

GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI  
REVENUE DEPARTMENT  
(VIGILANCE BRANCH)  
5, SHAM NATH MARG DELHI- 110054

File. No: F. 14(174)/2023/Div.Com/VIG/HQ/3724-80

Dated: 13/03/2024

To

The Deputy Commissioner/District Magistrate (Revenue)  
All Districts, Revenue Department,  
Govt. of NCT of Delhi

Sub: Vigilance Complaint Information Management System.

Sir/ Madam,

Please refer to this office letter No.F.14(174)/2023/Div.Com/Vig/HQ/3315 dated 14/11/2023 (copy enclosed) and F.14(174)/2023/Div.Com/Vig/HQ/3558-65 dated 05/02/2024 regarding compliance of guidelines issued by DOV vide memorandum dated 26/10/2023 (copy enclosed).


In this context, this office has forwarded many complaints to concerned Districts/ Branches of Revenue (HQ) through Vigilance Complaint Information Management System (VCIMS) portal but Action taken report by the concerned Districts/ Branches of Revenue(HQ) on complaints on the VCIMS Portal are still pending.

Therefore, it is requested to make compliance of the guidelines issued by DOV vide memorandum dated 26/10/2023, dispose of all the complaints pending on the VCIMS Portal pertaining to your District/ Branch and submit Action Taken Report (ATR) to this office at the earliest.

This issues with the prior approval of the Competent Authority.

Encl: As above.

Yours faithfully,

  
(Parmod Kumar)  
SDM-Vigilance (HQ)

Dated: 13/03/2024

File. No: F. 14(174)/2023/Div.Com/VIG/HQ/3724-80

Copy to:

1. PA to ACS/Pry-Sec(Rev)-Cum Divisional Commissioner, Revenue Department.
2. All Deputy Commissioner(HQ), Revenue Department, GNCT of Delhi.
3. PA to NVO, DC-HQ(Vigilance), Revenue Department, GNCT of Delhi.
4. All SDMs(HQ), Revenue Department, GNCT of Delhi.
5. Assitant Director, Directorate of Vigilance, C Wing, 4<sup>th</sup> Level, Delhi Secretariat, IP Estate, New Delhi.
6. All Branch Incharge/SO(HQ), Revenue Department, GNCT of Delhi
7. Incharge IT Branch, Revenue Headquarter with the request to upload the same on Revenue Department official website.
8. Guard file.

  
(Parmod Kumar)  
SDM-Vigilance (HQ)

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13/03/2024

GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI  
REVENUE DEPARTMENT  
(VIGILANCE BRANCH)  
5, SHAM NATH MARG DELHI- 110054

File. No: F. 14(174)/2023/Div.Com/VIG/HQ/3558-65

Dated: 04/02/24

To

The Deputy Commissioner/District Magistrate  
All Districts, Revenue,  
Revenue Department,  
Govt. of NCT of Delhi,

**Sub: Vigilance Complaint Information Management System.**

Sir/ Madam,

Please refer to this office earlier letter No.F.14(174)/2023/Div.Com/Vig/HQ/3315 dated 14/11/2023 regarding the subject cited above, whereby it has been informed that Vigilance Complaint Information Management System(VCIMS) developed by NIC has been launched by the Hon'ble Lt. Governor on 21/09/2023 for disposal & action on vigilance related complaints in Administration of U.T.NCT of Delhi. It provides facility, to the citizens to file online complaints and for the departments to process the same and send reports through the portal itself.

In this context, DOV vide memorandum dated 26/10/2023 has issued certain guidelines/instruction regarding Vigilance Complaint Information Management System and the same is being enclosed for information and necessary action.

DOV vide aforesaid memorandum dated 26/10/2023, inter alia has directed that "**may form a screening committee of 03 or more officers of appropriate level to examine the complaints and recommend action (I&R/FR/NA to be filed) on complaints so received**".

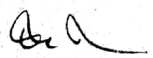
And as per above said memorandum "**No vigilance complaint in physical mode shall be received or acted upon by any department institution/authority/ officer of Administration of U.T. of NCT of Delhi after 15 th November 2023 for implementation of said order, the departments shall set up a Facilitation Desk by 30 th October 2023 to guide and assist such complaints, who give complaint in physical form, to file their complaints through the Portal and shall give wide publicity regarding availability of online portal for filing of complaints**".

Accordingly, all the districts/Headquarter of Revenue Department are advised to follow and implement all the directions conveyed vide aforesaid memo dated 26/10/2023. The concerned District/ Headquarter of Revenue Department may ensure that no vigilance complaint in physical mode shall be received or acted upon. Further, provision be setup for assisting the public for using the online facility of VCIMS.

A compliance report may also be furnished at the earliest.

This issues with the prior approval of the Competent Authority.

Yours faithfully,

  
(Parmod Kumar)  
SDM-Vigilance (HQ)

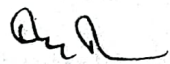
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File No: F. 14(174)/2023/Div.Com/VIG/HQ/3558-65

Dated: 05/02/24

**Copy to:**

1. PA to ACS/Pry-Sec(Rev)-Cum Divisional Commissioner, Revenue Department.
2. All Deputy Commissioner(HQ), Revenue Department, GNCT of Delhi.
3. PA to NVO, DC-HQ(Vigilance), Revenue Department, GNCT of Delhi.
4. All SDMs(HQ), Revenue Department, GNCT of Delhi.
5. Assitant Director, Directorate of Vigilance, C Wing, 4<sup>th</sup> Level, Delhi Secretariat, IP Estate, New Delhi.
6. All Branch Incharge/SO(HQ), Revenue Department, GNCT of Delhi
7. Incharge IT Branch, Revenue Headquarter with the request to upload the same on Revenue Department official website.
8. Guard file.

