

**No. I-34011/06/07-IWSU**  
**Government of India/Bharat Sarkar**  
**M/o Labour & Employment/Shram aur Rozgar Mantralaya**

New Delhi, the 10<sup>th</sup> July, 2007.

**OFFICE MEMORANDUM**

**Subject: Norms and Procedure to be adopted for official dealing between Administration and Member of Parliament and State Legislatures D.O From Secretary D/o Administrative Reforms and Public Grievances.**

\*\*\*\*\*

The undersigned is directed to enclose herewith a copy of the **Secretary, D/o Administrative Reforms and Public Grievances D.O letter No.48014/1/2007-O&M dated 18<sup>th</sup> June, 2007** addressed to **Secretary Labour and Employment** wherein he has invited the attention to several representations/complaints from Members of Parliament for not giving desired attention to their communications. It has also been pointed out that the **Parliamentary Standing Committee has expressed anguish over the fact that the bureaucrats do not respond to queries of Members of Parliament, which are of great public importance. The committee has further recommended that the bureaucrats should be given sufficient training on Public Relation so that they are able to handle the queries of the general public and in particular, the Member of Parliament, with utmost respect and decorum.**

3. In this D.O letter attention has also been invited to the **guidelines laid down in para 63,66 and 127 of the Central Secretariat Manual of Officer Procedure** for handling the communication received from Member of Parliament which specify that such communication should be attended to promptly and acknowledged within 15 days, followed by reply within the next 15 days. In Case where delay is anticipated an interim reply should be given indicating the possible date of a final reply and status of such references should be closely monitored. **Reference to the Department of Personnel & Training's O.M No.11013/2/2000-Estt.(A) dated 23.5.2000 regarding laid down procedures for interaction with the Member of Parliament and Legislative Assemblies, has also been made in this communication.**

4. **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 57, 60 & 122 of the Central Secretariat Manual of Office Procedure (Eleventh Edition, 1998) – Paras 63, 67 and 127 (in Twelfth Edition-2003)- vide Office Memorandum No.I-34011/06/05 - IWSU dated 1<sup>st</sup> August, 2005. This Unit had also circulated the instructions containing the procedure to deal with the letter received from MPs 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.**

5. It may be recalled that in the O & M Meeting held on 4<sup>th</sup> May, 2007 Chairman also directed all Wing Heads to take O & M Meeting once in a month wherein letter received from Members of Parliament may be effectively monitored and reviewed.
6. **Keeping in view the directions of the Secretary D/o Administrative Reforms and Public Grievances and to facilitate their effective implementation, copies of the relevant guidelines/instruction are once again forwarded with 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 (MOP). Prescribed procedure and protocol for official dealing between the Administration and Members of Parliament and State Legislatures may also be scrupulously followed.**
7. **Observations/recommendations of the Parliamentary Standing Committee as mentioned in the para 1 of the aforesaid D.O letter of Secretary D/o Administrative reforms and Public Grievances dated 18<sup>th</sup> June, 2007, May also be noted for compliance.**

Encls: A/A.

Sd/-  
(R. Joshi)  
Senior Analyst  
Tele: 23001262

To,

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).**

भारत सरकार  
कार्मिक लोक शिकायत तथा पेंशन मंत्रालय  
प्रशासनिक सुधार और लोक शिकायत विभाग  
सरदार पटेल भवन संसद मार्ग  
नई दिल्ली 110001

RAJNI RAZDAN  
सचिव  
SECRETARY

Government of India  
Ministry of Personnel, Public Grievances  
& Pensions,  
Department of Administrative Reforms  
& Public Grievances,  
Sardar Patel Bhavan, Sansad Marg,  
New Delhi-110001

D.O. No.48014 /1/2007-O & M

June 18, 2007

Dear Sudha,

We have been receiving several representations/complaints from Members of Parliament that letters written by them to the Ministries/Department are not receiving the desired attention. The Parliamentary Standing Committee has also expressed anguish over the fact that the bureaucrats do not respond to queries of Members of Parliament, which are of great public importance. The committee has further recommended that the bureaucrats should be given sufficient training on Public Relations so that they are able to handle the queries of the general public and in particular, the Members of Parliament, with utmost respect and decorum.

