Vig 32(02)/2016 09.02.2017

Executive Director (Zone)
Food Corporation of India,
Zonal Office
Noida / Chennai / Mumbai /Kolkata / Guwahati

General Manager (Region)
Food Corporation of India,
Regional Office,

Sub: Procedure for dealing with complaints

Sir/Madam,

1. Of late it is observed that due diligence are not shown while dealing with the complaints as stipulated in CVC Circular NO. 01/01/2015 dated 23 January 2015 and circulated vide this office letter No. Vig 2(7)/2010 dated 16/26.3.2015 which has resulted into delay in handling of complaints and also resulted into duplicity of complaints.

2. It is requested that after complying with the procedure as mentioned in CVC Circular, the complaint may be investigated as per following guidelines:-

<table>
<thead>
<tr>
<th>SI No.</th>
<th>Points to be considered</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Source</td>
<td>Whether received from FCI HQs, CVC, Ministry or directly from complainant</td>
</tr>
<tr>
<td>2</td>
<td>Gist of allegations</td>
<td>1. Facts should be presented in chronological or activity wise sequence</td>
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<tr>
<td>3</td>
<td>Facts</td>
<td>2. Facts may be supported by documentary</td>
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</table>
### Observations

1. Observations are logical deductions arrived after analysis of facts.

2. They are in nature of objections with reference to the gathered facts.

3. Observations may be due to certain criteria viz., rules, regulations, policies, procedures, norms etc.

### Conclusion

1. It is a logical summation of the observations.

2. Undue favour given to a party or obtained for self and its adverse impact in terms of cost, quality etc. should be clearly highlighted.

### Responsibility

1. Name of officers/official (category-wise) and their role should be clearly stated.

### Recommendation for action

1. Recommendation for closure of the case in case there is no discernable vigilance angle or criminal misconduct, should be clearly spelt out.

2. Bio-data of the officials reported against in the investigation report should be included in the given format.

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2. **Timelines for action:** Time is the essence of any investigation. It has been observed that due to delay in investigation/submission of report no action could be taken against the delinquents in number of cases as they superannuated from the services. Therefore, it has been decided that the process of investigation should be completed within three months after...
complying with the procedure as mentioned in CVC Circular and the report to be submitted to HQrs as per the above guidelines in maximum four months.

3. Further,

(a) **In case of closure of complaint:** Zonal office/Regional office after examining the report should mention in unambiguous term for closure of complaint.

(b) **In case any action is required:** Zonal Office/Regional office shall make clear recommendation if it finds that the allegation in the complaint is substantiated and warrants action against the officer/officials.

4. It is also informed that any complaint forwarded by the HQs for taking action and submission of ATR shall be reflected against FCI HQs and same shall be deleted from the list of Regional/Zonal Office to avoid duplicity.

Yours faithfully,

(Sanjeev Gautam)
General Manager (Vigilance)