

MASSACHUSETTS CIVIL SERVICE COMMISSION (CSC)
UPDATED NOTICE REGARDING CSC OPERATIONS
EFFECTIVE JUNE 15, 2021

The State of Emergency in Massachusetts ends on June 15, 2021. To ensure an orderly transition to certain in-person services, while preserving those remote services that provide improved customer service, the Civil Service Commission issues the following update regarding operations:

I. In-person full evidentiary hearings tentatively scheduled to resume in September 2021.

The Commission tentatively plans to resume conducting **in-person** full evidentiary hearings in Boston, Springfield, Lowell and North Dartmouth in September 2021, unless the Presiding Officer decides that there is good cause to conduct a hearing remotely. Remote hearings already scheduled will go forward as planned via Webex videoconference.

II. Pre-hearings and status conferences will continue to be held remotely

Pre-hearings and status conferences will continue to be held remotely until further notice unless the Presiding Officer decides that there is good cause to conduct the hearing in person (i.e. – a participant does not have sufficient Internet access.)

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

In addition to accepting appeals via mail, the Commission will continue accepting appeals via **email** until September 7, 2021. Appellants may access and fill out an appeal form by [visiting our website at mass.gov/csc](https://www.mass.gov/csc). After filling out the form, you may save the completed appeal form and then email it as an attachment to cscappeals@mass.gov.

To accommodate the filing of appeals via email, the required [filing fee](#) is not due at the time of filing for appeals filed via email on or before September 7, 2021. 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, Room 503; 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.

The option to file appeals in-hand at the offices of the Commission will resume on September 7, 2021.

IV. Customer Service Available via phone or email.

Customers may continue to contact the Commission as follows:

Call CSC's main phone number: (617) 979-1900

Email the Commission at cscappeals@mass.gov or medes.diaz@mass.gov

In-person customer service will resume on September 7, 2021.