OFFICE MEMORANDUM

Subject:- Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to say that instructions regarding dealing with anonymous and pseudonymous complaints were issued vide this Department's Office Memorandum of even number dated 18.10.2013 and subsequently clarified vide Office Memorandum of even number dated 18.6.2014.

2. A copy each of the aforesaid Office Memoranda are enclosed herewith. The instructions contained therein are reiterated and all Ministries/Departments are requested to follow the same while handling complaints received in their respective Ministry/Department.

(Aditya Kumar Jain)
Director

1. All Ministries/Departments as per standard circulation list
2. Secretary, CVC
3. All Desks/Sections of DOP&T
4. Guard File
5. NIC, DOP&T Cell for placing a copy of this OM on the website of this Department.
No. 104/76/2011-AVD.I
Government of India
Ministry of Personnel & Public Grievances & Pensions
(Department of Personnel & Training)

New Delhi, Dated October 18, 2013

OFFICE MEMORANDUM

Subject: Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to say that the instructions regarding dealing with anonymous and pseudonymous complaints as contained in this Department's OM No. 321/4/91-AVD.III, dated 29th September, 1992 and as reiterated vide DOP&T's OM No. 371/38/97-AVD.III, dated 3/11/1997, being at variance with instructions issued by CVC in this regard vide circular No.3(V)/99/2 dated 29th June, 1999, No. 98/DSP/9, dated 31st January, 2002 and 11th October, 2002, had been receiving the attention of the Government for the past some time.

2. The matter was examined afresh in consultation with the Central Vigilance Commission. Subsequent to the Public Interest Disclosure & Protection of Informers' Resolution - 2004 (PIDP), the Commission has created a mechanism for handling complaints where identity of the complainant is kept secret and the complainant is provided protection. This has been endorsed and operationalized by the Central Government with the approval of the competent authority.

3. In view of the fact that complainants who desire to protect their identity now have the protection of the Public Interest Disclosure & Protection of Informers' Resolution - 2004 (PIDP), the following procedure is laid down for handling anonymous and pseudonymous complaints, in supersession of instructions contained in DoP&T's OM No. 321/4/91-AVD.III dated 29th September, 1992:

   (i) No action is required to be taken on anonymous complaints, irrespective of the nature of allegations and such complaints need to be simply filed.

   (ii) Complaints containing vague allegations could also be filed without verification of identity of the complainant.
(iii) If a complaint contains verifiable allegations, the administrative Ministry/Department may take cognizance of such complaint with the approval of the competent authority to be designated by the Ministry/Department as per their distribution of work. In such cases, the complaint will be first sent to the complainant for owning/disowning, as the case may be. If no response is received from the complainant within 15 days of sending the complaint, a reminder will be sent. After waiting for 15 days after sending the reminder, if still nothing is heard, the said complaint may be filed as pseudonymous by the Ministry/Department.

4. Instructions contained in para-3 above would also be applicable (with appropriate competent authority to be designated under para 3 (iii) above) for dealing with complaints against Secretaries to the Government of India or Chief Executives / CMDs / Functional Director of PSEs/PSBs/FIs, which will continue to be referred to the Cabinet Secretariat for placing before the Group of Secretaries headed by the Cabinet Secretary/Secretary (Coordination) in the Cabinet Secretariat, as the case may be, as per procedure given in Department's OM No. 104/100/2009-AVD.I, dated 14/1/2010 and DPE's OM No. 15(1)/2010-DPE(GM), dated 11/3/2010, as amended from time to time.

(G. Srinivasan)

Under Secretary to the Government of India

To,

1. All Ministries/Departments as per standard circulation list
2. Secretary, Central Vigilance Commission
3. Department of Public Enterprises
4. All Desks/Sections of DOP&T
5. Guard File
6. NIC, DOP&T Cell for placing a copy of this OM on the website of the Ministry.
No. 104/76/2011-AVD.1
Government of India
Ministry of Personnel, Public Grievances & Pension
Department of Personnel & Training

New Delhi, the 18th June, 2014.

