

## **Complaint Handling Policy of the Vigilance Division of SCI**

CVO, SCI acts as an extended arm of the Central Vigilance Commission (CVC) in all vigilance related matters pertaining to **The Shipping Corporation of India Ltd.** (SCI). The Vigilance Division of SCI is mandated under the Vigilance Manual of CVC to enquire or cause an enquiry into complaints against officials of The SCI wherein allegations of corruption are involved.

Vigilance complaints are those complaints in which vigilance angle is obvious in the following acts:

- a) Demanding and/or accepting gratification other than legal remuneration in respect of an official act or for using his influence with any other official.
- b) Obtaining valuable thing, without consideration or with inadequate consideration from a person with whom he has or is likely to have official dealings or his subordinates have official dealings or where he can exert influence.
- c) Obtaining for himself or for any other person any valuable thing or pecuniary advantage by corrupt or illegal means or by abusing his position as a public servant.
- d) Possession of assets disproportionate to his known sources of income.
- e) Cases of misappropriation, forgery or cheating or other similar criminal offences.

Briefly, the procedure for lodging vigilance complaints in SCI is given below:

- 1) Vigilance complaints pertaining to The Shipping Corporation of India Ltd. (SCI) can be lodged with Chief Vigilance Officer (CVO) of SCI by any employee of SCI/person(s)/vendor/contractor etc., who has/had dealings with any of the offices of SCI or general public. Vigilance complaints pertaining to SCI should be lodged to the CVO/SCI at the following address:

*Chief Vigilance Officer,  
The Shipping Corporation of India Ltd.  
Vigilance Division, 19<sup>th</sup> Floor, Shipping House,  
245, Madame Cama Road, Mumbai 400021  
Tel. No. 2277 2591; Fax: 2285 3461  
Email: [cvo@sci.co.in](mailto:cvo@sci.co.in)*

- 2) Complaints can be lodged by addressing the letter/email directly to the Chief Vigilance Officer (CVO) of SCI by giving the specific facts of the matter relating to corruption along with name and personal details, complete postal address (mobile/telephone number, if any), email id and copy of identity proof of the complainant. The complaints can also be lodged directly on SCI's website ([www.shipindia.com](http://www.shipindia.com)) along with name and personal details, complete postal address (mobile/telephone number, if any), email id and copy of identity proof of the complainant. Complaint should be signed by the complainant. The genuineness of complainant will be verified by sending a registered letter to the complainant at his/her postal address.
- 3) Complaint should be genuine and specific with adequate evidence and should be based on verifiable facts and it should be clearly legible. A complaint should preferably be lodged in typed or written form in English or Hindi language for facilitating early action thereon. No fee shall be chargeable for lodging complaints.
- 4) Normally one specific issue should be raised in one complaint. However, if more than one specific issues are there, it is better to raise the same in separate complaint.
- 5) Complaint should not be malicious, vexatious, frivolous, pseudonymous, anonymous, biased or based on any personal grievances. Such complaints will not be acted upon in the Vigilance Division and will be filed as per existing directives of CVC. Complainant should lodge complaints only regarding issues having vigilance angle and complaint should not part of any litigation in any courts, tribunals, etc., i.e. the matter should not be sub-judice.
- 6) Complaints received through email would be downloaded and printed and taken up for further action as above. The genuineness of complainant will be verified by sending a registered letter to the complainant at his/her postal address and copy of identity proof of the complainant (please refer Para 2 above).
- 7) After owning up the complaint by the complainant, the investigation will be carried out and based on the findings in the investigation; action will be initiated as per existing guidelines.

8) The complaints not falling under the jurisdiction of CVO, SCI and the complaints related to administration or sexual harassment will be forwarded to respective designated authority as applicable, for necessary action.

9) Complainants who want to keep their identity confidential should file complaint as a “Whistle-Blower” under the provision of “Public Interest Disclosure and Protection of Informers (PIDPI) Resolution-2004”. Complainants should familiarize themselves with the proper procedure of “PIDPI Resolution” regarding how to lodge a complaint to designated agency and related details as mentioned in the “Chapter-VI” of Central Vigilance Commission’s **“Comprehensive guidelines on Complaint Handling Mechanism” dated 24.12.2021**”. (Copy attached)

As per the provisions of “Public Interest Disclosure and Protection of Informers Resolution” dated 21.04.2004, Government of India has declared the Central Vigilance Commission as the “Designated Agency” to receive written complaints from Whistle Blowers for disclosure on any allegations of corruption or misuse of office and recommend appropriate action.

The Chief Vigilance Officer of Ministry of Port, Shipping & Waterways is also a “Designated Authority” to receive written complaint or disclosure on any allegation of corruption or misuse of office by any employee of The Shipping Corporation of India Ltd. under Ministry of Port, Shipping & Waterways.

For detailed guidelines and to lodge a complaint under PIDPI Resolution please follow the link below:

➤ <https://cvc.gov.in/?q=citizens-corner/whistle-blower-complaints>

10) If any employee of SCI wants to lodge the complaints about any unethical and improper practices or any wrongful conduct in the SCI and wants to keep his identity confidential, the same may done under the provision of **Whistle Blower Policy of SCI**.

Link for Whistle Blower Policy of SCI: <https://www.shipindia.com/page/policies>

11) Vigilance Division of SCI will follow Central Vigilance Commission’s “Comprehensive guidelines on Complaint Handling Mechanism” dated 24.12.2021 in handling of received complaints (copy attached).

\*\*\*\*\*