

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

LOK SABHA
UNSTARRED QUESTION NO. 2656
(TO BE ANSWERED ON 04.08.2021)

TIMELY REPLIES TO LETTERS

2656. SHRI RAMDAS C. TADAS:

Will the **PRIME MINISTER** be pleased to state:

- (a) whether the Government has issued any guidelines for ensuring timely replies to letters sent by the Members of Parliament (MPs) to Union Ministers and Ministries and if so, the details thereof; and
- (b) whether the Government has taken any measures to ensure that replies are given to MPs in a time bound manner and if so, the details thereof?

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): The Department of Administrative Reforms and Public Grievances in the Government of India has laid down the procedures and guidelines as contained in the Central Secretariat Manual of Office Procedure (CSMOP) for dealing with letters received from Members of Parliament (MPs) to Union Ministers and Ministries. The Department has reiterated the instructions contained in the CSMOP from time to time stressing on the need of the following its provision including acknowledging the communication received from MPs within 15 days, followed by a reply within next 15 days of acknowledgement sent.
