



सिक्क्योरिटी प्रिंटिंग एंड मिंग्टिंग कार्पोरेशन ऑफ इंडिया लिमिटेड
Security Printing and Minting Corporation of India Limited
(SPMCIL)

शिकायत निवारण नीति, 2026
Complaint Handling Policy, 2026



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1.0 Introduction:

- 1.1 Security Printing and Minting Corporation of India Limited (SPMCIL)** is a wholly-owned Schedule 'A' Miniratna Category-I CPSE under the Government of India. Given its critical national mandate in manufacturing sovereign products, maintaining corporate integrity, transparency, and accountability is paramount.
- 1.2** Earlier, the SPMCIL Vigilance Department, vide OM dated 03.11.2009 and Circular dated 05.05.2011, issued brief details regarding 'Dealing with Complaints'. Following several new developments and guidelines issued by both the Government and the Central Vigilance Commission (hereinafter referred to as CVC) over the last few years, a need was felt to consolidate the latest provisions and issue a comprehensive Complaint Handling Policy (CHP) for ease of reference.
- 1.3** Further, CVC vide its Master Circular No.03/MC/2026 dated 27.07.2026 has emphasized that each organization is required to formulate a documented Complaint Handling Policy explaining the procedure to receive and deal with complaints so received by them.
- 1.4** This Complaint Handling Policy (CHP) has been drafted with the aim to align with the directives of the CVC and the Department of Personnel and Training (DoPT) guidelines.

2.0 Purpose: This policy is being issued in suppression of all earlier circulars/ guidelines/ office orders/ letters etc. issued by SPMCIL Vigilance Department from time to time regarding Handling of Complaints and is aimed at bringing clarity about the same.

3.0 Objective:

3.1 The core objectives of this Policy are to:

- i. **Scrutinize Misconduct:** Ensure that no instances of misconduct escape proper Investigation.
- ii. **Efficient Redressal:** Provide a professional, structured mechanism to resolve complaints efficiently and effectively.
- iii. **Protect Employee Morale:** Safeguard honest officials from harassment by filtering out trivial, anonymous or malicious complaints.

4.0 Scope: This policy applies uniformly to all Units and Corporate Office of SPMCIL. It covers all operational interactions involving employees, contractors, vendors and associated external entities.

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5.0 What is a Complaint:

- 5.1 A complaint is a piece of statement or information containing details about offences alleged to have been committed under the Prevention of Corruption Act (PC Act), 1988 (as amended w.e.f. 26.07.2018), or any malpractice/misconduct under SPMCIL Conduct, Discipline and Appeal (CDA) Rules or violation of Contract/ tender conditions.
- 5.2 CVC vide Master Circular No.01/MC/2026 dated 27.07.2026 has circulated the definition of Vigilance Angle.
- 5.3 In the first instance, a decision regarding the existence of a Vigilance Angle in a case would be taken by the CVO-SPMCIL.

6.0 Purview of SPMCIL Vigilance Department: Complaints/ grievances can be lodged only against employees of SPMCIL or matters relating to the company. The SPMCIL Vigilance department has no jurisdiction over private individuals and other Government Organizations.

7.0 SOURCES OF COMPLAINT

7.1 Information about corruption, malpractice or misconduct on the part of SPMCIL employees, matters relating to SPMCIL etc. may be received from any of the following or other sources:

- i. Complaints received from employee(s) of the company or from the public;
- ii. Received from Central Vigilance Commission (CVC) for Necessary Action (NA), submission of Factual Report (FR) or Investigation and Report (I&R).
- iii. Departmental inspection reports, stock verification report and report of irregularities in accounts detected during routine audit of accounts.
- iv. Scrutiny of Annual Property Returns (APR) and transactions reported under SPMCIL Conduct, Discipline and Appeal (CDA) Rules-2020.
- v. Reports of Parliamentary committees and proceedings of the Houses of Parliament.
- vi. Complaints and allegations appearing in the press etc.
- vii. Audit reports (Internal, Statutory or Comptroller & Auditor General) etc.
- viii. Complaints received from/ Information shared by agencies like Central Bureau of Investigation (CBI), Anti-Corruption Bureau (ACB) and Lokayuktas etc.
- ix. Source information, if received verbally from an identifiable source, to be reduced in writing.

