

## **COMPLAINT HANDLING POLICY of SAIL VIGILANCE**

The Vigilance department of Steel Authority of India Limited (SAIL) is spread across various Plants/Units of the Company having its Headquarters at SAIL, Corporate Office, New Delhi. SAIL Vigilance is headed by Chief Vigilance Officer (CVO) and Additional Chief Vigilance Officers (ACVOs) head the Vigilance functions at different Plants / Units.

### **Jurisdiction of SAIL Vigilance**

1. Complaint can be lodged only against employees and/or matters of SAIL.
2. SAIL Vigilance has no jurisdiction over private individuals.

SAIL Vigilance investigates issues concerning employees and/or matters of SAIL. With respect to issues of organizations other than SAIL, the complaint will be filed.

### **Lodging of Complaint**

Complaint can be lodged by addressing the written communication/letter directly to SAIL Vigilance (CVO or ACVO) on their postal addresses available on the Vigilance Page of SAIL website- [www.sail.co.in](http://www.sail.co.in) or through the “Lodge Complaint” link available on Vigilance Page of SAIL website.

Complaint sent through written communication/letter should contain complete name and postal address (including mobile/telephone number, if any) of the sender with specific details/information of the matter. Complaint should be signed by the Complainant. Complaint sent through written communication/letter and not addressed to SAIL Vigilance (CVO or ACVO only) but addressed to Chairman/SAIL, Director's / Director in-charge's / Chief Executives of units, Statutory bodies, Constitutional bodies, or the Vigilance department of SAIL, shall be entertained or taken cognizance by SAIL Vigilance only if the complaints have Name and Address of the complainant and also prima-facie contains allegations having vigilance angle.

Signed complaints containing complete postal address received from complainants via email, containing verifiable allegations with a prima facie vigilance angle, may be treated as normal complaints and processed as per the CVC's complaint-handling policy. Further, in cases where complaints containing such allegations are received in the email body or as an enclosure but not having any address, the complainant shall be requested to provide the complete address. If the complainant furnishes the address within three days from the date of the email, the complaint may be treated as a normal complaint and processed accordingly for veracity confirmation.

### **Action taken on complaint in SAIL Vigilance**

1. After registration of complaint and confirmation of veracity of the complainant (if required), further correspondence in the matter regarding the outcome of the complaint will not be entertained. However, SAIL Vigilance will ensure that the complaint is examined/investigated and action taken to its logical conclusion as per extant guidelines of CVC.
2. As regard to complaint against tenders, it is clarified that while SAIL Vigilance would get the matter investigated, however, it would not interfere in the tendering process as such. The intention is not to stop the work in the organization.
3. As SAIL Vigilance deals only with matters of corruption, redressal of grievances should not be the focus of complaint to SAIL Vigilance.

**4.** Complaints must contain factual details, verifiable facts and related matters. They should not be vague or contain sweeping general allegations. Such complaint which is vague and contains sweeping / unverifiable allegation shall be filed.

**5.** Complaint should be addressed directly to SAIL Vigilance (CVO or ACVO). Action will be taken on such complaints/ Communication, even if it is not directly addressed (marked as copies) to SAIL Vigilance (CVO or ACVO) and addressed to either Chairman/SAIL, Director's / Director in-charge's / Chief Executives of units, Statutory bodies, Constitutional bodies, or the Vigilance department of SAIL, as long as the complaint includes the complainant's name and address and contains prima facie allegations having vigilance angle.

Signed complaints containing complete postal address received from complainants via email, containing verifiable allegations with a prima facie vigilance angle, may be treated as normal complaints and processed as per the CVC's complaint-handling policy. Further, in cases where complaints containing such allegations are received in the email body or as an enclosure but not having any address, the complainant shall be requested to provide the complete address. If the complainant furnishes the address within three days from the date of the email, the complaint may be treated as a normal complaint and processed accordingly for veracity confirmation.

**6.** A complaint should preferably be lodged in typed or written form in English or Hindi language for facilitating early action thereon. Complaints not received in Hindi or English shall first be translated to either Hindi or English and then only further action will be taken.

**7.** All types of complaints, even if printed or photocopied, should be clearly legible. Complaints which are illegible are filed.

**8.** SAIL Vigilance does not entertain anonymous/pseudonymous complaint.

**9.** The complainant should lodge complaints only regarding issues having vigilance angle and which are not part of any litigation in any courts, tribunals, etc., i.e. the matter should not be sub-judice. Complaints about known sub-judice matter are filed.

**10.** Normally one specific issue should be raised in one complaint. However, if more than one specific issues are there, it is better to raise the same in separate complaint. Further, complainants while forwarding their complaints to SAIL, Vigilance should mention details one by one in coherent manner so the same can be understood unambiguously.

**11.** The complaint having administrative issues will be forwarded to respective designated authority as applicable, for necessary action.

**12.** Complaint covered under Integrity Pact (IP) will be forwarded to Independent External Monitors (IEMs) for further necessary action.

**13.** "Complaint under the Public Interest Disclosure" or "PIDPI" received from CVC is investigated /dealt as per instruction of CVC.

**14.** Under Section 182 of Indian Penal Code, 1860, a person making false complaint can be prosecuted.

**15.** If a person making a false complaint is a public servant, departmental action may also be considered against him as an alternative to prosecution.

**16.** Under section 195(1)(a) of Code of Criminal Procedure, 1973 a person making a false complaint can be prosecuted on the basis of a complaint lodged with a court of competent jurisdiction by the public servant to whom the false Complaint was made or by some other public servant to whom he is subordinate