

## **GUIDELINES FOR LODGING COMPLAINTS**

1. Lodge Online complaints through CVC Portal , click button <https://portal.cvc.gov.in/>
2. Lodge Complaint by Post at  
“The Chief Vigilance Officer  
The Jute Corporation of India Ltd.  
Patsan Bhavan, 3rd and 4th Floor, Block-CF,  
Action Area – 1, New Town, Kolkata - 700156 “
3. Complaints are verified for being genuine by taking confirmation from Complainant by Registered post. Action is taken on any Complaint only after successful verification of the Complainant.
4. No Action is taken on Anonymous & Pseudonymous Complaints. Complaints where either the Signature or name is not mentioned is treated as Anonymous complaint. The Complaint where verification process is not successful are treated as Pseudonymous complaint .
5. For CVC guidelines on Complaint Handling Policy ,  
[https://www.cmpfo.gov.in/pdf/cvc\\_guidelines.pdf](https://www.cmpfo.gov.in/pdf/cvc_guidelines.pdf)