



केंद्रीय सतर्कता आयोग
CENTRAL VIGILANCE COMMISSION



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सं. / No. 024/VGL/017-4.....

दिनांक / Dated. 27.07.2026.....

Master Circular No. : 04/MC/2026

Subject: Master Circular on Processing of Complaints received under Public Interest Disclosure and Protection of Informers Resolution-2004.

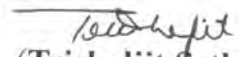
The Central Vigilance Commission as part of its mandate of effective superintendence over the vigilance administration of the organisations covered under its advisory jurisdiction, has issued a number of guidelines, circulars etc. from time to time, about the procedure for processing of complaints received under Public Interest Disclosure and Protection of Informers (PIDPI) Resolution-2004.

2. The Commission, in order to ensure ease of reference about the procedure for processing of complaints received under PIDPI Resolution-2004, has consolidated, updated and revised the earlier guidelines, circulars etc. issued by it on the above mentioned subject. The same have been compiled in the form of Master Circular No 04/MC/2026 titled '**Processing of Complaints received under Public Interest Disclosure and Protection of Informers Resolution-2004**' which is enclosed to this Office Memorandum. With the issuance of this Master Circular, all earlier guidelines, circulars etc. issued by the Commission on the above mentioned subject, stand superseded.

3. The Commission welcomes suggestions and inputs on the Master Circular. Any communication or clarifications sought in this regard may be addressed to 'The Secretary, Central Vigilance Commission'.

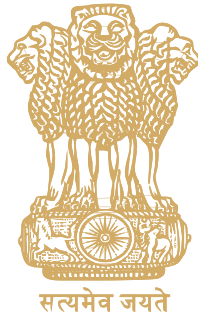
4. This Master Circular is available on the website of the Commission, i.e. www.cvc.gov.in under the head 'Publications' and sub-head 'Master Circulars'.

Encl: As above.


(Trishaljit Sethi)
Secretary

To

- (i) The Secretaries of all Ministries/Departments of GoI
- (ii) All Chief Executives of Central Public Sector Enterprises / Public Sector Banks / Public Sector Insurance Companies / Autonomous Bodies etc.
- (iii) All CVOs of Ministries / Departments of GoI / CPSEs / Public Sector Banks / Public Sector Insurance Companies / Autonomous Bodies etc.
- (iv) Website of Central Vigilance Commission.



Master Circular No. : 04/MC/2026

**MASTER CIRCULAR
ON
PROCESSING OF COMPLAINTS RECEIVED
UNDER PUBLIC INTEREST DISCLOSURE AND
PROTECTION OF INFORMERS RESOLUTION-2004**



CENTRAL VIGILANCE COMMISSION

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Processing of Complaints received under the Public Interest Disclosure and Protection of Informers (PIDPI) Resolution -2004

SHORT TITLE, APPLICABILITY AND COMMENCEMENT

This circular shall be referred to as the ‘Master Circular on Processing of Complaints received under the Public Interest Disclosure and Protection of Informers (PIDPI) Resolution - 2004’. This circular shall be applicable to all ministries, departments and organisations of the Central Government, covered under the jurisdiction of the Central Vigilance Commission (hereinafter called as the Commission) and shall come into effect from the date of its issuance.

2. PURPOSE

This circular is being issued in supersession of all earlier Circulars / Guidelines / Office Orders / letters etc. issued by the Commission from time to time regarding ‘Processing of Complaints received under the Public Interest Disclosure and Protection of Informers (PIDPI) Resolution -2004’ and is aimed at bringing clarity about the same.

3.0 INTRODUCTION

3.1 Government of India published Resolution No. 89 dated 21.04.2004 (commonly known as the Public Interest Disclosure and Protection of Informers Resolution-2004) and corrigendum vide Resolution No. 98 dated 29.04.2004 in the Gazette of India authorizing the Commission as the ‘Designated Agency’ to receive and act on written complaint or disclosure on any allegation of corruption or of misuse of office by any employee of the Central Government or of any corporation established by or under any Central Act, Government companies, societies or local authorities owned or controlled by the Central Government.

3.2 Complaints against all levels / categories of officials of the Central Government or its organisations can be lodged with the Commission under the provisions of the PIDPI Resolution.

3.3 Subsequently, Government of India amended the Resolution No. 89 dated 21.04.2004 through Resolution dated 14.08.2013 and authorized the Chief Vigilance Officers (CVOs) of the ministries or departments of Government of India as 'Designated Authority' to receive written complaint or disclosure on any allegation of corruption or misuse of office by any employee of that ministry or department or of any corporation established by or under any Central Act, Government companies, societies or local authorities owned or controlled by the Central Government and falling under the jurisdiction of that ministry or department.

3.4 As per the Resolution dated 14.08.2013, the Commission has been authorized to supervise and monitor the complaints received by the Designated Authorities.

3.5 It is clarified that the CVO or any authority of any organisation, other than the Ministry / Department of Government of India cannot be declared as Designated Authority to receive complaints directly from the complainants, if made under the provisions of the PIDPI Resolution.

