

कार्यालय रक्षा लेखा महानियंत्रक, उलान बतार रोड, दिल्ली छावनी-10
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt - 10

No. AN/III/3011/Vol-VII

Dated 18 .12.2014

(Through CGDA Website)

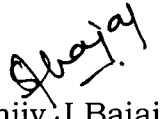
To

All PCsDA/PCA (Fys)/PIFAs
CsDA/CsFA (Fys)/ IFAs/RTCs

Sub: Correspondance with the Member of Parliament.

Please find enclosed Government of India, Ministry of Personnel, PG & Pension (DoP & T) DO no F.48013/3/2014-O&M dated 10.11.2014 and DO no 48013/3/2014-O&M dated 26.08.2014 along with its enclosures received under MoD (Fin) I.D. No. F2643/C/2014 dated 08.12.2014 for information and necessary action.

Sr.ACGDA has seen.


(Sanjiv J Bajaj)
For CGDA

Copy to:-

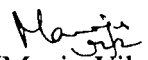
1. **All Admin Sections in HQrs Office**
2. **AT-Coord Section (Local)**
3. **Accounts Section (Local)**
4. **IFA (local)**
5. **EDP Centre (Local):- _____ to upload on CGDA website.**
6. **CENTRAD, Brar Square, Delhi Cantt.**

Sd/-
(Sanjiv J Bajaj)
A O (AN)

Ministry of Defence (Finance)
DAD (Coord)

Subject :- Correspondence with the Members of Parliament.
Reference:- MoD, D(O&M/PG) ID note No.36(7)/ 2014-D (O&M/PG) dated 01.12.2014.


A copy of the above cited Note dated 01.12.2014 alongwith DO No.F.48013/3/2014-O&M dated 10.11.2014 (Hindi and English version) and DO No.48013/3/2014-O&M dated 26.08.2014 from Ministry of Personnel, Public Grievances & Pensions regarding handling of communications received from the Members of Parliament is forwarded to O/o CGDA for information / strict compliance. Copy of Extract of Para 61 to 67 of Central Secretariat Manual of Office Procedure (September 2010) is also enclosed for reference.


(Manju Vikal)
AFA(Coord)

Jt.CGDA(Admin),
Office of the CGDA, Ulan Batar Road, Delhi Cantt.
Min.of Defence(Fin) ID No. F. 2643/ C/2014, dated 08.12.2014

↓

11.12


SA (AN-LV)

र.ले.सं.म.नि. (प्रशा.)
Jt. C.G.D.A. (AND)
डायरी नं. 78.1
दिनांक / Date... 11.12.14.....

रक्षा लेखा उप महानियंत्रक (प्रशा.)
Dy. CGDA (AN)
डायरी सं. / Dy. No. 72
दिनांक / Date... 12/12/14

19/12

MOST IMMEDIATE

Ministry of Defence
D(O&M/PG)

Subject:- Correspondence with the Members of Parliament.

Please find enclosed a copy of D.O. letter No. F.48013/3/2014-O&M dated 10th November, 2014 of Secretary, Department of Administrative Reforms, PG & Pensions addressed to Defence Secretary on the above mentioned subject which is self explanatory for information and necessary action.

2. Copies of relevant extracts of Central Secretariat Manual of Office Procedure(CSMOP), 2010 is also enclosed for ready reference.


(Surya Prakash)
Director (PC+MIS)
Tele : 2301 4369

2643/CM
9/12

9/12/14
DPA Pension
ARA considered.
@ 4/2

All JSs/Addl.FAs in the Ministry of Defence
MoD I.D. No.36(7)/2014-D(O&M/PG) dated 01.12.2014.

Office of Adl. FA/DFI & JS
Dy. No. 2332
Date: 4/12/14

Sh. Bedals
P.M.

गल्लोक रावत
ALOK RAWAT, I.A.S.
SECRETARY

S.No 27(R)

भारत सरकार

153

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, SANASD MARG
NEW DELHI-110001

Handwritten notes and signatures: 29/10/14, अ.रा.पत्र (र) / अ.रा.पत्र (र) / अ.रा.पत्र (र) / अ.रा.पत्र (र)

अ.शा.पत्र सं. 49013/3/2014-ओपडपन

निदेशात्मक (स्थापना)

