

भारत के नियंत्रक एवं महालेखापरीक्षक का कार्यालय
9, दीन दयाल उपाध्याय मार्ग,
नई दिल्ली-110 124



Circular No. 29/Staff Wing/2025
No.759-Staff (App.-II)/67-2025/Vol.VI

OFFICE OF THE COMPTROLLER &
AUDITOR GENERAL OF INDIA
9, DEEN DAYAL UPADHYAYA MARG,
NEW DELHI - 110 124

दिनांक / DATE 13-08-2025

To

All Heads of the Department

(Cadre Controlling Authorities)

Director General (Commercial-II)

Director (Personnel)

Subject: Representations from Government Servants on service matters - regarding.

Reference:

- i) DoPT O.M. No. 118/52-Ests. dated 30.04.1952
- ii) DoPT O.M. No. 25/34/68-Estt (A) dated 20.12.1968
- iii) DoPT O.M. No. 11013/7/99-Estt. A dated 01.11.1999
- iv) DoPT O.M. No. 11013/08/2013-Estt.(A)-III dated 06.06.2013
- v) DoPT O.M. No. 11013/08/2013-Estt.(A)-III dated 31.08.2015
- vi) Circular No. 26-Staff-Staff Wing/2014-No. 1146-Staff (App.II)/67-2014/Vol.III dated 07.07.2014
- vii) Letter No. 892-SA-V/Representations/64-2023 dated 19.09.2024

Madam/Sir,

It has come to notice that despite existing instructions, some government servants are not adhering to the prescribed procedures for submitting representations on service matters. This circular aims to reiterate and clarify the guidelines regarding the submission of representations by government servants.

1. Submission of Representations: Government servants are required to submit their representations on service matters, such as requests for transfer, deputation, pay fixation, promotions, etc., through the proper channel. This means addressing their immediate official superior, the Head of Office, or the authority competent to deal with the matter.

Contd.

2. Prohibition on Direct Representations: Direct representations to higher authorities, including the President, Prime Minister, Ministers, or other high functionaries, are strictly prohibited. Such actions bypass the prescribed channels and are considered a violation of conduct rules.
3. Outside Influence: Attempting to bring outside influence, including through elected members like MLAs, MPs, or Ministers, in matters related to postings and transfers is not permitted. Such practices are viewed seriously and attract disciplinary action.
4. Handling of Representations:
 - 4.1. Authorities receiving representations may acknowledge receipt and strive to provide a response within a reasonable time frame, preferably within one month.
 - 4.2. For issues like non-payment of salary or allowances, a reply should be given preferably within one month. If no response is received, the government servant may escalate the matter to a higher officer.
 - 4.3. Representations against the orders of immediate superiors should be handled expeditiously.
5. Advance Copies of Representations:
 - 5.1. Advance copies of representations sent directly to higher authorities will be ignored or rejected if the prescribed channels have not been exhausted.
 - 5.2. If the prescribed channels have been exhausted, the representation may be considered, but only after obtaining comments from the lower authorities.
6. Representations from Relatives:
 - 6.1. Representations from relatives of government servants are generally not entertained, except in cases where the government servant is deceased or physically incapacitated.
7. Disciplinary Action:
 - 7.1. Violation of these instructions, including submitting direct representations or attempting to bring outside influence, will be treated as misconduct under Rule 3(1)(iii) of the CCS (Conduct) Rules, 1964. Appropriate disciplinary action will be initiated against those who fail to comply.

Contd.

8. Reference Material:

- 8.1. The relevant DoPT Office Memoranda are enclosed as 'Annexure' for detailed guidelines and should be referred to for comprehensive understanding.
- 8.2. These instructions and guidelines are also available on the DoPT portal:
<https://dopt.gov.in/>.

All government servants are urged to strictly adhere to these guidelines. Cadre Controlling Authorities are requested to ensure wide publicity of this circular among employees and to take necessary action in case of violations.

Yours faithfully,


(Sumeet Kumar)

Assistant Comptroller & Auditor General (N)

Enclosures:

- DoPT O.M. No. 118/52-Ests. dated 30.04.1952
- DoPT O.M. No. 25/34/68-Estt (A) dated 20.12.1968
- DoPT O.M. No. 11013/7/99-Estt. A dated 01.11.1999
- DoPT O.M. No. 11013/08/2013-Estt.(A)-III dated 06.06.2013
- DoPT O.M. No. 11013/08/2013-Estt.(A)-III dated 31.08.2015

(Annexure)

Copy of office memorandum No. 118/52-Ests. dated 30th April, 1952 from the Government of India, Ministry of Home Affairs, New Delhi addressed to all Ministries of Government of India, etc..