4. IMPORTANT FEATURES OF THE PIDPI RESOLUTION DATED 21.04.2004 AND AMENDMENT DATED 14.08.2013

- (i) The Commission shall, as the Designated Agency, receive and consider written complaint / disclosure about corruption or mis-use of office by any category / level of employee of the Central Government or any organisation owned or controlled by the Central Government.
- (ii) Any person or a public servant or non-governmental organisation, except those referred in clause (a) to (d) of Article -33¹ of the Constitution of India, can make a written complaint / disclosure to the Designated Agency or Designated Authority.
- (iii) While processing the complaint or investigating the allegations, the identity of the complainant shall not be revealed by any organisation or authority, unless the complainant himself has revealed his identity to any other authority.
- (iv) The Commission may call for comments / explanation of the Head of Department / Organisation concerned on the allegations / disclosures made.
- (v) The Commission is authorised to call upon Central Bureau of Investigation (CBI) or police authorities, as considered necessary, to render all assistance to complete the investigation.
- (vi) The Commission, on finding the allegations substantiated, shall recommend appropriate action to the organisation concerned.
- (vii) If the Commission is of the opinion that the complainant or the witness needs protection, it shall issue appropriate directions to the government authorities concerned.
- (viii) In the event of the identity of the complainant being disclosed in spite of the Commission's directions to the contrary, the Commission is authorised to initiate appropriate action against the person or agency responsible for making such disclosure.

¹The persons referred to in Article 33 of the Constitution of India are:- (a) members of the Armed Forces; or (b) the members of the Forces charged with the maintenance of public order; or (c) persons employed in any bureau or other organisation established by the State for purposes of intelligence or counter intelligence; or (d) persons employed in, or in connection with, the telecommunication systems set up for the purposes of any Force, bureau or organisation referred to in clauses (a) to (c).

- (ix) The CVOs of the ministries or departments of the Government of India are also authorised as the 'Designated Authority', to receive written complaint / disclosure about corruption or mis-use of office against any employee of that ministry or department or any organisation falling under the jurisdiction of that ministry or department.
- (x) If the Designated Authority is of the opinion that either the complainant or the witness needs protection, the Designated Authority shall take up the matter with the Commission for appropriate action.
- (xi) If the Commission finds the complaint to be motivated or vexatious, the Commission shall be at liberty to take appropriate steps.

5.0 PROCESSING OF COMPLAINTS RECEIVED UNDER THE PUBLIC INTEREST DISCLOSURE AND PROTECTION OF INFORMERS (PIDPI) RESOLUTION – 2004

5.1 On scrutiny of a complaint received under the PIDPI Resolution, in case the Commission decides to seek Investigation and Report (I&R) on the same, the complaint would be forwarded to the CVO / organisation concerned for submitting investigation report, after concealing those contents which may reveal the identity of the complainant. The investigation report is to be submitted to the Commission within a period of 12 weeks from the date of receipt of complaint by the CVO / organisation concerned or within such time, as may be specified by the Commission. The investigation report in respect of a PIDPI complaint is also to be updated on the Commission's Complaint Management System (CMS) Portal i.e. <https://portal.cvc.gov.in>. Further action in the matter would be taken only after receipt of advice tendered by the Commission, in that case.

5.2 It is emphasized that the time limit of 12 weeks for submitting I&R or as may be specified by the Commission, should be adhered to by the CVO / organisation concerned. However, in case, due to some unavoidable reason(s), if it is not possible to complete investigation within the specified time limit, the CVO / organisation should approach the Commission for extension of time, alongwith an interim reply / report, indicating the progress of investigation, reasons for delay and the period of time within which the investigation would be completed.

5.3 On scrutiny of a PIDPI complaint received in the Commission, the same may also be forwarded to the CVO / organisation concerned for submitting a Factual Report (FR) to the Commission. The complaint would be forwarded after concealing those contents which may reveal the identity of the complainant. In respect of such a complaint, FR is to be submitted to the Commission, within a period of one month from the date of receipt of reference from the Commission or within such time, as may be specified by the Commission. The FR is also to be updated on the Commission's CMS Portal i.e. <https://portal.cvc.gov.in>.

5.4 FR is to be prepared on the basis of records / documents only and no clarification / explanation of any official is required to be obtained at this stage. A format for the submission of FR to the Commission is enclosed as Annexure-I to this circular.

5.5 On consideration of FR forwarded by the CVO / organisation concerned, the Commission may decide to call for I&R. In such a case, the CVO / organisation is required to forward the I&R within a period of two months from the date of receipt of reference from the Commission or within such time, as may be specified by the Commission.

5.6 It may be noted that action in respect of any complaint forwarded by the Commission to the CVO / organisation, under the provisions of the PIDPI Resolution, either for FR or I&R, is to be finalized only after obtaining the advice of the Commission, even if the allegations are found to be unsubstantiated.

5.7 The action to be taken on complaints received by the Designated Authorities under the provisions of the PIDPI Resolution would be guided by the procedure as laid down by Department of Personnel and Training (DoPT) and circulated vide their Office Memorandum (OM) No. 371/4/2013-AVD-III dated 16.06.2014¹.

