

CHARTER OF SAFETY DEPARTMENT

No.	Item	Normal Time	Maximum Time
1	RTI	As per RTI Act provision of case to case.	--
2	Parliamentary Question	Same day	2 days
3	MCDO	7 days	15 days
4	MP/MLA references	As per time scheduled issued by GM/ Rly Bd.	--
5	Public references	7 days	20 days
6	Special Safety Drives: (a) Launching of Safety Drives. (b) Compliance of Safety Drives.	Same day As per Target date.	-- --
7	Accident Enquiry Cases conducted by SAG officers of HQ	D+ 10 days	--
8	Acceptance of Accident Enquiry & Finding by CSO	Same day	3 days
9	Other Case Files	2 days	7 days
10.	Submit Draft Inspection Note of GM	--	Within 3 days of Inspection
11.	Compliance to:		
	• All Inspection Note(Safety Items)	--	Immediately
	• Inspection Note of GM	10 days	Within 15 days
	• Inspection Notes of Board Members.	20 days	Within 30 days
	• Inspection Notes of CRB	30 days	Within 45 days
12.	Intentional Delay in handing file by OS/Dealing Clerk.	--	10 to 20 days warning or verbal counselling
		--	20 to 30 days written warning.
		--	More than 30 days D&AR action.
13.	Reply/Action on STAR MARKED letters	--	Within 7 days
14.	Compliance of instructions	--	Within 1 month or the due dates mentioned therein.
15.	Remarks of Newspaper cuttings to GM	--	Within 7 days.
16.	Whatsapp Messages in respective groups by GM		
	• Interim remarks	--	Immediately
	• Final remarks	--	within 24 hrs.