

GOVERNMENT OF NCT OF DELHI
PRINCIPAL ACCOUNTS OFFICE
A-BLOCK, VIKAS BHAWAN, I.P. ESTATE, NEW DELHI-110002
(VIGILANCE BRANCH)

No. F.1(1)/11/Appointments/Pr.A.O./Vig./2023 / 1052-1085 Date: 30-11-23

ORDER

Consequent upon introduction of an online portal, Vigilance Complaint Management System (VCIMS) by the Hon'ble Lt. Governor, on 21.09.2023 and in terms of the instructions contained in Dte. of Vigilance, GNCTD Memorandum No.F.No. 01/15/DOV/Admn./2022/Pt.File/12379-12383 dated 26.10.2023(**copy enclosed**) for disposal & action on vigilance related complaints in Administration of U.T. NCT of Delhi, a Screening Committee comprising of following officers has been constituted in this Department to examine and recommend action on such complaints received through the online complaint portal (VCIMS):

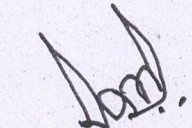
1. Dy. Controller of Accounts (Establishment)
2. Sr. A.O./A.O. (Accounts)
3. Pay and Accounts Officer-10

The aforesaid Committee shall meet on weekly basis or at appropriate intervals as decided by the Competent Authority.

Further, in terms of the DOV Memorandum dated 26.10.2023, no vigilance complaints in physical mode shall be received or acted upon by this Department after 15th November 2023.

This issues with the approval of the Controller of Accounts.

Encl: As above.




(SANJEEV SHARMA)
DY. CONTROLLER OF ACCOUNTS (VIG.)

No. F.1(1)/11/Appointments/Pr.A.O./Vig./2023 / 1052-1085 Date: 30-11-23

Copy to:

1. PS to Pr. Secretary (Finance), GNCTD, Delhi Secretariat, New Delhi.
2. PA to Controller of Accounts, Pr. Accounts Office, GNCTD.
3. Dy. Secretary(Vigilance), Administratin Branch, Dte. of Vigilance, GNCTD, Delhi Secretariat, New Delhi w.r.t. to their Department's memorandum mentioned above.
4. DCA(Estt.), Pr. Accounts Office, GNCTD.
5. All PAOs/DCA(Funds), GNCTD.
6. Accounts Officer(Acctts.), Pr. Accounts Office, GNCTD.
7. Pay and Accounts Officer-10, GNCTD Delhi Secretariat, New Delhi.
8. Incharge- Receipt & Issue Section, Pr. Accounts Office, GNCTD.
9. Sr. System Analyst, Pr. Accounts Office, GNCTD with the request to arrange to upload the circular on the official Website of this department.



(SANJEEV SHARMA)

