

NO. OM-48/2007
GOVERNMENT OF ARUNACHAL PRADESH
MINISTRY OF PERSONNEL, ADMINISTRATIVE REFORMS & TRAINING
DEPARTMENT OF ADMINISTRATIVE REFORMS
CIVIL SECRETARIAT BLOCK NO. 18

Dated Itanagar, the 13th December, 2007

OFFICE MEMORANDUM

It has been brought to the notice of the Government from certain Members of Parliament /State Legislatures that instance have occurred in which Members of Legislature have not been accorded by Government Officers the consideration and regard which their position in the public life of the country requires. The letters by them to the Ministries/Departments are not given desired attention. The Government of India has also informed that Parliamentary Standing Committee has expressed anguish over the fact that the bureaucrats do not respond to queries of the Members of Parliament/State Legislatures, which of great public importance. The Committee has further recommended that the bureaucrats should be given sufficient training on Public Relations so that they are able to handle the queries of the general public and particularly the members of Parliament/State Legislature, with utmost respond respect and decorum.

Considering the above position and the to ensure Prompt and expeditious disposal of the matters pertaining to the Members of the Parliament/State legislature, the following provisions are substituted against the existing Para 112 and 113 of the Manual Office of Procedure, Government of Arunachal Pradesh. All the concerned are requested to observe the procedure scrupulously while handling the communications received from the Members of Parliament/State Legislature.

Para – 112 (a) Correspondence with Members of Parliament / State Legislature -

1. Communications received from Members of Parliament / State Legislature 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 not below the rank of Secretary;
3. Where, however, communication is addressed to the head of an attached or subordinate office, Public sector Undertakings, Financial Institutions/ 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 consultation with higher authorities before sending 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 House of Parliament/Assembly.

5. As far as possible, in corresponding with Members of Parliament/State Legislature, pre-printed or cyclostyled replies should be avoided;
6. In case of reference from an ex-member of Parliament / Member of Legislative Assembly is addressed to a Minister of 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.

(b) Prompt response to letter received

1. Each communication received from the Member of Parliament/Member of Legislative Assembly, a member of the public, a recognized association or a public body will be acknowledged with 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 officer, in 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 request should be given.
5. As far as possible, request from members of the 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.

113. Watch on disposal of communications received from Members of Parliament

1. The personal section of each Under Secretary/ Deputy Secretary/Joint Secretary (if the Under Secretary submits cases direct to Secretary/Joint Secretary) will maintain a separate register of communications received from Members of Parliament/ State Legislature in the form given in Appendix 30 (enclosed). 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

20-03-2002.

2. To kept a special watch on speedy disposal of communications received from Members of Parliament, each section will:
 - (a) Maintain a register as in form in Appendix 31 (enclosed); 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 MP's /MLS's letter is received by a section without being registered in the Personal section of the Joint Secretary/Director, immediate steps will be taken to get it registered there;
4. On the first working day of each month, each section will submit the register along with the report in form at Appendix 32 (enclosed) to the Under

Secretary/Deputy Secretary. The report with remarks of the Under Secretary/Deputy Secretary will be submitted to the Joint Secretary/Deputy Secretary and register will be returned to the section.

5. The personal section of the Joint Secretary/Deputy Secretary/Under 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 Joint Secretary/Deputy Secretary/Under Secretary for scrutiny and for such other action as he may consider appropriate.

Therefore, All Ministries/Departments/Offices are requested to comply the aforementioned procedure and guidelines in future and also bring this to the notice of all concerned for strict compliance.

Sd/-

(Tabom Bam)

Chief Secretary to the

Government of Arunachal Pradesh.

Dated Itanagar, the 14th December, 2007.

Memo No. OM-48/2008

Copy to:

1. The Secretary to Government, Arunachal Pradesh, Itanagar.
2. The Secretary to the Government of India, Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances, Sardar Patel Bhavan, Sandad Marg, New Delhi – 110 001. This refer his D.O. letter No. 48014/4/1/2007-O&M dated 15-06-2007.
3. The Secretary to Chief Minister, Arunachal Pradesh, Itanagar.
4. The PS to Chief Secretary, Government of Arunachal Pradesh, Itanagar.
5. The PS to All Ministers, Arunachal Pradesh, Itanagar.
6. All Commissioners/Secretaries/Joint Secretaries/Special Secretaries/Deputy Secretaries /Under Secretaries to Government of Arunachal Pradesh, Itanagar.
7. The Secretary to the Legislative Assembly, Arunachal Pradesh, Naharlagun.
8. The Secretary, Arunachal Pradesh Public Service Commission, Itanagar.
9. All Heads of Offices (Directors, Chief Engineer etc.), Arunachal Pradesh, and Itanagar/Naharlagun/Nirjuli.
10. The Deputy Commissioners/Additional Deputy Commissioners (Independent) Arunachal Pradesh.
11. The Director IPR & Printing Govt. of Arunachal Pradesh with a request to publish the same in the Arunachal Pradesh Gazette. He is further requested to send 50 copies to the Department to Administrative Reforms for office use and Guidance.
12. Office copy.



(Kirba Lomi)

Deputy Secretary to the
Government of Arunachal Pradesh.

APPENDIX 30

REGISTER FOR KEEPING A WATCH ON THE DISPOSAL OF COMMUNICATION RECEIVED FROM MEMBERS OF PARLIAMENT/MEMBERS OF LEGISLATIVE ASSEMBLY

(To be maintained by personal sections of Secretary/Joint Secretary/Deputy Secretary/ Under Secretary)

[vide para 113 C- (1)]

Sl. No.	Diary No. & date	No. and Dated of Communication	Name of MP/MLA	To whom addressed	Section/Desk concern	Remarks
1	2	3	4	5	6	7

APPENDIX 31

REGISTER KEEPING A WATCH ON THE DISPOSAL OF COMMUNICATIONS RECONCEIVED FROM MEMBERS OF PARLIAMENT

(To be maintained Sections)

[vide para 113 C- (1)]

Sl. No.	Diary No. & date	Secretary/JS/ DS/ US Diary No.	No. & date of communication	Name of MP/MLA	To whom addressed	Subject	Date of acknowledgement	File No.	Date of interim reply	Dated of final reply	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

APPENDIX 32

PARTICULARS OF MPs/MLAs LETTERS PENDING FOR OVER FORTNIGHT

[vide para 114 C- (4)]

Sl. No.	Name of MP	Date of which pending	Brief subjects	Reasons for delay	Remarks of Branch Officer/Deputy Secretary/Joint Secretary	Action taken on the remarks in column (6)
1	2	3	4	5	6	7