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 14th 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.