

**STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE
HELD BY IT OR UNDER ITS CONTROL**

CODES, MANUALS, SPECIFICATION, DRAWING, MAINTENANCE RELATED DOCUMENTS, RECORDS, FILES PERTAINING TO INSPECTIONS AT VARIOUS LEVELS AND REMEDIAL ACTION. THE POLICY GUIDELINES AND INSTRUCTIONS FROM BOARD, CORRECTIONS SLIP TO VARIOUS CODES & MANUALS, INTERNAL CORRESPONDENCE TO CARRY OUT OFFICIAL JOBS, WHICH ARE NOT RELEVANT TO PUBLIC AT LARGE. PARTICULARS OF ANY ARRANGEMENT THAT EXIST FOR CONSULTATION WITH OR REPRESENTATIVE BY THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THEREOF FOR INTERNAL MATTERS, THERE ARE ARRANGEMENTS FOR HOLDING INFORMAL MEETINGS, PNM ETC. WITH THE RECOGNIZED TRADE UNIONS AT SUITABLE INTERVALS IN WHICH THE VARIOUS ISSUES REGARDING ESTABLISHMENT, OPERATIONAL ASPECTS, STAFF WELFARES ETC. ARE DISCUSSED AND RESOLVED ACCORDINGLY. FOR PUBLIC RELATED MATTERS, THE BRANCH OFFICER OF THE DIVISION DOES NOT HAS ANY POWER TO HOLD ANY MEETING WITH THE PUBLIC REPRESENTATIVES, HOWEVER DIVISIONAL RAILWAY MANAGER PERIODICALLY HOLDS MEETING WITH THE DIVISIONAL RAILWAY USERS CONSULTATIVE COMMITTEE (DRUCC) AND MAY HOLD PRESS CONFERENCE FOR DEALING PUBLIC ISSUES. BESIDES, THERE IS PUBLIC RELATION ORGANIZATION IN EVERY DIVISIONAL OFFICE THROUGH WHICH REPRESENTATION IS BEING ACCEPTED. FOR IMPROVEMENT OF SERVICE AND PASSENGER AMENITIES IN PASSENGER TRAINS, RAILWAY ADMINISTRATION ACCEPTS THE VARIOUS COMPLAINTS AND SUGGESTIONS FROM THE BONAFIED RAILWAY PASSENGERS AND ACT ACCORDINGLY FOR DISPOSAL THEREOF.