एफसीआई अरावली जिप्सम एण्ड मिनरल्स इण्डिया लिमिटेड
FCI ARAVALI GYPSUM AND MINERALS INDIA LIMITED

(भारत सरकार का उपक्रम/ A GOVT. OF INDIA UNDERTAKING)
प्लाट नं. 02, वेस्ट पटेल नगर, सर्किट हाउस रोड, रातानाडा, जोधपुर (राज.)
Plot No. 02, West Patel Nagar, Circuit House Road, Ratanada, Jodhpur (Raj.)

क्रमांक/Ref. No. : फेगमिल-1(22)/215 दिनांक/ Date 29-04-2023

परिपत्र/CIRCULAR

नागरिकों, ठेकेदारों, विक्रेताओं, आपूर्तिकर्ताओं आदि से कंपनी के कर्मचारियों के भ्रष्टाचार, कदाचार या दुर्व्यवहार से संबंधित प्राप्त शिकायतों के निपटान हेतु कंपनी द्वारा "शिकायत प्रबंधन नीति" बनाई गई थी जिसे प्रबंधन द्वारा अद्यतन (update) किया गया हैं| आपके सन्दर्भ के लिए अद्यतन "शिकायत प्रबंधन नीति" की एक प्रति संलग्न हैं(संलग्नक-1)|

अत: समस्त अनुभागीय अधिकारी/क्षेत्र प्रबंधक "शिकायत प्रबंधन नीति" का अनुपालन सुनिश्चित करें| क्षेत्र प्रबंधक/कार्मिक अनुभाग, यदि किसी माह विशेष में कोई शिकायत प्राप्त नहीं होती है तो निर्धारित प्रपत्र (संलग्नक-2) में "NIL" रिपोर्ट भेजे।

The Complaint Handling Policy formulated by the Company to deal with complaints received from citizens, contractors, vendors, suppliers etc. regarding corruption, malpractice or misbehavior by the employees of the Company, has been updated by the Management. For your reference a copy of the updated Complaint Handling Policy is enclosed herewith (Annexure-1).

Therefore, all the Sectional Officers/Area Managers should ensure compliance of the Complaint Handling Policy. Area Manager/Personnel Section, if no complaint is received in a particular month, send a "NIL" report in the prescribed format (Annexure-2).

राजेन्द्र
(राजेंद्र सिंह राठौड़)
महाप्रबंधक

प्रति:

01 अध्यक्ष एवं प्रबंध निदेशक सचिवालय, जोधपुर - सूचनार्थ प्रेषित।
02 मुख्य सतर्कता अधिकारी, फेगमिल, नई दिल्ली|
03 समस्त अनुभागीय अधिकारी, जोधपुर :
04 1 सहायक महाप्रबन्धक (खनन)। 2 वरिष्ठ प्रबन्धक (खनन) 3 वरिष्ठ प्रबन्धक (तकनीकी)। 4 वरिष्ठ प्रबन्धक (कार्मिक)। 5 वरिष्ठ प्रबन्धक (वित्त)। 6 वरिष्ठ प्रबन्धक (विपणन)। 7 कंपनी सचिव। 8 सहायक प्रबंधक (सतर्कता)। 9 प्रयोगशाला अनुभाग। 10 सचिवालय।
05 क्षेत्र प्रबन्धक, हमीरा/सूरतगढ़/बीकानेर/रामसिंहपुर/कवास|

Annexure-1

COMPLAINT HANDLING POLICY (Modified)

Complaints pertaining to corruption, malpractice or misconduct by employees of the company are received in different Departments/Area Offices. In such a system, there every chance that a complaint with Vigilance overtone may not be forwarded to Vigilance Department due to lack of appreciation or for other bonafide reasons. In prefer to have a uniform practice/procedure for handling and processing of complaints received in any Department/Area Office, it has been decided to adopt the following procedures with immediate effect :-

1. All the complaints received by any Department/Area Office should be forwarded to the Personnel Department by the 2nd of the following month.

2. Personnel Department shall compile a list of such complaints received by them in the enclosed format and forward the same through the Unit Head to Vigilance Department latest by 5th of the following month. A copy of each complaint shall invariably be forwarded along with the said list.

3. Following committee under the chairmanship of Chief Vigilance Officer has been constituted to scrutinize all complaints before taking them up for investigation and to decide regarding frivolous/malicious complaints (except complaint against GM & CMD) :-

   a) Chief Vigilance Officer - Chairman
   b) R.S. Rathore - Member
      General Manager

4. The complaints so received shall be placed before the Committee by Vigilance Department atleast once in a month for consideration.

