

To

The Officer-in-Charge

1. All Sections of Main Office
2. All sub-offices under PCDA (CC), Lucknow

Sub : Representation from Govt. Servants on service matters on public grievance portal.

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During the redressal of grievances on CPGRAMS portal, it is observed that a number of grievances received through CPGRAMS are of petty nature and are being lodged while by-passing the prescribed channel and without exhausting other options. This has been viewed seriously by the Competent Authority.

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 representation directly to higher authorities by-passing the prescribed channel of communication and without exhausting other options may attract disciplinary action. This can rightly be treated as conduct unbecoming of a government servant, 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 grievance portal etc.
4. Attention in this connection is also invited to the provisions 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) dt. 19.09.1963.
5. In view of the above, it is requested that these instructions may be brought to the notice of all Govt. servants and action may be taken against those who violate these instructions.

*(Whit Sharma)*

ACDA (O&M)