


GOVT. OF NCT OF DELHI  
DELHI URBAN SHELTER IMPROVEMENT BOARD  
(Administration Branch)

NO:GA/1076/21/Admn./Misc/2020/D-527

Dated: 26/8/2020

Please find enclosed herewith a copy of Standard Operating Procedure (SoP) issued by Govt. of NCT of Delhi, to be followed in official dealing between the Administration and Members of Parliament and State Legislatures (Observance of Proper Procedure). The same is circulated for observance in letter and spirit.


Encl: As above.

  
Dy. Director(Admn)

Copy to:

1. PS to CEO, DUSIB for information.
2. PA to CVO, DUSIB for information.
3. PA to Member(Admn) for information.
4. All Chief Engineers.
5. FA.
6. All Directors/SE's.
7. All Ex. Engineers/All Dy. Directors/Law Officer.
8. Dy. Director(IT) for uploading in the web-portal of DUSIB.
9. Office copy/guard file.

DD (IT)

No upload and report.  
  
26.8.2020

Sh. Deepthi

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**GOVERNMENT OF NCT OF DELHI  
GENERAL ADMINISTRATION DEPARTMENT  
2<sup>ND</sup> LEVEL, DELHI SECRETARIAT, I.P. ESTATE  
NEW DELHI-110002**

F.No.18/72/2016/Misc./GAD/1872

Dated:- 21.08.2020

**STANDARD OPERATING PROCEDURE**

**Sub: Official dealings between the Administration and Members of Parliament and State Legislatures – Observance of Proper procedure**

The Members of Parliament and State Legislatures occupy a very important place in our democratic set-up. In connection with their duties, they often find it necessary to seek information from the Ministries/Departments of the Government of India or State Governments, or make suggestions for their consideration, or ask for interview with the officers. Certain well-recognized principles and conventions to govern the relations between Government servants and Members of Parliament/State Legislatures have already been established.

1. Some instances of non-adherence to the existing guidelines have been brought to the Government's attention, and a need has been felt to again sensitize all the departments in this regard. The Central Secretariat Manual of Office Procedure provides following instructions for prompt disposal of references from Members of Parliament and State Legislatures:-

- 1) Communications received from a Member of Parliament /State Legislature should be attended to promptly.
- 2) Where any such communication is addressed to a Minister or Secretary to the Government, it should, as far as practicable, be replied to by the Minister or the Secretary himself, as the case may be. Where it is not practicable for the Minister to reply, a reply should normally be issued under the signature of an officer of the rank of Secretary to the Government.
- 3) Where a communication is addressed to the Head of an attached or subordinate office, Public Sector Undertakings/Division/Branch-in-Charge in a Department/organization, it should be replied to by the addressee himself. In such cases, care may be taken to ensure that wherever policy issues are involved, approval of the competent authority is obtained, before a reply is sent. It should, however, be ensured that the minimum level at which such replies are sent to a Member of Parliament and State Legislatures is that of Under Secretary, and that too in a polite letter form only.
- 4) Information sought by a Member of Parliament and State Legislature should be supplied, unless it is of such a nature that it would have been denied to him, if similar information had been sought in Parliament/State Legislature.
- 5) While corresponding with Members of Parliament and State Legislatures, it should be ensured that the letter is legible. Pre-printed or cyclostyled replies should be scrupulously avoided.

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- 6) In case a reference from an Ex-Member of Parliament/State Legislature 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, reply 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. Here also, it may be ensured that the minimum level at which a reply is sent is that of an Under Secretary and that too in a polite letter form only

#### Prompt response to references received

- 1) Each communication received from a Member of Parliament, a member of public, a recognized association or a public body will be acknowledged within 15 days, followed by a reply within the next 15 days of the acknowledgement sent.
  - 2) Where a delay is anticipated in sending a final reply, or where the information has to be obtained from another Ministry or another office, an interim reply may be sent within a month (from the date of receipt of the communication), indicating the possible date by which a final reply can be given.
  - 3) If any communication is wrongly addressed to a Department, it should be transferred promptly (within a week) to the appropriate department, under intimation to the party concerned.
2. The aforesaid guidelines also cover official dealings between Administration and Members of Parliament/State Legislatures. In this context, attention is also invited to Rule 3(2A) of All India Service (Conduct) Rules, 1968, and Rule 3-A of Central Civil Service (Conduct) Rules, 1964 which provide as follows:

“Every member of the service shall, in the discharge of his duties, act in a courteous manner and shall not adopt dilatory tactics in his dealings with the public or otherwise.

