

COMPLAINTS AND GRIEVANCES HANDLING PROCEDURE
IN VIGILANCE DEPARTMENT OF NMDC

Hon'ble Steel Minister has directed that CVOs should keep apart at least a day in week to listen to the grievances of the employees working in the PSU as well as member of Public to redress their grievances, in one of the Chief Vigilance Officers meeting held on 30.08.2004 at New Delhi.

In pursuance to the above, CVO moved a note proposing for appointment of "*Nodal Authority*" for the purpose which was approved by the Competent Authority on 21.10.2004. Accordingly an official circular dated 25.10.04 was issued nominating CVO as the Nodal Authority.

The Chief Vigilance Officer of the Corporation has been nominated as the '**Nodal Authority**' to receive complaints and grievances relating to any activity of the Corporation from the employees, vendors, customers and the general public.

The complaints and grievances are handled directly by Chief Vigilance Officer on all Wednesdays. If Wednesday happens to be a holiday, the grievance will be entertained on the next working day. The timings to hear the grievances are from 1500Hrs to 1700Hrs.

All the complaints and grievances received by CVO will be entered in a register maintained in the department, showing nature of complaint, date of receipt, name and address of the complainant, action initiated, final disposal of the case to be intimated to the complainant.

The complaint/grievance having Vigilance angle will be investigated either by CVO or his deputies and a report will be submitted to CVO. The disposal action on the Complaint/Grievances will be intimated to the complainant accordingly, by CVO.

In case of the Complaints/Grievances having no Vigilance angle are forwarded to concerned Head of the Department of NMDC for detailed examination and action as deemed fit.