भारत सरकार **GOVERNMENT OF INDIA**
वित्त मंत्रालय **MINISTRY OF FINANCE**
राजस्व विभाग **DEPARTMENT OF REVENUE**
केन्द्रीय अप्रत्यक्ष कर और सीमा शुल्क बोर्ड
CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS
प्रधान आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER
केन्द्रीय कर एवं केन्द्रीय उत्पाद शुल्क, कोच्चि
CENTRAL TAX & CENTRAL EXCISE, KOCHI
केन्द्रीय राजस्व भवन, **CENTRAL REVENUE BUILDING**
आई. एस. प्रेस रोड, कोच्चि, **I.S. PRESS ROAD, KOCHI-682 018**

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सी. सं /C.No. II/7/01/2017 Vig.Cx.Chn 550/19 **दिनांक /Date : 16.07.2019**

सतर्कता परिपत्र सं. 03/2019/VIGILANCE CIRCULAR No. 03/2019

विषय /Sub: Representation from Government servant on service matters. - reg.

Attention is invited to DoPT O.M. dated 06.06.2013 in No.11013/08/2013-Estt.(A)-III (copy enclosed) wherein instructions have been issued regarding representations from Government servants on service matters.

2. As per existing instructions, whenever, in any matter connected with his / her service rights or conditions, a Government servant wishes to press a claim or seek redressal of a grievance, the proper course for him / her is to address his immediate official superior or the Head of his / her office or forward such claim / grievance through proper channel.

3. In spite of existing instructions, it has been observed that Government servants at different levels have an increasing tendency to by-pass the prescribed channels of communication and is seen representing directly to other departments / higher authorities totally ignoring the prescribed channels of communication. Such action will be viewed seriously and appropriate disciplinary action shall be taken against those who violate these instructions as it can rightly be treated as an unbecoming conduct attracting the provisions of Rule 3 (1) (iii) of

the CCS (Conduct) Rules, 1964. It is also clarified that this would include all forms of communication including email, public grievance portals etc.

4. Attention of all officers is also invited to Rule 20 of the Central Civil Services (Conduct) Rules, 1964 under which no Government Servant shall bring or attempt to bring any political or outside influence to bear upon any superior authority to further his/ her interest in respect of matters pertaining to his service under the Government. If any representation is received on his / her behalf from another person in respect of any matter dealt with in these proceedings, it will be presumed that the officer is aware of such a representation and that it has been made at his / her instance and action will be taken against him / her for violation of Rule 20 of the CCS (Conduct) Rules, 1964.

5. These instructions may be brought to the notice of all officers and appropriate action shall be taken against those who violate these instructions.

6. This is issued with the approval of Principal Commissioner.

Rajeswari

[राजेश्वरी आर नायर / RAJESWARI R NAIR]
संयुक्त आयुक्त (का. व सत.) / Joint Commissioner (P&V)

To:

1. **The Deputy / Assistant Commissioner, Hqrs. Office, Kochi [Prev.-PRO-Prosecution-Arrear Cell/Admn.-P&V-Sevattom/Tech-Stat-Review/Adjn.-EDP-GST Cell/Legal-RTI-Training/Audit]**
2. **The Deputy/Assistant Commissioner, Kakkanad/Idukki/Aluva/Thrissur/Perumbavoor/Ernakulam/ Chalakkudy Division**
3. **The CAO/AO, Hqrs. Office, Kochi**
4. **The Superintendent (Systems) for uploading the Circular in the official website**

Copy submitted to:

1. **The Pr. Chief Commissioner, Thiruvananthapuram Zone.**
2. **The Commissioner, Trivandrum/Kozhikode/Audit/CCP/Appeals**
3. **The Additional Commissioner, CCO**
4. **Joint Commissioner, Legal**

No.11013/08/2013-Estt.(A)-III
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Personnel & Training

North Block, New Delhi
Dated the 6th June, 2013

OFFICE MEMORANDUM

Subject: Representation from Government servant on service matters.

The undersigned is directed to refer to the Ministry of Home Affair's OM No. 118/52-Ests. dated the 30th April, 1952, OM No. 25/34/68-Estt.(A) dated the 20th December, 1968 and this Department's OM No. 11013/07/1999-Estt.(A) dated the 1st November, 1999 (copies enclosed for ready reference) on the above mentioned subject. This Department is receiving a number of representations, on service matters, addressed to the Prime Minister/ Minister/ Secretary (P) and other officers directly from the Government servants.

2. It has been envisaged in these instructions that whenever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or to seek redress of a grievance, the proper course for him is to address his immediate official superior, or the Head of his office, or such other authority at the lowest level as is competent to deal with the matter. Of late, it is observed that there is an increasing tendency on the part of officers at different levels to by-pass the prescribed channels of representation and write directly to the high functionaries totally ignoring the prescribed channels. The problem is more acute in large Departments where often very junior employees at clerical level address multiple representations to the Minster, Prime Minister and other functionaries. Apart from individual representations, the service unions have also developed a tendency to write to the Ministers and Prime Minister on individual grievance. Some of these representations are often forwarded through Members of Parliament, in violation of Rule 20 of the CCS (Conduct) Rule, 1964.

3. Existing instructions clearly provide that representations on service matters should be forwarded through proper channel. The stage at which an advance copy of the representation may be sent to higher authorities has also been indicated. In MHA O.M. No. 25/34/68-Estt.(A) dated 20.12.68 time limits for disposal of various types of representations have been prescribed. If it is anticipated that an appeal or petition cannot be disposed of within a month of its submission, an acknowledgement or interim reply should be sent to the individual within a month.

4. Thus adequate instructions are available in the matter of submission of representations by the Government servants and treatment of the representations by the authorities concerned. As such submission of representations directly to higher authorities by- passing the prescribed channel of communication, has to be viewed seriously and appropriate disciplinary action should be taken against those who violate these instructions as it can rightly be treated as an unbecoming conduct attracting the provisions of Rule 3 (1) (iii) of the CCS (Conduct) Rules, 1964.

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5. It is again reiterated that these instructions may be brought to the notice of all Govt. servants and appropriate disciplinary action may be taken against those who violate these instructions.

(M. K. Wadhwa)
Under Secretary to the Government of India

To

All Ministries/Departments of Govt. of India.

Copy to:

1. Comptroller & Auditor General of India, New Delhi.
2. Union Public Service Commission, New Delhi.
3. Central Vigilance Commission, New Delhi.
4. Central Bureau of Investigation, New Delhi.
5. All Union Territory Administrations.
6. Lok Sabha/Rajya Sabha Secretariat.
7. All Officers and Sections in the Ministry of Personnel, Public Grievances & Pensions
8. All Attached and Subordinate Offices of Ministry of Personnel, P.G. & Pensions.
9. NIC, DoP&T with the request to upload this O.M. on Department's web site (OMs/Orders→ Establishment→ CCS (Conduct Rules).