

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

UNSTARRED QUESTION NO:1477
ANSWERED ON:30.11.2011
E MAIL FACILITY
Patil Shri C. R. ;Ram Shri Purnmasi

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

- (a) the difference between a mail and an e-mail;
- (b) the purpose behind providing e-mail facility to the senior officers in the Government;
- (c) whether there is any restriction on the general public to send their grievances, complaints, etc. to the senior Government officers and Ministers through e-mail;
- (d) whether most of e-mails received by the Government establishments remain unanswered and deleted without sending any reply;
- (e) if so, whether officers are liable to take cognizance of the complaints etc. received by them from general public through mail and e-mail;
- (f) if not, the reasons therefor alongwith the action taken by the Government to ensure acknowledgement of e-mail and sending replies to concerned; and
- (g) the number of complaints received through e-mail by the officers of DoP&T during 2010 and 2011 and the number of them pending for action and reply to the complainant?

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) Mail is a paper based dak/communication. E-Mail is an electronic form of dak/communication.
- (b) As per the paragraph No.1.2 of the e-mail Management Guidelines issued by the Department of Administrative Reforms & Public Grievances, the purpose behind providing e-mail facility to the officers including the senior officers is as under:-
 - To disseminate information.
 - To share records and reports within and between work groups.
 - To share agenda and minutes
 - To circulate draft documents
 - To coordinate meetings, appointments and work schedules and
 - To support informal/formal approval processes.
- (c) : No Madam. Moreover, for handling public grievances/complaints lodged by the citizens, a dedicated web based Centralized Public Grievances Redress & Monitoring System (CPGRAMS) portal has been provided by the Government.
- (d) No Madam.
- (e) & (f) : As per Central Secretariat Manual of Office Procedure (CSMOP), e- Mail is like any ordinary dak/communication received in the Government and the officers are liable to take cognizance of the complaint received from general public through mail and e-mail. Action is taken against officials adopting dilatory tactics or wilfully causing delays in disposal of work assigned to them, as per the Central Civil Services Conduct Rules.
- (g) : The Department of Administrative Reforms & Public Grievances does not centrally maintain data/information about the e-mails received by Ministries / Departments of Government of India.