

No.48013/1/2011-O&M  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances  
(O&M Division)

5<sup>th</sup> Floor, Sardar Patel Bhavan,  
New Delhi, the 22<sup>nd</sup> March, 2013

**OFFICE MEMORANUDM**

**Subject: Comments on the letter dated 05.03.2013 from Shri Jai Prakash Narayan Singh, Member of Parliament regarding acknowledgement of letters of the Members of Parliament.**

The undersigned is directed to refer to PMO ID No.3715254/PMO/2012-Pol dated the 19<sup>th</sup> March, 2013 and to say that the comments of the Department of Administrative Reforms and Public Grievances on the letter dated 05.03.2013 from Shri Jai Prakash Narayan Singh, Member of Parliament regarding acknowledgement of letters of the Members of Parliament is as given below:-

The paragraph Nos.63 & 66 of the Chapter No.VIII (Forms & Procedure of Communication) of the Central Secretariat Manual of Office Procedure (CSMOP) deal with the subject of 'correspondence with Members of Parliament' (Annexure-I). **Para 63** states as under:-

- (1) Communications received from Members of Parliament should be attended to promptly.
- (2) Where a communication is addressed to a Minister, it should, as far as practicable, be replied to by the Minister himself. In other cases, a reply should normally be issued over the signature of an officer of the rank of Secretary only.
- (3) Where, however, a communication is addressed to the head of an attached or subordinate office, Public Sector Undertakings, Financial Institutions (including nationalized banks) Division/Branch In charge in a Ministry/Department/Organization, it should be replied to by the addressee himself. In routine matters, he may send an appropriate reply on his own. In policy matters, however, the officer should have prior consultation with higher authorities before sending a reply. It should, however, be ensured that minimum level at which such replies are sent to Members of Parliament is that of Under Secretary and that also in a polite letter form only.
- (4) Normally information sought by a Member should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the Houses of Parliament.
- (5) As far as possible, in corresponding with Members of Parliament, pre-printed or cyclostyled replies should be avoided.
- (6) In case a reference from an ex-Member of Parliament is addressed to a Minister or Secretary, reply to such reference may be sent by the concerned Divisional Head after obtaining approval of the Secretary of the Ministry/ department. In case the reference is addressed to a lower level officer, reply to such reference could be sent by the officer on

his own in non-policy cases and after obtaining approval of the higher authorities in policy cases. However, the minimum level at which reply could be sent should be that of an Under Secretary and that too in letter form only.

The **paragraph No.66** of the CSMOP states as under (Annexure-I):-

“Each communication received from the Members of Parliament, a member of public, a recognized association or a public body will be acknowledged within 15 days, followed by reply within the next 15 days of acknowledgement sent.”

2. Based on the above laid down parameters in the CSMOP, the individual Ministries/Departments are expected to issue their own Departmental Instructions and follow them.

3. In the recent past, this Department had reiterated the instructions contained in the paragraph No.63 of the CSMOP regarding the treatment to be given to the letters received from Members of Parliament on four occasions to all the Ministries/Departments viz: (i) through a letter dated 31<sup>st</sup> May, 2010 sent at the level of the then Special Secretary (AR&PG)(Annexure-II); through a letter dated 9.7.2010 from Joint Secretary(AR) (Annexure-III), then at the level of Secretary(AR&PG) on 1.11.2010 (Annexure-IV) and finally at the level of MOS(PP) on 5.5.2011 (Annexure-V). Recently, this Department has reiterated the instructions contained in Para 63, 66 and 127 of CSMOP to all the Ministries/Departments vide OM dated 25.02.2013 (Annexure-VI). The OM dated 25.02.2013 has also been uploaded on website of this Department (darp.gov.in).

4. The paragraph 127 of the Chapter No.XIV (Check on Delays) of the CSMOP provides for monitoring of disposal of communications received from Member of Parliament and a Register to be maintained as suggested by the Hon'ble Member of Parliament in his letter dated 30.5.2011. The procedure and format of register is at Annexure-VII and Annexure-VIII respectively.


