

No. 14/9/66-Est (A)-1  
Government of India  
Ministry of Home Affairs  
.....

New Delhi-11, 3rd August, 1966.

OFFICE MEMORANDUM

Subject:- Estimates Committee's recommendation No. 5 in  
Ninety-third Report on Public Services (1965-66)  
regarding role of public services.  
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The undersigned is directed to say that the  
Estimates Committee have made the following recommendations  
in para 20 of their Ninety-third Report (1965-66) regarding  
the role of Public Services:-

"At the same time, the Committee are constrained  
to mention the general feeling among the people  
of lack of spirit of service expected of the  
members of the public services and also dilatory  
methods and tactics in their dealings with the  
public. The Committee feel that these lapses on the  
part of the public services very often compel the  
public see the intervention of legislators or public  
men of importance for the disposal of even matters  
of routine nature.

The Committee would like Government to bring  
home to the services that their first obligation  
is to render service to, and not merely to exercise  
authority over, the public. An improvement in  
the attitude and conduct of services towards the  
common man is necessary for enlisting people's  
active cooperation in the stupendous task of  
building the nation through developmental planning  
and its implementation, and this improvement in  
their attitude and conduct should be visible  
to the common man. The Committee hope that the  
services would realise the particular obligations  
of the welfare state undertaking planned development  
through democratic methods for which voluntary  
cooperation of the people is essential and which  
can be enlisted only through courteous behaviour  
of the public services at all levels.

The Committee, therefore, cannot too strongly  
stress the need for prompt and courteous service  
to the public which in turn through courteous and  
helpful attitude, can be educated to act towards  
the services in a responsible, restrained and  
courteous manner. The Committee hope that Govern-  
ment would be ever watchful in ensuring that  
Government machinery as a whole and particularly

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such segments of it as come in direct contact with the public, are helpful in attitude and quick in disposal of cases and that deterrent and prompt action is taken against discourteous behaviour and dilatory tactics."

2. Government have decided that the above recommendations of the Committee should be brought to the notice of all the Ministries/Departments etc. for information and guidance. If any complaint is received against any Government servant that he has acted in a discourteous manner or adopted dilatory tactics in his dealings with the public and if it is established that he has so acted, deterrent and prompt action should be taken against him.

3. Ministry of Finance etc. may also kindly bring the contents of this Office Memorandum to the notice of all the training institutions for Government employees under their control and direct them to lay special emphasis in their training programmes on the very salutary recommendations made by the Estimates Committee. The recommendations of the Estimates Committee may also be brought to the individual notice of all Government Employees.

(Mrs)(R.M. Shroff)  
Deputy Secretary to the Government of India.

To  
All the Ministries and of the Government of India etc