

GOVERNMENT OF PUDUCHERRY  
CONFIDENTIAL AND CABINET DEPARTMENT  
(CHIEF VIGILANCE OFFICE)  
Chief Secretariat, Goubert Avenue, Puducherry – 605 001.  
Phone: 0413-2233208, 2233239; E-mail: vigil.@py.gov.in

No. C.31011/4/2022-C.V.O./383

Puducherry, dt.

21 FEB 2023

CIRCULAR

Sub: CVO – Complaint handling mechanism – Instructions issued – Reg.

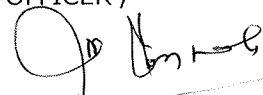
Chief Vigilance Office is in receipt of various complaints/petitions against the officers/officials of the Departments / Autonomous Bodies of Govt. of Puducherry UT and they are disposed in the following manner:

- (i) Complaints pertaining to general grievances, administrative / procedural lapses not involving vigilance angle or not having reasonable ground to doubt the integrity of the officer are directly sent to concern HoDs for direct disposal / necessary action.
- (ii) Complaints alleging serious / grave offence containing verifiable facts regarding Corruption, Bribery, misappropriation, Possession of disproportionate assets to known sources of income, are referred to enquiry by the Vigilance & Anticorruption-Police unit. If the allegations are substantiated after enquiry, registration of Criminal case or institution of Departmental proceedings or both is done.
- (iii) In respect of general complaints bearing vigilance angle or having reasonable ground to doubt the integrity of the officer, they are forwarded to the Administrative Secretaries concerned for factual report in a time-bound manner. Based on the findings and with the approval of the Chief Vigilance Officer, Criminal/Departmental action or both will be recommended by this office.
- (iv) No action is taken on Anonymous/Pseudonymous/Vague complaints in line with the guidelines of Central Vigilance Commission.

2. In respect of complaints where enquiry/factual reports are sought for by this office, the following **Complaint Handling Mechanism** will need to be adopted:

- (i) First of all, the complainant shall be called by Registered post / e-Mail.
- (ii) If the complainant does not respond, then complainant shall be called again through Registered post / e-Mail after 15 days.
- (iii) If the complainant does not respond such complaints will be treated as "Pseudonymous" complaint and will be closed / filed.
- (iv) If the complainant responds, copies of his/her ID and proof in support of his complaint, if any, shall be taken. Complainant shall also be asked if he / she wants keep his / her identity secret. Statement of the Complainant shall be recorded to confirm the genuineness of the complaint. Further process of enquiry will be based on the extant guidelines.

/ BY ORDER OF THE CHIEF VIGILANCE OFFICER /

  
(M. KANNAN) 01/02/23

UNDER SECRETARY TO GOVERNMENT

To

1. All Secretaries to Government.
2. All Heads of Departments/Autonomous Bodies.

Copy to:

1. The Private Secretary to Chief Secretary-cum-Chief Vigilance Officer.
2. The Private Secretary to Secretary (Vigilance).