

## LODGING OF COMPLAINTS

Complaints regarding irregularities in BCCL, bungling of Company's money, involvement of Employees of BCCL in corruption etc may be sent to Chief Vigilance Officer, Bharat Coking Coal Limited, Koyla Bhawan, Dhanbad, Jharkhand either by post or by e-mail on e-mail ID mentioned below.

### GUIDELINES FOR LODGING COMPLAINTS

#### Read it carefully before lodging a complaint

- Complaint can be lodged only against employees belonging to the Bharat Coking Coal Limited, Dhanbad.
- Redressal of grievances should not be focus of complainants.
- While complaints against tenders may be investigated, it could not interfere in the tender process.
- Anonymous | Pseudonymous complaint will not be entertained.
- The complainant should give his contact details including complete postal address failing which such complaints shall be treated as pseudonymous and shall be dealt accordingly.
- Complaints must be brief and contain factual details, verifiable facts and related matters. They should not be vague or contain sweeping general allegations.
- Further correspondence will not be entertained. However, it will be ensured that complaints are investigated and taken to their logical conclusion.
- Complaints are meant to results in preventive action against any public servants. Relief to the complainant is only incidental to Vigilance action. Redressal of grievances should not be the focus of the complaints.
- In case it is found that complaint was false which has caused harassment to employees, action may be taken against the complainant.
- The complaint having vigilance angle shall only be examined. The vigilance angle comprises of misuse of official position, demand and acceptance of illegal gratification, cases of misappropriation | forgery or cheating, gross and willful negligence, blatant violation of laid down systems and procedures, reckless exercise of discretion, delay in processing the case, etc.
- The complaint having other than vigilance angle will be either be filed or will be referred to the concerned department of BCCL.

For lodging a complaint, mail at [cvo@bccl.gov.in](mailto:cvo@bccl.gov.in)

The complaints may also be sent by post at the following address :

Chief Vigilance Officer,  
Bharat Coking Coal Limited,  
Koyla Bhawan, Level-5,  
P.O.-BCCL Township,  
Dhanbad-826 005.  
(Jharkhand)

Phone :0326 – 2230171

Fax :0326 – 2230173