

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

LOK SABHA
UNSTARRED QUESTION NO. 2062
(TO BE ANSWERED ON 07.03.2018)

COGNIZANCE OF E-MAIL COMMUNICATIONS

2062. SHRIMATI DARSHANA VIKRAM JARDOSH:

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

- (a) whether in order to promote the concept of Digital India Programme, Government has issued/would issue directions to all Government departments/ PSUs/entities to take cognizance of e-mail communications of MPs/ex-MPs through their official mail, including prompt acknowledgement and subsequent communication of appropriate and prompt action taken thereon within stipulated time period;
- (b) if so, the details thereof; and
- (c) whether such advisory would also be issued to State Governments and if so, the details thereof and if not, the reasons therefor?

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): Central Secretariat Manual of Office Procedure (CSMOP) lays down broad procedures for process management in the Central Secretariat. E-mail is one of the modes of communication provided in the Manual. The Department of Administrative Reforms and Public Grievances has reiterated 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.

(c): Under the federal principle the State Governments have their own separate sets of Manuals of Office Procedure for their offices.
