



**NEYVELI LIGNITE CORPORATION LIMITED**

(A "Navratna" Govt. of India Enterprise)

**P.O. NEYVELI-607 801, Cuddalore District, Tamil Nadu**

(Regd. Office: 135 Periyar EVR High Road, Kilpauk, Chennai-600 010)

**CORPORATE OFFICE: P & A DEPARTMENT**

Fax- 04142-252 645 / 252646

Circular No.CORP/HR/Policy & Guidelines/CHS/2011

Dated 18.05.2011

Sub : NLC Ltd – Complaint Handling Policy - Reg.

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Approval has been accorded by the Management to have a COMPLAINT HANDLING SYSTEM in NLC Ltd and accordingly a policy is devised as under for implementation which shall come into force with immediate effect.

**COMPLAINT HANDLING POLICY**

- 1.0. Complaint should be lodged by providing with reasonable details on the nature of complaints being preferred. Anonymous and Pseudonymous complaints will not be entertained as per the guidelines issued by CVC. The issues / points raised in the complaint should be specific and verifiable. The details of the complainants will be kept confidential. Any person filing false complaints will be dealt with as per rules.
- 2.0. Complaint may be on:
  - i. Demanding / accepting gratification by an employee of the corporation in respect of an official act.
  - ii. Abuse of position by an employee of NLC.
  - iii. Possession of disproportionate assets.
  - iv. Mis-appropriation / forgery or cheating or other similar criminal offense.
  - v. Favoritism / undue consideration shown by an employee in official dealing.
  - vi. Inordinate / unjustifiable delay in disposal of cases.
  - vii. Intentional neglect or damages done to the organization.
  - viii. Financial loss caused to the organization by any of not following proper procedure and right cause of action system lapses.

