

JAWAHARLAL NEHRU PORT AUTHORITY



COMPLAINT'S PROCEDURE

Jawaharlal Nehru Port Authority

Complaint Procedure

1. Complaints :-

Complaints are an important source of information about corruption, malpractices and misconduct on the part of public servants. The text of the complaints should be carefully drafted and the details of the complaints should be specific and verifiable. Anyone can give a complaint in writing or orally to the Chief Vigilance Officer. Complaints received orally / verbally are reduced to writing. But before initiating action on oral complaints, the identity of complainants are verified. So the complainant should give his /her name and address in the beginning or end of complaint or in an attached letter. The identity if required is kept secret. Any allegation having a scope for corruption or corrupt practices is having a vigilance angle.

2. Action against false complaints :-

While genuine complainants are afforded all protection against harassment or victimization, serious notice is taken if a complaint is found to be false or malicious. Severe departmental action can be taken or prosecution can be launched against false complainants.

3. Anonymous complaints:-

No action is taken on anonymous or pseudonymous complaints, No action is taken on oral complaints and also if the complainants refuse to identify themselves.

4. Vague Complaints:-

If the complaints are vague in nature and general in nature and does not contain verifiable details, they cannot be investigated and therefore, are not taken into consideration.

5. Procedure for investigation of the complaints:-

Every complaint having vigilance angle is registered and investigated in a time bound manner. Progress in investigation of the complaint is overseen by CVO, Ministry of Shipping and CVC. Disciplinary action is taken against the employees of JNPT, if the investigation reveal their involvement. Complaints having nexus between JNPT employees and private bodies are referred to the CBI for investigation.

6. Complaints to be lodged with CBI :

The complaints of following nature may be lodged with CBI :-

- (i) Allegations involving offenses punishable under law which the Delhi Special Police Establishment are authorized to investigate, such as offenses involving bribery, corruption, forgery, cheating, criminal breach of trust, falsification of records etc.
- (ii) Possession of assets disproportionate to known sources of income.
- (iii) Cases in which the allegations are such that their truth cannot be ascertained without making inquiries from non-official persons or those involving examination of non-Government records, books of accounts, etc. and
- (iv) Other cases of complicated nature requiring expert police investigation.

7. Public Interest Disclosure:-

A public notice issued by CVC containing resolution on Public Interest Disclosure is enclosed.

8. Vigilance Set up of JNPT:-

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Chief Vigilance Officer
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PUBLIC NOTICE

GOI Resolution on Public Interest Disclosure and Protection of Informer (PIDPI)

The Government of India has authorized the Central Vigilance Commission (CVC) as the 'Designated Agency' to receive written complaints for disclosure on any allegation of corruption or misuse of office and recommend appropriate action.

2. The jurisdiction of the Commission in this regard would be restricted to any employee of the Central Government or of any corporation established by or under any Central Act, government companies, societies or local authorities owned or controlled by the Central Government. **Personnel employed by the State Governments and activities of the State Governments or its Corporations etc. will not come under the purview of the Commission.**

3. In this regard, the Commission, which will accept such complaints, has the responsibility of keeping the identity of the complainant secret. **Hence, it is informed to the general public that any complaint, which is to be made under this resolution should comply with the following aspects.**

- i) The complaint should be in a **closed/secured envelope**.
- ii) The envelope should be addressed to Secretary, Central Vigilance Commission and should be **superscribed "Complaint under The Public Interest Disclosure"**. If the envelope is not superscribed and closed, it will not be possible for the Commission to protect the complainant under the above resolution and the complaint will be dealt with as per the normal complaint policy of the Commission. The complainant should give his/her name and address in the beginning or end of complaint or in an attached letter.
- iii) Commission will not **entertain anonymous/pseudonymous complaints**.

- iv) The text of the complaint should be carefully drafted so as **not to give any details or clue as to his/her identity**. However, the details of the complaint should be specific and verifiable.
- v) In order to protect identity of the person, the Commission will not issue any acknowledgement and the whistle-blowers are **advised not to enter into any further correspondence** with the Commission in their own interest. The Commission assures that, subject to the facts of the case being verifiable, it will take the necessary action, as provided under the Government of India Resolution mentioned above. If any further clarification is required, the Commission will get in touch with the complainant.

4 The Commission can also take action against complainants making motivated/ vexatious complaints under this Resolution.

5. A copy of detailed notification is available on the web-site of the Commission <http://www.cvc.nic.in>.

Issued in Public Interest by the Central Vigilance Commission, INA, Satarkata Bhawan, New Delhi.

Sd/-

Secretary Central Vigilance Commission