

No. J.11011/2/2012-GAD
GOVERNMENT OF MIZORAM
GENERAL ADMINISTRATION DEPARTMENT

OFFICE MEMORANDUM

Dated Aizawl, the 9th July, 2015

It has come to the notice of the Government that there have been cases where due and prompt actions were not taken on communications received from Members of Parliament / State Legislature. The matter was also highlighted by members of the State Legislative Assembly in the last Assembly Session held in the month of March this year. The Hon'ble Chief Minister of Mizoram, in his Speech in that Session dt. 24.03.2015 while moving "The Mizoram Right to Public Services Bill", also reiterated about the problems encountered by the elected representatives of the people in getting information from various offices of the Government. Therefore, in pursuance of the order of the Hon'ble Chief Minister in his speech in that Session, the following instructions have been laid down for strict compliance:

1. Each communication received from Members of Parliament / State Legislature including Ex- MPs /MLAs should be attended promptly. It should be acknowledged within 15 days, followed by a reply within the next 15 days of the acknowledgement sent.
2. Where delay is anticipated in sending a final reply, or information has to be obtained from another Department, an interim reply should be sent within a month (from the date of receipt) indicating the possible date by which a final reply can be given.
3. 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.
4. Where the request cannot be acceded to for any reason, grounds for not acceding to such a request should be given.
5. As far as possible, requests from the Members of Parliament / State Legislature including Ex-MPs / MLAs 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.
6. To ensure that the preceding paras are followed by all concerned in letter and spirit, all Departments, offices, establishments etc should maintain a register for this purpose. In that register, all details like the date of receipt of the correspondence, the subject of the correspondence, whether acknowledgement has been sent or not, whether action has been taken, whether a reply has been given, etc should be clearly record.
7. It may also be emphasized to all concerned that a serious notice will be taken on any violation of these instructions.

Receipt of this OM may be kindly acknowledged and its content be brought to the notice of all subordinate establishments.

Sd/- LALMALSAWMA
Chief Secretary to the Govt. of Mizoram

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Copy to:-

- 1) Secretary to Governor, Mizoram.
- 2) P.S. to Chief Minister, Mizoram.
- 3) P.S. to Speaker/Ministers/Deputy Speaker/Ministers of State/
Parliamentary Secretaries/Vice-Chairman, State Planning Board,
Mizoram.
- 4) P.S. to MPs (RS/LS), Mizoram.
- 5) Sr.P.P.S to Chief Secretary, Mizoram.
- 6) All Principal Secretaries/Commissioners/Secretaries, Govt. of Mizoram.
- 7) Secretary, Mizoram Legislative Assembly Secretariat.
- 8) All Administrative Departments, Govt. of Mizoram.
- 9) All Heads of Departments, Govt. of Mizoram.
- 10) General Secretary, FLAM.
- 11) Controller, Printing & Stationery Department with 5(five) spare copies
for publication in the Mizoram Gazette.
- 12) Guard file.


.. 9/7/2015

(VANLALNGENA)

Joint Secretary to the Govt. of Mizoram
General Administration Department