

सं० A-60011/53/2022-Admn.I (LA)

भारत सरकार /Government of India

विधि एवं न्याय मंत्रालय

Ministry of Law & Justice

विधि कार्य विभाग

Department of Legal Affairs

Shastri Bhawan, New Delhi

Dated the 11th April, 2022

OFFICE MEMORANDUM

Subject:- Representations/Grievances from Government Servants on service matters – reiteration of instructions – reg.

The undersigned is directed to refer to Department of Personnel & Training' OM No. 11013/08/2013-Estt.A(III) dated 31.08.2015 and draw attention towards Government instructions, issued from time to time, on submission of representation by Government servants about their service matters.

2. It has been observed that some employees of this Department continue to represent directly to the Prime Minister, Minister, Cabinet Secretary, Secretary(P) and other higher authorities, directly. Some Government servants are in the habit of sending copies of their representation also to outside authorities i.e. authorities who are not directly concerned with the consideration thereof. This is a most objectionable practice, contrary to official propriety and subversive of good discipline. All the Government servants are expected to avoid such practice scrupulously.
3. As per existing instructions, wherever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or seeking redressal of a grievance, the proper course for him is to address his immediate official superior, or Head of his office, or such other authority at the appropriate level who is competent to deal with the matter in the organization.
4. Such submission of representations directly to other authorities by-passing the prescribed channel of communication, has been viewed seriously and such action may invite appropriate disciplinary action against those who violate these instructions. This can rightly be treated as an unbecoming conduct attracting the provisions of Rule 3(1)(iii) of the Central Civil Services (Conduct) Rules, 1964. It is clarified that this would include all forms of communications including through e-mails or public grievances portal etc.