

No. 108/5/ADM/DE(29)/12
Government of India
Ministry of Defence
Dte. General Defence Estates
Raksha Sampada Bhawan
Ulaanbaatar Marg
Delhi Cantt.-10
Dated 23 July, 2012.

To

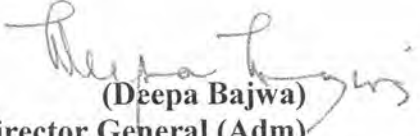
The Principal Director,
Defence Estates,
Central/Southern/Western/Eastern/South-Western Command,
Lucknow/Pune/Chandigarh/Kolkata/Jaipur.

Director, Defence Estates, Northern Command, Jammu.

Subject :- **Official dealing between the Administration and Members of Parliament and State Legislatures –Observance of proper procedure.**

Appropriate steps may be taken to ensure that letters from Members of Parliament and Members of State Legislatures must be properly acknowledged and reply sent at an appropriate level expeditiously, as per the relevant provisions of Central Secretariat Manual of Office Procedures (CSMOP), as stated in DoP&T's O.M. No. 11013/4/2011-Estt.(A), dated 01.12.2011 (Relevant extract enclosed)

2. You are requested to ensure circulation of these instructions to all concerned officers under your jurisdiction for strict compliance.
3. Please acknowledge receipt and action.


(Deepa Bajwa)
Addl. Director General (Adm)
For Director General
Defence Estates

Encls : As above.

Copy to :-

1. Sr. Addl. Director General, Defence Estates
2. All Addl. DGs
3. All DDGs
4. Director, NIDEM
5. PPS to DGDE
6. DMS/CBData/Website
7. Guard/Float files

Extracts' from CSMOP

63. Correspondence with Members of Parliament -

- (1) Communications received from Members of Parliament should be attended to promptly.
- (2) Where a communication is addressed to a Minister, it should, as far as practicable, be replied to by the Minister himself. In other cases, a reply should normally be issued over the signature of an officer of the rank of Secretary only.
- (3) Where, however, a communication is addressed to the head of an attached or subordinate office, Public Sector Undertakings, Financial Institutions (including nationalised banks) Division/Branch Incharge in a Ministry/Department/Organisation, it should be replied to by the addressee himself. In routine matters, he may send an appropriate reply on his own. In policy matters, however, the officer should have prior consultation with higher authorities before sending a reply. It should, however, be ensured that minimum level at which such replies are sent to Members of Parliament is that of Under Secretary and that also in letter form only.
- (4) Normally information sought by a Member should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the Houses of Parliament.
- (5) As far as possible, in corresponding with Members of Parliament, preprinted or cyclostyled replies should be avoided.
- (6) In case a reference from an ex-Member of Parliament is addressed to a Minister or Secretary, reply to such reference may be sent by the concerned Divisional Head after obtaining approval of the Secretary of the Ministry/Department. In case the reference is addressed to a lower level officer, reply to such reference could be sent by the officer on his own in non-policy cases and after obtaining approval of the higher authorities in policy cases. However, the minimum level at which reply could be sent should be that of an Under Secretary and that too in letter form only.

64. Correspondence with Ministers of State Governments - The procedure laid down in the above paragraph may also be followed in dealing with communications received from the Ministers of State Governments.

65. Correspondence with Foreign Governments and International Organisations - Correspondence with Foreign Governments and their Missions in India, Heads of Indian Diplomatic Missions and posts abroad and United Nations and its specialised agencies will normally be channelised through the Ministry of External Affairs. The exceptions under which direct correspondence may be resorted to are indicated in the instructions entitled 'Channel of communication between the Government of India and State Governments on the one hand, and Foreign and Commonwealth Governments or their Missions in India, Heads of Indian Diplomatic Missions and posts abroad and United Nations and its specialised agencies on the other' issued by the Ministry of External Affairs.

66. Prompt response to letters received -

- (1) Each communication received from the Member of Parliament, a member of the public, a recognised association or a public body will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.
- (2) Where (i) delay is anticipated in sending a final reply, or (ii) information has to be obtained from another Ministry or another office, an interim reply will be sent within a month (from the date of receipt) indicating the possible date by which a final reply can be given.
- (3) If any such communication is wrongly addressed to a department, it will be transferred promptly (within a week) to the appropriate department under intimation to the party concerned.
- (4) Where the request of a member of the public cannot be acceded to for any reason, reasons for not acceding to such a request should be given.
- (5) As far as possible, requests from members of public, should be looked at from the user's point of view and not solely from the point of view of what may be administratively convenient.

67. Target date for replies - In all important matters in which State Governments, departments of the Central Government, or other offices, public bodies or individuals are consulted, time limit for replies may ordinarily be specified. On the expiry of the specified date, orders of the appropriate authority may be obtained on whether the offices whose replies have not been received, may be allowed an extension of time or whether the matter may be processed, without waiting for their replies.