

Lodging of Complaints at Coal Mines Provident Fund Organisation (CMPFO):

Complaints can be lodged by addressing the written communication/letter directly to the CVO/CMPFO or on CMPFO portal <https://cmpfo.gov.in> under the link "Lodge Complaint" on home page.

Complaints sent through written communication/letter should contain complete postal address (mobile/telephone number, if any) of the sender with specific details/information of the matter. Complaints sent on any e-mail ID of officers of the CMPFO will not be entertained or taken cognizance of by the CMPFO.

Action taken on complaints:

1. Only those complaints which are against officials and matters of CMPFO within the jurisdiction of the CMPFO and contain allegations of corruption will be got investigated.
2. Once a complaint is registered, further correspondence in the matter will not be entertained. However, it CMPFO will ensure that the complaints are investigated and action taken to its logical conclusion.
3. As regard complaints against tenders, the matter would get investigated, however, Vigilance/CMPFO would not interfere in the tendering process as such.
4. As the Commission deals only with matters of corruption, redressal of grievances should not be the focus of complaints to the Commission.
5. Complaints must contain factual details, verifiable facts and related matters. They should not be vague or contain sweeping general allegations.
6. Complaint should be addressed directly to the CVO/CMPFO rather than be marked as a copy.
7. CMPFO does not entertain anonymous/pseudonymous complaints and will be dealt as per the extant guidelines.

GUIDELINES FOR LODGING PIDPI COMPLAINT

PIDPI Complaints: Whistle Blower Complaints (Public Interest Disclosure and Protection of Informer's Resolution)

1. The PIDPI complaint should be in a closed/ secured envelope and should be addressed to, Central Vigilance Commission (CVC). The envelope should clearly be inscribed with "Complaint under the Public Interest Disclosure" or "PIDPI"
2. The PIDPI complainant should give his/her name and address in the beginning or end of complaint or in an attached letter. The name and address should NOT be mentioned on the envelope
3. Only complaints pertaining to employees 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 fall under the jurisdiction of the Commission. **Personnel employed by the State Governments and activities of the State Governments or its Corporations etc. will not come under the purview of the Commission**
4. Complaints should be sent via post only. Complaints received through emails, Complaint Management Portal or any other electronic medium will not be entertained

5. In order to protect identity of the person, the Commission will not issue any acknowledgement and the whistle-blowers are advised not to enter into any further correspondence with the Commission in their own interest. The Commission assures that, subject to the facts of the case being verifiable, it will take the necessary action, as provided under the Government of India Resolution mentioned above
6. The complaints should have vigilance angle and should not be for grievance redressal
7. PIDPI complaints should not include details that identify the complainant. If the inclusion of such details is unavoidable then a normal complaint may be lodged in the CVC portal