

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

LOK SABHA
UNSTARRED QUESTION NO. 2795
(ANSWERED ON 17.12.2025)

RESPONSE TO OFFICIAL COMMUNICATIONS BY MEMBER OF PARLIAMENT

2795. DR. BACHHAV SHOBHA DINESH:

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

- (a) the details of the expected timeline or mandated period within which Government authorities are required to reply to an official communication from a Member of Parliament (such as, response is expected within 30, 60, or 90 days) for Zila Parishad, Municipalities, departments under the State Government and Ministries under the Union Government ; and
- (b) the norms, rules or procedures governing coordination and communication between Government departments and Lok Sabha Members of Parliament?

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) and (b): The Government has laid down the procedure and guidelines as contained in Central Secretariat Manual of Office Procedure (CSMOP) for, inter- alia, dealing with official communications received from the Members of Parliament, State Governments and Ministries under the Union Government. It is laid down in CSMOP that such communications should be attended to promptly. Where a communication is addressed to the Minister, the Minister himself should as far as practicable, reply to it. Each communication received from the Members of Parliament will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent. Where any delay is anticipated in sending a final reply, or information has to be obtained from another Ministry or another office, an interim reply will be sent within 15 days (from the date of receipt) indicating the possible date by which a final reply can be given. The guidelines are available at <https://darpg.gov.in/relatedlinks/csmop> .
