Sub :-	- Complaints – Simplified Procedure		
Sr.	<b>Existing Procedure</b>	New Procedure	
No.			
	1 At Division Office (XEN Level)		
1.	Applicant submits his/her application to Sub Division Office.	All complaints received through email or offline or through portal	
2.	Sub Division Office forwards the application to Division Office.	will land in the box of	
3.	In Division Office, Superintendent marks the application to Diary Clerk.	CE/Vigilance.	
4.	Diary Clerk registers the letter in	2. The designated official in the	
	Diary Register and assigns a Diary Number.	CE/Vigilance office examines the	
5.	Letter is delivered to marked	complaint and give his remarks	
6.	assistant. Assistant deals the letter in	after verifying allegations and	
0.	concerned file and marks the file to	facts over phone from all	
7.	Superintendent. Superintendent forwards the file to	concerned i.e. the complainant/	
	XEN of Division.	respondent officer or his	
8.	XEN approves file and down marks to Superintendent.	controlling officer. If the matter	
9.	Superintendent down marks the file	requires inquiry then he will send	
10	to Assistant.	his recommendations to file the	
10.	Assistant makes a draft and send the file to Superintendent for Sign.	complaint or for regular enquiry.	
11.	Superintendent signs the Draft and	3. The enquiry officer submits his	
	down marks the file to Dispatch Clerk.	report online to the CE/Vigilance.	
12.	Dispatch Clerk assigns a dispatch	4. CE/Vigilance sends the report	
4.2	number and marks it on sanctions.	along with his recommendation	
13.	Dispatch clerk either posts or sendsthe letter through dak runner	_	
	to Circle Office.	to the Principal Secretary for	
Stage-2	2 At Circle Office (SE Level)	approval.	
1.	SE marks the letter to	5. Principal Secretary orders for	
	Superintendent.	necessary action and sends back	
2.	Superintendent marks the Letter to		
3.	Diary Clerk.  Diary Clerk registers the letter in	to the CE/Vigilance if no action is	
J.	Diary Register and assigns a Diary	required else sends back to	
	Number.	CE/HQ if show cause /	
4.	Letter is delivered to marked assistant.	chargesheet is required.	
5.	Assistant deals the letter in	6. The CE/Vigilance down marks the	
	concerned file and marks the file to	file to the designated Sr.	
	Superintendent.		
6.	Superintendent marks the file to SE.	Assistant.	
7.	SE gives approval to send the letter		

