

**INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES),
DHANBAD**

OFFICE OF CHIEF VIGILANCE OFFICER

Circular

No. CVO/06/EC/2026/01

Date: 21.01.2026

Sub.: Handling of Complaint on e-mail reg.

Reference is invited to Para 3.3 & 4.1 of CVC Manual 2021, wherein instructions have been laid down regarding complaint handing policy/ action taken on complaints received in the commission. In this regard, it is clarified that *“if a signed complaint containing verifiable allegations, involving prima facie vigilance angle, is conveyed via enclosures of an e-mail, such complaint shall be sent for genuineness verification by post and handled like any other written complaint. On the other hand, if allegations are plainly exchanged in the main body of an e-mail without any signed enclosures, such complaints may also be genuinely verified by asking the identity of the complainant. If no response is received within 15 days, such complaints shall not be given cognizance and simply filed”*.

2. The above procedure will be adopted in case a view is taken to call for investigation and report on a complaint received from e-mail without disclosing their Identity. The Vigilance section seeks confirmation form the complainant for owning or disowning the complaint.

G.N. Singh 21/1/2026
(Garib Nath Singh)

Chief Vigilance Officer

For information: -

DT/Dy DT/RG

All Deans/HoD/HoS/HoC/PICs

All Teaching Members/ Officers

Guide file