate	Name of the Branch

(Signature)  
Name & Designation (PED/ED/JS/IG)

**JS/RB**



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



**Office Order No.14 of 2022**

**Sub: Revision in Channel in Submission /Level of Disposal of Cases-  
Quick Decision Making & Efficient File Movement**

Ref: i) Office Order No. 33 of 2018  
ii) Office Order No. 31 of 2021

Attention is invited to above referred Office Orders( copies enclosed) on the above subject. It has been observed that extant instructions on channel of submission/level jumping are not being followed strictly leading to delay in decision making and unnecessary file movement.

1.1 The above has not been viewed kindly by Board (CRB&CEO).

2. Except in respect of submission of replies to Parliament questions, all Directorate (DGs, AMs PEDs & EDs) may initiate necessary action for revising the channel of submission as per guidelines contained in Office Order No.33 of 2018. Level of disposal/reporting of official is to be strictly adhered to as per aforesaid office Order. Wherever required suitable delegation of power to lower functionaries be made so as to ensure quick decision making and efficient file movement.

2.1 In addition to above, the revised channel of submission of cases be uploaded on Railway Board's website (<https://indianrailways.gov.in/railwayboard/>) under the link 'About Indian Railways' under the respective Directorate ( through RBCC) also indicating the name, telephone number and e-mail id of the officer dealing with different subject in that unit.

3. Strict compliance is solicited by all concerned.

No.2022/O&M/22/1

Dated: 07/02/2022

( B.Majumdar)

Joint Secretary/Railway Board

All Officers and Branches in Board's Office and at Dayabasti New Delhi.  
DG/Safety, DG/RPF, DG/RHS, DG/HR  
All Additional Member/PEDs  
All Executive Directors/JSS/IG

Copy to:

- i) Chairman & CEO/RB, M/Infra, M/TRS, M/O&BD, MF and Secy/RB
- ii) Advisor/MR, OSD/Co-ord/MR, OSD/MR, Additional PS/MR

Room No. 533-C, Raisina Road, Rail Bhawan, New Delhi-110001

<https://www.staffnews.in>



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

\*\*\*\*\*

Office Order No. 31 of 2021

**Sub.: Revision of Channel of submission/level of Disposal of cases- Increasing efficiency in decision making in the Government**

Attention is invited to Office Order No.33 of 2018 (copy enclosed for ready reference) regarding consolidated guiding principles on Channel of Submission/Level of final disposal of cases in Board's Office. Recently, Cabinet Secretary while drawing attention towards (vide his DO letter No. 502/2/2021-CA V dated 15.03.2021 'Minimum Government and Maximum Governance' has emphasized on the need to review the current practices and procedural frameworks, level of disposal, channel of submission and existing delegations to speed up decision making. Specific attention has also been drawn to DAR&PG's OM dated 12.03.2021 for initiating necessary action in the matter particularly towards revision of Level of Disposal and Channel of Submission.

2. In view of above and also taking into account rationalization of posts in operation in Board's Office in recent past, all Directorates are requested to review and revise the Channel of Submission/level of disposal of cases being dealt with by them in accordance with Office Order 33 of 2018.

2.1 All Directorates may consider and initiate necessary action in this regard by further delegating powers, except where final disposal, requires approval of Board or is as per Codal provision.

3. The revised Channel of submission/level of final disposal duly approved by the Board may be uploaded subject wise on Railway Board's website (<https://indianrailways.gov.in/railwayboard/>) under the link 'About Indian Railways' under respective Directorate ( through RBCC) duly also indicating the name, telephone number and e-mail id of the officer dealing with different subject in that unit.

3.1 A compliance/confirmation report as early as possible alongwith URL address indicating uploading of revised channel of submission may be e-mailed at [vibhuti.singh@gov.in](mailto:vibhuti.singh@gov.in) for advising DAR&PG as desired by them.

4. Strict compliance is solicited by all concerned.

Encl: as above

No.2021/O&M/22/1

Dated: 15.07.2021

(B. Majumdar)

Joint Secretary/Railway Board

All Officers and Branches in Board's Office and at Dayabasti New Delhi.

Copy to:

- i) Chairman & CEO/RB, M/Infra, M/TRS, M/O&BD, MF and Secy/RB
- ii) DG/RPF, DG/RHS and DG/HR
- iii) All Additional Member/PEDs

भारत सरकार Government Of India

रेल मंत्रालय Ministry Of Railways

(रेलवे बोर्ड) Railway Board

Office Order No.33 of 2018

**Sub: Consolidated Instructions on Channels of File Submission**

The multiple channels of file submission in Railway Board has been viewed adversely by Hon'ble MR.