5. It may be seen from above paragraphs that already sufficient procedures have been laid down in the CSMOP to monitor letters received from Members of Parliament and no additional procedure seems necessary. In fact, it is the responsibility of the Ministries/Departments to send acknowledgements and replies to the Hon'ble MPs.

6. It may be added that Shri Jayprakash Narayan Singh, M.P. (Rajya Sabha) had earlier sent a letter dated 08.03.11 (Annexure-IX) addressed to Shri P. Chidambaram, Hon,ble Union Finance Minister (then Home Minister) on the same subject, which was passed on to this Department for consideration. Shri V. Narayansamy, Hon'ble MOS(PP) in his reply dated 05.05.2011 (Annexure-X) to the Hon'ble M.P. had stated that he has written a letter to all the Cabinet Ministers on 05.05.2011 (Annexure-V) stressing the need of following the provisions of CSMOP and also setting up of a mechanism in their Ministry to periodically monitor progress in disposal of references received from the Hon'ble Members of Parliament.

7. Moreover, the Department of Personnel & Training had also issued an O.M. dated 1.12.2012(Annexure-XI) to all Ministries/Departments for ensuring observance of proper procedure in official dealings between the Administration and Members of Parliament. This also includes 'correspondence with the Members of Parliament' and 'Prompt

response to letters received'. A copy of the said Office Memorandum is also enclosed. The paragraph No.7 of the O.M. also states that 'any violation of relevant Conduct Rules in this regard, which violation is established after due enquiry will render Government servant concerned liable for appropriate punishment, as per rule'.

8. From the above, it may be concluded that enough guidelines exist in the CSMOP to be followed with regard to sending of acknowledgement and replies to letters received from Members of Parliament. From time to time, the DAR&PG has been reiterating the relevant instructions to all the Ministries/Departments of the Govt. of India on the need for following the same.

  
(Satish Kumar)  
Joint Secretary to the Government of India  
Tel: 23360208

To

The Prime Minister's Office  
(Shri Dheeraj Gupta, Joint Secretary),  
South Block,  
New Delhi  
Tel. 23015944  
Fax No.23016857

425/3

प्रति किया गया  
ISSUED

## **ANNEXURE-I**

### **Para 63: Correspondence with Members of Parliament -**

- (1) Communications received from Members of Parliament should be attended to promptly.
- (2) Where a communication is addressed to a Minister, it should, as far as practicable, be replied to by the Minister himself. In other cases, a reply should normally be issued over the signature of an officer of the rank of Secretary only.
- (3) Where, however, a communication is addressed to the head of an attached or subordinate office, Public Sector Undertakings, Financial Institutions (including nationalized banks) Division/Branch In charge in a Ministry/Department/Organization, it should be replied to by the addressee himself. In routine matters, he may send an appropriate reply on his own. In policy matters, however, the officer should have prior consultation with higher authorities before sending a reply. It should, however, be ensured that minimum level at which such replies are sent to Members of Parliament is that of Under Secretary and that also in a polite letter form only.
- (4) Normally information sought by a Member should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the Houses of Parliament.
- (5) As far as possible, in corresponding with Members of Parliament, pre-printed or cyclostyled replies should be avoided.
- (6) In case a reference from an ex-Member of Parliament is addressed to a Minister or Secretary, reply to such reference may be sent by the concerned Divisional Head after obtaining approval of the Secretary of the Ministry/ department. In case the reference is addressed to a lower level officer, reply to such reference could be sent by the officer on his own in non-policy cases and after obtaining approval of the higher authorities in policy cases. However, the minimum level at which reply could be sent should be that of an Under Secretary and that too in letter form only.

