

## **COMPLAINT HANDLING POLICY OF NMDC VIGILANCE**

The Vigilance department of NMDC Ltd. is spread across various projects of the Corporation having its Headquarters at NMDC, Corporate Office, Hyderabad. NMDC Vigilance is headed by Chief Vigilance Officer (CVO).

### **1. Jurisdiction of NMDC Vigilance**

- 1.1. Complaint can be lodged only against employees and/or matters of NMDC.
- 1.2. NMDC Vigilance has no jurisdiction over private individuals/organization.
- 1.3. NMDC Vigilance investigates issues concerning employees and/or matters of NMDC. With respect to issues of organizations other than NMDC, the complaint will not be considered.

### **2. Lodging of Complaint**

- 2.1. Complaint can be lodged through:
  - a) "Complaint Form" link available on vigilance tab of NMDC Website- [www.nmdc.co.in](http://www.nmdc.co.in)
  - b) Addressing a letter directly to CVO on postal address below:

**Chief Vigilance Officer**  
NMDC Limited,  
Khanij Bhavan, 10-3-311/A,  
Castle Hills, Masab Tank,  
Hyderabad- 500028, INDIA.

- 2.2. All complaints sent through letter should contain complete name and postal address (including mobile/telephone number, if any) of the sender with specific details/information of the matter and should be super-scribed with:

**"Confidential - To be opened by the addressee only"**

- 2.3. Complaint should either be lodged through complaint form link available on NMDC website or through letter addressed to CVO only. Complaint sent on any e-mail ID of NMDC Vigilance or marked as a copy to NMDC Vigilance (either to CVO or to any VO) will not be entertained or taken cognizance of by NMDC Vigilance.
- 2.4. No fee shall be chargeable for lodging complaints.
- 2.5. A complaint should preferably be lodged in typed or written form in English or Hindi language for facilitating early action thereon.
- 2.6. NMDC Vigilance may dismiss a complaint which does not meet the prescribed criteria.

### **3. Action taken on complaint in NMDC Vigilance**

- 3.1. As NMDC Vigilance handles only with matters of corruption, redressal of grievances should not be the focus of any complaint made to NMDC Vigilance.
- 3.2. Complaints must contain factual details, verifiable facts and other related matters. They should not be vague or contain sweeping general allegations. Such complaint which is vague and contains sweeping / unverifiable allegation shall not be considered for further action/investigation.
- 3.3. NMDC Vigilance does not entertain anonymous/pseudonymous complaint.
- 3.4. After registration of complaint and confirmation of veracity of the complainant (if required), further correspondence in the matter regarding the outcome of the complaint will not be entertained. However, NMDC Vigilance will ensure that the complaint is examined/investigated and action taken to its logical conclusion as per extant guidelines of CVC. Further, 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.
- 3.5. As regard to complaint received against tenders which are under process, it is clarified that while NMDC Vigilance would get the matter investigated, however, it would not interfere in the tendering process as such. The intention is not to stop the work in the organization.
- 3.6. Complaint having administrative issues will be forwarded to respective designated authority as applicable, for necessary action. Further, gist of allegations may be shared with the employee(s) whose name(s) appear(s) in the complaint.
- 3.7. Complaint covered under Integrity Pact (IP) will be forwarded to Independent External Monitors (IEMs) for further necessary action.
- 3.8. "Complaint under the Public Interest Disclosure" or "PIDPI" received from CVC is investigated /dealt as per the set procedure/instruction of CVC.
- 3.9. In case it is found that complaint is malicious, vexatious or false and the complaint has been filed with the intent to harass officials, suitable action including initiation of prosecution under Section 182 of Indian Penal Code, 1860 may be recommended against the complainant.

### **4. Complaint Under NMDC Whistle Blower Policy**

- 4.1. NMDC has its own Whistle Blower Policy, which is available on NMDC Website under Corporate Governance Tab.
- 4.2. All employees of NMDC who observe any unethical/corrupt practices or act and are willing to make "Protected Disclosures" against such, he/she may do so as per laid down procedure of the NMDC Whistle Blower Policy. Identity of the employee making protected disclosure would strictly be kept confidential.

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