

भारत के नियंत्रक एवं महालेखापरीक्षक का कार्यालय
9, दीन दयाल उपाध्याय मार्ग,
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OFFICE OF THE COMPTROLLER &
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14 JUL 2025

दिनांक / DATE _____

To

1. All the Heads of Departments in IA & AD
2. DG (Commercial)
3. Director (Personnel)

Subject: Correspondences received in Headquarters on Pay/TA/LTC/Anomaly etc. -Reg.

Reference: Headquarters' circular No.14, issued vide letter No. 384-SE-I/86-2021, dated 12.04.2023

Dear Sir/Madam,

Headquarters has observed a significant volume of correspondences from serving and retired employees, as well as field offices, concerning matters related to pay, Travel Allowance (TA), Leave Travel Concession (LTC), anomalies, and similar issues. Many of these submissions contain procedural irregularities, resulting in unnecessary correspondence, delays, and inefficient use of resources at both Headquarters and field offices.

2. To address this, it is imperative to streamline processes by reiterating the extant provisions and instructions issued by Headquarters. The following guidelines are re-emphasized for strict compliance:

(i) Representations from Retired Officials:

- Representations received at Headquarters, whether addressed directly or copied to field offices, shall primarily be the responsibility of the respective field office to which they are addressed or marked.
- Upon receipt, field offices may examine such representations in accordance with extant provisions and prepare a para-wise assessment. This assessment, along with a chronological summary of the case, may be forwarded to Headquarters within **one month** from the date of receipt.
- In cases where field offices encounter doubts regarding the applicability of provisions, they may refer the matter to Headquarters. Such referrals must include:
 - Complete case details.
 - Relevant supporting documents.
 - A pay regulation statement for the period in question, where applicable.

- Specific points of doubt clearly articulated while mentioning the applicability/non-applicability of the extant provision
- Representations from retired officials received at Headquarters without being addressed or copied to the respective field office shall be referred to the relevant field office for factual details and para-wise comments/assessment.

(ii) Representations from Serving Employees:

- As per Headquarters' Circular No. 14 dated 12 April 2023, serving employees are not permitted to correspond directly with Headquarters on service-related matters, except through the competent authority or Head of Department (HOD) via proper channels.
- Headquarters shall only entertain representations from serving employees that are submitted through proper channels, as stipulated in the aforementioned circular.

(iii) Processing of Representations:

- Representations from serving or retired employees forwarded to Headquarters without comments, clarifications, or identification of specific points of doubt create unnecessary delays. Field offices are requested to:
 - Examine representations at their level.
 - Forward them to Headquarters with para-wise comments, specific points of doubt, and details on the applicability/non-applicability of extant provisions.
 - Include a pay fixation statement, where required, to facilitate prompt resolution and minimize correspondence.

(iv) Endorsement of Office Orders:

- As per Circular No. 14 dated 12 April 2023, field offices are required not to routinely endorse copies of office orders related to pay fixation (e.g., due to MACP/ACP/NFU, passing RAE, or incentive examinations) to Headquarters.
- Despite these instructions, Headquarters continues to receive avoidable correspondence on these matters. Field offices are requested to refrain from sending such routine correspondence unless a specific doubt arises.
- In cases of doubt, field offices may refer the matter to Headquarters with complete case details for clarification.

3. In view of above, it is requested that all the cases/representations/grievances may be dealt with accordingly

Yours faithfully,

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(SUMEET KUMAR)

Asst. Comptroller & Auditor General (N)