दिनांक : 10 नवम्बर, 2014

प्रिय सचिव,

संसद का शीतकालीन सत्र दिनांक 24 नवम्बर 2014 से आरंभ हो रहा है। हाल ही में यह पता चला है कि संसद के लगभग सभी सत्रों में यह मुद्दा उठाया जाता रहा है कि माननीय संसद सदस्यों को उनके पत्रों के संबंध में मंत्रालय/विभागों से समय पर पावती प्राप्त नहीं हुई तथा उनके पत्रों का अंतिम जवाब प्राप्त नहीं हुआ है। माननीय राज्य मंत्री, कार्मिक, लोक शिकायत तथा प्रधानमंत्री कार्यालय ने इस पर चिंता व्यक्त की है।

2. केंद्रीय सचिवालय कार्यालय पद्धति नियम पुस्तिका (सीएसएमओपी) के पैरा 63, 66 और 127 में संसद सदस्यों से प्राप्त पत्रों के निपटान के संबंध में विस्तृत प्रक्रिया का उल्लेख किया गया है। संसद सदस्य से प्राप्त पत्रादि की पावती 15 दिन के भीतर दी जाएगी और उसके बाद अगले 15 दिन के भीतर पत्रादि का उत्तर दे दिया जाएगा। उत्तर भेजने में विलंब होने की संभावना हो तो संसद सदस्य को एक अंतरिम जवाब भेजा जाना होता

3. मैं आपसे अनुरोध करना चाहूंगा कि आपके मंत्रालय/विभाग में कार्यरत सभी अधिकारियों को यह सुपरिचित कराएं कि वे यह सुनिश्चित करें कि संसद सदस्यों को पावती देने तथा अंतिम जवाब भेजने के संबंध में सीएसएमओपी में निर्धारित समय-सीमा का कड़ाईपूर्वक अनुपालन किया जाए।

4. इस संबंध में मेरे पूर्ववर्ती श्री एन. रविशंकर ने दिनांक 26.08.2014 के सम्बंधक अ.शा.पत्र सं. के द्वारा आपको पहले भी पत्र लिखे हैं।

5. प्रशंसनीय होगा यदि आप इस संबंध में अपने मंत्रालय/विभाग द्वारा उठाए गए कदमों के बारे में अवगत करा सकें।

शुभकामनाओं सहित,

Office of Director (E)
Dy. No. 309
Date 18/11/14

आपका

अ.रा.पत्र (र) / अ.रा.पत्र (र)
18/11/14

डा. रा. रावत
Dy. No. 189(H)
Date 19/11/14

गल्लोक रावत
(आलोक रावत)

श्री राधा कृष्ण मायुर
सचिव
रक्षा विभाग, रक्षा मंत्रालय
101, साउथ ब्लॉक, नई दिल्ली

Handwritten notes and stamps: 6.4.8.3, 18/11/14, 19/11/14

सचिवालय अधिकारी

Please visit our websites <http://darpg.gov.in> <http://persmin@gov.in/pension.asp>

Phone: 91-11-23742133 Telefax: 91-11-23742546 e-mail: secy-arp@nic.in

S No. (R)

शंकर
SHANKER, IAS



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 & PENSION
DEPARTMENT OF ADMINISTRATIVE REFORMS, PG & PENSION
SARDAR PATEL BHAVAN, SANJAD MARG,
NEW DELHI-110001

Dated: 26.8.2014

O No. 48013/3/2014-Q&M

Dear Sir,

This Department has been receiving Parliament Questions and letters from Hon'ble Members of Parliament expressing concern on the issue of responding to letters by Members of Parliament.

Attention is invited to paragraph No- 63 and 66 of the Central Secretariat Manual of Office Procedure wherein it is stipulated that each communication received from Members of Parliament shall be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent. This Department has reiterated these instructions on a number of occasions in the past.

I shall be grateful, if you may consider sensitizing all officials of your Department on the issue. It may also be considered to put in place a system in your Department wherein references from Members of Parliament are acknowledged and monitored by a senior officer on a regular basis.

With Regards,

Yours sincerely,

N. Ravi Shanker
(N.Ravi Shanker)

To

Shri Radha Krishna Mathur
Secretary
Department of Defence
101, South Block
New Delhi.

Handwritten notes on the left margin:
No. 6438
Date: 27/9/14
D.O. No. 48013/3/2014-Q&M

Handwritten notes and signatures in the center:
MIA
A. K. Singh
JICE
L.M.P.
25/9
D.R. (E)

Vertical handwritten notes on the left:
Dist. Secy's Office
Diary No. 127/14
Date: 27/9/14

Vertical printed text on the left:
Addl. Secretary (P) Office
Diary No. 127/14
Date: 27/9/14

1515/D (CSM)M
03/09/14

US (CSM)
PWS
3/9/14

Handwritten signature and date: 03/9/14

Handwritten notes: 03/09/14, T.K.I.



