

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 26<sup>th</sup> April, 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 undersigned is directed to say that the Prime Minister's Office has informed us that they have received complaints from the Members of Parliament that the provisions contained in Central Secretariat Manual of Office Procedure (CSMOP) with regard to dealing with references received from the Members of Parliament are not being adhered to.

2. In this regard attention is drawn to the Para 63 and 66 of CSMOP which lays down the procedure for handling the letters received from the Members of Parliament. It stipulates that each communication received from the Members of Parliament will be acknowledged within 15 days, followed by reply within next 15 days of acknowledgement sent.

3. The Department of Administrative Reforms and public Grievances has on various occasion impressed upon all the Ministries/Departments that guidelines mentioned in Para 63 and 66 of CSMOP should be scrupulously followed. Recently, this Department has reiterated the provisions contained in Para 63 and 66 of CSMOP to all the Ministries/Departments on 25.02.2013. (Copy enclosed)

4. It is requested to bring the above mentioned instructions to the knowledge of all the officers of your Ministry/Department and subordinate/attached offices under the administrative control of your Ministry/Department and issue instruction to sensitize them for sending prompt reply to the letters received from the Members of Parliament.

*Arvind Suri*  
(Arvind Suri)  
Director  
Tel: 23745472

To

*Keshav  
RD  
10/5/2013*

*2316  
13/5/13*

All the Secretaries of Ministries/Departments of the Government of India  
(As per list attached)

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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)

