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**NATIONAL TEXTILE CORPORATION LIMITED**

**(A Government of India Undertaking)**

Core-IV,  
SCOPE Complex,  
7, Lodhi Road,  
New Delhi – 110 003

No. 4(5)/2006-Vig/CVC/MOT/(Pt)

Dated: 13<sup>th</sup> Dec, 2010

**OFFICE ORDER**

**Sub: CVC instructions in respect of improving vigilance administration  
– no action to be taken on anonymous / pseudonymous -  
petitions / complaints**

In the matter of anonymous and pseudonymous complaints, instructions / procedure to be followed have been received from Central Vigilance Commission, New Delhi from time to time. Accordingly, the following instructions regarding improving vigilance administration – action on anonymous / pseudonymous complaints, were circulated to all concerned for their information / guidance and strict compliance from time to time:

<b>Sr. No.</b>	<b>CVC's Reference No. and date</b>	<b>Subject</b>
1.	3(v)/99/2 dated 29.6.1999	Improving vigilance administration – no action to be taken on anonymous / pseudonymous petitions / complaints
2.	98/DSP/9 dated 31.1.2002	Improving vigilance administration – no action to be taken on anonymous / pseudonymous petitions / complaints
3.	98/DSP/9 dated 11.10.2002	Improving vigilance administration – action on anonymous / pseudonymous complaints

2. In the light of above referred instructions of CVC, it is once again reiterated that **“no action on anonymous / pseudonymous complaints is to be taken and the same are simply to be filed”**. Further, in case it is found that such anonymous / pseudonymous complaints contain any specific/ verifiable allegation involving vigilance angle and a need is felt for carrying out / conducting any investigation into such anonymous / pseudonymous complaints, the specific case should be referred to the Office of the CVO, Head Office, New Delhi with the specific recommendations so that the matter may, in turn, be referred to CVC for obtaining their permission to investigate the complaint, in compliance of the CVC’s guidelines. Any violation to the above said guidelines will be viewed seriously.

3. Further, investigation into such complaints should only be carried out on written instructions from the office of CVO.

4. The acknowledgement of the receipt of this letter may be sent at the earliest.

(B.D. GUPTA)  
CHIEF VIGILANCE OFFICER

To

Addl. CVOs / Vigilance Officers of all Regional / Sub Offices of NTC.

**Copy for information to:**

JM to CMD/ JM to Dir(Tech) / JM to Dir(HR) / DM to Dir(Fin)

**No.3 (v)/99/2**  
**Central Vigilance Commission**

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**Satarkta Bhawan, Block 'A',  
GPO Complex, INA,  
New Delhi- 110 023  
Dated the 29<sup>th</sup> June 1999**

**Subject: Improving vigilance administration - no action to be taken on anonymous/pseudonymous petitions/complaints.**

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By virtue of the powers invested in the CVC under para 3(v) of the Ministry of Personnel, Public Grievances & Pensions, Department of Personnel & Training Resolution No.371/20/99-AVD.III dated 4<sup>th</sup> April 1999, the CVC is empowered to exercise superintendence over the vigilance administration of the various Ministries of the Central Government or Corporations established under any Central Act, Government Companies, Societies and local authorities owned or controlled by that Government.

2. One of the facts of life in today's administration is the widespread use of anonymous and pseudonymous petitions by disgruntled elements to blackmail honest officials. Under the existing orders, issued by Department of Personnel & Training letter No.321/4/91-AVD.III dt.29.9.92, no action should be taken on anonymous and pseudonymous complaints and should be ignored and only filed. However, there is a provision available in this order that in case such complaints contain verifiable details, they may be enquired into in accordance with existing instructions. It is, however, seen that the exception provided in this order has become a convenient loophole for blackmailing. The public servants who receive the anonymous/pseudonymous complaints, generally, follow the path of least resistance and order inquiries on these complaints. A peculiar feature of these complaints is that these are resorted to especially when a public servant's promotion is due or when an executive is likely to be called by the Public Enterprises Selection Board for interview for a post of Director/CMD etc. If nothing else, the anonymous/pseudonymous petition achieves the objective of delaying the promotion if not denying the promotion. These complaints demoralise many honest public servants.