7.2 In addition, CVO, SPMCIL may also devise and adopt such methods, as considered appropriate and fruitful in the context of nature of work handled in the company, for collecting information about any malpractice and misconduct among the employees. Similarly, CVO can also scrutinize the news items relevant to the company on a continuous basis to check whether any cases of corruption or malpractice / misconduct are revealed in them.

7.3 Complaints also received from or forwarded by:

- i. Central Vigilance Commission made under Public Interest Disclosure & Protection of Informer (PIDPI complaints) resolution.
- ii. The President's Secretariat and the Prime Minister's Office.
- iii. Ministries and Departments of the Central or State Governments.

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7.4 Any complaint/ grievance received in SPMCIL by any functionary, containing an element of alleged corruption, malpractice or misconduct etc. should necessarily be sent to the CVO-SPMCIL for scrutiny and further necessary action.

8.0 Procedure for Lodging Complaints:

8.1 Complaints can be lodged, giving specific facts / information containing details about offences alleged to have been committed under the PC Act, 1988 or malpractice / misconduct under CDA Rules having Vigilance Angle, by addressing the written communication letter to:

- i. Chief Vigilance Officer, Security Printing and Corporation of India Limited, 3rd Floor, Tower-G, World Trade Centre, Nauroji Nagar, New Delhi-110029.
- ii. Complaints preferably be lodged online on SPMCIL website under the link "Lodge A Complaint" which is available on SPMCIL webpage: Home > Information > CVO's Corner > Online Complaint > Lodge A Complaint.
- iii. Complaints can also be lodged by addressing written communication / letter directly to CVC or through CVC's website under the link "Lodge Complaint" at home page.

8.2 Complaints should not be sent through e-mail.

8.3 No fees shall be charged for lodging complaint with SPMCIL Vigilance Department.

9.0 Guidelines for lodging a Complaint:

9.1 The following points need to be kept in view while lodging the complaint:

- i. Complaint should be pertaining to employees of SPMCIL or matters relating to SPMCIL, falling within the purview of CVO, SPMCIL.
- ii. Complaints should contain specific details with adequate evidence and should be based on verifiable facts about corruption and/or misconduct having Vigilance Angle. The complaints should not be biased or based on any personal grievances.
- iii. Complainant should mention details one by one in a coherent manner so that the same can be understood clearly.
- iv. As the Vigilance Department deals only with the matters of corruption or misconduct having Vigilance Angle, redressal of grievances should not be a focus of a complaint. The matters related to redressal of grievances will be referred to the Administrative Authority concerned for necessary action at their end.

9.2 A complaint of the following nature may be filed by the Vigilance Department without further action or may be forwarded to the authority concerned for necessary action as deemed fit, namely-

- i. Which is illegible;
- ii. Which is anonymous or pseudonymous;
- iii. Which is vague, frivolous or not specific in content or nature;

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- iv. Which contains allegations, which are administrative in nature, unless there is involvement of Vigilance Angle or Corruption;
- v. Which contains matter(s) that are sub-judice before any competent court or tribunal or authority;
- vi. Which is against the official(s) outside the purview of SPMCIL;

9.3 Complaints sent through written communication/letter should contain the name, complete postal address (and mobile/ telephone number, if any), and signature of the complainant with specific details/information on the issue/matter. The postal address of the complainant is required for obtaining confirmation from the complainant regarding whether they own or disown the complaint.

9.4 A complaint should preferably be lodged in typed or written form in English or Hindi language for facilitating early action thereon.

9.5 Complainants who want to keep their identity confidential should file complaint under the provisions of Public Interest Disclosure and Protection of Informer (PIDPI) resolution. The Complainants who want to make Whistle Blower Complaint under PIDPI Resolution should familiarize themselves with the proper procedure of PIDPI Resolution. Central Vigilance Commission has been authorized as the "Designated Agency" to receive complaints from "whistle-blowers" and act on them, on merit. The CVOs of Ministry / Departments of Governments of India have also been authorized as the "Designated Authorities" for receiving and acting on complaints from whistle-blowers. For further detailed provisions of PIDPI Resolution, CVC Website may be referred.

9.6 Once a complaint is registered in the office of CVO-SPMCIL for investigation or inquiry, no further correspondence in the matter will be entertained with the complainant.

