

## COMPLAINT HANDLING POLICY

Vigilance department of HSCL is created to exercise superintendence over vigilance matters and implementation of anti-corruption measures in the company and in its attached/subordinate offices, society and any local authority, agency owned/controlled or contracted by the company. Complaint handling policy of the Vigilance department of HSCL is to ensure timely and satisfactory redressal of every complaint.

It shall act as the designated authority for receipt of written complaints in allegation of corruption or misuse of office and recommend appropriate action under GOI Resolution "Public Interest Disclosure and Protection of Informer".

Complaints from public, various administrative authorities, NGOs etc. are generally one of the important sources of information for identification of vigilance related issues in the organisation. Complaints to the CVO 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 public sector enterprises should not be the focus of complaints to the CVO.

"As regards complaints against tenders, it may be clarified that while the CVO would get the matter investigated through its office or self, it would not interfere in the tender processes. The intention is not to stop the work in the organisation and, therefore, the processing of tender would continue. However, based on the report, CVO would take appropriate action in the matter."

Complaint can be lodged only against officials belonging to the HSCL over which CVO has jurisdiction. The CVO has no jurisdiction over private individuals and State Governments/ Departments. Therefore, please do not lodge complaints against these to the CVO.

The complainant should note-

- The CVO 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 CVO. Complaints marked to a large number of functionaries are not normally pursued by the CVO.
- Only those complaints which are against officers/officials of HSCL and have allegations of corruption will be got investigated by the CVO.
- Vigilance department of HSCL shall acknowledge all the complaints received and processed. Status of such complaints sent for investigation can be viewed on the company's website [www.hscl.co.in](http://www.hscl.co.in) under head "Complaint status" in 'VIGILANCE' Tab.
- CVO, normally, will not entertain any further correspondence in the matter, but will ensure that the complaints are investigated and action taken to its logical conclusion.

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- CVO also accepts complaints under “Public Interest Disclosure and Protection of Informer Regulation”.

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