

No.I-34011/1/2015-Coord (Pt.)
भारत सरकार / Government of India
कॉरपोरेट कार्य मंत्रालय / Ministry of Corporate Affairs

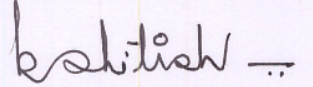
Shastri Bhawan, New Delhi
Dated: 03.09.2015

OFFICE MEMORANDUM

Subject: Timely replies to letters received from Members of Parliament- reg.

The Department of Administrative Reforms & Public Grievances by their OM dated 12.08.2015 has reiterated the guidelines laid down in the Central Secretariat Manual of Office Procedure (CSMOP) on the subject noted above. The guidelines, *inter-alia*, provide that such communications should be attended to promptly and acknowledgement issued within 15 days, followed by a reply within the next 15 days. In cases where delay is anticipated, interim reply should be given indicating the possible date of reply given indicating the possible date of reply.

2. The abovementioned OM has been uploaded on the website of the Ministry for information of all concerned with the advice that the instructions may be followed in letter and spirit.



(Kshitish Kumar)

Under Secretary to the Govt. of India

To

1. All Sections of MCA (HQ)
2. E-Gov. Cell for uploading the OM on the Ministry's website (under the link *Employee corner / Misc.*)

S.No - 37(R)

454

F.No.21013/01/2015-O&M

Government of India

Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi, dated the 12th August, 2015.

OFFICE MEMORANDUM

**Subject: Timely replies to letters received from Members of Parliament-
reg.**

This Department has been receiving references from the Members of Parliament regarding delay in responding to their letters. This issue is being raised at various fora including the Parliament. In the recent past, this Department has also received number of Parliament Questions on the subject.

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 of reply. This is to ensure that prompt attention is given to the communications received from Hon'ble Members of Parliament. Time and again the Department of Administrative Reforms & Public Grievances (DAR&PG) have been reiterating and advising all the Ministries/Departments to adhere to the guidelines but the situation calls for improvement.

3. Given the sensitivity of the issue, it is requested that suitable instructions may be issued to the officials of the Ministry/Department to ensure prompt action on this. It is also requested that a e-monitoring mechanism be set up for effective disposal of VIP references.

(Usha Sharma)
Additional Secretary to the Govt. of India
Tel. : 23741004
13/8/15

To

Secretaries of all the Ministries/Departments of the Government of India.

Copy for information to:-

- (i) Shri P.K. Sinha, Cabinet Secretary, Cabinet Secretariat.
- (ii) Shri Bhaskar Khulbe, Addl. Secy(PMO)
Copy for necessary action w.r.t. the references pending in PMO.

Personment
25-Ord.

