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**सत्यमेव जयते**

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**CG/OM/ 2017/ 237**

**Dated-18.05.2017**

**OFFICE MEMORANDUM**

It has come to the notice of undersigned that few officials in this office are trying to by-pass the administrative channel available to them in order to resolve their grievance / acquire information (which is otherwise accessible to the public) relating to general office procedures / facilities available to them, etc.. Any personal grievance / incidence of non-access of information (not being exhaustive and /or frequent), shall be brought into the notice of immediate higher authority and Head of Office through proper channel, wherever required. In case, the matter is not resolved, same may be brought to the notice of undersigned.

Officials are cautioned to desist from taking their personal grievances on other platforms like Ministry, grievance cell or using any other tool like RTI etc., without availing proper administrative remedy, citing non-access to the information.

Act of any official indulged in by-pass of proper channel / frivolous queries in frequent manner, causing un-necessary/ disproportionate diversion of the public resources of the office, shall be considered as an act in a discourteous manner, thereby, rendering him / her a candidate of unbecoming a government servant under rule 3 (1) (iii) of the Central Civil Services (Conduct) Rules, 1964 and liable for disciplinary action.

*(Signature)*  
(O.P. Gupta)

Controller General of Patents, Designs & Trade Marks

**Copy to:**

- 1.Head of Offices of Patent Offices at Delhi, Mumbai, Chennai and Kolkata
- 2.Head of offices of Trade Marks Registry at Delhi, Mumbai, Chennai, Kolkata  
Ahmadabad
- 3.Head of office GI and RGNIIPM