

**Official Dealing between the Administration and Members of
Parliament and State Legislature**

From

The Chief Secretary to Government, Haryana.

To

- 1. All Heads of Departments,**
- 2. Commissioners, Ambala, Hisar, Rohtak & Gurgaon Division.**
- 3. All Deputy Commissioners and All Sub Divisional Officers (Civil) in Haryana.**

Dated Chandigarh, the 24th March, 2008.

Subject:- Official Dealing between the Administration and Members of Parliament and State Legislature-observance of proper procedure-reiteration of instructions regarding.

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Sir,

I am directed to invite your attention to the Haryana Government letter No. 5/1/93-Pol(1P) dated 25th July, 2006, 31st August, 2006 and 11th July, 2007 on the subject noted above whereby the guidelines issued by the Department of Personnel & Training, Government of India vide their O.M. No. 11013/2/2000-Estt.(A) dated 23rd May, 2000 laying down the procedure for interaction with the members of Parliament and Legislative Assemblies were circulated to you. You are, once again, requested to ensure that the guidelines dated 23rd May, 2000 regarding observance of courtesy by officers in their dealings with MPs and MLAs are duly followed. Any violation of the laid down guidelines will be viewed seriously.

2. Your kind attention is also invited to Haryana Govt. letter No. 5/1/93-Pol(1P), dated the 15th June, 2006 in which it was emphasized that communications received from the members of Parliament should be attended to promptly and acknowledged within 15 days and followed by a reply within the next 15 days, in cases where delay is anticipated, an interim reply should be given indicating the possible date for a final reply and also the status of such references should be closely monitored. Therefore, you are requested to regularly review the matter at your level and take effective steps to ensure that delays do not occur in the disposal

of references received from MPs/MLAs and that replies to such references are given promptly as per the procedure and time frame prescribed and may be monitored regularly.

3. These instructions may please be brought to the notice of all concerned officers for strict compliance.

Yours faithfully,

Sd/-

Under Secretary Political,
for Chief Secretary to Government, Haryana.

Contd.....2

-2-

A copy alongwith a copy of its enclosures, is forwarded to information and necessary action to:-

1. All the Financial Commissioner & Principal Secretaries to Government, Haryana.
2. All the Administrative Secretaries to Government, Haryana.

Sd/-

Under Secretary Political,
for Chief Secretary to Government, Haryana.

To

1. All the Financial Commissioner & Principal Secretaries to Government, Haryana.
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U.O.No.5/1/93-1Pol

Dated Chandigarh, the 24th March, 2008.

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The Chief Secretary to Government, Haryana.

To

- 1. All Heads of Departments,**
- 2. Commissioners, Ambala, Hisar, Rohtak & Gurgaon Division.**
- 3. All Deputy Commissioners and All Sub Divisional Officers (Civil) in Haryana.**

Dated Chandigarh, the 11th July, 2007.

Subject:- Official Dealing between the Administration and Members of Parliament and State Legislature –observance of proper procedure – reiteration of instructions regarding.

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Sir,

I am directed to invite your attention to the Haryana Government letter No. 5/1/93-Pol(1P) dated 25th July, 2006 and 31st August, 2006 on the subject noted above whereby the guidelines issued by the Department of Personnel & Training, Government of India vide their O.M. No. 11013/2/2000-Estt.(A) dated 23rd May, 2000 laying down the procedure for interaction with the members of Parliament and Legislative Assemblies were circulated to you. You are, once again, requested to ensure that the guidelines dated 23rd May, 2000 regarding observance of courtesy by officers in their dealings with MPs and MLAs are duly followed. Any violation of the laid down guidelines will be viewed seriously.

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U.O.No.5/1/93-1Pol

Dated Chandigarh, the 11th July, 2007.

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IMMEDIATE

No. 5/1/93-Pol(1P)

From

The Chief Secretary to Government, Haryana.

To

**All Heads of Departments,
Commissioners, Ambala, Hisar, Rohtak & Gurgaon Divisions.
All Deputy Commissioners and
All Sub Divisional Officers (Civil) in Haryana.**

Dated Chandigarh, the 31st August, 2006.

