

COMPLAINT HANDLING POLICY

VIGILANCE DEPARTMENT, MECON LIMITED (01.05.2024)

1.0 AREA AND SCOPE

- 1.1. Vigilance Department of MECON is established to facilitate ethical environment in as transparent manner for maintenance of Transparency, Integrity and Efficiency for the growth of the Organisation.
- 1.2. Vigilance Department of MECON has superintendence over vigilance matter and implementation of anti-corruption matter in all the offices of MECON.
- 1.3. Vigilance Department examines complaints from vigilance angle professionally and expeditiously and conducts investigations in systematic manner and advice & assist Disciplinary Authority/ Management in vigilance related cases for taking appropriate decisions and to improve systems and procedures in the organisation.
- 1.4. The Vigilance department of MECON at Head office, Ranchi covers all offices of MECON and is headed by Chief Vigilance Officer (CVO) through the Department head/ Section In-charge of Vigilance Section Ranchi.

2.0 JURISDICTION OF MECON VIGILANCE

- 2.1 MECON Vigilance has no jurisdiction over private individuals/ organisations or any other Central/ State Government Department. As such, complaint can be logged only against employees of MECON (as defined in CDA rules of MECON) / system of MECON and on work undertaken by employees of MECON as per the relevant para of CVC guidelines.
- 2.2 In case of complaint in the matter of Tender, while the Vigilance Department may get the matter investigated, it would not generally interfere in the tendering processes. Vigilance Department in appropriate case, tender suitable advice to the authorities concerned in line with para 3.4.2 (vi) of CVC Manual

3.0 LODGING OF COMPLAINT

- 3.1 Complaint can be made in a closed / secured envelop only by addressing the written communication/letter directly to MECON Vigilance (CVO or CGM) on their postal addresses available on the Vigilance Page of MECON's website- www.meconlimited.co.in or through the "Lodge a Complaint" link available on Vigilance Page of MECON's website.
- 3.2 Complaint logged by Online through "Lodge a Complaint" link in MECON Limited's webpage will also be considered subject to the Veracity compliance.

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- 3.3 Complaint sent through written communication/letter should contain complete name and postal address, mobilenumber and email address of the sender with specific details/information of the matter. Complaint should be signed by the Complainant.
- 3.4 Any Complaint not addressed directly to CVO, MECON or Vigilance Head of MECON Ranchi, it will not be entertained or taken cognizance by MECON Vigilance.
- 3.5 A Complaint made through e-mail will not be considered for action in any respect. However, a communication through e-mail will be sent to the sender to lodge complaint through "Lodge a complaint" link in MECON's website or through post.

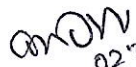
However, if a signed complaint containing verifiable allegations, involving prima facie vigilance angle, is conveyed via enclosures of an e-mail, such complaint shall be sent for genuineness verification by post and handled like any other written complaint. On the other hand, if allegations are plainly exchanged in the main body of an e-mail without any signed enclosures, such complaints shall not be given cognizance and will be simply filed.

- 3.6 In case of complaint made by email/ post addressing or being sent to multiple recipients along with CVO/ CGM (Vigilance), since confidentiality of the complainant could not be assured, will not be considered as complaint and no action will be taken from Vigilance Department.
- 3.7 In case of Complaint addressed to CVO/ CGM (Vigilance) and CC (Carbon copy/Copy to) made to other department/ Ministries/ Authorities or to any other will not be considered as complaint made to CVO / CGM (Vigilance) as confidentiality could not be maintained. Hence, no action will be taken in this regard. Similarly, any complaint given to CVO/CGM (Vigilance) in CC will also not be taken up as complaint.
- 3.8 Veracity of complaint : Before registration of a complaint in Vigilance Portal, a confirmation would be sought by speed post from the complainant for owning or disowning the complaint, as the case may be, together with copy of his identity proof. If no response to the letter seeking confirmation is received from the complainant within 15 days, a reminder will be sent. If still no response is received after 15 days of reminder, the complaint may be filed treating it as a pseudonymous complaint. If the envelope containing the confirmation letter returns back due to insufficient address, no reminder will be sent and complaint shall be filed treating it as a Pseudonymous Complaint.
- 3.9 Any Anonymous / Pseudonymous Complaints will dealt as per relevant para of latest CVC manual/ guidelines.
- 3.10 Complainant should raise only one specific issue in the complaint. However, if more than one specific issue are there, complainant should make it separate.

- 3.11 The text of the complaint should be carefully drafted. The details should be specific and verifiable. It should be in brief and contain factual and related matters. It should not be vague or contain sweeping general allegations.
- 3.12 Personal matters and grievances with employees will not be considered as complaint, so it will not be entertained.
- 3.13 The complaint having administrative issues will be forwarded to respective designated authority as applicable, for necessary action.
- 3.14 The complainant should lodge complaints only regarding issues having vigilance angle and which are not part of any litigation in any courts, tribunals, etc., i.e. the matter should not be sub-judice.
- 3.15 All Complaints must be written in Hindi/ English language. Complaints made in other languages cannot be considered.
- 3.16 All types of complaints, even if written, printed or photocopied, should be clearly legible. Complaints which are illegible are filed as anonymous.

4.0 ACTION TAKEN ON COMPLAINT IN MECON VIGILANCE

- 4.1 All complaints made by through Offline mode or Online mode will must be sent for veracity checking to the address given by the complainant in paper mode through Speed Post/ Registered Post.
- 4.2 After successful veracity checking complaint will be registered in MECON Vigilance Department.
- 4.3 After confirmation of veracity of the complainant and registration of complaint, MECON Vigilance will ensure that the complaint is examined/ investigated, and action is taken to its logical conclusion as per extant guidelines of CVC.
- 4.4 Complaint covered under Integrity Pact (IP) will be forwarded to Independent External Monitors (IEMs) for further necessary action.
- 4.5 "Complaint under the Public Interest Disclosure" or "PIDPI" received from CVC is investigated/dealt as per instruction of CVC.
- 4.6 Any false complaint against public servant/ system will be dealt under relevant para of CVC guideline/ section 195 (1) (a) of Code of Criminal Procedure, 1973 / or as per relevant para of the government guidelines.


(K.K. Mishra)
CGM (Vigilance)
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