5. Based on the recommendation of the Committee, Vigilance Department shall take action for investigating such complaints /grievances which have a vigilance angle.

6. Action on the remaining Complaints shall be taken as recommended by the Committee by the Personnel Department.

Annexure-2

FCI ARAVALI GYPSUM AND MINERALS INDIA LIMITED
(A Govt. of India Undertaking)

NAME OF UNIT/OFFICE _____

DETAILS OF COMPLAINTS/GRIEVANCES RECEIVED FOR THE MONTH OF _____

S.No.	Complaint received from	Date	Brief description of complaint/ Grievance	Compliant made against	Remarks

Note :- A Copy of each of the Complaint should be sent to CVO.

फगामिल-1(22)/ दिनांक 10.04.2023

विषय : Complaint Handling Policy.

नागरिकों, ठेकेदारों, विक्रेताओं, आपूर्तिकर्ताओं आदि से कंपनी के कर्मचारियों के भ्रष्टाचार, कदाचार या दुर्व्यवहार से संबंधित प्राप्त शिकायतों के निपटान हेतु कंपनी द्वारा एक Complaint Handling Policy वर्ष 2012 में बनाई गई थी| जिसे अंतर कार्यालय के ज्ञापन संख्या FAGMIL-1(22)/3158 दिनांक 16-02-2012 के द्वारा निम्नानुसार पॉलिसी सभी को परिचालित की गई थी **(संलग्नक-1)**|

COMPLAINT HANDLING POLICY (Modified)

(A) Complaints pertaining to corruption, malpractice or misconduct by employees of the company are received in different Departments/Area Offices. In such a system, there every chance that a complaint with Vigilance overtone may not be forwarded to Vigilance Department due to lack of appreciation or for other bonafide reasons. In prefer to have a uniform practice/procedure for handling and processing of complaints received in any Department/Area Office, it has been decided to adopt the following procedures with immediate effect :-

1. All the complaints received by any Department/Area Office should be forwarded to the Personnel Department by the 2nd of the following month.
2. Personnel Department shall compile a list of such complaints received by them in the enclosed format and forward the same through the Unit Head to Vigilance Department latest by 5th of the following month. A copy of each complaint shall invariably be forwarded along with the said list.
3. Following committee under the chairmanship of Chief Vigilance Officer has been constituted to scrutinize all complaints before taking them up for investigation and to decide regarding frivolous/malicious complaints :- (except complaint against General Manager and end)

a)	Chief Vigilance Officer	-	Chairman
b)	S.S.Shekhawat, General Manager	-	Member

4. The complaints so received shall be placed before the Committee by Vigilance Department atleast once in a month for consideration.
5. Based on the recommendation of the Committee, Vigilance Department shall take action for investigating such complaints /grievances which have a vigilance angle.
6. Action on the remaining Complaints shall be taken as recommended by the Committee by the Personnel Department.

चूँकि उक्त पॉलिसी वर्ष 2012 में बनाई गई थी जिसमें तत्कालीन महाप्रबंधक श्री सुरेन्द्र सिंह शेखावत थे| इसलिए उक्त पॉलिसी के क्रम संख्या 3 की समिति में श्री शेखावत सदस्य थे| अब श्री राजेंद्र सिंह राठौड़ महाप्रबंधक हैं, जिन्हें इस समिति में प्रतिस्थापित किया जाना एवं अद्यतन पॉलिसी को प्रसारित किया जाना प्रस्तावित हैं ताकि प्राप्त शिकायतों की उचित निगरानी हो सके|

अग्रिम आदेशार्थ प्रस्तुत हैं|

10/4

(चन्द्र प्रकाश वैष्णव)
सहायक प्रबंधक (कार्मिक)

वरिष्ठ प्रबंधक (कार्मिक) 11/04/23

महाप्रबन्धक राजेन्द्र 11/04/2023

FCI Aravali Gypsum and Minerals India Ltd.

श्रीमान अ/श्वे प्र.नि. महोदय

(A) मे लिखा गया है की "chance that a complaint with vigilance overtone may not be

forwarded to Vigilance department due to lack

Para 2 मे लिखा गया है की Unit Head complaint list to महीने की 5 तारीख तक Vigilance department में भेज देगा। साथ में complaint की प्रति भी भेजी जाएगी।

(A) और Para 2 के विरोधाभास को स्पष्ट करें।

और अगर Complaint Vigilance Department भेजी गयी है तो CVO अपने स्तर पर निर्णय के लिए सक्षम है। committee की क्या जरूरत है। क्या CVO या CVC द्वारा इस कोई प्रस्ताव आया है। कृपा स्पष्ट करें।

अमरसिंह
12/4

~~म.प्र~~

पूर्व पृष्ठ पर आइटम '3' मे कोष्टक मे पढा जाए

(A) [" (Except complaint against GM & CMD).