9.7 If a complaint against a public servant is found to be malicious, vexatious or unfounded, actions against the complainant may be initiated for making false complaint.

10.0 Types of Complaints: All complaints are classified as under: -

- i. **Identifiable or signed complaints:** These are complaints wherein the identity of the complainant is mentioned by virtue of name, contact details etc. Further, the complainant owns/confirms the details mentioned in the complaint, when the complainant is requested at the address mentioned in the complaint.
- ii. **Pseudonymous complaints:** These are complaints wherein the identity of the complainant is mentioned by virtue of name, contact details etc. However, when the complainant is requested at the address mentioned in the complaint, the complaint is either disowned or there is no response within stipulated time.
- iii. **Anonymous Complaints:** These are complaints where the complainant has not mentioned his name and address while filing the complaint.

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iv. **Whistle Blower complaints, otherwise known as Public Interest Disclosure and Protection of Informer (PIDPI), Complaints:** CVC is a Designated Agency for receiving complaints under PIDPI Resolution. Such complaints should be made to the CVC as per the procedure prescribed by the Commission. Complaints under PIDPI can be made only by post. These are complaints wherein the identity of the complainant is kept confidential, and the CVC forwards only the allegations of the complaint. The identity of the complainant is not revealed so as to ensure that the complainant is not victimized. The envelope should be super scribed 'PIDPI' or 'Whistle Blower'. The complainant should refrain from giving his name on the body of the letter. The personal details should be separately given or given at the top or end of the letter so that they can be easily blocked out.

For further details/ guidelines for lodging a PIDPI complaint, CVC Website may be referred.

11.0 Action on complaints: Each complaint received in the Vigilance Department will be entered in the Vigilance Complaint Register in chronological order, as received in the proforma as prescribed by CVC. Any of the following actions may be taken on the complaint with the approval of CVO-SPMCIL:

- 11.1 On initial perusal of the complaint, if it is found that the complaint is an anonymous one, the same should be invariably filed, without further action.
- 11.2 A Complaint that does not bear the name and/or complete address of the complainant may also be filed without further action, treating it as a pseudonymous complaint.
- 11.3 On scrutiny, if it is observed that the complaint contains specific and verifiable allegations of corruption or has a perceivable Vigilance angle, the SPMCIL Vigilance Department may seek confirmation from the complainant in the prescribed format to either own or disown the complaint, as the case may be. The complainant must confirm the complaint **by post only** and is also required to provide a self-attested copy of an identity proof, issued by any government agency such as Aadhar Card, Voter Card, Passport, etc. If no response is received from the complainant, within the timeline stipulated by the CVC, the complaint will be filed without further action, treating it as a pseudonymous complaint. A disowned complaint shall also be filed as Pseudonymous.
- 11.4 If the allegations in the complaint are found to be vague, unverifiable, without any substance, without Vigilance Angle and relate to purely administrative matters such as late attendance, disobedience, insubordination, lack of supervision etc., such complaints may be considered for filing or for forwarding the same to the Administrative Department for further necessary action.

12.0 Processing of complaints having Vigilance angle: All complaints received will be registered and the Vigilance department will ensure that the complaints are examined or investigated and taken to their logical conclusion, as per extant guidelines of the CVC. Any of the following actions will be taken, as the case may be, with the approval of CVO-SPMCIL:

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- i. In case of a PIDPI complaint received from CVC, appropriate action i.e. I&R or FR shall be submitted to the CVC within stipulated time period.
- ii. The complaint may be forwarded to the Administrative Ministry wherever the role of Board Level Officials has been alleged, as per CVC guidelines.
- iii. A Preliminary Enquiry (PE) or Investigation may be conducted, based on available documents/ records to ascertain the Vigilance Angle.

13.0 Action on Complaints Received from Member(s) of Parliament and Very Important Person(s): References received from Member(s) of Parliament (MPs) and Very Important Persons (VIPs) are to be dealt with as per procedure laid down in the Central Secretariat Manual of Office Procedure (CSMOP) issued by Department of Administrative Reforms and Public Grievances (DARPG). As per CVC guidelines, confirmation shall be sought from the MPs/VIPs concerned having sent the complaint. The communication acknowledging receipt of complaint from the MP/VIP and request for confirmation should be sent strictly as per the procedure laid down in CSMOP. It may be noted that no proof of identity is to sought from the MP/VIP. Only a confirmation letter from them would suffice. On receipt of confirmation, the complaint shall be dealt with on priority.

