



भारतीय रेल (रेल मंत्रालय)  
बनारस रेल इंजन कारखाना, वाराणसी (उ०प्र०)-221004  
INDIAN RAILWAY (MINISTRY OF RAILWAY)  
BANARAS LOCOMOTIVE WORKS  
VARANASI (UP)-221004



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**Miscellaneous -81**

NO- GM(P)/ER/Misc./Pt-I

Dated – 25.08.2022

**All Concerned**

BLW/Varanasi & Sealdah/BLW Camp office  
New Delhi.

**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,  
is forwarded herewith for information and guidance.

DA- 01 Page.

( Pius Minj)  
Assistant Personnel Officer/Staff

**Copy for information and necessary action:-**

1. Joint Secretary and staff council members.
2. Secretary SC/ST and OBC Association.
3. Secretary, RREA/BLW.

For General Manager(P)

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

File No.DLW-BSB0GMP(AUTH)/1/2021-O/o DY CPO/HQ/DLW

**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.

  
22.08.22

(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)