Subject: Representations from Government servants on service matters - advance copies.

Reference are frequently received in this Ministry enquiring whether the submission of advance copies of representations to higher authorities is permissible and as to the treatment that should be accorded to such copies. The matter has been carefully considered and the following instructions are issued for the guidance of all concerned.

2. 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 he is competent to deal with the matter. An appeal or representation to a higher authority must not be made unless the appropriate lower authority has already rejected the claim or refusal relief or ignored or unduly delayed the disposal of the case. Representations to still higher authorities (e.g. those addressed to the President the Government or to Hon. Ministers) must be submitted through the proper channel (i.e. the Head of Office, etc. concerned). There will be no objection at that stage, but only at that stage to an advance copy of the representation being sent direct.

3. The treatment by the higher authorities of advance copies of representations so received should be governed by the following general principles:-

(a) If the advance copy does not clearly show that all means of securing attention or redress from lower authorities have been duly tried and exhausted, the representation should be ignored or rejected summarily on that ground, the reasons being communicated briefly to the Government servants. If the Government servant persists in thus prematurely addressing the higher authorities, suitable disciplinary action should be taken against him.

(b) If the advance copy shows clearly that all appropriate lower authorities have been duly addressed and exhausted, it should be examined to ascertain whether on the facts as stated some grounds for interference or for further consideration appear, prima facie to exist. Where no such grounds appear, the representation may be ignored or summarily rejected, the reasons being communicated briefly to the Government servant.

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(c) Even where some grounds for interference or further consideration appear to exist, the appropriate lower authority should be asked, within a reasonable time, to forward the original representation, with its report and comments on the points urged. There is ordinarily no justification for the passing of any orders on any representation without thus ascertaining the comments of the appropriate lower authority.

4. Some Government servants are in the habit of sending copies of their representations also to outside authorities, i.e., authorities who are not directly concerned with the consideration thereof (e.g. other Honourable Minister, Secretary, Members of Parliament, etc.) This is a most objectionable practice, contrary to official propriety and subversive of good discipline and all Government servants are expected scrupulously to eschew it.

5. Separate instructions exist in respect of officers of the All India Services and these instructions do not apply to those officers.

6. It is requested that the above instructions may be brought to the notice of all Government servants.

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§ख§ यदि अग्रिम प्रति से यह बात स्पष्ट हो जाती है कि समुचित निम्नतर प्राधिकारियों को विधिवत् रूप से अभ्यावेदन भेजे जा चुके हैं और वे असफल रहे हैं तो यह पता लगाने के लिए जांच की जानी चाहिए कि क्या बताए गए तथ्यों के आधार पर हस्तक्षेप किए जाने या और आगे विचार किए जाने के कोई आधार

प्रथम दृष्टया बनते हैं या नहीं। जिन मामलों में ऐसे कोई आधार प्रतीत नहीं होते उनमें अभ्यावेदन अनदेखा या सरसरी तौर पर नार्मल कर दिया जाए और ऐसा किए जाने के कारणों से सरकारी कर्मचारियों को स्क्षेप में अवगत करा दिया जाए।

§ग§ ऐसे मामलों में भी जिनमें हस्तक्षेप किए जाने या और आगे विचार किए जाने के कुछ आधार प्रतीत होते हैं, समुचित निम्नतर प्राधिकारी से एक उचित समय के भीतर यह कहना चाहिए कि वह उठाए गए बिन्दुओं पर अपनी रिपोर्ट और टिप्पणियों सहित मूल अभ्यावेदन भेज दे। इस प्रकार समुचित निम्नतर प्राधिकारी की टिप्पणियों की जानकारी प्राप्त किए बिना किसी अभ्यावेदन पर कोई आदेश पारित करने का सामान्यतः कोई औचित्य नहीं है।

