



NEYVELI LIGNITE CORPORATION LIMITED
(A "Navratna" Govt. of India Enterprise)
P.O. NEYVELI-607 801, Cuddalore District, Tamil Nadu
(Regd. Office: 135 Periyar EVR High Road, Kilpauk, Chennai-600 010)
CORPORATE OFFICE: P & A DEPARTMENT
Fax- 04142-252 645 / 252646

Circular No.CORP/HR/Policy & Guidelines/CHS/2011

Dated 18.05.2011

Sub : NLC Ltd – Complaint Handling Policy - Reg.

Approval has been accorded by the Management to have a COMPLAINT HANDLING SYSTEM in NLC Ltd and accordingly a policy is devised as under for implementation which shall come into force with immediate effect.

COMPLAINT HANDLING POLICY

- 1.0. Complaint should be lodged by providing with reasonable details on the nature of complaints being preferred. Anonymous and Pseudonymous complaints will not be entertained as per the guidelines issued by CVC. The issues / points raised in the complaint should be specific and verifiable. The details of the complainants will be kept confidential. Any person filing false complaints will be dealt with as per rules.
- 2.0. Complaint may be on:
 - i. Demanding / accepting gratification by an employee of the corporation in respect of an official act.
 - ii. Abuse of position by an employee of NLC.
 - iii. Possession of disproportionate assets.
 - iv. Mis-appropriation / forgery or cheating or other similar criminal offense.
 - v. Favoritism / undue consideration shown by an employee in official dealing.
 - vi. Inordinate / unjustifiable delay in disposal of cases.
 - vii. Intentional neglect or damages done to the organization.
 - viii. Financial loss caused to the organization by any of not following proper procedure and right cause of action system lapses.

- ix. Any other complaints on an employee involving moral turpitude or financial irregularity.
- x. Complaints which do not fall under the above categories will be returned to the Units concerned for necessary action when received by Vigilance.

3.0. Complaints can be lodged by any one of the following methods:

- a. By sending a complaint to CVO through post or meet CVO or his Officer in person and handing over the complaint.
- b. Through e-mail – cvo.nlc@nlcindia.com.
- c. By using on-line complaint registration system on the Website at www.nlcindia.com (cvo.nlc@nlcindia.com).
- d. By dropping the complaints in Vigilance Complaint Boxes provided at various Units in NLC.
- e. Complaints without substance or details and or which are habitual complaints will not be entertained.

f. Postal Address:

Chief Vigilance Officer,
N.L.C. Limited,
J-26, J.N. Salai,
Block-8,
Neyveli 607 801.
Telephone: NLC – 70333
 BSNL – 04142 - 250 326
 BSNL – 04142 - 252 647
Fax: 04142 – 250 327
e-mail: cvo.nlc@nlcindia.com
Website: www.nlcindia.com

4.0. In accordance with the CVC guidelines, complaints received by Units / Divisions / Departments containing any element of alleged corruption, malpractices or misconducts etc. including the complaints enumerated in para 2.0 above to be forwarded to Vigilance Branch for determination for Vigilance angle. Complaints which do not fall under para 2.0 above, if received by Vigilance shall be returned / forwarded to the concerned Units.

- 5.0. The investigation of the complaint may logically end up with one or more of the following actions.
- i. Filing of complaint in case there is no merit or the complaint is vague or without verifiable facts.
 - ii. Preventive action in the form of bringing in systems improvement.
 - iii. Punitive actions like recovery and / or regular Departmental Disciplinary Action against concerned employees, blacklisting of contract agency and imposition of other penalties like debarring from future dealings with NLC, forfeiture of Security Deposit / Earnest Money Deposit etc. These actions will be taken in accordance with laid down rules and terms and conditions as applicable.
 - iv. Referring the complaint before or after enquiry to any other Competent Authority for further action.
- 6.0. Vigilance Branch has no jurisdiction over the organization of private individuals not having business dealing with NLC and the complaints against them will not be entertained.
- 7.0. Any modification / alteration in this Complaint Handling Policy will be issued by the CMD in consultation with the CVO in line with the CVC guidelines.


GENERAL MANAGER / HR

To

All Heads of Units / Branches / Offices
Copy to all HOHR
Copy to all Accounts Centers
Copy to ES / PS to CVO / FDs / CMD