**Subject:- Official Dealing between the Administration and Members of
Parliament and State Legislatures – observance of proper
procedure – reiteration of instructions regarding.**

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Sir,

I am directed to invite your attention to the Haryana Government letter No.5/1/93-Pol(1P) dated the 20th July, 2006 on the subject noted above and to send herewith a copy of the OM No. 11013/2/2000-Estt. (A) dated 23rd May, 2000 received from Ministry of Personnel, Public Grievances and Pensions (Department of Personnel and Training), Government of India with the request to ensure that the guidelines regarding observance of courtesy by officers in their dealings with MPs and MLAs are followed strictly and violation of the laid down guidelines may be viewed seriously.

2. These instructions may please be brought to the notice of all concerned officers for strict compliance.

Yours faithfully,

Sd/-

**Deputy Secretary Political,
for Chief Secretary to Government, Haryana.**

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U.O. No. 5/1/93-Pol(1P)

Dated Chandigarh, the August, 2006
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No. 5/1/93-Pol(1P)

From

The Chief Secretary to Government, Haryana.

To

All Heads of Departments,
Commissioners, Ambala, Hisar, Rohtak & Gurgaon Divisions.
All Deputy Commissioners and
All Sub Divisional Officers (Civil) in Haryana.

Dated Chandigarh, the 20th July, 2006.

Subject:- Observance of courtesy by officers in their dealing with MPs and MLAs.

<<0>>

Sir,

I am directed to invite your attention to the Haryana Government letter No.5/1/93-Pol(1P) dated 11th July, 2000 on the subject noted above and to send herewith a copy of the letter No. 11013/6/2005-Estt. (A), dated the 16th June, 2006 received from Ministry of Personnel, Public Grievances and Pensions (Department of Personnel and Training), Government of India with the request to ensure that the guidelines regarding observance of courtesy by officers in their dealings with MPs and MLAs are

followed strictly and violation of the laid down guidelines may be viewed seriously.

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U.O. No. 5/1/93-Pol(1P)

Dated Chandigarh, the 20th July, 2006
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No. 11013/2/2000-Estt.(A)

Government of India
Ministry of Personnel, Public Grievances & Pensions
(Department of Personnel and Training)
New Delhi, dated the 23rd May, 2000.

OFFICE MEMORANDUM

Subject: Official dealing between the Administration and Members of Parliament and State Legislatures – Observance of proper procedure – Reiterations of instructions – regarding.

The undersigned is directed to say that the broad guidelines to govern the official dealings between the Administration and Members of Parliament and State Legislatures were issued vide Personnel & A.R. O.M. No. 25/19/64-Estt.(A) dated 8th November, 1974 (**copy enclosed**). Although these guidelines were reiterated from time to time vide Department of Personnel & Training O.Ms dated 21.12.1992 and 29.10.1996 yet there are instances where the laid down procedure and protocol has not been observed properly. The Parliamentary Committee during the course of meeting on demands for grants of Ministry of Home Affairs raised a point that there is a need to issue fresh instructions in the matter as the earlier instructions are not available in most of operative offices. The committee also observed that letters are not replied in some cases by the person who has been addressed by Member of Parliament/Members of Legislative Assembly.

60. As the Members of Parliament and State Legislatures occupy in our democratic set up, a very important place as accredited representatives of people, they have important functions to perform under the Constitution and they find it necessary to seek information from the Ministries/Departments of the Govt. of India or the State Governments, or make suggestions for their consideration or ask for interviews with the officers in connection with their Parliamentary and allied duties. In this connection, certain well-recognised principles and conventions to govern the relations between Members of Parliament and of State legislatures and Government servants have already been established. The existing instructions emphasise that it should be endeavour of every officer to help Members of Parliament and State Legislatures to the extent possible in the discharge of their functions under the Constitution. The basic principles to be borne in mind by the Govt.

servants while interacting with the Members of Parliament and State Legislatures are that:-

(i) The Government servants should show courtesy and consideration to Members of Parliament and State Legislatures, and

(ii) That while they should consider carefully or listen patiently to what the Members of Parliament and of the State Legislatures may have to say, they should always act according to their own best judgement.

(iii) Any deviation from an appointment made with a Member must be promptly explained to him to avoid any possible inconvenience. Fresh appointment should be fixed in consultation with him.

(iv) An officer should be meticulously correct and courteous and rise to receive and see off a Member visiting him.

(v) Member of Parliament/ State Legislatures of the area to be invariably invited to public function organised by a Govt. office. Proper and comfortable seating arrangements at public functions to be made for Members who appear above officers of the rank of Secretaries to Government of India in Warrant of Precedence.

