

No. CDN/MF.CGA/CPGRAM/2019/378

Ministry of Finance  
Department of Expenditure,  
Controller General of Accounts

Mahalekha Niyatrak Bhawan  
Block-E, GPO Complex, INA, New Delhi.

Dated 19<sup>th</sup> November, 2019

**Office Memorandum**

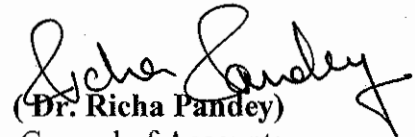
**Subject: Representation from government servant on service matters.**

Attention is invited to the instructions issued by DoPT from time to time on submission of representations by government servant on their service matters. In spite of these instructions, it has been observed that employees of this organisation or their relatives are frequently submitting the representations to Prime Minister/Minister/Secretary directly for seeking redressal of their grievances. It is clarified that it would include all forms of communication through e-mails or public grievance portal etc. If a government servant wishes to seek redressal of a grievance, the proper course is to address his immediate official superior, or Head of Office, or such other authority at the appropriate level who is competent to deal with the matter in the organisation.

Attention 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 matters. Violation of these instructions may be treated as unbecoming conduct on the part of government servant and may attract the provision of Rule 3(1) (iii) of CCS(Conduct) Rules, 1964.

Therefore, all Pr.CCAs/CCAs/CAs (with independent charges) are requested that these instructions may be brought to the notice of all government servants working under their administrative control. Violation of the instructions may led to disciplinary action against the government servant under relevant rules.

This issues with the approval of Controller General of Accounts

  
(Dr. Richa Pandey)

Asstt. Controller General of Accounts

To

1. All Pr.CCAs/CCAs/CAs ( with independent charges)
2. All Jt. CGAs , O/o CGA
3. Director, INGAF
4. CC ( Pension)
5. Sr. AO ( ITD) for uploading on website.