

F.No.11013/4/2010-Estt. (A)  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
(Department of Personnel and Training)

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North Block,  
New Delhi,  
Dated the 19<sup>th</sup> April, 2010

OFFICE MEMORANDUM

**Subject : Central Civil Services (Conduct) Rules, 1974 – Submission of representations by Government servants – instructions regarding.**

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The undersigned is directed to refer to this Department's O.M. No. 11013/7/99-Estt. (A) dated 01.11.1999 on the abovementioned subject which indicates that the categories of representations from Government servants on service matters have been broadly identified as follows :-


- (i) Representations/complaints regarding non-payment of salary/ allowances or other issues.
- (ii) Representations on other service matters.
- (iii) Representations against the orders of the immediate official superior authority; and
- (iv) Appeals and petitions under statutory rules and orders (such as Central Civil Services (Classification, Control and Appeal) Rules, 1965 and the petition instructions.

(Apart from the above, sometimes, Government servants also submit advance copy of their representations to the authorities higher than the appropriate/Competent Authority.)

2. Necessary guidelines to deal with such representations are contained in the aforesaid O.M. which are to be followed by the administrative authorities. However, it is observed that some officials resort to the practice of sending repeated representations on the same issue which involves repeated examination of the same issue and bogs down the official machinery to the detriment of consideration of more important and time-bound issues. The matter has been considered by this Department. It needs to be emphasized that Government servants should desist from

making frequent and numerous representations on the same issue. The second representation on the same issue will be examined only if it contains any fresh points regarding new developments or facts having a bearing on the issue. It has been decided that when representations have already been considered and replied, further representations exceeding two on the same issue will henceforth be ignored. A Government servant may make a representation to an authority higher than the lowest competent authority only when he is able to establish that all the points or submissions made therein have not been fully and properly considered by his immediate official superior, or the Head of Office concerned or such other authority at the lowest level competent to deal with the matter. Government servants should desist from prematurely addressing the higher authorities.

3. All the Ministries/Departments are requested to bring the above guidelines for the notice of all concerned for information and compliance.



(A. BALARAM)

Under Secretary to the Government of India

All Ministries/Departments of the Government of India.

Copy forwarded to

1. Comptroller and Auditor General of India, New Delhi
2. Lok Sabha Secretariat/Rajya Sabha Secretariat/Ministry of Parliamentary Affairs.
3. Union Public Service Commission, New Delhi.
4. President's Secretariat/Vice-President's Secretariat/ Prime Minister's Office.
5. Election Commission of India, New Delhi.
6. Central Vigilance Commission, New Delhi.
7. Staff Selection Commission, New Delhi.
8. Central Bureau of Investigation, New Delhi.
9. Chief Secretaries of all State Governments/Union Territory Administrations.
10. All Attached and Subordinate Offices of the Ministry of Personnel, Public Grievances and Pensions.
11. All Officers and Sections in the Ministry of Personnel, Public Grievances and Pensions.
12. NIC (DOPT) with the request that this O.M. may be placed on the Department's website ([www.persmin.nic.in](http://www.persmin.nic.in)).  
(100 spare copies).



(A. BALARAM)

Under Secretary to the Government of India