

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

UNSTARRED QUESTION NO:1402
ANSWERED ON:30.11.2011
CODE OF CONDUCT AND ETIQUETTES
Rathwa Shri Ramsinhbhai Patalbhai

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

(a) whether the Government has issued any circular on resolutions, orders, instructions and directions regarding code of conduct and etiquettes to be observed by Government officials while interacting with M.Ps and M.L.As and also while taking necessary action in response to the letters written by them; and

(b) if so, the nature of instructions issued and complete details thereof?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office (SHRI V. NARAYANASAMY)

(a) & (b) : A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN THE ANSWER TO LOK SABHA UNSTARRED QUESTION NO. 1402 FOR 30.11.2011

The Government have issued instructions from time to time on conduct to be observed by Government officials in relation to Members of Parliament and State Legislatures which are as follows

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

(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 their own best judgment and as per the rules.

(iii) Any deviation from an appointment made with a Member 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 courteous and rise to receive and see off a Member visiting him.

(v) Members of Parliament/State Legislatures of the area should invariably be invited to a public function organized by a Government office. Proper and comfortable seating arrangements at public functions should be made.

(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, and it should be ensured that there is no slip in any matter of detail, however minor it may be. It should be ensured

(a) that intimations regarding public meetings/functions be sent through speedier communication devices to the Hon'ble Members, so that they are received by them well in time, and

(b) that receipt of intimation by the Member is confirmed by the officer/official concerned.

(vii) Information or statistics relating to matters of local importance must be furnished to the M.Ps. and M.L.As when asked for. If request is to be refused, instructions from a higher authority should be taken.

(viii) A Government servant should not approach MPs/MLAs for sponsoring his individual case; and

(ix) References from the Committees of Parliament must be attended to promptly. A senior officers at the level of Joint Secretary or equivalent should be charged with the responsibility for ensuring this.

(x) The officers should not ignore telephonic messages left for them by the Members of Parliament/State Legislatures in their absence and should try to contact at the earliest the Member of Parliament/State Legislature concerned.

2. The instructions have provided that the guidelines laid down on this subject should be followed and violation of the guidelines should be viewed seriously.