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F.No.H-16011/10/2016-PG  
Government of India  
Department of Administrative Reforms and Public Grievances  
PG Division

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5<sup>th</sup> Floor, Sardar Patel Bhawan, Sansad Marg,  
New Delhi, dated the 4<sup>th</sup> July, 2016

OFFICE MEMORANDUM

**Sub: Issues raised during the zero hour of Budget Session 2016.**

The undersigned is directed to refer to the above and to state that during the zero hour on 29.4.2016, Dr. Udit Raj and some other Hon'ble MPs complained that letters written by MPs which are in the nature of public grievances are not being responded to or there is no proper response. The Hon'ble MPs desired that a mechanism or a system which can be based on internet may be developed so that the Minister in-charge is able to track action on references from MPs.

2. This Department has been from time to time emphasizing the provisions of Central Secretariat Manual of Office Procedure (CSMoP) for handling letters received from Parliament. A copy of the last such D.O. letter dated 10.11.2014 is enclosed for reference.

3. It is further informed that the Department has also made provisions on the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for uploading and diarising of VIP References and reports regarding VIP References can also be generated for the purpose of monitoring.

4. It is requested that the provisions of CSMoP regarding action on VIP References may be strictly complied with. It is also requested that the facility provided on the CPGRAMS for tagging VIP references and for monitoring the pendency may be utilized for ensuring that such references are dealt with as per the provisions of CSMoP.

Encl. : As above.

  
(Smita Kumar)

Joint Secretary to the Govt. of India  
Tel. No. 23360331.

To

The Secretary of all Ministries/Departments.

Sr. Tech. Dir. NLC may kindly upload the guidelines on [ppatel.gov.in](http://ppatel.gov.in)

RAheji

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