



**GOVERNMENT OF INDIA**  
**MINISTRY OF DEFENCE**  
**OFFICE OF THE PRINCIPAL CONTROLLER OF ACCOUNTS (FYS)**  
**RTI & GRIEVANCE CELL**  
 10-A, S.K. BOSE ROAD, KOLKATA: 700001

E-mail ID : cda-cal@nic.in  
 Website : www.pcayfs.nic.in

Phone No : (033) 2248-5077 to 5080 Extn-359  
 FAX No. : (033) 2248-0991

148/Grievance/Cir

Date : 05/01/2018

## CIRCULAR

Subject : List of Subjects/Topics which cannot be treated as Grievance.

A copy of HQrs. letter No. AN/X/10083/Grievance/2017 dated 10/11/2017 and a copy of DOP&T OM F No. 11013/08/2013/-Estt.(A-III)dated 31.08.2015 which are self explanatory , are forwarded herewith for perusal and strict compliance please. The content of the ibid letters may kindly be got noted by all incumbents and their signature obtained as token of such noting please.

  
 (Nabarun Dhar)  
 Addl. C of A(Fys) & Grievance Officer

**Distribution**

- |    |  |  |
|----|--|--|
| 1. | The CGDA<br>Ulan Batar Marg<br>Palam, Delhi Cantt -11001                   | For information.   |
| 2. | Controller of Finance and Accounts(Fys)<br>-----<br>-----<br>-----         | For kind information and necessary action Please   |
| 3. | Officer in Charge,<br>All Section of Main Office                           | For information and necessary action Please  |
| 4. | Officer in Charge<br>EDP Section   | For information and necessary action with a request to upload the circular in official website |
| 5. | All Branch Accounts Office<br>Under PC of A (Fys)Kolkata<br>-----<br>----- | For information and necessary action Please  |

कार्यालय रक्षा लेखा महानियंत्रक  
OFFICE OF CONTROLLER GENERAL OF DEFENCE ACCOUNTS  
उलान बटार मार्ग, दिल्ली छावनी - 110010  
ULAN BATAR MARG, PALAM, DELHI CANTT - 110010

No. AN/X/10083/Grievance/2017

Dated: 10/11/2017

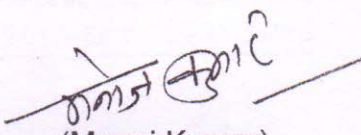
To

The PCAC(FS)  
Halkater,

Subject: Grievance cases.

A grievance has been received in the HQrs office giving certain suggestions regarding transfer/posting. The same has been examined in the light of directions issued by Govt. of India for uploading of grievance on Grievance portal (CPGRAM). There is a list of subjects/topics which cannot be treated as grievance (copy enclosed). Suggestion is one of them.

2. The undersigned is directed to inform that while processing grievance cases, such types of requests may not be treated as grievance and dealt with accordingly.

  
(Manoj Kumar)  
Sr. AO (AN)

Copy to:

All Sections in HQrs office. *for information and necessary action.*

Sd/-  
(Manoj Kumar)  
Sr. AO (AN)



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### SELECT AN OPTION

- Public Grievance
- Pension Grievance

#### LIST OF SUBJECTS/TOPICS WHICH CAN NOT BE TREATED AS GRIEVANCES

- RTI Matters
- Court related / Subjudice matters
- Grievance against foreign Government
- Religious matters
- Suggestions
- Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015

I agree that my grievance does not fall in any of the above listed categories

[Submit](#) [Cancel](#)

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

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North Block, New Delhi  
Dated August 31, 2015

**OFFICE MEMORANDUM**

**Subject: Representation from Government servant on service matters -  
reiteration of instructions - regarding.**

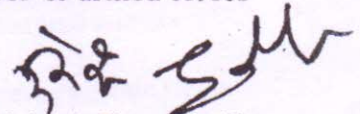
The undersigned is directed to refer to O.M. of even number dated 6<sup>th</sup> June, 2013 wherein instructions have been issued on submission of representation by Government servants about their service matters. In spite of these instructions, it has been observed that Government servants including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

