

COMPLAINT HANDLING POLICY- 2026

POWERGRID Vigilance Department



**POWER GRID CORPORATION OF INDIA LIMITED
SECTOR-29, GURUGRAM**

Issued on 21 September 2026

1. INTRODUCTION

The Power Grid Corporation of India Limited (POWERGRID) is committed to uphold the highest standards of operational excellence, transparency, integrity, and accountability across all its activities and business operations. POWERGRID actively encourages all its stakeholders to adhere to ethical practices and maintain the highest levels of transparency and integrity. The Corporation strives to foster trust, accountability, and responsiveness by providing an effective, transparent and uniform mechanism for complaint handling mechanism.

This Complaint Handling Policy of POWERGRID Vigilance Department has been formulated in accordance with the extant guidelines of the Central Vigilance Commission. This aims to serve wider interest of the organization to foster decision making and focused response to genuine complaints.

2. OBJECTIVE

- 2.1** To receive, examine and promptly address complaints against employees or other stakeholders concerning corruption, malpractice, misconduct, unethical conduct or any other acts having vigilance angle, with respect to the affairs of POWERGRID.
- 2.2** This policy enables to report unethical conduct, actual or suspected fraud, violations of the company's Conduct, Discipline and Appeals (CDA) Rules or other alleged transgressions having vigilance angle, as brought out at para 3.3 hereunder.
- 2.3** To ensure uniform complaint handling, promote transparency, prevent loopholes/ malpractices/ corruption, appropriate systemic improvements etc.
- 2.4** To safeguard honest, hardworking and effective employees from false, frivolous and motivated complaints.

3. DEFINITIONS:

3.1 Employee: As defined in POWERGRID CDA Rules.

3.2 Complaints: A complaint for the purpose of this policy is a piece of statement or information containing allegations about offences alleged to have been committed

under the PC Act, 1988, or malpractice / misconducts under CDA Rules, which have vigilance angle.

3.3 Vigilance angle:

3.3.1 There are certain misconducts on the part of an official, where existence of vigilance angle is obvious. Such misconduct includes:

- (i) Demanding and / or accepting gratification other than legal remuneration in respect of an official act or for using influence with any other official.
- (ii) Obtaining valuable things, without consideration or with inadequate consideration from a person with whom he/she has or is likely to have official dealings or his/her subordinates have official dealings or where he/she can exert influence.
- (iii) Obtaining for himself/herself or for any other person, any valuable thing or pecuniary advantage by corrupt or illegal means or by abusing his/her position as a public servant.
- (iv) Possession of assets disproportionate to known sources of income.
- (v) Cases of misappropriation, forgery or cheating or other similar criminal offences, committed in discharge of official duties.

3.3.2 Other irregularities such as gross or willful negligence, recklessness in decision making, blatant violation of system and procedures, undue and unjustified delay etc. where careful consideration of fact and circumstances indicates towards doubtful integrity of the official(s) concerned.

4. COMPLAINT HANDLING PRINCIPLES

4.1 Complaints shall be handled fairly, objectively and impartially.

4.2 The Vigilance Department shall ensure transparent and fair disposal of complaints within the stipulated timeframe and will initiate necessary systemic improvements based on the outcomes.

5. JURISDICTION OF THE POWERGRID VIGILANCE DEPARTMENT

Complaints can be lodged in matters relating to POWERGRID and its subsidiaries/Joint Ventures, where cumulative shareholding of Central Government /POWERGRID is 51% or more.

