



भारतीय अन्तर्देशीय जलमार्ग प्राधिकरण (पत्तन, पोत परिवहन और जलमार्ग मंत्रालय, भारत सरकार)

मुख्यालय: जलमार्ग भवन, ए-13, सेक्टर-1, नोएडा-201 301 (उ०प्र०)

INLAND WATERWAYS AUTHORITY OF INDIA

(Ministry of Ports, Shipping and Waterways, Govt. of India)

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No. IWAI-11014/66/2020-ADMIN RECTT-Part(1)

Date: 12.11.2025

OFFICE MEMORANDUM

1. It has been noted with concern that in spite of issue of Circular Dated 08.09.2022 and 21.11.2022, some of Officers/Employees of IWAI are approaching directly to Chairman, IWAI or Senior Officials regarding their Service matters. However, as per Government of India Instructions, wherever, in any matter connected with his service rights or conditions, a Government Servant wishes to seek redressal of a grievance, the proper cause for him is to address his immediate official Superior, or Wing Head or such other authority designated who is Competent to deal with the matter.

2. Further with reference to O.M. No. 11013/08/2013-Estt. (A-III) dated 6th June, 2013 issued by Ministry of Personnel, Public Grievances & Pensions, Department of Personnel & Training by Govt. of India wherein instructions have been issued on submission of representation by Government servants about their service matters. In spite of these instructions, it has been observed that officers/officials of IWAI continue to represent directly to the Prime Minister, Minister, Secretary (MoPS&W), Chairman, Vice Chairman and other higher authorities, directly.

3. 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.

4. Such submission of representations directly to other authorities by-passing the prescribed channel of communication, has to be viewed seriously and appropriate disciplinary action will be taken against those who violate these instructions. This can be treated as an 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 grievances portal etc.

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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 vide MHA OM No. F.25/21/63-Estt(A) dated 19.09.1963.

6. In view of the above, it is to inform all Officers/Officials of IWAI that the instructions are to be followed in letter and spirit else action under Rule 3 (1) (iii) of the Central Civil Services (Conduct) Rules, 1964. shall be taken forthwith.

This issues with the approval of the Competent Authority.


(Neeraj Singh) 12.11.25

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Copy to: - (By E-mail)

- 1) Chief Engineer (Tech.)/ Chief Engineer & Project Manager (JMVP)/ Chief Engineer (Tr. &Log. and NER)/ Chief Engineer (Other Waterways)/ Hydrographic Chief/ Deputy Secretary (P&C)/ Chief Accounts Officer/ Director (P&C)/ Director (RE)/ Director (OWs)/ Director (JMVP)/ Assistant Secretary(P&C)/ Assistant Secretary(L&H), IWAI, Noida.
- 2) Director/OIC, IWAI, Kolkata/Patna/ Guwahati/ Kochi/ Bhubaneshwar/Varanasi/Mumbai.
- 3) Officer-In-Charge of Sub Offices at Sahibganj/ Farakka/ Swaroopganj/ Haldia/ Bhagalpur/ Dibrugarh/ Dhubri/ Badarpur/ Karimganj/ Prayagraj/ Vijayawada/ Kollam/ Srinagar.
- 4) IT Wing, IWAI, Noida – for uploading on IWAI Website.
- 5) Section Officer (Estt.-I), IWAI, Noida.
- 6) Hindi Section – For Hindi translation

Copy for kind information to: - (By E-mail)

PPS/PS/PA to Chairman / Vice- Chairman / Member (Technical) / Member (Traffic & Logistics-I/c)/ Member (Finance)/Secretary, IWAI, Noida.