### **Para 66: Prompt response to letters received-**

- (1) Each communication received from the Members of Parliament, a member of public, a recognized association or a public body will be acknowledged within 15 days, followed by reply within the next 15 days of acknowledgement sent.
- (2) Where (i) delay is anticipated in sending a final reply, or (ii) information has to be obtained from another Ministry or another office, an interim reply will be sent within a month (from the date of receipt) indicating the possible date by which a final reply can be given.
- (3) If any such communication is wrongly addressed to a department, it will be transferred promptly (within a week) to the appropriate department under intimation to the party concerned.
- (4) Where the request of a member of the public cannot be acceded to for any reason, reasons for not acceding to such a request should be given courteously.
- (5) 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.

ANNEXURE-4

(3)

विजय सिंह, आई.ए.एस.  
DHIRUV VIJAI SINGH, IAS

विशेष सचिव  
SPECIAL SECRETARY



भारत सरकार  
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  
& PUBLIC GRIEVANCES  
SARDAR PATEL BHAVAN, SANSAD MARG  
NEW DELHI-110001

D.O.No. 21013/1/2010-O&M

Dated the 3 May, 2010

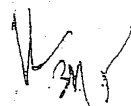
Dear

The Central Secretariat Manual of Office Procedure (CSMOP) lays down the procedures for handling letters received from the Members of Parliament. The CSMOP provides that each communication received from the Members of Parliament will be acknowledged within 15 days, followed by reply within the next 15 days of acknowledgement sent.

2. It has come to our notice that the provisions contained in CSMOP in this regard are not being properly adhered to and a number of complaints have been received in this regard.

3. I would be very grateful, if the officials working under your Ministry/Department could be suitably sensitized on the issue and advised to send prompt reply to the letters received from the Members of the Parliament.

Yours sincerely

  
(D.V. Singh)  
O/C

To Secretaries of all Ministries/Departments of Government of India

9

(4)

श्री कुमार झा  
ABHAS KUMAR JHAउत्त सचिव  
JT SECRETARYभारत सरकार  
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  
And Public Grievances,  
Sardar Patel Bhavan, Parliament Street,  
New Delhi-110001

D.O.No.21013/2/2010-O&amp;M

9<sup>th</sup> July, 2010

Dear Sir,

Para 63 and 66 of the Central Secretariat Manual of Office Procedure (CSMOP) lays down the procedures for handling letters received from the Members of Parliament. The CSMOP provides that each communications received from the Members of Parliament will be acknowledged within 15 days, followed by reply within the next 15 days of acknowledgement sent.

2. The Prime Minister's Office, Cabinet Secretariat and Rajya Sabha Secretariat have informed us that they have received several complaints from the Members of Parliament that the provisions contained in the CSMOP with regard to dealing with references received from the Members of Parliament are not being adhered to. In this regard Shri D.V. Singh, Special Secretary (AR&PG) has already made a reference to your Ministry/Department on 31<sup>st</sup> May, 2010 (copy enclosed) for attending promptly to the letters received from the Members of Parliament.

3. I would be very grateful, if the officials working under your Ministry/Department could be suitably sensitized on the issue and advised to send prompt reply to the letters received from the Members of Parliament.

With high regards,

Yours sincerely,

  
(P. K. Jha)

र. चन्द्र मिश्रा  
Ramesh C. Misra

सचिव  
SECRETARY



सत्यमेव जयते

ANNEXURE - IV

भारत सरकार,

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

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

5

No.A-48013/01/2010-O&M

Dated the 1<sup>st</sup> November, 2010

It has come to our notice that in several instances letters written by Members of Parliament to various Departments and Ministries are not being promptly replied. Secretary General, Rajya Sabha has also expressed concerned over this matter.

2. The Department of Administrative Reforms & Public Grievances has on various occasions impressed upon all the Ministries/Departments that guidelines mentioned in para 63 and 66 of the Central Secretarial Manual of Office Procedure for handling letters received from Members of Parliament should be scrupulously followed. It stipulates that each communication received from Members of Parliament will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.

3. I shall be grateful if the officials working under your Ministry/Department are suitably sensitized on the issue and advised to send prompt reply to letters written by Hon'ble Members of Parliament to your Ministry/Department.

