

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3098**  
(TO BE ANSWERED ON 14.03.2018)

**PROMPT RESPONSE TO COMMUNICATIONS OF EX-MPS**

**3098. SHRIMATI DARSHANA VIKRAM JARDOSH:**

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

- (a) whether the Government has any guidelines for the Government Departments/PSUs and other entities to take appropriate and prompt action and subsequently reply to the communications of former Members of Parliament (MPs);
- (b) if so, the details thereof and if not, whether the Government contemplates to issue such guidelines;
- (c) if so, the details thereof; and
- (d) whether such advisory would also be issued to the 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) to (c): The procedure for carrying out official work in Central Government offices has been laid down in the 14<sup>th</sup> Edition of Central Secretariat Manual of Office Procedure(CSMOP). The para 37(v) of CSMOP deals with the replies to ex-MPs, which states as under:-

“ In case, a reference from an ex-Member of Parliament is addressed to a Minister or Secretary, reply to such reference may be sent by a Joint Secretary level officer after obtaining approval of the Secretary of the Ministry /Department . In case the reference is addressed to a lower level officer, reply to such reference could be sent by the officer on his own in non-policy cases and after obtaining approval of the higher authorities in policy cases. However, the minimum level at which reply could be sent should be that of an Under Secretary and that too in a polite letter form only.”

The instructions contained in the CSMOP are reiterated from time to time by the Department of Administrative Reforms and Public Grievances stressing on the need for following its provisions including acknowledging the communications received from MPs within 15 days, followed by a reply within next 15 days of acknowledgement sent.

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

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