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केन्द्रीय सतर्कता आयोग
CENTRAL VIGILANCE COMMISSION

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004/VGL/020(Pt.)

सं./No.....

दिनांक / Dated **13.08.2020**

Circular No.07/08/2020

Sub.: Action taken by Chief Vigilance Officers (CVOs) on complaints sent for necessary action (NA) and updation of status in Complaint Management System application by CVOs.

In terms of Complaint Handling Policy (CHP) of the Commission and Para 3.4.3 of Chapter-III of Vigilance Manual, 2017, complaints are sent to CVOs for necessary action through Complaint Monitoring System (CMS application). Though, no reply/report is required to be sent by the CVOs, however CVOs are required to examine and decide on such complaints within a period of one month from the date of receipt of complaint from the Commission, in terms of time limits prescribed by the Commission for various vigilance activities.

2. Further, it is also prescribed in Para 3.4.3 (c) of Vigilance Manual that, "Complaints referred to CVOs for necessary action must be referred back to the Commission for advice, if they have been investigated and a vigilance angle has come to notice against an officer falling under the jurisdiction of the Commission. If any such complaints are taken up for inquiry/ investigation by the CVO, the time limit of 12 weeks for completion of investigation and submission of report would apply. *Otherwise, such complaints require no further reference to the Commission and are to be disposed of by the Departments / Organisations themselves after taking necessary action. CVO should update the status of complaints sent for necessary action on the Commission's website*" (in CMS application).

3. It has been observed that majority of such complaints sent for necessary action are not examined timely and not updated regularly. The Commission has noted this issue with concern and accordingly, **all CVOs are advised to promptly update the status of action taken on each complaint sent for necessary action on Commission's Portal (i.e., portal.cvc.gov.in).**

(J. Vinod Kumar)
Director

To,
All Chief Vigilance Officers of Ministries / Departments / CPSUs / Public Sector Banks/Insurance Companies / Autonomous Organisations / Societies, etc.