

No. C-30013/2/2017-Ad.IVA
Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise and Customs

5th floor, HUDCO Vishala Building,
Bhikaji Cama Place, New Delhi
Dated 23 January, 2017

To

All Pr. Chief Commissioners/Chief Commissioners/All
Commissioners/Directors General under CBEC.

Sub: Regarding non-adherence of the guidelines of stipulated time frame on
letters from MPs and Ministers – reg.

Sir/Madam,

I am directed to forward herewith a copy of D.O. letter No. 48013/2/2016-
O&M dated 26.12.2016 received from Minister of State (Independent Charge)
Ministry of Development of North Eastern Region, Minister of State, Prime
Minister's Office, Ministry of Personnel & Public Grievance and Pensions,
Department of Atomic Energy and Department of Space, New Delhi on the
subject mentioned above for information and necessary action.

Yours faithfully,

Encl. As above.


23.1.2017
(Rajpal Singh)

Under Secretary to the Govt. of India

Copy to:

1. The DG (Systems), New Delhi with the request to kindly upload this
circular on the Website of CBEC.
2. Dir.(Ad.II)/DS(Ad.II AB)DS(Ad.IIIA/VIII EC)/DS (Ad.III B).


23.1.2017
(Rajpal Singh)

Under Secretary to the Govt. of India



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D.O. NO. 48013/21/2016-U&VI

डॉ. जितेन्द्र सिंह

राज्य मंत्री (स्वतंत्र प्रभार),
उत्तर पूर्वी क्षेत्र विकास मंत्रालय ;
राज्य मंत्री, प्रधान मंत्री कार्यालय,
कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय,
परमाणु ऊर्जा विभाग तथा अंतरिक्ष विभाग,
भारत सरकार



सत्यमेव जयते

Dr. JITENDRA SINGH

Minister of State (Independent Charge),
Ministry of Development of North Eastern Region;
Minister of State, Prime Minister's Office,
Ministry of Personnel, Public Grievances and Pensions,
Department of Atomic Energy and Department of Space,
Government of India

Dear Shri Santosh Kumar Gangwar ji,

This is regarding adherence to the guidelines on the issue of responding to letters received from the Members of Parliament (MPs).

2. Guidelines laid down in the Central Secretariat Manual of Office Procedure (CSMOP) for handling the communications received from the MPs specify that such communications should be attended promptly and acknowledged within 15 days, followed by a reply within the next 15 days of the acknowledgement sent. In cases where delay is anticipated, an interim reply should be given, indicating the possible date for a final reply. This is to ensure that prompt attention is given to the communications received from the MPs. Guidelines further specify that appropriate record should be maintained and monitored in respect of communications received from the MPs.

3. The Prime Minister's Office has been receiving references from some of the MPs that they are not receiving timely acknowledgement and responses from the Ministries/ Departments in response to their letters. I would be grateful, if you could issue suitable instructions to ensure prompt reply to the letters of the MPs and also like to consider setting up of a mechanism to periodically monitor progress in disposal of references received from the MPs. In this regard, it is also suggested that all letters received from the MPs should be immediately scanned and uploaded in e-office. This system will facilitate electronic monitoring of disposal of letters received from the MPs.

With best regards,

WJSV
8/1/16

Yours sincerely,

26.11.16
(Dr. Jitendra Singh)

Shri Santosh Kumar Gangwar
Minister of State for Finance
Government of India
North Block
New Delhi