6. GUIDELINES FOR LODGING A COMPLAINT

- 6.1** The complaint should pertain to employees of POWERGRID or to suppliers, contractors, associates, etc. relating to the affairs of POWERGRID, falling within the jurisdiction of the Chief Vigilance Officer (CVO), POWERGRID.
- 6.2** Complaints to CVO can be made through online mode or through written complaints as detailed in subsequent paragraphs.
- 6.3** Complaints should contain the name and complete postal address (mobile/telephone number, if any) of the complainant with specific details/information of the issue/matter.
- 6.4** In case of written complaint, it should preferably be in Hindi or English, should be typed or in legible handwriting to facilitate prompt action. It should be signed by the complainant enclosing self-attested identity proof issued by any government agency.
- 6.5** Complaint should be genuine, based on verifiable facts and free from false, frivolous and motivated allegations.
- 6.6** Complaints sent by e-mail are not entertained. Alternate and easy to use online mode of lodging complaint is available as detailed in this policy. However, in case a complaint addressed directly to CVO is received through e-mail, a standard text reply will be sent as per Annexure-I, advising to send the complaint, if vigilance angle is there, through online portal/ written complaint.
- 6.7** Complaints should not be Anonymous/Pseudonymous and/or vague/unverifiable as such complaints shall be filed/closed without any action as per guidelines.
- 6.8** Complainants should not make similar complaints in a matter repeatedly. Such complaints of repetitive nature would be filed/ closed without any action.
- 6.9** Subject matter of the complaints should not involve issues that are sub-judice before any court, tribunal, or other judicial forum.
- 6.10** There are specific provisions in law to deal with false, frivolous, and motivated complaint(s). The same are not invoked ordinarily so as not to discourage genuine complainant(s). However, in a case where it can be established that the complaint was lodged with a malafide / ulterior motive to harass or harm an innocent official, necessary action may be taken against such a complainant under provision of Section 217 of Bharatiya Nyaya Sanhita-2023 [earlier Section 182 of the Indian Penal Code, 1860] and Section 215 (I) (a) of Bharatiya Nagarik Suraksha Sanhita

-2023 [earlier Section 195(1) (a) of Code of Criminal Procedure, 1973]. In such cases where the complainant is an employee of the corporation, departmental action may also be considered against him or her as an alternative to prosecution.

6.11 Complainants seeking confidentiality in their identity should file complaints under the Public Interest Disclosure and Protection of Informer (PIDPI) Resolution to the designated authority i.e. Secretary CVC or CVO Ministry of Power. Confidentiality is also available for the complaints filed under “*POWERGRID Whistle Blower and Fraud Prevention Policy*”.

6.12 Withdrawal of a complaint shall not be permitted. Once action is initiated on a complaint, the matter will be pursued to its logical conclusion regardless of any request for withdrawal.

6.13 Complaints against CMD, Functional Directors, Board-Level Appointees and CVO/Ex-CVO

Complaints against the Chairman & Managing Director, Functional Directors and any other Board-level appointee or CVO/Ex-CVO shall be processed strictly in accordance with the guidelines, directions and procedures prescribed by the Central Vigilance Commission/ Department of Personnel & Training.

7. PROCEDURE FOR LODGING A COMPLAINT

Complaints can be lodged by providing specific facts/information and preferably enclosing supporting material regarding the allegations having Vigilance angle, in the following manner:

- (i) Complaints should preferably be lodged online on POWERGRID Website <https://www.powergrid.in> under the link “Lodge a Complaint to Chief Vigilance Officer”; or
- (ii) By addressing the written communication letter directly to CVO Power Grid Corporation of India Limited, “SAUDAMINI” Plot No.-2, Sector-29, Gurugram-122009.

8. LODGING OF COMPLAINT UNDER PIDPI

Complaints under the "Public Interest Disclosure and Protection of Informers" (PIDPI) Resolution can only be made to the Designated authorities, i.e. the Secretary of the Central Vigilance Commission (CVC) or the CVO of the Ministry concerned. PIDPI complaints cannot be lodged with CVO, POWERGRID. Guidelines for lodging complaints under PIDPI are available at CVC website.

9. ACTION ON COMPLAINTS

9.1 Complaints received through online portal of CVO or written complaint to CVO shall be registered, examined, and processed to their logical conclusion in accordance with applicable CVC guidelines. Any correspondence regarding the outcome will generally not be entertained.

9.2 A complaint with verifiable allegations having vigilance angle, will be taken up for confirmation with the complainant. A letter in prescribed format (Annexure-II) will be sent to the complainant by speed post to seek confirmation about owning/disowning the complaints. The complainant would also be required to provide self-attested identity proof, issued by any Government agency. If no response is received from the complainant within 15 days, a reminder is to be sent by speed post. If no response is received even after 15 days of reminder, the complaint in question is to be treated as "Pseudonymous" and the same shall be filed. No investigation or any other action is to be initiated without receipt of confirmation from the complainant.

9.3 The Vigilance Department shall maintain a centralized electronic Complaint Register for each complaint.

9.4 Complaints received through CVC or other authorities shall be dealt with as per instructions from CVC or the authority concerned.

