

**GENERAL ADMINISTRATION (SER-C) DEPARTMENT
GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT**

**HAND BOOK ON
INSTRUCTIONS ON OBSERVANCE
OF
COURTESIES IN DEALING WITH
MEMBERS OF PARLIAMENT
AND
STATE LEGISLATURE**

GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT

Memo.No.303/Ser-C/91-1

Dated: 27-8-1991

Sub:- OBSERVANCE of instructions relating to Courtesies to be observed by the Officers in dealing with the Members of the State Legislature and Parliament and Non-Officials - Instructions - reiterated.

Ref:- 1. Consolidated instructions regarding the observance of courtesies by the Officers in their dealing with the Members of the State Legislature and Parliament.

2.Memo No.301/Ser. C /84-1, G.A. (Ser.C) Dept., dated: 11-04--1984.

3.Memo No.433/Ser. C /84-1, G.A. (Ser.C) Dept., dated: 05-05-1984.

4. Memo No..165/Ser. C/85-1, G.A. (Ser.C) Dept., dated: 27-02-1985.

5. Memo No.490/Ser. C /85-2, G.A. (Ser.C) Dept., dated:01-08-1985.

6. Memo No.400/Ser. C/85-1, G.A. (Ser.C) Dept., dated:10-10-1985.

7. U.O. Note No.897/Ser. C /86-1, G.A. (Ser.C) Dept., dated:1-9-1986.

8. Memo No.1149/Ser. C /86-1, G.A. (Ser.C) Dept., dated:8-01-1987.

9.Memo No.1268/Ser. C /88-1, G.A. (Ser.C) Dept., dated:11-11-1988.

10.U.O.Note No.507/Ser.C/89-2, G.A. (Ser.C) Dept.,dated:24-04-1989.

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Consolidated instructions were issued in the form of a Book-let in the reference first cited regarding the observance of courtesies by the Officers in their dealing with the Members of the State Legislature and Parliament. Subsequently instructions were issued in the references 2nd to 10th cited reiterating some of the important aspects as regards due courtesies to be shown to the elected Representatives.

2. In order to avoid complaints from any quarter, the instructions issued in the references 1st to 10th cited are hereby reiterated and they are enclosed for ready reference.

3. All the Heads of Departments and the Departments of Secretariat and Collectors are requested to follow these instructions and also ensure that they are followed by all the Government Officers /Employees.

**K.V. NATARAJAN,
CHIEF SECRETARY TO GOVERNMENT**

COPY OF :-

CONSOLIDATED INSTRUCTIONS REGARDING THE OBSERVANCE OF COURTESIES BY THE OFFICERS IN THEIR DEALINGS WITH THE MEMBERS OF THE STATE LEGISLATURE AND PARLIAMENT.

1. LETTERS FROM LEGISLATORS ADDRESSED TO MINISTERS:-

(a) When a member of Legislative Assembly or Parliament refers any matter to a Minister, the Minister, besides acknowledging the letter, should also follow it up in due course by replies on the various issues raised in the letter. However, in matters pertaining to services no reply need be sent.

(b) Any communication received from any member of the Legislature or Parliament by a Minister should be replied with utmost expedition over his own signature. In case where it is not possible to send a full reply to the Member, an interim reply should be sent acknowledging the receipt of the letter indicating, wherever possible, the action initiated thereon. The final reply should follow quickly. Where the matters raised involve issues of policy not yet settled and it is embarrassing to give a categorical answer, it should be enough to say that the matter is being looked into.

(c) Failure on the part of the Ministers to reply to the letters addressed by the members of the Legislature will legitimately be construed as an act of discourtesy.

2. REQUEST FOR INFORMATION FROM THE MEMBERS OF PARLIAMENT AND STATE LEGISLATURE:-

(a) When a request for information is received from Members of Parliament or State Legislature, on details of administration or any other factual information, the officer should immediately acknowledge it in a letter and tell the member that a reply would be sent shortly and accordingly send it as soon as possible.

(b) The Collectors may, ordinarily, furnish Members of the Legislature or Parliament at their request with information within their cognizance such as statistics or facts relating to local matters or public concern.

(c) No information shall ordinarily be given except by the principal officer of a department in the District.

(d) When an officer is unable to accede to the request or suggestion of a Member of Parliament or State Legislature, the reasons for the inability to do so should be courteously explained to him and where compliance with his request for information would be inexpedient, the officer should send a courteous reply that he is unable to furnish the information.

3. INTERVIEW WITH OFFICERS:

(a) When a member of the Parliament or State Legislature comes to see him, an officer should raise from his seat to receive the member and to see him off.

(b) For purposes of interview, Member of Parliament and Members of State Legislature should be given preference over other visitors, and in very rare cases where an officer is unable to see a Member of Parliament or State Legislature, at a time about which he had no previous notice, the position should be politely explained to the member and another appointment fixed in consultation with him.

(c) Where for unavoidable reasons, which should not arise, the officers are unable to grant interviews to Members of the State Legislature and Parliament during office hours even though it be beyond the hours fixed for interview, they should be so intimated politely only at the instance of interviewing officers and not by the stenographers or Receptionists of their own accord.

4. PUBLIC FUNCTIONS - INTIMATION OF ARRANGEMENT OF SEATS:

(a) At public functions, seats befitting their position should be reserved for Members of Parliament and State Legislature. Where any such function, is presided over by an officer, Members of the Parliament and State Legislature present should be given seats on the dais.

(b) Invitations for such functions, if not printed, should be in the form of demi-official letters addressed by the highest officer arranging the function and should be politely worded. When any meeting convened by Government is to be attended by Members of State Legislature and 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 and it should be ensured that there is no slip in any matter of detail, however minor it may be.

(c) In public functions prominence should be given to Legislators and Non-Officials.

GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT

Memo.No.301/Ser-C/84-1,

Dated: 11-4-1984

Sub:- OBSERVANCE of instructions relating to restrict to attend functions arranged by Non-Officials involved in criminal or civil Offences against the state - Regarding.

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It was pointed out on the Floor of the Legislature that if V.I.Ps. and officers holding high position attend the functions arranged by persons involved in criminal or civil offences against the State Government, the Public would lose faith in the Government.

2. The matter has been carefully examined by Government and it has been decided that Government Officers should not associate them selves with functions arranged by persons involved in criminal or Civil offences against the State. If any violation of the above instructions is brought to the notice of Government, a serious view will be taken and disciplinary action taken against the concerned officers.
3. All Departments of Secretariat and all heads of Departments are requested to bring these instructions to the notice of all employees and to ensure strict adherence of the above instructions.

CH.VENKATAPATHIRAJU,
DEPUTY SECRETARY TO GOVERNMENT

GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT

Memo.No.433/Ser-C/84-1,

Dated: 5-5-1984

Sub:- Observance of courtesies by the Officers in their dealing with the Members of the State Legislature and Parliament and Non-Officials Regarding.

