

DEPARTMENTAL VIGILANCE ORGANISATION

MANUAL OF THE STAFF SETUP, FUNCTIONS AND PROCEDURE TO BE FOLLOWED IN HANDLING COMPLAINTS WITH VIGILANCE ANGLE.

GENERAL

Formation of Departmental Vigilance:- Industrial engineering study was carried out by M/S CRISIL for staffing pattern of MSEDCL. In this study, the staffing pattern of vigilance wing was not considered. There was need to review the staffing pattern, duties, and responsibilities of V&S Wing of MSEDCL also. Hence, study of those companies who have performed excellent on these fronts namely Andhra Pradesh and Karnataka State Electricity Distribution Companies' V&S Wings was carried out.

The competent authority inter alia directed to prepare a revised set up of V&S wing of MSEDCL and also directed that the Enquiries and Investigations of complaints against the employees be removed from the responsibilities of existing V&S wing. Accordingly a proposal was submitted by the GAD Manpower Review Cell to the Board of Directors. The following resolution (Resolution 1211) has been passed by the Board on this proposal:-

- 1) *Reorganization of V&S Wing and Revised Staff set up for various offices of V&S at corporate / field levels as per Statements 1 to 5.*
- 2) *Creation of the Departmental Vigilance (DV) Organization.*
- 3) *Chairman and Managing Director be and is here by authorized to approve the detailed duties and job specifications of each post under the V&S wing and the Departmental Vigilance Organization.*

In pursuance of the above Board Resolution the Chairman & Managing Director in consultation with the Director Operations, Director Projects and Director Finance accorded approval vide order No 13, conveyed vide No: GAD/CGM(T/E)/MPR/26134 dated 18.08.2010, apart from other provisions for the following:-

- a) Organizational flow chart of Departmental Vigilance (DV) Organization as shown in Annexure A

- b) Broad Duties & Functions of Officers / Employees in Departmental Vigilance Organization as shown in Annexure B.

MANUAL OF FUNCTIONS & DUTIES

The following manual is prepared by the Departmental Vigilance Office of MSEDCL for handling the complaints against the employees. It is based on the functions and duties prescribed by the competent authority; The CVC Act 2003; and the Manual of the Central Vigilance Commission.

Functions of Departmental Vigilance Office are wide and include collecting intelligence about the corrupt practices committed, or likely to be committed by the employees; investigate into verifiable allegations reported to it; processing investigation reports for further consideration of the disciplinary authority; taking steps to prevent commission of improper practices / misconducts, etc.

Thus, the functions of departmental vigilance can broadly be divided into three parts, viz. (I) Preventive vigilance; (ii) Punitive vigilance; and (iii) Surveillance and detection

I) Preventive vigilance

- (i) To undertake a study of existing procedure and practices prevailing in the organization with a view to modifying those procedures or procedures and practices which provide a scope for corruption, and also to find out the causes of delay, the points at which delay occurs and device suitable steps to minimize delays at different stages;
- (ii) To device adequate methods of control over exercise of discretion so as to ensure that discretionary powers are not exercised arbitrarily but in a transparent and fair manner;
- (iii) To educate the citizens about the procedures of dealing with various matters and also to simplify the cumbersome procedures as far as possible;
- (iv) To identify the areas in the organization which are prone to corruption and to ensure that the officers of proven integrity only are posted in those areas;
- (v) To prepare the list of officers trapped in ACB and to analyze their cases. To find ways and means to plug the loop holes in the system and suggest the management accordingly.
- (vi) To recommend periodical rotations of staff on sensitive posts;

- (vii) To examine the standard operating procedures that the various departments of the organization have prepared on important subjects such as purchases, contracts, estimate sanction etc. and suggest modifications if any and that these are updated from time to time and conform to the guidelines issued by the higher authorities.