Office Memorandum

Subject:- Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to refer to this Department’s O.M. of even number dated 18.10.2013 on the above subject and to say that the Ministries/Departments of the Government of India have been seeking clarifications from this Department on operation of the aforesaid O.M. The matter has been considered and it is clarified as under:-

(i) ‘Anonymous complaints’ are such complaints which do not carry both, name and address of the complainant and need to be dealt with in terms of para 3 (i) of the DOP&T O.M. dated 18.10.2013 referred to in para 1 above, irrespective of the nature of allegations.

(ii) The complaints other than anonymous complaints which contain vague allegations need to be dealt with in terms of para 3 (ii) of the DOP&T O.M. dated 18.10.2013 referred to in sub- para (i) above.

(iii) The complaints which contain verifiable allegations and are not anonymous, need to be dealt with in terms of para 3 (iii) of the DOP&T O.M. dated 18.0.2013 referred to in para 1 above.

(Signature)

(G.Srinivasan)
Under Secretary to the Govt. of India

1. All Ministries/Departments as per standard circulation list.
2. Secretary, Central Vigilance Commission, New Delhi.
3. Department of Public Enterprises.
4. All Desks/Sections of DOP&T.
5. Guard File.
6. NIC, DOP&T Cell for placing a copy of this OM on the website of the Ministry.
No. 371/4/2013-AVD-III
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel and Training
North Block New Delhi
Dated the 16th June, 2014

OFFICE MEMORANDUM

Subject: Amendment of Government of India’s Resolution No. 89 published in the Gazette of India Part I Section 1, Extraordinary dated 21st April, 2004(read with corrigendum dated 29th April, 2004) commonly known as the Public Interest Disclosure and Protection of Informers (PIDPI) Resolution-regarding

In continuation of this Department’s OM of even No. dated 3rd September, 2013 on the above subject, the undersigned is directed to enclose herewith a copy of Procedure for handling of complaints under Public Interest Disclosure and Protection of Informers (PIDPI) Resolution to be followed by the Chief Vigilance Officers of the Ministries/Departments of the Government of India who have been authorized as the Designated Authority to receive written complaint or disclosure on any allegation of corruption or misuse of office by or under any Central Act, Government companies, societies or local authorities owned or controlled by the Central Government and falling under the jurisdiction of that Ministry or the Department.

2. The CVOs in the Ministries or Department, either on the application of the complainant or on the basis of the information gathered, is of the opinion that either the complainant or the witnesses need protection, they shall take up the matter with the Central Vigilance Commission (CVC), of issuing appropriate directions to the authorities concerned.

3. It is requested to give wide publicity to the Procedure for handling of complaints under PIDPI Resolution by placing it along with the name and designation of the designated authorities on the website of Ministries as well as of the organizations under the Ministries. A copy of the PIDPI Resolution No. 89 dated 21st April, 2004 and Amendment Resolution No. 190 dated 29.8.2013 is also enclosed

Encl: As above.

(M.M. Maurya)
Under Secretary to the Government of India
Tel. No. 23094541

To,
CVOs in the Ministries/Departments of the Government of India.
(By name as per enclosed list)
Copy for information to:

1. All the Ministries/Departments of the Government of India.
2. The Cabinet Secretariat, New Delhi.
3. The Secretary, Central Vigilance Commission, Satarkata Bhavan, New Delhi. It is requested that the content of this OM may be uploaded on the website of the Commission and wide publicity may be given. The CVOs of the Ministries/Departments may also be addressed by the Commission.
4. PS to Hon’ble MOS(PP), PPS to Secretary(P)/EO&AS/AS(S&V), DOPT.
5. The CVO, Department of Personnel and Training, New Delhi.
6. NIC, DoP&T for uploading on DoP&T website.
7. Order folder/Guard file.
To,

Sir,

Please refer to your complaint dated ................ received in this Ministry/Department on ................. under "Public Interest Disclosure & Protection of Informer Resolution (PIDPI)".