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file.  9. Assistant marks the file to Superintendent.  10. Superintendent marks the file to AO-2.  11. AO-2 forwards the file to CE/HQ.  12. CE/HQ gives the approval and down marks the file to AO. The case which relates to Government, CE/HQ marks the case directly to Government.  13. AO-2 down marks the file to Superintendent.  14. Superintendent down marks the file to Assistant.  15. Assistant down marks the file to		assistant.
<ol> <li>9. Assistant marks the file to Superintendent.</li> <li>10. Superintendent marks the file to AO-2.</li> <li>11. AO-2 forwards the file to CE/HQ.</li> <li>12. CE/HQ gives the approval and down marks the file to AO. The case which relates to Government, CE/HQ marks the case directly to Government.</li> <li>13. AO-2 down marks the file to Superintendent.</li> <li>14. Superintendent down marks the file to Assistant.</li> <li>15. Assistant down marks the file to</li> </ol>	8.	Assistant examines and deals the
Superintendent.  10. Superintendent marks the file to AO-2.  11. AO-2 forwards the file to CE/HQ.  12. CE/HQ gives the approval and down marks the file to AO. The case which relates to Government, CE/HQ marks the case directly to Government.  13. AO-2 down marks the file to Superintendent.  14. Superintendent down marks the file to Assistant.  15. Assistant down marks the file to		file.
<ol> <li>Superintendent marks the file to AO-2.</li> <li>AO-2 forwards the file to CE/HQ.</li> <li>CE/HQ gives the approval and down marks the file to AO. The case which relates to Government, CE/HQ marks the case directly to Government.</li> <li>AO-2 down marks the file to Superintendent.</li> <li>Superintendent down marks the file to Assistant.</li> <li>Assistant down marks the file to</li> </ol>	9.	Assistant marks the file to
<ol> <li>Superintendent marks the file to AO-2.</li> <li>AO-2 forwards the file to CE/HQ.</li> <li>CE/HQ gives the approval and down marks the file to AO. The case which relates to Government, CE/HQ marks the case directly to Government.</li> <li>AO-2 down marks the file to Superintendent.</li> <li>Superintendent down marks the file to Assistant.</li> <li>Assistant down marks the file to</li> </ol>		Superintendent.
AO-2.  11. AO-2 forwards the file to CE/HQ.  12. CE/HQ gives the approval and down marks the file to AO. The case which relates to Government, CE/HQ marks the case directly to Government.  13. AO-2 down marks the file to Superintendent.  14. Superintendent down marks the file to Assistant.  15. Assistant down marks the file to	10.	•
<ol> <li>AO-2 forwards the file to CE/HQ.</li> <li>CE/HQ gives the approval and down marks the file to AO. The case which relates to Government, CE/HQ marks the case directly to Government.</li> <li>AO-2 down marks the file to Superintendent.</li> <li>Superintendent down marks the file to Assistant.</li> <li>Assistant down marks the file to</li> </ol>		•
<ul> <li>12. CE/HQ gives the approval and down marks the file to AO. The case which relates to Government, CE/HQ marks the case directly to Government.</li> <li>13. AO-2 down marks the file to Superintendent.</li> <li>14. Superintendent down marks the file to Assistant.</li> <li>15. Assistant down marks the file to</li> </ul>	11.	
marks the file to AO. The case which relates to Government, CE/HQ marks the case directly to Government.  13. AO-2 down marks the file to Superintendent.  14. Superintendent down marks the file to Assistant.  15. Assistant down marks the file to		
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Government.  13. AO-2 down marks the file to Superintendent.  14. Superintendent down marks the file to Assistant.  15. Assistant down marks the file to		
<ul><li>13. AO-2 down marks the file to Superintendent.</li><li>14. Superintendent down marks the file to Assistant.</li><li>15. Assistant down marks the file to</li></ul>		,
Superintendent.  14. Superintendent down marks the file to Assistant.  15. Assistant down marks the file to	12	
<ul><li>14. Superintendent down marks the file to Assistant.</li><li>15. Assistant down marks the file to</li></ul>	10.	
to Assistant.  15. Assistant down marks the file to	1 /	
15. Assistant down marks the file to	14.	
	1 -	
туре Сіегк.	15.	
		Type Cierk.

- In case chargesheet or any other disciplinary action is to be taken, then Chief Engineer, Headquarter shall forward it to the concerned Chargesheet Manager who will take further necessary action and follow the procedure under the module 'Chargesheet'.
- 7. The system generates the orders along with the copies to the following:
  - i). Applicant
  - ii).Concerned DDO
  - iii). CE/HQ

16.	Type Clerk types the draft and		
	marks the file to assistant.		
17.	Assistant checks the draft and		
	forwards the Draft to		
	Superintendent.		
18.	Superintendent marks the file to		
	Dispatch Clerk.		
19.	Dispatch Clerk assigns a dispatch		
	number and marks it on sanctions.		
20.	Dispatch clerk send the sanctions to		
	Issue and Receipt branch and marks		
	the file back to corresponding		
	assistant.		
21.	Issue and Receipt either post the		
	sanctions or sends through the dak		
	runner to corresponding office.		
Stage-3	3 At Head Office (CE Level)(for NGE-2		
Branch	· · · · · · · · · · · · · · · · · · ·		
1.	In CE office, letter is received in		
	Issue & Receipt Branch.		
2.	Issue and Receipt branch forwards		
	the letter to concerned branch.		
3.	Concerned branch Superintendent		
	marks the letter to diary clerk.		
4.	Diary Clerk registers the letter in		
	diary register and assigns a diary		
	number.		
5.	Letter is delivered to corresponding		
	assistant.		
6.	Assistant marks the letter to Clerk.		
7.	Clerk puts up the letter in		
	concerned file and marks the file to		
	assistant.		
8.	Assistant examines and deals the		
	file.		
9.	Assistant marks the file to		
	Superintendent.		
10.	Superintendent marks the file to		
	AO-2.		
11.	AO-2 forwards the file to XEN/HQ.		
12.			
13.			
	marks the file to XEN/HQ.		
14.	XEN/HQ down marks the file to AO-		
İ	·	I	

2.

to Assistant.

