



**भारत हेवी इलेक्ट्रिकल्स लिमिटेड**

*Bharat Heavy Electricals Limited*

# ***Complaint Handling Policy***

**सतर्कता विभाग**


**Vigilance Department**

**2013**



भारत हेवी इलेक्ट्रिकल्स लिमिटेड  
Bharat Heavy Electricals Limited

# COMPLAINT HANDLING POLICY

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# भारत हेवी इलेक्ट्रिकल्स लिमिटेड

## Bharat Heavy Electricals Limited

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## 1.0 Introduction

- 1.1 BHEL believes in the highest levels of personal and institutional integrity. The Value Statement of the Company calls for the highest ethical standards to be observed in decision making and demonstration of the same in a honest, decent and fair manner. The Company has zero tolerance approach towards all forms of corruption.
- 1.2 The Complaint Handling Policy is designed to provide guidance on the manner in which BHEL receives and handles complaints against its employees, suppliers / contractors etc.
- 1.3 The objective of the Policy is to assist the Management in resolving complaints in an efficient, effective and professional manner wherein every possible step is taken to ensure that instances of misconduct do not escape scrutiny and action, while at the same time, the morale of the officers is not adversely affected by questioning their decisions / action on the basis of complaints of trivial nature.
- 1.4 The Chief Vigilance Officer (CVO) and Unit Heads of BHEL may cause an enquiry into any complaint concerning the functions / activities of any of the Units / Regions of the Company viz.
  - Heavy Electrical Plant, Bhopal
  - Heavy Electrical Equipment, Haridwar
  - Central Foundry & Forged Plant, Haridwar
  - High Pressure Boiler Plant and Seamless Steel Tube Plant, Trichy
  - Heavy Power Equipment Plant, Hyderabad
  - Project Engineering & Systems Division, Hyderabad
  - Transformer Plant, BHEL Jhansi
  - Boiler Auxiliaries Plant, Ranipet
  - Electronics Division, Bangalore
  - Electro Porcelain Division, Bangalore
  - Industrial System Group, Bangalore
  - Piping Centre, Chennai
  - Insulator Plant, Jagdishpur
  - Centralised Stamping Unit & Fabrication Plant, Jagdishpur
  - Component Fabrication Plant, Rudrapur
  - Industrial Valves Plant, Goindwal
  - Power Plant Piping Unit, Thirumayam
  - Heavy Equipment Repair Plant, Varanasi
  - Electrical Machine Repair Plant, Mumbai
  - Project Engineering Management, Noida
  - Industry Sector, New Delhi
  - International Operations, New Delhi
  - Power Sector – HQ, New Delhi
  - Power Sector – Northern Region, Noida
  - Power Sector – Western Region, Nagpur
  - Power Sector – Eastern Region, Kolkata

- Power Sector – Southern Region, Chennai
- Regional Operation Division, New Delhi
- Transmission Business Group, New Delhi
- Corporate Office, New Delhi
- Corporate Research & Development, Hyderabad

Any new Unit / Region, as and when incorporated in the BHEL family, shall be governed by the Policy.

### 1.5 *Philosophy of complaint handling*

Principle	At BHEL
<b>Visibility</b>	The Complaint Handling Policy is available on BHEL website and also on the intranet.
<b>Accessibility</b>	The Complaint Handling Policy is readily accessible to all stake holders and public. The Policy is easy to understand and includes details on making and resolving complaints.
<b>Responsiveness</b>	Complaints given in person are acknowledged immediately. Complaints will be handled in an efficient and effective manner. Complainants will be treated courteously.
<b>Objectivity</b>	Each complaint is addressed in an equitable, objective and unbiased manner through the Complaint Handling Policy.
<b>Charges</b>	There is no charge to the complainant for making a complaint.
<b>Confidentiality</b>	Personally identifiable information concerning the complainant shall not be disclosed.
<b>Accountability</b>	The Vigilance Officer will ensure that the complaints are addressed in transparent and fair manner within the specified / reasonable time frame.
<b>Continual improvement</b>	Based on the feedback received, the Company shall initiate necessary action for systemic improvements.

