

Dated: 14 / 07 / 2014
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C I R C U L A R

Sub: Official dealing between the Officials of the Administration and elected Public Representatives – Observance of proper procedure – Instructions regarding.

The elected members of District Panchayat and Village Panchayat as the accredited representatives of the people 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 Departments of the U.T. Administration, or make suggestions for their consideration or ask for interviews with the officers.

2. 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. In view of above, the following guidelines are hereby issued to emphasize the basic principles to be borne in mind by the Government servants while interacting with elected public representatives.

- i. Government servant should show courtesy and consideration to elected public representatives.
- ii. While the Government servants should consider carefully or listen patiently to what the elected public representative may have to say, the Government servant should always act accordingly to his own best judgement and as per the rules;
- iii. Any deviation from an appointment made with an elected public representative 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.
- v. Elected public representative of the area should invariably 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 representatives.
- vi. Where any meeting convened by the Government is to be attended by elected public representative, 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. It should also be ensured that there is no slip in any matter of detail, however minor it may be. It should especially be ensured that:-
 - a. Intimations regarding public meetings/functions are sent through speedier communication device to the elected public representative, so that they reach them well in time, and
 - b. That receipt of intimation by the elected public representative is confirmed by the officer/ official concerned;
- vii. Letters from elected public representative must be promptly acknowledged, and a reply sent at an appropriate level expeditiously;
- viii. Information or statistics relating to matters of local importance must be furnished to the elected public representative when asked for. The information so supplied should be specific and answer the points raised.
- ix. If the information sought by a elected public representative cannot be given and is to be refused, instructions from a higher authority should be taken and the reason for not furnishing the information should be given in the reply;
- x. The officers should not ignore telephone messages left for them by the elected public representative in their absence and should try to contact at the earliest the elected public representative concerned. These instructions also include SMS and e-mail received on official mobile telephone which also should be replied to promptly and on priority;
- xi. A government servant should not approach elected public representative 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. Rules 18 of the All India Service (Conduct) Rules, 1968 and Rule 20 of the Central Civil Services (Conduct) Rules.

4. Prompt response to letters received –


- i) Each communication received from the elected public representative, member of the public, a recognized association or a public body will be

acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.

- ii) Where a delay is anticipated in sending a final reply, or where the information has to be obtained from 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.
- iii) If any such 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.
- iv) While corresponding with elected public representative, it should be ensured that the letter is legible. Pre-printed or cyclostyled replies should be scrupulously avoided.

5. All Heads of Office in the U.T. Administration of Daman & Diu and Dadra & Nagar Haveli are requested to ensure that the above basic principles and instructions are followed by all concerned, both in letter and spirit. It may also be impressed on all concerned that violation of the guidelines laid down on this subject will be viewed seriously.

6. Instructions on the subject of official dealings between the Administration and Member of Parliament have already been issued by Department of Personnel and Training, Ministry of Personnel, Public Grievances and Pensions, Government of India, and need to be strictly adhered to.


(P. Lalchhuanga) 13/08/16
Special Secretary (Home)

To
All Heads of Offices
Daman / Diu / Dadra & Nagar Haveli.

Copy to:

1. All Secretaries / Special Secretaries, Daman & Diu and Dadra & Nagar Haveli.
2. The Collector, Diu with a request to circulate the same to all the Head of Offices in Diu District.
3. The Deputy Secretary (Home), Secretariat, DNH to circulate the same to all the Head of Offices in all Offices of Dadra & Nagar Haveli.
- ✓ 4. The SIO, NIC, Daman for uploading on Government website.