

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण
(सड़क परिवहन और राजमार्ग मंत्रालय)
National Highways Authority of India
(Ministry of Road Transport and Highways)
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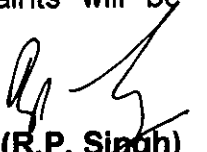
CIRCULAR

Sub.: Procedure for handling Anonymous/Pseudonymous Complaints.

It has been observed that a substantial number of Anonymous/Pseudonymous Complaints are received in Authority and most of such complaints are either by disgruntled elements or have wild allegations mostly without any substantive facts. The investigation of such complaints results into diversion of resources delaying investigation of complaints from the genuine complainants. The Central Vigilance Commission has also issued certain guidelines for handling Anonymous/ Pseudonymous Complaints.

Accordingly, keeping in view the CVC guidelines and to discourage fictitious complainants, following procedure shall be adopted for handling Anonymous/ Pseudonymous Complaints received in NHA henceforth:

1. All complaints of Anonymous/Pseudonymous nature received at various levels i.e. Chairman, Members and CGMs shall be destroyed forthwith.
2. Many a times, more particularly at the times of promotions of individuals, inflow of such Anonymous/Pseudonymous complaints by disgruntled elements increases unexpectedly to blackmail honest officials. No action will be taken against such complaints in accordance with the CVC guidelines and CVO shall make efforts to find out origin of such Anonymous/Pseudonymous complaints so that if warranted, action can be taken against these negative elements.
3. N.H.A.I is also keen to entertain the genuine complainants who on account of fear do not wish to disclose their identities. These complaints should be submitted in accordance with the guidelines contained in the resolution on "Public Interest Disclosure and Protection of Informer (PIDPI)" of Govt. of India. Such complainants should give his/her name and address in the beginning or end of complaints and the envelope should be addressed to C.V.O., NHA and superscribed "**Complaint under the Public Interest Disclosure**". Confidentiality of such complaints will be maintained in NHA.


(R.P. Singh)
Chairman

To,
All Officers and Staff at HQs
All ZOs/ROs/SLOs/PIUs/CMUs/SPVs