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Amrit Mahotsav



केन्द्रीय भण्डारण निगम  
(भारत सरकार का उपक्रम)

**CENTRAL WAREHOUSING CORPORATION**

(A Govt. of India Undertaking)

जन-जन के लिए भण्डारण/Warehousing for Everyone



No. CWC/XIII-12/Policy/2022/AV

Dt. 06.07.2022

## CIRCULAR

### **Sub: SOP for Handling Repetitive Complaints-reg**

During the examination of Complaints received by this office, it has been observed that some Complainants lodge repetitive Complaints at various levels and with several offices. Complaint Handling is a vital function of any organization and hence it is expected that the Complaints are genuine and not malicious, vexatious or frivolous; and based on verifiable facts and pertain to the jurisdiction of the organization. Complainants must keep in mind that the resources at the disposal of the Vigilance functionaries are limited; and so, it needs to be used prudently in unearthing serious issues of corruption that would serve the public interest. However, some complainants tend to raise same issues again and again in their complaints, either due to non-receipt of any information on their earlier complaint or due to some ulterior motives. Apart from using the Organization's precious resources, repetitive complaints create administrative delays in decision making and tarnish the personal reputation of the Government functionaries.

Hence, the following SOP is being adopted to deal with repetitive complaints:

1. Complaints which have already been dealt earlier and suitable action has been taken as per norms (as per details available in existing database), shall be filed/closed without any further action. The Complainant may be informed at the first instance that "the suitable action has been taken upon examination of the said complaint".
2. If a Complaint is under examination and another complaint is received on the similar matter, in that case, the Complainant may be informed that "the matter is under examination and no further correspondence will be entertained on the said matter".
3. Complaints that are repetitive or similar complaint received from multiple Complainants without any new fact shall be treated as one, and action as deemed fit, may be taken by CVO/ Head of the Office.
4. Since repetition of same complaints with malafide/ulterior motive causes harassment to the public servants and causes unwarranted wastage of national resources, such Complainants shall be cautioned with suitable action as deemed fit in accordance with the existing provisions. (*Para 3.11.2 (a) of CVC Manual 2021*).
5. While authenticating the Complaint, an undertaking may also be obtained from the Complainant that, they have not made similar/identical allegation of corruption/misuse of office to the same office or to the other authorities earlier. If the

Complaints are made to the other authorities, the same may be acted only upon receipt of the original complaint from the said Authority by the Organization. If the said Complaints are made to any subordinate office, cognizance of the same may be taken and action deemed fit may be taken by the CVO/ Head of the Office.

6. If a complaint contains multiple allegations and part of these allegations have already been dealt earlier and suitable action has been taken, then such part of allegations shall not be acted upon.

This issues with the approval of CVO.

**(Alok Kumar Singh)**  
Asstt. Gen. Manager (Vig.)