GOVERNMENT OF NCT OF DELHI
PUBLIC WORKS DEPARTMENT 5TH LEVEL “B” WING
DELHI SECRETARIAT: NEW DELHI

No.F. 10 (6)/PWD-I/Misc./2016/Vol-IV/US 18

Dated: 4/11/18

To,

The Engineer-in-Chief,
Public Works Department
Govt. of NCT of Delhi
MSO Building
IP Estate
New Delhi-110002

Sub:  Forwarding of various Letters.

Sir,

Please find enclosed herewith the copy of the following Letters for information and necessary action as mentioned against them.

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>PUC No. and Subject</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Letter no. GGSIPU/CDMS/2018/1775 dated 27.03.2018 received from Director, CDMS regarding Request for nomination of candidates for Training programmes organized by CDMS, GGSIPU on Industrial Security, Safety and Disaster management.</td>
<td>For information and necessary action.</td>
</tr>
<tr>
<td>2</td>
<td>Letter no. 10(155)/2016/Coord./081403464/2717-2720 dated 20.03.2018 received from Dy. Secretary (Services) regarding Official dealing between the Administration and Members of Parliament and State Legislatures-Observance of proper procedure.</td>
<td>For information and necessary action.</td>
</tr>
</tbody>
</table>

Encl: As above.

Yours faithfully

(L.R. Meena)
Deputy Secretary (PWD/ADMN)

Dated: 4/11/18

No.F.10 (6)/PWD-I/Misc./2016/Vol-IV/US 18

Copy to:-

1. All Dy. Secretary/AHC/AD(P), PWD, Delhi Secretariat, New Delhi with respect to letter no.10(155)/2016/Coord./081403464/2717-2720 dated 20.03.2018 of Dy. Secretary(Services) (Copy enclosed) to take necessary action.

(l.R. Meena)
Deputy Secretary (PWD/ADMN)
SERVICES DEPARTMENT: COORDINATION BRANCH
DELHI SECRETARIAT, 5th LEVEL, 'A' WING
I.P. ESTATE, NEW DELHI-110002
[http://services.delhigovt.nic.in]

To
All HODs/Pr. Secretaries/Secretaries,
Govt. of NCT of Delhi and Autonomous Bodies of Delhi,

Subject:- Official dealing between the Administration and Members of Parliament and Site Legislatures-Observance of proper procedure.

Sir/Madam

I am directed to forward herewith the OM dated 07.02.2018 received from Government of India, Personnel, Public Grievances and Pensions, on the above subject cited for necessary action.

Encls: As above

Yours faithfully

(D. KARTHIKEYAN)
DEPUTY SECRETARY (SERVICES)
Dated: 20/03/2018

1. OSD to Chief Secretary, Govt. of NCT of Delhi.
2. PA to Pr. Secretary (Services)/PA to Special Secretary (Services), Govt. of NCT of Delhi.
3. Section Officer (Coordination), Services Department with the direction to upload the letter on the website of the Services Department.

(D. KARTHIKEYAN)
DY. SECRETARY (SERVICES)
Subject: Official dealings between the Administration and Members of Parliament and State legislatures—Observance of proper procedure.

The Members of Parliament and State Legislatures, as the accredited representatives of the people, occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interviews with the officers.

2. The guidelines concerning official dealings between Administration and Members of Parliament and State Legislatures have been issued by the Ministry of Personnel, Public Grievances and Pensions and reiterated from time to time. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated from time to time. However, keeping in view the instances of occasional non-observance of the above guidelines, a need was felt by the Committee of Privileges of the Lok Sabha for consolidating and reiterating the existing instructions. Accordingly, revised comprehensive guidelines were issued by this Department vide Office Memorandum No. 11013/4/2011-Estt.(A) dated 1st December 2011 (copy enclosed). A copy of former Secretary (P)'s D.O. No. 110-3/4/2011-Estt.(A) dated 9th October, 2012 and O.M. No. 11013/2/2012-Estt.A dated 19.11.20104 reiterating the said instructions are also enclosed for ready reference.

3. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha in its Second Report tabled in the Lok Sabha on 4.01.2018 has recommended that the consolidated instructions/guidelines on official dealing between the Administration and Member of Parliament and State Legislature should strictly be complied by all the Government servants, both in letter and spirit.

4. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha in Paragraph 43 of its Third Report tabled in the Lok Sabha on 4.01.2018 has recommended discouraging and desisting the State Governments to involve Private companies/agencies in organizing/sponsoring functions which essentially fall under the domain of State Governments.

Contd....
5. All Ministries/Departments are requested to ensure that the above basic principles and instructions are followed by all officials concerned, both in letter and spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

6. Chief Secretaries of all States/UTs are requested to circulate these instructions to all State Government officials at the State/Division and District levels and to periodically review implementation.

Under Secretary to the Government of India
Tel: 011-23040264

Encl: As above:

To
1. All Ministries/Departments (as per standard list)
2. Chief Secretaries of all States/UTs (as per standard list)
OFFICE MEMORANDUM

Subject: Official dealings between the Administration and Members of Parliament and State Legislatures - Observance of proper procedure.

The Members of Parliament and State Legislatures as the accredited representatives of the people occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interviews with the officers. Certain well-recognized principles and conventions to govern the relations between the Members of Parliament/State Legislatures and Government servants have already been established.

2. Reference is invited to the guidelines concerning the official dealings between Administration and Members of Parliament and State Legislatures which were issued by the Cabinet Secretariat (Department of Personnel and Administrative Reforms) vide O.M. No. 26/12/64-Estt. (A) dated 06.11.1974. The importance of adherence to these guidelines was reiterated in the Department of Personnel and Training's O.M. No. 110136/2005-Estt. (A) dated 17.08.2007. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated by the Department of Administrative Reforms and Public Grievances. The Minister of State for Personnel, Public Grievances and Pensions has also written to all Ministers in this regard vide D.O. letter dated 06th May, 2011, requesting that a mechanism may be set up to periodically monitor progress in disposal of references received from Members of Parliament.

3. Some instances of non-adherence to the existing guidelines have been brought to Government's attention by Members of Parliament and a need has been felt for again sensitizing all administrative authorities concerned.

4. The Central Secretariat Manual of Office Procedure provides following instructions for prompt disposal of letters from Members of Parliament:

Correspondence with Members of Parliament—

(1) Communications received from a Member of Parliament should be attended to promptly.

(2) Where a communication is addressed to a Minister or a Secretary to the Government, it should, as far as practicable, be replied to by
6. The aforesaid guidelines should be followed by all public relations offices of the Ministry/Departments concerned to ensure the timely and effective dissemination of information to the media and the public. The information should be provided in a manner that is concise, clear, and relevant to the audience.

7. The media relations officer should regularly review the communications received from the public to ensure that they are being handled in a prompt and professional manner. The officer should also ensure that all communications are responded to in a timely manner.

8. The media relations officer should develop a media relations plan that outlines the key messages and strategies to be used in the media. The plan should be reviewed and updated on a regular basis to ensure that it is effective and relevant to the current media landscape.

9. The media relations officer should ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values. The officer should also ensure that all communications are conducted in a manner that is respectful to the audience and the Ministry/Department.

10. The media relations officer should establish and maintain a database of media contacts that includes the names, titles, and contact information for key media individuals and organizations. The database should be updated on a regular basis to ensure that it is current and accurate.

11. The media relations officer should establish and maintain a system for tracking and measuring the effectiveness of all communications. The officer should use this information to evaluate the success of the Ministry/Department's media relations efforts and to identify areas for improvement.

12. The media relations officer should work closely with other stakeholders, such as the public relations office and the legal office, to ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values.

13. The media relations officer should ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's governing body's guiding principles and values. The officer should also ensure that all communications are conducted in a manner that is respectful to the audience and the Ministry/Department.

14. The media relations officer should develop and maintain a system for tracking and measuring the effectiveness of all communications. The officer should use this information to evaluate the success of the Ministry/Department's media relations efforts and to identify areas for improvement.

15. The media relations officer should work closely with other stakeholders, such as the public relations office and the legal office, to ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values.