इस committee की आवश्यकता के बारे मे यह औचित्य है कि ऐसा पाया गया है, दुर्भावना वश बिना साक्ष्यो के शिकायतें कर दी जाती हैं। कई बार तो बेनामी शिकायतें भी प्राप्त होती हैं। चूकि विजिलैन्स विभाग को working conditions एवं स्थानीय हालातों की स्पष्ट जानकारी नहीं होती अतः शिकायते सीधी vigilance द्वारा deal करने पर समय व्यर्थ होने एवं जाँच द्वारा गलत दिशा मे जाने की संभावना अधिक होती है। इन स्थितियों को ध्यान मे रखते हुए उपरोक्त समिति व्यवहारिक है।

राजेन्द्र
20/04/2023

श्रीमान अ० एवं प्र० नि० महोदय

Approved as amended (A)

अमरसिंह
21/4

~~म.प्र~~ व०प्र० (कार्मिक) 21/04/23 स.प्र (का)

FCI Aravali Gypsum and Minerals India Ltd.

संलग्नक-1

FCI ARAVALI GYPSUM AND MINERALS INDIA LIMITED

(A Govt. of India Undertaking)
Mangu Singh Rajvi Marg, Paota, Jodhpur

INTER OFFICE MEMO

Form : Genenral Manager
Ref. No. FAGMIL-1(22)/ 3158
Date : 16-02-2012

To, : Dy. G.M (Mining), Dy. G.M (Personnel),
Dy. G.M (Tech.), Dy. F.M, Chief Chemist
Asstt. Materials Mgr., Manager (Sales)
Company Secretary, : Jodhpur.
Chief Liaison Officer, Noida
Area Manager - Hamira/Suratgarh/Bikaner/
Kavas/ Ramsinghpur

Sub :- Complaint Handling Policy.

Please refer to our IOM No. Fagmil-1(22)/964 Dated 9th July 2010 notifying therewith "Complaint Handling Policy" formulated for receipt, handling and processing of all type of complaints/grievances from the public, contractors, vendors, suppliers etc.

The Complaint Handling Policy has been reviewed in consultation of Vigilance Department and a Modified Policy is enclosed herewith.

It is requested that the compliance of the Policy be strictly ensured. In case no complaint is received in a particular month a "NIL" report should be sent.

(S.S. Shekhawat)
General Manager

Encl. As above.

Copy to :
01-Chief Vigilance Officer, Noida - for kind information.
02-Dy. Chief Vigilance Officer, Jodhpur

COMPLAINT HANDLING POLICY (Modified)

Complaints pertaining to corruption, malpractice or misconduct by employees of the Company are received in different Departments/Area Offices. In such a system, there is every chance that a complaint with Vigilance overtone may not be forwarded to Vigilance Department due to lack of appreciation or for other bonafide reasons. In order to have a uniform practice/procedure for handling and processing of complaints received in any Department/Area Office, it has been decided to adopt the following procedures with immediate effect :-

1. All the complaints received by any Department/Area Office should be forwarded to the Personnel Department by the 2nd of the following month.

2. Personnel Department shall compile a list of such complaints received by them in the enclosed format and forward the same through the Unit Head to Vigilance Department latest by 5th of the following month. A copy of each complaint shall invariably be forwarded along with the said list.

3. Following committee under the chairmanship of Chief Vigilance Officer has been constituted to scrutinize all complaints before taking them up for investigation and to decide regarding frivolous/malicious complaints :-

   a) Chief Vigilance Officer - Chairman

   b) S.S. Shekhawat, General Manager - Member

4. The complaints so received shall be placed before the Committee by Vigilance Department atleast once in a month for consideration.

5. Based on the recommendation of the Committee, Vigilance Department shall take action for investigating such complaints /grievances which have a vigilance angle.

6. Action on the remaining Complaints shall be taken as recommended by the Committee by the Personnel Department.

FCI ARAVALI GYPSUM AND MINERALS INDIA LIMITED

(A Govt. of India Undertaking)
Mangu Singh Rajvi Marg, Paota, Jodhpur

INTER OFFICE MEMO

From : General Manager
Ref. No. FAGMIL-1(22)/ 964
Date : 09-07-2010

To : Dy.G.M.(Mining), Pers. Mgr., Addl. C.E.(IE), Dy.F.M., Chief Chemist, Asstt. M.M., Asstt. Mgr. (Sales), All Area Manager : Hamira/Suratgarh/Bikaner/ Kavas/Ramsinghpur., Liaison Officer, Noida.

