

F.No.104/76/2011-AVD-I
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Personnel & Training

New Delhi, dated the 08th October, 2018

OFFICE MEMORANDUM

Subject: Guidelines regarding handling of complaints in Ministries/
Departments.

The undersigned is directed to say that instructions regarding dealing with anonymous and pseudonymous complaints were issued vide this Department's Office Memorandum of even number dated 18.10.2013 prescribing that no action is required to be taken on anonymous complaints, irrespective of the nature of the allegations and that such complaints need to be simply filed. Subsequently, the said Office Memorandum has been clarified vide Office Memorandums of even number dated 18.06.2014 and 31.03.2015. In this regard, the Central Vigilance Commission's Circular No.07/11/2014 dated 25.11.2014 may also be referred to. A copy each of the DOP&T's aforesaid Office Memorandums and CVC's Circular are enclosed herewith.

2. The instructions contained therein are reiterated and all Ministries/Departments are requested to follow the same while handling complaints received in their respective Ministry/Department.

Encl: as above.


(K.C. Raju)

Under Secretary to the Government of India
Tele. No. 23094799

To,

1. All Ministries/Departments as per standard circulation list.
2. Secretary, Central Vigilance Commission.
3. Department of Public Enterprises.
4. All Desks/Sections of DoP&T.
5. Guard File.
6. ✓ NIC, DoP&T Cell for placing a copy of this OM on the website of the Ministry.

No.104/76/2011-AVD.I
Government of India
Ministry of Personnel & Public Grievances & Pensions
(Department of Personnel & Training)

New Delhi, Dated October 18, 2013

OFFICE MEMORANDUM

Subject:- Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to say that the instructions regarding dealing with anonymous and pseudonymous complaints as contained in this Department's OM No. 321/4/91-AVD.III, dated 29th September, 1992 and as reiterated vide DOP&T's OM No. 371/38/97-AVD.III, dated 3/11/1997, being at variance with instructions issued by CVC in this regard vide curcular No.3(V)/99/2 dated 29th June, 1999, No. 98/DSP/9, dated 31st January, 2002 and 11th October, 2002, had been receiving the attention of the Government for the past some time.

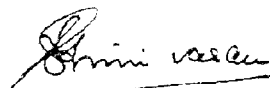
2. The matter was examined afresh in consultation with the Central Vigilance Commission. Subsequent to the Public Interest Disclosure & Protection of Informers' Resolution - 2004 (PIDPI), the Commission has created a mechanism for handling complaints where identity of the complainant is kept secret and the complainant is provided protection. This has been endorsed and operationalized by the Central Government with the approval of the competent authority.

3. In view of the fact that complainants who desire to protect their identity now have the protection of the Public Interest Disclosure & Protection of Informers' Resolution - 2004 (PIDPI), the following procedure is laid down for handling anonymous and pseudonymous complaints, in supersession of instructions contained in DoP&T's OM No. 321/4/91-AVD.III dated 29th September, 1992:

- (i) No action is required to be taken on anonymous complaints, irrespective of the nature of allegations and such complaints need to be simply filed.
- (ii) Complaints containing vague allegations could also be filed without verification of identity of the complainant.

(iii) If a complaint contains verifiable allegations, the administrative Ministry/Department may take cognizance of such complaint with the approval of the competent authority to be designated by the Ministry/Department as per their distribution of work. In such cases, the complaint will be first sent to the complainant for owning/disowning, as the case may be. If no response is received from the complainant within 15 days of sending the complaint, a reminder will be sent. After waiting for 15 days after sending the reminder, if still nothing is heard, the said complaint may be filed as pseudonymous by the Ministry/Department.

4. Instructions contained in para-3 above would also be applicable (with appropriate competent authority to be designated under para 3 (iii) above) for dealing with complaints against Secretaries to the Government of India or Chief Executives / CMDs / Functional Director of PSEs/PSBs/FIs, which will continue to be referred to the Cabinet Secretariat for placing before the Group of Secretaries headed by the Cabinet Secretary/Secretary (Co-ordination) in the Cabinet Secretariat, as the case may be, as per procedure given in Department's OM No. 104/100/2009-AVD.I, dated 14/1/2010 and DPE's OM No. 15(1)/2010-DPE(GM), dated 11/3/2010, as amended from time to time.



(G. Srinivasan)

Under Secretary to the Government of India

To,

1. All Ministries/Departments as per standard circulation list
2. Secretary, Central Vigilance Commission
3. Department of Public Enterprises
4. All Desks/Sections of DOP&T
5. Guard File
6. NIC, DOP&T Cell for placing a copy of this OM on the website of the Ministry.

