

MASSACHUSETTS CIVIL SERVICE COMMISSION
INTERIM PROCEDURES EFFECTIVE MARCH 18, 2020

Due to the State of Emergency declared by Governor Baker regarding the Commonwealth's response to the outbreak of Coronavirus, the Civil Service Commission has adopted the following Interim Procedures, effective March 18, 2020, to ensure continuity of services:

I. Appeals may be filed with the Civil Service Commission via mail or email.

In addition to accepting appeals via mail, the Commission will accept appeals via **email** for as long as the State of Emergency is in place. Appellants may access and fill out an appeal form by [visiting our website](#). After filling out the form, you may save the completed appeal form and then email it as an attachment to the Civil Service Commission's Office Manager at medes.diaz@mass.gov.

Until further notice, appeals may not be filed in person at the offices of the Commission.

II. Filing fee deadline extended for appeals filed via email.

To accommodate the filing of appeals via email, the required [filing fee](#) will not be due at the time of filing for as long as the State of Emergency is in place. Appeals will be docketed without the required filing fee and Appellants will have 30 days from the date of filing the appeal to mail the required filing fee to the Civil Service Commission at: Civil Service Commission; One Ashburton Place, Room503; Boston, MA 02108.

Appellants seeking to file for a fee waiver may complete a [fee waiver form](#) and mail or email it to the Commission at the time of filing the appeal.

III. Pre-Hearing and Status Conferences will go forward via video and/or audio conference.

Pre-Hearings and status conferences will not take place in-person.

As an alternative, all parties will be contacted by the Commission with instructions regarding how to participate in a scheduled pre-hearing or status conference **via video and/or audio conference**.

IV. Full Hearings will be postponed if video and/or audio conference is not feasible.

All parties currently scheduled for a full hearing will be contacted by the Commissioner scheduled to conduct the full hearing to determine, on a case-by-case basis, whether conducting the full hearing via video and/or audio conference is feasible. In the alternative, the full hearing may be postponed to a later date.

V. Customer Service Available via phone or email.

Customers may continue to contact the Commission as follows:

Call main phone number: (617) 979-1900

Call new mobile line that has been added: (857) 214-0084

Email the Commission's Office Manager at: medes.diaz@mass.gov

Visit our website at www.mass.gov/csc

No in-person visits to the offices of the Commission will be possible until further notice.