2. **Guidelines laid down in Paras 63, 66 & 127 of the Central Secretariat Manual of Office Procedure for handling the communications received from the Members of Parliament specify that such communications should be attended to promptly and acknowledged within 15 days and 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 and also the status of such references should be closely monitored.** These guidelines have been reiterated from time to time. The Department of Personnel & Training vide their O.M. No. 11013/2/2000- Estt. (A) Dated 23.5.2000 have also laid down procedures for interaction with the Member of Parliament and Legislative Assemblies.

Contd.....2/-

3. As the issue of delay and inadequate response to the letters of Members of Parliament are regularly being raised in and outside the Parliament, I would be grateful if you could take note of observations/recommendations of the Parliamentary Standing Committee and review the matter at your level and take effective steps to ensure that delays do not occur in the disposal of references received from MPs/MLAs and that replies to such references are given promptly as per the procedure and time frame prescribed in the Manual and may be monitored regularly.

Yours Sincerely,  
Sd/-  
(Rajni Razdan)

**Smt. Sudha Pillai,**  
Secretary,  
Ministry of Labour & Employment  
Shram Shakti Bhavan,  
New Delhi-110001

**Para 63, 66 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.

**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 per as possible, request 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.

**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**. 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.

**Paras 57, 60 and 122 of the Central Secretariat  
Manual of Office Procedure**

**(Eleventh Edition, 1996)**

**Para – 73. Correspondence with Member of Parliament**

- (1) Communication 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. 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 per 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.

**60. 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 (with 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 per as possible, request 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.

**122. 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**. 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' 20.3.96.**
- (2) To keep a special watch on speedy disposal of communications received from Members of Parliament each section will:
    - (a) maintain a register as in form at **Appendix 46** ; 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 letter is received by a section without being registered in the personal section of the Director/Joint secretary, immediate steps will be taken to get it registered there.

- (4) **On the 1<sup>st</sup> and 15<sup>th</sup> day of each month, each section will submit the register along with the report in the form at Appendix 47 to the under Secretary/Deputy Secretary.** Particulars of communications pending for more than a fortnight will be given in the form at **Appendix 48**. The report, with the remarks of under Secretary/Deputy Secretary, will be submitted to the Director/Joint Secretary and register will be returned to the Section.
- (5) The personal section of the Director/Joint 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 Director/Joint Secretary for scrutiny and for such other action as he may consider appropriate.
- (6) Ministries may through departmental instructions include additional columns in the forms at **Appendices 45, 46, 47, and 48 to suit local needs.**

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

New Delhi, dated the 23<sup>rd</sup> May, 2000.

**OFFICE MEMORANDUM**

**Subject: Official dealing between the Administration and Members of Parliament and State Legislatures – Observance of proper procedure – Reiterations 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 21.12.1992 and 29.10.1996 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.

60. 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) Member 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) Letter 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.P.s 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.

61. 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.

62 Hindi version will follow.

**Sd/-**  
**(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.

**Sd/-**  
**(Smt. S. Bandopadhyay)**  
**Director**

No. 11013/2/92-Estt.(A)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
(Department of Personnel and Training)

\*\*\*\*\*

New Delhi, the 21.12.92

**Subject: Official dealing between the Administration and Members of Parliament and State Legislature – Observance of proper procedure instructions – reg.**

\*\*\*\*\*

The undersigned is directed to refer to Department of Personnel & A.R. OM No. 25/19/64-Estt. (A) dated 8<sup>th</sup> November, 1974 (**Copy enclosed**) wherein broad guidelines were laid down to govern official dealing between the administration and the Members of Parliament and State Legislature. 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 8<sup>th</sup> November, 1974 are observed strictly at all levels.

3. It has further been noted that reference from Committees of Parliament were not being attended to promptly. It has, therefore, been decided that all such references should be attended to promptly and should not be passed on routinely down the lines. 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 Legislature, attention is invited to the following para contained in the instruction issued by the Government of India in 1974 referenced to in para 1 above.

**“Letter received from members of Parliament and of State Legislature 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 Legislature 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 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 alongwith others, the name should be listed according to the position assigned to the MPs in the warrant of Precedence. Care should 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 of 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 sprit. It may also be emphasized on all concerned that a serious note will be taken of any violation of these instructions.