2. As per policy, a complainant is required to confirm that he/she has actually sent the said complaint to the Ministry/Department. You are, therefore, requested to confirm within 30 days of receipt of this letter, that you have sent the above-mentioned complaint.

3. You are also requested to furnish a certificate to the Ministry/Department as per format enclosed that you have not made similar/identical allegations of corruption/misuse of office to any other authorities to qualify as a ‘Whistle Blower’ complainant.

4. The reply may be addressed to the undersigned by name.

Yours faithfully,

Under Secretary

Encl: Certificate.
CERTIFICATE

It is certified that I have not made similar/identical allegation of corruption/misuse of office to any other authorities to qualify as a Whistle Blower complainant.

Signature ..............................................................

Name of the Complainant ...........................................

Address .................................................................

---
Procedure for handling of complaints under the Public Interest Disclosure and Protection of Informers (PIDPI) Resolution dated 21.4.2004 to be followed by the designation authority (CVOs or Ministries/Departments).

<p>| | |</p>
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<tbody>
<tr>
<td>1.</td>
<td>The ‘Designated Authority’ shall authorize an officer not below the level of Section Officer (SO) for receiving complaints under the PIDPI Resolution.</td>
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<tr>
<td>2.</td>
<td>All envelopes super-scribed with 'Complaint under The Public Interest Disclosure' will be opened by the SO/In-charge, so authorized, in presence of the ‘Designated Authority’.</td>
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<tr>
<td>3.</td>
<td>The identity of the complainant would be confirmed by the SO/In-charge by writing a letter to him/her. Sample of the letter is at Annexure-I.</td>
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<td>4.</td>
<td>After the identity is confirmed, both, ‘Designated Authority’ and the SO/In-charge, will ensure that the identity of the complainant is removed from the body of the complaint and the dummy complaint given a number along with central registry diary number with which the original complaint can be traced back.</td>
</tr>
<tr>
<td>5.</td>
<td>The original complaint would be kept in a safe/almirah. The custody of the almira will remain with the concerned Section Officer and at no time that complaint can be accessed without proper authority from the ‘Designated Authority’.</td>
</tr>
<tr>
<td>6.</td>
<td>The dummy complaint so made would be submitted to the ‘Designated Authority’ who would take the decision whether the matter requires to be looked into further and report is to be called in the matter from any quarters. (Separate files may be open for each complaint)</td>
</tr>
<tr>
<td>7.</td>
<td>While considering the complaints the ‘Designated Authority’ would take no action on complaints relating to administrative matters like recruitment, promotion transfers and other related issues. However, in case of serious complaints of irregularity in these matters, the same could be brought to the notice of the Secretary/Head of the organization for taking appropriate action.</td>
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<tr>
<td>8.</td>
<td>In such cases where a decision has been taken to call for a report, a maximum time limit of 2 weeks may be given. In no case is received within two weeks, a reminder should be sent at the level of the “Designated Authority”. If no reply is still received, the second reminder</td>
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<td>9.</td>
<td>On receipt of the report, the concerned SO/In-charge will put up the matter to the ‘Designated Authority’ who shall investigated into the complaint and prepare an investigation report within two weeks.</td>
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<tr>
<td>10.</td>
<td>The “Designated Authority” would submit the investigation report along with his recommendation to the Central Vigilance Commission for further direction.</td>
</tr>
<tr>
<td>11.</td>
<td>Meanwhile, the “Designated Authority” shall ensure that no punitive action is taken by any concerned Administrative authority against any person on perceived reasons/suspicion of being “whistle blower”.</td>
</tr>
<tr>
<td>12.</td>
<td>Subsequent to the receipt of Commission’s directions to undertake any disciplinary action based on such complaints, the CVO has to follow up and confirm compliance of further action by the DA and keep the Commission informed of delay, if any.</td>
</tr>
<tr>
<td>13.</td>
<td>The Section Officer/In-charge should maintain a separate list for the complaints received under the ‘PIDPI Resolution’ and enter the information in the computer system and monitor their progress periodically and put up the same to the ‘Designated Authority’ every 2 weeks.</td>
</tr>
<tr>
<td>14.</td>
<td>Wherever the complainant has alleged victimization/harassment the ‘Designated Authority’ should ensure that if the identity of the complainant somehow becomes known he/she should not be harassed/ victimized by way of frequent transfers etc.</td>
</tr>
<tr>
<td>15.</td>
<td>In case a complainant seeks protection and reports that his life is in danger, the ‘Designated Authority’ would examine the same and send his recommendation to the CVC to take up the matter with the Nodal Officers of respective States/UTs appointed by the Ministry of Home Affairs/State Governments for the purpose of providing security cover to the whistle blowers.</td>
</tr>
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MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(\Department of Personnel and Training)
CORRIGENDUM
New Delhi, the 29th April, 2004

