NO.1410/DSE/ESTT.I/D4/2026
GOVERNMENT OF PUDUCHERRY
DIRECTORATE OF SCHOOL EDUCATION

dated 05.11.2026

CIRCULAR

Subject: DSE- Estt.I- Submission of representations relating to service matters through proper channel – Strict adherence to prescribed procedure – Reg.

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It has been observed that certain Government servants are submitting representations and grievances relating to their service matters directly to higher authorities, Ministers, Members of Parliament, the Chief Minister and other high functionaries, bypassing their immediate official superiors and the prescribed channel of communication.

2. In this regard, it is reiterated that whenever a Government servant wishes to submit a claim or seek redressal of any grievance concerning his/her service rights or conditions of service, the representation shall invariably be submitted through the proper channel, namely, the immediate official superior, Head of Office or such other competent authority prescribed for the purpose.

3. It is further clarified that the requirement of following the proper channel shall apply to all modes of communication, including physical representations, letters, e-mails and submissions through public grievance portals. Submission of representations directly to higher authorities, bypassing the prescribed channel, is viewed seriously and may be treated as unbecoming conduct attracting the provisions of Rule 3(1)(iii) of the CCS (Conduct) Rules, 1964, besides inviting appropriate disciplinary action in accordance with the applicable rules.

4. Representations concerning the service matters of a Government servant submitted by relatives or other persons on his/her behalf shall ordinarily not be entertained. Exceptions may be considered only in circumstances where the Government servant is unable to submit the representation personally due to death, physical disability or other exceptional circumstances.

5. All officers and staff members are, therefore, directed to strictly adhere to the prescribed procedure while submitting representations relating to their service matters. They shall refrain from approaching higher authorities directly or through any intermediary without exhausting the prescribed channels.

6. 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

7. The Head of Offices/Institutions shall bring these instructions to the notice of all officials working under their control and ensure strict compliance.Any deviation from these instructions will be viewed seriously and dealt with in accordance with the applicable conduct and disciplinary rules.

//By Order//

Digitally signed by
FLORA PUSHPA VERBINA JAYARAJ
Date: 05-11-2026 16:33:10

(F. P. VERBINA JAYARAJ)
JOINT DIRECTOR (ADMN.)

To

1. The Head of Offices- Puducherry/Karaikal/Mahe/Yanam.
2. The Head of Institutions- Puducherry/Karaikal/Mahe/Yanam.
3. The Inspecting Officers- Puducherry/Karaikal.