

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3518**  
(TO BE ANSWERED ON 08.08.2018)

**LETTER FROM MPS**

†3518. **SHRI RAMESH CHANDER KAUSHIK:**  
**DR. BHARATIBEN D. SHYAL:**

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

- (a) whether the Government has issued/likely to issue instructions to all Government Departments and Public Sector Undertakings/bodies to immediately issue proper acknowledgement and take speedy action within stipulated time period on all the letters of the Members of Parliament;
- (b) if so, the details thereof;
- (c) whether such advisory has been issued/likely to be issued to State Governments also; and
- (d) if so, the details thereof?

**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): The Department of Administrative Reforms & Public Grievances in the Government of India has laid down the procedure and guidelines as contained in the Central Secretariat Manual of Office Procedure for dealing with letters received from VIPs/MPs by the various Ministries/Departments. The Department has reiterated the instructions contained in the CSMOP from time to time stressing on the need of following its provision including acknowledging the communication received from MPs within 15 days, followed by a reply within next 15 days of acknowledgement sent. It is for the concerned Ministries/Departments of the Public Sector Undertakings to take follow up action as per the CSMOP.

(c) & (d): The State/UT Governments have their own separate sets of Manuals of Office Procedure for their offices.

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