- Ref:-
1. Memo No. 372/Ser-C/78-1, G.A (Ser-C) Dept., dated 09-03-1970.
 2. Memo No. 710/Ser-C/78-1, G.A (Ser-C) Dept., dated 29-04-1978.
 3. Memo No. 882/Ser-C/78-1, G.A (Ser-C) Dept., dated 24-05-1978.
 4. Memo No. 1426/Ser-C/80-1, G.A (Ser-C) Dept., dated 20-12-1980.
 5. D.O.Lr.No. 587/Ser-C/81-1, G.A (Ser-C) Dept., dated 04-05-1981 from the C.S. to Govt. of AP.
 6. D.O.Lr.No. 322/Ser-C/84-1, G.A. (Ser-C) Dept., dated 27-03-1984.
 7. Consolidated Instructions regarding observance in their dealing with MLAs/MLCs. & M.Ps.
 8. U.O. Note No.331/AR&T/84-4, dated 28-04-1984.

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In the reference 1st to 6th cited, instructions were issued to all Departments of Secretariat/All Heads of Departments regarding the observance of courtesies by the Officers in their dealings with the Members of the State Legislature and Parliament. These instructions were reiterated several times but still complaints are being received from Members of State Legislature and Parliament that they are not receiving acknowledgements for their letters and due courtesies are not extended to them.

2. In the Assembly discussions on the Appropriation Bill on 18-04-1984 several MLAs complained that due Courtesies are not being shown to them by the officers.

3. In the Secretaries meeting held on 21-04-1984, it was decided that instructions may be issued to all concerned for extending due courtesies by officers when they meet M.A.Ls. and other representatives so as to avoid any feeling that officers are not giving due respect to the elected representatives.

4. All the officers are once again instructed to show due courtesies to the elected representatives as per the instructions issued in the references first to 6th cited.

5. The Heads of Departments and the Departments of Secretariat are requested to bring these instructions to the notice of all the concerned for their guidance.

**K.OBAYYA,
SECRETARY TO GOVERNMENT**

COPY OF :

**GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT**

Memo.No.165/Ser-C/85-1,

Dated: 27-2-1985

Sub:- Peoples Representatives - contact with Officials over telephone -
Extension of proper response by officers - Instructions Issued.

Ref:- From Sri N. Venkataratnam, Ex M.L.A., representation dated
31-07-1984.

* * *

It has been brought to the notice of the Government that when people's representatives' viz., M.L.As. and M.Ps. etc., make a telephone call for an Officer in the Government Offices, some officers have the practice of instructing their subordinates to ask for the name of calling party without disclosing whether the officer required is available or not. After the calling party; reveals his/her name, then the availability of the concerned officer is indicated either in a positive or in the negative as per the wishes of the officer. Very often the officers are reported to be not available for days together, and the public representatives are left helpless after spending much money and wasting time.

2. As the above practice is improper and causes much inconvenience to the peoples Representatives it is decided that when the required officer is not available, the receiver of the phone shall take the telephone number of the peoples representatives and telephone to him/her when the officer is available for communication.

3. All Heads of Department and the Departments of Secretariat are requested to follow the above instructions and ensure that it is followed by all the Government officers/employees.

**SATHI NAIR,
SECRETARY TO GOVERNMENT.**

**GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT**

Memo.No.490/Ser-C/85-2,

Dated: 1-8-1985

Sub:- Observance of Courtesies by the officers in their dealings with the
Members of the State Legislature and Parliament - Regarding.

Ref:- 1. Memo No. 372/Ser.C/78-1, G.A.(Ser.C) Deptt., dated: 09-03-1978.
2.Memo No. 710/Ser.C/78-1, G.A. (Ser.C) Deptt., dated: 29-04-1978.
3.Memo No. 882/Ser.C/78-1, G.A. (Ser.C) Deptt., dated: 24-05-1978.
4.Memo No. 1426/Ser.C/80-1, G.A. (Ser.C) Deptt., dated: 20-12-1980.
5.D.O.Lr.No.587/Ser.C/81-1, G.A. (Ser.C) Deptt., dated: 04-05-1981,
from the Chief Secretary to Government.
6.D.O.Lr.No. 322/Ser.C/84-1, G.A. (Ser.C) Deptt., dated: 27-03-1984.
7.Memo No. 433/Ser.C/84-1, G.A. (Ser.C) Deptt., dated: 09-05-1984.

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In the references 1st to 7th cited, instructions were reiterated regarding the observance of courtesies by the officers in their dealings with the Members of State Legislature and Parliament. In spite of the above instructions, it was represented by the M.L.As of Prakasam District, during the course of the discussions, which the Chief Minister had with them on 28-04-1985 that officers are not giving replies to the letters addressed by them and that no action is being taken on their letters.

2 All the officers are once again instructed to show due courtesies towards MLAs., MPs. by promptly acknowledging their letters. Any communication received from them should be replied with utmost expedition. In cases, where it is not possible to send a full reply to the Members, an interim reply should be sent acknowledging the receipt of the letter indicating where ever possible, the action initiated thereon. The final reply should follow quickly.

3. The Departments of Secretariat and Heads of Departments are requested to bring these instructions to the notice of all the concerned for their guidance.

**SATHI NAIR,
SECRETARY TO GOVERNMENT.**

COPY OF :

**GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT**

Memo.No.400/Ser-C/85-1,

Dated:10-10-1985

Sub:- Meeting of MLAs with officials - Whether obligatory on the part of the officers to attend the meeting convened by Legislators for discussions on matters relating to developmental activities - Regarding.

Ref:- From the Collector and District Magistrate, Medak District, Sangareddy, D.O.Lr.No. 60/Peshi/85, dated: 24-4-1983.

* * *

A question has been raised whether it is obligatory on the part of the officers to attend to the meetings convened by the Legislators for discussion on matters relating to developmental activities, etc.

2. No instructions were issued about the officers attending the meetings convened by the MLAs so far. This was, however, considered in connection with the visits of the Leader of Opposition to Districts. A view was taken by the Government that the functions of the leaders of opposition are confined to the Legislature and they do not transact any Government business, and discharge executive functions in accordance with the provisions contained in the Constitution of India, the Business Rules and the Secretariat Instructions framed there-under. Therefore, no official meetings can be convened to be addressed by them and the presence of the officers at that time would not arise. On the same analogy, it has been decided that officers need not attend the meetings, if any, convened by the Members of Legislature.

3. The departments of Secretariat and Heads of Departments are requested to act accordingly and bring the above decision of the Government to the notice of all concerned.

**SATHI NAIR,
SECRETARY TO GOVERNMENT (Ser.)**

COPY OF :

**GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT**

U.Note.No.897/Ser-C/86-1,

Dated:1-9-1986

Sub:- Office procedure - Observance of Courtesies by the officers in their dealings with the Members of State Legislature and Parliament - Instructions issued - Regarding.

Ref:- 1. U.O.Note No. 433/Ser.C/84~1, G.A.(Ser.C) Deptt., dated: 09-05-1985.