9.5 Complaints received under "POWERGRID Whistle Blower and Fraud Prevention Policy" or under the Integrity Pact (IP) shall be dealt as per applicable guidelines.

9.6 A complaint of the following nature shall not be entertained by CVO/Vigilance department and shall be filed or forwarded to the concerned authority for necessary action as deemed fit, namely:

- Where allegations are administrative in nature such as those relating to transfer, posting, recruitment, suspension or traveling allowance; unless there is the involvement of a vigilance angle relating to the alleged commission of offenses under the Prevention of Corruption Act, 1988 / misconduct under CDA Rules.

Such complaint/grievance of administrative or technical nature lacking vigilance angle shall be referred to the concerned administrative authority for appropriate action

- Which are Anonymous or Pseudonymous.
- Which are vague, frivolous/non- specific or repetitive in content or nature.
- Which contain matters that are sub-judice before any competent Court or Tribunal or Authority.

10.COMPLAINT/ GRIEVANCE HAVING VIGILANCE ANGLE RECEIVED BY THE OTHER OFFICER

Any complaints/Grievances received by any officer of the organization, containing an element of alleged corruption, malpractices or misconduct with a prima facie vigilance angle shall be forwarded to the CVO/Vigilance Department for further necessary action as per CVC guidelines.

11. APPLICABILITY OF CVC GUIDELINE

Matters not specifically covered under this Policy shall be governed by vigilance manual, provisions of the Central Vigilance Commission Act, 2003, applicable CVC Master Circulars, Office Orders, Guidelines and instructions issued by the Central Vigilance Commission, Government ministries as amended from time to time.

In the event of any inconsistency between this Policy and any subsequently issued CVC guidelines or Government instructions, the latter shall prevail to the extent of such inconsistency.

12.MODIFICATION /AMENDMENT

The policy will be subject to review and amendment from time to time as per CVC/Govt directives etc. Any amendment in CVC guidelines on the aforesaid subject matter would also be applicable for this policy.

13. DATE OF APPLICABILITY

The policy shall come into effect from the date of issuance i.e. 21-09-2026.

Annexure-I
(of the Complaint Handling Policy)

Standard text reply to E-mail Complaint:

महोदया/महोदय,

कृपया नीचे के ईमेल का सन्दर्भ लें।

- i) कृपया ध्यान दें कि मौजूदा दिशानिर्देशों के अनुसार, ईमेल के माध्यम से भेजी गई शिकायत पर विचार नहीं किया जाता है।
- ii) कृपया यह भी ध्यान दें कि सतर्कता विभाग प्रशासनिक प्रकृति की शिकायतों, सतर्कता सम्बन्धी पहलुओं से रहित व्यक्तिगत शिकायतों, प्रशासनिक चूक आदि पर विचार नहीं करता है।
- iii) सतर्कता विभाग केवल सतर्कता सम्बन्धी पहलुओं वाली शिकायतों पर ही विचार करता है, अर्थात् वे शिकायतें जिनमें पावरग्रिड कर्मचारियों द्वारा कदाचार, भ्रष्टाचार, धोखाधड़ी, गबन, अनुचित पक्षपात, अनियमितताएं, आय से अधिक सम्पत्ति, पावरग्रिड कर्मचारियों की घोर लापरवाही आदि का आरोप लगाया गया हो। सतर्कता दृष्टिकोण वाली ऐसी शिकायतें निम्नलिखित तरीकों से दर्ज की जा सकती हैं:
 - a) सतर्कता दृष्टिकोण वाली शिकायतें पावरग्रिड की वेबसाइट <https://www.powergrid.in> पर ऑनलाइन दर्ज करा सकते हैं। वेबसाइट के सतर्कता पृष्ठ/टैब के अंतर्गत उपलब्ध "सीवीओ को शिकायत दर्ज करें" लिंक का उपयोग करें और वहां दिए गए निर्देशों का पालन करें; अथवा
 - b) मुख्य सतर्कता अधिकारी, पावर ग्रिड कॉर्पोरेशन ऑफ इंडिया लिमिटेड, प्लॉट नंबर-2, सेक्टर-29, गुरुग्राम-122001 (हरियाणा) को सम्बोधित लिखित शिकायत पत्र मामले/आरोपों के विस्तृत विवरण सहित डाक/कूरियर के माध्यम से भेजें। शिकायतकर्ता का नाम, हस्ताक्षर और पूरा डाक पता देना आवश्यक है।
 - c) इसके अलावा, दिशानिर्देशों के अनुसार अस्पष्ट/गैर-विशिष्ट (Vague/ non-specific) शिकायतों पर विचार नहीं किया जायेगा।

सादर

सतर्कता विभाग

पावर ग्रिड कॉर्पोरेशन ऑफ इंडिया लिमिटेड

केन्द्रीय कार्यालय, सेक्टर- 29, गुडगाँव - 122001

Annexure-I
(of the Complaint Handling Policy)

Standard text reply to E-mail Complaint:

Madam/Sir,

Please refer to the trailing mail.

