

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

UNSTARRED QUESTION NO:2948  
ANSWERED ON:29.08.2012  
E-MAIL RECEIVED  
Singh Shri Sushil Kumar

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

- (a) the number of e-mails received from the members of public by the Prime Minister's Office (PMO), Secretary (Personnel), Department of Personnel & Training (DoP&T), etc. during September to December, 2011;
- (b) the details of action taken on each of e-mails;
- (c) the rules under which e-mails received are to be acknowledged by the Government authority within specific time period; and
- (d) the details of acknowledgement made by the PMO and DoP&T in this regard?

**Answer**

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

- (a): The total number of emails received from the members of Public in Prime Minister's Office and office of Secretary (Personnel), Department of Personnel and Training during September 2011 to December 2011 is 95,377.
- (b) to (d): As per the provisions contained in Para 13 of Chapter IV of the Central Secretariat Manual of Office Procedure, the emails received should be acknowledged and responded through email as far as possible. Generally, emails received from public are forwarded to the Ministries / Departments / State Governments and officers concerned for appropriate action under intimation to the petitioner wherever postal address is available.