(ii) Punitive vigilance

- (i) To receive complaints from all sources and scrutinize them with a view to finding out if the allegations involve a vigilance angle. When in doubt, the CVO / CIO may refer the matter to his administrative head;
- (ii) To investigate or cause an investigation to be made into such specific and verifiable allegations which involve a vigilance angle;
- (iii) To process the investigation reports expeditiously for obtaining orders of the competent authorities about further course of action to be taken.
- (iv) To ensure that the charge sheets to the concerned employees are drafted properly and issued expeditiously;
- (v) To ensure that there is no delay in appointing the Investigation / Enquiry officers where necessary;
- (vi) To examine the inquiry officer's report, keeping in view the evidence gathered by the EO / IO and the defence during the course of investigation / enquiry and to forward the report to the disciplinary cell where ever action is deserved.
- (vii) To ensure that the disciplinary authority concerned, issued a speaking order, while imposing a punishment on the delinquent employee. The order to be issued by the disciplinary authority should show that the disciplinary authority had applied its mind and exercised its independent judgment;
- (viii) To ensure that rules with regard to disciplinary proceedings are scrupulously followed at all stages by all concerned as any violation of rules would render the entire proceedings void;
- (ix) To ensure that the time limits prescribed for processing the vigilance cases at various stages prescribed by the Competent Authority are strictly adhered to.

For the purpose of bringing clarity on the above scope and the functions of Departmental Vigilance, the following definitions / clarifications are adopted:-

COMPLAINT:-

It is defined as information about corruption, malpractice or misconduct on the part of employees of MSEDCL, from whatever source. All the Directors of the Board, not being the employees of MSEDCL are not within the purview of the Departmental Vigilance Section and complaints received by this Section against any of the Board of Directors shall be filed without any action. Complaints which fall under the definition of "Complaint" and satisfy the criteria as per this manual shall be dealt with by the Department of Vigilance.

SOURCES OF COMPLAINTS:- Following are few examples of the sources from which the complaints may be received. This is not exhaustive list and only indicative and as said earlier, it may be received from any other source also.

- 1) Complaints received from employees of the organization or members of public.
- 2) Departmental inspection reports and stock verification surveys.
- 3) Scrutiny of annual property returns.
- 4) Reports of irregularities in accounts detected in the routine audit of accounts; eg tampering with records, over payments, misappropriation of money or materials etc
- 5) Proceedings of Vidhan Sabha / Vidhan Parishad of Maharashtra State.
- 6) Complaints and allegations appearing in the print and electronic media.
- 7) Information even if it is received verbally from an identifiable source (to be reduced in writing); and
- 8) Intelligence gathered by the agencies like Police, CBI, ACB, local bodies etc and informed.
- 9) Ordered by the competent authority of MSEDCL.

COMPLAINTS WITH VIGILANCE ANGLE:-

The Organization expects that the employees shall maintain the highest standard of probity and uprightness in their public dealings in and out of office. Any deviation on the part of the employee from the straight and narrow path, motivated by greed or self interest would invite vigilance enquiry against him. The vigilance angle is obvious in the following cases:-

- 1) Demanding and / or accepting gratification other than legal remuneration for an official act or for favoring a particular person or party to the exclusion of others.

- 2) Obtaining valuables without consideration or with inadequate consideration from a person with whom he has or is likely to have official dealings at his own level or his subordinates where he can exert influence.
- 3) Obtaining for himself or for any other person any valuable thing or pecuniary advantage by corrupt or illegal means or by abusing his position as a public servant.
- 4) Possession of assets disproportionate to his known sources of income.
- 5) Cases of misappropriation, forgery or cheating or other similar criminal offences.

Any undue / unjustified delay in the disposal of a case by the concerned after considering all the relevant factors would reinforce the conclusion as to the presence of vigilance angle in a case.

Gross or willful negligence, recklessness in decision making, blatant violation of systems and procedures, exercise of discretion in excess where no ostensible public interest is evident, failure to keep the controlling authority / superiors informed in time – these are some of the irregularities where careful study of the case and weighing of the circumstances would be undertaken to come to the conclusion whether there is reasonable ground to doubt the integrity of the employee and existence of vigilance angle to the case. The main purpose of vigilance activity is not to reduce but to enhance the level of managerial efficiency and effectiveness in the organization. Commercial risk taking forms part of business. Therefore, every loss caused to the organization, either in pecuniary or non-pecuniary terms, need not necessarily become the subject matter of a vigilance inquiry. Thus, whether a person of common prudence, working within the ambit of the prescribed rules, regulations and instructions, would have taken the decision in the prevailing circumstances in the commercial / operational interests of the organization is one possible criterion for determining the bona fides of the case. A positive response to this question may indicate the existence of bona- fides. A negative reply, on the other hand, might indicate their absence.

