

OFFICE OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA  
NEW DELHI

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Circular No.26-Staff Wing/2014  
No.1146-Staff(App-II)/67-2014/Vol.III

Dated.07.07.2014

To

All the Heads of Department in IA&AD.

Subject : Representations from Government servants on service matters- regarding

Sir/Madam,

I am to state that instructions have been issued from time to time by the Govt. of India vide various OMs No.118/52-Estt. Dated 30.04.1952, 25/34/68-Estt.(A)dated.20.12.1968, 11013/07/1999-Estt(A) 01.11.1999 and 11013/08/2013-Estt.(A)-III dated 06.06.2013 on the above mentioned subject.

2. It has been envisaged in these instructions that whenever, in any matter connected with the service rights or conditions, a Government servant wishes to press a claim or to seek redress of a grievance, the proper course is to address his/her immediate superior officer or the Head of the office or such other authority at the lowest level as is competent to deal with the matter. Of late, it has been observed that there is an increasing tendency on the part of the Gr. B & C staff in the field offices to by-pass the prescribed channels for submitting their representations and they prefer to write directly to the C&AG or other senior officers in the Headquarters ignoring the prescribed channels. The problem is more acute amongst the newly recruited officials. Apart from this, some of the officials are in the habit of sending their representations even to the President/Prime Minister/other Ministers or Members of Parliament through their family members.

3. In view of the above, it is reiterated that only those representations from the serving officials on service matters, received through proper channel, will be entertained by this office. The competent authorities in the field offices are required to take appropriate action on such representations either by redressing the grievances at their own level or forward the same to this office alongwith their comments/recommendations in the subject matter within one month from the date of receiving the representation. The official concerned should be intimated accordingly and if it is anticipated that the representation cannot be disposed of within a month of its receipt, an acknowledgement or interim reply should be sent to the individual. If the official concerned does not receive any intimation about the action taken on his/her representation within one month from the date of submission, he/she may prefer a reminder. However, if the competent authority in the field office fails to take the requisite action on such reminder also within one month from the date of its receipt, the official concerned may send his/her representation directly to this office, enclosing therewith the copies of the duly acknowledged representation and reminder by the office concerned and stating the fact that for want of any *proper* action on the part of the competent authority in the field office, he/she is compelled to bring it to the notice of the higher authorities in the C&AG office.

4. The submission of representations directly to the higher authorities by passing the prescribed channel of communication, will be viewed seriously by this office and appropriate disciplinary action would be taken against those who violate these instructions, as it can rightly be treated as a conduct unbecoming of a central government servant, attracting the provisions of Rule 3 (1)(iii) of the CCS (Conduct) Rules, 1964. The representations, from the family members of government servants, in service matters will not be entertained by this office. Moreover, bringing of any political or other outside influence directly or indirectly by the government servants to bear upon any superior authority to further their interests in respect of matters pertaining to their service shall be treated as violation of the Rule 20 of the CCS (Conduct) Rule, 1964.

5. These instructions may please be given wide publicity by displaying on notice boards.

Yours faithfully,

Sd/-

(Ranjit Sing)

Asstt. C&AG (N)