(vi) Letter from Members of Parliament and Members of State Legislatures must be promptly acknowledged and a reply sent at an appropriate level expeditiously. Relevant provisions of the Manual of Office Procedure should be observed in this regard.

(vii) Information or statistics relating to matter of local importance must be furnished to M.P.s and M.L.As when asked for, if request is to be refused, instructions from higher authority should be taken.

(viii) A Government servant should not approach MPs/MLAs for sponsoring his individual case; and

(ix) References from Committees of Parliament must be attended to promptly. A Senior officer at the level of Joint Secretary or equivalent should be charged with the responsibility for ensuring this.

(x) The Officers should not ignore telephonic messages left for them by the Members of Parliament/ State Legislatures in their absence and should try to contact at the earliest the concerned Member of Parliament/ State Legislature.

61. All Ministries/Departments are requested to ensure that the above basic principles and instructions are followed by all concerned in letter and spirit it may also be impressed on all concerned that violation of the laid down guidelines will be viewed seriously.

62 Hindi version will follow.

Sd/-
(Smt. S. Bandopadhyay)
Director

Encl: As above

To,

All Ministries/Departments of Government of India.

No. 11013/6/2005-Estt. (A)
Ministry of Personnel, Public Grievances and Pensions
(Department of Personnel and Training)

New Delhi, Dated the 16th June, 2006

OFFICE MEMORANDUM

Subject:- Observance of courtesy by officers in their dealing with MPs and MLAs.

The Members of Parliament and State Legislatures occupy in our democratic set up a very important place as accredited representatives of the people. They have important functions to perform under the Constitution and for this purpose they may occasionally find it necessary to seek information from the Ministers/Departments of Government of India or the State Government of India or the State Governments or make suggestion for their consideration or ask for interviews with the officers in connection with

their parliamentary and allied public duties. Instructions/guidelines have been issued by their Department from time to time in regard to the procedure to be adopted in officials dealing between the administration and MPs/MLAs and these guidelines have been reiterated from time to time. One of the guidelines given in this Department's Om No. 11013/2/2000-Estt. (A) dated 23rd May, 2000 is that the officer should not ignore telephonic message left for him by the MPs/MLAs in his absence and should try to contact the MP/MLA concerned at the earliest.

All Ministries/Departments are requested to ensure that the guidelines regarding observance of courtesy by officers in their dealings with MPs and MLAs are followed strictly and violation of the laid down guidelines may be viewed seriously.

Sd/-

(C.A.Subramanian)

Deputy Secretary to the Government of India

To

All Ministries/Departments of Government of India

Copy to:

1. Comptroller and Auditor General of India, New Delhi.
2. UPSC/SSC/LBSNAA/ISTM/CVC/CBDT
3. Chief Secretaries of all State Government and UT Administration.
4. Lok Sabha/Rajya Sabha Secretariat
5. All attached and subordinate officers of the Ministry of Personnel, PG and pensions and MHA.
6. All officers and Sections in the Ministry of Personnel, PG and Pensions and MHA

**Paras 57, 60 and 122 of the Central Secretariat
Manual of Office Procedure
(Eleventh Edition, 1996)**

Para – 73. Correspondence with Member of Parliament

(1) Communication 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 Undertaking, financial institutions (including nationalized banks) Division/Branch Incharge in a ministry/department/organization, it should be replied to by the addressee himself. In routine matters not involving question of policy, he may send an appropriate reply on his own. 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 per as possible, in corresponding with Member of Parliament, pre-printed or cyclostyled replies should be avoided.

(6) In case reference from an ex-Member of Parliament (or MP who has not been re-elected) 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, replay 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 Under Secretary and that too in letter form only.

60. Prompt response to letters received

(1) Each communication received from Members of Parliament, a member of the Public, a recognized association or a public body will **be replied to within 15 days**.

(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 fortnight 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 (with three days) 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, request 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.

122. Watch on disposal of communication received from Members of Parliament

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" 20.3.96**.

(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 rounding off the serial numbers of 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 Director/Joint secretary, immediate steps will be taken to get it registered there.

(4) **On the 1st and 15th 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.** Particulars of communications pending for more than a fortnight will be given in the form at **Appendix 48**. 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 Director/Joint Secretary 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 Director/Joint Secretary for scrutiny and for such other action as he may consider appropriate.

(6) Ministries may through departmental instructions include additional columns in the forms at **Appendices 45, 46, 47, and 48 to suit local needs.**