No. 371/12/2002-AVD.III—In partial modification of the Government of India's Resolution No. 89, published in the Gazette of India Part I Section 1, Extraordinary dated 21st April, 2004, the following modifications are made in the opening para and para 2 of the said Resolution:

(i) The opening para of the Resolution is substituted as:

"Whereas while hearing Writ Petition (C) No. 539/2003 regarding the murder of Shri Satyendra Dubey, the question of a suitable machinery for acting on complaints from 'whistle-blowers' arose "

(ii) In para 2 the word "designated" is substituted as "designated".

Smt. MANJULIKA GAUTAM, Addl. Secy.
भारत का राजपत्र

The Gazette of India

सं. 190] पृ. 191, दूरस्थि, अगस्त 29, 2013/भाग 7, 1935
No. 190] NEW DELHI, THURSDAY, AUGUST 29, 2013/BHADRA 7, 1935

भाविक, लोक नियामक तथा पैशाची परम्परा
(कानून और प्रमाण प्रणाली)

राजदर, 14 अगस्त, 2013

सं. 371/4/2013/एक्सी-III—भारत के अधिगृह सचिव, पार्र. 1, राज. 1 में प्रकाशित लोकाधिकार प्रकार तथा मुख्यविभागों
की सुधार के अंतर्गत नियामक प्रणाली की अन्तर्गत नियामक प्रणाली का उद्देश्य कंपनियों, संस्थाओं और समूहों
की लाभाधिकारियों का संरक्षण व लाभाधिकारियों के मुद्दों पर नियामक प्रणाली का प्रभाव निर्धारित करना, इस
संसद के संस्करण संख्या 371/12/2002/एक्सी-III निकाय 21 अगस्त, 2004 में निर्मितिक निर्देश दिए गए हैं, अनुवाद—

उक्त संसद के—

(1) पृ. 2, 3, 4, 5, 6, 8, 9, 10 एवं 11 में शब्द “मूलता
नियमावली” जहाँ कहीं भी प्रयोग में आए हों, को क्रूरता-
“मूलता नियामक अथवा मूलता नियामक प्रणाली” संरक्षण पर
प्रभावित किया जाएगा;

(2) पृ. 1 में सब “प्रकाशिका में निर्धारित संरक्षण तथा प्रभावित संरक्षण
नियामक तथा प्रभावित संरक्षण नियामक प्रणाली” का लोकाधिकार
करनी होगी;

(3) पृ. 1 के बाद क्रूरतात्मक पृ. 1 के बाद
निर्धारित संरक्षण तथा प्रभावित संरक्षण नियामक प्रणाली का
संरक्षण करनी होगी, अनुवाद—

"कानून, भारत संसद के मंत्रालय अथवा नियामकों के मुद्दों
लाभाधिकारियों को, उस मंत्रालय या नियामक, क्रूरता
को क्रूरतात्मक अभिव्यक्तियों के द्वारा हो या इसके मूलता स्थापित किये
नियाम अथवा नियामक संसद के स्वतंत्र अथवा नियामकीय
लाभाधिकारियों की संरक्षण कंपनियों, संस्थाओं अथवा समूहों
नियामक प्रणाली के उस मंत्रालय या नियामक संसद के स्वतंत्र
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संरक्षण कंपनियों या नियामक अथवा
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संरक्षण कंपनियों, संस्थाओं अथवा समूहों
नियामक प्रणाली के उस मंत्रालय या नियामक संसद के स्वतंत्र
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नियामक अथवा नियामक संसद के स्वतंत्र
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(Department of Personnel and Training)