2. From Sri P. Upendra, M.P. and the Leader of the T.D.P. in Parliament, Dt: 04-08-1986 addressed to Chief Minister.

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With the U.O. Note 1st cited, a Book-let was sent containing consolidated instructions regarding observance of courtesies by the Officers in their dealings with the Members of the State Legislature and Parliament, to be followed scrupulously. According to the instruction 1(b) of the said Book-let, any communication received from any Member of the Legislature or Parliament by a Minister should be replied with utmost expedition over his own Signature: However, Sri P. Upendra, M.P. and leader of Telugu Desam Party in Parliament, in his letter dated 04-08-1986, addressed to the Chief Minister among other things, has pointed out, that the replies to letters addressed to the Ministers of Andhra Pradesh Government by members of Parliament, from our State, are being signed and sent by Officers, some times in the rank of Deputy Secretary or even less. Therefore, the consolidated instructions issued on the subject are once again brought to the notice of all the Secretaries to Government and Private Secretaries to Ministers and the Chief Minister with a request to follow the instructions and guidelines scrupulously. The Private Secretaries to the Ministers and the Chief Minister are also requested to bring these instructions. to the notice of the Ministers and the Chief Minister.

**SHRAVAN KUMAR,
Chief Secretary to Government.**

COPY OF :

**GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT**

Memo.No.1149/Ser-C/86-1,

Dated:8-1-1987

Sub:- Peoples Representatives - Contact with Officials over Telephone -
Extension. of proper response by Officers - Further instructions - issued.

Ref:- 1. From Sri N. Venkataratnam, EX.M.L.A., Representation dated
31-07-1984.

2. Government Memo· No.165!Ser.C!85-1, G.A. (Ser.C) Deptt. dated
27-02-1985.

3. From Sri N. Venkataratnam, M.P. Letters dated 23-09-1986 and
14-11-1986.

* * *

Instructions were issued in the reference 2nd cited regarding the procedure to be followed whenever, a telephone call is received from the elected Representatives of the people like M.Ps., M.L.As., etc. In spite of the above instructions, instances have come to the notice of the Government that the above instructions are not being followed, thereby giving scope to the peoples representatives for making complaints, besides causing much inconvenience to them.

2. Therefore, the Government hereby direct that whenever a telephone call meant to a Minister or Officer from elected representative is received, it should be received in a polite manner giving the identity of the receiver to the caller. If the Minister or Officer to whom the telephone call is intended is not available, the caller may be informed accordingly after collecting the information from the caller in regard to the telephone number, the name of the caller and the message, if any, he wants to give and pass on the same to the concerned Minister or Officer as soon as he becomes available, with a request to contact the party immediately on phone.

3. The Heads of Departments and the Departments of Secretariat are requested to follow the above instructions scrupulously and bring these instructions to the notice of all the Officers' and the members of the staff working in Government Departments/Offices, so as to ensure that no complaints are made by any quarter in future.

**SATHI NAIR,
SECRETARY TO GOVERNMENT (Ser.)**

GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT

Memo.No.1268/Ser-C/88-1,

Dated:11-11-1988

Sub:- Observance of courtesies by the Officers in their dealings with the Members of the State Legislature and Parliament - Regarding.

- Ref:-** 1. Memo No.372/Ser.C/78-1, G.AD., Dt. 09-03-78.
2. Memo No.710/Ser.C/78-1, G.AD., Dt. 29-04-78.
3. Memo No.882/Ser.C/78-1, G.AD., Dt. 24-05-78.
4. Memo No.1426/Ser.C/80-1, G.A.D., Dt. 20-12-80.
5. D.O.Lr.No.587/Ser.C/84-1, G.AD., Dt. 4-5-81 from the Chief Secretary to Government.
6. D.O.Lr.No.322/Ser.C/84-1, G.AD., dt: 27-03-84.
7. Memo No.433/Ser.C/84-1, G.AD., Dt. 09-05-84.
8. Memo No.490/Ser.C/85-2, G.A.D., Dt. 01-08-85.

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The attention of all Departments of Secretariat and Heads of Departments is invited to the instructions issued from time to time in the references cited regarding the observance of courtesies by the officers in their dealings with the Members of State Legislature and Parliament. In spite of the above instructions it has been brought to the notice of Government that replies are not being received from some of the Secretaries to Government and Heads of Departments for letters written by Members of Legislature and Parliament.

2. All the Secretaries to Government and Heads of Departments are requested to promptly acknowledge the letters written by Members of Legislative Assembly/ Members of Parliament and also promptly furnish final reply to the communication received as soon as a view/ decision is taken.
3. All Departments of Secretariat and Heads of Departments are requested to follow the instructions issued on the subject from time to time scrupulously.

G.R. NAIR,
CHIEF SECRETARY TO GOVERNMENT

GOVERNMENT OF ANDHRA PRADESH

GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT

U.O.Note.No.507/Ser-C/89-2,

Dated:24-4-1989

Sub:- Observance of courtesies by the Officers in their dealing with the Members of the State Legislature and Parliament - Regarding.

Ref:- 1. U.O.Note No. 897/Ser.C/86-1, G.A.D., dt: 01-09-1986.

2. CMP No. 212/GAD/DS/89, dated 04-04-1989.

3. Memo No. 507/Ser.C/89-1, GAD, dated 24-04-89.

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A copy of the Memorandum third cited is enclosed.

According to instruction 1(b) of the consolidated instructions issued on the subject, any communication received from any member of Legislature or Parliament by a Minister should be replied with utmost expedition over his signature. In cases where it is not possible to send a full reply, an interim reply should be sent acknowledging the receipt of the letter and the final reply should follow quickly. Therefore, the reply to the Members of Legislative Assembly / Members of Parliament to their letters addressed to the Ministers including final reply should be sent in the form of a letter over the signature of the Minister concerned.

All the Private Secretaries to Ministers are therefore requested to bring the above to the notice of the ministers for their guidance.

**G.R. NAIR,
CHIEF SECREARY TO GOVERNMENT**

GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SERVICES-C) DEPARTMENT

Memo.No.507/Ser-C/89-1,

Dated: 24-4-1989.

Sub:- Observance of courtesies by the Officers in their dealings with the Members of the State Legislature and Parliament - Instructions - Reiterated.

Ref:- 1. Memo No. 490/Ser.C/85-2, G.A. (Services. C) Deptt. dated 1-8-1985.

2. CMP No. 212/GAD/DS/89, dated 04-04-1989.

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In the reference first cited instructions were reiterated regarding the observance of courtesies by the Officers in their dealing with the Members of State Legislature and Parliament. However, it has been brought to the notice of the Government, that in certain cases, the Officers are not giving replies to the letters addressed by the Members of Legislative Assembly/ Members of Parliament and that no action is being taken on their representations. Very often the Members of Legislative Assembly are complaining that though they are getting acknowledgments from the Chief Minister there is no further reply from the concerned Department. After the issue is examined and/or decision is taken on file, it is essential that the Member of Legislative Assembly / Member of Parliament is kept informed of the action taken in pursuance of his/her representation. Chief Minister's standing instructions are that a final reply should be sent to the Members of Legislative Assembly/ Members of Parliament in every case where there is a representation from Members' of Legislative Assembly / Members of Parliament. Chief Minister also desires that the final reply should be sent as a letter from the concerned Minister.

While reiterating the instructions issued in the reference first cited, the following further instructions are issued in the matter.

Whenever, a decision on the request of the Legislator is likely to take some time, Chief Minister desires that an interim reply should be sent to the Member of Legislative Assembly/ Member of Parliament within a month of receipt of the representation indicating the present stage and the probable time by which a decision would be possible. Chief Minister also desires that the Secretaries to Government may make a periodical review of this item for effective follow up action.