Office of Chief Secretary, Delhi

Diary No. 2784/TS

C. D. No.

Date 30/11/23

DIRECTORATE OF VIGILANCE

GOVERNMENT OF NCT OF DELHI

4TH LEVEL, 'C' WING, DELHI SECRETARIAT

I.P. ESTATE, NEW DELHI

F. No. 01/15/DOV/Admn./2022/Pt.File/12379-12383

Dated: 26/10/2023

MEMORANDUM

Directorate of Vigilance GNCT of Delhi
4th, Delhi Sectt New Delhi-02

Dy. No. 14811

Date 02/11/2023

Sub.: Vigilance Complaint Information Management System

1. As you are aware, an online Portal, Vigilance Complaint Information Management System (VCIMS) developed by NIC has been launched by the Hon'ble Lt. Governor, on 21/09/2023 for disposal & action on vigilance related complaints in Administration of U.T. NCT of Delhi. It provides facility, to the citizens to file online complaints and to the departments to process the same and send reports through the portal itself.
2. Till now the complaints received in Directorate of Vigilance as well as concerned departments in physical form were being examined as per CVC Complaint handling mechanism which requires veracity of complaint from the complainant. It results in unwarranted delays (weeks/ months) in processing/ taking action on the complaints. Since the online complaints in VCIMS portal can be filed by the citizen, post creation of an account in the portal, which requires submission of details like Aadhaar Number, PAN or Election ID, the requirement of identity confirmation is taken care of by the system in the first stage itself. The portal while instantly forwarding the complaint to concerned departments/ authorities for action, keeps the identity of the complainant masked. It will reduce processing time, increase efficiency & effectiveness in complaint monitoring and disposal.
3. It is important that the concerned departments should dispose the complaints received on the portal on daily basis.
4. The concerned Additional Chief Secretaries / Principal Secretaries / Secretaries/ H.O.D.s of all Departments, Autonomous Bodies, Undertakings, etc. may form a screening committee of 03 or more officers of appropriate level to examine the complaints and recommend action (I&R/ FR/ NA/ to be Filed) on complaints so received. The Committee should meet on weekly basis or at appropriate short intervals as decided by Additional Chief Secretaries / Principal Secretaries / Secretaries/ H.O.D.s concerned depending on the number of complaints received.
5. The Complaints received in the system should be placed before the Screening Committee by the Nodal Vigilance Officer of the department concerned in physical form.
6. The action on the complaint such as Investigation & Report (I&R), Factual Report (FR), Necessary Action (NA) or be Filed, should necessarily be taken by the HOD of departments

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either on his/ her own or on recommendation of the screening committee, within three working days positively.

7. Recommendation on complaints by the Screening Committee is an optional feature and the Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s / Head of Institutions can decide on their own or agree/ disagree with the recommendations of the screening committee for complaint disposal.
8. In all the cases wherein I&R, F.R., in respect of Group 'A' & Group 'B' Gazetted officers has been sought, the report must be forwarded to DOV through the portal within 30 days (I&R) and 15 days (F.R.) respectively.
9. Action on reports received in respect of officers other than Group 'A' & Group 'B' Gazetted shall be taken by the Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s at their level.
10. Complaints specifically against Senior Officers such as Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s as well as CVO / Nodal Vigilance Officer shall be forwarded to DOV for further action.
11. The Departments shall set up a Facilitation Desk by 30th October 2023 to guide and assist such complainants, who give complaints in physical form, to file their complaints through the Portal and shall give wide publicity regarding availability of online portal for filing of complaints.
12. No vigilance complaints in physical mode shall be received or acted upon by any department / institution / authority / officer of Administration of U.T. of N.C.T. of Delhi after 15th November 2023.
13. The broad features of the system are attached as Annexure-1 for reference of user departments.
14. This issues with the approval of Hon'ble Lt. Governor, NCT of Delhi.


(Sudhir Kumar)

Secretary cum Director (Vigilance)

To

All Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s

Copy for information to:

1. Pr. Secretary to Hon'ble L.G.
- ✓ 2. S.O. to Chief Secretary
3. Secretary, Central Vigilance Commission
4. Joint Secretary (UT Division), MHA
5. Office Copy

ANNEXURE-1

- i. One user at the level of ACS / Pr. Secretary / Secretary, per department has been created by NIC.
- ii. These officers have been provided User ID and Password.
- iii. The officers shall have to access the portal using these User ID and Password.
- iv. The Password must be changed upon first login and subsequently from time to time.
- v. ACS / Pr. Secretary / Secretary/HODs have been provided the facility in the portal to change the mobile number registered in the portal.
- vi. The ACS / Pr. Secretary / Secretary/HODs after logging can create Sub-users upto two levels.
- vii. Sub user at Level-2 can be created by Sub user at Level-1 also.
- viii. ACS/ Pr. Secy/ Secy./HODs to designate a Nodal Vigilance Officer who will be responsible for processing the complaint online and taking approval of HOD for further N.A. action like I&R/ FR/ NA/ Filed. User ID & Password for NVO shall also be created by HODs.
- ix. Any number of Sub users can be created for Level-1 and Level-2 parallelly; however there cannot be more than two levels of sub users.
- x. The complaints received by ACS / Pr. Secretary / Secretary/ HODs may be forwarded to level 1 or Level-2 user for I&R, FR, or NA.
- xi. Level-1 user can also forward the complaint to Level-2 user for I & R, FR, or NA.
- xii. Level-2 user can process the complaint as per its own convenience, either online or manually and return the Report to the higher authorities, online through this system only.