4. कुछ सरकारी कर्मचारियों को यह आदत होती है कि वे अपने अभ्यावेदनों की प्रतियां संबंधित प्राधिकारियों को जैसे कि ऐसे प्राधिकारियों को जो कि उनके अभ्यावेदनों पर विचार करने के लिए सीधे संबंधित नहीं हैं उदाहरण के लिए अन्य माननीय मंत्री, सचिव, सदन सदस्य आदि भेजते रहते हैं। यह एक अत्यन्त आपत्तिजनक परिपाटी है जो कि सरकारी मर्यादा के प्रतिकूल है और श्रेष्ठ अनुशासन की विरोधी है और सभी सरकारी कर्मचारियों से यह अपेक्षा की जाती है कि वे पूरी ईमानदारी से इस प्रवृत्ति से दूर रहेंगे।

5. अखिल भारतीय सेवाओं के अधिकारियों के संबंध में अलग से अनुदेश विद्यमान है और ये अनुदेश उन अधिकारियों पर लागू नहीं होते।

6. अनुसंधे है कि उपर्युक्त अनुदेश सभी सरकारी कर्मचारियों की जानकारी में ला दिए जाएं।

No. 25/34/68-Estt(A)
Government of India
Ministry of Home Affairs

New Delhi-1, the 20th Dec., 1968
28 Agrahayana, 1990.

OFFICE MEMORANDUM

Subject: Representations from Government servants
on service matters - Treatment of.

The undersigned is directed to refer to the Ministry of Home Affairs Office Memorandum No. 119/52-Ests. dated the 30th April, 1952 on the subject mentioned above (copy enclosed for ready reference). It has been brought to the notice of the Ministry of Home Affairs that undue delay occurs very often in the disposal of representations from Government servants in regard to matters connected with the service rights or conditions which causes hardship to the individuals concerned.

2. The representations from Government servants on service matters may be broadly classified as follows:-

- (1) Representations/complaints regarding non-payment of salary/allowances or other dues;
- (2) Representations on other service matters;
- (3) Representations against the orders of the immediate superior authority; and
- (4) Appeals and petitions under statutory rules and orders (e.g. Classification, Control and Appeal Rules and the petition instructions).

3. In regard to representations of the type mentioned at (1) & (2) above, if the individual has not received a reply thereto within a month of its submission, he could address, or ask for an interview with the next higher officer for redress of his grievances. Such superior officer should immediately send for the papers and take such action as may be called for, without delay.

4. Representations of the type mentioned at (3) above, would be made generally only in cases where there is no provision under the statutory rules or orders for making appeals or petitions. Such representations also should be dealt with as expeditiously as possible. The provisions of the preceding paragraph would apply to such representations also, but not to later representations made by the same Government servant on the same subject after his earlier representation has been disposed off appropriately.

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5. In regard to the representations of the type mentioned at (4) above, although the relevant rules or orders do not prescribe a time limit for disposing of appeals and petitions by the competent authority, it should be ensured that all such appeals and petitions receive prompt attention and are disposed within a reasonable time. If it is anticipated that an appeal or a petition cannot be disposed of within a month of its submission, an acknowledgement or an interim reply should be sent to the individual within a month.

6. The instructions contained in paragraph 2 of this Ministry's Office Memorandum No. 118/52-Ests. dated the 30th April, 1952, will stand modified to the extent indicated in the paragraphs 3, 4 and 5 above.

Sd/-
(P.S. VENTATESHWARAN)
Under Secretary to the Government of India.

To

All Ministries/Departments of the Government of India
etc. with usual number of spare copies.

संख्या-25/34/68-स्थापना॥क॥

भारत-सरकार

गृह-मंत्रालय

नई दिल्ली, दिनांक दिसंबर 20, 1968
कार्यालय-ज्ञापनविषय:-सेवा मामलों के संबंध में सरकारी कर्मचारियों के अप्यावेदनों पर
जर्रवाई ।

मुझे उपर्युक्त विषय पर गृह मंत्रालय के दिनांक 30.4.1952 के कार्यालय ज्ञापन संख्या 118/52-स्था० तत्काल निर्देश के लिए प्रती अलग का हवाला देने का निर्देश हुआ है । गृह मंत्रालय की जानकारी में यह बात लाई गई है कि सेवा अधिकारों अथवा कर्तों से संबंधित मामलों पर सरकारी कर्मचारियों के अप्यावेदनों के निपटान में कभी-कभी अनावश्यक विलम्ब हो जाता है जिससे संबंधित व्यक्तियों को कठिनाई होती है ।