All the officers are therefore, requested to take action accordingly and follow them strictly in sending replies to the Members of Legislative Assembly/ Members of Parliament.

The Departments of Secretariat and Heads of Departments are requested to bring these instructions to the notice of all the concerned for compliance and guidance.

G.R. NAIR,
Chief Secretary to Government.

**GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (GENL.-C) DEPARTMENT**

Endorsement No.3/Genl.-C/93-1,

Dated:20-1-1993

Copy communicated to all Departments of Secretariat for information and necessary action.

**A. HARI PRASADA RAO,
Deputy Secretary to Government.**

No. 11013/2/92 - Estt. (A)

GOVERNMENT OF INDIA

MINISTRY OF PERSONNEL, P.G. & PENSIONS

(Department of personnel & Training)

New Delhi, Dt. 21-12-1992.

Sub: Official dealings between the Administration & Members of Parliament and State Legislatures - Observance of proper procedure Instructions - Reg.

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The undersigned is directed to refer to Department of Personnel & A.R.O.M. No.25/19/64-Estts. (A) dated 8th Nov. 1974 (Copy enclosed) wherein broad guidelines were laid down to govern official dealings between the Administration and the Members of Parliament and State Legislatures. These guidelines were recirculated on 23-6-1988 and again on 23-4-91 with the request to bring these instructions to the notice of all concerned for strict compliance.

2. It has been noted that of late there have been cases where due and proper courtesy was' not shown to MPs/MLAs thereby inviting adverse comments. There is, therefore, need for ensuring that proper courtesy is always shown to the Members of Parliament/State Legislatures. Therefore, it is once again reiterated that Ministries/ Departments should ensure that the guidelines contained in the O.M., dated 8th November, 1974 are observed strictly at all levels.

3. It has further been noted that references from Committees of Parliament were not being attended to promptly. It has therefore, been decided that all such references should be attended to promptly. It has therefore, been decided to promptly and should not be passed on routinely down the line. Ministries/Departments should immediately identify a senior Officer at the level of Joint Secretary or equivalent who should be charged with the responsibility of ensuring that the references are attended to promptly.

4. As regards treatment of letters received from members of Parliament/ State Legislatures, attention is invited to the following para contained in the instruction issued by the Government of India in 1974 (referred to in para 1 above).

"7. Letters received from members of Parliament and of State Legislatures should be acknowledged promptly. All such letters should receive careful consideration and should be responded to at an appropriate level and expeditiously. The Officers should furnish to members of Parliament and of State Legislatures when asked for, such information or statistics relating to matters of local importance as are readily available and are not confidential. In doubtful cases instructions should be taken from a higher authority before refusing request".

5. It has also been decided that Ministries/Departments should issue instructions to ensure that in a public function organized by any of its offices in any part of the country, the members of Parliament/ State Legislatures of the area are invariably invited and entry passes wherever necessary are sent to them in advance to avoid any inconvenience to them in this regard.

6. Ministries/Departments may also ensure that while addressing communications to the members of Parliament, proper protocol confirming to their position in the Warrant of precedence (copy enclosed) should be observed. In all Official correspondence, where the name of an MP is to appear along with others, the name should be listed according to the position assigned to the MPs in the Warrant of Precedence. Care should also be taken to address each of them as Member of Parliament (or MP) and not as Member of Lok Sabha or member of Rajya Sabha. If it is desired to be more specific about the House to which they belong they may be addressed as Member of Parliament or MP (Lok Sabha)/ (Rajya Sabha).

7. With a view to ensuring that these instructions are scrupulously followed by all concerned, it is necessary that these instructions are made available to all the Offices preferably in local languages.

8. It may please be ensured that these instructions are followed by all concerned in letter and spirit. It may also be emphasized on all concerned that a serious note will be taken of any violation of these instructions.

No.25/19/64-Estt (A)
GOVERNMENT OF INDIA/BHARAT SARKAR
CABINET SECRETARIAT/ MANTRIMANDAL, SACHIVALAYA.
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS.
(Karimic aur Prashasanik Sudhar Vibhag)
New Delhi - 110001, the 8th November, 1974.

OFFICE MEMORANDUM

Sub:- Official dealings between the Administration and Member of Parliament and State Legislatures observance of proper procedure Instructions - Regarding.

The undersigned is directed to state that Members of Parliament and State Legislatures occupy in our democratic set-up a very important place as accredited representatives of the people. They have important functions to perform under the constitution and they may occasionally 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 Officers in connection with their parliamentary and allied public duties. In this connection, certain well recognized principles and conventions to govern the relations between Members of Parliament and of State Legislatures and Government Servants have already been established. These Principles and conventions were communicated in Ministry of Home Affaires (now Department of Personal and Administrative reforms) Office memorandum 2 No.25/29/56-East(A) Dt. the. 28th August, 1957 and O.M.No. 25/6/68-East(A) Dt. the 27th March, 1968 (copies enclosed as Annexure-I and II respectively). However, on a review of the position it has been considered necessary to reiterate, and to spell out in some details, the Principles and practices that should govern the relations between Members of Parliament and of State Legislatures and Government Servants. The Instructions in this regard are contained in the subsequent paragraphs. The Ministry of Finance etc., are requested to bring the contents of this Office Memorandum to the notice of all concerned for guidance and strict compliance.

2. The two basic principles to be borne in mind are (1) that Government servants should show courtesy and considerations to Members of Parliament and of State Legislative and (ii) that while they should consider, carefully or listen

patiently to what the Members of Parliament and of State Legislatures may have to say, they should always act according to their own best Judgement.

3. It should be the endeavor of every Officer to help the Members of Parliament and of State Legislatures to the extent possible in the discharge of their important functions under Constitution. In cases, however, where an officer is unable to accede to the request or suggestions of a Member, the reasons for his inability to do so should be courteously explained to the member.

4. It is realized that many officers have very heavy public duties and responsibilities and if they are to function effectively they should be permitted to plan out their days work with some care and adhere to the plan. An Officer should feel free to set apart some hour when he can refuse to meet visitor without being considered guilty of discourtesy lack of consideration and the like. He should however, set apart some time every day when anybody can see him and, with in these hours and also during other office hours in which he is to meet visitors he must give priority to Members of Parliament and of State Legislatures except when a visitor has come by previous appointment and a Member of Parliament or of a State Legislature has come with out an appointment. In such a case he should see the member of parliament or of a State Legislature immediately after he has met the visitor who had come by previous appointment. Any deviation from an appointment made with a Member of Parliament must promptly be explained to the Member concerned so that the least possible inconvenience is caused to him and a fresh appointment should be fixed in consultation with him.

5. When a Member of Parliament or of a State Legislature comes to see him, an officer should rise in his seat to receive the Member and to see him off. Small gestures have symbolic value and officers should therefore, be meticulously correct and courteous in their dealings with Members of Parliament and of State Legislatures.

