

No. 46016/1/2018-O&M
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances
5th Floor, Sardar Patel Bhavan, Sansad Marg,
New Delhi-110001, Dated 26.04.2018

OFFICE MEMORANDUM

Subject: Amendment of the 14th Edition of the Central Secretariat Manual of Office Procedure.

The undersigned is directed to refer to this Department's D.O. letter of even number dated 29th May, 2015 from Secretary, Department of Administrative Reforms & Public Grievances addressed to Secretaries of all Central Ministries/Departments of the Government of India forwarding therewith a copy of the 14th Edition of Central Secretariat Manual of Office Procedure for adoption (copy enclosed) and to say that on reconsideration of the 14th Edition of the CSMOP it has been felt that the following two amendments are required in the CSMOP:-

Change in the Title of the paragraph 37 of the 14th Edition of the CSMOP

Existing

"Correspondence with Member of Parliament, VIPs"

Revised

"Correspondence with Member of Parliament, VIPs and Member of Public"

Addition of a sub-paragraph No. (viii) in the paragraph No. 37 of the CSMOP against which the text should be as follows:

"As far as possible, requests from members of public should be looked at from the user's point of view and not solely from the point of view of what may be administratively convenient."

2. The above two amendments may be brought to the notice of all concerned in their Ministries/Departments and for adoption positively by 01.05.2018.
3. This issues with the approval of the competent authority.



(Anurag Srivastava)

Deputy Secretary to the Government of India

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To the All Secretaries in Government of India

आलोक रावत
ALOK RAWAT, I.A.S.
सचिव
SECRETARY



सत्यमेव जयते

कार्मिक लोक शिकायत तथा पेंशन मंत्रालय
प्रशासनिक सुधार और लोक शिकायत विभाग
सरदार पटेल भवन, संसद मार्ग
नई दिल्ली-110001

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL PUBLIC GRIEVANCES & PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS, PG & PENSIONS
SARDAR PATEL BHAVAN, SANSAD MARG
NEW DELHI-110001

dated 29th May, 2015

D.O.No. 46016/2/2014-O&M

Dear Secretary

As you would be aware that the guiding spirit behind the Government functioning is contained in the Central Secretariat Manual of Office Procedure (CSMOP), which was last updated in September, 2010. This Thirteenth edition of CSMOP consisted of 221 pages.

2. The Hon'ble PM has stressed upon the need for simplification of the Procedures and to remove the redundancy therein. The draft of the fourteenth edition of CSMOP was circulated in January, 2015 for suggestions to all Ministries/departments. After examining the various suggestion received, the Fourteenth edition of CSMOP has been finalized and placed in e-Book form in a bilingual format, on the website of Department of Administrative Reforms and Public Grievances on Friday 22nd May, 2015. (www.darpg.nic.in). This edition consists of 51 pages.

3. A copy of CD containing in the Hindi and English version of CSMOP (Fourteenth edition) is annexed. To facilitate transition from the Thirteenth to the Fourteenth edition, the Thirteenth edition is still available in the website of DARPG.

4. The Para 64 of CSMOP stresses upon preparation of citizen/ client Charter by the Ministry/Department for the services they are providing and to constantly update the same. A similar approach would be required in respect of maintaining and updated the departmental website in terms of Para 63 of CSMOP.

With good wishes,

Encl: As per above

Yours sincerely,

29-5-2015

(Alok Rawat)

Secretaries in Government of India



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