

No.C-31017/02/2018-Estt-I  
Government of India  
Department of Personnel & Training  
Staff Selection Commission (HQ)  
Block No.12, CGO Complex, Lodhi Road, New Delhi

Dated: 15<sup>th</sup> Oct, 2018

**OFFICE MEMORANDUM**

**Subject:-** Procedure for handling of complaints under Public Interest Disclosure and Protection of Informers (PIDPI) Resolution - reg

DoP&T vide its OM No. 371/4/2013-AVD-III dated 16.06.2014 has issued guidelines to handle complaints received under PIDPI Resolution in order to strengthen the Whistleblower mechanism in Ministries/Department.

2. In pursuance of the guidelines issued by DoP&T and CVC, the Commission has formulated guidelines (Annexure) for making/handling complaints under PIDPI Resolution to be followed by the complainant/Designated Authority i.e. CVO, SSC to receive the complaint or disclosure on any allegation of corruption and misuses of office by any officer of the Staff Selection Commission.

3. The complaints under PIDPI Resolution may be made to Designated Authorities (DA) whose details are available on the website of the Commission.

4. R&I Section or any other Section of the Commission is not to open the envelope super scribed "*Complaint under the Public Interest Disclosure*" and ensure that the same is handed over to the 'DA' immediately in sealed condition.

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(Zoya C.B.)  
Under Secretary to the Govt of India

**Copy To:-**

- i. PS to Chairman, SSC
- ii. PS to Member (P)/PA to Member (V)
- iii. Secretary-cum-CoE/Director (EDP)/Director (Admn)/ DS (SA)
- iv. All USs/SOs, SSC (HQ)
- v. Regional/Sub-Regional Offices –for compliance.

**Guidelines for General Public:-**

- i. The complaint should be in a **closed/secured envelope**.
- ii. The envelope should be addressed to Chief Vigilance Officer (CVO) and should be super scribed "**Complaint under the Public Interest Disclosure**". If the envelope is not super scribed and closed, it will not be possible for the Commission to protect the complainant under the above resolution and the complaint would be dealt with as per the normal complaint policy of DoP&T. 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.

**Guidelines for the Commission:-**

- i. The Commission has authorized Section Officer (Estt.I) to receive complaint under PIDPI on behalf of Chief Vigilance Officer i.e. CVO, SSC.
- ii. All envelopes super-scribed with "*Complaint under the Public Interest Disclosure*" would be opened by SO (Estt.I), so authorized, in presence of CVO, SSC.
- iii. The identity of the complainant would be confirmed by the SO (Estt.I) by writing a letter to him/her. Sample of the letter is at Annexure-I.
- iv. After the identity is confirmed, both, CVO and SO (Estt.I), will ensure that the identity of the complainant is removed from the body of the complaint and the dummy complaint given a number along with Central Registry diary number with which the original complaint can be traced back.

- v. The original complaint so made would be submitted to the CVO, SSC. The custody of the almirah will remain with the SO (Estt.I) and at no time that complaint can be accessed without proper authority from the CVO, SSC.
- vi. The dummy complaint so made would be submitted to the CVO who would take the decision whether the matter requires to be looked into further and report is to be called from any quarters. (*Separate files may be open for each complaint*).
- vii. While considering the complaints the CVO would take no action on complaints relating to **Administrative matters like recruitment, promotion, transfers and other related issues**. However, in case of serious complaints of irregularity in these matters, the same could be brought to the notice of the Head of Department i.e. Chairman, SSC for taking appropriate action.
- viii. In such cases where a decision has been taken to call for a report, a maximum limit of two weeks may be given. In case no reply is received within two weeks, a reminder should be sent at level of the CVO. If no reply is still received, the second reminder after two weeks should be sent at the level of the Secretary. If no reply is still received, the CVO may call for an explanation and recommend administrative action for deliberate delay.
- ix. On receipt of the report, the concerned SO in-charge will put up the matter to the CVO, SSC who shall investigate into the complaint and prepare an investigation report within two weeks.
- x. The CVO would submit the investigation report alongwith his recommendation to the Central Vigilance Commission for further direction.
- xi. Meanwhile, the CVO shall ensure that no punitive action is taken by any concerned Administrative Authority against any person on perceived reasons/suspicion of being “whistle-blower”.
- xii. Subsequent to the receipt of Commission’s directions to undertake any based on such complaints, the CVO has to follow up and confirm compliance of further action by the DA and keep the Commission informed of delay, if any.
- xiii. The SO (Estt.I) should maintain a separate list for the complaints received under the ‘PIDPI Resolution’ and enter the information in the computer system and monitor their progress periodically and put up the same to CVO every 2 weeks.
- xiv. Wherever the complainant has alleged victimization/harassment, the CVO should ensure that if the identity of the complainant somehow becomes known he/she should not be harassed/victimized by way of frequent transfers etc.

- xv. In case a complainant seeks protection and reports that his life is in danger, the CVO would examine the same and send his recommendation to the CVC to take up the matter with the Nodal Officers of respective States/UTs appointed by the Ministry of Home Affairs/State Governments for the purpose of providing security cover to whistle blowers.