16. The media relations officer should establish and maintain a database of media contacts that includes the names, titles, and contact information for key media individuals and organizations. The database should be updated on a regular basis to ensure that it is current and accurate.

17. The media relations officer should ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values. The officer should also ensure that all communications are conducted in a manner that is respectful to the audience and the Ministry/Department.

18. The media relations officer should develop and maintain a system for tracking and measuring the effectiveness of all communications. The officer should use this information to evaluate the success of the Ministry/Department's media relations efforts and to identify areas for improvement.

19. The media relations officer should work closely with other stakeholders, such as the public relations office and the legal office, to ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values.

20. The media relations officer should establish and maintain a database of media contacts that includes the names, titles, and contact information for key media individuals and organizations. The database should be updated on a regular basis to ensure that it is current and accurate.

21. The media relations officer should ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values. The officer should also ensure that all communications are conducted in a manner that is respectful to the audience and the Ministry/Department.

22. The media relations officer should develop and maintain a system for tracking and measuring the effectiveness of all communications. The officer should use this information to evaluate the success of the Ministry/Department's media relations efforts and to identify areas for improvement.

23. The media relations officer should work closely with other stakeholders, such as the public relations office and the legal office, to ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values.

24. The media relations officer should establish and maintain a database of media contacts that includes the names, titles, and contact information for key media individuals and organizations. The database should be updated on a regular basis to ensure that it is current and accurate.

25. The media relations officer should ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values. The officer should also ensure that all communications are conducted in a manner that is respectful to the audience and the Ministry/Department.

26. The media relations officer should develop and maintain a system for tracking and measuring the effectiveness of all communications. The officer should use this information to evaluate the success of the Ministry/Department's media relations efforts and to identify areas for improvement.

27. The media relations officer should work closely with other stakeholders, such as the public relations office and the legal office, to ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values.

28. The media relations officer should establish and maintain a database of media contacts that includes the names, titles, and contact information for key media individuals and organizations. The database should be updated on a regular basis to ensure that it is current and accurate.

29. The media relations officer should ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values. The officer should also ensure that all communications are conducted in a manner that is respectful to the audience and the Ministry/Department.

30. The media relations officer should develop and maintain a system for tracking and measuring the effectiveness of all communications. The officer should use this information to evaluate the success of the Ministry/Department's media relations efforts and to identify areas for improvement.

31. The media relations officer should work closely with other stakeholders, such as the public relations office and the legal office, to ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values.

32. The media relations officer should establish and maintain a database of media contacts that includes the names, titles, and contact information for key media individuals and organizations. The database should be updated on a regular basis to ensure that it is current and accurate.

33. The media relations officer should ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values. The officer should also ensure that all communications are conducted in a manner that is respectful to the audience and the Ministry/Department.

34. The media relations officer should develop and maintain a system for tracking and measuring the effectiveness of all communications. The officer should use this information to evaluate the success of the Ministry/Department's media relations efforts and to identify areas for improvement.

35. The media relations officer should work closely with other stakeholders, such as the public relations office and the legal office, to ensure that all communications are conducted in a manner that is consistent with the Ministry/Department's guiding principles and values.
Every member of the service shall in the discharge of his duties act in a courteous manner and shall not adopt dilatory tactics in his dealings with the public or otherwise.

The existing instructions are hereby appropriately strengthened to emphasize the basic principles to be borne in mind by the Government servants while interacting with the Members of Parliament and State Legislatures. These are as follows:

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

(ii) while the Government servants should consider carefully or listen patiently to what the Members of Parliament and of the State Legislatures may have to say, the Government servant should always act according to his own best judgment and as per the rules;

(iii) Any deviation from an appointment made with a Member of Parliament/State Legislature 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 of Parliament/State Legislature visiting him. Arrangements may be made to receive the Members of Parliament when, after taking prior appointment, they visit the officer of the Government of India, State Government or local Government. Arrangements may also be made to permit entry of vehicles of the Members to these Offices subject to security requirements/restrictions;

(v) Members of Parliament of the area should invariably be invited to public functions organized by a Government office. Proper and comfortable seating arrangements at public functions and proper order of seating on the data should be made for Members keeping in view the fact that they appear above officers of the rank of Secretaries to Government of India in the Warrant of Precedence. The invitation cards and media events, if organized for the function held in the constituency, may include the names of the Members of that constituency who have confirmed participation in these functions.

