



**OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)
VIGILANCE SECTION, JAWAHARLAL NEHRU CUSTOM HOUSE,
TAL: URAN, DIST: RAIGAD, MAHARASHTRA- 400 707**

F. No. S/11-Gen-09/2019-20/JNCH (VIG) Part- I

Date:16.03.2020

STANDING ORDER NO 08 / 2020

**Sub: - Representations/Grievances from Government Servants on Service Matters –
Reiteration of instructions of DOPT issued vide OM F. No.11013/08/2013-Estt. (A-
III) Dated 31st August, 2015 – reg.**

Attention of all the Officers and Staff of JNCH is invited to the CBIC Instruction issued Vide F. No. A- 26017/152/2020- Ad.II A dated 03.02.2020 on the above mentioned subject.

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. Further, PG (Public Grievance) Portal has been launched by the Government for redressal of grievances faced by general public. However, the Board has been receiving a large number of grievances from Officers/Officials through PG Portal for redressal of Administrative/Service matters.

4. Such submission of representations directly to other authorities by- passing the prescribed channel of communication will be viewed seriously and appropriate disciplinary action will be taken against those who violate these instructions. This can rightly be treated as an unbecoming act attracting the provisions of Rule 3 (1) (iii) of the Central Civil Services (Conduct) Rules, 1964 and would include all forms of communication including through e-mails or public grievances portal etc.

5. 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 vides MHA OM No. F. 25/21/63-Estt. (A) Dated 19.09.1963

6. The DOPT Instructions issued vide OM F. No.11013/08/2013-Estt. (A-III) Dated 31st August, 2015 is reiterated and action will be taken against those who violate these instructions.

Sd/-

(SANJAY MAHENDRU)
Commissioner of Customs (General)
Jawaharlal Nehru Custom House

Copy to:

1. The Chief Commissioner of Customs, Mumbai Customs Zone-II, JNCH

2. The Commissioner of Customs, NS-G/ NS-I / NS-II / NS-III/ NS-IV / NS-V, JNCH
3. All Additional / Joint Commissioners of Customs, JNCH
4. All Deputy/Assistant Commissioners of Customs, JNCH
5. The Deputy Commissioner of Customs (EDI)-for uploading on JNCH website
6. Office Copy.