



### Standard Operating Procedure

- The Standard Operating Procedure (SOP) is as follows, The Complainant needs to fill the required fields in the complaint form. (Fig a), by visiting Vigilance section under NMDC website.

**Fig A**

- The Complainant can upload up to 4 files of different formats as Supportive Documents during lodging of the complaint. (Fig B)

**Fig B**

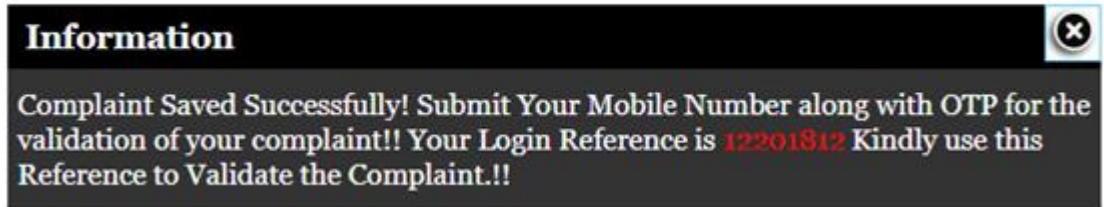
- Once the Complainant fills the details, he/she needs to save the complaint by clicking on the **save button**. (Fig C)

**Fig C**



- A reference number is generated as show in below figure D, the complainant needs to remember the reference number generated to validate the complaint.

### Complaint Form



**Fig D**

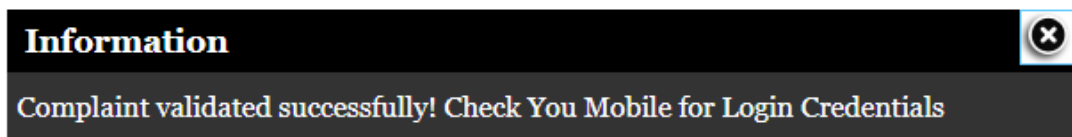
- The Complainant can validate the Complaint by entering the generated reference number, along with the mobile number with OTP received in his/her mobile to submit the complaint. (Fig E).

Validate Complaint	
Login Reference	<input type="text"/>
Mobile*	<input type="text"/> <span style="float: right;">Generate OTP</span>
Enter OTP*	<input type="text"/>
<input type="button" value="Submit"/>	

**Fig E**

- Once the complaint is validated, the login credentials are sent to the registered mobile number. (Fig F)

### Complaint Form



**Fig F**

- The Complainant can check the status of the complaint in the **status section** by using his/her login credentials.

### Complaint Status

**Fig G**



- The status Form looks like below Fig H, where the Complainant can check the complaint he/she has submitted along with supportive documents uploaded. The Complainant can further add details and also upload a file supportive document if necessary.

Complaint Status

<b>Complaint Status</b>	
<b>NMDC Limited</b>	
<b>Addressed to: CVO, NMDC Limited, Khanij Bhavan, 10-3-311/A, Castle Hills, Masab Tank, Hyderabad- 500028</b>	
Complaint Status	Acknowledged
Name of the Complainant	Test SOP
Mailing Address	Masab Tank
Telephone Number	Landline: NA Mobile: 9948021405
Email ID	abc@abc.com
Subject of Complaint	Testing
Complaint against Name	XYZ
Designation	Others
Company	NMDC Limited
Location	Others
Department	OTHERS
Details of the Complaint	This is test complaint
Supportive Documents	<a href="#">Download1</a> <a href="#">Download2</a> <a href="#">Download3</a> <a href="#">Download4</a> <a href="#">Download5</a>
Upload Last Supportive Document	<input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/>
<b>Add Further Details</b>	
Details	<div style="border: 1px solid black; height: 50px; width: 100%;"></div> <div style="text-align: center;"><input type="button" value="Add"/></div>
<a href="#">Details</a>	
<a href="#">Back</a>	

**Fig H.**

- The Complainant can also check the correspondence between Vigilance Department and self by clicking **Details**.
- The complainant will receive SMS alerts on his registered mobile whenever an action is taken by Vigilance Department.