Yours sincerely,

(Ramesh C. Mishra)

To

The Secretaries of all Ministries/Departments

वे. नारायणसामी  
V. N. RAYANASAMY



सत्यमेव जयते

राज्यमंत्री

ANNEXURE-V

संसदीय कार्य, प्रधानमंत्री कार्यालय,  
कार्मिक, लोक शिकायत तथा पेंशन सत्रालय  
भारत सरकार

Minister of State  
Parliamentary Affairs, Prime Minister's Office,  
Personnel, Public Grievances and Pensions  
Government of India



- 5 MAY 2011

Dear Respected Sir,

We have been receiving references from the Members of Parliament regarding delay in responding to their letters. This issue has been raised repeatedly both within and outside the Parliament.

2. Guidelines laid down in the Central Secretariat Manual of Office Procedure (CSMOP) for handling the communications received from Members of Parliament specify that such communications should be attended to promptly and acknowledged within 15 days, followed by a reply within the next 15 days. In cases where delay is anticipated, an interim reply should be given indicating the possible date for a final reply. This is to ensure that prompt attention is given to the communications received from the Members of Parliament. The Department of Administrative Reforms & Public Grievances has been repeatedly advising various Ministries/Departments to scrupulously follow these guidelines.

3. As the complaints of delayed responses to the letters of Members of Parliament are regularly being received, I would be grateful if you could issue suitable instructions to ensure prompt reply to the letters of the Members of Parliament and also like to consider setting up of a mechanism to periodically monitor progress in disposal of references received from the Members of Parliament.

With warm regards,

Yours sincerely,

Shri Pranab Mukherjee,  
Hon'ble Minister of Finance,  
Government of India,  
North Block, New Delhi.

+ All members

(V. Narayanasamy)





No.48013/1/2011-O&M  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances  
(O&M Division)

5<sup>th</sup> Floor, Sardar Patel Bhavan,  
New Delhi, the 25<sup>th</sup> February, 2013

OFFICE MEMORANDUM

Sub: Procedures to deal with letters received from the Members of Parliament, member of public, recognized association or a public body.

The paragraph Nos.63 & 66 of the Chapter No.VIII (Forms & Procedure of Communication) and of the Central Secretariat Manual of Office Procedure (CSMOP) and paragraph Nos.127 of Chapter No.XIV prescribe the procedure for dealing with the correspondence received from Members of Parliament, VIPs, members of public, recognized association or a public body. The same are reiterated, as given below, for strict compliance:-

**Para 63: Correspondence with Members of Parliament -**

- (1) Communications received from Members of Parliament should be attended to promptly.
- (2) Where a communication is addressed to a Minister, it should, as far as practicable, be replied to by the Minister himself. In other cases, a reply should normally be issued over the signature of an officer of the rank of Secretary only.
- (3) Where, however, a communication is addressed to the head of an attached or subordinate office, Public Sector Undertakings, Financial Institutions (including nationalized banks) Division/Branch In charge in a Ministry/Department/Organization, it should be replied to by the addressee himself. In routine matters, he may send an appropriate reply on his own. In policy matters, however, the officer should have prior consultation with higher authorities before sending a reply. It should, however, be ensured that minimum level at which such replies are sent to Members of Parliament is that of Under Secretary and that also in a polite letter form only.
- (4) Normally information sought by a Member should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the Houses of Parliament.
- (5) As far as possible, in corresponding with Members of Parliament, pre-printed or cyclostyled replies should be avoided.
- (6) In case a reference from an ex-Member of Parliament is addressed to a Minister or Secretary, reply to such reference may be sent by the concerned Divisional Head after obtaining approval of the Secretary of the Ministry/ department. In case the reference is addressed to a lower level officer, reply to such reference could be sent by the officer on his own in non-policy cases and after obtaining approval of the higher authorities in policy

Joint Secretary/Director for scrutiny and for such other action as he may consider appropriate.

