



मुख्यालय,
कर्मचारी राज्य बीमा निगम
आई.एस.ओ.9001-2008, पंचदीप भवन,
सी0आई0जी0 मार्ग, नई दिल्ली-110002

संख्या: सी-11/25/16/2014-सत.

दिनांक : 10/06/2014

सेवा मे,

5. सभी क्षेत्रीय निदेशक /निदेशक/संयुक्त निदेशक (प्रभारी),
क्षेत्रीय कार्यालय /उप क्षेत्रीय कार्यालय
6. निदेशक (चिकित्सा) दिल्ली /नोएडा
7. सभी चिकित्सा अधीक्षक, क.रा.बी. अस्पताल/मॉडल अस्पताल
8. सभी जोनल सतर्कता अधिकारी

विषय:- मन्त्रालयों/विभागों में शिकायतों के निस्तारण हेतु दिशा -निर्देश।

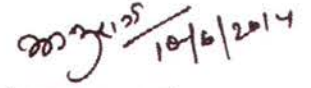
महोदय,

मुझे, आपको कार्मिक एवं प्रशिक्षण विभाग के ज्ञापन संख्या 104/76/2011-ए.वी.डी.1 दिनांक 18/10/2013 की प्रति, ज्ञापन में दिए गये निर्देशों के अनुपालन हेतु प्रेषित करने का निर्देश हुआ है।

यह पत्र मुख्य सतर्कता अधिकारी से अनुमोदित है।

संलग्न: यथोपरि

भवदीय,



(अनुराग कुमार)

सहायक निदेशक (सतर्कता)

प्रतिलिपि:

1. व्यक्तिक सचिव-महानिदेशक/वित्त आयुक्त/चिकित्सा आयुक्त/बीमा आयुक्त को सूचनार्थ।
2. गार्ड फाईल/निर्देश/अनुदेश फाईल
3. वेबसाइट कन्टेन्ट मैनेजर, मुख्यालय को वेबसाइट पर अपलौड करने हेतु।

वेबसाइट की विषय-सूची का प्रबन्धन.....

Website Contents Management.....

डाकरी सं./Diary No..... 512

दिनांक/Date..... 09/07/14



HEADQUARTERS' OFFICE
EMPLOYEES' STATE INSURANCE CORPORATION
PANCHDEEP BHAWAN; C.I.G. MARG. NEW DELHI

No. C-11/25/16/2014-Vig.

Dated: 10/06/2014

To

- 1 All Regional Directors/Directors/Joint Director (Incharge), Regional Office/ Sub Regional Offices.
- 2 Director (Medical) Delhi/ Director (Medical) Noida.
- 4 All Medical Superintendents, ESIC Hospitals/Model Hospitals/ODCs.
- 5 Zonal Vigilance Officers/offices.

Sub. Guidelines regarding handling of Complaints in Ministries/Departments.

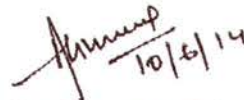
Sir/Madam,

I am directed to forward you copy of Department of Personnel & Training's O.M. No. 104/76/2011-AVD.1 dated October 18, 2013 on the above mentioned subject, for information and the needful as per instructions contained in the office memorandum.

This issues with the approval of the Chief Vigilance Officer.

Yours faithfully,

Encl: - As above


10/6/14

(ANURAG KUMAR)
ASSISTANT DIRETOR (VIGILANCE)
FOR DIRECTOR (VIGILANCE)

Copy to:

1. PS to DG/FC/ MC/I.Cs at ESIC, Hqrs. Office for information.
2. Guard file/Instructions file.
3. Website Content Manager, Hqrs. Office for uploading on ESIC Website.

No.104/76/2011-AVD.I
 Government of India
 Ministry of Personnel & Public Grievances & Pensions
 (Department of Personnel & Training)

New Delhi, Dated October 18, 2013

OFFICE MEMORANDUM

Subject:- Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to say that the instructions regarding dealing with anonymous and pseudonymous complaints as contained in this Department's OM No. 321/4/91-AVD.III, dated 29th September, 1992 and as reiterated vide DOP&T's OM No. 371/38/97-AVD.III, dated 3/11/1997, being at variance with instructions issued by CVC in this regard vide curcular No.3(V)/99/2 dated 29th June, 1999, No. 98/DSP/9, dated 31st January, 2002 and 11th October, 2002, had been receiving the attention of the Government for the past some time.

2. The matter was examined afresh in consultation with the Central Vigilance Commission. Subsequent to the Public Interest Disclosure & Protection of Informers' Resolution - 2004 (PIDPI), the Commission has created a mechanism for handling complaints where identity of the complainant is kept secret and the complainant is provided protection. This has been endorsed and operationalized by the Central Government with the approval of the competent authority.

3. In view of the fact that complainants who desire to protect their identity now have the protection of the Public Interest Disclosure & Protection of Informers' Resolution - 2004 (PIDPI), the following procedure is laid down for handling anonymous and pseudonymous complaints, in supersession of instructions contained in DoP&T's OM No. 321/4/91-AVD.III dated 29th September, 1992:

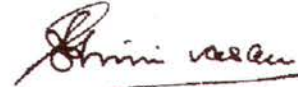
- (i) No action is required to be taken on anonymous complaints, irrespective of the nature of allegations and such complaints need to be simply filed.
- (ii) Complaints containing vague allegations could also be filed without verification of identity of the complainant.

sent to
 10/2/13



(iii) If a complaint contains verifiable allegations, the administrative Ministry/Department may take cognizance of such complaint with the approval of the competent authority to be designated by the Ministry/Department as per their distribution of work. In such cases, the complaint will be first sent to the complainant for owning/disowning, as the case may be. If no response is received from the complainant within 15 days of sending the complaint, a reminder will be sent. After waiting for 15 days after sending the reminder, if still nothing is heard, the said complaint may be filed as pseudonymous by the Ministry/Department.

4. Instructions contained in para-3 above would also be applicable (with appropriate competent authority to be designated under para 3 (iii) above) for dealing with complaints against Secretaries to the Government of India or Chief Executives / CMDs / Functional Director of PSEs/PSBs/FIs, which will continue to be referred to the Cabinet Secretariat for placing before the Group of Secretaries headed by the Cabinet Secretary/Secretary (Co-ordination) in the Cabinet Secretariat, as the case may be, as per procedure given in Department's OM No. 104/100/2009-AVD.I, dated 14/1/2010 and DPE's OM No. 15(1)/2010-DPE(GM), dated 11/3/2010, as amended from time to time.



(G. Srinivasan)

Under Secretary to the Government of India

To,

1. All Ministries/Departments as per standard circulation list
2. Secretary, Central Vigilance Commission
3. Department of Public Enterprises
4. All Desks/Sections of DOP&T
5. Guard File
6. NIC, DOP&T Cell for placing a copy of this OM on the website of the Ministry.