15. AO-2 down marks the file to

Superintendent.

16. Superintendent down marks the file

17.	
	Assistant down marks the file to Type Clerk.
18.	Type Clerk types the draft and
10.	marks the file to assistant.
19.	
13.	forwards the Draft to
	Superintendent.
20.	Superintendent forwards the draft
	to AO-2 for sign.
21.	AO-2 signs the Draft and down
	marks the file to Superintendent.
22.	Superintendent marks the file to
	Dispatch Clerk.
23.	Dispatch Clerk assigns a dispatch
	number and marks it on sanctions.
24.	Dispatch clerk send the sanctions to
	Issue and Receipt branch and marks
	the file back to corresponding
	assistant.
25.	• •
	sanctions or sends through the dak
	runner to corresponding office.
_	3 At Head Office (CE Level)(for EE-1
Branch	
1.	In CE office, letter is received in
	Issue & Receipt Branch.
2.	Issue and Receipt branch forwards the letter to EE1 branch.
3.	
	FF1 hranch Sunarintandant marks
J.	EE1 branch Superintendent marks
	the letter to diary clerk.
4.	the letter to diary clerk.  Diary Clerk registers the letter in
	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary
4.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.
	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary
4.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding
4. 5.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.
<ul><li>4.</li><li>5.</li><li>6.</li></ul>	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.
<ul><li>4.</li><li>5.</li><li>6.</li></ul>	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.  Clerk puts up the letter in
<ul><li>4.</li><li>5.</li><li>6.</li></ul>	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.  Clerk puts up the letter in concerned file and marks the file to
4. 5. 6. 7.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.  Clerk puts up the letter in concerned file and marks the file to assistant.
4. 5. 6. 7.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.  Clerk puts up the letter in concerned file and marks the file to assistant.  Assistant examines and deals the
4. 5. 6. 7.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.  Clerk puts up the letter in concerned file and marks the file to assistant.  Assistant examines and deals the file.  Assistant marks the file to Superintendent.
4. 5. 6. 7.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.  Clerk puts up the letter in concerned file and marks the file to assistant.  Assistant examines and deals the file.  Assistant marks the file to Superintendent.  Superintendent marks the file to
4. 5. 6. 7. 8. 9.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.  Clerk puts up the letter in concerned file and marks the file to assistant.  Assistant examines and deals the file.  Assistant marks the file to Superintendent.  Superintendent marks the file to SE/HQ.
4. 5. 6. 7. 8. 9.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.  Clerk puts up the letter in concerned file and marks the file to assistant.  Assistant examines and deals the file.  Assistant marks the file to Superintendent.  Superintendent marks the file to SE/HQ.  SE/HQ marks the file to CE/HQ.
4. 5. 6. 7. 8. 9.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.  Clerk puts up the letter in concerned file and marks the file to assistant.  Assistant examines and deals the file.  Assistant marks the file to Superintendent.  Superintendent marks the file to SE/HQ.  SE/HQ marks the file to CE/HQ.  CE/HQ gives the approval and down
4. 5. 6. 7. 8. 9.	the letter to diary clerk.  Diary Clerk registers the letter in diary register and assigns a diary number.  Letter is delivered to corresponding assistant.  Assistant marks the letter to Clerk.  Clerk puts up the letter in concerned file and marks the file to assistant.  Assistant examines and deals the file.  Assistant marks the file to Superintendent.  Superintendent marks the file to SE/HQ.  SE/HQ marks the file to CE/HQ.  CE/HQ gives the approval and down marks the file to SE/HQ.