6. Similarly, seating arrangement at public functions should receive very careful attention at all times and it should be ensured that there is no room for any misunderstanding on this score. The position of Members of Parliament has been clearly brought out in the warrant of precedence approved by the President. M.Ps.

appear at Article 30 above officers of the rank of full central or equivalent, Secretaries to the Government of India etc. The Instructions appended to the warrant of Precedence also lay down that when members of Parliament are invited on block to major State functions, the enclosure reserved for them should be next to the Governors, Chief Justice, Speaker of Lok Sabha, Ambassadors, etc., a further provision in the introductions is that the Members of State Legislatures who, owing to their presence in Delhi happen to be invited to State functions, should be assigned rank just after Members of Parliament. To avoid inconvenience to Members of Parliament and of State Legislatures who may come late, the block seats meant for them should be kept reserved till the end of the function and should not be occupied by other person, even though they may be vacant. The seats provided for them should be atleast as comfortable and as prominently placed as those for officials.

7. Letters received from Members of Parliament and of State Legislatures should be acknowledged promptly. All such letters should receive careful consideration and should be responded to at an appropriate level and expeditiously. The Officers should furnish to Members of Parliament and of State Legislatures when asked for such information or statistics relating to matters of local importance as are readily available and are not confidential. In doubtful cases instructions should be taken from a higher authority before refusing request.

8. While the official dealings of Government Servants with members of parliament and of State Legislatures have to be regulated as stated in the previous paragraphs, it is necessary to invite the attention of Government servants to what is expected of them in their individual capacity in respect of their own grievances in the matter of conditions of service. Under the relevant conduct rules governing them, Government servants are prohibited from bringing or attempting to bring any political or other influence to bear upon any superior authority to further their interests in respect of matters pertaining to their service under the Government. Therefore, a Government servant is not expected to approach a Member of Parliament or of a State Legislature for sponsoring his individual case.

(P.S. VENKATESWARAN),
UNDER SECRETARY TO GOVERNMENT OF INDIA.

ANNEXURE .I

Copy of Ministry of Home Affairs (now Department of Personal and Administrative Reforms) Office Memorandum No. 25/29/56-Estt. (A), Dated the 28th August, 1957.

Subject:- Observance of courtesies by officers of the Government of India in their dealings with Members of Parliament.

* * *

It has been brought to the notice of the Government by certain Members of Parliament that instances have occurred in which Members of Legislatures have not been accorded by Government Officers the consideration and regard which their position in the public life of the country requires. Government of India have no doubt that lapses, if any in this respect cannot be intentional, and that there is no desire to be discourteous or rude. Nevertheless, Government of India would like to remind all officers that due courtesy and regard to the representatives of the people are desirable in the larger interests of the Country. The Members of Parliament have important functions to perform under the constitution and it should be the endeavour of every officer to help them to the extent possible in the discharge of their functions. In cases, however, when officers are unable to accede to the request or suggestions of Members of Parliament, the reasons for the officers inability to do so should be courteously explained to them. For purposes of interview, Members of Parliament should be given preference over other visitors, and in the very rare cases where an officer is unable to see a Member of Parliament at a time be about which he had no previous notice, the position should be politely explained to the Member and another appointment fixed in consultation with him. The same courtesy and regard should be shown to Members of Legislatures attending public functions where, in particulars, seats be fitting their position should be reserved for them.

2. Ministry of Finance etc, are requested to bring these instructions notice of all concerned.

Copy of O.M.No.25/6/68-Estt. (A), Dated: 27-3-1968.

As the Ministry of Finance, etc. are aware instructions were issued on 28-8-57 (vide copy enclosed) emphasizing the need for observance of proper courtesies by Officers of the Government in their dealings with Members of Parliament in

continuation of these instructions it is further emphasized that where any meeting convened by 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 and it should be ensured that there is no slip in any matter of detail, however, minor it may be.

2. Ministry of Finance etc., are requested to bring the above instructions to notice of all concerned.

Sd/-
UNDER SECRETARY TO GOVERNMENT OF INDIA.

PRESIDENT'S SECRETARIAT
New Delhi, the 26th July, 1979

No.33-Press/79- In super session of all previous notifications issued on the subject, the following Table, with respect to the rank and precedence of the persons named there in which has been approved by the President, is published for general information :

1. President.
2. Vice-President.
3. Prime Minister.
4. Governors of States within their respective States.
5. Former Presidents.
- 5A. Deputy Prime Minister.
6. Chief Justice of India, Speaker of the Lok Sabha.
7. Cabinet Minister of the Union.
Chief Ministers of States within their respective State.
Deputy Chairman, Planning Commission.
Former Prime Ministers.
Leaders of Opposition in the Rajya Sabha and the Lok Sabha.
- 7A. Holders of the Bharat Ratna decoration.
8. Ambassadors Extraordinary and Plenipotentiary and High Commissioners of Common Wealth Countries accredited to India.
Chief Ministers of States outside their respective States.
Governors of States outside their respective States.
9. Judges of the Supreme Court.
10. Deputy Chairman, Rajya Sabha,
Deputy Chief Ministers of States,
Deputy Speaker, Lok Sabha,
Members of the Planning Commission,
Ministers of State of the Union and any other Minister in the Ministry of Defence for defence matters.

11. Attorney General of India.
Cabinet Secretary.
Chief Election Commissioner,
Comptroller and Auditor-General of India.
Lieutenant Governors within their respective Union Territories.
12. Chiefs of Staff holding the rank of full General or equivalent rank.
13. Envoys Extraordinary and Ministers Plenipotentiary accredited to India.
14. Chairman and Speakers of State Legislatures within their respective States.
Chief Justice of High Courts within their respective jurisdictions.
15. Cabinet Ministers in States within their respective States.
Chief Ministers of Union Territories and Chief Executive Councilor, Delhi,
within their respective Union Territories, Deputy Ministers of the Union.
16. Officiating Chiefs of Staff holding the rank of Lieutenant General or equivalent rank.
17. Chairman, Central Administrative Tribunal.
Chairman, Minorities Commission.
Chairman, Scheduled Castes and Scheduled Tribes
Commission.
Chairman, Union Public Service Commission.
Chief Justices of High Courts outside their respective jurisdictions.
Puisne Judges of High Courts within their respective jurisdictions.
18. Cabinet Ministers in States outside their respective States.
Chairman and Speakers of State Legislatures outside their respective States.
Chairman, Monopolies and Restrictive Trade Practices Commission.
Deputy Chairman and Deputy Speakers of States Legislatures within their respective States.
Ministers of State in States within their respective States.
Ministers of Union Territories and Executive Councillors, Delhi, within their respective Union Territories.
Speakers of Legislative Assemblies in Union Territories and Chairman of

- Delhi Metropolitan Council within their respective Union Territories.
19. Chief Commissioner of Union Territories not having Councils of Ministers, within their respective Union Territories.
- Deputy Minister in States within their respective States.
- Deputy Speaker of Legislative Assemblies in Union Territories and Deputy Chairman of Metropolitan Council Delhi, within their respective Union Territories.
20. Deputy Chairman and Deputy Speakers of State Legislatures, outside their respective States.
- Ministers of State in States, outside their respective States.
- Puisne Judge of High Courts outside their respective jurisdictions.
21. Members of Parliament.
22. Deputy Ministers in States outside their respective States.
23. Army Commanders/Vice-Chief of the Army Staff or equivalent in other Services.
- Chief Secretaries to State Governments within their respective States.
- Commissioner for Linguistic Minorities.
- Commissioner for Scheduled Caste and Scheduled Tribes.
- Members, Minorities Commission.
- Members, Scheduled Castes and Scheduled Tribes Commission.
- Officers of the rank of full General or equivalent rank.
- Secretaries to the Government of India (including Officers holding this office ex-officio).
- Secretary, Minorities Commission.
- Secretary, Scheduled Castes and Scheduled Tribes Commission.
- Secretary to the President.
- Secretary to Prime Minister.
- Secretary, Rajya Sabha, Lok Sabha.
- Solicitor General.
- Vice-Chairman, Central Administrative Tribunal.

