

**MINISTRY OF DEFENCE**  
**DGQA (VIGILANCE CELL)**

**VIOLATION OF CHANNEL OF CORRESPONDENCE**  
**(COMPLAINTS/VIGILANCE/DISCIPLINE MATTERS)**

1. As per the relevant provisions of the Army Act, 1950 and CCS (Conduct) Rules, 1964, 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.
2. 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. An advance copy of the representations may be sent to higher authorities only if all means of securing attention or redress from lower authorities have been duly tried and exhausted. Such representations should be ignored/ rejected summarily. If the Government servant persists in prematurely addressing the representations to higher authorities, suitable disciplinary action should be taken against him.
4. Guidelines on representation from Govt servants on service matters and other issues were issued vide Note No A/98267/Rep/DGQA/Vig Cell dated 01 Apr 2019 for compliance by all officers and staff. However, of late, it has been observed that there is a growing tendency on the part of officers and staff of DGQA, who are subject to the Army Act, 1950 or the CCS (CCA) Rules 1965, to bypass the prescribed channel of correspondence and write directly to the higher functionaries. This is violation of the provisions of the Army Act, 1950 and CCS (Conduct) Rules, 1964. Further, the officers and staff keep sending repeated representations on the same issue. This is also in violation of the laid down guidelines.
5. Recently, an advance copy of a complaint, addressed to the HoE concerned, was received in the O/o DG, DGQA without waiting for the decision/ action by the competent authority at the lowest level in this regard. The complaint leveled allegations against another officer of DGQA. On scrutiny of the complaint in the light of documentary evidence available on record, it was observed that the complaint was made without any credible evidence in support of the allegations. The complaint could have been resolved by the HoE though his personal involvement and counseling the officers involved in the complaint. However, the HoE, instead of resolving the issue at his level, ordered an FFI to look into the matter. This caused unnecessary diversion of scant resources of the organization and the Estt which could otherwise have been utilized more productively.



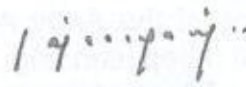
6. The matter has been viewed seriously by DG, DGQA. Accordingly, all ADGsQA are requested to sensitized the officers and staff in the Estts under their administrative control are to strictly follow the laid down channel of correspondence as under:-

- (a) A representation by a Government servant shall be addressed to his immediate superior officer or the Head of office or such other authority at the lowest level as he is competent to deal with the matter.
- (b) 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.
- (c) Copies of such representation shall not be endorsed to other authorities/ functionaries as it leads to repeated processing of the same representation.
- (d) An advance copy of the representation shall not be sent to higher authorities unless all means of redress from lower authorities have been duly tried and exhausted.
- (e) Copies of representations shall not be sent to outside authorities who are not directly concerned with the case as this is an objectionable practice, contrary to official propriety and subversive of good discipline.
- (f) Second representation on the same matter shall not be sent unless the earlier representation has been disposed of or a reasonable time has lapsed since submission of earlier representation and no reply has been received.

7. On receipt of a representation through the laid down channel of correspondence, the first action on part of HoE shall be to ascertain the facts of the case. In case of issues involving personal disputes or differences between two officers, it shall be the endeavor of the HoE concerned to call both the parties and try to arrive at an amicable resolution of the issue. The matter shall be reported to next higher officer only if the HoE is unable to resolve the matter. The cases of representations by the HoE/ Controller shall be handled by Controller/ADGQA concerned in similar manner.

8. Violation of the guidelines on the subject will be dealt with by way of appropriate disciplinary proceedings.

9. This issues with the approval of DG, DGQA.

  
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Copy to:-

TS to DGQA : For info of DG, DGQA.