3. A person will resort to anonymous or pseudonymous complaints because of the following reasons:

- i) He is an honest person who is a whistle blower but he is afraid to reveal his identity because of fear of consequences of the powerful elements in the organisation.
- ii) He is a blackmailer who wants to psychologically pressurise the public servant complained against

4. There could be a view that if the anonymous/pseudonymous complaints contain an element of truth and if no action is to be taken on them then an important source of information will be lost. To that extent, corrupt practices may get a boost. At the same time the Central Vigilance Commission has initiated a number of steps to provide a channel of communication against the corrupt public servants. These measures include the following:

- i) Under CVC's order No.8 (1)(h)(1) dated 18.11.98, even junior officers can complain to the CVC in cases of corruption against the seniors;
- ii) The CVC has issued instructions that the name of the complainant will not be revealed when the complaint is sent to the appropriate authorities for getting their comments or launching inquiries;
- iii) Under CVC Order No. 8(1)(g)/99(4) dated 12<sup>th</sup> March 1999, in every office there should be public notice displayed directing that no bribe should be paid. If any bribe is demanded, the complaint should be made to the appropriate authority like CVO, CVC etc.; and
- iv) The CVC is now available on web - <http://cvc.nic.in> If anybody wants to complain they can easily lodge complaints on the website of CVC and also through e-mail - [vigilance@hub.nic.in](mailto:vigilance@hub.nic.in)

5. In view of the above measures taken, there is very little possibility that genuine cases of corruption will not be brought to the notice of the appropriate authorities by those who were earlier resorting to anonymous/pseudonymous complaint route.

6. It is, therefore, ordered under powers vested in the CVC under para 3(v) of the DOPT Resolution No.371/20/99-AVD.III dated 4<sup>th</sup> April 1999 that with immediate effect no action should at all be taken on any anonymous or pseudonymous complaints. They must just be filed.

7. This order is also available on web site of the CVC at <http://cvc.nic.in>.

All CVOs must ensure that these instructions are strictly complied with.

**(N. VITTAL)**  
**CENTRAL VIGILANCE COMMISSIONER**

To

- i) The Secretaries of All Ministries/Departments of Government of India
- ii) The Chief Secretaries to All Union Territories
- iii) The Comptroller & Auditor General of India
- iv) The Chairman, Union Public Service Commission
- v) All Chief Vigilance Officers in the Ministries /Departments/PSEs /Public Sector Banks/Insurance Companies/Autonomous Organisations/Societies
- vi) President's Secretariat/ Vice-President's Secretariat/Lok Sabha Secretariat/ Rajya Sabha Secretariat/PMO

98/DSP/9  
Government of India  
Central Vigilance Commission  
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Satarkta Bhawan, Block 'A',  
GPO Complex, INA,  
New Delhi- 110 023  
Dated the 31<sup>st</sup> January 2002

To

All Chief Vigilance Officers

**Subject: Improving vigilance administration – no action to be taken on anonymous/pseudonymous petitions/complaints.**

The Commission had reviewed the instructions regarding action to be taken on anonymous/pseudonymous complaints and observed that the enabling provision in the DOPT's orders No.321/4/91-AVD.III dated 29.09.1992 had become a convenient loophole for blackmailing and detrimentally affecting the career of public servants whose promotions/career benefits were denied owing to consequent investigation. Considering all aspects, the Commission by virtue of powers invested under para 3(v) of the Ministry of Personnel, Public Grievances & Pensions, Department of Personnel & Training Resolution No.371/20/99-AVD.III dated 4<sup>th</sup> April 1999, had instructed all Govt. Deptts./Orgns., PSEs and Banks not to take action on anonymous/pseudonymous complaints. All such complaints are to be filed vide CVC's instruction No.3(v)/99/2 dated 29<sup>th</sup> June 1999.

2. However, it has come to the notice of the Commission that some Govt. Deptts./Orgns. and, in particular, banks are not complying with the CVC's instructions and have been taking cognizance/action on anonymous/pseudonymous complaints. Very often, the content of the complaint, described as verifiable, is used as a justification for such action. The instruction of the Commission does not permit this line of action.

3. It is hereby reiterated that, under no circumstance, should any investigation be commenced or action initiated on anonymous/pseudonymous complaints; these should invariably be filed. Any violation of this instruction will be viewed seriously by the Commission.

4. This issues with the approval of the Commission.

Yours faithfully,

Sd/-  
**(C.J. Mathew)**  
Deputy Secretary

No.98/DSP/9  
Government of India  
Central Vigilance Commission

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Satarkta Bhawan, Block 'A',  
GPO Complex, INA,  
New Delhi- 110 023  
Dated the 11<sup>th</sup> October 2002

To

All Chief Vigilance Officers

**Subject:-** Improving vigilance administration - Action on anonymous/  
pseudonymous complaints.

Sir/Madam,

The undersigned has been directed to refer to the Commission's communication No. 3(v)/99/2 dated 29.06.1999 and the letter of even number dated 31.01.2002, on the above subject, and to say that the Commission has reviewed the instructions contained in the aforesaid communications and reiterates that no action is to be taken by the departments/organisations, as a general rule, on anonymous/pseudonymous complaints received by them. However, if any department/organisation proposes to look into any verifiable facts alleged in such complaints, it may refer the matter to the Commission seeking its concurrence through the CVO or the head of the organisation, irrespective of the level of employees involved therein.

Yours faithfully,

Sd/-  
(K.L. Ahuja)  
Officer on Special Duty