

5



कर्मचारी भविष्य निधि संगठन
EMPLOYEES' PROVIDENT FUND ORGANISATION
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
(MINISTRY OF LABOUR & EMPLOYMENT, GOVT. OF INDIA)

मुख्यालय/HEAD OFFICE
भविष्य निधि भवन
BHAVISHYA NIDHI BHAWAN
14, भीकाजी कामा प्लेस, नई दिल्ली-110066
14-BHIKAJI CAMA PLACE, NEW DELHI-110066

EPFO Website only

संख्या : एच आर डी/4(1)2011/misc./circular
सेवा में,

दिनांक:

28 JUL 2011

7062

सभी अपर केंद्रीय भविष्य निधि आयुक्त
सभी क्षेत्रीय भविष्य निधि आयुक्त
क्षेत्रीय भविष्य निधि आयुक्त (स्थानीय प्रशासन)
प्रभारी अधिकारी, उप क्षेत्रीय कार्यालय

विषय: Norms and Procedure to be followed to deal with the communications received from the Members of Parliament regarding.

महोदय / महोदया,

उपर्युक्त विषय पर Govt. of India, Ministry of Labour & Employment के कार्यालय ज्ञापन/पत्र संख्या No.I-34011/04/2010-IWSU दिनांक 27.06.2011 की एक प्रति सूचना, मार्गदर्शन तथा उचित कार्रवाई हेतु प्रेषित है।

भवदीय

(जे. सी. तुकराल)

क्षेत्रीय भविष्य निधि आयुक्त - II

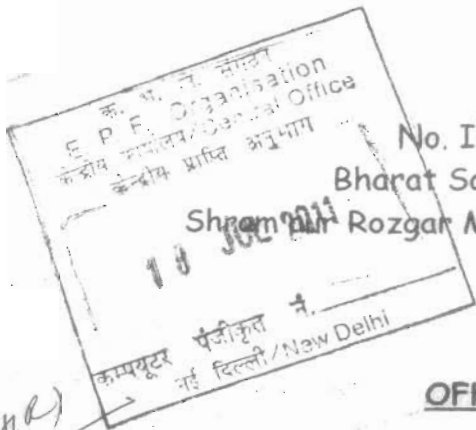
प्रतिरालपि:

1. केंद्रीय भविष्य निधि आयुक्त के निजी सचिव
2. वित्तीय सलाहकार एवं मुख्य लेखाधिकारी / सभी अपर केंद्रीय भविष्य निधि आयुक्त के निजी सचिव
3. निदेशक, चाटरस
4. मुख्य सतर्कता अधिकारी / सभी उप निदेशक, सतर्कता
5. मुख्य अभियंता के निजी सचिव
6. प्रभारी अधिकारी, सभी आंचलिक प्रशिक्षण संस्थान
7. सभी आंतरिक लेखा परीक्षा अधिकारी
8. क्षेत्रीय भविष्य निधि आयुक्त (प्रशासन), मुख्यालय
9. मुख्यालय के सभी अधिकारी / सभी निजी सचिव / सभी अनुभाग अधिकारी
10. महासचिव, ई.पी.एफ. आफिसर्स एसोसिएशन, गुवाहाटी
11. महासचिव, ऑल इंडिया ई.पी.एफ. स्टाफ फेडरेशन, चंडीगढ़
12. महासचिव, ऑल इंडिया ई.पी.एफ. एस सी/एस टी फेडरेशन, नई दिल्ली
13. शे. भ. नि. आ. (एन. डी. सी.) वेबसाइट पर अपलोड करने हेतु।
14. गार्ड फाईल

✓

(जे. सी. तुकराल)

क्षेत्रीय भविष्य निधि आयुक्त - II



No. I-34011/04/2010-IWSU
Bharat Sarkar / Government of India
Rozgar Mantralaya / M/o Labour & Employment

New Delhi, the 27th June, 2011.

OFFICE MEMORANDUM

Subject: Norms and Procedure to be followed to deal with the communications received from the Members of Parliament - regarding.

The undersigned is directed to enclose herewith a copy of D.O letter No. 48013/1/2011-O&M dated 5th May, 2011 received from Shri V. Narayanaswamy, Minister of State for Parliamentary Affairs, PMO, Personnel, Public Grievances and Pensions inviting attention to several references received from Members of Parliament for not adhering to the provisions contained in the Central Sectt. Manual of Office Procedure (CSMOP) with regard to dealing with communications received from the Members of Parliament, for information and necessary action.

PS to CPFC

Please circulate immediately

2. In this D.O letter attention has also been invited to the guidelines laid down in the CSMOP for handling communications received from Members of Parliament which specify that such communications should be attended to promptly and acknowledged within 15 days, followed by reply within the next 15 days.

3. Internal Work Study Unit (IWSU) has earlier circulated the detailed guidelines to be observed to deal with the MPs and MP references contained in Paras 63, 67 and 127 (Twelfth Edition-2003)- vide Office Memorandum No. I-34011/04/2010 - IWSU dated 27th July, 2010. This Unit had also circulated detailed instructions containing the procedure to deal with the letters received from Members of Parliament and the official dealings between the Administration and Members of Parliament and State Legislature-observance of proper procedure to all the officers and the sections under the Ministry of Labour and Employment which are available on this Ministry's website www.labour.nic.in → Internal Work Study Unit → MoP Circulars, for ready reference.

