

Our Ref: COR/VIG/HR/75

## **ITI's Vigilance Complaint handling policy:**

Complaints received by the ITI Ltd Vigilance shall be dealt as follows in line with complaint handling policy of CVC.

Reference: CVC Office Order No. 2/1/04 dated 08.01.2004  
CVC Circular No. 98/DSP/9 dated 15.12.2014  
CVC Circular No. 01/01/2015 dated 23.01.2015  
CVC Office Order No 13/10/2020 dated 01.10.2020

The ITI Ltd-Vigilance handles complaint(s) against employee wherein an allegation of abuse of power is involved or complaints related to deviation in procedure followed in day to day working. Complaint can be lodged only against officials belonging to ITI Ltd.

The Chief Vigilance Officer (CVO) of ITI leads the vigilance team of ITI. The CVO has mandate to enquire or cause an enquiry into complaints against officials of ITI wherein allegations of corruption are involved. The CVO also enquire into the complaints received from ITI management/CVC/Ministry/CBI or any other anti-corruption investigating agencies under Government.

## **Lodging of Complaints:**

1. Complaints can be lodged by addressing the written communication/letter to CVO/Unit vigilance/email directly to the Chief Vigilance officer (CVO) [E-mail id: cvo@itilttd.co.in].
2. Anonymous/pseudonymous complaint would not be entertained.
3. Complaints sent on e-mail id of the ITI Vigilance other than as mentioned above would not be entertained or taken into cognizance of the CVO.
4. In case Complaint marked as a copy to the CVO, no action would be taken on that complaint until forwarded to CVO from original recipient for action through proper channel.
5. Complaints under whistleblower policy should be addressed to CMD only.
6. Complaints sent through written communication/letter/email should contain complete postal address (mobile no. /telephone number, if any) of the sender with specific details/information of the matter. Complaints on received without this information will be treated as anonymous or pseudonymous and will be filed without taking any action. [CVC Vigilance manual 2017, Chapter III, clause 3.4.2 (v)].
7. Complaints sent on any e-mail ID of officers of the company will not be entertained. Only complaints sent to CVO will be considered which should have complete postal address of complainant.

8. As regard complaints against tenders, though the ITI-Vigilance department would get the matter investigated, it would not interfere in the tendering process as such. **The intention is not to stop the work in the company.**
9. Redressal of grievances should not be the focus of complaints to the ITI-Vigilance as it deals only with the matters of corruption. Complaints must contain factual details, verifiable facts and related matters. The complaint should not be vague or contain sweeping allegations general in nature.
10. **Expeditious disposal of cases involving public servants due to retire shortly.**  
As per CVC Office order no 13/10/20 dated 01.10.2020, Commission has prescribed that all such retirement cases for advice should be received in the commission, 30 days before the date of retirement of the officer. For example, if the officer/official is retiring on 30<sup>th</sup> November 2020, the case should be received for advice before 31<sup>st</sup> Oct, 2020 in the commission.

***Accordingly, Complaints received by CVO ITI Ltd, shall also be dealt in line with this office order.***

Action taken on complaints by the Vigilance Department:

- Only those complaints will got investigated which are under jurisdiction of the Vigilance (CVO) and are against the officials of the organizations.
  - Once the complaint is registered, a complaint number will be generated. No further correspondence will be entertained by the CVO office in this regard.
- Procedure for handling complaints by the vigilance dept:
1. To check the veracity of the complaint, it will be sent to the complainant for owning/ disowning, as the case may be, together with copy of his identity proof. Copy of identity proof of the complainant viz. Aadhar Card/ Passport /Voter ID/ PAN/Driving License to be obtained.
  2. In case of any doubt, officer from concerned Vigilance Cell may be deputed to visit the complainant and verify the original copy of the document submitted by the complainant. Format for seeking confirmation from the complainant and letter to be sent to complainant are enclosed **at annexure-A and B respectively**. [As conveyed in CVC Vigilance Manual 2017 at para 3.4.2(b)]
  3. If no response is received within 15 days of sending the complaint, a reminder will be sent. If still nothing is heard even after 15 days of sending the reminder, the said complaint shall be filed as pseudonymous by the CVO.  
As per CVC circular 01/01/2015 dated 23.01.2015 no inquiry/investigation be initiated on complaints without having verification of the complaint.
  4. In case complaint received by Unit, the same will be put up for the consideration of CVO after ascertaining veracity of the complaint.
  5. Only those complaints which are owned by complainant, will be sent to the concerned Unit Vigilance of Head [UVH] of Unit/RO for further preliminary investigation and complain will be registered.

