

Need to put in place an integrated approach for effective executive response to communications with Members of Parliament- Laid

SHRI PRAVEEN KHANDELWAL (CHANDNI CHOWK): I wish to bring to attention of this Government an important matter regarding the need to strengthen administrative responsiveness within government departments that receive communication from MPs and citizens. These communications highlight constituency-level concerns, service-delivery issues, and individual grievances that require timely examination so that people receive appropriate guidance or relief. It has been observed that several such communications remain pending at the departmental level for long durations, without acknowledgement or clarity on the stage of processing. While the workload on officials is well understood, these delays create challenges for citizens who rely on these channels for resolving genuine concerns. As elected representatives, timely updates from departments help us provide accurate information to the public and ensure smoother grievance redressal. I, therefore humbly request for adoption of uniform timelines for acknowledging and disposing of communications; introduction of simple, user-friendly tracking mechanisms for MPs and citizens to view the status of their communications; periodic internal reviews to ensure pending matters; and exploration of AI-based tools for auto-acknowledgement, categorisation of letters, and timely reminders to concerned sections. These measures will contribute to a citizen-centric administrative ecosystem, reinforcing public trust in governance processes.