

GM(SYS)/1162/R  
22/11/10

**CENTRAL COALFIELDS LIMITED  
DARBHANGA HOUSE: RANCHI**

No. CMD/CCL/Vig./2010/360

Dated : 24.07.2010

**Guidelines for adoption of a uniform " Complaint Handling Policy" in CCL**

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/grievance received in the organization/department by an functionary containing any element of alleged corruption, malpractices or misconduct etc., should necessarily be sent to the CVO of the organization for scrutiny and action.

In view of the above, hereafter, the following system/policy would regulate the handling of complaints/grievances containing any element of alleged corruption, malpractices or misconduct etc. at Central Coalfields Limited.

**Handling of Complaints received at de-centralized locations**

1. The complaints/grievances received in the above said decentralized locations will be handled and processed in following manner:
  - a. Any complaint/grievance received in the organization/department by any functionary containing any element of alleged corruption, malpractices or misconduct etc., should necessarily be sent to the CVO of the organization for scrutiny and action.
  - b. All Area Heads/Departmental Heads (CCL HQ) should ensure that all types of complaints/grievances, received anywhere in their area of control are registered in a Bound Paged register titled as **Grievance/Complaint Register** as per the format enclosed at Annexure-I.
  - c. A Nodal Officer may be designated for each decentralized location. The Nodal Officer would ensure the registration of all the complaints/grievances as per the given format and he would also sign each entry in the above said register. The name and designation of Nodal Officer may be sent to CCL Vigilance for record.
  - d. After registering the complaint/grievance, the Nodal Officer shall immediately send a copy of the same to CCL Vigilance. No complaint/grievance shall be disposed without getting the same vetted by Vigilance department of CCL.
  - e. A copy of entries in the above said Grievance/Complaint Register should necessarily be sent to CCL Vigilance on monthly basis under the signature of Nodal Officer and the head of the Area/Department.

**Complaint handling at Vigilance department**

2. Handling of complaints shall be regulated by instructions/guidelines issued by CVC from time to time as well as the provisions of CVC Manual.
3. As a general rule, the anonymous/pseudonymous complaints will not be entertained. However, if it is verifiable, CVO, CCL may take up the matter for investigation.
4. Complaints having Vigilance angle shall only be investigated by the Vigilance Department of CCL. Complaints, which are devoid of any vigilance angle, will be either filed or will be referred to concerned department of CCL.

Ch.  
Rishabh



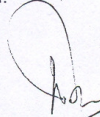
5. Once a complaint has been registered as a vigilance case, it will be treated as such till logical conclusion is arrived at after proper investigation. The investigation and final conclusion will necessary be completed within prescribed time limit.

**Vigilance Angle defined**

6. In view of the above policy, vigilance angle imply the following aspects:
- a. Demanding and/or accepting gratification other than legal remuneration in respect of an official act or for using his influence with any other official.
  - b. Obtaining valuable thing, without consideration or with inadequate consideration from a person with whom he has or likely to have official dealings or his subordinates have official dealings or where he can exert influence.
  - c. Obtaining for himself or for any other person any valuable thing or pecuniary advantage by corrupt or illegal means or by abusing his position as a public servant.
  - d. Possession of assets disproportionate to his known sources of income.
  - e. Cases of misappropriation, forgery or cheating or other similar criminal nature.
  - f. Irregularities reflecting adversely on the integrity of the public servant.
  - g. Lapses involving any of the following:
    - Gross or willful negligence
    - Recklessness in decision making
    - Failure to keep controlling authority/superior authority reported/informed in time
    - Blatant violation of systems and procedures
    - Exercise of discretion/powers without or in excess of vested powers/jurisdiction, where no/ostensible public interest is evident
    - Cause of undue loss to the Company or a concomitant gain to an individual or a set of individuals/a party or parties
  - h. Any undue/unjustified delay in the disposal of a case, perceived after considering all relevant factors, would reinforce a conclusion as to the presence of vigilance angle in a case.

The above policy/guidelines are for strict compliance by all concerned.

**Encl: as above.**

  
24/7/10  
(R.K. Saha)

Chairman-cum-Managing Director

**Copy to:**

1. DT(O), CCL
2. D(P), CCL
3. D(F), CCL
4. CVO, CCL ✓
5. Company Secretary, CCL

**Circulation to:**

1. All CGMs/GMs of CCL Areas.
2. All HODs, CCL HQ, Ranchi.

ANNEXURE-I

Sl.No.	Name of the Complaint	Date of receipt	Persons against whom allegations have been leveled	Nature of complaint	Mode of disposal. Whether a copy has been sent to CVO. If so, reference no. & date
(1)	(2)	(3)	(4)	(5)	(6)