1.6 This Policy has been designed in line with the guidelines / instructions issued by Government of India and Central Vigilance Commission (CVC), from time to time.

## 2.0 What is a Complaint?

Receipt of information about corruption, malpractice or misconduct, from any source, would be termed as a complaint.

*(Clause 3.1 of Chapter-III of CVC Vigilance Manual 2005)*

## 3.0 Sources of complaints

Information about corruption, malpractice or misconduct on part of public servants may be received either (i) directly from employees of the organization, (ii) from the public, (iii) from Central Vigilance Commission (CVC) / Central Bureau of Investigation (CBI), (iv) from Management, (v) allegations in press, (vi) Vigilance surveillance checks, (vii) Audit Reports, (viii) through source information, etc.

*(Clause 3.2.1 of Chapter-III of CVC Vigilance Manual 2005)*

## 4.0 How a complaint may be made

Complaints can be lodged either verbally or by addressing the letter / e-mail directly to the CVO at the e-mail indicated in the standard notice boards displayed in the Units / Regions, and also to the Vigilance Head of the respective Unit / Region, giving specific facts of the matter. The complaint can also be lodged directly on the BHEL website / CVC website.

*(CVC circular No. 14/6/09 dated 5<sup>th</sup> June, 2009)*

## 5.0 What information is required while making a complaint

The Vigilance Department deals mainly with matters related to corruption and / or where there is a vigilance angle. Only those complaints which contain allegations of corruption/indicate presence of vigilance angle, will be addressed. Complaints must contain factual details, verifiable facts and related matters. They should not be vague or contain sweeping allegations. Complaints which do not meet the above criteria may be filed or dropped.

*The grievances which do not involve vigilance angle, should be addressed to the Nodal Officer / Grievance Redressal Officer nominated by the Unit / Region.*

## 6.0 Types of Complaint

All complaints received by Vigilance are classified as under:

- **Identifiable or Signed Complaints (S):** These are complaints wherein the identity of the complainant is mentioned by virtue of name, contact details etc. Further, the complainant owns the details mentioned in the complaint, when the complainant is contacted at the address mentioned in the complaint.
- **Pseudonymous Complaints (Ps):** These are complaints wherein the identity of the complainant is mentioned by virtue of name, contact details etc. However, when the signatory of the complaint is contacted at the address mentioned in the complaint, the complaint is either disowned or there is no response within a reasonable time.
- **Anonymous Complaints (A):** These are complaints where the complainant has not revealed identity while making the complaint.
- **Whistle Blower Complaints, otherwise known as Public Interest Disclosure and Protection of Informer (PIDPI) Complaints (P):** CVC is the designated agency for receiving PIDPI complaints. Complaints under PIDPI can be made only by post. These are complaints wherein the identity of the complainant is kept confidential, and the CVC forwards only the details of the complaint as 'source complaint'. The identity of the complainant is not revealed so as to ensure that the complainant is not victimized. 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. PIDPI complaints forwarded by the CVC are to be treated as signed complaints and the *investigation report should be submitted within **one month** to CVC as per extant guidelines.*

(CVC Office Order No. 38/6/2004 dated 8<sup>th</sup> June, 2004, 33/5/04 dated 17<sup>th</sup> May, 2004, 10/02/05 dated 10<sup>th</sup> March, 2005, 4/2/09 dated 27<sup>th</sup> February, 2009 and 9/5/09 dated 12<sup>th</sup> May, 2009)

Whistle Blower (PIDPI) complaints received in the office of CVO, BHEL shall be processed as per the extant guidelines of CVC.

## 7.0 Action on Anonymous and Pseudonymous Complaints

Anonymous and Pseudonymous complaints could be misused by disgruntled elements to harass honest officials. The CVC has, therefore, advised that no action is to be taken, as a general rule, on anonymous/pseudonymous complaints received. Although anonymous/pseudonymous

complaints should normally be dropped, the CVC has not precluded itself from taking any cognizance of any complaint on which action is warranted. The CVC has also advised that if such complaints apparently contain verifiable information and the department/organization proposes to look into the verifiable facts alleged in such complaints, a verification may be carried out and on completion of the verification, if it is considered that a detailed investigation is called for, then *the prior approval of the CVC is necessary to take up investigation.*

