

RBV No. 04 /2014

**Government of India
Ministry of Railways
Railway Board**

No. 2013/V-1/Complaints/1/4

New Delhi, dated 01/04/2014

**The General Manager(Vigilance)
Zonal Railways
CORE/ALD, NF(CONST)/
METRO/KOLKATA**

Chief Vigilance Officers/PUs/PSUs

**Director Generals /
RDSO/LKO & NAIR/Vadodara**

**CAO/COFMOW
DMW/Patiala**

Sub: Guidelines regarding handling of complaints

Ministry of Railways (Railway Board) have decided to modify the existing paras 404, 405 and 406 of the Indian Railways Vigilance Manual (2006 Edition) as per the enclosed Advance Correction Slip No.18. DoP&T's OM No.104/76/2011 – AVD-1 dated 18.10.2013 on the subject, refers.

**(Vikas Purwar)
Director Vigilance (M)
Railway Board**

Copy to:-

- i) All Officers and the Branches of Vigilance Directorate
- ii) AIRF, NFIR, IRPOF, FROA & AIRPFA

ADVANCE CORRECTION SLIP NO. 18

Indian Railway Vigilance Manual (2006 Edition)

In view of the fact that complainants who desire to protect their identity now have the protection of the Public Interest Disclosure & Protection of Informer's Resolution – 2004 (PIDPI), the DoP&T vide its OM No.104/76/2011-AVD-1 dated 18.10.2013 has laid down a revised procedure for handling anonymous and pseudonymous complaints, which is in supersession of instructions that were contained in its earlier OM No.321//4/91-AVD.III dated 29.09.1992.

Accordingly, paras 404, 405 and 406 of Indian Railways Vigilance manual (2006) stand amended as under:

404. Recording of Complaints:

All complaints on receipt shall chronologically be recorded in the computerized database of the recipient vigilance unit.

405. Handling of Complaints:

405.1 No action is to be taken on anonymous complaints, irrespective of the nature of allegations, and such complaints need to be simply filed. Such complaints shall not be treated as registered complaints.

405.2 Complaints containing vague allegations could also be filed without verification of identity of the complainant and treated as not registered.

405.3 In case complaints other than those listed under sub-paras 405.1 and 405.2 above are held as containing verifiable allegations by the concerned Deputy CVO in the case of Zonal Railways/PU/PSUs and / or the concerned Director/Jt. Director in Vigilance Directorate of the Railway Board/ RDSO, it shall immediately be referred to the complainant for genuineness verification (owning/disowning) and if no response is received within 15 days, it shall be followed up through a reminder. And, if no response is received even after waiting for 15 days from the date of sending the reminder, the said complaint shall be filed as pseudonymous, and not registered.

405.4 Complaints received under the PIDPI Act, the CVC Act and / or where the Central Vigilance Commission has called for an investigation report shall be treated as a signed complaint (not required to be verified for genuineness) and taken up for investigation. Such complaints shall in other words, be treated as registered, immediately on receipt; as such, the bio-data of officials named in it should be uploaded in IRVINS within 72 hours of the receipt of the complaint.

{Ref: CVC's letter No.002/VGL/61 dated 23.09.03 circulated under Board's letter No.2003/V-1/Comp./1/3 dated 17.11.2003}

406. **Examination of Complaints:**

- 406.1 Anonymous complaints and/or complaints containing vague allegations shall be dealt in accordance with provisions contained in Paras 405.1 and 405.2, respectively.
- 406.2 The process of determining whether or not a complaint is pseudonymous shall be governed in terms of the provision specified in Para 405.3.
- 406.3 Any complaint from a person known to make frivolous complaints (unreliable complaint) may be filed with the approval of the SDGM/CVO.
- 406.4 Complaint containing allegations devoid of any vigilance angle shall be forwarded to the administrative department concerned for necessary action with the approval of the CVO/SDGM.
- 406.5 Complaints received under the PIDPI Act, the CVC Act etc. and / or where the CVC itself calls for a report shall be dealt in accordance with provisions contained in Paras 405.4.
- 406.6 Verified complaints attracting a vigilance angle shall duly be registered and taken up for investigation. Vigilance units of Zonal Railways/ PSUs/ PUs /RDSO shall report/upload in IRVINS, instances of positive verification of complaints, along the bio-data of all officials named in the complaint, within 72 hours of the conclusion of the genuineness verification process.
- 406.7 Registered complaints against officers in Senior Administrative or higher grades shall be brought to the notice of:
- i) The General Manager in case of officers posted on Zonal Railways.
 - ii) GM/CAO in case of officers posted in PUs.
 - iii) DG in case of officers posted in RDSO and NAIR.
 - iv) Directors/Principals in case of officers posted in various Training Institutes.
 - v) Concerned Board Member in case of officers posted in the Railway Board

at the earliest and in any case before full-fledged investigation is ordered.
