

## **COMPLAINT HANDLING POLICY FOR BGC (OMDC, BSLC & EIL)**

Vigilance Department of BGC (OMDC, BSLC & EIL) is created to exercise superintendence over vigilance matters and implementation of anti-corruption measures in the company and in its attached/subordinate offices, society and any local authority, agency owned/ controlled or contracted by the company. Complaint handling policy of the Vigilance department of BGC (OMDC, BSLC & EIL) is to ensure timely and satisfactory redressal of every complaint.

It shall act as the designated authority for receipt of written complains in allegation of corruption or misuse of office and recommend appropriate action under GOI Resolution "Public Interest Disclosure and Protection of Informer". As per the CVC circular No. 15/07/09 dated 01st July,2009. All the complaints received by any authority in the company need to be referred to the CVO for scrutiny and action.

Complaints from public, various administrative authorities, NGOs etc. are generally one of the important sources of information for identification of vigilance related issues in the organisation. Complaints to the CVO and thus meant to result in punitive action against the erring public servants(s). Relief as such in the matter to the complainant is only incidental to the vigilance action. Redressal of grievances vis-à-vis public sector enterprises should not be the focus of complaints to the CVO.

As regards complaints against tenders, it may be clarified that while the CVO would get the matter investigated through its office or self, it would not interfere in the tender processes. The intention is not to stop the work in the organisation and, therefore, the processing of tender would continue. However, based on the report, CVO would take appropriate action in the matter.

Complaint can be lodged only against officials belonging to the BGC (OMDC, BSLC & EIL) over which CVO has jurisdiction. The CVO has no jurisdiction over private individuals and State Governments/Departments. Therefore, please do not lodge complaints against these to the CVO.

The complaints should note –

- The anonymous /pseudonymous complaints are not considered/ entertained. The address and identity of the complainant shall be verifiable. Whenever the complainant for valid reasons requests that his identity be withheld while processing the complaint, this will be ensured.
- Complaints must contain specific cases, factual details, verifiable facts and related matters. They should not be vague or contain sweeping general allegations.



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- Complain should be addressed directly to the CVO. Complaints addressed to some other authority but copy marked to CVO and/or a large number of functionaries are not normally pursued by the CVO.

- Only those complaints which are against employees (executives & non-executives) of BGC (OMDC, BSLC & EIL) and have vigilance angle involving allegations of corruption, theft, misuse of position resulting in loss to the Company will be got investigated by the CVO.

- Vigilance department of BGC (OMDC, BSLC & EIL) will try to acknowledge all the complaints received and processed. Status of such complaints sent for investigation can be obtained either through email or Phone or post.

- CVO, normally, will not entertain any further correspondence in the matter, but will ensure that the complaints are investigated and action taken to its logical conclusion.

- CVO also accepts complaints under "Public Interest Disclosure and Protection of Informer Regulation".



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