



सीमा शुल्क प्रधान आयुक्त का कार्यालय

**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS**

सीमा शुल्क सदन :: पत्तन क्षेत्र :: विशाखापटनम - 530 035

**CUSTOM HOUSE:: PORT AREA :: VISAKHAPATNAM – 530 035**

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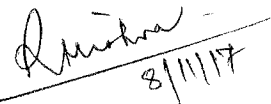
फ.सं./F.No. S20/10/2017-CIU

दिनांक/ Date: 08.11.2017

### परिपत्र / CIRCULAR

During the redressal of grievances on CPGRAMS portal, it is observed that many serving officers are directly filing their grievances in CPGRAMS without exhausting all the other options available to them.

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 organization.
3. Such submission of representations directly to other authorities by-passing the prescribed channel of communication, shall be viewed seriously and appropriate disciplinary action would be taken against those who violate these instructions. This can rightly be treated as 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 grievance 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 matters pertaining to his/her service matters. 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. In view of the above, it is directed that all the officers and staff of this Custom House to observe the same scrupulously before filing a grievance relating to the service matters in CPGRAMS, failing which action shall be taken against those who violate these instructions.
6. This issues with the approval of Commissioner of Customs.

  
8/11/17

(सुधाकर मिश्रा/SUDHAKAR MISHRA)

अपर आयुक्त, सीमा शुल्क/

**ADDITIONAL COMMISSIONER OF CUSTOMS**

Copy to:

1. All officers/ staff
2. Notice Board
3. Supdt. (EDI) –For uploading on the website