(6) Ministries/Departments may, through departmental instructions, include additional columns in the forms at Appendices 45, 46 & 47 to suit local needs.

2. Copies of Appendices 45, 46 and 47 for monitoring of disposal of communications received from Member of Parliament as referred to in the paragraph 127 of the Chapter No.XIV (Check on Delays) of the CSMOP are enclosed for ready reference at Annexure-I, Annexure-II and Annexure-III, respectively.

*Arvind Suri*

(Arvind Suri)

Director

Tel: 23745472

To

The Joint Secretary (Admn) of all the Ministries/Departments

(As per list attached)

## APPENDIX 46

*Register for keeping a watch on the disposal of communications received from Members of Parliament*

(To be maintained by Sections/Desks)

[Vide para 127 (2)(a)]

Name of Section/Desk... ..

[illegible]

APPENDIX 45

Register for keeping a watch on the disposal of communications received from Member of Parliament  
(To be maintained by personal sections of Joint Secretaries/Directors)

[Vide para 127(1)]

| Sl. No. | Diary No. & Date | No. and date of communication | Name of M.P. | To whom addressed | Brief Subject | Section/ desk concerned | Remarks |
|---------|------------------|-------------------------------|--------------|-------------------|---------------|-------------------------|---------|
| 1       | 2                | 3                             | 4            | 5                 | 6             | 7                       | 8       |
|         |                  |                               |              |                   |               |                         |         |

APPENDIX 46

Register for keeping a watch on the disposal of communications received from Members of Parliament

(To be maintained by Sections/Desks)

[Vide para 127 (2)(a)]

Name of Section/Desk.....

| Sl. No. | Diary No. & Date | Joint Secretary/Director Diary No. | No. & date of Comm-unication | Name of M.P. | To whom address- ed | Subject | Date of acknow- ledge- ment | File No. | Date of interim reply | Date of final reply | Remarks |
|---------|------------------|------------------------------------|------------------------------|--------------|---------------------|---------|-----------------------------|----------|-----------------------|---------------------|---------|
| 1       | 2                | 3                                  | 4                            | 5            | 6                   | 7       | 8                           | 9        | 10                    | 11                  | 12      |
|         |                  |                                    |                              |              |                     |         |                             |          |                       |                     |         |

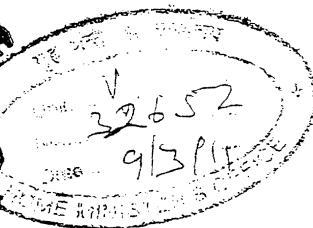
काश नारायण सिंह

KASH NARAYAN SINGH

Member of Parliament (Rajya Sabha)  
 Member - Standing Committee on Coal & Steel  
 Member - Consultative Committee  
 for Miny. of Tribal Affairs  
 Permanent Special Invitee :  
 Miny. of Communication



सत्यमेव जयते



116, North Avenue  
 New Delhi - 11000  
 Phone : 011-2309314  
 Mob.: 0986818138  
 Deoghar. Ph. - 06432-22500  
 Mob.: 0943118318

Dated 8-3-2011

My Dear Chidambaram Ji,

At the instance of Hon'ble Prime Minister, your the then Addl. Secretary, Department of Personnel - Shri Rahul Sarin, had issued letter No.48011/14/2006-0&M Dated 5.12.2006 **regarding Guidelines to be observed by the Ministers, Secretaries of the Union Government and others, while dealing with the correspondence of Members of Parliament.** **A copy of the said letter dated 5.12.2006 is enclosed as Anx'A' for your ready reference.** It has been repeatedly felt that several Ministers and Secretaries are dis-regarding the instructions of the Hon'ble Prime Minister, whereas the Hon'ble Prime Minister is complying with his instructions. If desired, I may quote several instances in this regard.