2. सेवा मामलों के बारे में सरकारी कर्मचारियों के अप्यावेदनों को मोटे तौर पर निम्न प्रकार वर्गीकृत किया जा सकता है :-

- ॥1॥ वेतन/भत्ते अथवा अन्य देय राशि के भुगतान न होने के संबंध में अप्यावेदन/शिकायतें ;
- ॥2॥ अन्य सेवा मामलों के संबंध में अप्यावेदन ;
- ॥3॥ तत्काल वरिष्ठ-प्राधिकारों के आदेशों के विरुद्ध अप्यावेदन, तथा
- ॥4॥ सांविधिक नियमों तथा आदेशों ॥अर्थात् वर्गीकरण, नियंत्रण तथा अपील नियमों और याचिका अनुदेशों॥ के अधीन अपील तथा याचिका

3. उपर्युक्त ॥1॥ तथा ॥2॥ पर उल्लिखित स्वरूप के अप्यावेदनों के संबंध में, यदि संबंधित व्यक्ति को अप्यावेदन प्रस्तुत करने के एक मास के भीतर उत्तर नहीं मिलता है तो वह अपनी शिकायत दूर कराने के लिए अगले उच्च अधिकारी को लिख सकता है अथवा उसके मुलाकात का समय मांग सकता है ; ऐसा वरिष्ठ अधिकारी आगजात तत्काल मंगायेगा और बिना कोई विलम्ब किए अपेक्षित जर्वाई करेगा ।

4. उपर्युक्त ॥3॥ पर उल्लिखित स्वरूप के अप्यावेदन सामान्यतः उन्हीं मामलों में किए जाएंगे जहाँ सांविधिक नियमों तथा आदेशों के अधीन अपील तथा याचिकाएँ करने का उपाय न हो । ऐसे अप्यावेदनों पर भी यथासंभव शीघ्र जर्वाई की जानी चाहिये । पूर्ववर्ती पैरे के उपाय ऐसे अप्यावेदनों पर भी लागू होंगे किन्तु उन्हीं सरकारी कर्मचारी द्वारा उसी विषय पर किए गये बाद के ऐसे अप्यावेदनों पर लागू नहीं होंगे जो उसके पहले अप्यावेदन पर उपर्युक्त जर्वाई किए जाने के बाद दिए जाते हैं ।

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5. उपर्युक्त § 4.4 पर उल्लिखित स्वरूप के अध्यावेदनों के संबंध में, यद्यपि सभी प्राधिकारी द्वारा असील तथा घाचिकाएं निपटाये जाने के लिए संबंधित नियमों अथवा आदेशों में कोई समय सीमा निर्धारित नहीं है तो भी यह सुनिश्चित किया जाना चाहिये कि ऐसी सभी असीलों तथा घाचिकाओं पर तत्काल ध्यान दिया जाए और उन्हें उचित समय के भीतर निपटा दिया जाए। यदि यह प्रत्याशा हो कि किसी असील अथवा घाचिका को इनके प्रस्तुत किए जाने से एक मास के भीतर नहीं निपटाया जा सकता तो संबंधित व्यक्ति को एक मास के भीतर पावती अथवा अतिरिक्त उत्तर भेजा जाना चाहिये।

6. इस मंत्रालय के दिनांक 30.4.1952 के कार्यालय बायन संख्या 118/52-स्था0 के पैरा 2 में दिए गए अनुदेश ऊपर के पैरा 3, 4 तथा 5 में निर्दिष्ट सीमा तक संशोधित हो जाएंगे।

H0/-

§पी.स. वैकटेश्वरन§

भारत सरकार के अवर सचिव

सेवा में,

भारत-सरकार के सभी मंत्रालय/विभाग इत्यादि अतिरिक्त प्रतियों सहित।

No. 11013/7/99-Estt. (A)
Government of India
Ministry of Personnel, Public Grievances & Pensions
(Department of Personnel & Training)

New Delhi, dated the 1st November 1999.

OFFICE MEMORANDUM

Subject: Representation from Government servants on service matters.

The undersigned is directed to refer to the Ministry of Home Affairs O.M. No.118/52-Ests. dated 30th April, 1952 on the subject mentioned above (copy enclosed for ready reference).