  
(Parmod Kumar)  
SDM-Vigilance (HQ)



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DIRECTORATE OF VIGILANCE  
GOVERNMENT OF NCT OF DELHI  
4<sup>TH</sup> LEVEL, 'C' WING, DELHI SECRETARIAT  
I.P. ESTATE, NEW DELHI

F. No. 01/15/DOV/Admn./2022/Pt.File/12379-12383

Dated:26/10/2023

MEMORANDUM

Sub.: Vigilance Complaint Information Management System

1. As you are aware, an online Portal, Vigilance Complaint Information Management System (VCIMS) developed by NIC has been launched by the Hon'ble Lt. Governor, on 21/09/2023 for disposal & action on vigilance related complaints in Administration of U.T. NCT of Delhi. It provides facility, to the citizens to file online complaints and to the departments to process the same and send reports through the portal itself.
2. Till now the complaints received in Directorate of Vigilance as well as concerned departments in physical form were being examined as per CVC Complaint handling mechanism which requires veracity of complaint from the complainant. It results in unwarranted delays (weeks/months) in processing/ taking action on the complaints. Since the online complaints in VCIMS portal can be filed by the citizen, post creation of an account in the portal, which requires submission of details like Aadhaar Number, PAN or Election ID, the requirement of identity confirmation is taken care of by the system in the first stage itself. The portal while instantly forwarding the complaint to concerned departments/ authorities for action, keeps the identity of the complainant masked. It will reduce processing time, increase efficiency & effectiveness in complaint monitoring and disposal.
3. It is important that the concerned departments should dispose the complaints received on the portal on daily basis.
4. The concerned Additional Chief Secretaries / Principal Secretaries / Secretaries/ H.O.D.s of all Departments, Autonomous Bodies, Undertakings, etc. may form a screening committee of 03 or more officers of appropriate level to examine the complaints and recommend action (I&R/ FR/ NA/ to be Filed) on complaints so received. The Committee should meet on weekly basis or at appropriate short intervals as decided by Additional Chief Secretaries / Principal Secretaries / Secretaries/ H.O.D.s concerned depending on the number of complaints received.
5. The Complaints received in the system should be placed before the Screening Committee by the Nodal Vigilance Officer of the department concerned in physical form.
6. The action on the complaint such as Investigation & Report (I&R), Factual Report (FR), Necessary Action (NA) or be Filed, should necessarily be taken by the HOD of departments



either on his/ her own or on recommendation of the screening committee, within three working days positively.

7. Recommendation on complaints by the Screening Committee is an optional feature and the Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s / Head of Institutions can decide on their own or agree/ disagree with the recommendations of the screening committee for complaint disposal.
8. In all the cases wherein I&R, F.R., in respect of Group 'A' & Group 'B' Gazetted officers has been sought, the report must be forwarded to DOV through the portal within 30 days (I&R) and 15 days (F.R.) respectively.
9. Action on reports received in respect of officers other than Group 'A' & Group 'B' Gazetted shall be taken by the Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s at their level.
10. Complaints specifically against Senior Officers such as Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s as well as CVO / Nodal Vigilance Officer shall be forwarded to DOV for further action.
11. The Departments shall set up a Facilitation Desk by 30<sup>th</sup> October 2023 to guide and assist such complainants, who give complaints in physical form, to file their complaints through the Portal and shall give wide publicity regarding availability of online portal for filing of complaints.
12. No vigilance complaints in physical mode shall be received or acted upon by any department / institution / authority / officer of Administration of U.T. of N.C.T. of Delhi after 15<sup>th</sup> November 2023.
13. The broad features of the system are attached as Annexure-1 for reference of user departments.
14. This issues with the approval of Hon'ble Lt. Governor, NCT of Delhi.

  
(Sudhir Kumar)

Secretary cum Director (Vigilance)

To

All Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s

**Copy for information to:**

1. Pr. Secretary to Hon'ble L.G.
2. S.O. to Chief Secretary
3. Secretary, Central Vigilance Commission
4. Joint Secretary (UT Division), MHA
5. Office Copy

**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**REVENUE DEPARTMENT**  
**(VIGILANCE BRANCH)**  
**5, SHAM NATH MARG DELHI- 110054**

File. No: F. 14(174)/2023/Div.Com/VIG/HQ/3315

Dated: 14/11/2023

To

The Deputy Commissioner/District Magistrate  
All District, Revenue,  
Revenue Department,  
Govt. of NCT of Delhi,

**Sub: Vigilance Complaint Information Management System.**

Sir/ Madam,

Reference is drawn towards online portal, Vigilance Complaint Information Management System (VCIMS) developed by NIC which has been launched by the Hon'ble Lt. Governor on 21/09/2023 for disposal & action on vigilance related complaints in Administration of U.T.NCT of Delhi. It provides facility, to the citizens to file online complaints and to the departments to process the same and send reports through the portal itself.

In this context, DOV vide memorandum dated 26/10/2023 has issued certain guidelines/instruction regarding Vigilance Complaint Information Management System and the same is being enclosed for information and necessary action.

DOV vide aforesaid memorandum dated 26/10/2023, inter alia has directed that **"may form a screening committee of 03 or more officers of appropriate level to examine the complaints and recommend action (I&R/FR/NA to be filed) on complaints so received"**.

Accordingly, all the districts are advised to follow and implement all the direction conveyed vide aforesaid memo dated 26/10/2023.

This issues with the prior approval of the Competent Authority.

Yours faithfully,

  
(Parmod Kumar)  
SDM-Vigilance (HQ)