OFFICE-MEMORANDUM

No. 9/IWAI/Estt./01/2011

Date 30th Sept'2014


(Umesh Kumar Sahai)
Assistant Secretary (Estt.)

Copy to:-
1) Chief Engineer/ Hydrographic
2) Chief/Director(P&C)/Director(Traffic)
3) Director, IWAI, Kolkata/Guwahati/Kochi/Patna
4) IWAI Sub-offices Chennai, Dibrugarh,Dubri/Farakka/Allahabad/Varanasi/Bhagalpur/ Kollam/Swaroopganj
No. CD-11053/18/2014-Coord.
GOVERNMENT OF INDIA
MINISTRY OF SHIPPING

Dated the 10th, September, 2014

To,

1. Chairman of all Major Port Trusts.
2. CMDs of all PSUs under the Ministry of Shipping.
3. Heads of all the Attached & Subordinate Offices/Autonomous/Statutory organizations.


Sir,

I am directed to forward herewith a copy of letter No. 48013/3/2014-O&M dated 26.08.2014 received from Department of Administrative Reforms, PG & Pensions (DARPG), Sardar Patel Bhawan on the subject mentioned above for information and strict compliance please.

Encl: As above

Yours faithfully,

(Kanchan B. Hamza)
Under Secretary to the Govt. of India
Tel. No. 011-23719031
E-mail: kb.hamza@nic.in

Copy to:

JS(S)/JS(P)/Adviser/JS(MA)
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.

2. 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.

3. 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.

Yours sincerely,

(N. Ravi Shanker)

To

Shri Vishwepati Trivedi
Secretary
Ministry of Shipping
Room No.401; Transport Bhavan
Sansad marg
New Delhi-110001.
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. Semi-official letters can also be sent to officers of State Governments. In case of semi-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.