

Complaint Handling Policy

Lodging of Complaints: Complaints can be sent by addressing letter/e-mail directly to MD/CVO/Unit Heads giving specific facts and address of complainant.

Complaints Register: All offices including field units in DFCCIL shall maintain a complaint register and every complaint/grievance relating to corruption and malpractices received from various sources shall be entered chronologically in the register as per the format below:

SN	Date of receipt	Name and address of sender /complaint	Subject of complaint/ grievances	Officer to whom complaint/grievance marked to & date	Complaint Number

Anonymous and Pseudonymous Complaints: In general, such complaints shall not be entertained and shall be dealt with in accordance with relevant instructions on the issue.

Scope of Complaints to be entertained by DFCCIL: Only Complaints against officers/officials of DFCCIL or Agencies hired by DFCCIL in respect of their activities related to DFCCIL containing verifiable facts shall be entertained.

Acknowledgement: All Complaints taken up for investigation shall be provided a number and an acknowledgment shall be sent to the complainant.

Marking of Complaints to CVO, DFCCIL: In accordance with C.V.C circular No. 15/07/09 dated 1st July, 2009 and Ministry of Railways (Railway Board) letter no. 2009/V-1/COMP/1/2 dated 28.08.2009, all complaints/grievances containing any allegation of corruption, malpractices or misconduct, etc. received from various sources should be forwarded forthwith to CVO for scrutiny regarding vigilance angle.

Enquiry into Complaints: Once a complaint has been registered, an enquiry shall be conducted within three months for further action as appropriate.

Whistle Blower Complaints: If a complainant while exposing a case of corruption wants his/her identity to be kept secret, he/she should make protected disclosure as per Whistle Blower Policy of DFCCIL.

DFCCIL is committed not only to maintain secrecy of complainant's identity, but also provide them protection against harassment or victimization. Such complaints should be sent by post only. The envelope should be superscribed "Protected Disclosure" and the complainant should refrain from giving personal details on the main body of the letter which should be given either at the top of the letter or end of the letter so that they can be easily blocked out.

If a person is victimized due to the fact that he/she had made "Protected Disclosure", he/she may file an application to the CVO seeking redressal in the matter.
