

**Ministry of External Affairs  
PSP Division,  
(PSP-III Section)**

**Patiala House Annexe,  
New Delhi: 04.12.2019**

**OFFICE MEMORANDUM**

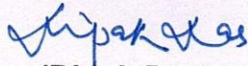
**Subject: Representation from Government Servant on service matters.**

Attention is invited to the instructions issued by DoPT from time to time on submission of representations by Government Servant on their service matters. If an employee wishes to seek redressal of a grievance, the proper course is to address his immediate official superior, or Head of Office, or such other authority at the appropriate level who is competent to deal with the matter in the organisation. Despite these instructions, it has been observed that employees of Central Passport Organisation or their relatives are frequently submitting the representations to Prime Minister/External Affairs Minister/Minister of State for External Affairs directly for seeking redressal of their grievance. It also includes all forms of communication through e-mails or public grievance portal etc.

2. Such submission of representations directly to other authorities bypassing the prescribed channel of communication will be viewed seriously and appropriate disciplinary action would be taken against those who violate these instructions. Attention is also invited to the provision of Rule 20 of CCS (Conduct) Rules, 1964 prohibiting Government Servant from bringing outside influence in respect of matter pertaining to his service matters. This conduct will be treated as unbecoming of a government servant and will attract the provisions of Rule 3 (1) (iii) of CCS (Conduct) Rules, 1964.

3. Therefore, all the Passport Offices are requested that these instructions may be brought to the notice of all employees working under their administrative control. It may be reiterated that the violation of these instructions will lead to disciplinary action against the Government Servant under the relevant rules.

This issues with the approval of competent authority.

  
(Dipak Das)  
AO (PSP-IV & Cadre)

**Copy to:**

1. All Passport Officers.
2. O/o JS (PSP) & CPO, Patiala House Annexe, New Delhi.
3. OSD (PSP), Patiala House Annexe, New Delhi.
4. US (Vigilance), PSP Division, Patiala House Annexe, New Delhi.
5. AO (PSP-Cadre), PSP Division, Patiala House Annexe, New Delhi.