



# RAISE YOUR VOICE AGAINST UN-ETHICAL PRACTICES AND ACTIONS OF PUBLIC SERVANTS

## Complaints

Complaints are important means in unearthing as well as preventing malpractices and corrupt practices. They serve as a tool to empower the stakeholders like citizens, employees and others and help them actively participate in achievement of national objective of making India corruption free.

However, the stakeholders often refrain from bringing to light the corrupt practices due to fear of victimisation. While the Central Vigilance Commission prohibits action on anonymous/pseudonymous complaints in order to discourage frivolous complaints and to protect the honest public servants from unnecessary harassment, it has also prescribed detailed provisions to protect the spirited stakeholders who choose to unearth corrupt practices.

## How to make complaint and also ensure secrecy of identity

While disclosing details of complainant is mandatory for action on every complaint, there are two ways to make a complaint which guarantees that the identity of the complainant will remain secret.

1. **Complaints under PIDPI (Public Interest Disclosure and Protection of Informer) Resolution.**
2. **Complaints under the Whistle Blower Policy of BHEL**

## Complaints under PIDPI Resolution

The PIDPI resolution provides a framework to act upon the complaints while also ensuring the secrecy of details of complainant. Such complaints should be addressed to Central Vigilance Commission and the envelope be super scribed 'Complaint under PIDPI resolution'. When such superscription is done on the envelope, the details of sender should not be written on envelope and even the Post Office will not seek the details of sender while accepting the envelope as a registered/speed post. The complainant should write his name and address either in the beginning of complaint, or at the end in a separate para, so that the same may be easily removed while handing over the complaint for examination. Even better way will be to write the name and address on a separate paper annexed to the complaint. The complainant must ensure that he does not write any details in the text of complaint that may give an indication of or disclose his identity. He should also

not send copy of complaint to anybody else, else his identity may get disclosed.

When such complaints are received by any other authority, e.g. CVO of the organisation, he will send it to CVC without opening the envelope, provided the envelope is super scribed as a complaint under PIDPI Resolution.

The identity of sender of such complaints is first verified by the CVC and once it is completed, the complaint is sent by CVC for examination after removing the details of sender. From this stage onwards, the identity of complainant remains hidden from every other agency. This ensures that identity of complainant remains buried in the files of CVC and no one else gets to know it.

The complainant should not communicate further with CVC either in physical form or email, which runs the risk of secrecy of his identity getting compromised.

Any one can make complaint under this provision and all such complaints must be sent to CVC, or to the CVO of Ministry of Heavy Industry in case of BHEL, who in turn will send that to CVC for further action. The CVC does not share the details related to identity of complainant to outsiders.

**Address for sending PIDPI complaints:**

Secretary, Central Vigilance Commission,  
Satarkta Bhavan, Block-A,  
GPO Complex, INA, New Delhi - 110 023

**Resources:**

Link- [PIDPI Resolution and relevant Circulars](#)

Path- [www.cvc.gov.in](http://www.cvc.gov.in) > PIDPI/Whistle Blower Complaints



## Complaints under the Whistle Blower Policy

The BHEL has adopted a Whistle Blower Policy on 14.02.2014 to establish a mechanism for employees to report to management concerns about unethical behaviour, actual or suspected fraud or violation of Company's guidelines on conduct and ethics. It also aims to provide adequate safeguards against victimization of employees coming forward to report such matters.

The BHEL employees may make a complaint under the Whistle Blower Policy. The Policy guarantees non-revelation of identity of complainant employee and assures him protection against victimization for making a complaint. It also assures similar protection to other employees assisting investigation of such complaints or furnishing evidences during the course of investigation.

The complaints under this provision should be addressed to Chairman Audit Committee. The complaint sent under this policy should be secured and sealed and be superscribed as 'Complaint under Whistle Blower Policy'. The complainant should write his name and address either in the beginning of complaint, or at the end in a separate para, so that the same may be easily removed while handing over the complaint for examination. Even better way will be to write the

name and address on a separate paper annexed to the complaint. The complainant must ensure that he does not write any details in the text of complaint that may give an indication of or disclose his identity. He should also not send copy of complaint to anybody else, else his identity may get disclosed.

Such complaints are dealt with in the Company in accordance with the Policy.

**Address for sending Whistle Blower complaints:**

Chairman Audit Committee,  
C/o Company Secretary,  
Bharat Heavy Electricals Limited (BHEL),  
Siri fort, New Delhi-110049

**Resources:**

Link- [BHEL Whistle Blower Policy](#)

Path- [www.bhel.com](http://www.bhel.com)> Vigilance> Important Policies/ Circulars> BHEL Whistle Blower Policy



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**In case of any issue in filing complaint, feel free to contact :**

**Corporate Vigilance**  
**BHEL House, Siri Fort, New Delhi - 110049, India**  
**Contact No: +91-11- 66337006, E-mail: [cvo@bhel.in](mailto:cvo@bhel.in); [vigilance@bhel.in](mailto:vigilance@bhel.in)**

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