Office Memorandum

Subject: Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to refer to this Department's O.M. of even number dated 18.10.2013 on the above subject and to say that the Ministries/Departments of the Government of India have been seeking clarifications from this Department on operation of the aforesaid O.M. The matter has been considered and it is clarified as under:

(i) 'Anonymous complaints' are such complaints which do not carry both, name and address of the complainant and need to be dealt with in terms of para 3 (i) of the DOP&T O.M. dated 18.10.2013 referred to in para 1 above, irrespective of the nature of allegations.

(ii) The complaints other than anonymous complaints which contain vague allegations need to be dealt with in terms of para 3 (ii) of the DOP&T O.M. dated 18.10.2013 referred to in sub-para (i) above.

(iii) The complaints which contain verifiable allegations and are not anonymous, need to be dealt with in terms of para 3 (iii) of the DOP&T O.M. dated 18.01.2013 referred to in para 1 above.

Under Secretary to the Govt. of India

1. All Ministries/Departments as per standard circulation list.
2. Secretary, Central Vigilance Commission, New Delhi.
3. Department of Public Enterprises.
4. All Desks/Sections of DOP&T.
5. Guard File.
6. NIC, DOP&T Cell for placing a copy of this OM on the website of the Ministry.