

COMPLAINT HANDLING POLICY -TCIL

1. The complaint can be lodged by any person/employee/vendor/contractor who has been dealing with TCIL and can be lodged against officer(s)/official(s) working in the organization.
2. In line with the CVC guidelines, the complaints which are anonymous/pseudonymous will not be entertained unless there are any verified facts alleged in such complaints.
3. Complaints must be brief and contain factual details, verified facts and related matters. They should not be vague or contain sweeping general allegations.
4. Complaints should be addressed directly to the CVO, TCIL with a copy to the CMD, TCIL. Complaints which are received by other functionaries in the organization should be forwarded to the CVO within 4-5 days of its receipt.
5. The CVO TCIL has the discretion to refer such complaints to CBI for investigation which contain the allegation of forgery, corruption, bribery, cheating, falsification of records, possession of assets disproportionate to known source of income etc. or where truth cannot be ascertained without making enquiries from non-official persons or where examination of non-Government records, books of accounts is required.
6. Since TCIL has already implemented the integrity Pact programme in consultation with Transparency International India (TII) and CVC , the grievances /complaints of the vendors/contractors pertaining to the tenders/contracts above the threshold value mentioned in TII website, covered under the IP programme of TCIL shall be forwarded by the CVO, TCIL to the independent External Monitors (IEM's) appointed by CVC for the investigation.