GOA SHIPYARD LIMITED
HUMAN RESOURCES & ADMINISTRATION DEPARTMENT

CIRCULAR NO: 111
DATE: 17.08.2016

SUB : COMPLAINT HANDLING POLICY FOR GSL

The Complaint Handling policy for GSL is being promulgated with immediate effect as follows :-

1. Complaints whether signed or otherwise containing the following allegations received by any official of GSL or in any Departments of the company should be forwarded to the CVO, GSL :-

i) Bribery

ii) Possession of assets disproportionate to the known sources of income.

iii) Obtaining of any valuable item (goods or services) or pecuniary advantage by unjust/illegal/corrupt means by abuse of official position.

iv) Allegation of misappropriation, forgery, fraud or cheating or similar criminal offences.

v) Gross or wilful negligence.

vi) Recklessness in decision making.

vii) Blatant violation of systems and procedures.

viii) Exercise of discretion in excess of delegation of powers.

ix) Any undue/unjustified delay in the disposal of cases.

x) Allegations indicative of lack of integrity.

xi) Causing undue loss to the organisation and concomitant benefit to others or himself.

2. In all the above cases, the complaints received should be invariably forwarded to the CVO/Vigilance Dept for their further action /advice. Apart from complaints whether signed or otherwise, any report/instances of the allegations explained at Para No. 1 above, detected *prime facie* by whatever means or any oral complaint covering the above issues also needs to be forwarded/referred to the CVO/Vigilance Dept for their action/advice.

3. No other Department/Officer/Officials other than the Vigilance Dept. should look into the complaint or verify/investigate/cause any form of inquiry if they contain allegations of the nature enumerated at Para 1 above and also should ensure that they are forwarded to Vigilance Dept without any delay.

...Cont.2

4. In respect of all other complaints/Grievances like denial of promotions, service conditions, pay anomalies, all issues of IR nature, complaints of indiscipline, absenteeism and performance related issues, may be dealt with by the concerned Administrative Authority, as per Certified Standing Order, CDA or Grievance Redressal Procedure already in place at GSL.

5. Similarly, complaints from vendors/suppliers/contractors purely on non-sending of Tender Enquiries, some delay in settlement of bills, rejection of tenders etc (without any allegation of favouritism/corruption) may be dealt with as act on omission by the concerned Administrative Authority.

6. The concerned Department/Official as the case may be, is required to also forward the details of all such complaints listed at para (4) and (5) above to the Vigilance Dept. If found appropriate Vigilance Dept may call for details of such complaints to examine their disposal action.

7. In case where a complaint may contain allegations bearing Vigilance Angle as mentioned at Para 1 above, and also issues as enumerated at Para 4 above, the concerned Department/Official who is in receipt of such complaint should forward them to the Vigilance Dept and seek their advice before taking any action. Needless to state that in case of any doubt of deciding the Vigilance perspective or angle, all such complaints should be invariably referred to the CVO/Vigilance Dept for their advice through Darshak System else in the most transparent manner with audit trail.

8 HR department would act as the nodal point to forward a monthly report on the details of all complaints (as mentioned at Para 1 & Para 4 above) received by various Departments/Offices/ Officials to the CVO in the format prescribed at Annexure I.

9. All the Officers, Non-unionised category of Supervisors and Employees are requested to note the aforesaid provisions of Complaint Handling Policy and comply with the same. HR&A Department would consolidate the Complaints under Annexure-I and forward the same to CVO/ Vigilance Department for the previous month latest by fifth working day of each month.

10. This issues with the approval of Competent Authority.

CHIEF GENERAL MANAGER (HR & ADMIN.)
17/8/16

Encl.: Annexure-I

COMPLAINT HANDLING POLICY

Annexure - I

For the month of : _____

Department Name	Sl. No.	Date of Receipt of Complaint	Complaint received from	Nature of allegations (in brief)	Disposal details	
					Date of forwarding the Complaint to the Vigilance Dept	Remarks, if any