

**VIGILANCE COMPLAINT LODGING PROCESS**

**SYSTEM OF GIVING COMPLAINTS**

Provision has been made to receive the complaints related to vigilance matter through e-mail, post and drop box. This is to bring the transparency in the system and expediting the processes of handling of the complaint. All complaints received, are processed after confirming the veracity of the complainant and further action is taken as per laid down procedure of CVC. ***As per the guidelines of CVC, no action is taken on the anonymous / pseudonymous complaints.***

**GUIDELINES FOR LODGING COMPLAINT**

- Complaint should be specific with relevant details like NIT no. and date etc.
- Correct name, address and valid supporting documents are mandatory for processing the complaint.
- No correspondence shall be entertained on the subject after lodging the complaint.
- In case it is found that complaint was false and harassment of officials has been caused, action may be taken against the complainant.
- ***The complaint having vigilance angle shall only be examined.*** The vigilance angle comprises of misuse of official position, demand and acceptance of illegal gratification, cases of misappropriation / forgery or cheating, gross and wilful negligence, blatant violation of laid down systems and procedures, reckless exercise of discretion, recklessness in decision making, delay in processing the cases, etc.

**RAISING COMPLAINT THROUGH E-MAIL**

1. By addressing the letter/e-mail directly to the CVO, NALCO, giving the specific facts of the matter relating to corruption. The details of the CVO NALCO's office are as follows:  
email: [cvo@nalcoindia.co.in](mailto:cvo@nalcoindia.co.in)
2. By addressing the letter/e-mail directly to the Vigilance Departments at S&P Complex and M&R Complex of NALCO.
3. The complaints can also be lodged directly on CVC website [www.cvc.nic.in](http://www.cvc.nic.in).

**RAISING COMPLAINT THROUGH POST/DROP-BOX**

1. The complaint can also be raised by addressing the letter of complaint along with supportive documents to CVO, NALCO. The details of the CVO, NALCO's office are as follows:  
Address : Office of Chief Vigilance Officer,  
NALCO Bhawan, P/1, Nayapalli, Bhubaneswar,  
Dist: Khurda, State: Odisha, Pin-751013  
Phone no. 0674-2302361, Fax. No. 0674-2301191
2. One can also raise the complaint by addressing the letter to the Vigilance Departments at S&P Complex and M&R Complex of NALCO.
3. The complaint can also be raised by dropping the complaint along with the supportive documents in the drop box present at the premises of NALCO Corporate/Unit offices.

  
05.02.2020  
Somanath Hansdah  
Chief Vigilance Officer