24. Officers of the rank of Lieutenant General or equivalent rank.

25. Additional Secretaries to the Government of India.

Additional Solicitor General.

Advocate Generals of States.

Chairman, Tariff Commission,

Charged Affairs and acting High Commissioners a pied and ad interim.

Chief Ministers of Union Territories and Chief Executive Councilor, Delhi, outside their respective Union Territories.

Chief Secretaries of State Governments outside their respective States.

Deputy comptroller and Auditor General.

Deputy Speakers of Legislative Assemblies in Union Territories and Deputy Chairman, Delhi Metropolitan Council outside their respective Union Territories.

Director General, Bureau of Investigation.

Director General, Border Security Force.

Director General, General Reserve Police.

Director, Intelligence Bureau.

Lieutenant Governors outside their respective Union Territories.

Members, Central Administrative Tribunal.

Members, Monopolies and Restrictive Trade Practices Commission.

Members, Union Public Service Commission.

Ministers of Union Territories and Executive Councilor, Delhi, outside their respective Union Territories, Principal Staff Officers of the Armed Forces of the rank of Major General of equivalent rank.

Speakers of Legislative Assemblies in Union Territories.

And Chairman of Delhi, Metropolitan Council, outside their respective Union Territories.

26. Joint Secretaries to the Government of India and Officers of equivalent rank.

Officers of the rank of Major General of equivalent rank.

Note 1: The order in this Table of Precedence is meant for state and Ceremonial occasions and has no application in the day-to-day business of Government.

Note 2: Persons in the Table of Precedence will take rank in order of the number of the articles. The entries in the same article are arranged alphabetically. These included in the same article will take precedence interse according to date entry into that article. However, where the dignitary of different states and Union Territories included in the same article-are present at a

function outside their states or Union Territories and there is difficulty in ascertaining their dates of entry, they may be assigned precedence interse in the alphabetical order of the name of States and Union Territories concerned after those whose precedence is determined according to date of entry into that article.

Note 3: In Article 7, the former Prime Ministers will take precedence over the Cabinet Ministers of the Union and the Leaders of Opposition in the Rajya Sabha and the Lok Sabha. The Chief Ministers of States within their respective State will take precedence over the Cabinet Ministers of the Union in official functions held in the respective States.

Note 4: In Article 8 -

(a) Ambassadors Extraordinary and Plenipotentiary and High Commissioner of Common Wealth Countries accredited to India will on block rank above Governors of State outside their respective States.

(b) Governors of States outside respective States will an block rank above Chief Ministers of States outside their respective States.

Note 5: The Ministry of External Affairs may assign appropriate ranks to foreign dignitaries and Indian Ambassadors High Commissioners and Ministers Plenipotentiary during their visit to India.

Note 6: Not with standing the procedure laid down in Note 2, the rank interse and precedence of the persons in Article 10 shall be assigned in the following order:-

1. Deputy Chairman, Rajya Sabha,
2. Deputy Speaker, Lok Sabha.
3. Ministers of State of the union and any other Minister in the Ministry of Defence for defence maters.
4. Deputy Chief Ministers of States.
5. Members of the Planning Commission.
6. However, the Deputy Chief Ministers of States outside their respective states will always rank below all other dignitaries figuring in this article.

Note 7: The Chairman of State Legislative councils will rank above the Speakers of Legislative Assemblies in cases where they were elected on the same date.

Note 8: When Members of Parliament are Invited on block to major State functions, the enclosures reserved for them should be next to the Chief Justice, Speaker of the Lok Sabha, Ambassadors etc.

Note 9: Speakers of Legislative Assemblies in Union Territories and Chairman of the Delhi Metropolitan Council, Delhi, will take precedence over Ministers and Executive Councilors, included in the same article.

Note 10: In Article 23, -

- (a) Secretaries in the Ministry of External Affairs other than the Foreign Secretary between themselves, will take precedence in the order of their seniority in Grade-I of the Indian Foreign Service and both of them will take precedence after the Foreign Secretary.
- (b) Members of the Minorities Commission and the Scheduled Castes and Scheduled Tribes Commission will always take precedence over the Secretaries of these Commission.
- (c) In Official functions held at Delhi / New Delhi, Army Commanders/ Vice-Chief of the Army Staff or equivalent in other services will always rank after Secretaries to the Government of India.

Note 11: In Article 25, -

- (a) Additional Secretaries in the Ministry of External affairs among themselves will take precedence in the order of their seniority in Grade II of the Indian Foreign Service.
- (b) Additional Solicitor General will take precedence above the Advocate Generals of States.
- (c) Lieutenant Governors will take precedence over the Chief Ministers and Chief Executive Councilor, Delhi, and the latter will take precedence over Speakers of Legislative Assemblies and Chairman, Metropolitan, Council, Delhi.
- (d) Deputy Speakers of Legislative Assemblies of Union Territories and Deputy Chairman of Delhi Metropolitan Council will take precedence after Ministers of Union Territories and Executive Councilors, Delhi.

Note 12: For the purpose of Article 26, the posts equivalent to the posts of Joint Secretaries to the Government of India will be determined by the Ministry of Home Affairs.

**K.C. Madappa,
Secretary to the President.**

Note : The above table includes all amendments made therein so far.

GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SER.C) DEPARTMENT

Memo No.144/Ser.C/93-1

Dated: 30-4-1993.

Sub:- Courtesies to be observed by the Officers in dealing with the Members of the State Legislature and Parliament and non-Officials - Strict Compliance of instructions issued - Regarding.

Ref:- G.A. (Ser-C) Dept., Memo No. 303/Ser.C/91-1 Dt. 27-8-91

* * *

In the reference cited the instructions issued from time to time in regard to observance of courtesies in dealing with the Members of the State Legislature and Parliament and Non-Officials, were reiterated for compliance by departments of Secretariat and the Heads of Department and District Collectors. However, during the course of answering supplementaries on L.A.Q. NO.7256 (Starred) and the discussions thereon, it was pointed out there is no response to the letters addressed by the Legislators and that the behaviour of the employees towards public is also not good.

2. It is once again reiterated that due courtesies shall be observed by the officers while dealing with the Hon'ble Members of State Legislature and Members of Parliament and Non-officials. The Secretaries to Government and Heads of Departments as well as District Collectors are requested to bring the instructions issued in the reference cited, to the notice of all Officials and ensure that they are followed scrupulously and any deviation by any official/employee shall be viewed seriously.

3. The receipt of this Memo should be acknowledged.

D.AURORA,
CHIEF SECRETARY TO GOVERNMENT.

GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SER.C) DEPARTMENT

Memo No.404/Ser.C/93-1

Dated: 19-8-1993.

Sub:- Observance of courtesies by the Officers in dealing with the Members of the State Legislature and Parliament and Non-officials -Strict compliance of Instruction - Reiterated.

