



भाकृअनुप-राष्ट्रीय डेरी अनुसंधान संस्थान(मानद विश्वविद्यालय)
ICAR-National Dairy Research Institute (Deemed University)
करनाल, हरियाणा (भारत). पिन-132001.
Karnal, Haryana (India). PIN-132001

(स्थापना अनुभाग-एक / Establishment Section-I)

No.F.13-653/2012/E.I(S)e-149657/ -508-512 Dated: 04-08-2026

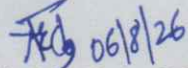
Advisory

Sub: Compliance with DoPT OMs regarding routing of representations, complaints and communications through the prescribed proper channel - reg.

Attention is invited to the DoPT OM No. 11013/08/2013-Estt.(A)-III dated 06.06.2013 (copy enclosed) and the subsequent clarification issued vide DoPT OM No. 1667545596919 dated 23.09.2022 (copy enclosed) duly circulated by the Council vide F. No. 3-2/2026-Vig.II (C.No.-414119) dated 23.01.2026 (copy enclosed), wherein it has been clearly stipulated that all representations, complaints, or communication must be submitted strictly through the prescribed proper channel. In this connection, all the Head of Divisions are directed to ensure strict compliance of the above said OM.

The Heads/ Incharges of various divisions/ sections are requested to circulate these instructions among all officers and staff to ensure wide publicity and monitor compliance.

This issues with the approval of the Director, ICAR-NDRI, Karnal.

 06/8/26
Chief Administrative Officer

Distribution:

1. All Head of Divisions/ Sectional Incharges, ICAR-NDRI, Karnal
2. The Head, SRS of ICAR-NDRI, Bengaluru
3. The Head, ERS of ICAR-NDRI, Kalyani
4. PPS to the Director, ICAR-NDRI, Karnal
5. PPS to the Joint Director (Academics), ICAR-NDRI, Karnal
6. PPS to the Joint Director (Research), ICAR-NDRI, Karnal
7. PPS to the Joint Director (Admn.) & SR, ICAR-NDRI, Karnal



INDIAN COUNCIL OF AGRICULTURAL RESEARCH
Krishi Bhavan, Dr. Rajendra Prasad Road, New Delhi-110001

F.No.3-2/2026-Vig.II (C.No.-414119)

Date: 23rd January, 2026

CIRCULAR

Subject: Compliance with DoPT OMs regarding routing of representations, complaints and communications through the prescribed proper channel – reg.

Attention is invited to the DoPT Office Memorandum No. 11013/08/2013-Estt. (A)-III dated 06.06.2013 (**copy enclosed**) and the subsequent clarification issued vide DoPT OM No. 1667545596919 dated 23.09.2022 (**copy enclosed**), wherein it has been clearly stipulated that all representations, complaints, or communications on service-related and vigilance matters must be submitted strictly through the prescribed proper channel.

2. The above instructions emphasize that direct submission of complaints/representations to higher authorities, Ministries, or external agencies, bypassing the established administrative hierarchy, is not permissible and may attract administrative or disciplinary action, as applicable.

3. In this regard, all ICAR Institutes are directed to ensure strict compliance with the following:

- (i). All service-related representations (including matters relating to recruitment, promotion, transfers, pay, seniority, disciplinary issues, etc.) shall be routed only through the immediate controlling officer/Head of Office, following the laid-down channel.
- (ii). Complaints not having a vigilance angle shall be forwarded through the proper channel after preliminary examination, as per existing guidelines and procedures to the concerned SMD.
- (iii). Anonymous or pseudonymous complaints should be dealt with strictly in accordance with the prevailing DoPT/ICAR vigilance instructions.
- (iv). Employees should refrain from directly addressing communications to the CVC, DoPT, Prime Ministers Office's, or any other external authority, except where specifically permitted under rules.

4. Directors/Heads of Institutes are requested to circulate these instructions among all officers and staff to ensure wide publicity and monitor strict compliance.

5. This issues with the approval of the Competent Authority.

(Sanjeev Kumar)

Under Secretary (Vigilance-II)

Distribution:

All Directors of the ICAR Institutes/NRCs/Project Directorates/Bureaux/ATARIs for compliance.

