

COMPLAINT HANDLING POLICY

Vigilance Department of MECON is established to facilitate ethical environment in a transparent manner for maintenance of Purity, Integrity and Efficiency for the growth of the Organization.

Vigilance Department of MECON has superintendence over vigilance matter and implementation of anti-corruption matter in all the offices of MECON and organizations attached or added or under control of MECON.

Vigilance Department examines complaints from vigilance angle professionally and expeditiously and conducts investigations in systematic and time-bound manner and advice & assist Disciplinary Authority / Management in vigilance related cases for taking appropriate decisions and to improve systems and procedures in the organization.

The complaint shall be in a closed / secured envelop addressed to CVO / GM (Vigilance) / DGM I/c (Vigilance). The Complainant should indicate his/her name and address in the beginning or at the end of the complaint.

In case of complaint related to tender, the complaint will be investigated by the Vigilance Department without interfering in the tendering processes. The intension is not to stop the work and hence, the processing of tender will continue. However, Vigilance Department will give appropriate advice to management for taking action based on the findings of the investigation.

Vigilance Department of MECON has no jurisdiction over private individuals / organizations or any other Central / State Government Department. As such, complaint can be lodged only against officers / employees of MECON and agencies engaged by MECON.

In this regard the following may be noted:

- Anonymous / Pseudonymous complaints are generally not entertained.
- The text of the complaint should be carefully drafted. The details should be specific and verifiable. It should be in brief and contain factual details and related matters. It should not be vague or contain sweeping general allegations.
- Complaint may be addressed to the CVO or other officers of Vigilance Department specified above. Complaint marked to a large number of functionaries may not be pursued by the Vigilance Department.
- Only those complaints which are against officers / employees of MECON and agencies engaged by MECON and have allegations of corruption will be investigated by the Vigilance Department.
- Vigilance Department of MECON shall acknowledge all the complaints received if asked for.
- No further correspondence will be entertained in the matter in general. However, it will be ensured that the complaints are investigated and actions are taken to its logical conclusion.