ANONYMOUS / PSEUDONYMOUS COMPLAINTS:-

As a general rule no action will be taken on anonymous or pseudonymous complaints received by the departmental vigilance office. When in doubt, the pseudonymous character of a complaint

will be verified by enquiring from the signatory of the complaint, whether it had actually been sent by him. If he cannot be contacted at the address given in the complaint, or if no reply is received from him within a reasonable time, it will be presumed that the complaint is pseudonymous and will be ignored. However if any substantial evidence / data is provided by the complainant, same will be verified / investigated discreetly. The identity of the complainant will not be revealed unless the complainant himself has made the details of the complaint either public or disclosed his identity to any other office or authority. Such complaints may be investigated / enquired further after taking the approval of the competent authority in the normal manner without revealing the identity of the complainant.

MONITORING OF COMPLAINTS

Complaints with only vigilance angle will be registered.

Generally, entries of only those complaints in which there is an allegation of corruption or improper motive; or if the alleged facts *prima facie* indicate an element or potentiality of a vigilance angle shall be made in the register. The investigation / enquiry will be conducted only if the complainant discloses his / her name with details of complaint with sufficient details of allegations. Also there should be substantial evidence in the complaint for preliminary investigation. The investigation / enquiry will be conducted irrespective of the fact that it otherwise does not fall under any of the above mentioned criteria, if recommended by any one of the Directors and approved by CMD.

The Competent authority to decide whether to register a complaint will be CIO in case of employees up to EE or equivalent level, CVO for the employees up to SE or equivalent level and the CMD in all other cases.

In the complaint, salient points indicating vigilance angle shall be highlighted. Recommendations of the officers down the line and approval of the Competent Authority shall be taken on the complaint itself. A suitable stamp for taking the approval of the competent authority shall be prepared. Approval of the competent authorities will be taken by the RIO's (without any noting sheet) before entering the case in the register. The process of taking the approval shall normally be completed within a fortnight from the date of receipt.

Complaints Register.

1) Every RIO is required to maintain a vigilance complaint register in the format prescribed and also on the Computer. Progressively, only IT based information shall be maintained so as to function with least paper work. It will have parts for different category of employees as per Service Regulations. If complaint involves different categories, it will be shown against the highest category.

2) Every complaint, irrespective of its source, and for which approval for investigation / enquiry has been taken will be entered in the prescribed format in the complaints register chronologically as it is received or taken notice of. A complaint against several officers will be treated as one complaint. Also number of complaints against one employee or one office may be clubbed together as one if the allegations are similar, for the purpose of investigation/enquiry.

INVESTIGATION / ENQUIRY.

The dictionary meaning of the words "investigation" and "enquiry" is same. However for the purpose of administrative convenience, the two are differentiated. Based on the allegations made in the complaint, the information and evidences provided by the complainant, it will be decided whether investigation or enquiry has to be conducted. Investigation will mean the preliminary fact finding in small cases of misappropriation so as to ascertain whether the allegations are true and have sufficient grounds to proceed further for issuing the charge sheet to the delinquent employee(s). Enquiry will mean detailed fact finding in big cases of misconduct involving vigilance angle. However there is thin line to distinguish between the two and it will be the sole discretion of the competent authority to differentiate between the two. Also the investigation / enquiry conducted by the vigilance is a pre charge sheet activity, aimed at finding out whether there are prima facie adequate evidences for taking action against the employee(s) against whom the complaint with vigilance angle is received. This has to be completed in seven days/one month as the case may be. As against this, the Departmental Enquiry has to be conducted after issue of the charge sheet by the Competent Authority. The Departmental Enquiry shall be conducted as per the procedure and time prescribed in the Service Regulations and as per the directives of the Competent Authority prescribed in the Service Regulations.

Generally if only one employee is referred in the complaint or the amount involved is less than Rs 50000/- (Rupees fifty thousand) the case will be allotted to the nominated Investigation Officer in the panel. Similarly if the number of employees is more than one or the amount involved is more than or equal to Rs 50000/- the case will be allotted to the nominated Enquiry Officer in the panel. The process may accordingly be termed as vigilance investigation or vigilance enquiry. The vigilance investigation / vigilance enquiry will be conducted by the Departmental Vigilance for helping the Competent Authority prescribed in the Service Regulations to punish the employees who have committed act of misconduct with *vigilance angle* under their control. The routine procedure of issuing Charge Sheet based on the report of the Departmental Vigilance and conducting the Departmental Enquiry after the issue of Charge Sheet will invariably be undertaken as per the Service Regulations by the Authority competent to issue Charge Sheet.

