

**GOVERNMENT OF INDIA**  
**MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS**  
**DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES**

**RAJYA SABHA**

**UNSTARRED QUESTION NO.1205**

**TO BE ANSWERED ON 30.7.2015**

**Norms for reply to letters from Members of Parliament**

1205. SHRI RAMDAS ATHAWALE:

Will the PRIME MINISTER be pleased to state:

- (a) whether any norms have been prescribed for sending acknowledgement and final reply to the letters received from the Members of Parliament, if so, the details thereof; and
- (b) whether it is a fact that it takes a lot of time to give replies to the letters of the Member of Parliament and sometime some Ministries/departments/public establishments take more than 5-6 months' time to give replies to their letters and if so, the reasons for delay?

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC  
GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S  
OFFICE**

**(DR. JITENDRA SINGH)**

(a) and (b) : The paragraph No.37 (vi) of the 14<sup>th</sup> Edition of Central Secretariat Manual of Office Procedure (CSMOP) which was brought out in May, 2015 states as under :-

***“Each communication received from a Member of Parliament/VIP, shall be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.”***

The paragraph No.37 (vii) of CSMOP also provides for appropriate record and regular monitoring of communications received from Members of Parliament. The Department of Administrative Reforms & Public Grievances(DARPG) from time to time have reiterated the instructions contained in the CSMOP relating to references received from Members of Parliament to all Ministries/Departments and have requested that the officials may be sensitized on the issue and a system be put in place wherein references from Members of Parliament are acknowledged and monitored by a senior officer on a regular basis.

—————