

OFFICE OF MINISTER OF STATE FOR  
HUMAN RESOURCE DEVELOPMENT

Placed below is a communication received from  
Dr. Anandra Singh, Hon'ble Minister of State (Independent  
Charge), Ministry of Development of North Eastern Region,  
Minister of State, Prime Minister's Office, Ministry of  
Personnel, Public Grievances and Pensions & Department of  
Atomic Energy & Department of Space regarding timely  
disposal of VIP Reference. The other details mentioned in the  
enclosed communication are self explanatory.



I am desired by the Hon'ble Minister of State for Human  
Resource Development to request you to kindly issue  
necessary directions to the concerned  
official(s)/department(s) to strictly follow the instructions /  
guidelines prescribed in the Central Secretariat Manual of  
Office Procedure (CSMOP).

(B. Kartikey Dhanji)  
PS to MOS (HRD)-UK  
12-01-2017

Secretary (SE&L)

ALL BXs

EA  
12/1/17  
12/1/17

DPA pl.  
Rajesh  
12/1/2017

SOCC-13

Su Biswal  
13/1/17

Dr. Shri Upendra Kushwaha ji,

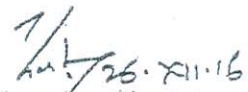
This is regarding adherence to the guidelines on the issue of responding to letters received from the Members of Parliament (MPs).

2. Guidelines laid down in the Central Secretariat Manual of Office Procedure (CSMOP) for handling the communications received from the MPs specify that such communications should be attended promptly and acknowledged within 15 days, followed by a reply within the next 15 days of the acknowledgement sent. In cases where delay is anticipated, an interim reply should be given, indicating the possible date for a final reply. This is to ensure that prompt attention is given to the communications received from the MPs. Guidelines further specify that appropriate record should be maintained and monitored in respect of communications received from the MPs.

3. The Prime Minister's Office has been receiving references from some of the MPs that they are not receiving timely acknowledgement and responses from the Ministries/Departments in response to their letters. I would be grateful if you could issue suitable instructions to ensure prompt reply to the letters of the MPs and also like to consider setting up of a mechanism to periodically monitor progress in disposal of references received from the MPs. In this regard, it is also suggested that all letters received from the MPs should be immediately scanned and uploaded in e-office. This system will facilitate electronic monitoring of disposal of letters received from the MPs.

With best regards,

Yours sincerely,

  
(Dr. Jitendra Singh)

Shri Upendra Kushwaha  
Minister of State for Human Resource Development  
Government of India  
C-Wing, Shastri Bhawan  
New Delhi