*(Clause 3.8.1 & 3.8.2 of Chapter-III of CVC Vigilance Manual 2005, Circular no. 3(v)/99/2 dated 29<sup>th</sup> June, 1999, 98/DSP/9 dated 31<sup>st</sup> January, 2002, 98/DSP/9 dated 11<sup>th</sup> October, 2002, 98/DSP/9 dated 13<sup>th</sup> August, 2003 and 006/VGL/065 dated 6<sup>th</sup> July, 2006).*

## **8.0 Action on complaints referred by the CVC**

8.1 In case, the complaint does not attract vigilance angle, or the issue is of petty nature, the CVC forwards such complaints for **necessary action**, to redress the grievances of the complainant. The action taken report on these complaints is not required to be sent to the CVC for further advice, until and unless something more serious is brought out subsequently. The departments / organizations may themselves dispose off these complaints after necessary action. The concurrence of the CVC is not required in such cases.

*(CVC Office order no. 16/03/04 dated 1<sup>st</sup> April, 2004)*

8.2 Wherever the CVC calls for **action and report** on a complaint, it should be treated as a signed complaint though on the face of it the complaint may be anonymous/ pseudonymous. A report has to be submitted to the CVC in such cases for obtaining necessary advice of the CVC.

Wherever, the CVC calls for **investigation and report** on a complaint, the reports of the investigation should normally be sent to the CVC. However, after the investigation if it is found that the officials involved in the case do not fall under the jurisdiction of the CVC, the case need not be referred to the CVC and may be dealt with by the CVO. In such cases, action taken by the CVO may be intimated to the CVC in order to monitor compliance. This dispensation does not apply to PIDPI complaints forwarded by them.

*(CVC Office order no. 53/09/03 dated 23<sup>rd</sup> September, 2003, 16/03/04 dated 1<sup>st</sup> April, 2004, 12/03/05 dated 16<sup>th</sup> March, 2005 and 03/01/10 dated 28<sup>th</sup> January, 2010).*



- 8.3 Wherever, the CVC forwards a **PIDPI complaint**, such complaints should be treated as a signed complaint and the *investigation report should be submitted to the CVC within a period of one month from the receipt of reference of the CVC.*

*(CVC Office Order No. 38/6/2004 dated 8<sup>th</sup> June, 2004, 33/5/04 dated 17<sup>th</sup> May, 2004, 10/02/05 dated 10<sup>th</sup> March, 2005, 4/2/09 dated 27<sup>th</sup> February, 2009 and 9/5/09 dated 12<sup>th</sup> May, 2009).*

## **9.0 Action on complaints under the purview of the Administrative Ministry**

- 9.1 Complaints against Board Level Officials are within the purview of the CVO of the Administrative Ministry.
- 9.2 Where complaints against Board Level Officials are received, the same shall be forwarded to the CVO of the Administrative Ministry [Department of Heavy Industries]. In case, the Administrative Ministry calls for a report wherein the complaint is against Board Level Official(s), a factual report shall be sent to the Ministry and the copy of which shall be marked to the CVC.
- 9.3 At times, the complaints are forwarded by the Administrative Ministry for report. In all such cases, the factual report shall be sent to the Ministry, the copy of which shall also be endorsed to the CVC.

*(CVC Office Order No. 25/4/05 dated 29<sup>th</sup> April, 2005, 39/7/05 dated 4<sup>th</sup> July, 2005 and 25/7/06 dated 6<sup>th</sup> July, 2006).*

## **10.0 Processing of Complaints**

### Checking the genuineness of the complainant

- 10.1 The complainant needs to be contacted to verify the genuineness and also to check on the gaps in information since, at times, the complainant may not be able to articulate the allegations properly. It is hence necessary that in all complaints where contact details are provided, the complainant is contacted, to verify the genuineness and also for additional information / clarification that the complainant could provide. Further, all signed complaints received from the complainant in person are to be acknowledged.

Information received verbally will be reduced in writing.

