

No. 20-5/2016-SPB-II
Government of India
Ministry of Communications
Department of Posts

Dak Bhawan, Sansad Marg,
New Delhi - 110 001.

Dated : 13.10.2016.

To,

All Chief Postmasters General,
All Postmasters General,
Director, RAKNPA, Ghaziabad,
All Directors, Postal Training Centre.

**Subject: Representation from Government servant on service matters -
regarding.**

Sir/Madam,

It has been observed that Government servants often send their representation directly to the Prime Minister, Minister, Secretary and other higher authorities. As per existing instructions, wherever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or to seek 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.

2. In this context, a copy of DoP&T O.M. No. 11013/08/2013-Estt.(A-III) dated 31.08.2015 is enclosed. Such submission of representations directly to other 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. This can rightly be treated as an unbecoming of conduct attracting the provisions of Rule 3(1)(iii) of the CCS(Conduct) Rules, 1964. Further, representations by relatives of Government servant is also treated as outside influence as clarified vide MHA OM No. F.25/21/63-Estt.(A) dated 19.09.1963.

3. It is requested to bring the aforesaid provisions to the notice of all officials for strict adherence, otherwise the Directorate will be constrained to direct the Circles to take harsh action under the relevant rules.

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Centre for Excellence in Postal Technology, Mysore-570010		
17 OCT 2016		
G.M.	Director	A.D.(A)

4. Further, it has been noticed that many representations of the Government servants addressed to the Hon'ble Prime Minister, MoS for Communication, Secretary(Posts), DG(Posts) and other officers in Directorate duly endorsing a copy of it to the CPMG/PMG/SPOs concerned and vice versa, are being received in the Directorate, most of which pertains to service matter for which Circle concerned is competent to handle. As of now, all such references are being forwarded to Circles in a routine manner for necessary action. It has been decided by the Competent Authority in the Directorate that from now onwards Directorate would not forward such representations, a copy of which is already marked for CPMG/PMG/SPOs concerned. Circle should take utmost care to dispose of such representations well in time to avoid unnecessary litigation. This decision of the Directorate may be brought to the notice of all concerned so that they are sensitized to submit their grievances to their immediate officer or the officer competent to dispose of the grievance.

Yours faithfully,



(Satya Narayana Dash)

Assistant Director General (SPN)

Tel : 23096038

Enclosure : As above

Copy to: - General Manager (CEPT), Mysore with a request to upload it on India Post Website.

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

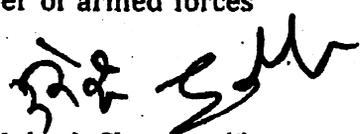
North Block, New Delhi
Dated August 31, 2015

OFFICE MEMORANDUM

**Subject: Representation from Government servant on service matters -
reiteration of instructions - regarding.**

The undersigned is directed to refer to O.M. of even number dated 6th June, 2013 wherein instructions have been issued on submission of representation by Government servants about their service matters. In spite of these instructions, it has been observed that Government servants including officers/ officials of para military forces and Army personnel continue to represent directly to the Prime Minister, Minister, Secretary (P) and other higher authorities, directly.

2. As per the existing instructions, wherever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or to seek 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 organisation.
3. Such submission of representations directly to other 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. 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 communication including through e-mails or public grievances portal etc.
4. Attention in this connection is also invited to the provision of Rule 20 of CCS (Conduct) Rules, 1964 prohibiting Government servants from bringing outside influence in respect of matter pertaining to his service matter. Representation by relatives of Government servant is also treated as outside influence as clarified vide MHA OM No. F.25/21/63-Estt.(A) dated 19.09.1963
5. It is reiterated that these instructions may be brought to the notice of all Govt. servants including officers/ officials of para military forces and member of armed forces and action taken against those who violate these instructions.

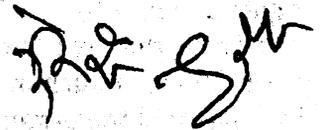

(Mukesh Chaturvedi)
Director (E)
Telefax: 23093176

To

The Secretaries of All Ministries/Departments of Govt. of India
(as per the standard list)

Copy to:

1. President's Secretariat, New Delhi.
2. Vice-President's Secretariat, New Delhi.
3. The Prime Minister's Office, New Delhi.
4. Cabinet Secretariat, New Delhi.
5. Rajya Sabha Secretariat/Lok Sabha Secretariat, New Delhi.
6. The Comptroller and Auditor General of India, New Delhi.
7. The Secretary, Union Public Service Commission, New Delhi.
8. The Secretary, Staff Selection Commission, New Delhi.
9. All attached offices under the Ministry of Personnel, Public Grievances and Pensions.
10. National Commission for Scheduled Castes, New Delhi.
11. National Commission for Scheduled Tribes, New Delhi.
12. National Commission for OBCs, New Delhi.
13. Secretary, National Council (JCM), 13, Feroze Shah Road, New Delhi.
14. CVOs of all Ministries/Departments.
15. ADG (M&C), Press Information Bureau, DoP&T
16. ✓ NIC, Department of Personnel & Training, North Block, New Delhi (for uploading the same on the website of this Ministry under the Head OMs & Orders → Establishment → (Conduct Rules).
17. Hindi Section, DoP&T



(Mukesh Chaturvedi)
Director (E)
Telefax: 23093176