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 he is competent to deal with the matter. Of late, it is observed that there has been a 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 service unions have also developed a tendency to write to the Ministers and Prime Minister on individual grievances. Some of these representations are often forwarded through Members of Parliament, in violation of Rule 20 of the CCS (Conduct) Rules, 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 - (copy enclosed) 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.

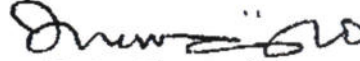
4. Thus adequate instructions are available in the matter of submission of representations by the Government servants and treatment of the representations by the authorities concerned. As such submission of representations directly to higher authorities by-passing the prescribed channel of communication, has to be viewed seriously and appropriate disciplinary action should be taken against those who violate these instructions as it can rightly

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be treated as an unbecoming conduct attracting the provisions of Rule 3 (1) (iii) of the CCS (Conduct) Rules, 1964.

5. It is requested 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.



(T.O. Thomas)


Deputy Secretary to the Government of India

To

All Ministries/Departments of the 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 & MHA.
8. All Attached and Subordinate Offices of Ministry of Personnel, P.G. & Pensions & MHA.



(T.O. Thomas)

Deputy Secretary to the Government of India

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 Affairs 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.

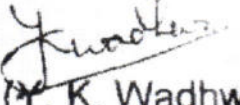
2. It has been envisaged in these instructions that whenever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or to seek redress of a grievance, the proper course for him is to address his immediate official superior, or the Head of his office, 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 Minister, 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.

-2-

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.


(Y. 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)).

Copy of the Office Memorandum No. 118/52-Ests. Dated 30th April, 1952

Representations from Government servants on service matters – advance copies.

Reference are frequently received in this Ministry enquiring whether the submission of advance copies of representations to higher authorities is permissible and as to the treatment that should be accorded to such copies. The matter has been carefully considered and the following instructions are issued for the guidance of all concerned.

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 superior official, or the Head of office, or such other authority at the lowest level as he is competent to deal with the matter. An appeal or representation to a higher authority must not be made unless the appropriate lower authority has already rejected the claim or refused relief or ignored or unduly delayed the disposal of the case. Representations to still higher authorities (i.e. those addressed to the President, the Government or to Hon'ble Minister) must be submitted through the proper channel (i.e. the Head of Office, etc. concerned). There will be no objection at that stage, but only at that stage to an advance copy of the representation being sent direct.

3. The treatment by the higher authorities of advance copies of representations so received should be governed by the following general principles –

(a) If the advance copy does not clearly show that all means of securing attention or redress from lower authorities have been duly tried and exhausted, the representation should be ignored or rejected summarily on that ground, the reasons being communicated briefly to the Government servants. If the Government servant persists in this prematurely addressing the higher authorities, suitable disciplinary action should be taken against him.

(b) If the advance copy shows clearly that all appropriate lower authorities have been duly addressed and exhausted, it should be examined to ascertain whether on the facts as stated, some grounds for interference or for further consideration, prima facie exist. Where no such grounds appear, the representation may be ignored or summarily rejected, the reasons being communicated briefly to the Government servant.

(c) Even where some grounds for interference or further consideration appear to exist, the appropriate lower authority should be asked, within a reasonable time, to forward the original representation, with its report and comments on the points urged. There is ordinarily no justification for the passing of any orders on any representation without thus ascertaining the comments of the appropriate lower authority.

4. Some Government servants are in the habit of sending copies of their representations also to outside authorities, i.e. authorities who are not directly concerned with the consideration thereof (e.g. other Honorable Minister, Secretary, Members of Parliament, etc.) This is a most objectionable practice, contrary to official propriety and subversive of good discipline and all Government servants are expected scrupulously to eschew it.

Copy of the Office Memorandum No. 25/34/68-Estt.(A) Dated 20.12.1968**Representations from Government servants on service matters – Treatment of**

Reference is invited to the Ministry of Home Affairs Office Memorandum No. 118/52-Ests. Dated the 30th April, 1952 on the subject mentioned above (copy enclosed for ready reference). It has been brought to the notice of the Ministry of Home Affairs that undue delay occurs very often in the disposal of representations from Government servants in regard to matters connected with the service rights or conditions which causes hardship to the individuals concerned.

