

## **FAQ ON COMPLAINT HANDLING**

### **Q.1 How can we lodge complaint to CVO?**

Ans. Complaints can be lodged to CVO by addressing the letter directly to the CVO and giving the specific facts of the matter relating to corruption. The complaints can also be lodged directly on HSCL's web-site under the menu of 'VIGILANCE'. However, before lodging the complaint please ensure that the organisation and officials are under CVO's jurisdiction. Complaints can also be sent under "Public Interest Disclosure and Protection of Informer" Resolution.

### **Q.2 Does CVO receives complaint against anybody?**

Ans. No. Commission accepts complaints only against the staff/ officers who are posted in HSCL which are under CVO's jurisdiction. The CVO has no jurisdiction over private individuals and State Governments.

### **Q.3 What are the levels of public servants against whom CVO can inquire?**

Ans. Two level below the Board level.

### **Q.4 Does CVO entertains anonymous/pseudonymous complaints?**

Ans. No.

### **Q.5 Does CVO protect the identity of the complainants?**

Ans. The identity of all complainants who desire so or those who make complaints under "Public Interest Disclosure and Protection of Informer" Resolution is kept secret by the CVO. However, it is observed that the complainants tend to send copies of their complaints to various organisations. In such cases, it is not possible for the CVO to accept any responsibility for keeping the identity secret.

### **Q.6 How can the complaint be lodged under the "Public Interest Disclosure and Protection of Informer" Resolution?**

Ans. Complaints under "Public Interest Disclosure and Protection of Informer" Resolution can be made only by post. The envelope should be superscribed "PIDPI" or "Whistle Blower". The complainant should refrain from giving his name on the body of the letter. The personal details should be separately given or given at the top or end so that they can be easily blocked out.

### **Q.7 If a person is victimised on account of his making the complaint, does he have any recourse?**

Ans. If any person is aggrieved by any action on the ground that he is being victimised due to the fact he had filed a complaint or disclosure, he may file an application before the CVC and CVO seeking redressal in the matter, wherein the CVC / CVO may give suitable directions to the concerned person or the authority after inquiry into the matter.

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**Q.8 If a person makes motivated or vexatious complaint does the person complained against have some recourse?**

Ans. In case it is found that the complaint to be motivated or vexatious, CVO shall be at liberty to take appropriate steps.

**Q.9 Does CVO acknowledges the complaints?**

Ans. CVO acknowledges only those complaints which it finds suitable for necessary action or which are taken up for inquiry and report. No acknowledgement is sent for complaints which are filed. All complaints received online get an automatically generated number.

**Q.10 Can the complainants get to know the status of their complaints?**

Ans. Yes. He/she can see the status of his complaint on the web-site.

**Q.11 Can complaints to CVO give relief to the complainant?**

Ans. Complaints to the CVO are 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 CVO.

**Q.12 Can tenders be stopped on making complaint to CVO?**

Ans. As regards complaints against tenders, it may be clarified that while the CVO would get the matter investigated, 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, if there had been any serious lapse on the part of the public servants.

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