**Sd/-**  
**(SANJAY PATRA)**  
**Deputy Secretary to the Govt. of India.**

## PRESIDENT'S SECRETARIAT

Dew Delhi, the 26th July, 1979.

No. 33-Press/79-In suppression of all previous notifications issued on the subject, the following Table, with respect to the rank and precedence of persons named therein 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.
5. A. Deputy Prime Minister.
6. Chief Justice of India.  
Speaker of the Lok Sabha.
7. Cabinet Ministers of the Union.  
Chief Minister of States within their respective states.  
Dy. Chairman Planning Commission  
Former Prime Ministers.  
Leaders of Opposition in the Rajya Sabha and the Lok Sabha.
7. A. 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. Chief 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 Minister of Union Territories and Chief Executive Councillor, 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 Casts 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 State 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 State within their respective States.  
Ministers of Union Territories and Executive Councilors, 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 Ministers in States within their respective States. Deputy Speaker of Legislative Assemblies in union Territories and Deputy Chairman of Metropolis council Delhi within their respective union Territories.
20. Deputy Chairman and Deputy Speakers of State Legislatures, outside their respective States.  
Minister of state in States, outside their respective states.  
Puisne judges 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 Casts 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 Casts and Scheduled Tribes Commission.  
Secretary, to the 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.  
Charge 'd' affairs and acting High Commissioners a pied and ad interim.  
Chief Ministers Of Union Territories and Chief Executive Councillor, Delhi, outside their respective Union Territories.  
Chief Secretaries of State Governments outside their respective States.  
Deputy Comptroller and Auditor General.  
Deputy Speakers or Legislative Assemblies in Union Territories and Deputy Chairman, Delhi Metropolitan Council, outside their respective Union Territories.  
Director, Central Bureau of Investigation.  
Director General, Boarder Security Force.  
Director General, Central Police.  
Director, Intelligence Bureau.  
Lieutenant Governors outside their respective Union Territories.  
Members, Central Administrative Tribunal.  
Member, Monopolies and Restrictive Trade Practise Commission.  
Members, Union Public Service Commission.  
Ministers of Union Territories and Executive Councillor, Delhi, outside their respective union Territories.  
Principal Staff officers of the Armed Forces of the rank of Major General or 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 or equivalent rank.

Note No. 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 No. 2. Persons in the Table of Precedence will take rank in order of the number of the articles. The entries in the some article are arranged alphabetically. Those included in the some article will take precedence inter se according to date of entry into that article. However, where the dignitaries 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 inter se 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 No. 3. In article 7, the former Prime Ministers will take Precedence over the Cabinet Ministers of the Union and Leaders of Opposition in the Rajya Sabha and the Lok Sabha. The Chief Ministers of States within their respective States will take precedence over the Cabinet Ministers of the Union in official functions held in the respective States.

Note No. 4. In Article 8 :-

- (a) Ambassadors Extraordinary and Plenipotentiary and High Commissioner of countries accredited to India will en-bloc rank above Governors of State outside their respective States.
- (b) Governors of States outside respective States will en-bloc rank above Chief Ministers of State outside their respective States.

Note No. 5. The Ministry of External Affairs may assign appropriate ranks to foreign dignitaries and Indian Ambassadors, High Commissioners and Ministries Plenipotentiary during their visit to India.

Note No. 6. Notwithstanding the procedure laid down in Note 2, the rank inter s and Precedence of the persons in Article 10 shall he 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 matters.
4. Deputy Chief Ministers of States.
5. Members of the Planning Commission.

However, the Deputy Chief Ministers of States outside their respective States will always rank below all other dignitaries figuring in this article.

- Note No. 7. The Chairman of State Legislative Councils will rank above the speakers of Legislative Assemblies in x cases where they were elected on the same date.
- Note No. 8. When Members of Parliament are invited en-bloc to major state functions, the enclosures reserved for them should be next to the Chief Justice, Speaker of the Lok Sabha, Ambassadors etc.
- Note No. 9. Speaker of Legislative Assemblies in Union Territories and Chairman of the Delhi Metropolitan Council, Delhi, will take precedence over Ministers and Executive Councillors, included in the same article.
- Note No. 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 Commissions.
  - (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 No. 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 Councillors, Delhi.
- Note No. 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.

