



कार्यालय महालेखाकार (लेखा एवं हक), पश्चिमबंगाल
ट्रेजरीबिल्डिंग्स, 2, गवर्नमेंटप्लेस, वेस्ट, कोलकाता-700001
OFFICE OF THE ACCOUNTANT GENERAL (A&E), WEST BENGAL
TREASURY BUILDINGS, 2, GOVERNMENT PLACE WEST, KOLKATA- 700001



No. PAGAEWB/03/57/110/WM/DA/2024-25/141

Date: 29.10.2024

CIRCU LAR

Attention of all the officers/officials is invited to the instruction conveyed vide Headquarters' office Circular letter No. 892 SA-V/Representations/64-2023 dated 19.09.2024 and earlier Circular No. 26-Staff Wing/2014 circulated vide letter No. 1146-Staff(App.-II)/67-2014/Vol.III dated 07.07.2014 regarding representation from Government Servants on service matters.

It is impressed upon all officers and members of the staff that they should scrupulously abide by the instruction contained in the mentioned circulars *ibid* at all times. Any violation of the same will be viewed seriously and appropriate disciplinary action may be initiated as per extant Rule against employees who will be found guilty of violating these instructions. The aforementioned two circulars issued by the Headquarters' office are reproduced over leaf for general information and strict compliance.

(Authority: AG's order dated 29.10.2024)

Sd/-

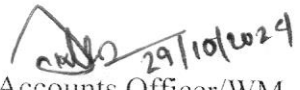
Sr. Accounts Officer/WM

No. PAGAEWB/03/57/110/WM/DA/2024-25/1591

Date: 29.10.2024

Copy forwarded for information and necessary action to:

1. Sr. AO/ITSC with a request to upload the same in the office website.


29/10/2024
Sr. Accounts Officer/WM

WM/18
23/09/24

संख्या. ⁸⁹² SA-V/Representations/64-2023

उत्त के नियंत्रक एवं महालेखापरीक्षक का कार्यालय
10, बहादुरशाह ज़फर मार्ग,
नई दिल्ली-110 124



OFFICE OF THE COMPTROLLER &
AUDITOR GENERAL OF INDIA
10, BAHADUR SHAH ZAFAR MARG,
NEW DELHI - 110 124

दिनांक / DATE 19-09-2024

To,
All the Heads of the Department in the IA&AD
(including Commercial Audit cadres)

AG/1169
20/09/24

Subject: - Representation from Government servant on service matters.

महोदय/महोदया,

Attention is invited to headquarter office Circular No. 26-Staff Wing/2014 dated 07.07.2014 and Government instructions, issued from time to time, on submission of representations by Government servants about their service matters.

2. As per the existing instructions on representation from Government servant on service matters, whenever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or seeking redressal 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 appropriate level who is competent to deal with the matter in the organisation. Moreover, existing instructions clearly provide that representations on service matters should be forwarded through proper channel.

3. However, it has been observed that some employees of this Department continue to represent on promotion matters directly to the C&AG of India or other higher officials in Headquarters and other authorities in DoPT/MoF/various other Commissions, ignoring the prescribed channel of communication.

4. Such submission of representations directly to higher authorities by-passing the prescribed channel of communication, has been viewed seriously, and such action may invite appropriate disciplinary action 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 CCS (Conduct) Rules, 1964. It is clarified that this would include all forms of communications including through e-mails or public grievances portal etc.

amplify
mu s-b.
23/9/24
AG (Admin)
AG (C&A), Vhe & CISO

SAO/WM
उप महालेखाकार
(ले. एवं बी.एल.सी.) सचिवालय
DAG (A/c & VLC) Sectt
डाकरी संख्या/Dy. No. 300
Date... 23/9/24

5. In the light of above, I am directed to request that the headquarter instructions issued vide Circular No. 26-Staff Wing/2014 dated 07.07.2014 and consolidated instructions issued by DoPT vide OM dated 23.09.2022 are reiterated for observance and compliance. Disciplinary action may be initiated against employees who are found guilty of violating these instructions.

संलग्नक: यथोपरि

भवदीय ,

मृणाल

(मृणाल चावला)

सहायक-नियंत्रक महालेखापरीक्षक (अराज०-II)

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OFFICE OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA
NEW DELHI

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.

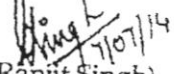
3. In view of the above, it is reiterated that only those representations from the serving officials on service matters, received through proper channel, will be entertained by this office. The competent authorities in the field offices are required to take appropriate action on such representations 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.

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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,


(Ranjit Singh)
Asstt. C&AG (N)