1.1 Attention is invited to Office Order Nos. 87, 93 and 102 of 2017 on reducing number of layers in upward/downward movement of files for ensuring expeditious decision making. Despite extant instructions, it has been observed that files are still being routed through several channels in a routine manner leading to delay in disposal of cases/decision making. It has also been observed that files are getting routed through multiple personnel who are not able to make any value addition and perhaps, are endorsing a view in a routine manner, rather mechanically.

2. Accordingly, all concerned are advised to strictly adhere to instructions for minimum levels of movement of files. As a ready reckoner, the details of instructions issued in the past, on upward & downward movement of files with reduction in number of layers for decision making are enclosed at Annexure-I.

2.1 Board Members and Senior functionaries upto PED/ED level may ensure that files on important issues should move through a maximum of 5 levels before being put up for the decision of Railway Ministers. This would require to be planned by each Directorate depending on their structure/needs so that, while speedy decision making is achieved, any necessary due diligence is not lost sight of. Issues which do not require application of mind at intermediary levels should have even lesser levels involved in routing the files.

3. The above norms are to be strictly complied with by all concerned for ensuring quick disposal of cases.

4. This supersedes the Office Orders referred to in para 1.1. above.

No.2017/O&M/22/1

Dated:- 12.03.2018

(H. Moharana)

Joint Secretary/Railway Board

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

Copy to:

CRE, FC, ME, MRS, MS, MT & MTR,

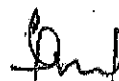
DG/RHS, DG/RPF, DG/Personnel, DG/S&T & DG/RS,

PS/MR, PS/MOS(S), PS/MOS(G).

**Annexure-I**

**A) For Upward Movement of Files/cases**

- i) Maximum level of disposal after Section to Executive Director(ED) should be two with Executive Director as the third level of disposal. However, where time is the essence, the intervening levels may be reduced to one upto Executive Director depending on the distribution/delegation of work by the Executive Director to his/her subordinate officers.
- ii) Joint Directors & Directors are to be treated as one functional level. Where both the posts are available, the work may be divided to go through either channel.
- iii) Similarly, PED and AM may be treated as one level.
- iv) Wherever the case requires approval from more than one Board Member, such approval of Board should be treated as one functional level. Similarly, where the case is routed through MoSRs to MR, such approval should also be treated as one level. In short, Board should be treated as one functional level and Minister as one level for the purpose of Channel of Submission of cases.
- v) Board Members may consider and delegate certain powers to PED/AM (other than for Personnel, Stores and S&T Directorates) for final disposal where the case does not require approval of Board Member as Secretary to the Government of India or Board Member as per Codal provisions. Similarly, DG/RS, DG/Personnel and DG/S&T may consider and delegate certain powers to their PEDs/AMs for final disposal.
- vi) Wherever consultation from several Directorates is involved for arriving at a decision, a meeting of the concerned EDs/Directors may be convened by the nodal ED by circulating a background paper and thereafter, based on the minutes of the meeting, the file may be moved up by the Nodal ED.
- vii) Cases where policy issues are involved or major executive decision are being taken should invariably be routed through Chairman, Railway Board before submission to Hon'ble MR.
- viii) All routine cases/briefs/factual data/replies to references from MPs/VIPs not involving policy issues, may be submitted directly to the Minister by the concerned Executive Director (by PED where ED is not available).
- ix) All replies to Unstarred Parliament Questions /Assurances/Motions based on factual position and having no policy implication may be submitted to the Minister directly by AMs (PEDs where no AMs are available). However, depending upon the sensitivity of the issue, the Unstarred question may be routed through the concerned Board Member.



Annexure to OO No. 33 of 2018

- 12/03/2018

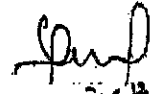
### **B. Downward Movement of Files/Cases**

- i) If the proposal has been accepted by the accepting authority without any deviation, the file should be marked by the accepting authority to the level that initiated the note. In case of deviation, the file should go down the normal route.
- ii) After the return of the file to the official who was the first level of disposal, it would be the responsibility of that official to take necessary action without delay as per the approval accorded on the file and subsequently, apprise through appropriate means, the outcome on the file to all the officers, wherever necessary, who have been skipped in the downward movement of file.

### **C. Procedure for submission of cases/files requiring approval of Hon'ble Ministers**

- i) Files/cases/proposals which require approval of Hon'ble MR, in the first instance, be examined at all the concerned level and vetted by Finance, wherever required. For obtaining approval of the Minister, a brief self-contained proposal be put up giving all facts relevant to the case, including the views expressed by other Directorates/Officers, other Ministry/Ministries, if any, consulted in the matter.

--XXX--

  
12/3/2018