


No. 16-12/2015-O&M
Ministry of Communications & IT
Department of Telecommunications
Sanchar Bhavan, Ashoka Road, New Delhi-110001

Dated 29th September, 2015

OFFICE MEMORANDUM

Subject : Timely replies to letters received from Members of Parliament – reg.

The undersigned is directed to forward a copy of O.M. No. 21013/01/2015-O&M, dated 12th August, 2015 received from Department of Administrative Reforms & Public Grievances for information and necessary action.


(Jasmine)

Section Officer (O&M)

To

1. Member(T)/Member(S)/Member(F)/AS(T)/Admn. USOF
2. All Advisors/JS(A)/JS(T)
3. Sr. DDsG/DDsG/WA/CVO

F 152604/2015/CR
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F.No.21013/01/2015-O&M

Government of India

Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi, dated the 12th August, 2015.

OFFICE MEMORANDUM

Subject: Timely replies to letters received from Members of Parliament-reg.

This Department has been receiving references from the Members of Parliament regarding delay in responding to their letters. This issue is being raised at various fora including the Parliament. In the recent past, this Department has also received number of Parliament Questions on the subject.

2. Guidelines laid down in the Central Secretariat Manual of Office Procedure (CSMOP) for handling the communications received from Members of Parliament specify that such communications should be attended to promptly and acknowledged within 15 days, followed by a reply within the next 15 days.

In cases where delay is anticipated, an interim reply should be given indicating the possible date of reply. This is to ensure that prompt attention is given to the communications received from Hon'ble Members of Parliament. Time and again the Department of Administrative Reforms & Public Grievances (DAR&PG) have been reiterating and advising all the Ministries/Departments to adhere to the guidelines but the situation calls for improvement.

3. Given the sensitivity of the issue, it is requested that suitable instructions may be issued to the officials of the Ministry/Department to ensure prompt action on this. It is also requested that a e-monitoring mechanism be set up for effective disposal of VIP references.

(Usha Sharma)
Additional Secretary to the Govt. of India
Tel. : 23741004

To
Secretaries of all the Ministries/Departments of the Government of India.

Copy for information to:-

- (i) Shri P.K. Sinha, Cabinet Secretary, Cabinet Secretariat.
 - (ii) Shri Bhaskar Khulbe, Addl. Secy(PMO)
- Copy for necessary action w.r.t. the references pending in PMO.

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