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भारत प्रतिभूति मुद्रण तथा मुद्रा निर्माण निगम लिमिटेड
Security Printing and Minting Corporation of India Limited
भारत सरकार के पूर्ण स्वामित्वाधीन
Wholly owned by Government of India

No. SPMCIL/VIG/3/09/03

Dated: 03.11.2009

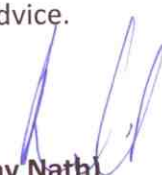
OFFICE MEMORANDUM

Sub: Dealing with Complaints.

Complaints are an important source of information about corruption, malpractices and misconduct on the part of officials belonging to the company. Complaints are received from various sources. In official parlance, complaints are communications reporting grievances of malpractices and are the starting point of all vigilance work.

2. A comprehensive complaint handling policy is being formulated & shall be notified shortly. Till such time, following guidelines are to be noted & followed by all for strict compliance:-

- a) All complaints after its receipt and having Vigilance Angle (refer enclosed Annexure I) are to be sent to the Chief vigilance officer (CVO) in the first instance.
- b) The vigilance angle in the complaint shall be determined & confirmed by CVO & then confirmed by CMD. After such determination, it shall then be registered in the complaint register of the corporate office, except in cases of Director's & CVO for which CVO of the Ministry shall deal with the complaint.
- c) On completion of the preliminary investigation/enquiry, the case is to be referred to the CVO for first stage advice in a self contained note along with a copy of the complaint, the report of preliminary investigation/enquiry the conclusions/recommendations, Bio data of the officials involved, and any loop hole noticed or procedural reform needed etc. As per guidelines, when complaints are against E-8 and above level officers, then first stage advice is required to be taken from CVC in such cases.
- d) On completion of the enquiry, the enquiry report along with the conclusions/recommendations of the disciplinary authorities, Bio data of the officials involved, and any loopholes noticed or procedural reform needed etc, is to be sent to the CVO or CVC as the case may be, for second stage advice.


(Ajay Nath)
Chief Vigilance Officer 3.11.09

Encl: As above.

The GMs/HOD's and Vigilance officers (All Mints/Presses/Paper Mill), SPMCIL.

- CC:** 1. ES to CMD
2. Director (T) / Director (F) / Director (HR)/CVO
3. GM (IA)/Sr, DGM (S&C)/All DGM's.
4. Notice Board.

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Annexure – I

VIGILANCE ANGLE: - Formulation of its precise definition is not possible, generally such an angle is obvious in the following acts by:-

- Demanding and/or accepting gratification other than legal remuneration in respect of an official act or for using his influence with any other official.
- 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.
- 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.
- Possession of assets disproportionate to his known sources of income.
- Cases of misappropriation, forgery or cheating or other similar criminal offences.
- Irregularities reflecting adversely on the integrity of the public servant:-
 - Gross or wilful negligence;
 - Recklessness in decision making;
 - Blatant violation 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;
- 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.

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M. Balani
03/11/09
(Vigilance officer)