Ref:- 1. G.A. (Ser.C) Dept., Memo. No. 303/Ser.C/91-1 dated 27-8-1991
2. G.A. (Ser.C) Dept. Memo. No 144/Ser.C/93-1, dated 30-4-1993.
3. From the Secretary to Legislature letter No.91-Legn./93-1 Dated 31-7-1993.

* * *

In the references 1st and 2nd cited, instructions issued on the observance of Courtesies by the Officers in dealing with the Members of the State Legislature and Parliament and Non-Officials, have been reiterated for strict compliance. While reiterating the instructions, in the reference 2nd cited, the Secretaries to Government, Heads of Departments and District Collectors were requested to bring the said instructions to the notice of all officials and to ensure that they are followed scrupulously indicating that any deviation by any official/employee shall be viewed seriously.

2. In spite of the instructions issued by the Government, regarding the Courtesies to be observed by the Officers in dealing with the Members of the State Legislature, many complaints and Notices of Privilege motions are being received from the Hon'ble Members against the officials including police officials stating:-

- (i) that the Members are not treated properly whenever they visit Government Departments for information or with representations relating to public of their constituencies;
- (ii) that they are not invited to the Government functions, not involved in organization of Government functions and no proper seating is given on dias in their Constituencies, and
- (iii) that they are not treated well by the Police Officials whenever they go to them in connection with public issue of their Constituencies.

3. It is once again reiterated that the Secretaries to Government, Heads of Departments and the District Collectors should ensure that due courtesies are observed by the Officials in dealing with the Members of the State Legislature, Members of Parliament' and Non-Officials. Any deviation shall be viewed seriously and action as deemed fit be initiated.

K. JAYABHARATH REDDY
CHIEF SECRETARY TO GOVERNMENT

GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SER.C) DEPARTMENT

Memo No.568/Ser.C/93-1

Dated: 3-11-1993.

Sub:- Courtesies to be observed in dealing with Members of Parliament and State Legislature -Observance of proper procedure - Instructions Regarding

Ref:- From the Department of Personnel and Training, Ministry for Personnel & P.G. & Pensions, Government of India, Letter NO.11013/2/93, Estt. (A) - dated 27-5-93.

* * *

Copy of the reference cited is communicated herewith.

The Departments of Secretariat, the Heads of Departments and Collectors are requested to ensure that the instructions contained therein are followed by all concerned in letter and spirit.

The receipt of the Memo should be acknowledged.

A. CHENGAPPA,
SECRETARY TO GOVERNMENT

COPY OF OFFICE MEMORANDUM NO.11013/2/92-Estt. (A) Ministry of Personnel and P.G. and Pensions (Department of Personnel and Training) New Delhi, dated 27-5-1993 Addressed to All Ministries/ Departments of Government of India, All Chief Secretaries of All State Governments.

Sub:- Official dealings between the Administration and Members of Parliament and State Legislatures -Observance of Proper procedure – Instructions - Regarding.

The undersigned is directed to refer to this department OM of even number, dated 21-12-92 on the subject mentioned above and to say that for facility of summary of points Clear understanding, as contained in the said guidelines is given below:

- (i) Courtesy and consideration should be shown to Members of Parliament and State Legislatures, While considering carefully what they have to say, Government servants should act according to their own best judgement strictly adhering to the Rules.
- (ii) Officers must provide help to the extent possible to the Members of Parliament and State Legislatures in the discharge of their important functions under the Constitution. If unable to accede to the request of Member, reasons to be courteously explained.
- (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 a public function organized by a Govt. Office. Proper and comfortable seating arrangements at public functions to be suit for M.Ps., who appear above Officers of the rank of Secretaries to Government of India in Warrant of Precedence.
- (vi) Letters from M.Ps, and Members of State Legislatures must be promptly acknowledged and a reply sent at an appropriate level expeditiously relevant provisions in the Manual of Office procedure should be observed.

- (vii) Information or statistics relating to matters 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 JS or equivalent should be charged with the responsibility for ensuring this.

Ministries/Departments are again requested to ensure that these instructions are followed by all concerned in letter and spirit.

(Sd/-)

V.NATARAJAN
DEPUTY SECRETARY TO THE GOVERNMENT OF INDIA.

**GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SER.C) DEPARTMENT**

Memo No.572/Ser.C/95

Dated: 20-11-1995.

Sub:- Courtesies to be observed in dealing with Members of Parliament, State Legislature and Non-Officials - Strict Compliance of Instructions - Reiterated.

- Ref:-
1. G.A (Ser.C) Dept., Memo No.303/Ser.C/91-1 Dt: 27-8-91
 2. G.A (Ser.C) Dept., Memo No.144/Ser.C/93-1 Dt: 30-4-93
 3. G.A (Ser.C) Dept., Memo No.404/Ser.C/93-1 Dt: 19-8-93
 4. G.A (Ser.C) Dept., Memo No.568/Ser.C/93-1 Dt: 3-11-93

Instructions have been issued from time to time for strict observance of courtesies by the Government Officials in dealing with the Members of Parliament, State Legislature and Non-Officials. The Secretaries to Government, Heads of Departments and District Collectors have been requested to bring these instructions to the notice of all concerned and ensure that due courtesies are observed by the officials scrupulously.

2. Despite clear instructions issued in the references cited instance have come to the notice of the Government that representations from the Members of State Legislature, Members of Parliament and Non-Officials are not being promptly attended to and replies not given.

3. Government reiterate the instructions issued vide the references cited and direct that the representations received from the Members of State Legislature, Members of Parliament and Non-Officials are acknowledged promptly and reply sent at the appropriate level expeditiously. They should be extended due courtesies in accordance with the existing instructions. Any lapse in extending the courtesies to the M.L.A's / M.P.'s and Non-Officials shall be viewed seriously and disciplinary action shall be taken against erring officials.

4. The Departments of Secretariat, Heads of Departments and District Collectors are requested to ensure that the above instructions are brought to the notice of all concerned to follow strictly.

**M.S.RAJAJEE,
CHIEF SECRETARY TO GOVERNMENT.**

**GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (SER.C) DEPARTMENT**

Memo No.9620/Ser.C/96-1

Dated: 27-11-1996.

Sub:- Courtesies to be observed in dealing with Members of Parliament and State Legislature - Observance of Proper procedure - Instructions Reiterated.

Ref:- Memo.No.11013/9/96 - Estt. (A) dated: 29-10-1996 of Department of personnel and Training Ministry of Personnel and Pensions, Government of India.

Copy of the reference cited is enclosed.

The instructions enclosed to the reference cited have already been communicated vide Endt.No.3/Genl-C/93-1 dated:20-1-93 by General Administration (Genl.C) Department.

It is reiterated that the instructions issued in regard to observance of Courtesies in dealing with Members of Parliament and State Legislature are to be Strictly followed . Any lapses shall be viewed seriously and disciplinary action shall be taken against erring officials.

**N.V.H. SASTRY,
SECRETARY TO GOVERNMENT**

No. 11 013/9/96-Estt.(A)

GOVERNMENT OF INDIA

Ministry of Personnel, Public Grievances and Pensions

(Department of Personnel and Training).

New Delhi, Dated the 29th October, 1996.