**Sd/-**  
**(K. C. Madappa)**  
**Secretary to the President.**

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

No. 25/19/64-Estt (A)  
Government of India/Bharat Sarkar  
Cabinet Secretariat/Mantrimandal Sachivalya  
Department of Personel & Administrative Reforms  
Karmik aur Prashasanik SudharVibhag.

New Delhi-1100001, the 8<sup>th</sup> November, 1974.

**OFFICE MEMORANDUM**

**Subject: Official dealing between the Administration and Members 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 principal and conventions were communicated in Ministry of Home Affairs (New Department of personnel and Administrative Reforms) office memorandum No. 25/29/26-Estt (A) dated 28<sup>th</sup> August, 1957 & Office Memorandum No. 25/6/68 Estt. (A) dated the 27<sup>th</sup> 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 detail, 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
  - (i) That Government servants should show courtesy and consideration to Members of Parliament and of State Legislatures and
  - (ii) (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 judgment.

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 suggestion 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 day's 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 visitors 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, within these hours and also during other office hours in which he is to meet visitors he must give priority to members of parliament or a state legislatures except when a visitor has come by previous appointment. In such a case he should see the Member of Parliament or a State Legislatures immediately after he has met the visitors who had come by previous appointment. Any deviation from an appointment made with a Member of Parliament or State Legislature or indeed with any other person 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 dealing with Members of Parliament and of State Legislatures.

6. Similarly, sitting 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. MPs 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 en-bloc to Major State functions, the enclosures reserved for them should be next to the Governors, Chief Justice, speaker of the Lok Sabha, Ambassadors etc. A further provision in the instructions 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 persons, though even they may be vacant. The seats provided for them should be at least as comfortable and as prominently as those for officials.

7. Letters received from Members of Parliament and 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 up on 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.

**Sd/-**  
**(P. S. Vankateswaran)**  
**Under Secretary to the Government of India.**

**To,**

**All Ministries/Departments of the Government of India, etc. with usual number of spare copies.**

**ANNEXURE-I**

**Copy of Ministry of Home Affairs (now Department of personnel & Administrative Reforms) Office Memorandum No. 25/29/56-Estt. (A) dated the 28<sup>th</sup> 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 interest of the 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 officer's 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 about which he has 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 particular seats befitting their position should be reserved for them.

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

**Copy of O.M. No. 25/6/68-Ests. (A) Dated: 27.03.1968**

As the Ministry of Finance etc. are aware, instructions were issued on 28.08.57 (**Vide copy enclosed**) emphasising the need for observance of proper courtesies by officers of the Govt. in their dealings with Members of Parliament. In continuation of these instructions, it is further emphasised that where any meeting convened by Govt. 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 the notice of all concerned.

**Sd/-**

**(Harish Chandra)**

**Under Secretary to the Government of India**

## **APPENDIX 47**

### **Particulars of M.Ps letters pending for over a fortnight**

[Vide para 127(4)]

<b>Sl. No.</b>	<b>Name of M.P.</b>	<b>Date from Which pending</b>	<b>Brief Subject</b>	<b>Reason for delay</b>	<b>Remark of Branch Officer/ Divisional Head/Jt. Secy.</b>	<b>Action Taken on The remarks in column 6</b>
1.	2.	3.	4.	5.	6.	7.



## APPENDIX – 48

### Illustrative list of VIPs

[Vide para 128]

- President
- Vice President
- Prime Minister
- Governors of States
- Former presidents
- Deputy Prime Ministers
- Chief Justice of India
- Speaker of Lok Sabha
- Cabinet Ministers of the Union
- Chief Minister of the States
- Deputy Chairman (Planning Commission)
- Former Prime Ministers
- Judges of the Supreme Court
- Chief Election Commission
- Comptroller & Auditor General of India
- Ministers of State of the Union
- Attorney General of India
- Chief Justice of High Court
- Cabinet Ministers in States Chief Ministers of Union Territories
- Chairman Minority Commission
- Chairman Scheduled Castes and Scheduled Tribes Commission
- Chairman, Union Public Service Commission
- President's Office
- Prime Minister's Office