

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

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1393**  
(TO BE ANSWERED ON 14.12.2023)

**MONITORING OF MPs' LETTERS UNDER CSMOP**

**1393 # SHRI SHAKTISINH GOHIL:**

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

- (a) whether there is a provision in Central Secretariat Manual on Office Procedure (CSMOP) to keep a separate register for monitoring and disposal of MPs' letters and all departments have a provision to acknowledge MPs' letters in the first 15 days and reply in the subsequent 15 days;
- (b) whether this is not being implemented by the Prime Minister's Office, Ministers' Offices and Government of India's departments;
- (c) the steps taken by Government to ensure that MPs' letters receive replies within stipulated time under CSMOP; and
- (d) whether any punitive action will be taken against those who ignore above stipulation?

**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) to (d): Yes sir. 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 following its provisions including acknowledging the communication received from MPs within 15 days, followed by a reply within next 15 days of acknowledgement sent. Disposal of references from the Members of Parliament was one of the monitored parameters in the Special campaign conducted by the Government on institutionalizing swacchata and reducing pendency in Government offices from 2<sup>nd</sup> -31<sup>st</sup> October 2023. About 4164 references from MP have been disposed of during the Special Campaign 2023.

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