RESOLUTION

New Delhi, the 21st April, 2004

No. 371/12/2002-AVD-III.—Whereas while hearing Writ Petition (C) No. 539/2003 regarding the matter of Shri Satyendra Dubey, the Supreme Court desired that pending enactment of a suitable legislation, suitable machinery should be put in place for acting on complaints from “whistle-blowers”.

And whereas the ‘The Public Interest Disclosure and Protection of Informers’ Bill, 2002, drafted by the Law Commission is under examination.

Now, therefore, the Central Government hereby resolves as under:

1. The Central Vigilance Commission (CVC) is hereby authorized, as the Designated Agency, to receive written complaints or disclosure on any allegation of corruption or of mis-use of office by any employee of the Central Government or of any corporation established by or under any Central Act, Government companies, societies or local authorities owned or controlled by the Central Government. The disclosure or complaint shall contain as full particulars as possible and shall be accompanied by supporting documents or other material.

2. The designated agency may, if it deems fit call for further information or particulars from the persons making the disclosure. If the complaint is anonymous, the designated agency shall not take any action in the matter.

3. Notwithstanding anything contained in the Official Secrets Act, 1923, any public servant other than those referred to clauses (a) to (d) of Article 33 of the Constitution or any other person including any non-governmental organisation, may make a written disclosure to the designated agency.

4. If the complaint is accompanied by particulars of the person making the complaint, the designated agency shall take the following steps:

(i) The designated agency will ascertain from the complainant whether he was the person who made the complaint or not.

(ii) The identity of the complainant will not be revealed unless the complainant himself has made the details of the complaint either public or disclosed his identity to any other office or authority.

(iii) After concealing the identity of the complainant, the designated agency shall make, in the first instance, discreet inquiries to ascertain if there is any basis of proceeding further with the complaint. For this purpose, the designated agency shall devise an appropriate machinery.

(iv) Either as a result of the discreet inquiry, or on the basis of the complaint itself without any inquiry, if the designated agency is of the opinion that the matter requires to be investigated further, the designated agency shall officially seek comments or explanation from the Head of the Department of the concerned organisation or office. While doing so, the designated agency shall not disclose the identity of the informant and also shall request the concerned Head of the organisation to keep the identity of the informant secret, if for any reason, the concerned Head comes to know the identity.

(v) After obtaining the response of the concerned organisation, if the designated agency is of the opinion that the investigations reveal either mis-use of office or substantiate allegations of corruption, the designated agency shall recommend appropriate action to the concerned Government Department or Organization. These shall, inter alia, include following:

(a) Appropriate proceedings to be initiated against the concerned Government servant.

(b) Appropriate administrative steps for redressing the loss caused to the Government as a result of the corrupt act or mis-use of office, as the case may be.

(c) Recommend to the appropriate authority/agency initiation of criminal proceedings in suitable cases, if warranted by the facts and circumstances of the case.

(d) Recommend taking of corrective measures to prevent recurrence of such events in future.
5. For the purpose of making discreet inquiry or obtaining information from the concerned organisation, the designated agency shall be authorized to call upon the CBI or the police authorities, as considered necessary, to render all assistance to complete the investigation pursuant to the complaint received.

6. If any person is aggrieved by any action on the ground that he is being victimized due to the fact that he had filed a complaint or disclosure, he may file an application before the designated agency seeking redress in the matter, who shall take such action, as deemed fit. The designated agency may give suitable directions to the concerned public servant or the public authority as the case may be.

7. Either on the application of the complainant, or on the basis of the information gathered, if the designated agency is of the opinion that either the complainant or the witnesses need protection, the designated agency shall issue appropriate directions to the concerned Government authorities.