The purpose of vigilance investigation / enquiry is to determine whether there is prima facie substance in the allegations. The investigation / enquiry may be made in several ways depending on the nature of allegations and the judgment of the investigating / enquiry officer.

- a) If the allegations contain information which can be verified from any document or file or any other departmental records.
- b) In case, where the alleged facts are likely to be known to other employees of the department.
- c) In case where enquiries from the employees of any other Govt. department or office is considered necessary.
- d) Site inspections.
- e) Collecting information / evidence from non- official persons.
- f) Investigation against persons in special circumstances.
- g) Obtaining the version of the suspect employee.
- h) Preliminary Enquiry by officers other than Vigilance Officer.

Handing over of complaints for Investigation.

After having taken the approval of the competent authority to proceed ahead for Conducting the Investigation, the case shall be either handled by the CIO or the RIO or nominated officer from the panel, as directed by the competent authority. In any case the Investigation shall be completed within 7 days / or within the

period as directed by the competent authority, from the date of handing over. The period of Investigation may be extended by the competent authority as per the delegation of powers. The investigation report shall be submitted to the competent authority for decision regarding proceeding further or closing the case.

A complaint after registration and preliminary investigation / investigation can be dealt with as follows:-

- i) It may be filed after investigation; **or**
- ii) It may be passed on to the concerned administrative authority for appropriate action on the ground that no vigilance angle is involved; **or**
- iii) It may be taken up for detailed Investigation / Enquiry by the departmental vigilance office; **or**
- iv) The report of investigation may be forwarded to the Disciplinary Cell for taking action on the delinquent employees.

Handing over of complaints for Enquiry.

The vigilance investigation / enquiry on the complaint / will be conducted as per the approval of the competent authority either departmentally by CIO or RIO or may be carried out with the help of the nominated person from the panel of Enquiry Officers or with the help of adhoc committee as per the directives of the Competent Authority. The vigilance enquiry will be completed within a period of one month. The period of Enquiry may be extended by the Competent Authority as prescribed. The report of enquiry shall be forwarded to the Disciplinary Cell or may be filed as per the decision of the Competent Authority.

Preparation of Investigation/Enquiry Report.

The officer conducting Investigation / Enquiry is expected to prepare a self contained report including the material available to controvert the defence. The vigilance investigation / enquiry report may contain the explanation of the suspect employee / officer. The fact that an opportunity was given to the employee / officer concerned should be mentioned in the investigation / enquiry report even if the employee / officer did not avail of it. The Investigating / Enquiry officer should take all connected documents in his possession as this becomes helpful if departmental action has to be taken against the employee / officer. If the documents cannot be handed over to the Departmental Investigation / Enquiry Officer as the same are in use for day to day work, the attested Xerox should be handed over by the person handling such document. **However, in**

any case, the original papers are not to be handed over to the Investigation / Enquiry officers in the panel and only attested copies of the documents should be provided. The originals should be kept in safe custody by the concerned office. In case the document is in daily use, it should be kept in safe custody by the person handling the same. The originals are to be handed over to the competent authority as and when asked for initiating the disciplinary action.

Disciplinary action on the Investigation / Enquiry Report.

The vigilance investigation / enquiry report will be submitted to the Disciplinary Cell for further action as per the Service Regulations if evidence is found that the allegations made in the complaint are correct, by the office of the CIO. The DC will direct Competent Authority to take disciplinary action within three months with a copy to CIO. The RIO will follow up the case till its finalization. The RIO's will maintain record of investigation conducted / disciplinary action taken / not taken. Disciplinary action taken / not taken needs to be informed to the CIO/CVO. Once the case is recommended for disciplinary action by the office of the CIO, it will be followed up till its logical end by the concerned RIO. Approval of the CIO/CVO on the action to be taken will be obtained by the Competent Authority. In case of any disagreement between the CIO or CVO and the Competent Authority, the case will be referred to the concerned Director / M.D. for final decision.

Action against person making false complaints.

- 1) Malicious, vexatious or unfounded complaint against a public servant is punishable under Section 182 of the Indian Penal Code.
- 2) Under section 195(1) (a) of Cr.P.C. a person making a false complaint can be prosecuted (where complaint is lodged with a court of competent jurisdiction by the public servant falsely complained against by a public servant to whom he is subordinate.)
- 3) If false complaint is lodged by the employee against his superior or colleague, action against him may be initiated as per Service Regulation 86 (3) read with Schedule "B" Sr No.29. Depending on the motive of false complaint and the allegations made by him in the complaint, action under other Acts of Misconduct listed in the schedule may also be initiated against him.

