



भारत के लोकपाल
Lokpal of India

6, Institutional Area, Vasant Kunj,
Phase-II, New Delhi – 110 070

Dated 10.02.2022

CORRIGENDUM

In continuation of this office circular No. 01/2021 dated 28/07/2021 relating to the procedure for dealing with the complaint received in the Lokpal of India, a corrigendum is being issued and the para 7 of the above-mentioned circular being No. 01/2021, may now be read as under:-

"All complaints including complaints in non format which are received either by post/by hand/email shall be put up before the Hon'ble Chairperson, Lokpal of India for allocation of all the complaints for necessary orders/actions, after requesting the complainant in writing to file affidavit in the prescribed form."

2. This issues with the approval of the Hon'ble Chairperson, Lokpal of India.

Signed by Arvind Mishra
Date: 10-02-2022 11:48:40
Reason: Approved
(Arvind Mishra)
Deputy Registrar

Copy to:-

- 1) PPS to Hon'ble Chairperson, Lokpal of India.
- 2) PPS to all the Hon'ble Members, Lokpal of India.
- 3) PPS to Secretary, Lokpal of India.
- 4) Under Secretary, (Complaints), Lokpal of India.
- 5) Court Masters, Lokpal of India.
- 6) Section officer (Scrutiny Cell), Lokpal of India.
- 7) All the officers/staff of the Lokpal of India.
- 8) Website of the Lokpal of India.
- 9) Office folder



भारत के लोकपाल
Lokpal of India

Plot No. 6, Phase-II,
Vasant Kunj Institutional Area,
New Delhi, dated 28/07/2021

CIRCULAR NO. 01/2021.

Subject:- Procedure for dealing with the complaints received in the Lokpal of india.

As per the extant provisions of the Lokpal and Lokayuktas Act, 2013, the procedure for dealing with the complaints received in the Lokpal of India from the complalainant has been devised. It covers all the steps to be taken by the concerned on receipt of the complaints in the Lokpal of India (as per Annexure).

2. This issues with the approval of the Hon'ble Chairperson, Lokpal of India.

Signature valid
Digitally signed by ARVIND
MISHRA
Date: 2021.07.28 17:25:45 IST

(Arvind Mishra)
Deputy Registrar,
Lokpal of India.

To

1. PPS to Hon'ble Chairperson, Lokpal of India.
2. PPS to all the Hon'ble Members, Lokpal of India.
3. PPS to Secretary, Lokpal of India.
4. PPS to Joint Secretary, Lokpal of India.
5. Under Secretary (Scrutiny Branch) , Lokpal of India.
6. Court Masters, Lokpal of India.
7. Section Officer(Scrutiny Branch), Lokpal of India.
8. All the officials/staff of the Lokpal of India.
9. Website of the Lokpal of India.

45(Complaint)

Annexure

**PROCEDURE FOR DEALING WITH THE COMPLAINTS RECEIVED IN
THE OFFICE OF THE LOKPAL OF INDIA**

Mode of Receipt of the complaint:

1. A complaint can be received in the office of the Lokpal of India in the following modes:-
 - a. In-person,
 - b. by Post,
 - c. through email, or
 - d. through Lokpal Online Complaint Module.
2. A complaint should be sent by email only to the e-mail address '**complaint-to-lokpal@gov.in**'. Complaints sent to the email address of any other authority may not be entertained. However other authorities, on receiving a complaint which is as per provisions of the Lokpal Complaint Rules, 2020 may forward the same to the Scrutiny Branch. The subject of the e-mail should be written as 'Complaint to the Lokpal of India under Lokpal and Lokayuktas Act-2013'.
3. If the complaint is being filed electronically, the hard copy thereof shall be required to be submitted to the Lokpal within 15 days from the date of filing. At the top of the envelope, 'Complaint to the Lokpal of India under Lokpal and Lokayuktas Act-2013' should be written clearly. The complaint has to be written in the English

language only.

4. The hard copies of complaints would be received at the Reception Counter. The Receptionist would issue acknowledgement to the person handing over a complaint personally.
5. A complaint would then be forwarded to the Scrutiny Branch. The Receptionist would hand over all complaints to the Scrutiny Branch and take a receipt for the same.

Diary of Complaints

6. All complaints received in the Scrutiny Branch from the Reception or the office of any other authority of the Lokpal of India will be diarized in the Lokpal-Online module. The format of the same may be as under:-

i. Diary Number :

ii. Name of the Complainant :

iii. Date of receipt in the Scrutiny Branch :

iv. Date of complaint/ Report etc. :

v. (Type	of	Dak)	Format	complaint/
Non-format			complaint/	Status/
Preliminary			Inquiry	Report/

Further submission from complainant/ Others :

vi. Sent to/Action taken:

vii. Remarks :

Scrutiny:

7. Scrutiny Branch will scrutinize each complaint. If a complaint is not in the prescribed form, the complainant would be requested to file the complaint in the prescribed form as per the Lokpal Complaint Rules, 2020 dated 02.03.2020. Communication will be sent through