8. The machinery evolved herein shall be in addition to the existing mechanisms in place. However, secrecy of identity shall be observed, only if the complaint is received under this machinery.

9. In case the designated agency finds the complaint to be motivated or vexatious, the designated agency shall be at liberty to take appropriate steps.

10. The designated agency shall not entertain or inquire into any disclosure:

   (a) in respect of which a formal and public inquiry has been ordered under the Public Servants Inquiries Act, 1850, or

   (b) in respect of a matter which has been referred for inquiry under the Commissions of Inquiry Act, 1952.

11. In the event of the identity of the informant being disclosed in spite of the designated agency’s directions to the contrary, the designated agency is authorized to initiate appropriate action as per extant regulations against the person or agency making such disclosure.

12. The machinery created herein shall operate till Parliament passes a law on the subject.

SMT. MANJULIKA GAUTAM, Addl. Secy.
फ़ोटो सौंदर्य संगठन एवं पर्यावरण मंत्रालय
(फ़ोटो सौंदर्यसम्बन्धी प्राधिकरण)
संकाय
गांव दिल्ली, 28 अक्टूबर, 2004

सं. 371/2002-ए.भ.सी.—III—जबकि सर्वोच्च न्यायालय ने जी सर्वोच्च दुनिया की हर के संबंध में रिपुर्बन का (ती.) संख्या-539/2003 को सुनवाई दर्ज करने पर सभी पर्यावरण के लिए उपयुक्त विधि के बजाए जाने तक "पर्यावरण एवं प्रदूषण हार्मोनिया" (सिलेंट प्रदूषण) के प्राथमिक नियमों पर कारायम्य दिया जाने के लिए उपयुक्त तत्कालीन विधि को एक।

पर निरूपित स्थिति एवं आयोग द्वारा वैध की एवं लोकिकता प्रक्रियाकर्तव्य एवं गृहस्थान संरक्षण विधेयक, 2022 का जारी—प्रकाशित चल रही है।

अनुदेश, केन्द्र सरकार इत्यादि निर्धारित संस्थानों से निम्नलिखित है:—

1. केंद्रीय सरकार के इन्हें ह्यूमन राष्ट्र के लिए अथवा अन्य जीवित अधिभाषण के द्वारा अथवा इसके महत्वपूर्ण व्यक्तिगत किसी भी लेखिका, केन्द्र सरकार के महत्वपूर्ण कार्यालय या अन्य इसके द्वारा निर्धारित संस्थानों के लिए लेखिका कर सकते हैं। स्पष्टतः यह अथवा अन्य यह प्रक्रिया के द्वारा अथवा इसके द्वारा किसी भी कार्यालय के संरक्षण संरक्षण द्वारा लेखिका कर सकते हैं। प्रक्रियात्मक अथवा विधेयक में प्रावधान रीति में विस्तारित किया गया है।

2. गृहस्थानीय अधिभाषण यहाँ दिशा रूप दिया है कि वह प्रक्रियात्मक दृष्टि में अथवा जनावरी की अन्य विभिन्न विधि अथवा रूप से सक्षम।

3. सरकारी या राज्यीय अधिनियम, 1923 में सरकारी या राज्यीय अधिनियम के अनुसार नाइट 33 के खंड (क) के (9) में संदर्भित अधिनियम द्वारा विनियम के बिना रोक से रोक से अथवा किसी भी संरक्षण संरक्षण दिन के अथवा अथवा अथवा मान्यता अधिभाषण के लिए लेखिका कर सकते हैं।

4. प्रक्रियात्मक संस्थानों में लिखित कार्यालय का आयोगी दिया है तथा गृहस्थानीय अधिभाषण निर्धारित करने का उद्देश्य है।

(1) मान्यता अधिभाषण संस्थानों से यह प्रक्रिया में ऐसे हो कि लेखिका की प्रक्रिया को अपना प्रयोग कर सकते हैं।