Grant of immunity / pardon to approvers.

If during investigation, it is found that an employee has made a full and true disclosure implicating him and other employees, the CVO/CIO may recommend for grant of immunity / leniency to such a person from departmental action or punishment. Immunity / Leniency will be granted only in case of serious nature and that too on merits, and the Disciplinary Authority in consultation with / on the recommendation of CVO/CIO can decide whether the case merits grant of immunity / leniency in the interest of satisfactory prosecution of the disciplinary case.

(iii) Surveillance and detection

- The CVO's office may conduct regular and surprise inspections in the sensitive areas in order to detect if there have been instances of corrupt or improper practice by the employees of the organization. The office shall also undertake prompt and adequate scrutiny of property returns and intimations given by the employees under the conduct rules and proper follow up action where necessary. In addition, intelligence from its own sources in whatever manner deemed appropriate shall be gathered about the misconduct / malpractices having been committed or likely to be committed.

The Management Appraisal.

The CIO office will apprise the Management about the progress of overall and the specific cases as and when asked for. Suitable measurement of the corruption will be devised so as to invite healthy competition amongst Zones / Regions and to apprise the Management relative standing of the Zones and Our Organization *vis a vis* other Distribution Companies.

The Management Information System.

The following reports shall be submitted by the office of the C.I.O.

- 1) **Monthly Reports:**-Monthly reports of the work done on vigilance matters will be furnished by the 5th day of the following month to the CIO by the RIO's.
- 2) **Quarterly Reports:**-Quarterly progress reports on the complaints are to be furnished to the CVO by the 15th day of the month following the quarter ending March, June, September and December.

- 3) **Yearly Reports**:-Annual report of the previous year shall be furnished to the CVO by 30th of the succeeding year.
- 4) **Follow up Record**:- Follow up record of each case shall be maintained by each RIO and may be asked as and when required by the CVO/CIO.

The status of those cases will be mailed / displayed on the web site in which investigation/enquiry is completed and action is proposed and will be updated immediately in case of any change by the CIO's office. The DC/Est./TE or any other concerned section will verify the same at their level from the information provided on the net. No separate clearance will be given by the CIO's office in case of investigation / enquiry against individual employees for complaints against them for any departmental purpose such as promotion, transfer etc.

Selection, Tenure and Training of Personnel for CIO's Office.

The approval of CIO / CVO will be necessary before posting any employee in the Departmental Vigilance office. The tenure of each employee will be maximum three years. No extension or second tenure will be given to any employee. Training of minimum 5 days in a year will be compulsory for all the employees. Any question raised about the integrity of the employee working in the Departmental Vigilance will be immediately investigated and in case of any evidence or doubt about his integrity, he will be transferred immediately.

Conduct of the Employees of CIO's office:

No visitors shall be allowed to visit the office of CIO/ interact with the officers of the office. If it is official visit, permission of CIO will be obtained. Board displaying the above order will be displayed at some conspicuous place at the entrance of the office.

