

Dated: 02.07.2020

Office Memorandum

**Sub: Representation from Government servant on service matters – reiteration of instructions – regarding.**

Reference DoPT O.M. 11013/08/2013-Estt.(A-III) dated 06.06.2013, 31.08.2015 wherein it is clearly mentioned that wherever, in any matter connected with 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 officials 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. 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 Minister, Prime Minister and other functionaries. Apart from individual representations, the services 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.

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.

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.

All Head of Department/ Principal of RIE's are requested that these instructions may be brought to the notice of all officials working under them and appropriate disciplinary action may be taken against those who violate these instructions.

This issues with the approval of the Competent Authority.



(Ashutosh Mishra)  
Vigilance and Security Officer, NCERT

Copy to:

1. Dean (Academic), Dean (Research), Dean (Co-ordination)
2. All Head of the Department of NCERT Hqrs. for information
3. All Principal of RIE's/ NERIE of NCERT for information
4. Head, DICT, CIET with the request to upload the same on the NCERT's website.
5. All Deputy Secretaries, NCERT for information
6. PS to Director, NCERT for information
7. PS to Joint Director, NCERT for information
8. PS to Joint Director, CIET for information
9. PS to Secretary, NCERT for information
10. All Under Secretaries, NCERT Hqrs for information
11. All Notice Board.

आशुतोष मिश्रा/Ashutosh Mishra  
सुरक्षा एवं सुरक्षा अधिकारी  
Vigilance Cum Security Officer  
रा.शे.अ.प्र.प./N.C.E.R.T.  
एन सी ई आर टी  
एन दिल्ली-110016/New Delhi-110016

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