भारत सरकार Government of India
रेल मंत्रालय Ministry of Railways
रेलवे बोर्ड (Railway Board)

Office Order No 14 of 2011

Sub: Promptness & Courtesy

Attention is invited to Office Order No. 44 of 2006 and Board's order dated 8.10.99 (copies enclosed for ready reference) regarding observance of promptness and courtesy/politeness by Senior Officers while attending to Hon'ble Members of Parliament.

2. However, during the course of interaction with the Members of Parliament during the Consultative Committee meeting held on 2.12.2010 it has been brought to the notice of Board that the extant instructions are not being followed strictly.

3. Accordingly, it is reiterated that the guidelines as contained in above mentioned office order be scrupulously followed by all concerned. The Officer should rise to receive and see off an Hon'ble Member of Parliament visiting them. It should be ensured that whenever, an MP comes to meet senior officer, they should show due courtesy, regard, consider carefully and listen patiently as to what an Hon'ble MP has to say. They should also be polite and courteous to MPs while attending to their telephonic calls. Further, telephonic messages of such personalities should also not be ignored during officer's absence. At the earliest opportunity, Hon'ble MP should be contacted and be given preference in appointment.

4. DGs/AMs/Advisers/Executive Directors may please ensure strict compliance of the above instructions leaving no room for complaint by any MPs/MLAs.

Encl: 2

No.2011/O&M/3/4
Dated:3 /3/11

(P.P.Sharma)
Joint Secretary/Railway Board.

DG/RHS & DG/RPF
All Additional Members/Advisers
All Executive Directors/Joint Secretaries

Copy for information to:-

CRB, FC, ML, MM, MS, ME, MT & Secretary Railway Board.

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

150 गौरवपूर्ण वर्ष

रेल भवन, नई दिल्ली-110001, दिनांक
Rail Bhavan, New Delhi-110 001. dated

OFFICE ORDER NO 44 OF 2006

Copy of guidelines/instructions issued by the Ministry of Personnel, Public Grievances and Pensions(Department of Personnel and Training) vide their Office Memorandum No. 11013/2/200-Estt(A) dated 23.05.2000 & No. 11013/6/2005-Estt.(A) dated 16.06.2006 on the subject matter is attached.

2. Department of Personnel and Training have reiterated that the instructions regarding observance of courtesy by officers in their dealing with MPs/MLAs be followed strictly and that the officer should not ignore the telephonic messages left for him by the MPs/MLAs in his absence and should try to contact the MP/MLA concerned at the earliest.

3. All Additional Members/Advisers/Executive Directors may please see for information and compliance.

No.2006/O&M/1/1
dated 14.07.2006.

Encl: As above.

(M.S. Mehra)
Joint Secretary/Railway Board

1. DG/RPF & DG/RHS.
2. All Additional Members/Advisers.
3. All Executive Directors/Joint Secretaries.

Copy for information to:

CRB, FC, ME, ML, MS, MT, MM & Secretary/Railway Board.

No. 11013/6/2005-Estt. (A)
Government of India
Ministry of Personnel, Public Grievances and Pensions
(Department of Personnel and Training)

New Delhi, Dated the 16th June, 2006

OFFICE MEMORANDUM

Subject : Observance of courtesy by officers in their dealings with MPs and MLAs.

The 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 for this purpose they may occasionally find it necessary to seek information from the Ministries/Departments of Government of India or the State Governments or make suggestion for their consideration or ask for interviews with the officers in connection with their parliamentary and allied public duties. Instructions/guidelines have been issued by this Department from time to time in regard to the procedure to be adopted in official dealings between the administration and MPs/MLAs and these guidelines have been reiterated from time to time.

2. One of the guidelines given in this Department's OM No. 11013/2/2000-Estt. (A) dated 23.05.2000 is that the officer should not ignore telephonic messages left for him by the MPs/MLAs in his absence and should try to contact the MP/MLA concerned at the earliest.

3. All Ministries/Departments are requested to ensure that the guidelines regarding observance of courtesy by officers in their dealings with MPs and MLAs are followed strictly and violation of the laid down guidelines may be viewed seriously.

(C.A. Subramanian)
Deputy Secretary to the Govt. of India

To:

All Ministries/Departments of Government of India

Copy to :

1. Comptroller and Auditor General of India, New Delhi.
2. UPSC/SSC/LBSNAA/ISTM/CVC/CBDT
3. Chief Secretaries of all State Government and UT Administration
4. Lok Sabha/Rajya Sabha Secretariat
5. All attached and subordinate offices of the Ministry of Personnel, PG and Pensions and MHA.
6. All officers and Sections in the Ministry of Personnel, PG and Pensions and MHA

No.11013/5/2002-Estt.(A)
Government of India
Ministry of Personnel, Public Grievances and Pensions
(Department of Personnel and Training)

New Delhi, the 14th November, 2002.

OFFICE MEMORANDUM

Subject:- Observance of proper procedure in official dealings between the Administration and the Members of Parliament and State Legislature.