It is clarified that if a constituency of any Member of Parliament is spread over more than one District, the M.P. should invariably be invited to all the functions held in any of the Districts which are part of his/her constituency;

(vi) Where any meeting convened by the Government is to be attended by Members of Parliament, special care should be taken to see that notice is given to them in good time regarding the date, time, venue etc., of the meeting; it should also be ensured that there is no slip in any
matter of detail however minor it may be. It should especially be
ensured that—

(a) intimations regarding public meetings/functions are sent
through speedier communication devices to the M.Ps, so that
they reach them well in time, and

(b) that receipt of intimation by the M.P is confirmed by the
officials/official concerned;

(vii) Letters from Members of Parliament and Members of State
Legislatures must be promptly acknowledged, and a reply sent at an
appropriate level expeditiously as per the relevant provisions of the
Central Secretariat Manual of Office Procedure;

(viii) Information or statistics relating to matters of local importance
must be furnished to the MPs and MLAs when asked for. The
information supplied should be specific and answer the points
raised. A soft copy of the information should also be sent to the
Member via e-mail;

(ix) If the information sought by a Member of Parliament cannot be
given and is to be refused, instructions from a higher authority should
be taken and the reasons for not furnishing the information should be
given in the reply;

(x) Wherever any letter from a Member of Parliament is in English and
the reply is required to be given in Hindi in terms of the Official
Languages Act, 1963 and the rules framed there under, an English
translation should also be sent along with the reply for the convenience
of such Members of Parliament from non-Hindi speaking areas;

(xi) References from the Committees of Parliament must be attended to
promptly;

(xii) 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 Member of Parliament/State
Legislature concerned. These instructions also include SMS and e-
mails received on official mobile telephones which also should be
replied to promptly and on priority;

(xiii) All Ministries/Departments may ensure that the powers of
Members of Parliament/State Legislatures as Chairpersons/ Members
of committees under various Central Sponsored/Central Sector
government schemes are clearly and adequately defined; and

(xiv) A Government servant should not approach MPs/MLAs for
sponsoring his individual case as bringing or attempting to bring
political or non-official or other outside influence is prohibited under
the conduct Rules e.g., Rule 18 of the All India Service (Conduct) Rules,
1956 and Rule 20 of the Central Civil Services (Conduct) Rules.
6. All Ministries/Departments are requested to ensure that the above basic principles and instructions are followed by all officials concerned, both in letter and spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

7. Any violation of relevant Conduct Rules in this regard, which violation is established after due enquiry will render the Government servant concerned liable for appropriate punishment as per Rule:

(Signed) 
(C.A. Subramanian) 
Joint Secretary to the Government of India

To

All the Ministries/Departments of Government of India

Copy to:-

1. President's Secretariat/ Vice President's Secretariat.
2. PMO/ Cabinet Secretariat.
3. Comptroller and Auditor General of India.
4. UPSC/SSC, IBSNAA/ISM/CVC/CIC.
5. Lok Sabha Secretariat/ Rajya Sabha Secretariat.
6. All Officers/Sections in Ministry of Personnel, PG & Pension.
7. NIC, DOPT - please upload this O.M on this Department's website.

Copy also to:

Chief Secretaries of all States /UTs with a request to circulate these instructions to all State Government officials at the State/Division and District levels and to periodically review implementation.

(Signed) 
(C.A. Subramanian) 
Joint Secretary to the Government of India
Dear Chief Secretary,

You would be aware that guidelines concerning official dealings between Administration and Members of Parliament and State Legislatures have been issued by the Ministry of Personnel, Public Grievances and Pensions. However, keeping in view certain instances of occasional non-observance of the above guidelines, the Committee of Privileges of the Lok Sabha recommended consolidation and institution of the existing instructions so that all concerned are aware of the same. Accordingly, revised comprehensive guidelines have been issued by this Department vide Office Memorandum No.11013/4/2011-Lstt.A dated 1st December, 2011. Copy of this O.M. was also forwarded to the Chief Secretaries of all the States/UTs vide D.O. letter dated 8.12.2011 from my predecessor with the request that these instructions may be circulated to all officials of the State Government for compliance.

