

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

UNSTARRED QUESTION NO:3842  
ANSWERED ON:12.08.2015  
Communications to Peoples' Representatives  
Godse Shri Hemant Tukaram

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

- (a) whether the Union Government has issued any directives to the Chief Secretaries of States/UTs to attend communications from MPs/MLAs/other public representatives on priority basis and acknowledge within a fixed time; and
- (b) if so, the reaction of the Chief Secretaries 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.  
(DR. JITENDRA SINGH)

(a) & (b): Guidelines were issued on 01.12.2011 to all Ministries / Departments and Chief Secretaries of all States / UTs regarding official dealings between the administration and Member of Parliament and State Legislatures, stating that each communication received from the Member of Parliament, a member of public, a recognized association or a public body has to be acknowledged within 15 days, followed by a reply within the next 15 days of the acknowledgement sent. These guidelines were reiterated vide Secretary(P)'s D.O. dated 09.10.2012 and vide Office Memorandum dated 19.11.2014. These instructions have further been circulated by the State Governments to all their officers.

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