- an email given in the Complaint. In case of e-mail not being available, a letter will be sent by post. Such complaints would be disposed of at the level of the Under Secretary of the Scrutiny Branch. The record of such complaints will be retained by the Scrutiny Branch for one year and after that, it will be weeded out.
8. For the complaints which have been filed electronically, it shall not be kept pending if it is complete in all respects. The electronic copy will be processed as per the laid down procedure. If the physical copy of the complaint is not received in the office of the Lokpal within 15 days from the date of filing the complaint, a reminder may be sent to the complainant by the Registrar with a further time of 15 days to submit the same. The complaint will be put up to the Chairperson for allotment of bench only after receipt of the physical copy.
 9. A complaint in the prescribed form, with defects of clerical nature like date of birth, Aadhaar no. etc. which do not affect the merit of the complaint, may be directly submitted to the Hon'ble Chairperson for allocation to a Bench. For instance, if the complainant has ticked 'PAN Card' in the column for identity proof but he has attached a copy of the Aadhar card or the complainant has not mentioned email, such defects may be treated as defects of clerical nature.
 10. After scrutiny of a complaint, if it is found that the complaint has substantial defects, the same would be placed before the Scrutiny Bench. As per the decision of the Scrutiny Bench, the complaint would either be returned to the complainant for seeking corrections or the same would be put up to the Hon'ble Chairperson for the allocation to a Bench.
 11. As per the decision of the Scrutiny Bench, the defects may be communicated to the complainant for seeking correction. Such communication would be sent by email, if available. In case of non-availability of the email ID of the complainant, such communication would be sent by post.

12. Before submission of the complaint to the Hon'ble Chairperson, a Complaint number will be generated through the Lokpal online software. This Complaint number would be informed to the complainant and will be used for all future references to the complaint.

13. If the Scrutiny Bench observes that the complaint involves a jurisdictional issue, the complaint will be placed before the Hon'ble Chairperson for allocation to a Bench to decide the issue of jurisdiction. The Complainant will be asked to remove defects only if the complaint is found, within the jurisdiction of the Lokpal of India.

Receipt of Complaint after removal of defects:

14. On receipt of the corrected complaint from the complainant, if it is found that the defects have been removed, the complaint will be submitted to the Hon'ble Chairperson for allocation to the Bench.

15. If it is found that the defects have been removed partly but the complaint still has substantive defects then the complainant will be asked to remove the remaining defects of the complaint.

Allocation to a Bench by the Hon'ble Chairperson:

16. When a complaint is submitted to the Hon'ble Chairperson, he will either allocate the complaint to an existing Bench or constitute a new Bench for this complaint. In the case of a new Bench, a Court Master will also be designated. The order of the Hon'ble Chairperson would also be uploaded in the Lokpal-Online portal.

17. After the order of the Hon'ble Chairperson, the complaint file will be sent to the Court Master of the concerned Bench by the Office of the Hon'ble Chairperson.

Procedure for the recording of proceedings:

18. The Members of the Bench shall peruse the complaint and the Court Master shall record the discussion and type the draft 'order' as dictated by the Members. The 'order' signed by all the Members of

the Bench would be uploaded on the Lokpal Online portal. Thereafter, the complaint shall be sent to the Registrar for further action.

Conveying the order of the Bench to the concerned parties or Inquiry agencies:

19.The Registrar (through the Judicial Branch) will convey the order of the Hon'ble Bench to the concerned parties like Inquiry Agency and complainant, etc. Custody of files between two hearings of the files will be with the Judicial Branch.

20.After the complaint is disposed of, a copy of the final order will be sent by the Registrar through the Judicial Branch to the complainant for information as well as to the agency who inquired/investigated the complaint.

Extension of Time sought by the Agencies for submitting Reports:

21.On receipt of a request for the extension of time for submission of the Preliminary Inquiry Report from the concerned Agency, the same shall be put up by the Registrar (through the Judicial Branch) to the Hon'ble Chairperson for further directions. The direction given by the Hon'ble Chairperson will be informed to the concerned agency.

Dealing with the Preliminary Inquiry Report received from the inquiry agency:

22.On receipt of the Status/ Preliminary Inquiry Report etc, the same shall be summarized, and with a set of a sufficient number of copies, would be submitted by the Registrar to the Hon'ble Chairperson for allocation to a bench for consideration. The Office of the Hon'ble Chairperson will also upload the order of the Hon'ble Chairperson on

the Lokpal-Online portal.

Allocation of the complaint to a new Bench for considering the Inquiry Report:

23. After the order of the Hon'ble Chairperson, the complaint file along with the Preliminary Inquiry Report will be sent to the Court Master of the concerned Bench by the office of the Hon'ble Chairperson.

Dealing with the Investigation Report received from the investigating agency:

24. On receipt of the Investigation Report, the same shall be summarized, and with a sufficient set of copies, would be submitted by the Registrar to the Hon'ble Chairperson.

Allotment of Bench to consider Investigation Report:

25. The action may be taken as per the order of the Hon'ble Chairperson. After the order of the Hon'ble Chairperson, the complaint file along with the Investigation Report may be sent to the concerned Bench by the Office of the Hon'ble Chairperson. The Office of the Hon'ble Chairperson will also upload the order of the Hon'ble Chairperson on the Lokpal-Online portal.
