



केन्द्रीय सतर्कता आयोग
CENTRAL VIGILANCE COMMISSION



सतर्कता भवन, जी.पी.ओ. कॉम्प्लैक्स,
ब्लॉक-ए, आई.एन.ए., नई दिल्ली-110023
Satarkta Bhawan, G.P.O. Complex,
Block A, INA, New Delhi-10023

सं./No..... **021/VGL/051**

दिनांक / Dated..... **03.11.2022**

Circular No. 24/11/22

Sub: Amendment to Comprehensive guidelines for Complaint Handling Mechanism – reg.

Ref: Commission's Circular No. 25/12/21 dated 24.12.2021

Central Vigilance Commission, keeping in view the provisions contained under section 8(1) (c) & 8(1) (d) of CVC Act 2003, receives complaints from various sources. The Complaints are being processed through the Complaint Management System, which has been modified in order to provide end to end information to the complainants.

2. Accordingly, the comprehensive guidelines for Complaint Handling Mechanism issued by the Commission, vide Circular dated 24.12.2021, also stand amended to the following extant:-

A.) Para 2.2 of guidelines may be read as under: -

(i) Complaints can be lodged with the Commission online, on the Commission's portal i.e. www.portal.cvc.gov.in or through the Commission's website www.cvc.gov.in, under the link "Lodge Complaints", available on home page. For lodging complaint through the portal, it is mandatory for the complainant to provide Mobile Number, so that an auto generated OTP can be sent, on the mobile number of the complainant for authentication purpose. As soon as the complaint is registered on the portal, an SMS confirming the registration of the complaint and also containing the complaint reference number would be sent to the complainant. The status of complaints lodged through the portal, can be tracked through e-mode only.

(ii) Complaints can also be lodged with the Commission by addressing a written communication/letter to the Secretary, Central Vigilance Commission, Satarkta Bhawan, GPO Complex, Block-A, INA, New Delhi- 110023.

B.) Para 4.1 (ii) of guidelines stands deleted

C.) In para 4.1 of the guidelines, sub-para 4.1 (iv) has been added, which may be read as under: -

“Complaints in which the allegation are of administrative/Non-Vigilance in nature are also forwarded to the respective CVOs.”

D.) Para 4.3.1(v) may be read as under: -

In case it has been decided to send the complaint to the CVO concerned for necessary action, the complainant will also be informed about the same. In such a scenario, the responsibility of informing the complainant about the outcome of the complaint would lie with the CVO of the organisation concerned, through the portal itself.

E.) Para 4.3.2 (i) & (ii) stands deleted.

F.) Para 6.3 (e) may be read as under: -

A reference number, generated for a particular PIDPI Complaint, would be communicated to the Whistle Blower, through physical mode, in order to enable him to track the status of that particular complaint. The PIDPI complainant can track the status of his complaint by entering the reference number, provided by the Commission.

G) Para 7.3 at Sl. No. (7) of table the timeline may be read as “2 months”



(Rajiv Verma)
Director

To

- (i) The Secretaries of all Ministries/Departments of GoI
- (ii) All Chief Executives of CPSUs/Public Sector Banks/Public Sector Insurance Companies/Autonomous Bodies etc.
- (iii) All CVOs of Ministries/Departments of GoI/CPSUs/Public Sector Banks/Public Sector Insurance Companies/Autonomous Bodies etc.
- (iv) Website of CVC