No.11013/08/2013-Estt.(A)-III
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Personnel & Training

DS (ISS)
Dy. No. 674
Date 14/6/13

North Block, New Delhi
Dated the 6th June, 2013

OFFICE MEMORANDUM

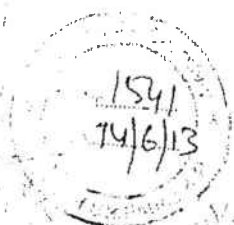
Subject: Representation from Government servant on service matters.

The undersigned is directed to refer to the Ministry of Home Affairs OM No. 118/52-Ests. dated the 30th April, 1952, OM No. 25/34/68-Estt.(A) dated the 20th December, 1968 and this Department's OM No. 11013/07/1999-Estt.(A) dated the 1st November, 1999 (copies enclosed for ready reference) on the above mentioned subject. This Department is receiving a number of representations, on service matters, addressed to the Prime Minister/ Minister/ Secretary (P) and other officers directly from the Government servants.

2. It has been envisaged in these instructions that whenever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or to seek redress 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 the lowest level as is competent to deal with the matter. Of late, it is observed that there is an increasing tendency on the part of officers at different levels to by-pass the prescribed channels of representation and write directly to the high functionaries totally ignoring the prescribed channels. The problem is more acute in large Departments where often very junior employees at clerical level address multiple representations to the Minister, Prime Minister and other functionaries. Apart from individual representations, the service unions have also developed a tendency to write to the Ministers and Prime Minister on individual grievance. Some of these representations are often forwarded through Members of Parliament, in violation of Rule 20 of the CCS (Conduct) Rule, 1964.

3. Existing instructions clearly provide that representations on service matters should be forwarded through proper channel. The stage at which an advance copy of the representation may be sent to higher authorities has also been indicated. In MHA O.M. No. 25/34/68-Estt.(A) dated 20.12.68 time limits for disposal of various types of representations have been prescribed. If it is anticipated that an appeal or petition cannot be disposed of within a month of its submission, an acknowledgement or interim reply should be sent to the individual within a month.

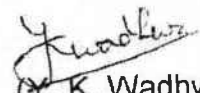
4. Thus adequate instructions are available in the matter of submission of representations by the Government servants and treatment of the representations by the authorities concerned. As such submission of representations directly to higher authorities by-passing the prescribed channel of communication, has to be viewed seriously and appropriate disciplinary action should be taken against those who violate these instructions as it can rightly be treated as an unbecoming conduct attracting the provisions of Rule 3 (1) (iii) of the CCS (Conduct) Rules, 1964.



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5. It is again reiterated that these instructions may be brought to the notice of all Govt. servants and appropriate disciplinary action may be taken against those who violate these instructions.


(Y. K. Wadhwa)

Under Secretary to the Government of India

To

All Ministries/Departments of Govt. of India.

Copy to:

1. Comptroller & Auditor General of India, New Delhi.
2. Union Public Service Commission, New Delhi.
3. Central Vigilance Commission, New Delhi.
4. Central Bureau of Investigation, New Delhi.
5. All Union Territory Administrations.
6. Lok Sabha/Rajya Sabha Secretariat.
7. All Officers and Sections in the Ministry of Personnel, Public Grievances & Pensions
8. All Attached and Subordinate Offices of Ministry of Personnel, P.G. & Pensions.
9. NIC, DoP&T with the request to upload this O.M. on Department's web site (OMs/Orders→ Establishment→ CCS (Conduct Rules).

Copy of the Office Memorandum No. 118/52-Ests. Dated 30th April, 1952

Representations from Government servants on service matters – advance copies.

Reference are frequently received in this Ministry enquiring whether the submission of advance copies of representations to higher authorities is permissible and as to the treatment that should be accorded to such copies. The matter has been carefully considered and the following instructions are issued for the guidance of all concerned.

2. Whenever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or to seek redress of a grievance, the proper course for him is to address his immediate superior official, or the Head of office, or such other authority at the lowest level as he is competent to deal with the matter. An appeal or representation to a higher authority must not be made unless the appropriate lower authority has already rejected the claim or refused relief or ignored or unduly delayed the disposal of the case. Representations to still higher authorities (e.g. those addressed to the President, the Government or to Hon'ble Minister) must be submitted through the proper channel (i.e. the Head of Office, etc. concerned). There will be no objection at that stage, but only at that stage to an advance copy of the representation being sent direct.