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 refer to this Department O.M.No. 11013/2/92-Estt.(A) dated 21-12-92 on the subject mentioned above wherein broad guidelines to govern official dealings between the Administration and Members of Parliament and State Legislatures have been reiterated (copy enclosed). The instructions emphasise that it should be the 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. It has also been laid down that the two basic Principles to be borne in mind by the Government 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.

2. The Lok Sabha Secretariat has brought to the notice of this Department that of late complaints have been received from Hon'ble Members about non-observance by some of the authorities of instructions/ guidelines regarding courtesy to be extended to people's representatives in relation to public functions. The Hon'ble Speaker has directed that it has to be ensured that Members of Parliament are invariably appraised of the function being held/ organised in their respective parliamentary constituencies.

3. In this connection, attention of Ministries / Departments is invited to para 5 of the instructions contained in the O.M. dated 21-12-92 wherein it has been prescribed that Ministries/Departments should issue instructions to ensure that in a public

function organized by any of its Offices in any part of the country, the Members of Parliament / State Legislatures of the area are invariably invited and entry passes wherever necessary, are sent to them in advance to avoid any inconvenience to them in this regard. It has also been prescribed in these instructions that proper and comfortable seating arrangements at public functions should be made for Members of Parliament who appear above the Officers of the rank of Secretary to Government of India in Warrant of Precedence.

4. Ministries/ Departments are requested to ensure that these instructions are followed by all concerned in letter and spirit. It may also be impressed on all concerned that violation of these instructions will be viewed seriously.

Y.G. PARANDE

**GOVERNMENT OF ANDHRA PRADESH
ABSTRACT**

**ANDHRA PRADESH CIVIL SERVICES (CONDUCT) RULES, 1964
AMENDMENT TO RULE 3- ORDERS - ISSUED.**

(G.O.Ms.No. 72, General Administration (Ser.C) Department, 03-03-1998)

ORDER:

The following Notification will be published in the Andhra Pradesh Gazette.

NOTIFICATION

In exercise of the powers conferred by article 309 of the Constitution of India, the Governor of Andhra Pradesh hereby makes the following amendment to the Andhra Pradesh Civil Services (Conduct) Rules, 1964, issued in G.O.Ms.No. 468, General Administration (Ser.C) Department dated the 17th April, 1964 and as amended subsequently from time to time.

AMENDMENT

In the said rules, after rule '3A', the following shall be added, namely: Promptness and Courtesy.

"3-B : No Government Servant shall

- (a) in the performance of his official duties, act in a discourteous manner.
- (b) in his official dealings with the public or otherwise adopt dilatory tactics or willfully cause delays in disposal of the work assigned to him".

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**K. MADAVA RAO,
Chief Secretary to Government.**

To

All Departments of Secretariat, All Heads of Departments,

All District Collectors,

The Registrar, Andhra Pradesh Administrative Tribunal / High Court of Andhra Pradesh, Hyderabad.

The Secretary to Vigilance Commissioner, Andhra Pradesh Vigilance Commission, Hyderabad.

The Secretary, Andhra Pradesh Public Service Commission, Hyderabad.

All Service Sections in General Administration Department.

Copy to :

Law (E) Department,

General Administration (SC.D) Department.

(Forwarded by order)

**Sd/-
Section Officer.**

GOVERNMENT OF ANDHRA PRADESH
GENERAL ADMINISTRATION (IC) DEPARTMENT

U.O. Note No.7318/IC-2/98-1

Dated: 22-4-1998.

Sub:- Secretariat Office Manual - Prompt response for the letters from the members of Parliament / State Legislature- Prescription of Guidelines in the Secretariat Office Manual - Reg.

Ref:- From the Hon'ble Minister of State Personnel Public Grievances Pensions and Parliamentary Affairs, Government of India, D.O.Lr.No. 48011/3/97 O & M, dated 26-12-1997.

* * *

It has been brought to the notice of the Government by the Ministry of Personnel, Public Grievances, Pensions and Parliamentary Affairs, that they were received Complaints from Members of Parliament that letters written by them to the Ministers/ Senior Officers are neither being acknowledged nor the final replies are sent even after a long period. The guidelines are very clear in the Central Secretariat Manual of Office Procedure regarding prompt action to be taken to such communications. It has also been noticed that there is a provision for attending to the letters of Members of Parliament promptly and sending replies within 15 days. Where a delay is anticipated in sending a final reply an Interim reply should be sent within a fortnight indicating the possible date on which a final reply can be given, and for fortnightly monitoring of disposal of such cases by the Senior Officers and to initiate disciplinary action against the official found guilty of deliberate fault in giving replies as per conduct rules. Besides, senior officers and personal staff of Ministers are obliged to be courteous on telephone and in person to MPs/MLAs and should be given appointment desired by them promptly.

Complaints are being received that the due courtesies are not being extended to M.L.As/M.Ps,. Government has since decide to incorporate the procedure for prompt response to the letters from the members of Parliament / State Legislature in the AP. Secretariat Office Manual at the following Para.

Para 18:- After paragraph 18 in chapter-III of the AP. Secretariat Office Manual the following shall be inserted namely:

"Para 18-A: Correspondence with Member of Parliament / M.L.A's.

- (1) Communications received from Members of Parliament / M.L.A's. 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.
 - (a) Maintain a register as in form at Appendix-XII and
 - (b) Mark out prominently those communications finally disposed of by rounding off the serial numbers of the register in red ink.
- (3) If for any reason an M.P.'s / M.L.A's letter is received by a section without being registered in the personal section of the Additional Secretary / Joint Secretary/ Deputy Secretary immediate steps will be taken to get it registered there.
- (4) On the 1st and 15th day of each month, each section will submit the register along with the report in the form at Appendix XIII to the Assistant Secretary/ Deputy Secretary. Particulars of communications pending for more than a fortnight will be given in the form of Appendix IX. The report, with the remarks of Assistant Secretary/ Deputy Secretary, will be submitted to the Secretary/ Additional Secretary/ Joint Secretary and register will be returned to the section.
- (5) The personal section of the Additional Secretary/ Joint Secretary/ Deputy Secretary will check whether all the Communications entered in its register figure in the reports sent by the sections. If any discrepancy is found, it should be reconciled. Thereafter, the report will be submitted to the Additional Secretary/ Joint Secretary/ Deputy Secretary for scrutiny and for such other action as he may consider appropriate.
- (6) Ministers may through departmental instructions include additional columns in the forms at Appendices XII, XIII to suit local needs.

Failure on the part of the Officers to reply to the letters addressed by the

Members of the Legislature will be viewed seriously and disciplinary action will be taken against the Concerned Officers, as per the AP.C.S. (Conduct) Rules 1964 Amended to Rule 3 in G.O.Ms.No. 72, dated 3-3-1998.

All the Officers and the Staff members working in Secretariat Departments are therefore requested to follow the above instructions scrupulously.

N.K. SUROYA,
Special Chief Secretary to Government.

To

All Departments of Secretariat.

Circulate among Officers and Staff.

Copy to General Administration (Ser.C) Department.

All Private Secretaries to Special Chief Secretary/ Principal Secretaries/
Secretaries/ Ex-officio Secretaries.

All Officers in General Administration Department.

(FORWARDED BY ORDER)

Sd/-
Section Officer.