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No.11/3/2022--Vig.
Government of India
Ministry of Power
Central Electricity Authority
(Vigilance Section)

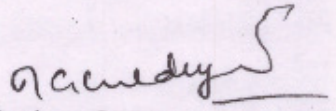
Sewa Bhawan, R.K.Puram
New Delhi-110066.
Dated 1st February, 2022

Circular

Subject: Comprehensive guidelines on complaint Handling Mechanism.

Central Vigilance Commission has issued a circular No 25/12/21 dated 24.12.2021 on above mentioned subject (copy enclosed).

2. Central Electricity Authority (HQ) and all its sub-ordinate offices may be noted it for strict compliance.


(Rashna Ghildiyal)
Under Secretary.
Tele No.011-26732530

Copy to :

1. Secretary, CEA.
2. Director (Admn), CEA
3. Director (IT), CEA and also requested to upload it on CEA
6. All Sub-ordinate Offices of CEA.



सत्यमेव जयते



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-10023

सं./No..... 021/VGL/051/5000

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. The same are available on Commission's website i.e. www.cvc.gov.in under the link https://cvc.gov.in/sites/default/files/SKM_554e21122419180.pdf.

(Rajiv Verma)
Director

To

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

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