14.0 Handling of Complaints against Tendering Process: On receipt of any complaint containing allegation(s) against any tender in process, the tender process need not be stopped. However, at the first instance, the allegations should be brought to the notice of Competent Authority, including the purchase committee, tender committee, negotiation committee, etc. Such complaint(s) may be scrutinized and further action, if required, may be taken as per the SPMCIL Complaint Handling Policy, on declaration of the award of the contract.

15.0 Disposal of complaints: As per the existing CVC guidelines, the complaints registered or received in SPMCIL Vigilance Department may be processed as follows:

- i. File the complaint without Enquiry or after Enquiry; or
- ii. Forward it to the CBI/ Police Authorities for Investigation / appropriate action; or
- iii. Pass it on to the concerned Administrative Authority or other sections as having no Vigilance Angle; or
- iv. Taken up for Investigation by the Departmental Vigilance Wing.

16.0 Withdrawal of Complaint: Once a complainant confirms that the complaint was made by him/her, it is not permissible to withdraw the complaint. After receipt of confirmation from the complainant, the complaint should be taken to logical conclusion, even if the complainant requests for withdrawal of the complaint.

17.0 Display of Public Notice Board for lodging Complaints: In order to facilitate the public to lodge a corruption-related complaint at the appropriate forum, all Units and Corporate Office of SPMCIL should display a standard notice board at the reception of their offices, in English and the vernacular language mentioning that *"DO NOT PAY BRIBES. IF ANYBODY OF THIS OFFICE ASKS FOR BRIBE OR IF YOU HAVE ANY INFORMATION ON CORRUPTION IN THIS OFFICE OR IF YOU ARE A VICTIM OF CORRUPTION IN THIS OFFICE, YOU CAN COMPLAIN TO THE HEAD OF THIS DEPARTMENT, OR THE CHIEF VIGILANCE OFFICER AND THE CENTRAL VIGILANCE COMMISSION (Name, complete address and telephone numbers of each authority have also to be mentioned)"*.

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18.0 Investigation: Preliminary Enquiry (PE)/ Vigilance Investigation is conducted for verifying the allegations made in a complaint. It generally involves collection of documents, other evidence(s), obtaining statement of witness(es) if required, their verification and scrutiny of the same to confirm if prima facie, misconduct exist. The Investigation into a criminal offence is conducted by the CBI or any other Law Enforcement Agency (LEA) under the Cr.PC, 1973 (presently Bhartiya Nagarik Suraksha Sanhita (BNSS)-2023).

18.1 Once it is decided to investigate a complaint departmentally, the CVO may assign a Vigilance officer to conduct a Preliminary Enquiry (PE) in the matter. The primary objective of this enquiry is to determine whether a prima facie case exists against the allegations.

18.2 After the Preliminary Enquiry has been completed, the investigating officer should prepare a self-contained report in the prescribed format of CVC, containing inter-alia the material to controvert the defence, his own recommendations along with a copy of the complaint, bio-data of officials involved and any procedural loopholes noticed or systemic improvements needed, Assurance Memo etc. The report in the prescribed format should be submitted to CVO SPMCIL for further appropriate action in the matter.

18.3 After completion of the investigation, the CVO should forward the investigation report along with his findings and recommendations about existence of vigilance angle or otherwise to the DA, for obtaining his views and for further necessary action as per extant procedure.

19.0 Action against persons making false complaints:

19.1 In a case where it is established that the complaint was lodged with a malafide/ ulterior motive to harass or harm an innocent official, necessary action can be taken against such a complainant under the provision of Section 217 of Bharatiya Nyaya Sanhita (BNS)-2023 and Section 215(1)(a) of Bhartiya Nagarik Suraksha Sanhita (BNSS)-2023.

19.2 If the person making a false complaint is a public servant or if the false complaint has been filed at the instance of public servant, departmental action may be considered against the public servant, as an alternative to prosecution.

20.0 Modification / Amendment:

20.1 The above policy will be subject to review and amendment from time to time as per need, CVC/ Govt. directives etc.

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