*(Clause 1.2 of Chapter-II and Clause 3.8.1 of Chapter-III of CVC Vigilance Manual 2005, CVC circular no. 3(v)/99/1 dated 21<sup>st</sup> June, 1999)*

10.2 **Corporate Vigilance:** All complaints received shall be entered in a register maintained, as per the following table:

No	Source of Complaint	Date of Receipt	Ref. No	Details	Type of Complaint (S/Ps/A/P)	Action taken	Date of Action	Remarks
1	2	3	4	5	6	7	8	9

Only those complaints in which there is an allegation of corruption or improper motive; or if the alleged facts prima facie indicate an element or potentiality of a vigilance angle should be entered in the register.

Initially the details of the complaint, mentioned at para 10.2 (1 to 6) shall be entered in the Register.

*(Clause 3.4.3 of Chapter-III of CVC Vigilance Manual, 2005)*

10.3 **Unit Vigilance:** All complaints received by Unit Vigilance shall be entered in a register, as per the format at 10.2, and addressed as under:

- (a) All complaints against non-executives shall be dealt directly by Unit Vigilance and addressed in consultation with the concerned Administrative/Disciplinary Authorities. Wherever, in the opinion of Unit Vigilance, certain complaints against non-executives require the advice of CVO, the same shall be marked to Corporate Vigilance, along with recorded reasons, for further advice.
- (b) All complaints against executives shall be forwarded to Corporate Vigilance, for further advice, by indicating the type of complaint (whether signed, anonymous or pseudonymous). Complaints in the local language shall be accompanied by English / Hindi translation of the same.
- (c) In case complaint(s) are received wherein the complainant indicates that the identity should not be revealed, such complaints along with the original cover, should be forwarded (irrespective of whether the complaint is against executive or non-executive) to CVO, for further advice, by superscribing the envelope 'to be opened by addressee only'. Care is to be taken by the Vigilance Head of the Unit / Region not to reveal the identity of the complainant.

#### 10.4 **Definition of Vigilance angle**

Vigilance angle is obvious in the following acts:

- (i) Demanding and/or accepting gratification other than legal remuneration in respect of an official act or for using his influence with any other official.
- (ii) 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.
- (iii) 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.
- (iv) Possession of assets disproportionate to his known sources of income.
- (v) Cases of misappropriation, forgery or cheating or other similar criminal offences.
- (vi) There are, however, other irregularities where circumstances will have to be weighed carefully to take a view whether the officer's integrity is in doubt. Gross or wilful negligence; recklessness in decision making; blatant violations of systems and procedures; exercise of discretion in excess, where no ostensible/public interest is evident; failure to keep the controlling authority/superiors informed in time – these are some of the irregularities where the disciplinary authority with the help of the CVO should carefully study the case and weigh the circumstances to come to a conclusion whether there is reasonable ground to doubt the integrity of the officer concerned.
- (vii) Also, any undue/unjustified delay in the disposal of a case, perceived after considering all relevant factors, would reinforce a conclusion as to presence of Vigilance angle.

Commercial risk taking forms part of business. Therefore, every loss caused to the organisation, either in pecuniary or nonpecuniary terms, need not necessarily become the subject matter of a vigilance inquiry. Thus, whether a person of common prudence, working within the ambit of the prescribed rules, regulations and instructions, would have taken the decision in the prevailing circumstances in the commercial/operational interests of the organisation is one possible criterion for determining the bona fides

of the case. A positive response to this question may indicate the existence of bona- fides. A negative reply, on the other hand, might indicate their absence.

*(Clause 1.6.1 of Chapter I of CVC Vigilance Manual, CVC Office Order No. 23/04/04 dated 13<sup>th</sup> April, 2004 and 74/12/05 dated 21<sup>st</sup> December, 2005).*

### 10.5 **Processing of 'Non-Vigilance' Complaints**

- (a) Complaints, which relate to purely administrative matters or technical lapses, such as late attendance, disobedience, insubordination, negligence, lack of supervision or operational or technical irregularities, etc., should not be entered in the register and should be dealt with separately under 'non-vigilance complaints', in a separate register which shall be filled up in line with the table mentioned at 10.2 above.

*(Clause 3.4.3 of Chapter-III of CVC Vigilance Manual, 2005)*

- (b) The complaint is to be forwarded to the administrative department concerned for disposal, in case the allegations are administrative in nature and no vigilance angle is involved.

