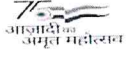


**Government of India (भारत सरकार)**  
**Ministry of Railways (रेल मंत्रालय)**  
**Railway Board (रेलवे बोर्ड)**



**RBA No. 51/2022**

No. 2016/AC-II/21/2/CPGRAMS/Vol.II(Pension)

13th, October 2022

Pr. Financial Advisors,  
All Zonal Railways/PUs

Sub: - 110<sup>th</sup> & 113<sup>th</sup> report of DRPSC Recommendations: Compliance regarding.  
Ref:- DOPPW's O.M. No. 17/4/2021-P&PW(Coord)-E 7648 dated 4.4.2022

\*\*\*\*\*

Please find enclosed a copy of DOPPW's O M ibid dated 04.04.2022 wherein Department Related Parliamentary Standing Committee (DRPSC) has recommended that all the Ministries/ Departments of Central Government should identify core grievance-prone areas and streamline their systems accordingly and to resolve the grievances within the prescribed time limit. It shall be the responsibility of each Railway/ Production Unit to coordinate with their allied units/field units for disposal of grievances within the stipulated time frame of 45 days in case of pensioners and 30 days in case of family pensioners and super senior pensioners (80 years and above). It was also advised that accountability of Government Officials dealing with pensioners' grievances may be ensured and administrative action against officials habitually responsible for delayed action or summary disposal of grievances without qualitative action may be taken.

Kindly instruct all concerned to comply with these guidelines and arrange to submit the quarterly report in the format prescribed by DOPPW by 15<sup>th</sup> of next following month by mail at [npsrailwayboard@gmail.com](mailto:npsrailwayboard@gmail.com) .

DA: As above

  
(Ajay Bartwal)  
Joint Director Finance/CCA  
Railway Board

**Copy to: PCPOs of all Zonal Railways/PUs for information and necessary action.**