Right to Information Act

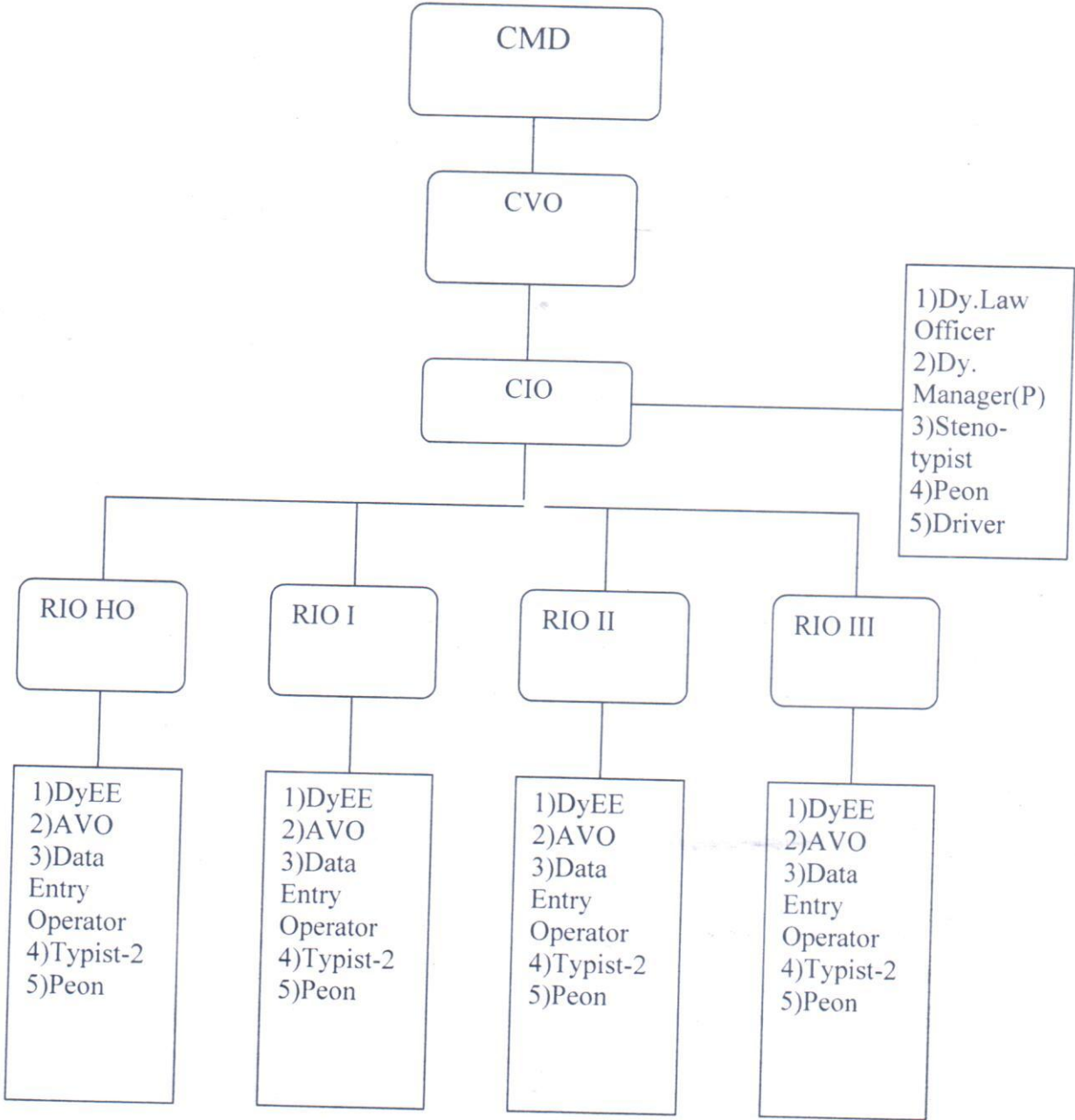
The Right to Information Act 2005 is applicable to the office of the CIO and accordingly all the compliances required under the provisions of the Act which are applicable to other HOD's at the Corporate Office shall be applicable.

Preservation of Record.

All the record in respect of various complaints shall be preserved as per the Circulars of MSEDCL issued from time to time and as per the provisions of the Right to Information Act.2005. It will be the responsibility of each RIO to keep the record of complaints and the correspondence there of received for his respective area.

Chief Vigilance Officer

**DEPARTMENTAL VIGILANCE OFFICE.
ORGANISATIONAL FLOW CHART**



ANNEXURE "B"

BOARD RESOLUTION 1211 Date 10.08.2010

- 1) Reorganization of V&S Wing and Revised Staff set up for various offices of V&S at corporate / field levels as per Statements 1 to 5.
- 2) Creation of the Departmental Vigilance (DV) Organization.
- 3) Chairman and Managing Director be and is here by authorized to approve the detailed duties and job specifications of each post under the V&S wing and the Departmental Vigilance Organization

Salient Features of the order GAD/CGM (T/E)/MPR/26134 Date 18/08/2010 Office Order:- 13

A)

- 1) The office order is as per B.R.No1211 date 10.08.2010
- 2) Reorganization of V&S, revised set up as per statement 1 to 5.
- 3) Creation of Departmental Vigilance Organization. (DV)
- 4) Chairman and MD authorized to approve the detailed duties, job specifications of each post of V&S and DV.

B)

CMD has accorded the following approval.