*(Clause 3.6 and 3.7 of Chapter-III of CVC Vigilance Manual, 2005)*

- (c) No action is necessary and the complaint shall be dropped and filed in case the allegations are vague and general and are, prima facie, unverifiable.

*(Clause 3.5 of Chapter-III of CVC Vigilance Manual, 2005)*

Wherever the Desk Officer in Corporate Vigilance, on perusal of the complaints referred at 10.5 (a to c) above, identifies the complaint to be a 'non Vigilance Complaint', the same shall be put up to CVO for further advice. Further action shall be taken based on the advice of CVO, and the register filled up accordingly.

### 10.6 **Processing of Complaints having Vigilance Angle**

- (a) In case it is a PIDPI complaint forwarded by the CVC, an investigation shall be immediately called for since the investigation report is to be submitted to the CVC within one month.
- (b) The complaint may be forwarded to the Administrative Ministry wherever the role of Board Level Officials has been alleged.
- (c) In case there are no verifiable allegations constituting a vigilance angle, a proposal may be submitted for dropping the complaint.

- (d) In case there are verifiable allegations in the complaint attracting vigilance angle, a proposal may be submitted for seeking a verification report.
- (e) *On receipt of any complaint containing allegations against any tender in process, the tender process need not be stopped. However, the allegations should be brought to the notice of the Competent Authority, including the Purchase Committee, Tender Committee, Negotiation Committee etc. The complaint should be processed independently after final decision is taken by the Tender / Purchase Committee and/or the Competent Authority.*

*(CVC Office Order No. 25/7/06 dated 6<sup>th</sup> July, 2006)*

- (f) As a rule, complaints which are more than 5 years old and no action has been taken till then, should not be processed. *However, the limit of 5 years will not apply to cases of fraud and other criminal offences.*
- (g) No cognizance should be taken of any complaint which is received six months prior to the initiation of selection process for Board level positions.

*(CVC Office Order No. 57/8/04 dated 31<sup>st</sup> August, 2004).*

- (h) Any other disposal action, based on the merits of the issues raised in the complaint, the reasons of which shall be recorded.

On scrutinizing 'Vigilance complaints' entered in the register, the Desk Officer in Corporate Vigilance, shall analyse the complaint, indicate the type of complaint (whether signed, PIDPI, pseudonymous or anonymous) and shall submit a proposal to CVO, in accordance with the provisions mentioned at 10.6 (a to h).

Based on the advice of CVO, the details at para 10.2 (7 to 9) of the register shall be filled up accordingly regarding the action taken.

*(Clause 3.4.3, 3.6 & 3.7 of Chapter-III of CVC Vigilance Manual 2005)*

## **11.0 Time frame for verification**

The time frame for verification of a complaint is one month.

*(Office Order no. 000/VGL/18 dated 23<sup>rd</sup> May, 2000)*

As and when advised by CVO for a verification of the complaint, the Desk Officer in Corporate Vigilance shall forward the complaint to the Vigilance

Head of respective Unit / Region and seek a verification report within a month.

In cases where the Vigilance Head of the respective Unit / Region needs more time to complete the verification, an **interim reply** should be sent to CVO through e-mail, mentioning the **reasons for the delay** and the **probable date for submission** of the verification report.

*(Office Order no. 12/3/05 dated 16<sup>th</sup> March, 2005)*

## 12.0 Format of Verification Report

The verification report should mention the complaint reference, allegations made in the complaint, findings, observation on the merits of the complaint i.e. whether allegations are true or not, the presence / absence of vigilance angle and the conclusion.

## 13.0 Action on Verification Report

The Desk Officer in Corporate Vigilance on analyzing the findings of the verification report submitted by the Vigilance Head of the Unit / Region may be guided by the following provisions of CVC while submitting the observations to CVO:

- (a) To close the complaint, if there is no merit in the allegations made in the complaint.
- (b) To forward the findings to respective Departmental / Disciplinary Authorities for necessary administrative action.
- (c) To carry out a detailed investigation if the allegations are true and point towards a vigilance angle.