The undersigned is directed to refer to this Department's O.M.NO. 11013/2/92-Estt. (A) (Vol.III) dated 1.2.1994 on the subject mentioned above wherein the Ministries/Departments were requested to bring the instructions on the above subject to the notice of all concerned and to ensure that these instructions are observed by all concerned in letter and spirit. The Ministries/Departments were also requested to review the position every month and to send a compliance report to this Department on a quarterly basis.

2. The submission of the said quarterly report by the Ministries/Departments to this Department has been reviewed in consultation with the Cabinet Secretariat. It has been decided that while the Ministries/Departments should continue to review the position every month to ensure that these instructions are observed in letter and spirit by all concerned, the quarterly report to this Department in the matter may be discontinued.

3. Attention is also invited to this Department's O.M. No.11013/2/2000-Estt.(A) dated 23.5.2000 on the above subject (copy enclosed) with the request that the Ministries/Departments may circulate it to all concerned and ensure that the basic principles and guidelines laid down in these instructions are followed by all concerned in letter and spirit. It may be impressed on all concerned that violation of these guidelines will be viewed seriously.

PMohan

(Smt. Pratibha Mohan)
Director

To

All Ministries/Departments of the Government of India.
(to the Secretaries by name)

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

New Delhi, dated the 23rd May, 2000

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 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 8th November, 1974(copy enclosed). Although these guidelines were reiterated from time to time vide Department of Personnel &Training O.Ms dated 21.12.92 and 29.10.96 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.

2. 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) Members 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) Letters 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.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 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.

3. 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.

4. Hindi version will follow.

(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.

(Smt. S. Bandopadhyay)
Director

3.11

No.25/19/64-Estt(A)
Government of India/Bharat Sarkar
Cabinet Secretariat/Mantrimandal Sachivalaya
Department of Personnel & Administrative Reforms
(Karmik aur Prashasanik Sudhar Vibhag).
New Delhi-110001, the 8th November, 1974.

OFFICE MEMORANDUM

Subject:- Official dealings 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 principles and conventions were communicated in Ministry of Home Affairs (now Department of Personnel and Administrative Reforms) Office Memorandum No.25/29/56-Ests(A) dated the 28th August, 1957 and Office Memorandum No.25/6/68-Ests(A) dated 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 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) that while they should consider carefully or listen attentively 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 endeavour 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 the 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 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, within the 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 without 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 or of a 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 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 en bloc to major State functions, the enclosure 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 arrive 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, even though they may be vacant. The seats provided for them should be at least as comfortable and as prominently placed as those for officials.

.....3/-

7. Letters received from Members of Parliament and of State Legislatures should be acknowledged promptly. All such letters should received 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 relevent 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 the Government of India

To

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

.....4/-

ANNEXURE

Copy of Ministry of Home Affairs (now Department of Personnel & Administrative Reforms) Office Memorandum No. 25/29/56-Ests.(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 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 had no previous notice, the position should be politely explained to the Member and another appoint appointment fixed in consultation with him. The same courtesy and regard should be shown to Members of Legislaturers attending public functions where, in particular, seats befitting their position should be reserved for them.

2. 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 27.3.1968

As the Ministry of Finance etc. are aware, instructed were issued on 28.8.57 (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 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 Chandera)
Under Secretary to the Govern[illegible]

1.13

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)
* * *

Find enclosed a copy of Cabinet Secretary's D.O. No. 502//1/1/98-CA.V dated 21.9.99, addressed to Chairman, Railway Board regarding maintenance of promptness and courtesy while attending to telephone calls, for information and necessary action.

D.A.:1

No.99/O&M/1/1/Rly
New Delhi, Dated 8.10.99

(S. Regunathan)
Joint Secretary/ Railway Board.

To,

1) All Board Members
2) DG(RPF) & DG(RHS)
3) All Additional Members/OSDs
4) All Executive Directors

No.99/O&M/1/1/Rly

New Delhi, Dated 8.10.99

Copy forwarded for information to General Managers/OSDs, All Indian Zonal Railways etc.with the request that contents of Cabinet Secretary's D.O. No. 502/1/1/98-CA.V dated 21.9.99 may be brought to the notice of Senior Officers on your Railway.

D.A.:1

(S. Regunathan)
Joint Secretary/ Railway Board.

PRABHAT KUMAR

CABINET SECRETARY
NEW DELHI

D.O.No.502/1/1/98-CA.V

September 21, 1999

Dear Secretary,

As you are aware, one of the important obligations of public service is "promptness and courtesy", and hence this has been specifically listed in the Conduct Rules.

2. It has, however, been brought to my notice that senior officials have, on some occasions, not been prompt in responding to or returning telephonic calls and messages.

3. I would, therefore, request you to kindly ensure that the obligations of public service, including promptness and courtesy, are carried out in their true spirit.

With regards,

Yours sincerely,

(Prabhat Kumar)

Shri V.K. Aggarwal,
Chairman,
Railway Board.