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

5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi, dated the 4th 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 pppatel.gov.in

RAheji

14/2/16

लोक रावत
DK RAWAT, I.A.S.

सचिव
SECRETARY



सत्यमेव जयते

भारत सरकार

कार्मिक लोक शिकायत तथा पेंशन मंत्रालय
प्रशासनिक सुधार और लोक शिकायत विभाग
सरदार पटेल भवन, संसद मार्ग
नई दिल्ली-110001

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL PUBLIC GRIEVANCES & PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS, PG & PENSIONS
SARDAR PATEL BHAVAN, SANSAD MARG
NEW DELHI-110001

D.O. No.F.48013/3/2014-O&M

Dated 10th November, 2014

Dear Secretary,

The Winter Session of the Parliament is going to commence from 24th November, 2014. In the recent past it has been noticed that in almost all the sessions of the Parliament, issues are being raised that Hon'ble MPs have not been getting timely acknowledgement and final replies to their letters from the Ministries/Departments. The Hon'ble Minister of State for Personnel, Public Grievances & Pensions and PMO has expressed concern.

2. The paragraph Nos. 63, 66 and 127 of the Central Secretariat Manual of Office Procedure (CSMOP) lay down the detailed procedures for handling the letters received from Members of Parliament. Letters from Members of Parliament are to be acknowledged within 15 days followed by the reply within next 15 days of the acknowledgement. In case any delay is anticipated, an interim reply has to be sent to the Member of Parliament.

3. May I request you to sensitise all officials working in your Ministry/ Department to ensure that the time limits prescribed in CSMOP for sending acknowledgement and final replies to the Members of Parliament are strictly adhered to.

4. In this regard, my predecessor Shri Ravi N. Shanker has already written to you vide D.O. letter of even No. dated 26.08.2014.

5. A response indicating the steps taken by your Ministry/Department will be highly appreciated.

With good wishes,

Yours sincerely,

(Alok Rawat)

The Secretaries of all Ministries/Departments of the Government of India

Copy for information to:

1. Principal Secretary to the PM, South Block, New Delhi
2. Cabinet Secretary, Rashtrapati Bhavan, New Delhi.