- 1) Functions of V&S as per statement 6.
- 2) Procedure of Pending Investigation of Complaints with V&S as per statement 7.
- 3) Setup of DV as per statement 8.
- 4) Broad Duties and Functions of officers / Employees in DV as per statement 9.1 to 9.9

Staff Setup, Broad Duties and Functions of officers / Employees in DV

- 9.1 CMD-E.D (HR)-CIO- RIO 1
RIO 2
RIO 3
RIO HO

Staff of each officer:

CIO---- C.E, Dy Law officer, Dy Manager(P), Steno typist, Driver, Peon.(total staff 6)

RIO HO—Manager (P), Dy EE, Assistant Vigilance Officer, Data Entry Operator, *Typist two, Peon.* (total staff 7)

RIO 1-----Manager (F&A), Dy EE, Assistant Vigilance Officer, Data Entry Operator, *Typist two, Peon.* (total staff 7)

RIO 2----- EE, Dy EE, Assistant Vigilance Officer, Data Entry Operator, *Typist two, Peon.* (total staff 7)

RIO 3----- Asstt. Director (V&S), Dy EE, Assistant Vigilance Officer, Data Entry Operator, *Typist two, Peon.* (total staff 7)

Grand Total Staff in CIO office---Regular 22, Out Sourced 12, (34)

9.2 Investigation Officers & Enquiry Officers.

- 1) All investigation and Enquiry Officers will be selected and placed on Zone wise panel.
- 2) All investigation and Enquires will be monitored by RIOs.
- 3) Preliminary investigations must be completed in 7 days and Enquiries to be completed in one month period. Extension if required will be granted by the CIO. More than one extension will be granted by E.D.(HR).

9.3 Responsibilities of Head Departmental Vigilance (ED HR)

- 1) Major area of corruption identified.
- 2) Study procedures and undertake review to improve transparency and delay
- 3) Prepare list of officers of doubtful integrity and keep them under surveillance and ensure they are not posted to corruption prone area.
- 4) Appoint and Maintain list of panel of retired Police or Departmental officers as investigation officers and retired judges as enquiry officers.
- 5) Ensure time limits for investigation (1 month) and enquiry (3 months) scrupulously followed.
- 6) Surprise inspections of various installation service areas.
- 7) Monitoring vigilance cases for speedy disposal.

9.4 Responsibilities of Chief Investigation Officer.

- 1) Receive complaints from all sources, scrutinize to check vigilance angle
- 2) Order investigation into specific allegations.
- 3) Process investigation report expeditiously.
- 4) Ensure disciplinary action against defaulters.
- 5) Monitor functioning of RIOs, Investigating/Enquiry officers.
- 6) Analyze all cases and apprise ED HR.
- 7) If nominated by ED HR, investigate important cases.

9.5 Responsibilities of Regional Investigation Officers.

- 1) Once investigation ordered by C.E. in region, monitor progress and ensure compliance in time limit.
- 2) Maintain record and monitor all cases in region.
- 3) Maintain list of IOs and monitor their work.
- 4) Coordination of investigation work.
- 5) Review and analyze data of vigilance cases.
- 6) If ordered, undertake investigation.

9.6 Qualifications and Responsibilities of Investigation Officers.

- 1) Retired police officer – not below PI level / Experienced Ex- defense officer.
- 2) Retired Revenue officer- not below Nb. Teh. Level
- 3) Retired Departmental Officer – not below Dy.EE level.
- 4) Fees- Rs 5000- 10000 per investigation + all traveling expenses and DA of Rs 400 per day maximum for 7 days, stationery and other facilities.
- 5) Normally the investigation should finish in 7 working days.

9.7 Qualifications and Responsibilities of Enquiry Officers.

- 1) Retired Judge / Retired Govt. officer of Dy.Secretary or equivalent rank / Ex-Defence officer / Retired MSEB Officer of EE or equivalent and above rank.
- 2) Will be provided with the help of one officer as company representative + one typist.
- 3) Traveling Expenses + DA Rs. 500 for 10 days.
- 4) Per enquiry – Rs 10000 to Rs 15000
- 5) Staff and all assistance will be provided.

9.8 Powers For Ordering Investigation / Enquiry.

- 1) For CE and above – CMD.
- 2) Up to SE- Head DV ie ED HR.
- 3) Up to EE- CIO.

9.9 Investigations can be ordered only if:

- 1) Name with details of complaint with sufficient details of allegations.
- 2) Substantial evidence in the complaint for preliminary investigation.
- 3) Referred by Department / Govt.
- 4) If recommended by Directors and Directed by CMD.