CIRCULAR NO. 03/2020

Sub: Procedure for Handling Complaints received through e-mail

A number of complaints are being received on the e-mail IDs of CVO, Food Corporation of India and other Vigilance functionaries of Headquarters. Henceforth, such email complaints shall be dealt with as under:

I. Complaints that are prima facie of Non-Vigilance / Administrative / Operational nature shall be electronically forwarded to EDs concerned in case of E-mails received at FCI Headquarters and concerned Divisional Head, in case of E-mails received in Zones and Regions with ‘CC’ (Confirmation Copy) to complainant.

II. On receipt of complaints of vigilance nature on the email, the following standard text should be e-mailed to the Complainant by recipient:

“Please note that complaints to the Vigilance Division, to be entertained, need to be lodged formally under complainant's signature name and full postal address. Also please note that only complaints with Vigilance angle i.e those alleging malpractices and/or gross negligence on part of Food Corporation of India employees are entertained by this office. Such complaints must be sent by Post / Courier and should be accompanied with a self-attested copy of any one of these IDs: Aadhaar Card, PAN Card, Driving Licence, Passport, or Voter ID Card. Complaints completed thus in all respects, may be sent to The Chief Vigilance Officer Food Corporation of India, 16-20 Barakhamba Lane, New Delhi -110001 “

2. In case complaints of Vigilance nature are received by non-vigilance Executives in FCI Headquarters, Zonal offices, Regional offices and divisional offices on their official e-mail IDs, they shall electronically forward such complaints to their Associate Vigilance for them to dispose of these complaints as per the procedure detailed in Para I above.
3. No formal processing of e-mail complaints shall be done. Only copies of such e-mails shall be retained for record.

This issues with the approval of CVO.

(Amit Bhushan)
General Manager (Vigilance)

**Distribution:**

1. PS to CMD/CVO, FCI Headquarters, New Delhi
2. All EDs/EDs (Zone) in FCI
3. All CGMs & GMs in FCI Headquarters, New Delhi
4. All GMs (Region), FCI, Regional Offices
5. All GM (Vig.)/ DGM (Vig.)/ AGM (Vig.) posted in Zonal and Regional Offices
6. Director, IFS, Gurugram
7. All Area Managers, FCI
8. Coordination Desk
9. Internet