



# KANDLA PORT TRUST

## VIGILANCE DEPARTMENT

No. KPC/4046-Vig./CHP/ 1033

Date: 29-10-2013

### CIRCULAR-9

**Sub: Complaint Handling Policy in KPT.**

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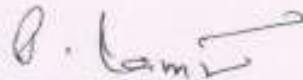
The Complaint Handling Policy in KPT has been reviewed with reference to the Complaint Handling Policy of CVC and the provisions of Vigilance Manual and the extant instruction of CVC and DoPT.

Accordingly, the revised Complaint Handling Policy has been prepared and approved by Chairman, KPT on 28-10-2013 and will come into force from this date.

A copy of the new Complaint Handling Policy in KPT is enclosed for information and necessary action. This may be brought to the notice of all officers and employees.

The Complaint Handling Policy will also be available at KPT Website under 'Vigilance Corner'.

Encl: As above.

  
Chief Vigilance Officer  
Kandla Port Trust

Secretary / FA&CAO / DC / CE / CME / TM / CMO / COM,OOT

- Copy to: 1. Sr. PS to Chairman - for kind information of Chairman.  
2. PS to Dy. Chairman - for kind information of Dy. Chairman.  
3. Sr. DD(EDP) - for uploading the same in KPT website.

**KANDLA PORT TRUST**  
(Vigilance Department)  
**COMPLAINT HANDLING POLICY**

*The Vigilance Department of Kandla Port Trust is mandated under the Vigilance Manual of CVC to enquire or cause an enquiry into complaints against officials of Kandla Port Trust wherein allegations of corruption are involved.*

***Jurisdiction of Vigilance Department, Kandla Port Trust***

1. *Complaint can be lodged only against officials of Kandla Port Trust.*
2. *The Vigilance Department has no jurisdiction over private individuals and other organizations of the Central /State Governments.*

***Lodging of Complaints***

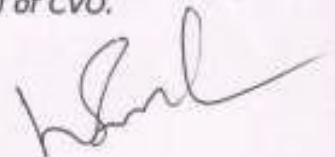
*Complaints can be lodged by addressing the letter/e-mail directly to the CVO, giving the specific facts of the matter relating to corruption. The complaints can also be lodged directly on the web-site of KPT under Vigilance Corner.*

***Action taken on complaints***

1. *Only those complaints which are against officials within the jurisdiction of the Vigilance Department and contain allegations of corruption will be investigated by the Vigilance Department.*
2. *Once a complaint is registered, further correspondence in the matter will not be entertained. However, the Vigilance Department will ensure that the complaints are investigated and action taken to its logical conclusion.*
3. *As regards complaints against tenders, it is clarified that the Vigilance Department would not interfere in the tendering process as such. The intention is not to stop the work in the organization.*
4. *As Vigilance Department deals with matter of corruption, redressal of grievances should not be the focus of complaints to the Vigilance Department.*
5. *Complaints must contain factual details, verifiable facts and related matters. They should not be vague or contain sweeping general allegations.*



6. *Complaint should be addressed to the CVO. Complaints should not be marked as a copy to the CVO/Vigilance Department.*
7. *As per CVC instructions, the Vigilance Department does not entertain anonymous/pseudonymous complaints. However, Central Vigilance Commission's prior permission needs to be taken to investigate such complaints.*
8. *Complaints which do not meet the above criteria will either be filed or will be referred to the concerned authorities for necessary action.*
9. **Handling of complaints received from MPs and other VVIPs:**  
*All the complaints received through MPs & former MPs, will be immediately acknowledged by Vigilance-KPT. Such complaints will be processed on priority.*
10. **Complaints received over phone:**  
*All complainants making complaints on phone are advised to send their complaints in writing with complete details. Only exceptional cases of very serious and urgent nature will be noted down in the form of a brief note together with name and address and telephone numbers of the complainant and would be further processed. Complainants not giving their identity may be treated as anonymous.*
11. **Handling of complaints received by E-mail:**  
*Complaints made through e-mail should contain complete postal address. Such complaints will be dealt as a normal complaint on print of its hard copy by a designated person on a daily basis.*
12. **Complaint receipt and registration:**  
*All the complaints received by the Chief Vigilance Officer are diarised in the Vigilance Department and examined to determine whether they need to be pursued. In case, the complaint is registered for investigation, it will be given a Inward Registration Number in the Complaint Register.*
13. **Initial assessment of complaints:**  
*All the complaints on receipt are analysed and sorted as per the following procedure:*
  - a) *The complaints are filed if the same are not having Vigilance Angle and vague or do not contain verifiable facts, with the approval of CVO.*



**b)** If the complaint is anonymous or pseudonymous, it will generally be filed after the approval of CVO. A complaint whether pseudonymous or otherwise will be first verified within 15 days of receipt for its veracity. In cases where verifiable facts are provided involving serious allegations on corruption, the complaint will be investigated after the approval of CVC.

**c)** Complaint received from CVC under "Public Interest Disclosure & Protection of Informer" will be dealt with as prescribed in time bound manner. (Detailed procedure to be followed under PIDPI category are given in para No. 17)

**14. Auditing of Complaint handling process:**

CVO will once in a year audit complaint-handling process.

**15. Review of complaint handling process:**

The status of pending complaints / action taken on complaints will be reviewed by the CVO every month.

**16. Complaint tracking**

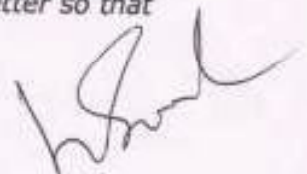
All registered complaints will be monitored by the CVO through the monthly report, from the date of initial receipt through the entire process, till the complaint is closed or a final decision is taken.

**17. Whistle Blower Complaints (Public Interest Disclosure and Protection of Informer's Resolution)**

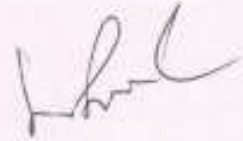
If a complainant while exposing a case of corruption wants his identity to be kept secret, he/she should lodge a complaint under Public Interest Disclosure and Protection of Informers Resolution (PIDPIR) – popularly known as Whistle Blower Provision. Commission is mandated not only to maintain the secrecy of the complainant's identity but also provide protection to the complainant against any physical threat, harassment or victimisation.

**Procedure of lodging complaint under PIDPIR**

1. Complaints under "Public Interest Disclosure and Protection of Informer" Resolution can be made only by post. The envelope should be superscribed "PIDPI" or "Whistle Blower". The complainant should refrain from giving his name on the body of the letter. The personal details should be separately given or given at the top or end of the letter so that they can be easily blocked out.



2. *If any person is victimised due to the fact he had filed a complaint under the Whistle Blower provisions, he may file an application before the Commission seeking redressal in the matter. Commission would then intervene suitably to protect the complainant.*
3. *The complainant can use the complaint number provided by the Commission to see the status of action on complaints which have been forwarded to the authorities concerned for investigation and report by clicking on the "Complaint Status" displayed on the Commission's website - [www.cvc.nic.in](http://www.cvc.nic.in).*

A handwritten signature in black ink, appearing to be 'H. H. C.', located in the lower right quadrant of the page.