

सतर्कता जागरूकता सप्ताह Vigilance Awareness Week

29th OCTOBER 2018 - 3rd NOVEMBER 2018

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विषय / THEME

**ERADICATE CORRUPTION – BUILD A
NEW INDIA**



WHAT IS Corruption ?

Corruption is manifested in various forms such as bribery; nepotism; wilful action or wilful inaction to benefit someone or to deny benefit to someone known or unknown; favouritism; failure to follow laid down processes leading to unintended benefit to someone or denial of benefit to the deserving.

The challenge before us is to create an environment in which the honest can work fearlessly and the corrupt are punished promptly.



The vigilance activity is not to reduce but to enhance the level of managerial efficiency and effectiveness in the organisation.

Therefore, every loss caused to the organisation, either in pecuniary or non-pecuniary terms, need not necessarily become the subject matter of a vigilance inquiry.



WHAT IS A VIGILANCE ANGLE?

1. Demanding and/or accepting gratification other than legal remuneration in respect of an official act or for using his influence with any other official.

2. Obtaining valuable thing, without consideration or with inadequate consideration from a person with whom he has or likely to have official dealings or his subordinates have official dealings or where he can exert influence.



3. 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.

4. Possession of assets disproportionate to his known sources of income.

5. Cases of misappropriation, forgery or cheating or other similar criminal offences.



6. Any undue / unjustified delay in the disposal of a case, perceived after considering all relevant factors, would reinforce a conclusion as to the presence of vigilance angle in a case. (CVC Office Order No. 74/12/05 dated 21.12.2005)

7. If the person actuated corrupt motive, however, small the bribe may be. (CVC F.No.007/MISC/Legal/04(Pt.) Circular No. 39/11/07 dated 01.11.2007)



There are, however, other irregularities where circumstances will have to be weighed carefully to take a view whether the officer's integrity is in doubt.

Gross or wilful negligence; recklessness in decision making; blatant violations of systems and procedures; exercise of discretion in excess, where no ostensible public interest is evident etc.



Information about corruption and malpractices on the part of Public Servants may also be received from their subordinates or other Public Servants.

While normally a Public Servant is required to address communications through the proper official channel, there is no objection to entertaining direct complaints or communications giving information about corruption or other kinds of malpractices.



While genuine complainants should be afforded protection against harassment or victimisation, serious notice should be taken if a complaint is, after verification, found to be false and malicious. There should be no hesitation in taking severe Departmental action or launching criminal prosecution against such complainants.



What are the contact details of the Department of Administrative Reforms and Public Grievances?

**Department of Administrative Reforms and Public Grievances, 5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110001.
Website: www.darpg.gov.in Tele fax – 23741006**



Where can the grievances be sent?

The grievances can be sent to : a) The Department of Administrative Reforms and Public Grievances.

(DAR&PG) (<http://pgportal.gov.in>)

b) The Department of Pensions and Pensioners' Welfare.(DP&PW)

(<http://pgportal.gov.in/pension/>) The above nodal agencies receive grievances online through <http://pgportal.gov.in> as well as by post or by hand in person, from the public.



How do I lodge the grievance?

The grievances can be lodged online on pgportal.gov.in. In cases where internet facility is not available or even otherwise, the citizen is free to send her/his grievance by Post. There is no prescribed format. The grievance may be written on any plain sheet of paper or on a Postcard / Inland letter and addressed to the Department.



What happens when I lodge the grievance?

The grievance is acknowledged online or by post. A unique registration number is given to each grievance.



How do I track my grievance?

It may be tracked on the pgportal by clicking view status and entering the unique registration number



What happens to the grievances?

How are the grievances dealt with in Central Ministries/Departments? Every Central Ministry / Department has designated a Joint Secretary or a Director / Deputy Secretary, as its 'Director of Grievances'. He / She is the nodal officer for redress of grievances on work areas allocated to that particular Ministry / Department



After redress, can the grievance be re-opened for further correspondence about it having been closed without details etc.?

No. In such situations, the citizen will have to lodge a fresh grievance drawing reference to the closed grievance, and call for details. Sometimes, the details are sent by post and mentioned in the final report. The postal delivery may be awaited before lodging a fresh grievance.



What are the contact details of the Nodal Officers of Public Grievances in Ministries/Departments?

The list is accessible on the Department's website at www.darpg.nic.in and at www.pgportal.gov.in. In addition to this, it is also available in the Citizen's Charter of the Ministries/Departments hosted on their websites



What is the system of granting personal hearing on grievances?

Every Wednesday of the week has been earmarked for receiving and hearing of grievances by the Director of Public Grievances in person.



What are the types of grievances which are not taken up for redress by the Department?

(a). Subjudice cases or any matter concerning judgment given by any court. (b). Personal and family disputes. (c). RTI matters. (d). Anything that impacts upon territorial integrity of the country or friendly relations with other countries.



What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning Central Ministries/Departments/ Organizations?

The Department of Administrative Reforms & Public Grievances is the chief policy making, monitoring and coordinating Department for public grievances arising from the work of Ministries/Departments/Organizations of the Government of India.



The grievances received in the department are forwarded to the Ministries/Departments concerned. Redressal of grievances is done by respective Ministries/Departments in a decentralized manner. The Department periodically reviews the status of redressal of public grievances under CPGRAMS of Ministries/Departments for speedy disposal of grievances / complaints.



What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning State Government?

All grievances relating to State Governments / Union Territory Administrations and Government of NCT Region of Delhi, are sent to the State/ UT/ NCT Government concerned. Citizens may take up matter regarding pendency of their grievances directly with the State Government concerned also.



What is the time limit for redress of grievance?

Sixty (60) days. In case of delay an interim reply with reasons for delay is required to be given.



What action can be taken by me in case of non-redress of my grievance within the prescribed time?

You may take up the matter with the Director of Public Grievances of the Ministry/Department concerned whose details are available on the [pgportal](#).

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धन्यवाद

Thank You