To

All Principal Chief Commissioners/Chief Commissioners,
All Commissioners/Directors General under CBEC.

Subject: Central Secretariat Manual of Office Procedure (CSMOP)
for handling letter received from Member of Parliament – reg.

Sir,

I am directed to forward herewith a copy of Ministry of Personnel, Public Grievances, Department of Administrative Reforms & Public Grievances (DAR&PG) D.O. No. 48013/03/2014-O&M dated 21.07.2016, on the above mentioned subject for information and compliance.

Yours faithfully,

(B. Girkhan Mang)
Under Secretary to the Govt. of India

Encls. As above.
Dear Joint Secretary

The Department of Administrative Reforms & Public Grievances (DAR&PG) has on various occasions impressed upon all the central Ministries/Departments that guidelines mentioned in Para 63 and 66 on the Central Secretariat Manual of Office Procedure (CSMOP) for handling letters received from Members of Parliament should be scrupulously followed. It stipulates that each communication received from Members of Parliament will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.

2. In almost all the Parliament Sessions, this Department is questioned on the delay in sending replies to letters received from the Members of Parliament and non-adherence to the instructions of the CSMOP. In the past also Secretary General of both Rajya Sabha and Lok Sabha have expressed concern in the matter.

3. As the Monsoon Session of the Parliament is ensuing, I shall be grateful if the officials working in your Ministry/Department are suitably sensitized on the issue and are advised to send prompt reply to letter written by Members of Parliament.

With regards

Yours sincerely

(Kiran Puri)

To

All Joint Secretaries of all Central Ministries/Departments (List attached)