*In case the allegations in the anonymous/pseudonymous complaint are found to be true after verification, the approval of the CVC is mandatory in case investigation is required to be done.*

*(Clause 3.8.1 of Chapter-III of CVC Vigilance Manual, 2005, Clause 16.2 of CVC's Special Chapter on Vigilance Management in PSEs and Office Order No. 25/7/06 dated 6<sup>th</sup> July, 2006)*

*Wherever verification has been called for under the belief that it is a genuine signed complaint and it subsequently comes out that the complaint is pseudonymous, the approval of the CVC is mandatory in case investigation is required to be done.*

*(Clause 3.8.4 of Chapter-III of CVC Vigilance Manual 2005)*

- (d) The complaint be referred to CBI, with the approval of CMD, if the findings of the verification reveal that the allegations:
- (i) are criminal in nature (e.g. bribery, corruption, forgery, criminal breach of trust, possession of assets disproportionate to known sources of income, cheating, etc.; or
  - (ii) require inquiries to be made from non-official persons; or
  - (iii) involve examination of private records; or
  - (iv) need expert police investigation for arriving at a conclusion; or
  - (v) need investigation abroad.

*(Clause 11.3.1 of CVC's Special Chapter on Vigilance Management in PSEs)*

Further action shall be taken based on the advice of CVO.

#### **14.0 Time frame for Investigation**

The time frame for carrying out a detailed Investigation is three months.

*(Clause 4.13.1 of Chapter-IV of CVC Vigilance Manual 2005, Office Order no. 000/VGL/18 dated 23<sup>rd</sup> May, 2000 and 20/05/10 dated 19<sup>th</sup> May, 2010)*

As and when advised by CVO for an investigation, the Desk Officer in Corporate Vigilance shall seek a detailed investigation report from the Vigilance Head of respective Unit / Region with a time frame of three months. *Investigation should be prioritized by keeping in view the date of superannuation of the officials involved.*

In cases where the Vigilance Head of the respective Unit / Region needs more time to complete the investigation, an **interim reply** should be sent to CVO through e-mail, mentioning the **reasons for the delay** and the **probable date for submission** of the investigation report.

*(Office Order no. 12/3/05 dated 16<sup>th</sup> March, 2005)*

#### **15.0 Format of Investigation Report**

Investigation report should be exhaustive and structured so as to mention the source, gist of allegations, facts, observations, response of the officials concerned, counter to the response, conclusion, responsibility of officials, recommendation for action and recommendation for systemic improvement, if required.

*(Office Order no. 21/8/09 dated 6<sup>th</sup> August, 2009)*

## 16.0 Action on Investigation Report

16.1 The Desk Officer in Corporate Vigilance on analyzing the findings of the investigation report submitted by the Vigilance Head of the Unit / Region may be guided by the following provisions of CVC while submitting the observations to CVO:

- (a) Not to pursue the investigation any further if the irregularities are not established.
- (b) To recommend necessary action in case the irregularities are established. The necessary action could be (i) disciplinary proceedings against defaulting official(s), and / or (ii) system improvements

16.2 While taking a final view on the investigation report, the following care shall be taken:

- (a) The **advice of the CVC** has to be sought in respect of all officials in the jurisdiction of the CVC - Board level as well as two levels below the Board level i.e. **GM & above**.

Such a reference would be required to be made even in respect of executives who are not within the CVC's jurisdiction, if they are involved along with officers who are within the jurisdiction of the CVC, since the case would then become a composite case and falls within the CVC's jurisdiction.

- (b) The investigation report shall be forwarded to the **CVO of the Administrative Ministry** (copy marked to the CVC) for further action, if the investigation reveals the role of **Board level officials**.

Such a reference would be required to be made even in respect of executives below Board level, if they are involved along with Board level officials, since the case would then become a composite case and falls within the jurisdiction of CVO of the Administrative Ministry.

The CVO of the Administrative Ministry will seek further advice from the CVC.

- (c) If the investigation reveals that the involved officials are **below the level of GM**, the advice shall be sought from CVO.





- (d) Wherever a major penalty is recommended, **draft charge sheets** have to be enclosed while submitting the case to CVO / CVC for further advice.

