

COMPLAINT HANDLING POLICY

1. The Central Vigilance Commission (hereinafter referred to as the Commission) is constituted under the provisions of the Central Vigilance Commission Act of 2003 to exercise superintendence over vigilance matters and implementation of anti-corruption measures in the Central Government Departments and in their attached/subordinate offices, Govt. Company, Society and any local authority owned or controlled by the Central Government. The Commission has also been assigned superintendence over the functioning of the Central Bureau of Investigation in so far as it relates to offences alleged to have been committed under the Prevention of Corruption Act, 1988.

2. The prime objective of the Commission is to advise the different departments and the organisations/institutions mentioned in the foregoing para on vigilance related issues in respect of specific levels of officers falling within the jurisdiction of the Commission with regard to type of punishments etc depending on the misconduct.

3. Complaint from public, various administrative authorities, NGOs, etc are generally one of the important sources of information for identification of vigilance related issues in the above mentioned organisations.

Complaints to the Commission are thus meant to result in punitive action against the erring public servant(s). Relief as such in the matter to the complainant is only incidental to the vigilance action. Redressal of grievances vis-à-vis Government organisations or public sector enterprises should not be the focus of complaints to the Commission.

4. Complaint can be lodged **only** against officials belonging to the organisations over which CVC has jurisdiction, namely:-

- Central Govt. Ministries/Departments
- Central; Govt. Public Sector Undertakings
- Nationalised Banks, Insurance Companies
- Autonomous organisations like Port Trusts etc.
- Centrally administered territories including Delhi, Chandigarh, Daman and Diu, Pondicherry etc.

The Commission has no jurisdiction over private Individuals and State Governments. Therefore, please do not lodge complaints against officials of these organisations to the Commission.

5. The complainant should note –

- The Commission does not entertain anonymous/pseudonymous complaints.
- Whenever the complainant for valid reasons requests that his identity be withheld while processing the complaint, this will be ensured by the Commission.
- Complaints must be brief and contain factual details, verifiable facts and related matters. They should not be vague or contain sweeping general allegations.
- Complaint should be addressed directly to the Commission. Complaints marked to a large number of functionaries are not normally pursued by the Commission.

- Only those complaints which are against officials and organisations within the jurisdiction of the Commission and have allegations of corruption will be got investigated by the Commission through CBI or CVO of the organisation concerned.
- Other complaints will either be filed or will be referred to the concerned CVO for necessary action.
- Commission will acknowledge only those letters which are being got investigated by it.
- Commission will not entertain any further correspondence in the matter, but will ensure that the complaints are investigated and action taken to its logical conclusion.
- The complaints which are being got investigated by the Commission will be displayed in its monthly bulletin.

LODGE COMPLAINT