	Superintendent.
14.	Superintendent down marks the file
17.	to Assistant.
15.	
13.	Type Clerk.
16.	Type Clerk types the draft and
10.	marks the file to assistant.
17	Assistant checks the draft and
17.	forwards the Draft to
10	Superintendent.
18.	Superintendent signs the draft and
10	marks the file to Dispatch Clerk.
19.	Dispatch Clerk assigns a dispatch
20	number and marks it on sanctions.
20.	Dispatch clerk send the sanctions to
	the applicant and concerned
	branches and marks the file back to
6.	corresponding assistant.
_	3 At Head Office (CE Level)(for EE-2
Branch	•
1.	In CE office, letter is received in
-	Issue & Receipt Branch.
2.	Issue and Receipt branch forwards
	the letter to EE-2 branch.
3.	EE-2branch Superintendent marks
	the letter to concerned assistant
	and gives it to diary clerk.
4.	Diary Clerk registers the letter in
	diary register and assigns a diary
	number.
5.	Letter is delivered to concerned
	assistant.
6.	Assistant marks the letter to Clerk.
7.	Clerk puts up the letter in
	concerned file and marks the file to
	assistant.
8.	Assistant examines and deals the
	file and sends to Superintendent.
9.	Superintendent marks the file to
	SE/HQ.
10.	SE/HQ gives approval and gives
	back to SE/HQ's branch and sends
	to CE/HQ for approval.
11.	CE/HQ gives the approval and down
	marks the file to SE/HQ.
12.	SE/HQ marks the file to
	Superintendent/EE-2.
13.	Superintendent down marks the file to Assistant.

14.	Assistant down marks the file to
	Type Clerk.
15.	, , , , , , , , , , , , , , , , , , , ,
	marks the file to assistant.
16.	Assistant checks the draft and
	forwards the Draft to
	Superintendent.
17.	Superintendent marks the file to
	Dispatch Clerk or in case
	Government approval is required
	then forwards the file to SE/HQ to
	sign the drafts which are then sent
	to the Government
18.	Dispatch Clerk assigns a dispatch
	number.
19.	
	Issue and Receipt branch and marks
	the file back to corresponding
	assistant.
Stage-3	
	Branch)
1.	Applicant submits his/her
1.	
2.	application to his/her branch.
۷.	Branch forwards the application to Admin branch.
3.	Admin branch Superintendent
	marks the application to diary clerk.
4.	Diary Clerk registers the
	applicationin diary register and
	assigns a diary number.
5.	Applicationis delivered to marked
	assistant.
6.	Assistant marks the applicationto
	Clerk.
7.	Clerk puts up the applicationin
	concerned file and marks the file to
	assistant.
8.	Assistant examines and deals the
	file.
9.	Assistant marks the file to
	Superintendent.
10.	Superintendent marks the file to
	Registrar.
11.	
	Superintendent.
12.	'
	to Assistant.
13.	
	1
15.	Type Clerk.

14.	7.
4.5	marks the file to assistant.
15.	Assistant checks the draft and
	forwards the Draft to
	Superintendent.
16.	Superintendent signs the draft and
	down marks the file to Dispatch
	Clerk.
17.	Dispatch Clerk assigns a dispatch
	number and marks it on sanctions.
18.	Dispatch clerk send the sanctions to
	applicant and concerned branches
	and marks the file back to
	corresponding assistant.
Stage-4	4 At Government Level (Secretary
Level)	2010
1.	Letter of HO is received in
	concerned Branch of Secretariat.
2.	Letter is marked to the
۷.	Superintendent.
3.	Superintendent marks the letter to
٥.	Senior Assistant.
1	
4.	After diarized, Senior Assistant puts
	the file to Superintendent.
5.	Superintendent again puts up the
	file to concerned Officer who signs
	the sanction letter.
6.	File is down marked to
	Superintendent and Senior
	Assistant.
7.	Senior Assistant marks the file to
	Dispatcher who dispatches letter.
8.	Letter is received in HO.
9.	In HO same procedure is re iterated.