*(Clause 16.2 of CVC's Special Chapter on Vigilance Management in PSEs, Office Order no. NZ/PRC/01 dated 12<sup>th</sup> May, 2003, 12/02/04 dated 26<sup>th</sup> February, 2004, 02/1/04 dated 8<sup>th</sup> January, 2004, 12/3/05 dated 16<sup>th</sup> March, 2005, 30/5/05 dated 9<sup>th</sup> May, 2005, 14/3/06 dated 13<sup>th</sup> March, 2006, 34/09/07 dated 27<sup>th</sup> September, 2007, 21/08/09 dated 6<sup>th</sup> August, 2009, 03/03/11 dated 11<sup>th</sup> March, 2011)*

Further action shall be taken based on the advice of CVO / CVC, as the case may be.

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## References

SN	Detail		
1.	CVC Vigilance Manual 2005		
2.	CVC Special Chapter on Vigilance Management in PSEs		
3.	CVC Office Orders / Circulars		
	No.	Date	Detail
(i)	3(v)/99/1	21 <sup>st</sup> June, 1999	Complaint receipt
(ii)	3(v)/99/2	29 <sup>th</sup> June, 1999	Anonymous / Pseudonymous
(iii)	000/VGL/18	23 <sup>rd</sup> May, 2000	Time limits
(iv)	98/DSP/9	31 <sup>st</sup> January, 2002	Anonymous / Pseudonymous
(v)	98/DSP/9	11 <sup>th</sup> October, 2002	Anonymous / Pseudonymous
(vi)	NZ/PRC/01	12 <sup>th</sup> May, 2003	First Stage Advice (FSA)
(vii)	98/DSP/9	13 <sup>th</sup> August, 2003	Anonymous / Pseudonymous
(viii)	53/09/03	23 <sup>rd</sup> September, 2003	Anonymous / Pseudonymous
(ix)	02/1/04	8 <sup>th</sup> January, 2004	FSA in composite cases
(x)	12/02/04	26 <sup>th</sup> February, 2004	FSA
(xi)	16/03/04	1 <sup>st</sup> April, 2004	CVC referred complaints
(xii)	23/04/04	13 <sup>th</sup> April, 2004	Definition of Vigilance angle
(xiii)	33/5/04	17 <sup>th</sup> May, 2004	PIDPI
(xiv)	38/6/2004	8 <sup>th</sup> June, 2004	PIDPI
(xv)	57/8/04	31 <sup>st</sup> August, 2004	Time limits
(xvi)	10/02/05	10 <sup>th</sup> March, 2005	PIDPI
(xvii)	12/03/05	16 <sup>th</sup> March, 2005	CVC referred complaints
(xviii)	25/4/05	29 <sup>th</sup> April, 2005	Complaints under purview of Administrative Ministry
(xix)	30/5/05	9 <sup>th</sup> May, 2005	FSA
(xx)	39/7/05	4 <sup>th</sup> July, 2005	Complaints under purview of Administrative Ministry
(xxi)	74/12/05	21 <sup>st</sup> December, 2005	Vigilance angle definition
(xxii)	14/3/06	13 <sup>th</sup> March, 2006	FSA
(xxiii)	006/VGL/065	6 <sup>th</sup> July, 2006	Complaint processing
(xxiv)	34/09/07	27 <sup>th</sup> September, 2007	FSA
(xxv)	4/2/09	27 <sup>th</sup> February, 2009	PIDPI
(xxvi)	9/5/09	12 <sup>th</sup> May, 2009	PIDPI
(xxvii)	14/6/09	5 <sup>th</sup> June, 2009	Standard Notice Board
(xxviii)	15/07/09	1 <sup>st</sup> July, 2009	Complaint Handling Policy
(xxix)	21/08/09	6 <sup>th</sup> August, 2009	FSA
(xxx)	03/01/10	28 <sup>th</sup> January, 2010	CVC referred complaints
(xxxi)	20/05/10	19 <sup>th</sup> May, 2010	Time limits
(xxxii)	03/03/11	11 <sup>th</sup> March, 2011	FSA

The above circulars can be downloaded from the link [www.cvc.nic.in](http://www.cvc.nic.in)



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