

## *COMPLAINT HANDLING POLICY*

Paradip Port Authority (PPA), one of the major ports under MoPS&W, has adopted various measures to implement “Transparency in all walks of Governance”.

Vigilance Department of PPA is committed to investigation of genuine complaints in line with the guidelines issued by Central Vigilance Commission (CVC) from time to time.

Accordingly, online Complaint Management Portal has been developed for lodging online complaints.

General guidelines for lodging the complaints in the said portal are as under:

- ❖ Any individual or organization can access the portal for lodging their complaint having vigilance angle against PPA officials indulged in corrupt / wrong practices.
- ❖ The genuine signed complaint having vigilance angle and verifiable facts shall only be taken up for investigation.
- ❖ The complainant need to submit their detailed postal address and contact number, mail ID (optional) and copy of their any identity card issued by Central Govt. / State Govt. along with the complaint.
- ❖ The complainant will be required to authenticate their veracity prior to the investigation by Vigilance Department.
- ❖ Anonymous / pseudonymous complaints will not be entertained as per CVC guidelines.

- ❖ The complainant need to co-operate with Vigilance Department, PPA and may be asked to furnish any additional document (s) / material (s) / information, if any, during course of investigation for logical conclusion of their complaint.

For further information, please visit the following links:

**Complaint Handling Policy of CVC:**

[https://portal.cvc.gov.in/content/documents/chp\\_non\\_pidpi\\_complaints.pdf](https://portal.cvc.gov.in/content/documents/chp_non_pidpi_complaints.pdf)

**Handling of PIDPI complaints:**

[https://portal.cvc.gov.in/content/documents/chp\\_pidpi\\_complaints.pdf](https://portal.cvc.gov.in/content/documents/chp_pidpi_complaints.pdf)