

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:3491
ANSWERED ON:01.12.2010
HANDLING OF CORRESPONDENCE OF VIPS MPS
Mahendrasinh Shri Chauhan ;Vasava Shri Mansukhbhai D.

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) the details of instructions for handling correspondence of VIPs/MPs, etc.;
- (b) whether the Central Ministries/Departments follow these instructions meticulously;
- (c) if so, the details thereof;
- (d) if not, the reasons therefor; and
- (e) the steps taken by the Government for strict compliance of such instructions?

Answer

Minister of State in the Ministry of Planning and Minister of State in the Ministry of Parliamentary Affairs; and Minister of State in the Ministry of Personnel, Public Grievances and Pensions. (SHRI V. NARAYANASAMY)

(a) : The details of instructions for handling correspondence received from VIPs/MPs is contained in paragraph Nos. 63, 64 and 66 of the Central Secretariat Manual of Office Procedure (CSMOP), which has been circulated to all the Departments and the Ministries of the Government of India. A copy of the CSMOP is available in the public domain on the website (www.darpg.nic.in). It, inter-alia, provides that each communication received from Members of Parliament will be acknowledged within 15 days followed by reply within the next 15 days of acknowledgement. Where

(i) delay is anticipated in sending a 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. Further, if any such communication is wrongly addressed to a Department/ Ministry, it will be transferred promptly (within a week) to the appropriate Department/ Ministry under intimation to the party concerned.

(b) to (d) : The Department of Administrative Reforms & Public Grievances in the Government of India has laid down the procedure and guidelines as contained in the CSMOP for dealing with letters received from VIPs/MPs by the various Ministries/Departments. It is for the concerned Ministries/Departments to take follow up action as per the CSMOP.

(e) : The Department of Administrative Reforms & Public Grievances, from time to time, has suitably advised the Ministries/Departments to send prompt reply to letters written by Hon'ble Members of Parliament.