3. The treatment by the higher authorities of advance copies of representations so received should be governed by the following general principles –

(a) If the advance copy does not clearly show that all means of securing attention or redress from lower authorities have been duly tried and exhausted, the representation should be ignored or rejected summarily on that ground, the reasons being communicated briefly to the Government servants. If the Government servant persists in this prematurely addressing the higher authorities, suitable disciplinary action should be taken against him.

(b) If the advance copy shows clearly that all appropriate lower authorities have been duly addressed and exhausted, it should be examined to ascertain whether on the facts as stated, some grounds for interference or for further consideration, prima facie exist. Where no such grounds appear, the representation may be ignored or summarily rejected, the reasons being communicated briefly to the Government servant.

(c) Even where some grounds for interference or further consideration appear to exist, the appropriate lower authority should be asked, within a reasonable time, to forward the original representation, with its report and comments on the points urged. There is ordinarily no justification for the passing of any orders on any representation without thus ascertaining the comments of the appropriate lower authority.

4. Some Government servants are in the habit of sending copies of their representations also to outside authorities, i.e. authorities who are not directly concerned with the consideration thereof (e.g. other Honorable Minister, Secretary, Members of Parliament, etc.) This is a most objectionable practice, contrary to official propriety and subversive of good discipline and all Government servants are expected scrupulously to eschew it.

Copy of the Office Memorandum No. 25/34/68-Estt.(A) Dated 20.12.1968

Representations from Government servants on service matters – Treatment of

Reference is invited to the Ministry of Home Affairs Office Memorandum No. 118/52-Ests. Dated the 30th April, 1952 on the subject mentioned above (copy enclosed for ready reference). It has been brought to the notice of the Ministry of Home Affairs that undue delay occurs very often in the disposal of representations from Government servants in regard to matters connected with the service rights or conditions which causes hardship to the individuals concerned.

2. The representations from Government servants on service matters may be broadly classified as follows :-

- (1) Representations/complaints regarding non-payment of salary/allowances or other dues;
- (2) Representations on other service matters;
- (3) Representations against the orders of the immediate superior authority; and
- (4) Appeals and petitions under statutory rules and orders (e.g. Classification, Control and Appeal Rules and the petition Instructions).

3. In regard to representations of the type mentioned at (1) and (2) above, if the individual has not received a reply thereto within a month of its submission, he could address, or ask for an interview with the next higher officer for redress of his grievances. Such superior officer should immediately send for the papers and take such action as may be called for, without delay.

4. Representations of the type mentioned at (3) above, would be made generally only in cases where there is no provision under the statutory rules or orders for making appeals or petitions. Such representations also should be dealt with as expeditiously as possible. The provisions of the preceding paragraph would apply to such representations also, but not to later representations made by the same Government servant on the same subject after his earlier representation has been disposed off appropriately.

5. In regard to the representations of the type mentioned at (4) above, although the relevant rules or orders do not prescribe a time limit for disposing of appeals and petitions by the competent authority, it should be ensured that all such appeals and petitions receive prompt attention and are disposed within a reasonable time. If it is anticipated that an appeal or a petition cannot be disposed of within a month of its submission, an acknowledgement or an interim reply should be sent to the individual within a month.

6. The instructions contained in paragraph 2 of this Ministry's Office Memorandum No. 118/52-Ests. Dated the 30th April, 1952, will stand modified to the extent indicated in the paragraphs 3, 4 and 5 above.

No. 11013.7-29-Estt. (A)
Government of India
Ministry of Personnel, Public Grievances & Pensions
(Department of Personnel & Training)

New Delhi, dated the 1st November 1999.

OFFICE MEMORANDUM

Subject: Representation from Government servants on service matters.

The undersigned is directed to refer to the Ministry of Home Affairs O.M. No.118/52-Ests. dated 30th April, 1952 on the subject mentioned above (copy enclosed for ready reference).

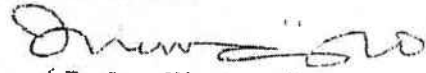
2. It has been envisaged in these instructions that whenever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or to seek redress of a grievance, the proper course for him is to address his immediate official superior, or the Head of his office, or such other authority at the lowest level as he is competent to deal with the matter. Of late, it is observed that there has been a tendency on the part of officers at different levels to by-pass the prescribed channels of representation and write directly to the high functionaries totally ignoring the prescribed channels. The problem is more acute in large Departments where often very junior employees at clerical level address multiple representations to the Minister, Prime Minister and other functionaries. Apart from individual representations, the service unions have also developed a tendency to write to the Ministers and Prime Minister on individual grievances. Some of these representations are often forwarded through Members of Parliament, in violation of Rule 20 of the CCS (Conduct) Rules, 1964.

