

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

UNSTARRED QUESTION NO:955
ANSWERED ON:25.11.2009
ACKNOWLEDGEMENT OF MPS LETTERS
Rawat Shri Ashok Kumar;Vardhan Shri Harsh

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

- (a) whether any norms/guidelines have been prescribed to acknowledge the receipt of the letters of Members of Parliament and also to send reply to them;
- (b) if so, the details thereof;
- (c) whether it has come to the notice of the Government that reply to the letters of MPs are delayed inordinately by Ministry/ Department concerned;
- (d) if so, the details thereof and the reasons therefor;
- (e) the action taken against the officer who failed to comply the norms/guidelines issued by the Government in the matter; and
- (f) the effective measures taken by the Government to ensure timely replies of letters received from MPs?

Answer

MINISTER OF THE STATE (Independent Charge) IN THE MINISTRY OF SCIENCE AND TECHNOLOGY; MINISTER OF THE STATE (Independent Charge) IN THE MINISTRY OF EARTH SCIENCE; MINISTER OF THE STATE IN THE PRIME MINISTER'S OFFICE; MINISTER OF THE STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS; AND MINISTER OF THE STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS. (SHRI PRITHVIRAJ CHAVAN)

- (a) & (b): The Manual of Office Procedure contains necessary provisions which are supplemented by instructions issued from time to time.
- (c), (d) & (e): The provisions and instructions are followed by Government servants. Delays occur when the matter involves consultations with other departments/State Governments etc. and reports have to be obtained from the authorities responsible for taking necessary action.
- (f): The instructions are reiterated from time to time for necessary action by the Ministry/Department/State Governments to ensure compliance.