

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

New Delhi, Dated 31st March, 2015

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 and subsequently clarified vide Office Memorandum of even number dated 18.6.2014.

2. A copy each of the aforesaid Office Memoranda are enclosed herewith. 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.


(Aditya Kumar Joshi)
Director

1. All Ministries/Departments as per standard circulation list
2. Secretary, CVC
3. All Desks/Sections of DOP&T
4. Guard File
- ✓ 5. NIC, DOP&T Cell for placing a copy of this OM on the website of this Department.