2. A copy of the above instructions dated 1st December, 2011 is again enclosed. It is once again requested that these instructions may be circulated to all officials of the State Government for compliance.

3. Some Members of Parliament have brought to the notice of this Department directly or through Lok Sabha / Rajya Sabha Secretariat that district level officials have not been showing them due regard and courtesy. This has also been raised in the recent meeting of the Committee on violation of Protocol Norms and Definitional Behaviour of Government Officers with Members of Lok Sabha constituted by the Hon'ble Speaker. It is, therefore, advised that implementation of the above mentioned instructions are to be periodically reiterated and reviewed in the Conference of District Magistrates / Collectors and Superintendent of Police of your States / UTs.

4. You may please issue necessary directions to the district level officers and send a copy to this Department for its onward transmission to the Lok Sabha Secretariat, as desired by them.

With regards,

Yours sincerely,

(P.K. Misra)

Chief Secretaries of all States / UTs

(As reqd / dtd.)
Copy along with enclosures to:

1. Sh. Sanjay Kothari, Secretary, D/o Administrative Reforms and Public Grievances, Sardar Patel Bhawan, New Delhi with the request to make it as one of the agenda items discussing in the Annual Chief Secretaries Conference.

2. Sh. V.P. Ramesh, Joint Secretary, Lok Sabha Secretariat (Privileges & Ethics) Branch, Parliament House, New Delhi w.r.t. their O.M. No. 12/1/2012-CoPV dated 13.9.2012.

3. Sh. Alo. Rawat, Secretary (Coordination), Cabinet Secretariat, New Delhi.

[Signature]

(Mrs. Kuri)
Joint Secretary (C)
Subject: Official dealings between the Administration and Members of Parliament and State legislatures – Observance of proper procedure.

The Members of Parliament and State Legislatures as the accredited representatives of the people occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministry/Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interviews with the officers.

2. The guidelines concerning official dealings between Administration and Members of Parliament and State Legislatures have been issued by the Ministry of Personnel, Public Grievances and Pensions and reiterated from time to time. The provisions of the Central Secretariat Manual of Office Procedure regarding prompt disposal of communications from MPs have also been reiterated from time to time. However, keeping in view the instances of occasional non-observance of the above guidelines, a need was felt by the Committee of Privileges of the Lok Sabha for consolidating and reiterating the existing instructions. Accordingly, revised comprehensive guidelines were issued by this Department vide Office Memorandum No. 11013/4/2011-Estt.A dated 1st December 2011 (copy enclosed). A copy of former Secretary (P’s) D.O. No. 11013/4/2011-Estt.A dated 9th October, 2012 reiterating the said instructions is also enclosed for ready reference.

3. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha in Paragraph 63 of its First Report tabled in the Lok Sabha on 06.02.2014 has recommended that this Department may sensitise all civil servants and officials in various Ministries and Departments particularly under them for strict compliance of the instructions relating to official dealings issued in this regard between the Administration and the Members of Parliament.

4. The Committee on Violation of Protocol Norms and Contemptuous Behaviour of Government Officers with Members of Lok Sabha at its first sitting held on 28 October, 2014, also felt that the consolidated instructions/guidelines issued by the Department of Personnel & Training (DoPT) on 1 December, 2011 on Official Dealing between Administration and Members of Parliament need to be again circulated to all concerned Executive Functionaries.

5. All Ministries/Departments are requested to ensure that the above basic principles and instructions are followed by all officials concerned, both in letter and spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

6. Chief Secretaries of all States/UTs are requested to circulate these instructions to all State Government officials at the State/District levels and to periodically review implementation.

F.No. 11013/2/2012-Estt.A
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Establishment Division

North Block, New Delhi
Dated November 19th, 2014

To
1. All Ministries / Departments (as per standard list)
2. Chief Secretaries of all States / UTs (as per standard list)

[Signature]
Director (Establishment)