

NO.F. 12014/4/2014-DP&AR(GGC)
GOVERNMENT OF MIZORAM
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS
(GOOD GOVERNANCE CELL)

Dated Aizawl, the 17th April, 2014.

To

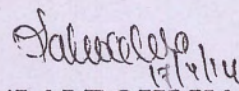
- 1) All Administrative Departments
Mizoram, Aizawl.
- 2) All Heads of Department
Mizoram, Aizawl.

**Subj : Guidelines regarding handling of complaints in
Ministries Departments.**

Sir,

I am directed to send herewith a copy of letter No.A. 54/2/2014-AR(AD.I) dt. 12/3/2014 with its enclosure on the above subject received from Under Secretary, Government of India, Ministry of Personnel, Public Grievances & Pensions for information and compliance.

Yours faithfully,


(LALROHLUA)
Nodal Officer
DP&AR(GGC)

(2)

No.A-54/2/2014-AR(Ad.I)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhawan, Sansad Marg,
New Delhi, dated 12th March, 2014

Sub : Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to forward herewith a copy of Department of Personnel & Training's O.M. No.104/76/2011-AVD.I dated 18th October, 2013 on the subject mentioned above for information and necessary action.

Handwritten notes:
19/3
[Signature]

Signature
(A.K. Gohney)
Under Secretary to the Govt. of India
Tel. No. 2349142

To

- 1. All Chief Secretaries of State Governments.
- 2. All Administrators in Union Territories.

Copy to Sh. P. Alfred, Senior Tech. Director, NIC for uploading on department's site.

Copy for information to :

- 1) Sr. PPS to Secretary (AR&PG).
- 2) PPS to Additional Secretary (AR&PG).
- 3) PS to Joint Secretary (ARC).

Handwritten: 4/5 (TM)

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[Signature]

P.B. of Joint Secretary
DP & AR
No. 2181
21/3/14

Handwritten: 22/3
[Signature]

Handwritten: 19/3/14

P.B. of Commr. & Secretary
DP & AR Department
Receipt No. 212
Date 20/3

Handwritten: 20/3/14

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No.104/76/2011-AVD.I
Government of India
Ministry of Personnel & Public Grievances & Pensions
(Department of Personnel & Training)

New Delhi, Dated October 18, 2013

OFFICE MEMORANDUM

Subject:- Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to say that the instructions regarding dealing with anonymous and pseudonymous complaints as contained in this Department's OM No. 321/4/91-AVD.III, dated 29th September, 1992 and as reiterated vide DOP&T's OM No. 371/38/97-AVD.III, dated 3/11/1997, being at variance with instructions issued by CVC in this regard vide circular No.3(VI/99/2 dated 29th June, 1999, No. 98/DSP/9, dated 31st January, 2002 and 11th October, 2002, had been receiving the attention of the Government for the past some time.

2. The matter was examined afresh in consultation with the Central Vigilance Commission. Subsequent to the Public Interest Disclosure & Protection of Informers' Resolution - 2004 (PIDPI), the Commission has created a mechanism for handling complaints where identity of the complainant is kept secret and the complainant is provided protection. This has been endorsed and operationalized by the Central Government with the approval of the competent authority.

3. In view of the fact that complainants who desire to protect their identity now have the protection of the Public Interest Disclosure & Protection of Informers' Resolution - 2004 (PIDPI), the following procedure is laid down for handling anonymous and pseudonymous complaints in supersession of instructions contained in DoP&T's OM No. 321/4/91-AVD.III dated 29th September, 1992:

- (i) No action is required to be taken on anonymous complaints, irrespective of the nature of allegations and such complaints need to be simply filed.
- (ii) Complaints containing vague allegations could also be filed without verification of identity of the complainant.