19/7/11
26/7/11

Re II 9
with

217
27/7/11

Cotd. 2/-

27-7-11
Sh. PK

अपर क.म.नि. अग्रज (मा.सं.) सचिवालय
Additional Secretary (M.A.S.) Secretariat
2725
20-7-11



श्री. आ. एच. आर. एम. से
दिनांक 26/7/11
डा. सं.
श्री. अ. - 11, (एच. आर. एम. HRO)

6. Keeping in view the directions of the Hon'ble Minister of State and to facilitate their effective implementation it is once again request that the references received from Members of Parliament may be replied to promptly in accordance with the procedure and the time frame prescribed in Manual of Office Procedure. Prescribed procedure and protocol for official dealing between the Administration and Members of Parliament and State Legislatures may also be scrupulously followed.



(Arvind Kumar)
Controller of Accounts
Tele: 23473261

1. All Officers in the Ministry of Labour & Employment (MS).
2. DGE&T, CLC(C), IWSU (DGE&T).
3. Heads of all attached, subordinate and autonomous offices of the Ministry of Labour & Employment.
4. All Section/Desks/Units in the Ministry of Labour and Employment (Including Jaisalmer House).

Copy to:

- (i) Sr. PPS to Secretary(L&E)
- (ii) PS to Additional Secretary & FA(L&E)
- (iii) PS to Additional Secretary(L&E)

वे. नारायणसामी
V. NARAYANASAMY



सत्यमेव जयते

राज्यमंत्री -
संसदीय कार्य, प्रधानमंत्री कार्यालय,
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
भारत सरकार

Minister of State
Parliamentary Affairs, Prime Minister's Office,
Personnel, Public Grievances and Pensions
Government of India

- 5 MAY 2011

A.S.(L)
3400/v18/11
8/6/11
Dear Shri Mallikarjun Kharge,

We have been receiving references from the Members of Parliament regarding delay in responding to their letters. This issue has been raised repeatedly both within and outside the Parliament.

2. Guidelines laid down in the Central Secretariat Manual of Office Procedure (CSMOP) for handling the communications received from Members of Parliament specify that such communications should be attended to promptly and acknowledged within 15 days, followed by a reply within the next 15 days. 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 Members of Parliament. The Department of Administrative Reforms & Public Grievances has been repeatedly advising various Ministries/Departments to scrupulously follow these guidelines.

3. As the complaints of delayed responses to the letters of Members of Parliament are regularly being received, I would be grateful if you could issue suitable instructions to ensure prompt reply to the letters of the Members of Parliament and also like to consider setting up of a mechanism to periodically monitor progress in disposal of references received from the Members of Parliament.

With warm regards,

Yours sincerely,

(V. Narayanasamy)

Shri Mallikarjun Kharge,
Hon'ble Minister of Labour & Employment,
Government of India,
Shram Shakti Bhawan, New Delhi.



247

{Para 63, 64, 65, 66, 67 and 127 of the Central Secretariat Manual of Office Procedure - Twelfth Edition - 2003 }

➤ Para - 63. Correspondence with Member 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 Undertaking financial institutions (including nationalized banks) Division/Branch Incharge in a ministry/department/organization, it should be replied to by the addressee himself. In routine matters not involving question of policy, he may send an appropriate reply on his own. In matters involving questions of policy, the officer should have prior consultation with higher authorities before sending a reply. It should, however, be ensured that minimum level at which such replies are sent to Members of Parliament is that of Under Secretary and that also in 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 Member of Parliament, pre-printed or cyclostyled replies should be avoided.

(6) In case reference from an ex-Member of Parliament (or MP who has not been re-elected) 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, replay 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 minimum level at which reply could be sent should be that of Under Secretary and that too in letter form only.

2016

➤ Para - 64. Corespondence with Ministers of State Governments :

The procedure laid down in the above paragraph may also be followed in dealing with communications received from the Ministers of State Governments.

➤ Para - 65. Correspondence with Foreign Governments and International Organisations :

Correspondence with Foreign Governments and their Missions in India, Heads of Indian Diplomatic Missions and posts abroad and United Nations and its specialized agencies will normally be channelised 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.

➤ Para 66. Prompt response to letters received :

(1) Each communication received from Members of Parliament, a member of the Public, a recognized association or a public body will be replied to within 15 days.

(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 fortnight 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 three days) 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.

(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.

> Para - 67. Target dates 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 the 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.

> Para 127. Watch on disposal of communication received from Members of Parliament :

The Personal section of each Joint Secretary/Director (if the Director submits cases direct to Secretary/Additional Secretary) will maintain a separate register of communications received from Members of Parliament in the form given in Appendix 45 of CSMOP (copy enclosed). The serial number at which a letter is entered in this register will be prominently marked on that letter together with its date of registration e.g.,

'125/JS/(P)MP'

20.3.2001.
