Sub: **Guidelines regarding handling of complaints**

Ministry of Railways (Railway Board) have decided to modify the existing paras 405.4 and 406.6 of the Indian Railways Vigilance Manual (2006 Edition) as per the enclosed Advance Correction Slip No.21. Board’s letter of even number dated 01/04/2014 on the subject, refers.

**DA:** As above

(Mayank Tewari)
Director Vigilance (M)
Railway Board

Copy to:-

i) All Officers and the Branches of Vigilance Directorate
ii) AIRF, NFIR, IRPOF, FROA & AIRPFA
Existing paras 405.4 and 406.6 of Chapter IV of IRVM 2006 Edition, stand amended to read as under:

Para 405.4:

Complaints received from the Central Vigilance Commission where the Commission has called for an investigation and report shall be treated as signed complaint (not required to be verified for genuineness) and taken up for investigation. Such complaints shall, in other words, be treated as registered, immediately on receipt. In such complaints, if an Officer is specifically named, the bio-data and ID of the officer should be uploaded in IRVINS within 72 hours of the receipt of the complaint by dealing section of Railway Board, irrespective of the Investigating Unit.

Para 406.6:

Verified complaints, not covered under Sub Paragraphs 405.1 to 405.3 and 406.1 to 406.5 above, meriting a vigilance investigation, shall duly be registered and taken up for investigation. Vigilance Units of Zonal Railways/PUs/RDSO shall report/upload in IRVINS, instances of positive verification of complaints and other progress made during course of investigation on real-time basis so that the complaints do not get lost sight of. Registration of a case against officials, however, and entry in IRVINS of names of officials investigated would continue to be governed by Para 413 and, for exceptional cases, by Para 411.6 of IRVM and Bio-data and IDs of officials against whom cases are registered, should be uploaded in IRVINS within 72 hours of the approval being obtained.