5.8 The complaints received in the Commission under the PIDPI Resolution are forwarded to CVO / organisation after concealing / withholding the identity of the complainant. Such complaints are not to be treated as anonymous complaints as the complainant's identity has already been confirmed by the Commission, before forwarding them.

6.0 PROTECTION TO THE COMPLAINANT

6.1 In case, during the course of investigation, the identity of the complainant gets revealed due to any reason, the CVO and other authorities in the organisation have to ensure that the complainant's identity is kept confidential and no harassment or victimisation is caused to the complainant.

6.2 In case of violation of the directions of the Commission for maintaining confidentiality about the complainant's identity, the Commission is authorised to initiate appropriate action against the person or agency responsible for revealing the complainant's identity.

6.3 If the complainant feels that he is being victimized due to the fact that he had filed a complaint under the provisions of PIDPI Resolution - 2004, he may make an application before the Commission seeking redressal in the matter.

¹DoPT's OM No. 371/4/2013-AVD-III dated 16.06.2014 on the subject "Amendment of Government of India's Resolution No. 89 published in the Gazette of India Part I Section 1, Extraordinary dated 21st April, 2004(read with corrigendum dated 29th April, 2004) commonly known as the Public Interest Disclosure and Protection of Informers (PIDPI) Resolution, refers, which may have been amended from time to time.

6.4 As regards any complaint relating to victimisation or harassment of a PIDPI complainant within the organisation, the Commission would forward such a complaint to the CVO of the organisation to ensure that no harassment or victimization of the complainant takes place on the suspicion of his being a PIDPI complainant.

6.5 Either on the application of the complainant or on the basis of information gathered, if the Designated Authority is of the opinion that either the complainant or the witness(es) need protection, the Designated Authority shall take up the matter with the Commission for appropriate action.

6.6 If the Commission is of the opinion that the complainant or the witness(es) needs protection, it shall issue appropriate directions to the government authorities concerned.

6.7 On the directions from the Ministry of Home Affairs (MHA), State Governments / Union Territories have appointed Nodal Officers to provide protection to the PIDPI complainant(s), if required. The Commission, on receipt of representation from complainant(s) about threat to their life, would take up the matter with the Nodal Officer concerned, to undertake the responsibility of providing security cover to the genuine complainant(s).

7. SUPERVISION OF COMPLAINTS RECEIVED BY THE DESIGNATED AUTHORITY

As the Commission is mandated to supervise and monitor complaint(s) received by the Designated Authorities, information about action taken on PIDPI complaints received by each Designated Authority and about cases of alleged harassment / victimisation, is required to be provided to the Commission in the online Quarterly Performance Report (QPR) being submitted to the Commission.

8.0 GUIDELINES FOR LODGING COMPLAINTS UNDER THE PUBLIC INTEREST DISCLOSURE AND PROTECTION OF INFORMERS (PIDPI) RESOLUTION – 2004

8.1 The complainant may send a complaint to the Commission or to the Designated Authority through Registered Post or Speed Post without disclosing his identity to Postal Authorities. Department of Posts vide their Letter dated 03.03.2021¹ has issued instructions to all Post Offices stating that “*Any article, addressed to the CVC as well as CVOs posted with the superscription ‘Complaint under the Public Interest Disclosure’ or ‘PIDPI Complaint’ on the outside of the envelope of the article, can be accepted for posting registration and speed post service, without the name and complete address including mobile number & email address of the sender’* .

¹ Department of Post Letter No. No. 31-01/2021-PO dated 03.03.2021 on the subject ‘Issuance of instructions for non-disclosure of the identity of the complainant under “Public Interest Disclosure and Protection of Informer” refers, which may have been amended from time to time.

8.2 Separate guidelines, vide ‘Public Notice No. 11/MC/2026 on Procedure for Lodging Complaints under the Public Interest Disclosure and Protection of Informers Resolution – 2004’ have been issued by the Commission for the convenience of the complainants.



ANNEXURE-I**Format for Factual Report****1. Gist of allegations**

(Each allegation to be numbered separately)

2. Facts*

- (i) Relevant facts relating to the allegations under consideration to be enlisted allegation wise, in chronological order.
- (ii) Each fact should be supported by relevant documents, rules, procedures etc. Facts to be arranged in the same order in which allegations are stated.
- (iii) While annexing the documents, the relevant portion to be highlighted.
- (iv) In addition to issues raised in the complaint, there may be other relevant facts pertaining to the same case, which may be stated in separate paras in the Factual Report (FR).
- (v) Name, Designation & Service (if applicable) of the officials involved in processing / decision making process pertaining to the issues under scrutiny to be mentioned, allegation wise.

***The CVO or the organisation is not required to give opinion about the culpability of the official(s), at the time of submission of FR.**

ACRONYM / ABBREVIATION

Abbreviation	Full Form
CBI	Central Bureau of Investigation
CMS	Complaint Management System
CVO	Chief Vigilance Officer
DoPT	Department of Personnel and Training
FR	Factual Report
I&R	Investigation Report
MHA	Ministry of Home Affairs
OM	Office Memorandum
PIDPI	Public Interest Disclosure and Protection of Informers
QPR	Quarterly Performance Report

Notes

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