

**GOVERNMENT OF INDIA  
COMMERCE AND INDUSTRY  
LOK SABHA**

UNSTARRED QUESTION NO:7131  
ANSWERED ON:21.05.2012  
LETTERS FROM PUBLIC REPRESENTATIVES  
Patasani Dr. (Prof.) Prasanna Kumar

**Will the Minister of COMMERCE AND INDUSTRY be pleased to state:**

- (a) whether a number of letters written by Public Representatives have not been responded to by the Ministry;
- (b) if so, the details thereof and reasons therefor;
- (c) whether any guidelines have been issued by the Government in this regard; and
- (d) if so, the details thereof and the action taken in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY (SHRI JYOTIRADITYA M. SCINDIA)

(a)&(b) All letters received from Public Representatives are responded to on priority after proper examination and as per guidelines contained in Central Secretariat Manual of Office Procedure(CSMOP). The details of the letters received in the Ministry and the status of replies under this Ministry as on 30th April, 2012 is as under:-

Ministry	Number of MP/VIP references received in 2011-12 till 30.04.2012	Number of MP/VIP references pending as on 30.04.2012
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Department of Commerce	419	73
Department of Industry	685	135

The information has to be obtained from offices under the administrative control of the Department and therefore it takes time to give the final reply to the public representatives.

(c)&(d) Guidelines as laid down under Central Secretariat Manual of Office Procedures(CSMOP) is followed in the Department.

The guidelines have been reiterated to all administrative divisions within Department of Commerce vide internal communication in the month of November, 2011. In addition, the status of the pending MP/VIP references is monitored on monthly basis to ensure timely disposal of all responses.