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| From: Chief Vigilance Officer | To: 1. All HOD's 2. All ZM's 3. All PM's |
| No: MECL/VIG/FIL/ 06 (18)/2017/378 | Date: 11.08.2017 |

Sub: Regarding Handling of Complaints.

Ref: CVC Circular No. 15/07/2009 circulated vide their letter No. 009/VGL/035 dated 1st July, 2009.

With reference to the subject captioned above, in a recent instance, it is observed that in a complaint addressed to several officials, suo moto action was initiated by the controlling officer of the employee against whom the complaint was lodged, even though the complaint had Vigilance Angle and must have been dealt by Vigilance Division. Thus such suo moto action should be altogether avoided and at the same time no communication in this regard is to be passed on to the concerned officials against whom the complaint lies.

In this reference, it may please be noted that complaints containing information about corruption, malpractices or misconduct by public servants may be received in organization in a decentralized manner. Similarly, CVOs/G.M.s/Dy.G.M.s/OICs/ZM's/PM's also receives such complaints through different means. Of these complaints/grievances, those having Vigilance Angle are necessarily to be sent to the Vigilance Division however; in absence of appreciation for "Vigilance Angle" it is possible that, some of the complaints with Vigilance Overtones may not get forwarded to the Vigilance Division.

In view of the mentioned shortcomings, all concerned are hereby advised that, every complaint received not only from the public but also from the contractors, vendor and suppliers etc is to be properly scrutinized and those involving issues/allegations having Vigilance angle have to be duly forwarded to the Vigilance Division.

It is further advised that no inquiry/ investigation, on the said matter should be initiated by any HOD/official, unless such matter is referred to them by Vigilance Division. It is also required that, all divisions should maintain a proper register in the format given below, in which all the complaints/grievances being received from various sources get entered. These registers may also be scrutinized by Vigilance Division in future.

Contd....

| Sr. No. | Date of receipt | Name & Address of the Sender /complainant | Subject of Complaint/ Grievance | Name of the employee, Against whom the complaint is made | Action taken | |
|---------|-----------------|---|---------------------------------|--|------------------|---------------------|
| | | | | | Dealt Internally | Marked to Vigilance |
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(90)

(Manish Bhimte)
Chief Vigilance Officer

Copy to:

1. The CMD
2. The D (T)
3. The D (F)

} For kind information please.

NDO:

1. HOD (IT) - Fax uploading on MEL website.

870-1124
14/08/12