

F.No.A-26017/ 70 /2021-Ad.IIA
Government of India
Ministry of Finance
Department of Revenue
Central Board of Indirect Taxes & Customs

North Block
New Delhi, the 28 June, 2022

Office Memorandum

Subject:- VIP references received on service matters in CBIC- regarding

The undersigned is directed to say that a number of officers of Central Board of Indirect Taxes and Customs (CBIC) have been submitting their representations on service matters through other authorities bypassing prescribed channel of communication. In this regard, DoP&T has issued instructions vide O.M. no. 11013/08/2013-Estt. (A-III) dated 31.08.2015 which was circulated to all Cadre Controlling Authorities under CBIC vide Board's letter dated 03.02.2020 (copy enclosed)

2. The DoP&T O.M. dated 31.08.2015 stipulates that such submission of representation has to be viewed seriously and appropriate action should be taken against those who violate these instructions. This can rightly be treated as unbecoming conduct attracting the provisions of Rule 3(1) (iii) of the Central Civil Services (Classification, Control and Appeal) Rules, 1964. It has also been clarified that this would include all the forms of communication including through e-mail or public grievance portal, etc.

3. Further, the provisions of Rule 20 of the CCS (Conduct) Rules 1964, prohibit Government servants from bringing outside influence in respect of matters pertaining to his service. Representation by relative 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.

4. All the Cadre Controlling Authorities under CBIC are requested that these instructions may be brought to the notice of all Government officials/ Officers working under CBIC and appropriate disciplinary action may be taken against those who violate these instructions.



(Avneesh Partap Singh)
Under Secretary to the Government of India
Tel No 23095528

Encl: As above

To

All Cadre Controlling Authorities under CBIC

F.No.A-26017/152/2020-Ad.IIA
Government of India
Ministry of Finance
Department of Revenue
Central Board of Indirect Taxes and Customs

North Block, New Delhi.
Dated the 3rd February, 2020.

To,

All Cadre Controlling Authorities under CBIC.
All concerned officials/officers working under CBIC.

Subject: Representations/Grievances from Government Servant on Service Matters – reiteration of instructions of DOPT issued vide OM F.No.11013/08/2013-Estt.(A-III) dated 31st August, 2015 – reg

Sir,

I am directed to say that as per the existing instructions, 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 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 organization.

2. Further, PG Portal has been launched by the Government for redressal of grievances faced by general public. However, the Board has been receiving large number of grievances from Officers/Officials through PG Portal for redressal of administrative/Service matters. Such submissions of representations directly to other authorities bypassing the prescribed channel of communication, has to be viewed seriously and appropriate action should be taken against those who violate these instructions. In this regard, vide DOPT OM F.No.11013/08/2013-Estt(A-III) dated 31st August, 2015(copy enclosed) has clarified that it would include all forms of communication including through E-mails or public grievances portal etc.

3. The DOPT's instructions issued vide aforesaid OM dated 31st August, 2015 are reiterated and these may be brought to the notice of all Govt. officials/Officers working under CBIC and appropriate action may be taken against those who violate these instructions.

4. This issues with the approval of Member (Admn), CBIC.

Yours faithfully,

Encl: As above.

(Gaurav Shukla)

Under Secretary to the Government of India
Tele: 011-23095528

Copy to: DG System, CBIC with a request to upload it on the website.

F. No. 11013/08/2013-EstL(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/-

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)
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Telefax: 23093176


To

The Secretaries of All Ministries/Departments of Govt. of India
(as per the standard list)

-----2/-

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



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