सूचना का अधिकार

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)

Shri Radha Krishna Mathur,
The Secretary,
Department of Defence,
Ministry of Defence
101, South Block,
New Delhi.

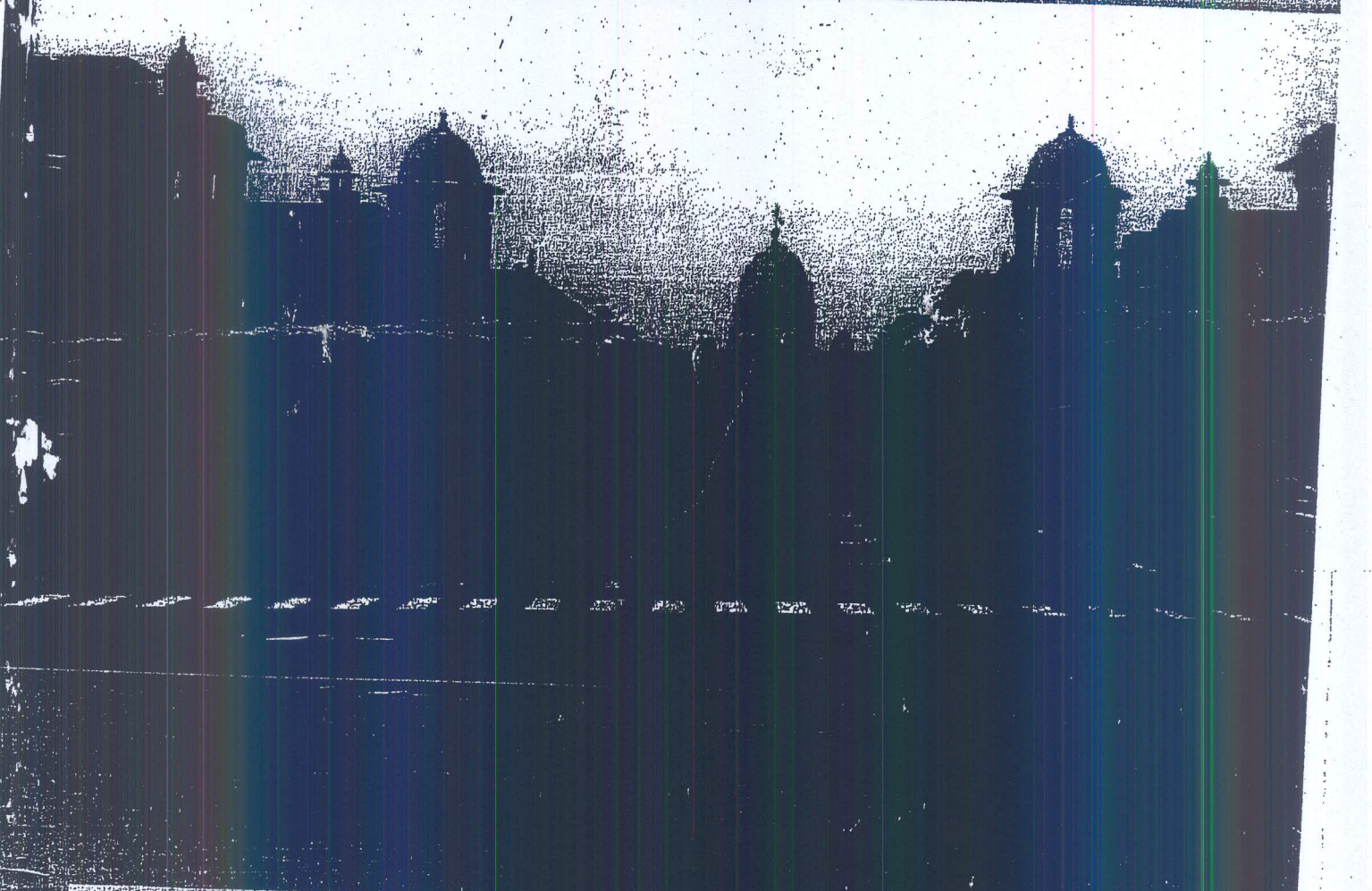


Please visit our websites <http://darp@gov.in>; <http://persmin@gov.in/pension.asp>