3. The existing instructions are hereby appropriately strengthened to emphasize the basic principles to be borne in mind by the Government servants while interacting with the Members of Parliament and State Legislatures. These are as follows:-

- 1) Government Servants should show courtesy and consideration to Members of Parliament and State Legislatures.
- 2) While the Government servants should consider carefully or listen patiently to what the Members of Parliament and State Legislatures may have to say, the Government servant should always act according to his own best judgment and as per the rules.
- 3) Any deviation from an appointment made with a Member of Parliament and State Legislature must be promptly explained to him, to avoid any possible inconvenience. Fresh appointment should be fixed in consultation with him.

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- 4) An officer should be meticulously correct and courteous and rise to receive and see off a Member of Parliament or State Legislature visiting him. Arrangements may be made to receive the Members of Parliament/State Legislatures when, after taking prior appointment, they visit the officer. Arrangements may also be made to permit entry of vehicles of the Members to these Offices, subject to security requirements/restrictions.
  - 5) Member of Parliament and State Legislature of the area should be invited to public functions organized by a Government office. Proper and comfortable seating arrangements at public functions, and proper order of seating on the dais should be made for the Members, keeping in view the fact that they appear above officers of the rank of Secretaries to Government in the Warrant of Precedence. The invitation cards and media events, if organized for the functions held in the constituency, may include the names of the Members of that constituency who have confirmed participation in these functions.
- It is clarified that if a constituency of any Member of Parliament/MLA is spread over more than one District, the M.P/MLA should invariably be invited to all the functions held in any of the Districts which are part of his/her constituency.
- 6) Where any meeting convened by the Government is to be attended by Members of Parliament or State Legislatures, special care should be taken to ensure that notice is given to them in good time regarding the date, time, venue, etc. of the meeting. It should also be ensured that there is no slip up in any matter of detail, however minor it may be. It should especially be concurred that :-
    - (a) Intimations regarding public meetings/functions are sent through speedier communication devices to MPs/MLAs, so that they reach them well in time, and
    - (b) That receipt of invitation by the MP/MLA is confirmed by the officer/official concerned
  - 7) Letters/communications from Members of Parliament and State Legislatures must be promptly acknowledged, and a reply sent at an appropriate level expeditiously, as per the relevant provisions of the Central Secretariat Manual of Office Procedure.
  - 8) Information or Statistics relating to matters of local importance must be furnished to the MPs and MLAs when asked for. The information so supplied should be specific, and answer the points raised. A soft copy of the information should also be sent to the Member via email.
  - 9) If the information sought by a Member of Parliament/State Legislature cannot be given and is to be refused, instructions from a higher authority should be taken and the reasons for not furnishing the information should be given in the reply.
  - 10) Wherever any letter from a Member of Parliament/State Legislature is in English, and the reply is required to be given in Hindi in terms of the Official Languages Act, 1963 and the rules framed there under, an English translation should also be sent along with the reply for the convenience of such Members of Parliament/State Legislatures.

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11) References from the Committees of Parliament/State Legislatures must be attended to promptly.

12) 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 Member of Parliament/State Legislature concerned. These messages also include SMS, E-mails, Whatsapp received on official mobile telephones. Written reply should be sent promptly as per Para 1 & Para 2 above.

13) All Departments should ensure that the powers of Members of Parliament and State Legislatures as Chairperson/Members of Committees under various Centrally Sponsored/Central/State government schemes are clearly and adequately defined, and

14) A Government servant should not approach MPs/MLAs for sponsoring his individual case, as bringing or attempting to bring political or non-official or other outside influence is prohibited under the conduct Rules, e.g. Rule 18 of All India Service (Conduct) Rules, 1968 and Rule 20 of the Central Civil Services (Conduct) Rules, 1964

4. All departments are requested to ensure that the above basic principles and instructions are followed by all officers/officials concerned, in letter and spirit. Violation of the guidelines laid down on this subject will be viewed seriously.

5. Any violation of relevant Conduct Rules in this regard, in which violation is established after due enquiry, will render the Government servant concerned liable for appropriate punishment as per Rules.

This issues with the approval of the competent authority.

  
Deputy Secretary (GAD)

Copy forwarded for necessary action to :-

Addl. Chief Secretary/Pr. Secretaries/Secretaries/HODs of all the departments and Autonomous Bodies, Board/ Commission, GNCT of Delhi

F.No.18/72/2016/Misc/GAD/1872

Dated:- 21.08.2020

Copy forwarded for information to :-

- 1) Secretary to Lt. Governor, Raj Niwas, Delhi-54
- 2) Addl. Secretary to Chief Minister, Delhi Secretariat, New Delhi
- 3) Secretary to Dy. Chief Minister, Delhi Secretariat, New Delhi
- 4) Secretary to Speaker, Delhi Legislative Assembly, Old Secretariat, Delhi-54
- 5) Secretaries to all Ministers, Delhi Secretariat, New Delhi
- 6) Staff Officer to the Chief Secretary, Delhi Secretariat, New Delhi
- 7) Guard File

  
Deputy Secretary (GAD)