3. Existing instructions clearly provide that representations on service matters should be forwarded through proper channel. The stage at which an advance copy of the representation may be sent to higher authorities has also been indicated. In MHA O.M. No.25/34/68-Estt.(A) dated 20.12.68 - (copy enclosed) time limits for disposal of various types of representations have been prescribed. If it is anticipated that an appeal or petition cannot be disposed of within a month of its submission, an acknowledgement or interim reply should be sent to the individual within a month.

4. Thus adequate instructions are available in the matter of submission of representations by the Government servants and treatment of the representations by the authorities concerned. As such submission of representations directly to higher 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 as it can rightly

be treated as an unbecoming conduct attracting the provisions of Rule 3 (1) (iii) of the CCS (Conduct) Rules, 1964.

6. It is requested that these instructions may be brought to the notice of all Govt. servants and appropriate disciplinary action may be taken against those who violate these instructions.



(T.O. Thomas)

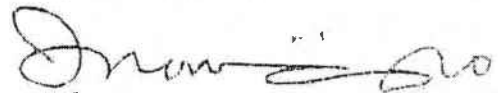
Deputy Secretary to the Government of India

To

All Ministries/Departments of the Govt. of India.

Copy To:

1. Comptroller & Auditor General of India, New Delhi.
2. Union Public Service Commission, New Delhi.
3. Central Vigilance Commission, New Delhi.
4. Central Bureau of Investigation, New Delhi.
5. All Union Territory Administrations.
6. Lok Sabha/Rajya Sabha Secretariat.
7. All Officers and Sections in the Ministry of Personnel, Public Grievances & Pensions & MHA.
8. All Attached and Subordinate Offices of Ministry of Personnel, P.G. & Pensions & MHA.



(T.O. Thomas)

Deputy Secretary to the Government of India

No.DOPT-1667545596919
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Personnel and Training
ESTT.(Estt. A-III)

(Dated 23 September, 2022)

OFFICE MEMORANDUM

Representation from Government servants on service matters

Department of Personnel and Training has issued various instructions from time on redressal of grievances filed by Government servant on service matters. These instructions are broadly categorized as under:

-) Representation from Government servant on service matters
-) Redressal of grievances – Recourse to courts of law by Government servant

2. All these instructions issued till date have been consolidated under easily comprehensible headings for reference and guidance of all the concerned.

Part-A: 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 to seek redressal of a grievance, the proper course for him is to address his immediate official superior, or the Head of Office, or such other authority at the appropriate level who is competent to deal with the matter in the organization.

OM No: No. 118/52-Ests. Dated: 30/4/1952

OM No: F. No. 11013/08/2013-Estt(A-III) Dated: 31/8/2015

❖ Action by the authorities on the representations from Government servants on service matters:-

Sl. No.	Type of representation/ grievance	Action by the authorities
1.	(i) Representations/complaints regarding non-payment of salary/allowances other dues.	If the individual has not received a reply thereto within a month of its submission, he could address or ask for an interview with the next higher officer for redress of his grievances. Such superior officer should immediately send for the papers

	(ii) Representations on other service matters.	and take such action as may be called for, without delay.
(2)	Representations against the orders of the immediate superior authority	These types of representations would be made generally only in cases where there is no provision under the statutory rules or orders for making appeals or petitions. Such representations also should be dealt with as expeditiously as possible. The provisions of the Sl. No. 1 above would apply to such representations also but not to later representations made by the same Government servant on the same subject after his earlier representation has been disposed off appropriately.
(3)	Appeals and petitions under statutory rules and orders (e.g. Classification, Control and Appeal Rules and the petition instructions)	Although the relevant rules or orders do not prescribe a time limit for disposing of appeals and petitions by the competent authority, it should be ensured that all such appeals and petitions receive prompt attention and are disposed within a reasonable time. If it is anticipated that an appeal or a petition cannot be disposed of within a month of its submission, an acknowledgement or an interim reply should be sent to the individual within a month.