6. Concerned Unit Vigilance Head will investigate the complaint and submit report along with recommendation regarding nature of the complaints, if it has vigilance angle or not to the CVO.
7. CVO will decide on the nature of the complaints if it is to be treated as complaint with vigilance angle or not. Accordingly the complaint would be disposed off.
8. If vigilance angle is established against official(s), the case will be forwarded to Chairman and Managing Director [CMD] with recommendation for Disciplinary proceeding of minor or major punishment as recommended by CVO.
9. In case, alleged officer/officer(s) is/are under the jurisdiction of CVC, the case will be forwarded to CVC with the approval/consent of CMD.
10. In case, the incident relates with more than one officer and one of the alleged officers is under the jurisdiction of CVC **[GM and above in ITI Ltd]**, the case will be considered as composite case and would be forwarded to CVC for commission advice with the approval/consent of CMD. [As refer CVC office order no 2/1/04 dated 08.01.2004].

If complaint does not meet the criteria as mentioned above, it will be rejected summarily.

## Annexure-A

To  
GM-Vigialance ( Corporate)/DGM(Vigilance)/Vigilance Officer  
ITI Ltd \_\_\_\_\_ plant

Address \_\_\_\_\_

Sub: Confirmation of complaint made by undersigned vide letter no. \_\_\_\_\_  
dated \_\_\_\_\_

With reference to your letter no. \_\_\_\_\_ dated \_\_\_\_\_ regarding  
subject mentioned above, I hereby own/disown (Please tick) the said complaint dated  
\_\_\_\_\_.

2. I confirm that the referred complaint has been made by **me** against Shri/Smt.  
\_\_\_\_\_

3. Self-attested copy of one the following documents is enclosed as my identity proof along  
with this letter: (Please tick).

- a) Aadhar Card
- b) Passport
- c) Voter ID
- d) PAN Card
- e) Driving Licence

4. My Mobile No is:

5. MY email ID (if any) is:

**6. I am aware that a person making false complaint can be prosecuted under section 182  
of Indian Penal Code.**

7. I am assured that the above mentioned records are required for ascertaining  
veracity/identity of the complainant, and shall not be used by your office for any purpose  
unrelated to complaint.

**Complainant's Signature:**

**Name:**

**Complete postal address with PINCODE:**

**Annex-B**

Ref: /VIG/COMP/ - -/ --

Date: \_\_\_\_\_

**CONFIDENTIAL**

To,  
Mr./Shri \_\_\_\_\_

[Name and Address of Complainant]

Sir,

**Sub:** Regarding \_\_\_\_\_

This has reference to your letter/e-mail ref: \_\_\_\_\_ dated \_\_\_\_\_ to Chief Vigilance Officer, ITI LTD, Bangalore regarding the above subject.

In this connection, as per policy; a complainant is required to confirm that he/she has actually sent the said complaint to ITI Ltd.

You are, therefore, requested to confirm in enclosed format [Annex-A] that you have sent the above mentioned complaint with complete postal address and identity proof.

Your reply should reach this office within 15 days of receipt of this letter.

Thanking you.

Yours faithfully,  
For ITI Ltd

GM-Corporate Vigilance/  
DGM- Vigilance, Plant