(2) हालांकि संरक्षण संरक्षण का अभिप्राय नहीं है कि लेखिका का अभिप्राय का अपने प्रयोग कर सकते हैं।

1305/01/2004
(vii) सामर्थ्यान्वयन का उपलब्धि प्राप्त होने के बाद यदि मनोनीत अधिकारक का यह नया होता है कि अन्तर्भाषण से पद के उन्निवरण अथवा अभियोग अथवा उसके अन्य हालाओं का पीछा किया जाता है तो मनोनीत अधिकारक समर्पित सरकारी विभाग अथवा सरकारी गोपनीयता का उपनुवा कार्यालय का वांछित किया जाएगा। इसी प्रकार उन्हें अन्य किसी राष्ट्रीय अवधारणा का पता पाना को चलता है तथा वह गोपनीयता का पता पाने की अनुमति प्रदान करेगा।

(क) सरकारी सर्वेक्षण के द्वितीय प्रवेशान्वयनों का अनुसार उपनुवा कार्यालयों में शुल्क कमाए जा सकते हैं।

(ख) प्रथमता, अन्यतम या पूर्वकालिक या प्रति वर्ष के अनुसार, सरकारी कार्यालयों में निकटता के लिए उपयुक्त प्राथमिक कार्यालय दिया जाएगा।

(ग) सामान्य नियमों के अनुसार, यदि यह नया होता है कि अन्तर्भाषण के कारण अथवा अन्य किसी हालाओं के कारण, सरकारी कार्यालयों में निकटता के लिए उपयुक्त प्राथमिक कार्यालय दिया जाएगा।

(घ) अन्यतम नियमों के अनुसार, सरकारी कार्यालयों में निकटता के लिए उपयुक्त प्राथमिक कार्यालय दिया जाएगा।

5. पूर्व वाहन-विद्युत कार्यालयों का सामर्थ्यान्वयन सरकारी प्राधिकृत कार्यालय के गोपनीयता अधिकारक को राज्य सरकार के अनुसार अन्तर्भाषण अथवा अभियोग अथवा सदृश अथवा सरकारी विभाग अथवा उपनुवा कार्यालय का उपनुवा अधिकारक को सहायता प्रदान करेगा।

6. यदि कोई प्रत्यक्ष विवाद के रूप में इस आधार पर अपनी हृदय पर चिन्हित किया जा रहा है कि उसी पद के अधिकारक का पता पाना होता है तो वह इस पद के अधिकारक का पता पाने के लिए उपयुक्त प्राथमिक कार्यालय में निकटता के लिए उपयुक्त प्राथमिक कार्यालय दिया जाएगा।

7. प्रत्येक कार्यालय के अन्तर्भाषण के अनुसार कार्यालयों का निकटता का पता पाने के लिए उपयुक्त प्राथमिक कार्यालय दिया जाएगा।

8. यदि कोई नया अधिकारक का पता पाना के लिए उपयुक्त प्राथमिक कार्यालय का पता नहीं होता है तो उपनुवा कार्यालय उपनुवा कार्यालय को उपनुवा कार्यालय में निकटता के लिए उपयुक्त प्राथमिक कार्यालय दिया जाएगा।

9. मनोनीत अधिकारक का उपयुक्त प्राथमिक कार्यालय का पता पाने के लिए प्राथमिक कार्यालय में निकटता का पता पाने के लिए उपयुक्त प्राथमिक कार्यालय दिया जाएगा।

10. अधिकारक का पता पाने के लिए उपयुक्त प्राथमिक कार्यालय में निकटता का पता पाने के लिए प्राथमिक कार्यालय में निकटता का पता पाने के लिए उपयुक्त प्राथमिक कार्यालय दिया जाएगा।

11. अधिकारक का पता पाने के लिए उपयुक्त प्राथमिक कार्यालय में निकटता का पता पाने के लिए उपयुक्त प्राथमिक कार्यालय में निकटता का पता पाने के लिए उपयुक्त प्राथमिक कार्यालय दिया जाएगा।