Government of India
Ministry of Railways
Railway Board

No. 2009/V-1/COMP/1/2                                          New Delhi, dt.  28.08.09

General Managers,
All Zonal Railways, All PUs, CORE & Metro

Managing Directors,
All PSUs

Director General,
RDSO & Railway Staff College/Vadodara

Directors,
All Centralized Training Institutes

CAO,
COFMOW & Diesel Loco Modernization Works/Patiala

Sub:  Marking of complaints having vigilance angle from various
decentralized locations to the  CVO/ SDGM

Ref:  CVC Circular No. 15/07/09 circulated vide their letter No. 009/VGL/035 dated 1st July, 2009

Complaints containing information about corruption, malpractices or misconduct by public servants are received in any organization including the Railways in a decentralized manner. Similarly, CVOs/SDGMs also receive such complaints through different means. Of these complaints/grievances, those having vigilance angle, are sent to the Vigilance Department entirely depending on the perception of the officer controlling such decentralized locations. Thus, there is every chance in such a system that some of the complaints with vigilance overtones may not get forwarded to the Vigilance Department due to lack of appreciation of “vigilance angle” or for other bonafide reasons.

The above shortcomings have also been detected by the CVC during Vigilance audit conducted by them for some organizations. In order to ensure uniformity in handling and processing complaints, a “Complaint Handling
Policy" is required to be laid down for receipt, handling and processing of all types of complaints/grievances not only from the public but also from the contractors, vendors and suppliers etc. The policy should be such that any complaint/grievance received by any functionary of the decentralized location, containing any allegation of alleged corruption, malpractice or misconduct etc., should necessarily be sent to the CVO/SDGM for further scrutiny and action. For this purpose, a proper mechanism is required to be put in place.

With a view to ensure above, CVC has directed that all organizations should have a comprehensive “Complaint Handling Policy” so that all complaints/grievances etc. being received by other Divisions/Units of the organization are properly scrutinized on a continuous basis and those involving issues/allegations having vigilance angle are duly forwarded to the Vigilance Department.

In view of above, a “Complaint Handling Policy” as envisaged by the CVC is required to be established on a sound footing at the earliest. For this purpose, registers are required to be maintained in the format enclosed, in which all complaints/grievances being received from various sources get entered. These registers shall also be scrutinized by Vigilance Department on a periodic basis to detect complaints/grievances having prima-facie vigilance angle but not having been marked to them.

These instructions shall also equally apply to all Directorates/Offices of Railway Board as well as to all the Zonal Railways/Production Units/Public Sector Undertakings under the Ministry of Railways and their field units/associate offices.

(K.B.L. Mittal)
Secretary,
Railway Board

DA: One Proforma

Copy to:

1. Sr. PPSs/PPss/PSs to MR, MOSR, CRB, FC, ME, MM, MS, ML, MT, Secretary, All Additional Members/Advisers
2. OSD/MR, Adviser/CC
3. EDPG/MR, EDPG/MOSR
4. All Directorates of Railway Board
<table>
<thead>
<tr>
<th>S.No.</th>
<th>Date of receipt</th>
<th>Name &amp; address of sender/complainant</th>
<th>Subject of complaint/grievance</th>
<th>Officer to whom complaint/grievance marked to &amp; date</th>
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