2. Since the matter lies in your domain, and the Hon'ble Prime Minister is over-burdened with the work, I do not wish to bother him for the said cause. But at the same time the M.Ps' can not remain silent spectators for the disregard of the orders issued by the Hon'ble Prime Minister; and to allow ourselves to suffer. You are requested to take some concrete steps by way of raising the issue in the Cabinet Meeting; and to get another letter issued afresh in strong words under your signatures to the Secretaries and Heads of the Departments for strict compliance of the orders of the Hon'ble Prime Minister.

3. I am pretty sure that you shall kindly co-operate with the Hon'ble Prime Minister in particular, and M.Ps in general; and would do the needful, promptly, **under intimation to me.**

With kind regards,

Encl.: One.

Yours Sincerely,

(JAIPRAKASH NARAYAN SINGH)

8/3/11

Shri P. Chidambaram,  
 Hon'ble Home Minister,  
 New Delhi-110 001.

Does this not concern  
 Deptt?

14/3/11 M/Personnel

किसान सेवा, देश

व. नारायणसामी  
V. NARAYANASAMY



सत्यमेव जयते



By. S.C. Messenger

D.O.No.48013/1/2011-O&M

ANNEXURE-X

15

राज्यमंत्री  
संसदीय कार्य, प्रधानमंत्री कार्यालय,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय  
भारत सरकार  
Minister of State  
Parliamentary Affairs, Prime Minister's Office.  
Personnel, Public Grievances and Pensions  
Government of India

Dear Shri Jaiprakash Narayan Singh,

- 5 MAY 2011

Please refer to your letter dated 8<sup>th</sup> March, 2011 addressed to Shri P. Chidambaram, Hon'ble Home Minister regarding timely acknowledgement/reply of the letters of Members of Parliament by government functionaries, as per the guidelines issued on the subject.

2. As you are aware, Government have issued detailed guidelines/instructions regarding the procedure to be adopted for correspondence received from Members of Parliament. These are prescribed in the Central Secretariat Manual of Office Procedure (CSMOP) and, from time to time, these guidelines/instructions have been emphasized and reiterated, to the various Ministries/Departments by the Department of Administrative Reforms & Public Grievances.

3. I have requested all the Union Ministers to issue suitable instructions in order to ensure that the prescribed guidelines are followed and prompt replies to the letters of the Members of Parliament are given.

With warm regards,

Yours sincerely,

(V. Narayanasamy)

Shri Jaiprakash Narayan Singh,  
Member of Parliament (Rajya Sabha),  
116, North Avenue,  
New Delhi.

9/5/11  
RECEIVED

Parliament House, New Delhi - 110001  
Tel.: 011-23017651, 23013495 (Fax)  
North Block, New Delhi - 110011



सूचना  
का अधिकार

North Block, New Delhi - 110001  
Tel.: 011-23092475, 23092716 (Fax)  
Tel.: 011-23794522 (Res.), 23794524 (Fax)  
E-mail : samyselvi@nic.in

No. 11013/4/2011-Estt. (A)  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
(Department of Personnel and Training)

North Block, New Delhi.  
01<sup>st</sup> December, 2011

OFFICE MEMORANDUM

**Subject :** Official dealings between the Administration and Members of Parliament and State Legislatures – Observance of proper procedure.

The Members of Parliament and State Legislatures as the accredited representatives of the people occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interviews with the officers. Certain well-recognized principles and conventions to govern the relations between the Members of Parliament/ State Legislatures and Government servants have already been established.

2. Reference is invited to the guidelines concerning the official dealings between Administration and Members of Parliament and State Legislatures which were issued by the Cabinet Secretariat (Department of Personnel and Administrative Reforms, in the O.M. No 25/19/64-Estt. (A) dated 08.11.1974). The importance of adherence to these guidelines was reiterated in the Department of Personnel and Training's O.M. No. 11013/6/2005-Estt. (A) dated 17.08.2007. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated by the Department of Administrative Reforms and Public Grievances. The Minister of State for Personnel, Public Grievances and Pensions has also written to all Ministers in this regard vide D.O letter dated 5<sup>th</sup> May, 2011, requesting that a mechanism may be set up to periodically monitor progress in disposal of references received from Members of Parliament.

