

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

LOK SABHA
UNSTARRED QUESTION NO. 2890
(ANSWERED ON 06.08.2025)

CIRCULAR TO CENTRAL AND STATE GOVERNMENTS

†2890. SHRI UMMEDA RAM BENIWAL:

Will the **PRIME MINISTER** be pleased to state:

- (a) whether the Government has issued any circular to the States and Central Departments in the States to acknowledge the letter sent by the Members of Parliament and to reply to the concerned Members of Parliament in a time bound manner and if so, the details thereof along with the copies of the letters thereof; and
- (b) whether the Government intends to issue any strict guidelines in this regard so that the officers work seriously in respect of the letters written by the Members of Parliament and if so, the time by which it is likely to be done and if not, the reasons therefor?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) & (b): The Government has laid down procedures for secretariat work, in Ministries/ Departments of the Government of India, in the form of Central Secretariat Manual of Office Procedure (CSMoP), wherein the guidelines and protocols are in place for ensuring timely acknowledgement and responses to correspondence of Members of Parliament. The guidelines are available at <https://darpg.gov.in/relatedlinks/csmop>, Para 8.9. of chapter 8 of 16th edition of CSMOP, 2022 provides procedure to be followed in replying to communications received from MPs. Further, in Para 12.3 of Chapter 12 of CSMOP, 2022, it is laid down that communications received from Members of Parliament should be attended to promptly. The Department of Personnel & Training vide OM No.11013/14/2022-Estt.A-III dated 13th September, 2022 had issued consolidated guidelines on official dealings between the Administration and Members of Parliament and State Legislatures – Observance of proper procedure in this regard. (https://dopt.gov.in/sites/default/files/Official_dealing_consolidation13092022.pdf)
