



Phone : 23710519

Fax : (91-11) 23730937, 23730682

E-mail : cvo@csir.res.in

वैज्ञानिक तथा औद्योगिक अनुसंधान परिषद्
अनुसंधान भवन, 2, रफी मार्ग, नई दिल्ली-110001

COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH
Anusandhan Bhawan, 2, Rafi Marg, New Delhi-110001

संख्या 15-6(82)/98-O&M-II (Vig.)
No.

Date: 08th March, 2025

प्रेषक

From

मुख्य सतर्कता अधिकारी
Chief Vigilance Officer

To

The Sr. CoA/CoAs/AOs/Vigilance Officers of all CSIR Labs/Instts.

Subject: Action on Anonymous/Pseudonymous Complaints-reg.

Dear Sir/Madam,

Reference is invited to the subject of dealing with Anonymous/Pseudonymous Complaints. In this regard, CVC vide its Circular No. 25/12/21 dated 24.12.2021 notified comprehensive Guidelines on Complaints Handling. Clause 5.6 of the Guidelines is about dealing with the Anonymous/ Pseudonymous Complaints.

The CVC Circular dated 24.12.2021 alongwith the relevant part of the Guidelines (Clause 5.6) is circulated for information, guidance and compliance.

Yours faithfully,

Ranjeet
08/03/2025

(Ranjeet Bairwa)

Chief Vigilance Officer

Copy to:

1. The Directors/ Heads of all National Labs. /Instts.
2. Sr. PPS to DG, CSIR
3. Office of JS (Admn.) CSIR
4. Head IT Division- with a request to host this letter on CSIR website.
5. Office Copy.



केन्द्रीय सतर्कता आयोग
CENTRAL VIGILANCE COMMISSION



सतर्कता भवन, जी.पी.ओ. कॉम्प्लेक्स,
ब्लॉक-ए, आई.एन.ए., नई दिल्ली-110023
Satarkta Bhawan, G.P.O. Complex,
Block A, INA, New Delhi-110023

सं./No. 021/VGL/051-500040

दिनांक / Dated 24.12.2021

Circular No. 25/12/21

Subject: - Comprehensive guidelines on Complaint Handling Mechanism.

The Central Vigilance Commission receives a large number of complaints from various sources on continuous basis, containing different type of allegations against different levels of officials of Ministries/Departments/Organizations of Govt. of India.

2. In order to streamline the process of lodging of complaints by the citizens and to devise a proper mechanism for handling of complaints, the Commission has issued numerous guidelines from time to time. For the benefit of all stake holders, Comprehensive Guidelines on Complaint Handling Mechanism have been compiled, which are enclosed for guidance and reference.

(Rajiv Verma)
Director

Encl.: As above.

To

- (i) The Secretaries of all Ministries/Departments of Govt.
- (ii) All Chief Executives of CPSUs/Public Sector Banks/Public Sector Insurance Companies/Autonomous Bodies etc.
- (iii) All CVOs of Ministries/Departments of Govt./CPSUs/Public Sector Banks/Public Sector Insurance Companies/Autonomous Bodies etc.
- (iv) Website of CVC

5.4 Handling of Complaints against CVO, VO, etc.

Any complaints against the CVO should be immediately referred to the Commission and the Commission would decide the further course of action thereon. However, the complaints against the other vigilance functionaries shall be looked into by the CVO personally and further action would be taken as per prescribed procedure.

5.5 Action on Complaints received from Members of Parliament and dignitaries:

References received from Members of Parliament and Dignitaries are to be dealt as per procedure laid down in Central Secretariat Manual of Office Procedure brought out by the Department of Administrative Reforms and Public Grievances. A confirmation about lodging the complaint shall be sought from the dignitary. On receipt of confirmation, the complaint shall be dealt with on priority.

(Refer to Annexure-II of these guidelines)

5.6 Action on Anonymous/Pseudonymous Complaints

5.6.1 DoPT's OM No. 104/76/2011-AVD.I dated 18.10.2013 and Commission's Circular No. 07/11/2014 dated 25.11.2014 provide that no action is required to be taken on anonymous complaints irrespective of the nature of the allegations and such complaints need to be filed.

5.6.2 The Commission has furnished clarification vide Circular No. 03/03/16 dated 07.03.2016 regarding action to be taken on anonymous/ pseudonymous complaints which were acted upon and were at different stages of process (including disciplinary proceedings) before issuance of Commission's Circular No. 07/11/2014 dated 25.11.2014. The following actions are to be taken in such matters:-

- (a) No action should be taken on anonymous/ pseudonymous complaints in line with Commission's Circular No. 07/11/2014 dated 25.11.2014, and such complaints should be filed.
- (b) However, where the action was initiated on anonymous/pseudonymous complaints prior to the issuance of Commission's Circular No. 3(v)/99/2 dated 29.06.1999, it can be pursued further and be taken to its logical end.
- (c) Where action was initiated on anonymous/pseudonymous complaints between the period 11.10.2002 and 25.11.2014 with prior concurrence of the Commission but the same has not been concluded, further action is permissible on such complaints.
- (d) Material/evidence gathered during the investigation/verification of anonymous complaints when the action was prohibited on such complaints (i.e. between 29.06.1999 & 11.10.2002), or where such inquiry was initiated without the approval of the Commission, can be utilized for further initiation of disciplinary proceedings on misconducts noticed in such verification/inquiry.

5.6.3 It may be noted that the procedure for handling anonymous / pseudonymous complaints has been modified in view of the fact that complainants who desire to protect their identity now have the protection of the Public Interest Disclosure & Protection of Informers

Resolution- 2004 (PIDPIR). Relevant instructions on this have been issued vide DoPT's
OM No. 104/76/2011-AVD.1 dated 18.10.2013.