Sub :- Complaint Handling Policy.

It has been observed by Central Vigilance Commission that complaints are received in organizations at various decentralized locations and what is forwarded to Chief Vigilance Officer of the organization from these locations entirely depends upon the appreciation of 'vigilance angle' or otherwise by the officers controlling these decentralized locations. In such a situation, there is every chance that a complaint with a vigilance overtone may not be forwarded to the CVO due to lack of appreciation or other bonafide reasons.

In line with the guidelines issued by CVC, a "Complaint Handling Policy" has been formulated for receipt, handling and processing of all types of complaints/grievances from the public, contractors, vendors, suppliers etc. Accordingly, complaints/grievances received by any functionary containing any element of alleged corruption, malpractices or misconduct etc. should necessarily be sent to CVO for scrutiny and action, as laid down in the enclosed "Complaint Handling Policy" of the Company.

It is requested that compliance of the Policy be strictly ensured. Further, the complaints which are not taken up by Vigilance Department, shall be returned to the Office and should be dealt with suitably by the Unit.

(Surendra Singh Shekhawat)
Acting General Manager

Copy to :
01- Chief Vigilance Officer, Noida - for kind information.
02- Sr. Vigilance Officer, Jodhpur

FCI ARAVALI GYPSUM AND MINERALS INDIA LIMITED

(A Govt. of India Undertaking)
Mangu Singh Rajvi Marg, Paota, Jodhpur

COMPLAINT HANDLING POLICY

Complaints pertaining information about corruption, mal practice or misconduct by employees of the company are received in different Departments/Area Offices. In such a system, there is every chance that a complaint with vigilance overtone may not be forwarded to CVO due to lack of appreciation or for other bonafide reasons. In order to have a uniform practice/procedure for handling and processing of complaints received in any Department/Area Office, it has been decided to adopt the following procedures with immediate effect :-

1. All the complaints received by any Department/Area Office should be forwarded to the Personnel Department by the 2nd of the following month.

2. Personnel Department shall compile a list of such complaints received by them in the enclosed format and forward the same to CVO, latest by 5th of the following month. A copy of each complaint shall invariably be forwarded along with the said list.

3. Vigilance Department shall take action for investigating such complaints/grievances which have a vigilance angle.

4. Complaint not taken up by Vigilance Department shall be returned to Personnel Department for taking suitable action.

No. 009/VGL/035
Government of India
Central Vigilance Commission
******

Satarkta Bhawan, Block-A,
GPO Complex, INA,
New Delhi- 110023
Dated the 1st July, 2009

Circular No. 15/07/09

Sub: Access of complaints to the CVOs- Instructions regarding.

Complaints containing information about corruption, malpractice or misconduct by public servants are received in a decentralized manner. CVOs receive complaints, also from many a decentralized location. According to the prevailing practice what is sent to the CVO from different decentralized locations entirely depends on the appreciation of 'vigilance angle' or otherwise by the officers controlling these decentralized locations. In such a system there is every chance that a complaint with a vigilance overtone may not be forwarded to the CVO, due to a lack of appreciation or for other bonafide reasons. This has also been revealed through the vigilance audit by the Commission in some organizations.

2. In order to have uniform practices and procedures in the handling and processing of complaints in an organisation/department, it is imperative that a 'Complaint Handling Policy' is laid down in all organisations/departments for receipt, handling and processing of all types of complaints/grievances from the public, contractors, vendors, suppliers etc. The policy should make it clear that any complaint/grievance received in the organisation/department by any functionary containing any element of alleged corruption, malpractices or misconduct etc., should necessarily be sent to the CVO of the organisation for scrutiny and action. All Departments/Organisations are, therefore, directed to put in place necessary policy and systems in this regard.

3. Para 3.2.2 of Chapter III of Vigilance Manual Volume-I (6th edition) prescribes that the CVO concerned may also devise and adopt such methods, as considered appropriate and fruitful in the context of nature of work handled in the organisation, for collecting intelligence about any malpractice and misconduct among the employees.

4. The Commission is of the view that all CVOs should, on a continuous basis, scrutinize the complaints, grievances etc., received by other divisions/units of the department/organisation concerned and ensure that issues/allegations involving vigilance angle if any, in such complaints are duly forwarded to them to be duly attended to by the Vigilance Department.

(Shalini Darbari)
Director

To

All Chief Vigilance Officers