

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1192
ANSWERED ON:02.08.2010
REPLY OF E-MAILS
Patil Shri C. R.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the most e-mails received by Government establishments remain unanswered and detected without sending any reply;
- (b) if so, the details thereof;
- (c) whether the Government proposes to issue instructions to all Ministries and their subordinate offices alongwith the all Government establishments to acknowledge receipt immediately and send final replies to all e-mails invariably;
- (d) if so, the details thereof; and
- (e) the steps taken by the Government in this regard?

Answer

MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI SACHIN PILOT)

- (a) and (b): No, Sir. There is no such information available with Department of Information Technology. The opening and reading of the emails, (thus response thereafter) is driven by the individual to whom the email is addressed.
- (c), (d) and (e): The following instructions regarding e-mail are laid down in the Central Secretariat Manual of Office Procedure for compliance by Ministries / Departments of the Government of India:-
- # The acknowledgements of e-mail received will, as far as possible, be sent electronically.