

U1 WCL X L10 03 (P. 1/2)

"Under Jurisdiction of Nagpur Courts Only"



वेस्टर्न कोलफील्ड्स लिमिटेड  
( भारत सरकार का मिनि रत्न - श्रेणी 1 उपक्रम )  
**WESTERN COALFIELDS LIMITED**  
(A Mini Ratna - Cat. I, Govt. of India Undertaking)  
पंजीकृत कार्यालय : कोल इस्टेट, सिविल लाईन्स,  
नागपुर 440 001

**OFFICE OF THE  
DIRECTOR (TECHNICAL)/P&P**  
निदेशक (तकनीकी)/परियोजन/योजना का कार्यालय  
Regd. Office : Coal Estate, Civil Lines, Nagpur 440 001  
Tel : 0712 - 2510438, FAX 0712 - 2510532  
e-mail : dtpw.wcl@coalindia.in

Ref. No. WCL/D(T)P&P/Secy/2308

Date: 05.09.2011  
8th

10/11/11

Circular

It has been observed that the provisions of CVC Circular No. 15/07/09 dated 01.07.2009, a copy of which is enclosed for ready reference, is not being complied with.

It is, therefore, advised that the provisions of the said CVC Circular be complied with and any deviations there from will be viewed seriously.

Encl: as above.

Director (Tech) P&P

Distribution

- All CGMs/GMs of Areas
- All HODs, WCL HQ

Copy to:

- Director (Personnel), WCL
- Director (Tech) Oprn, WCL
- Director (Fin), WCL
- CVO, WCL
- GM/TS to CMD, WCL

WCL/D(T)P&P/Secy/3602  
दिनांक/Dated.....12/9/11

wcl | Vig. | 2011 | 1892  
Date: 16-9-2011

Annex A (P/2b)

No. 009/VGL/035  
Government of India  
Central Vigilance Commission  
\*\*\*\*\*

Satarkta Bhawan, Block-A,  
GPO Complex, INA,  
New Delhi- 110023  
Dated the 1<sup>st</sup> July, 2009

Circular No. 15/07/09

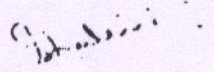
**Sub: Access of complaints to the CVOs- Instructions regarding.**

Complaints containing information about corruption, malpractice or misconduct by public servants are received in a decentralized manner. CVOs receive complaints, also from many a decentralized location. According to the prevailing practice what is sent to the CVO from different decentralized locations entirely depends on the appreciation of 'vigilance angle' or otherwise by the officers controlling these decentralized locations. In such a system there is every chance that a complaint with a vigilance overtone may not be forwarded to the CVO, due to a lack of appreciation or for other bonafide reasons. This has also been revealed through the vigilance audit by the Commission in some organizations.

2. In order to have uniform practices and procedures in the handling and processing of complaints in an organisation/department, it is imperative that a 'Complaint Handling Policy' is laid down in all organisations/departments for receipt, handling and processing of all types of complaints/grievances from the public, contractors, vendors, suppliers etc. The policy should make it clear that any complaint/grievance received in the organisation/department by any functionary containing any element of alleged corruption, malpractices or misconduct etc., should necessarily be sent to the CVO of the organisation for scrutiny and action. All Departments/Organisations are, therefore, directed to put in place necessary policy and systems in this regard.

3. Para 3.2.2 of Chapter III of Vigilance Manual Volume-I (6<sup>th</sup> edition) prescribes that the CVO concerned may also devise and adopt such methods, as considered appropriate and fruitful in the context of nature of work handled in the organisation, for collecting intelligence about any malpractice and misconduct among the employees.

4. The Commission is of the view that all CVOs should, on a continuous basis, scrutinize the complaints, grievances etc., received by other divisions/units of the department/organisation concerned and ensure that issues/allegations involving vigilance angle if any, in such complaints are duly forwarded to them to be duly attended to by the Vigilance Department.



(Shalini Darbari)  
Director

To

All Chief Vigilance Officers