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No.11013/2/2000-Estt.(A)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
(Department of Personnel and Training)

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New Delhi, dated the 23rd May, 2000

**OFFICE MEMORANDUM**

**Subject: Official dealings between the Administration and Members of Parliament and State Legislatures - Observance of proper Procedure  
Reiteration 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 8<sup>th</sup> November, 1974(copy enclosed). Although these guidelines were reiterated from time to time vide Department of Personnel & Training O.Ms dated 21.12.92 and 29.10.96 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.

2. 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:-

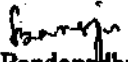
- (i) The Government servants should show courtesy and consideration to Members of Parliament and State Legislatures; and
- (ii) that while they should consider carefully or listen patiently to what the Members of Parliament and of the State Legislatures may have to say, they should always act according 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) Members 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) Letters 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.Ps 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.

3. 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.

4. Hindi version will follow.

  
(Smt. S. Bandopadhyay)  
Director

Encl.: As above

To

All Ministries/Departments of Government of India.

Copy to:-

- (i) C&AG of India.
- (ii) UPSC/SSC/LBSNAA/ISTM/CVC/CBDT
- (iii) Chief Secretaries of all State Governments and UT Admn.
- (iv) Lok Sabha Secretariat/Rajya Sabha Secretariat.
- (v) All attached and subordinate offices of the Ministry of Personnel, Public Grievances and Pensions and MHA.
- (vi) All officers and Sections of Ministry of Personnel, Public Grievances & Pensions and MHA.

  
(Smt. S. Bandopadhyay)  
Director