

F.No.104/76/2011-AVD-I
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Personnel & Training

New Delhi, dated the 08th October, 2018

OFFICE MEMORANDUM

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

The undersigned is directed to say that instructions regarding dealing with anonymous and pseudonymous complaints were issued vide this Department's Office Memorandum of even number dated 18.10.2013 prescribing that no action is required to be taken on anonymous complaints, irrespective of the nature of the allegations and that such complaints need to be simply filed. Subsequently, the said Office Memorandum has been clarified vide Office Memorandums of even number dated 18.06.2014 and 31.03.2015. In this regard, the Central Vigilance Commission's Circular No.07/11/2014 dated 25.11.2014 may also be referred to. A copy each of the DOP&T's aforesaid Office Memorandums and CVC's Circular are enclosed herewith.

2. The instructions contained therein are reiterated and all Ministries/Departments are requested to follow the same while handling complaints received in their respective Ministry/Department.

Encl: as above.


(K.C. Raju)

Under Secretary to the Government of India
Tele. No. 23094799

To,

1. All Ministries/Departments as per standard circulation list.
2. Secretary, Central Vigilance Commission.
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.