



An ISO 9001: 2008 Company

Heavy Engineering Corporation Limited, Ranchi  
(A Govt. of India Enterprise)

VIGILANCE DEPARTMENT

No.HQV/CVO//2011-

9<sup>th</sup> August 2011

Sub: **Complaint Handling Policy in HEC Limited**

CVC vide its circular No.15/7/09 dated 1<sup>st</sup> July 2009 has desired that a complaint handling policy is laid down in all Organizations/Departments for receipt, handling and processing of all types of complaints/grievances from the public, contractors, vendors, suppliers etc. The policy should make it clear that any complaints/grievances received in the organizations/departments by any functionary containing any element of alleged corruption, malpractices or mis-conduct etc. should necessarily be sent to the CVO of the organization for scrutiny and action.

However, as per the prevailing practice what is sent to the CVO from different decentralized locations entirely depends on the appreciation of "Vigilance angle" or otherwise by the officers controlling these decentralized locations. In such a system there is every chance that a complaint with a vigilance overtone may not be forwarded to the CVO, due to a lack of appreciation or for other bonafide reasons. This has also been revealed through the vigilance audit by the Commission in some organizations.

In view of the above, hereafter the following systems/policy would regulate the handling of complaints/Grievances received by various Units/Departments of this Corporation:-

1. All complaints/grievances received in the Units/Departments/Sections will be entered in a register titled as "Complaint/Grievance Register" serially as per format enclosed at Annexure -1.
2. All heads of Departments/Units would nominate one officer as nodal officer to ensure registration of all the complaints/grievances as per given format who would also sign each entry in the above register. The name and designation of the nodal officer should be sent to Vigilance Department for record.
3. All complaints/grievances received will then be forwarded to the Vigilance Department for scrutiny as to whether the allegations contain any element of vigilance angle, malpractices, corruption or misconduct etc.

Contd..p/2

4. CVO will scrutinize such complaints/grievances and will take up those complaints/grievances having vigilance angle for investigation by Vigilance Department and all the other complaints/grievances will be returned to concerned departments for taking appropriate action by them.
5. Monthly statement of such complaints/grievances received and disposed of will be sent to Vigilance Department by the nodal officer of all the Units/Departments.

The above policy/guidelines should be strictly complied by all concerned.

(G. K. Pillai)  
CMD

Distribution

All GMs

CMO

Copy to : Director (Fin.)  
Director (Mktg.)  
Director (Prodn.)  
CVO

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Annexure - 1

Sl.No.	Name / Address of the Complainant	Date of Receipt	Persons against whom allegations have been leveled	Nature of Complaint	Ref. No & date of sending it to CVO	Disposal details by CVO with ref. No. & date(whether enquired by CVO or returned for action by unit)	Details of final action
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)