

## **COMPLAINT HANDLING POLICY of BPCL VIGILANCE w.e.f. 15.10.2022**

The Vigilance Department of Bharat Petroleum Corporation Limited (BPCL) having its Headquarters at BPCL, Corporate Office, Mumbai. BPCL Vigilance is headed by Chief Vigilance Officer (CVO) and aided by CGM Vigilance and a team of Vigilance Officers, who execute the Vigilance function in accordance with CVC guidelines.

### **A. Jurisdiction of BPCL Vigilance**

1. BPCL Vigilance deals only with the complaint lodged against BPCL employees and/or matter related to BPCL.
2. BPCL Vigilance has no jurisdiction over private individuals and Government/ PSU officials/ organizations.

### **B. Lodging of Complaint**

1. Complaints should be lodged directly with CVO-BPCL Vigilance in writing and sent by post on the postal address published on the Vigilance Page on BPCL website [www.bharatpetroleum.in](http://www.bharatpetroleum.in) .
2. Complaints can also be lodged through the Vigilance Page on BPCL website referred above (Vigilance → Submit Vigilance Complaints).
3. Complaint should contain complete name with postal address, and mobile/ telephone number of the sender.
4. Complaint should contain specific/factual details and verifiable information related to the matter.
5. All types of complaints, printed or photocopied, should be clearly legible.
6. Complaint(s) should preferably be lodged in typed or written form in English or Hindi language for facilitating early action thereon. Complaints not received in Hindi or English shall first be translated to either Hindi or English and then only further action will be taken.
7. Complaint should be signed by the Complainant (if not sent through email).
8. BPCL Vigilance deals only with matters of corruption. Redressal of grievances will not be investigated/ dealt with. The matter will be referred to the concerned administrative office for necessary action at their end.
9. The complainant should lodge complaint only on issues having corruption and which is not part of any litigation in any courts, tribunals, etc. Complaint about known sub-judice matter shall be filed (no action taken).

10. Complainant must desist from making false complaint against public servant(s) as prosecution can be initiated under section 182 of Indian Penal Code, 1860 and under section 195(1)(a) of Code of Criminal Procedure, 1973. In case such complainant is an employee of BPCL, departmental action may also be considered against him/her as an alternative to prosecution.
11. Withdrawal of complaint is not permitted. Action once initiated, the complaint will be taken to its logical conclusion irrespective of the complainant's request for withdrawal of complaint.
12. Complaints that will not be entertained/ acted upon:
  - a. That are made verbally/ orally.
  - b. That have vague, sweeping, or unverifiable allegations.
  - c. That are not addressed directly or marked as a copy or addressed to multiple authorities.
  - d. That are sent on the e-mail ids of Vigilance officials.
  - e. That are anonymous /pseudonymous.
  - f. That are illegible.
  - g. That are a grievance in nature.
  - h. That are sub-judice.

**C. Action taken on complaint in BPCL Vigilance**

1. All complaints received will be registered and BPCL Vigilance will ensure that the complaint is examined/ investigated and taken to its logical conclusion as per extant guidelines of CVC. Correspondence in the matter regarding the outcome of the complaint will not be entertained.
2. Verification of the complainant will be undertaken for complaints taken up for investigation. In case confirmation is not received from the complainant, the complaint will be treated as a pseudonymous complaint and filed without further action in the matter.
3. Only specific issue(s) should be raised in the complaint. Further, complainants, while forwarding their complaints to BPCL-Vigilance, should mention details one by one in coherent manner so the same can be understood unambiguously.
4. The gist of allegations may be shared with the employee(s) whose name(s) appear(s) in the complaint or whose role emerge(s) during investigation of the complaint.
5. Complaint received through CVC under the "Public Interest Disclosure and Protection of Informer" resolution (PIDPI) or otherwise shall be investigated /dealt with as per instructions from CVC.

6. As regard to complaint against tenders, it is clarified that while BPCL Vigilance would get the matter investigated. However, it would not interfere in the tendering process as such. The intention is not to stop the work in the organization.
7. Complaint covered under Integrity Pact (IP) will be forwarded to Independent External Monitors (IEMs) for further necessary action.
8. The complaint having administrative issues will be forwarded to respective designated authority as applicable, for necessary action.