2. The representations from Government servants on service matters may be broadly classified as follows :-

(1) Representations/complaints regarding non-payment of salary/allowances or other dues

(2) Representations on other service matters;

(3) Representations against the orders of the immediate superior authority; and

(4) Appeals and petitions under statutory rules and orders (e.g. Classification Control and Appeal Rules and the petition Instructions).

3. In regard to representations of the type mentioned at (1) and (2) above, if the individual has not received a reply thereto within a month of its submission, he could address or ask for an interview with the next higher officer for redress of his grievances. Such superior officer should immediately send for the papers and take such action as may be called for, without delay

4. Representations of the type mentioned at (3) above, would be made generally only in cases where there is no provision under the statutory rules or orders for making appeals or petitions. Such representations also should be dealt with as expeditiously as possible. The provisions of the preceding paragraph would apply to such representations also, but not to later representations made by the same Government servant on the same subject after his earlier representation has been disposed off appropriately.

5. In regard to the representations of the type mentioned at (4) above, although the relevant rules or orders do not prescribe a time limit for disposing of appeals and petitions by the competent authority, it should be ensured that all such appeals and petitions receive prompt attention and are disposed within a reasonable time. If it is anticipated that an appeal or a petition cannot be disposed of within a month of its submission, an acknowledgement or an interim reply should be sent to the individual within a month.

6. The instructions contained in paragraph 2 of this Ministry's Office Memorandum No. 118/52-Ests. Dated the 30th April, 1952, will stand modified to the extent indicated in the paragraphs 3, 4 and 5 above.

No. 11013/7/99-Estt. (A)
Government of India
Ministry of Personnel, Public Grievances & Pensions
(Department of Personnel & Training)

New Delhi, dated the 1st November 1999.

OFFICE MEMORANDUM

Subject: Representation from Government servants on service matters.

The undersigned is directed to refer to the Ministry of Home Affairs O.M. No.118/52-Ests. dated 30th April, 1952 on the subject mentioned above (copy enclosed for ready reference).

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 he is competent to deal with the matter. Of late, it is observed that there has been a 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 service unions have also developed a tendency to write to the Ministers and Prime Minister on individual grievances. Some of these representations are often forwarded through Members of Parliament, in violation of Rule 20 of the CCS (Conduct) Rules, 1964.

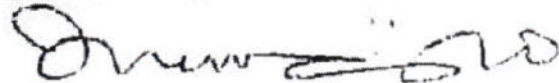
3. Existing instructions clearly provide that representations on service matters should be forwarded through proper channel. The stage at which an advance copy of the representation may be sent to higher authorities has also been indicated. In MHA O.M. No.25/34/68-Estt.(A) dated 20.12.68 - (copy enclosed) 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

-2-

be treated as an unbecoming conduct attracting the provisions of Rule 3 (1) (iii) of the CCS (Conduct) Rules, 1964.

5. It is requested 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.



(T.O. Thomas)

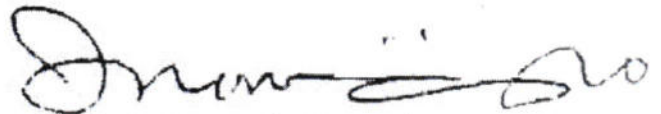
Deputy Secretary to the Government of India

To

All Ministries/Departments of the 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 & MHA.
8. All Attached and Subordinate Offices of Ministry of Personnel, P.G. & Pensions & MHA.



(T.O. Thomas)

Deputy Secretary to the Government of India

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

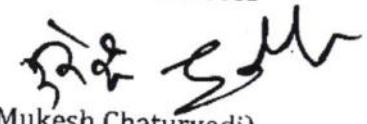
North Block, New Delhi
Dated August 31, 2015

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)

-----2/-

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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

Office of the Principal Accountant General (A&E) Haryana, Chandigarh

Endst. No. Admn-I/Circular/2025-26/622

Dated: 25.08.2025

Copy forwarded, through Internal Office References to the following for information and necessary action:-

1. Secretary, PS to Pr. Accountant General.
2. Branch Officers.
3. PAs to Group officers.
4. All Sections.

**Digitally signed by
Amrit Talwar**

**Date: 25-08-2025
17:28:19**
Sr. Accounts Officer (Admn-I)

WM(A)/Circular/2025-26/512

Dated 28.08.2025

Copy forwarded through official website to the All DA/DAO cadre staff for information.

Atta Chawans
Sr. Accounts Officer WM(A)