

Lodging of Complaints:

1. Complaints can be lodged by addressing the written communication/letter to CVO/Unit vigilance/email directly to the Chief Vigilance officer (CVO) [E-mail id: cvo@itilttd.co.in].
2. Anonymous/pseudonymous complaint would not be entertained.
3. Complaints sent on e-mail id of the ITI Vigilance other than as mentioned above would not be entertained or taken into cognizance of the CVO.
4. In case Complaint marked as a copy to the CVO, no action would be taken on that complaint until forwarded to CVO from original recipient for action through proper channel.
5. Complaints under whistleblower policy should be addressed to CMD only.
6. Complaints sent through written communication/letter/email should contain complete postal address (mobile no. /telephone number, if any) of the sender with specific details/information of the matter. Complaints on received without this information will be treated as anonymous or pseudonymous and will be filed without taking any action. [CVC Vigilance manual 2017, Chapter III, clause 3.4.2 (v)].
7. Complaints sent on any e-mail ID of officers of the company will not be entertained. Only complaints sent to CVO will be considered which should have complete postal address of complainant.
8. As regard complaints against tenders, though the ITI-Vigilance department would get the matter investigated, it would not interfere in the tendering process as such. **The intention is not to stop the work in the company.**
9. Redressal of grievances should not be the focus of complaints to the ITI-Vigilance as it deals only with the matters of corruption. Complaints must contain factual details, verifiable facts and related matters. The complaint should not be vague or contain sweeping allegations general in nature.
10. **Expeditious disposal of cases involving public servants due to retire shortly.**
As per CVC Office order no 13/10/20 dated 01.10.2020, Commission has prescribed that all such retirement cases for advice should be received in the commission, 30 days before the date of retirement of the officer. For example, if the officer/official is retiring on 30th November 2020, the case should be received for advice before 31st Oct, 2020 in the commission.

Accordingly, Complaints received by CVO ITI Ltd, shall also be dealt in line with this office order.

Complaint can be lodged only against officials belonging to ITI Ltd.