



THE SINGARENI COLLIERIES COMPANY LIMITED

(A Government Company)

VIGILANCE DEPARTMENT

Complaint Handling Policy of SCCL Vigilance

The Vigilance Department of Singareni Collieries Company Limited (SCCL) having its Headquarters at Corporate Office, Kothagudem.. SCCL Vigilance is headed by Chief Vigilance Officer (CVO) who is aided by GM Vigilance and a team of Officers. SCCL Vigilance functions in accordance with CVC & State Vigilance Commission guidelines.

A. Jurisdiction of SCCL Vigilance

1. SCCL Vigilance deals with the complaint lodged against SCCL employees, its suppliers, contractors etc., and/or matter related to SCCL.
2. SCCL Vigilance has no jurisdiction over private individuals and Government/ other PSU officials/ other organizations.

B. Lodging of Complaint

1. Complaints should be lodged directly with CVO-SCCL Vigilance in writing and shall be sent by post on the postal address published in Vigilance Page on SCCL website www.scclmines.com.
2. Complaint should contain complete name, postal address, and mobile/ telephone number of the complainant.
3. Complaint should contain specific/factual details and verifiable information related to the matter.
4. All types of complaints, printed or photocopied, should be clearly legible.
5. Complaint(s) should preferably be lodged in typed or written form in English or Telugu language for facilitating early action thereon. Complaints not received in Telugu or English shall first be translated to either Telugu or English and then only further action will be taken.
6. Complaint should be signed by the Complainant (if not sent through email).
7. SCCL Vigilance deals with matters of corruption. Redressal of grievances will not be investigated/ dealt with.
8. The complainant should lodge complaint only on issues having corruption and which is not part of any litigation in any courts, tribunals, etc. Complaint about known sub-judice matter will be filed (no action taken).
9. Complainant must desist from making false complaint against employee (s) as prosecution can be initiated as per relevant laws. In case such complainant is an employee of SCCL, departmental action may also be considered against him/her as an alternative to prosecution.

10. Withdrawal of complaint is not permitted. Action once initiated, the complaint will be taken to its logical conclusion irrespective of the complainant's request for withdrawal of complaint.

11. Complaints that will not be entertained/ acted upon:

- a. That are not having Complete address and contact details
- b. That are made verbally/ orally.
- c. That have vague, sweeping, or unverifiable allegations.
- d. That are not addressed directly to CVO, SCCL or marked as a copy or addressed to multiple authorities.
- e. Those are sent on the e-mail ids/ WhatsApp of Vigilance officials
- f. That are anonymous /pseudonymous.
- g. That are illegible.
- h. That are a grievance in nature.
- i. That is sub-judice.

C. Action taken on complaint in SCCL Vigilance

1. All complaints received will be registered and SCCL Vigilance will ensure that the complaint is examined/ investigated and taken to its logical conclusion as per extant guidelines. Correspondence in the matter regarding the status /outcome of the enquiry will not be entertained.
2. Verification of the complainant will be undertaken for complaints taken up for investigation. In case confirmation is not received from the complainant, the complaint will be treated as a pseudonymous complaint and filed without further action in the matter.
3. Only specific issue(s) should be raised in the complaint. Further, complainants, while forwarding their complaints to SCCL-Vigilance, should mention details one by one in coherent manner so the same can be understood unambiguously.
4. The gist of allegations may be shared with the employee(s) whose name(s) appear(s) in the complaint or whose role emerge(s) during investigation of the complaint.
5. Complaint received under the "Public Interest Disclosure and Protection of Informer" resolution (PIDPI) or otherwise shall be investigated /dealt with as per the procedure.
6. The complaint having administrative issues will be forwarded to respective designated authority as applicable, for necessary action.

Chief Vigilance Officer, SCCL

Dt. 01.03.2025