

Sub :- Complaints – Simplified Procedure		
Sr. No.	Existing Procedure	New Procedure
Stage-1 At Division Office (XEN Level)		
1.	Applicant submits his/her application to Sub Division Office.	<ol style="list-style-type: none"> 1. All complaints received through email or offline or through portal will land in the box of CE/Vigilance. 2. The designated official in the CE/Vigilance office examines the complaint and give his remarks after verifying allegations and facts over phone from all concerned i.e. the complainant/ respondent officer or his controlling officer. If the matter requires inquiry then he will send his recommendations to file the complaint or for regular enquiry. 3. The enquiry officer submits his report online to the CE/Vigilance. 4. CE/Vigilance sends the report along with his recommendation to the Principal Secretary for approval. 5. Principal Secretary orders for necessary action and sends back to the CE/Vigilance if no action is required else sends back to CE/HQ if show cause / chargesheet is required. 6. The CE/Vigilance down marks the file to the designated Sr. Assistant.
2.	Sub Division Office forwards the application to Division Office.	
3.	In Division Office, Superintendent marks the application to Diary Clerk.	
4.	Diary Clerk registers the letter in Diary Register and assigns a Diary Number.	
5.	Letter is delivered to marked assistant.	
6.	Assistant deals the letter in concerned file and marks the file to Superintendent.	
7.	Superintendent forwards the file to XEN of Division.	
8.	XEN approves file and down marks to Superintendent.	
9.	Superintendent down marks the file to Assistant.	
10.	Assistant makes a draft and send the file to Superintendent for Sign.	
11.	Superintendent signs the Draft and down marks the file to Dispatch Clerk.	
12.	Dispatch Clerk assigns a dispatch number and marks it on sanctions.	
13.	Dispatch clerk either posts or sendsthe letter through dak runner to Circle Office.	
Stage-2 At Circle Office (SE Level)		
1.	SE marks the letter to Superintendent.	
2.	Superintendent marks the Letter to Diary Clerk.	
3.	Diary Clerk registers the letter in Diary Register and assigns a Diary Number.	
4.	Letter is delivered to marked assistant.	
5.	Assistant deals the letter in concerned file and marks the file to Superintendent.	
6.	Superintendent marks the file to SE.	
7.	SE gives approval to send the letter	

	to HO and down marks the file to Superintendent.
8.	Superintendent down marks the file to Assistant.
9.	Assistant makes a draft and send the file to Superintendent for Sign.
10.	Superintendent signs the Draft and down marks the file to Dispatch Clerk.
11.	Dispatch Clerk assigns a dispatch number and marks it on sanctions.
12.	Dispatch clerk either posts or sendsthe letter through dak runner to HO.
Stage-3 At Head Office (CE Level)(for NGE-1 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 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 Type Clerk.

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 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.	XEN/HQ forwards the file to CE/HQ.
13.	CE/HQ gives the approval and down marks the file to XEN/HQ.
14.	XEN/HQ down marks the file to AO-2.
15.	AO-2 down marks the file to Superintendent.
16.	Superintendent down marks the file to Assistant.

17.	Assistant down marks the file to Type Clerk.
18.	Type Clerk types the draft and marks the file to assistant.
19.	Assistant checks the draft and 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.	Issue and Receipt either post the sanctions or sends through the dak runner to corresponding office.
Stage-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.	EE1 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 SE/HQ.
11.	SE/HQ marks the file to CE/HQ.
12.	CE/HQ gives the approval and down marks the file to SE/HQ.
13.	SE/HQ down marks the file to

	Superintendent.
14.	Superintendent down marks the file to Assistant.
15.	Assistant down marks the file to Type Clerk.
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 signs the draft and 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 the applicant and concerned branches and marks the file back to corresponding assistant.
Stage-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.	Type Clerk types the draft and 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.	Dispatch clerk send the sanctions to Issue and Receipt branch and marks the file back to corresponding assistant.
Stage-3 At Head Office (CE Level)(for Admin Branch)	
1.	Applicant submits his/her application to his/her branch.
2.	Branch forwards the application to Admin branch.
3.	Admin branch Superintendent marks the application to diary clerk.
4.	Diary Clerk registers the application in diary register and assigns a diary number.
5.	Application is delivered to marked assistant.
6.	Assistant marks the application to Clerk.
7.	Clerk puts up the application 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 Registrar.
11.	Registrar down marks the file to Superintendent.
12.	Superintendent down marks the file to Assistant.
13.	Assistant down marks the file to Type Clerk.

14.	Type Clerk types the draft and 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 At Government Level (Secretary Level)

1.	Letter of HO is received in concerned Branch of Secretariat.
2.	Letter is marked to the Superintendent.
3.	Superintendent marks the letter to Senior Assistant.
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.