



## Vigilance Complaint Handling Policy

### 1.0 INTRODUCTION about Vigilance Mechanism:

Anti-corruption measures of the Central government are carried by:

- (i) **Administrative Vigilance Division (AVD)** in the Department of Personnel & Training deals with and regulations regarding vigilance in public services;
- (ii) **Central Bureau of Investigation (CBI)**; The SPE wing of the CBI investigates cases involving commission of officers under the Prevention of Corruption Act., 1988 against the public servants and other misconducts allegedly committed by the public servants having vigilance overtones.
- iii) **Vigilance Units**; Vigilance units in the Ministries/Department of Government of India, Central Public Enterprises and other autonomous organizations, i.e., the Department.
- iv) **The Disciplinary Authorities**; The disciplinary authority has the over-all responsibility of looking into the misconducts alleged against, or committed by, the public servants within its control and to take appropriate punitive action. It is also required to take appropriate preventive measures so as to prevent commission of misconducts/malpractices by the employees under its control and jurisdiction.
- v) **The Central Vigilance Commission**. The Central Vigilance Commission acts as the apex organization for exercising general superintendence and control over vigilance matters in administration and probity in public life.

The Vigilance Organization at IREL is headed by Chief Vigilance Officer (CVO) who reports directly to the CMD, IREL. CVO IREL is assisted by Vigilance officers in each Units and DGM Vigilance and Vigilance officer at corporate office.

### 2.0 GENERAL DESCRIPTION:

#### 2.1 COMPLAINTS:

The Vigilance Directorate is responsible for conducting enquiries into the complaints against the officials of IREL in discharging their official duties wherein allegations of corruption and/or vigilance angle are involved. The vigilance angle comprises of misuse of official position, demand and acceptance of illegal gratification, cases of misappropriation / forgery or cheating, gross and willful negligence, blatant violation of laid down systems and procedures, reckless exercise of discretion, any undue/unjustified delay in disposing of a case, etc.

#### 2.2 CVC GUIDELINES:

The Complaints are dealt as per the guidelines of Central Vigilance Commission (CVC) issued from time to time. The complaint handling policy followed by the Central Vigilance Commission should invariably be studied before lodging a complaint. Based on

the latest complaint handling policy and circulars of the CVC, the policy of dealing with the complaints in IREL has been drawn, which is given in Para 3.0 below.

### **3.0 IREL COMPLAINT HANDLING POLICY:**

1. Only those complaints which are within jurisdiction of CVO, IREL and contain the allegations of corruption, favour, misuse/abuse of power, illegal gratifications and/or having vigilance angle will be investigated/dealt by the Vigilance Directorate of IREL (Please refer to Para 2.1 above).
2. All such complaints mentioned above may be addressed to CVO/Vigilance officers at the given Contact addresses

Shri Sanjay Banga, IES  
Chief Vigilance Officer  
IREL (Indian) Limited  
1207, Veer Savarkar Marg  
Prabhadevi, Mumbai – 400 028  
Tel. No: 022 - 2422 1068 (Direct)  
Fax No. 022 – 2438 5576  
E-mail: cvo@irel.co.in

3. Once a complaint is registered in the office of CVO, IREL, further correspondence in the matter will not be entertained. However, it will be ensured that the complaints are investigated and taken to their logical conclusion.
4. As the Vigilance Directorate deals only the matters of corruption, redressal of grievances should not be the focus of the complaints made to the CVO, IREL.
5. The complaints regarding the alleged corruption by the employees of IREL should be preferably addressed to the CVO, IREL directly and may not be marked as copy to CVO, IREL.
6. The complaints must contain the factual details, verifiable facts and related matters. They should not be vague or contain sweeping general statements.
7. No action will be taken on the anonymous/pseudonymous as per the latest CVC's Circular No. 07-11-2014 dated 25/11/2014. The complainants are therefore advised to give their proper name, postal address and contact details while lodging complaints. This is required for obtaining confirmation from the complainant.
8. The unsigned complaints, in absence of the signatures do not have any authenticity, Hence the same will be treated as such and will be filed with no action as being done for anonymous and pseudonymous complaints.
9. The complaints received by email should contain the postal address (with mobile/telephone number if any) of the sender. The complaints on email received without postal address will be treated as anonymous and pseudonymous and will be filed without any action.

10. The complaints which do not meet the above criteria will either be filed or will be referred to department concerned for necessary action.
11. The complainants are also advised not to continue sending complaints on the same subject repeatedly.
12. If the complaint against a public servant is found to be malicious, vexatious or unfounded, following actions against the complainant may be initiated:  
The complainant is liable for action under section 182 of Indian Penal Code.  
Further, if the complainant is a public servant, he is liable for departmental action as an alternative or in addition to suitable action under section 182 of Indian Penal Code.
13. Whistle Blower Complaints  
Dealing of complaints received/filled as Whistle Blower Complaints under Public Interest Disclosure and Protection of Informer Resolution (PIDPIR):
  - a) Whenever the complainant, for valid reasons, intends to keep his identity secret while processing the complaint, he can lodge the complaint under “Public Interest disclosure and Protection of Informers Resolution (PIDPIR), 2004”.
  - b) Such complaints can either be lodged directly with Central Vigilance Commission or with the nominated Designated Authorities concerned.
  - c) The Joint Secretary (A&A) & CVO of Department of Atomic Energy (DAE) is the nominated Designated Authority to receive the complaints filed under PIDPIR for all units of DAE including IREL. It is clarified that CVO, IREL is not the Designated Authority to receive the Whistle Blower complaints (the complaints filed under PIDPIR) for IREL.
  - d) Contact details of the Designated Authority for lodging PIDPIR complaints for IREL:  
The Joint Secretary (A & A)/CVO  
Department of Atomic Energy,  
Anushakti Bhavan, C. S. M. Marg,  
Mumbai – 400001, India  
Tel: 022-2202 2816, FAX: 022-2284 6213  
E-mail: jsaa@dae.gov.in
  - e) Any such complaints directly received by CVO, IREL will be forwarded to the designated Authority of the Department of Atomic Energy for orders/necessary action.

Vigilance officer HO, IREL

DGM Vigilance HO, IREL

CVO, IREL