Phone: 91-11-23742133 Telefax: 91-11-23742546 e-mail: secy-arpg@nic.in



केंद्रीय सचिवालय
 कार्यालय प्रणाली
 नियम पुस्तिका
 CENTRAL SECRETARIAT
MANUAL
 OF
 OFFICE PROCEDURE



कार्यिक लोक शिफायत तथा भ्रष्टाचार मंत्रालय
 प्रशासनिक सुधार और लोक शिफायत विभाग
 MINISTRY OF PERSONNEL PUBLIC GRIEVANCES AND PENSIONS
 DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

REPRINT 2010
 SEPTEMBER 2010

61. Correspondence with State Governments—

- (1) Communications on the subjects which clearly relate to the business of a particular department will normally be addressed to the Secretary of that department. Other communications including those of special nature or importance warranting attention at higher levels may be addressed to the Chief Secretary. Demi-official letters can also be sent to officers of State Governments. In case of demi-official communications to the Chief Secretary of a State, this level will not be below the level of Joint Secretary.
- (2) Communications other than those of a purely routine nature e.g., acknowledgements will not ordinarily be addressed to State Governments, except with the prior approval and over the signature of the branch officer. Purely routine communications can, however, be signed by a section officer.

62. Correspondence with the Lok Sabha and the Rajya Sabha Secretariats— Communications meant for the Lok Sabha Secretariat or the Rajya Sabha Secretariat and requiring urgent or high level attention may be addressed to the officers concerned in the Secretariat of the House concerned and not to the Secretary General.

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 nationalized banks) Division/Branch In charge 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 approval of higher authorities before sending a reply. It should, however, be ensured that the minimum level at which such replies are sent to Members of Parliament is that of Under Secretary and that also in a polite 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, pre-printed 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 lowest level at which reply could be sent, should be that of an Under Secretary and that too in a polite letter form only.

64. Correspondence with Ministers of State Governments—The procedure laid down in the above paragraph (No.63) may also be followed in dealing with communications received from the Ministers of State Governments.

65. Correspondence with Foreign Governments and International Organizations—

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 channelized 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 specialized agencies on the other" issued by the Ministry of External Affairs.

66. Prompt response to letters received

- (1) Each communication received from a Member of Parliament, member of the public, recognized 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 courteously.
- (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 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.

- 55
- (b) lists of files received for review (Appendix 31).
 - (2) The section officer will check the two statements, submit one copy of the report to the branch officer and send the other to the designated unit looking after Internal Work Study.
 - (3) The designated section for Internal Work Study (DSIWS) will:
 - (a) post the figures in the forms at Appendices 43 and 44 and return the reports to the section concerned;
 - (b) prepare the consolidated statement for the department as a whole by vertically totalling the columns in the form at Appendices 43 and 44;
 - (c) watch the progress of recording and review work generally; and
 - (d) bring to the notice of the designated O&M officer and the Secretary, any significant trends in the matter.

Watch on disposal of communications received from Members of Parliament

- (1) The personal section of each Joint Secretary/Director (if the Director submits cases direct to Secretary/Additional Secretary) will maintain a separate register of communications received from Members of Parliament in the form given in Appendix 45. The serial number at which a letter is entered in this register will be prominently marked on that letter together with its date of registration e.g.,
'125/JS/(P)MP'
20.3.2009
- (2) To keep a special watch on speedy disposal of communications received from Members of Parliament, each section will:
 - (a) maintain a register as in form at Appendix 46; and
 - (b) mark out prominently those communications finally disposed of by circling the serial numbers in the register in red ink.
- (3) If for any reason an M.P.'s letter is received by a section without being registered in the personal section of the Joint Secretary/Director, it should be got registered there immediately.
- (4) On the first working day of each month, each section will submit the register, along with the report in the form at Appendix 47 to the Under Secretary/Deputy Secretary. The report, with the remarks of Under Secretary/Deputy Secretary, will be submitted to the Director/Joint Secretary and register will be returned to the section.
- (5) The personal section of the Joint Secretary/Director will check whether all the communications entered in its register figure in the reports sent by the sections. If any discrepancy is found, it should be reconciled. Thereafter, the report will be submitted to the Joint Secretary/Director for scrutiny and for such other action as he may consider appropriate.
- (6) Ministries/Departments may, through departmental instructions, include additional columns in the forms at Appendices 45, 46 & 47 to suit local needs.