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डॉ. टी.वी. सोमनाथन
Dr. T.V. Somanathan
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सत्यमेव जयते



मंत्रिमंडल सचिव
भारत सरकार
CABINET SECRETARY
GOVERNMENT OF INDIA

Please circulate to
all officials & put up
on website.
D.O. No. 4923/CS/2025

9th July, 2025

Dear Secretary,

Meeting non-officials

People from various sections of society have told me that there is a perceived reluctance among several Secretaries to Government of India and other senior officers to give appointments to persons who are not government officials, who may wish to meet them in connection with the work of their Ministries.

2. The work of government is such that it affects or benefits many people and many organisations. Meeting visitors can give insights into the actual state of affairs in the field, help detect or clarify miscommunications or misunderstandings about government's policy or intentions, give access to new ideas, and provide an opportunity to rectify mistakes. No doubt, senior officers have time constraints which limit their ability to give appointments.

3. I request you, if you are not already doing so, to *endeavour to be accessible to non-officials who may seek to meet you in connection with the work of your Ministry / Department, subject of course to time constraints and other priorities*. Please also request other senior officers in your Ministry/ Department to do the same. I may mention here that the following circumstances would not be a bar to meeting a person in your office:

- a) the person is receiving some benefit from, or is a contractor of, the Department;
- b) the person is from a trade union or political party or NGO;
- c) the person is from the private sector (Indian or foreign) or a chamber of commerce;
- d) the person is under a law enforcement action or investigation by your, or some other, Department;

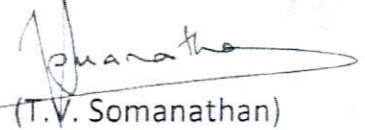
e) the person has a dispute with the Department on some contractual matter and / or the matter is sub judice or under arbitration.

4. Such meetings should be in your office, and not in social settings, clubs, hotels etc. In some cases, if you feel it is necessary as a precaution, you could ask another officer to be present.

5. As mentioned at the outset, this letter is in relation to non-officials; for officials of foreign governments or missions, guidelines of the Ministry of External Affairs will apply.

With best wishes,

Yours sincerely,


(T.V. Somanathan)

All Secretaries to Government of India