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No. 104/76/2011-AVD.1
Government of India
Ministry of Personnel, Public Grievances & Pension
Department of Personnel & Training

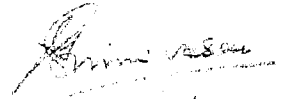
New Delhi, the 18th June, 2014.

Office Memorandum

Subject:- Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to refer to this Department's O.M. of even number dated 18.10.2013 on the above subject and to say that the Ministries/Departments of the Government of India have been seeking clarifications from this Department on operation of the aforesaid O.M. The matter has been considered and it is clarified as under:-

- (i) **'Anonymous complaints'** are such complaints which do not carry both, **name and address** of the complainant and need to be dealt with in terms of para **3 (i)** of the DOP&T O.M. dated 18.10.2013 referred to in para 1 above, irrespective of the nature of allegations.
- (ii) The complaints other than anonymous complaints which contain vague allegations need to be dealt with in terms of para **3 (ii)** of the DOP&T O.M. dated 18.10.2013 referred to in sub- para (i) above.
- (iii) The complaints which contain verifiable allegations and are not anonymous, need to be dealt with in terms of para **3 (iii)** of the DOP&T O.M. dated 18.0.2013 referred to in para 1 above


(G.Srinivasan)

Under Secretary to the Govt. of India

1. All Ministries/Departments as per standard circulation list.
2. Secretary, Central Vigilance Commission, New Delhi.
3. Department of Public Enterprises.
4. All Desks/Sections of DOP&T.
5. Guard File.
6. NIC, DOP&T Cell for placing a copy of this OM on the website of the Ministry.

No.104/76/2011-AVD.1
Government of India
Ministry of Personnel & Public Grievances & Pensions
(Department of Personnel & Training)

New Delhi, Dated 31st March, 2015



07 APR 2015

OFFICE MEMORANDUM

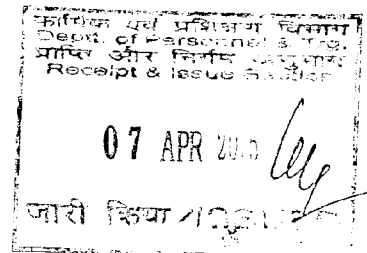
Subject:- Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to say that instructions regarding dealing with anonymous and pseudonymous complaints were issued vide this Department's Office Memorandum of even number dated 18.10.2013 and subsequently clarified vide Office Memorandum of even number dated 18.6.2014.

2. A copy each of the aforesaid Office Memoranda are enclosed herewith. The instructions contained therein are reiterated and all Ministries/Departments are requested to follow the same while handling complaints received in their respective Ministry/Department.


(Aditya Kumar Joshi)
Director


1. All Ministries/Departments as per standard circulation list
2. Secretary, CVC
3. All Desks/Sections of DOP&T
4. Guard File
5. NIC, DOP&T Cell for placing a copy of this OM on the website of this Department.



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सत्यमेव जयते

केन्द्रीय सतर्कता आयोग
CENTRAL VIGILANCE COMMISSION



सतर्कता भवन, जी.पी.ओ. कॉम्प्लेक्स,
ब्लॉक-ए, आई.एन.ए., नई दिल्ली-110023
Satarkta Bhawan, G.P.O. Complex,
Block A, INA, New Delhi 110023

स. / No. 08/DSP/9
26th November, 2014

दिनांक / Dated

Circular No. 07/11/2014

Subject: Action on anonymous / pseudonymous complaints.

The Commission had vide its circular Nos. 3(v)/99/2 dated 29th June, 1999 and of even number dated 31st January, 2002 prescribed that no action should be taken on any anonymous or pseudonymous complaints. However, an enabling provision was made subsequently, vide circular of even number dated 11th October, 2002, that if any, verifiable facts contained in such complaints are proposed to be looked into, prior concurrence of the Commission is required to be taken by the departments / organizations.

2 The Commission has reviewed the matter and considering all aspects, would prescribe that no action should be taken on anonymous / pseudonymous complaints by Ministries / Departments / Organisations in line with its earlier instructions dated 29th June, 1999 and 31st January, 2002 and such complaints should be filed. Commission's circular of even number dated 11th October, 2002 stands withdrawn with immediate effect. Accordingly, Para 3.8.1 of Chapter -III of Vigilance Manual (Volume-I - Sixth Edition, 2004) would stand modified to that extent.

(J. Vinod Kumar)
Officer on Special Duty

To

1. All Secretaries in Ministries/Departments to the Government of India
2. All Chief Vigilance Officers in the Ministries / Departments / Public Sector Undertakings / Public Sector Banks / Insurance Companies / Societies and other Local Authorities.