OM No: No. 25/34/68-Estt (A) Dated: 20/12/1968

❖ **Representations directly to the higher authorities by-passing the prescribed channel of communication-**

(a) It is observed that there is an increasing tendency on the part of officers at different levels to by-pass the prescribed channels of representation and write directly to the high functionaries totally ignoring the prescribed channels. The problem is more acute in large Departments where often very junior employees at clerical level address multiple representations to the Minister, Prime Minister and other functionaries. Apart from individual representations, the service unions have also developed a tendency to write to the Ministers and Prime Minister on individual grievance. Some of these representations are often forwarded through Members of Parliament, in violation of Rule 20 of the CCS (Conduct) Rules, 1964.

OM No: No. 11013/7/99-Estt. A Dated: 1/11/1999

OM No: No.11013/08/2013-Estt.(A)-III Dated: 6/6/2013

(b) DoPT is also receiving a number of representations on service matters addressed to Prime Minister/ Minister/ Secretary (P) and other higher authorities/officers directly from the Government servants including the officers/ officials of para military forces and Army personnel.

OM No: No.11013/08/2013-Estt.(A)-III Dated: 6/6/2013

OM No: F. No. 11013/08/2013-Estt(A-III) Dated: 31/8/2015

(c) In view of adequate instructions being available in the matter of submission of representations by the Government servants and treatment of the representations by the authorities concerned, submission of representations directly to higher 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 as it 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.

OM No: No. 11013/7/99-Estt. A Dated: 1/11/1999

OM No: No.11013/08/2013-Estt.(A)-III Dated: 6/6/2013

OM No: F. No. 11013/08/2013-Estt(A-III) Dated: 31/8/2015

❖ **Treatment of Advance copies of representations so received should be governed by the following general principles-**

(a) If the advance copy does not clearly show that all means of securing attention or redress from lower authorities have been duly tried and exhausted, the representation should be ignored or rejected summarily on that ground, the reasons being communicated briefly to the Government servants. If the Government servant persists in this prematurely addressing the higher authorities, suitable disciplinary action should be taken against him.

(b) If the advance copy shows clearly that all appropriate lower authorities have been duly addressed and exhausted, it should be examined to ascertain whether on the facts as stated, some grounds for interference or for further consideration, prima facie exist. Where no such grounds appear, the representation may be ignored or summarily rejected, the reasons being communicated briefly to the Government servant.

(c) Even where some grounds for interference or further consideration appear to exist, the appropriate lower authority should be asked within a reasonable time, to forward the original representation, with its report and comments on the points urged. There is

ordinarily no justification for the passing of any orders on any representation without thus ascertaining the comments of the appropriate lower authority.

OM No: No. 118/52-Ests. Dated: 30/4/1952

❖ **Representation from the relatives of Government servant**

Relatives of a Government servant sometimes make representations concerning service matters affecting the Government servant. This is done in some cases in the hope of reviving a representation which the Government servant had himself made and which had been turned down. In some cases, this procedure is resorted to in order to get round the requirement that the Government servant should submit his representation through his official superiors. The practice is obviously undesirable, and should be strongly discouraged. It has accordingly been decided that no notice should be taken of a representation on service matters submitted by a relative of a Government servant. The only exceptions may be cases in which because of the death or physical disability, etc. of the Government servant, it is impossible for the Government servant himself to submit a representation.

OM No: 25/21/63-Ests.(A) Dated: 19/9/1963

❖ **Disciplinary Action on violation of these instructions**

Appropriate disciplinary action may be taken against those who violate these instructions.

OM No: No. 11013/7/99-Estt. A Dated: 1/11/1999

OM No: No.11013/08/2013-Estt.(A)-III Dated: 6/6/2013

Part-B: Redressal of grievances – recourse of courts of law by Government servant

(a) Government servants seeking redress of their grievances arising out of their employment or conditions of service should, in their own interest and also consistently with official propriety and discipline, first exhaust the normal official channel of redress before they take the issue to a court of Law.

(b) Where, however, permission to sue Government in a court of Law for the redress of such grievances is asked for by any Government servant either before exhausting the normal official channels of redress or after exhausting them, he may be informed that such permission is not necessary.

OM No: No. 25/3/59-Ests. (A) Dated: 21/4/1959

OM No: No. 25/29/63-Ests-(A) Dated: 26/11/1963

Note: In case any reference to the relevant OM is required, the same may be accessed by clicking on the hyperlink or from the DOPT's website.
