

दक्षिण रेलवे Southern Railway  
प्रधान मुख्य कार्मिक अधिकारी का कार्यालय  
Office of the Principal Chief Personnel Officer  
मुख्य कार्यालय, कार्मिक विभाग, चेन्नै-600003  
Headquarters, Personnel Department, Chennai-600003

सं/No: P(R)436/P/MISC/Vol.V

दिनांक/Dated: 26.08.2022

**All Concerned**

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

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A copy of Railway Board's letter No.2022/E&R/10(12)/1 dated 22.08.2022 on the above subject is enclosed for information, guidance and necessary action.

Encl. 1 Page.



(M.Senthil Kumar)  
Deputy Chief Personnel Officer/ Co-ordn  
For Principal Chief Personnel Officer

Copy to: The General Secretary/SRMU  
The General Secretary/AISCTREA  
The General Secretary/AIOBCREA  
The General Secretary/NFIR  
IT Section/PB/HQ - to upload in the SR website.

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

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

Rail Bhawan, New Delhi, Dated.22.08.2022

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

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

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.

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