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Govt. of india
Ministry of Defence
Directorate General
of Aeronautical
Quality Assurance
'H' Block, New Delhi-110011

No. 3393/Misc/DGAQA/Adm-III/Policy

10 Jun 2019

ADG (Koraput)
ADG (Nasik)
ADG (SZ)
ADG (N&CZ)
O/o Director (MSQAA), Hyderabad
O/o Head, SSQAG, Hyderabad

Sub: SEEKING REDRESSAL ON SERVICE MATTERS' CLARIFICATION

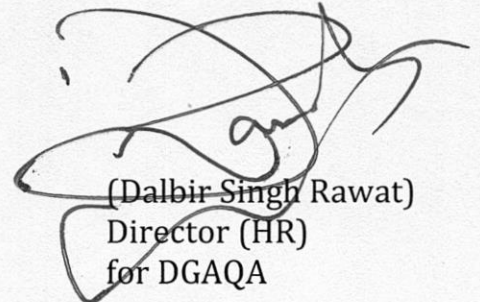
1. The channels of seeking redressal on any matter connected with service rights or service conditions have been clearly laid down and disseminated vide various orders by DoP&T from time to time. In this connections DoP&T OM number 11013/07/1999-Estt(A) dated 01 Nov 1999, OM number 11013/08/2013-Estt(A)-III dated 06 June 2013 and OM number 11013/08/2013-Estt(A)-III dated 31 Aug 2015 are relevant. Despite there being no ambiguity or inadequacy in the laid down instructions/rules, it is being observed quite frequently that the employees are repeatedly ignoring and violating the specified channel/procedure of seeking redressal. It will not be out of context to reiterate that this includes all form of communications including through e-mails or public grievances portal, etc.

2. It is reiterated that any representation or personal hearing in a service matter is required to be addressed to immediate official superior and if the individual concern either does not get the reply of his/her representation within the stipulated time or is not satisfied with the outcome of representation he/she may submit an appeal to the laid down senior authority. Jumping the channel and approaching senior officers including the head of the organization and also at times resorting to approaching secretaries and ministers is a very serious misconduct for which appropriate disciplinary actions are required to be initiated as it amounts to be an unbecoming conduct attracting the provision of Rule 3(1)(iii) of the CCS (Conduct) Rule, 1964.

3. Of late the incidents have also come into the knowledge whereby the officials bypassing all the channels, try to approach, directly, themselves or through their representatives, the head of the organization i.e. DG, AQA either on phone or in person that too during odd hours/ after office hours/ during closed holidays and even at resident. This is not only a gross misconduct but also creates an embarrassing situation for the officer & organization, therefore, needs to be curbed/ avoided immediately. In this connection provisions of Rule 20 of the CCS (Conduct) rule, 1964 are also attracted whereby it has been made very clear that a Govt. servant is prohibited to bring in outside influence in respect of matters pertaining to his/her service. Representation by relatives of Govt. servant is also treated as outside influences as clarified vide MHA OM No. F.25/21/63-Estt.(A) dated 19.09.1963

4. In the above backdrop, all the ADGs and heads of establishments are expected to ensure and disseminate clear instructions to all the employees under their jurisdiction to strictly adhere to the laid down procedure as referred above and that violation of the same will be viewed very seriously and suitable/appropriate disciplinary actions will be initiated against the erring individuals.

5. This issues with the approval of DG, AQA.



(Dalbir Singh Rawat)
Director (HR)
for DGAQA

DG, AQA }
ADG, AQA } For info.

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