



महानिदेशालय,
दत्तोपंत ठेंगडी राष्ट्रीय
श्रमिक शिक्षा एवं विकास बोर्ड
(श्रम एवं रोजगार मंत्रालय, भारत सरकार) (Ministry of Labour and Employment, Government of India)
दूसरी मंजिल, रोजगार कार्यालय भवन,
पूसा परिसर, पूसा रोड, आई.टी.आई के निकट,
नई दिल्ली- 110 012
Email- ad-admin@cbwe.nic.in
Website:- www.cbwe.gov.in

DIRECTORATE GENERAL
Dattopant Thengadi National Board for
WORKERS EDUCATION AND DEVELOPMENT
2nd Floor, Employment Exchange Building,
Pusa Complex, Pusa Road, Near I.T.I.,
NEW DELHI – 110 012
Phone : 011-25846223

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आज़ादी का
अमृत महोत्सव

No. DTNBWED/OO/Admn./ 63040 686

02.02.2026

OFFICE ORDER

Subject: Directions regarding submission of grievances/representations PG Portal, and other channels.

It has been observed that a large number of grievances and representations are being received in this office through various channels such as the RTI Act, 2005, PG Portal, and direct/indirect communications addressed to higher authorities in the Ministry of Labour & Employment and other Ministries/Departments. The volume of such submissions 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. Such activities are adversely affecting the routine functioning and efficiency of this office.

2. Attention is invited to DoP&T Office Memorandum F. No. 11013/08/2013-Estt.(A-III) dated 31st August, 2015, which clearly stipulates that **Government servants or their relatives are not permitted to send representations or lodge grievances through any form of communication, including e-mails, PG Portal, or other grievance redressal mechanisms.** A copy of the O.M. is attached.

3. 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 O.M. No. F.25/21/63-Estt.(A) dated 19.09.1963.

4. In view of the above, all employees are hereby directed to strictly adhere to the instructions contained in the aforesaid O.M. Any violation of these directions will be viewed seriously and may invite disciplinary action as per the relevant rules.

5. All Section Heads/ Officers under Regional Directorates, including Indian Institute of Workers Education are requested to bring these instructions to the notice of the officers and staff under their control and ensure strict compliance.

This is issued with the approval of Competent Authority.

(Anil Kumar)
Assistant Director (Admn.)

Encl:- As stated above.
Copy to:-

1. Office of the Chairperson, DTNBWED, New Delhi,
2. All Section Heads/ Officers under Regional Directorates, including Indian Institute of Workers Education, Mumbai,
3. Office of the Director General, DTNBWED, New Delhi,
4. The Education Officer (Edn.), DTNBWED, New Delhi for information with a request to upload in the official website of DTNBWED <https://dtnbwed.cbwe.gov.in>

(Anil Kumar)
Assistant Director (Admn.)

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.**

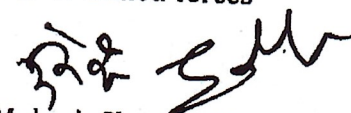
The undersigned is directed to refer to O.M. of even number dated 6th June, 2013 wherein instructions have been issued on submission of representation by Government servants about their service matters. In spite of these instructions, it has been observed that Government servants including officers/ 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.

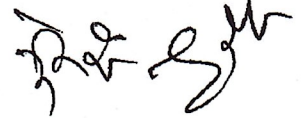

(Mukesh Chaturvedi)
Director (E)
Telefax: 23093176

To

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

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 OM's & Orders → Establishment → (Conduct Rules).
17. Hindi Section, DoP&T



(Mukesh Chaturvedi)
Director (E)
Telefax: 23093176