- i) Please note that as per extant guidelines, complaint sent through e-mail is not entertained or taken cognizance of.
- ii) Please also note that Vigilance department does NOT entertain complaints of administrative nature, personal grievance lacking Vigilance angle, administrative lapses etc.
- iii) Only the complaints with vigilance angle i.e. those alleging malpractices, corrupt practices, fraud, misappropriation, undue favour, irregularities, disproportionate assets, gross negligence etc. by POWERGRID employees are entertained by Vigilance department. Such complaints having vigilance angle can be lodged in the following manners:
 - a) Such complaints having Vigilance angle can also be lodged Online on the website of POWERGRID <https://www.powergrid.in> using the link "Lodge a complaint to CVO" available under Vigilance page/ tab of the website and comply instructions thereon; or
 - b) A written communication / letter addressed to Chief Vigilance Officer, Power Grid Corporation of India Ltd, Plot No.-2, Sector-29, Gurugram-122001 (Haryana) through Post/Courier with specific details of the matter/ allegations. Name, signature and complete postal address of the complainant is required to be mentioned.
 - c) Further, vague/ non-specific complaints are not entertained as per guidelines.

With Regards

Vigilance Department

Power Grid Corporation of India Limited

Corporate Centre, Sector-29, Gurgaon-122001

Annexure-II
(of the Complaint Handling Policy)

पुष्टिकरण पत्र

दिनांक:

सेवा में,
उप मुख्य सतर्कता अधिकारी,
पावर ग्रिड कारपोरेशन ऑफ़ इंडिया लिमिटेड,
केन्द्रीय सतर्कता विभाग, प्लॉट संख्या-02,
सेक्टर-29, गुरुग्राम (हरियाणा)-122001

विषय: आपकी शिकायत जिसका विषय “____” की पुष्टि के सम्बन्ध में।

महोदय,

1. कृपया आपकी शिकायत पर पुष्टि हेतु आपके पत्र संदर्भ संख्या ____ दिनांक ____ का संदर्भ लें। मैं एतद्वारा पुष्टि करता/करती हूँ कि शिकायत मेरे द्वारा की गई है।
2. मैं एतद्वारा केंद्र सरकार, राज्य सरकार, autonomous bodies इत्यादि द्वारा जारी मेरा पहचान पत्र (कृपया दस्तावेजों का उल्लेख करें) की एक स्व-सत्यापित प्रति प्रस्तुत करता/करती हूँ।
3. मैं समझता हूँ कि मेरी शिकायत झूठी पायी जाने पर मेरे विरुद्ध उचित कार्यवाही की जा सकती है।

शिकायतकर्ता के हस्ताक्षर
(शिकायतकर्ता का नाम)
शिकायतकर्ता का पता

संलग्नक: पहचान का प्रमाण (कृपया दस्तावेजों का उल्लेख करें)।

Annexure-II
(of the Complaint Handling Policy)

Confirmation Letter

Date:

To,
Dy. Chief Vigilance Officer,
Power Grid Corporation of India Limited,
Plot No.- 02, Sector-29,
Gurugram (Haryana)- 122001

Subject: Confirmation regarding your written complaint made on the subject “_____”.

Dear Sir,

1. Kindly refer to your letter reference No. _____ dated _____ seeking confirmation on the complaint. I hereby confirm that the said complaint has been made by me.
2. I hereby submit a self-attested copy of (please mention the documents) issued by Central Government, State Government, autonomous bodies etc. as my identity proof.
3. I am aware that I will be liable for an appropriate action if the complaint is found to be false.

Yours sincerely,

Signature of Complainant
(Name of Complainant)
Address of Complainant

Enclosure: Proof of Identity (please mention the documents).