3. Some instances of non-adherence to the existing guidelines have been brought to Government's attention by Members of Parliament and a need has been felt for again sensitizing all administrative authorities concerned.

4. The Central Secretariat Manual of Office Procedure provides following instructions for prompt disposal of letters from Members of Parliament:-

**Correspondence with Members of Parliament –**

- (1) Communications received from a Member of Parliament should be attended to promptly.
- (2) Where a communication is addressed to a Minister or a Secretary to the Government, it should, as far as practicable, be replied to by



Rule, 1968 and Rule 3-A of Central Civil Service (Conduct) Rules, 1964 which provide as follows:-

Every member of the service shall in the discharge of his duties act in a courteous manner and shall not adopt dilatory tactics in his dealings with the public or otherwise.

The existing instructions are hereby appropriately strengthened to emphasize the basic principles to be borne in mind by the Government servants while interacting with the Members of Parliament and State Legislatures. These are as follows :-

(i) Government servants should show courtesy and consideration to Members of Parliament and State Legislatures;

(ii) while the Government servants should consider carefully or listen patiently to what the Members of Parliament and of the State Legislatures may have to say, the Government servant should always act according to his own best judgment and as per the rules;

(iii) Any deviation from an appointment made with a Member of Parliament/State Legislature must be promptly explained to him to avoid any possible inconvenience. Fresh appointment should be fixed in consultation with him;

(iv) An officer should be meticulously correct and courteous and rise to receive and see off a Member of Parliament/State Legislature visiting him. Arrangements may be made to receive the Members of Parliament when, after taking prior appointment, they visit the officer of the Government of India, State Government or local Government. Arrangements may also be made to permit entry of vehicles of the Members to these Offices subject to security requirements/restrictions;

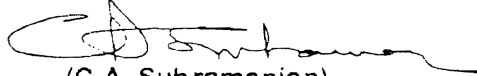
(v) Members of Parliament of the area should invariably be invited to public functions organized by a Government office. Proper and comfortable seating arrangements at public functions and proper order of seating on the dais should be made for Members keeping in view the fact that they appear above officers of the rank of Secretaries to Government of India in the Warrant of Precedence; The invitation cards and media events, if organized for the function held in the constituency, may include the names of the Members of that constituency who have confirmed participation in these functions.

It is clarified that If a constituency of any Member of Parliament is spread over more than one District, the M.P should invariably be invited to all the functions held in any of the Districts which are part of his/her constituency;

(vi) Where any meeting convened by the Government is to be attended by Members of Parliament, special care should be taken to see that notice is given to them in good time regarding the date, time, venue etc. of the meeting. It should also be ensured that there is no slip in any

6. All Ministries/Departments are requested to ensure that the above basic principles and instructions are followed by all officials concerned, both in letter and spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

7. Any violation of relevant Conduct Rules in this regard, which violation is established after due enquiry will render the Government servant concerned liable for appropriate punishment as per Rule.



(C.A. Subramanian)

Joint Secretary to the Government of India

To

All the Ministries/Departments of Government of India

Copy to:-

1. Presidents Secretariat/ Vice Presidents Secretariat.
2. PMO/Cabinet Secretariat.
3. Comptroller and Auditor General of India.
4. UPSC/SSC/LBSNAA/ISTM/CVC/CIC.
5. Lok Sabha Secretariat/ Rajya Sabha Secretariat.
6. All Officers/Sections in Ministry of Personnel, PG & Pension.
7. NIC, DOPT-please upload this OM on this Department's website.

Copy also to:

Chief Secretaries of all States / UTs with a request to circulate these instructions to all State Government officials at the State/Division and District levels and to periodically review implementation.



(C.A. Subramanian)

Joint Secretary to the Government of India