

Action on anonymous pseudonymous complaints

General Instructions for lodging Complaints at C.V.O., CMPDI

1. Complaints containing allegation of corruption, misconduct or malpractice involving the matters of Central Mine Planning & Design Institute Limited (CMPDI) or the officials, employees working in CMPDI can be lodged through letter, email or online on the website of Central Mine Planning & Design Institute Limited (CMPDI) directly addressed to Chief Vigilance Officer, Central Mine Planning & Design Institute Limited (CMPDI) (CVO, CMPDI), Ranchi.

2. Complaints pertaining to CMPDI should be directly addressed to CVO, CMPDI only. In case the complaint is addressed to multiple officials which may include CVO, CMPDI also or complaint addressed to other officials with a copy to CVO, CMPDI and the same marked copy to CVO, CMPDI is received in this office, then such types of cases will not be entertained. This is in order to avoid parallel actions taken by multiple agencies. **Therefore it is expected from the complainant to address their complaints only to CVO, CMPDI in those cases where they expect action to be taken by CVO, CMPDI.**

3. Complainants to be careful before lodging complaints:

Complainants are important stake holders for an anti-corruption institution like Office of CVO, CMPDI. The Office of CVO, CMPDI expects that the complaints lodged with the Office of CVO, CMPDI are genuine and not malicious, vexatious or frivolous; are based on verifiable facts and pertain to the Office of CVO, CMPDI's jurisdiction. Complainants must keep in mind that the resources at the command of the Office of CVO, CMPDI are precious; and so, it needs to be used prudently in unearthing serious issues of corruption that would serve the public interest. Apart from using the resources of the Office of CVO, CMPDI, false and frivolous complaints create administrative delays in decision making like in the selection processes, project implementations apart from tarnishing personal reputations of the Government functionaries. In appropriate cases of misuse of the provision with a malafide intention to harass or harm an innocent Government servant, necessary action as per extant provisions could be taken against such complainants.

Guidelines for lodging complaints:

Keeping the above aspects in perspective, the office of Chief Vigilance Officer, C.M.P.D.I. advises that the complainants should follow undermentioned guidelines /instructions to make a meaningful contribution in the vigilance administration:

1. Complaints containing allegation of corruption, misconduct or malpractice should be made against the officials or employees or matters of Central Mine Planning & Design Institute Limited only and must be directly addressed to CVO, CMPDI. Complaint addressed to multiple officials or any other official with a copy marked to CVO, CMPDI will not be acted upon.

2. Complaints without specific factual details, verifiable facts and which are vague or contain sweeping or general allegations will not be acted upon.

3. It has been the experience of the Office of CVO, CMPDI that some complainants raise a large number of issues in one complaint in a way that all the issues get mixed up / intertwined with each other and it becomes difficult to discern and delineate the specific issues individually. The Office of CVO, CMPDI expects that the complainants, while lodging their complaints to the Office of CVO, CMPDI, should mention about the various specific issues one by one in a coherent manner so that any person of normal prudence can understand these issues unambiguously.

4. The complaint should not be anonymous or pseudonymous. If the complainant expects that the Office of CVO, CMPDI should not file (take no action) their complaints on the basis of it being anonymous or pseudonymous, the complainants are expected to mention their name, correspondence address and contact details properly. It is also expected that the complainants will be quick to respond to the verification / confirmation being sought from them by the Office of CVO, CMPDI.

5. On receipt of complaints, confirmation will be sought in the standard format from the complainant for owning or disowning the complaint as the case may be, together with a copy of complainant's identity proof. If no response to the letter seeking confirmation is received from the complainant in the standard format sent by this office within 15 days followed by a reminder to for another 15 days, such complaints will be treated as pseudonymous complaint and will not be acted upon.

6. Complaints sent on email should contain name, postal address and mobile/ telephone number, if any, of the sender. Complaints received on email without these informations will be treated as anonymous or pseudonymous and filed.

7. As the Office of CVO, CMPDI deals only with matters of corruption, redressal of

grievances should not be the focus of complaints to the Office of CVO, CMPDI.

8. If hand written complaints are received in the Office of CVO, CMPDI and are not legible at all, it will be difficult to understand the contents of complaints and take appropriate action. If a hand-written complaint is forwarded to the Office of CVO, CMPDI, it is expected that it should be legible. The same applies to the enclosures sent along with the complaints. All types of complaints, even if printed or photocopied should be clearly legible.

9. The complainants are also expected to lodge complaints regarding only those issues having vigilance angle which are not part of any litigation in any court, tribunal, etc., i.e the matter should not be sub-judice.

10. Complaint/ Information about corruption/malpractice can also be lodged against any official by their subordinates or other officials, directly to this office.

11. Once the complaint has been registered, this office will ensure that the complaints are acted upon and action taken to its logical conclusion.

12. Complaints lodged under Public Interest Disclosure and Protection of Informers Resolution (PIDPI), 2004:

The present mechanism and infrastructure available with CVO, CMPDI Ranchi is not adequate to ensure the protection of identity and provision of security cover of the Whistle Blower Complainant. Till such mechanism and infrastructure is developed at CMPDI, Ranchi, it is advisable that the complaints under PIDPI is lodged directly to Central Vigilance Commission, New Delhi or Chief Vigilance Officer of Ministry of Coal, New Delhi. Guidelines of CVC for lodging complaint under PIDPI is available at the link [PIDPI](#).

13. If a complaint against a public servant is found to be malicious, vexatious or unfounded, then action may be taken as per extant provisions against the complainant for making a false complaint

14. Withdrawal of complaint:

Some complainants, after confirming the complaint made by them, make a request for withdrawing the same or stopping the inquiry / investigation by the Office of CVO, CMPDI. It is to be noted that once a complainant confirms the complaint and action has been initiated for inquiry/investigation by the Office of CVO, CMPDI, it is not permissible to withdraw / stop such enquiry / investigation even if the complainant withdraws his complaint. The allegations

contained in the complaint will be taken to its logical conclusion irrespective of complainant's request for withdrawal of the complaint.

Details of the mode of lodging complaints :

► **By post:** The complaint may be sent by post to “The Chief Vigilance Officer, Vigilance Department, Central Mine Planning & Design Institute Limited , CMPDI (HQ), Gondwana Palce, Kanke Road, Ranchi-834008, Jharkhand.

► **By email:**The complaint can be sent to the e mail id at cvo.cmpdi@coalindia.in.

► **Lodge complaint online:** Complaints can be lodged online by clicking the link below:

[Lodge Online Complaint](#)