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**DIRECTORATE OF VIGILANCE**  
**GOVERNMENT OF NCT OF DELHI**  
**4<sup>TH</sup> LEVEL, 'C' WING, DELHI SECRETARIAT**  
**I.P. ESTATE, NEW DELHI**

F. No. 01/15/DOV/Admn./2022/Pt.File/12379-12383

Dated:26/10/2023

**MEMORANDUM**

**Sub.: Vigilance Complaint Information Management System**

1. As you are aware, an online Portal, Vigilance Complaint Information Management System (VCIMS) developed by NIC has been launched by the Hon'ble Lt. Governor, on 21/09/2023 for disposal & action on vigilance related complaints in Administration of U.T. NCT of Delhi. It provides facility, to the citizens to file online complaints and to the departments to process the same and send reports through the portal itself.
2. Till now the complaints received in Directorate of Vigilance as well as concerned departments in physical form were being examined as per CVC Complaint handling mechanism which requires veracity of complaint from the complainant. It results in unwarranted delays (weeks/ months) in processing/ taking action on the complaints. Since the online complaints in VCIMS portal can be filed by the citizen, post creation of an account in the portal, which requires submission of details like Aadhaar Number, PAN or Election ID, the requirement of identity confirmation is taken care of by the system in the first stage itself. The portal while instantly forwarding the complaint to concerned departments/ authorities for action, keeps the identity of the complainant masked. It will reduce processing time, increase efficiency & effectiveness in complaint monitoring and disposal.
3. It is important that the concerned departments should dispose the complaints received on the portal on daily basis.
4. The concerned Additional Chief Secretaries / Principal Secretaries / Secretaries/ H.O.D.s of all Departments, Autonomous Bodies, Undertakings, etc. may form a screening committee of 03 or more officers of appropriate level to examine the complaints and recommend action (I&R/ FR/ NA/ to be Filed) on complaints so received. The Committee should meet on weekly basis or at appropriate short intervals as decided by Additional Chief Secretaries / Principal Secretaries / Secretaries/ H.O.D.s concerned depending on the number of complaints received.
5. The Complaints received in the system should be placed before the Screening Committee by the Nodal Vigilance Officer of the department concerned in physical form.
6. The action on the complaint such as Investigation & Report (I&R), Factual Report (FR), Necessary Action (NA) or be Filed, should necessarily be taken by the HOD of departments



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either on his/ her own or on recommendation of the screening committee, within three working days positively.

7. Recommendation on complaints by the Screening Committee is an optional feature and the Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s / Head of Institutions can decide on their own or agree/ disagree with the recommendations of the screening committee for complaint disposal.
8. In all the cases wherein I&R, F.R., in respect of Group 'A' & Group 'B' Gazetted officers has been sought, the report must be forwarded to DOV through the portal within 30 days (I&R) and 15 days (F.R.) respectively.
9. Action on reports received in respect of officers other than Group 'A' & Group 'B' Gazetted shall be taken by the Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s at their level.
10. Complaints specifically against Senior Officers such as Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s as well as CVO / Nodal Vigilance Officer shall be forwarded to DOV for further action.
11. The Departments shall set up a Facilitation Desk by 30<sup>th</sup> October 2023 to guide and assist such complainants, who give complaints in physical form, to file their complaints through the Portal and shall give wide publicity regarding availability of online portal for filing of complaints.
12. No vigilance complaints in physical mode shall be received or acted upon by any department / institution / authority / officer of Administration of U.T. of N.C.T. of Delhi after 15<sup>th</sup> November 2023.
13. The broad features of the system are attached as Annexure-1 for reference of user departments.
14. This issues with the approval of Hon'ble Lt. Governor, NCT of Delhi.

  
(Sudhir Kumar)

Secretary cum Director (Vigilance)

To

All Additional Chief Secretaries / Principal Secretaries / Secretaries / H.O.D.s

**Copy for information to:**

1. Pr. Secretary to Hon'ble L.G.
2. S.O. to Chief Secretary
3. Secretary, Central Vigilance Commission
4. Joint Secretary (UT Division), MHA
5. Office Copy

## ANNEXURE-1

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- i. One user at the level of ACS / Pr. Secretary / Secretary, per department has been created by NIC.
- ii. These officers have been provided User ID and Password.
- iii. The officers shall have to access the portal using these User ID and Password.
- iv. The Password must be changed upon first login and subsequently from time to time.
- v. ACS / Pr. Secretary / Secretary/HODs have been provided the facility in the portal to change the mobile number registered in the portal.
- vi. The ACS / Pr. Secretary / Secretary/HODs after logging can create Sub-users upto two levels.
- vii. Sub user at Level-2 can be created by Sub user at Level-1 also.
- viii. ACS/ Pr. Secy/ Secy./HODs to designate a Nodal Vigilance Officer who will be responsible for processing the complaint online and taking approval of HOD for further N.A. action like I&R/ FR/ NA/ Filed. User ID & Password for NVO shall also be created by HODs.
- ix. Any number of Sub users can be created for Level-1 and Level-2 parallelly; however there cannot be more than two levels of sub users.
- x. The complaints received by ACS / Pr. Secretary / Secretary/ HODs may be forwarded to level 1 or Level-2 user for I&R, FR, or NA.
- xi. Level-1 user can also forward the complaint to Level-2 user for I & R, FR, or NA.
- xii. Level-2 user can process the complaint as per its own convenience, either online or manually and return the Report to the higher authorities, online through this system only.

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**NO VIGILANCE COMPLAINTS IN PHYSICAL MODE IN DELHI GOVERNMENT OFFICES AFTER 15<sup>TH</sup> NOVEMBER, 2023**

1. Hon'ble Lt. Governor, Delhi has decided that no vigilance complaints in physical mode shall be received or acted upon by any department / institution / authority / officer of U.T. Admn. of N.C.T. of Delhi after 15th November 2023.
2. To facilitate online filing of complaints, a web Portal, Vigilance Complaint Information Management System (VCIMS) has been launched by Hon'ble Lt. Governor of Delhi on 21/09/23. The system provides facility to common man to file vigilance related complaints at anytime from anywhere against any public servant of any department of GNCT Delhi and other Autonomous Organizations and Institutions of Delhi Government. To facilitate filing of online complaints by those complainants who for some reason are not able to file online complaints or who come forward to file physical complaints, the departments have been advised to set up Help Desks in each office which will provide all assistance in filing complaints.
3. For using this platform, onetime registration is required which may be done using Mobile Number along with either Aadhaar Number or PAN or Election ID. The complainant will get information about status of his/her complaint through SMS on his/her registered mobile number.
4. The system keeps the identity of the complainant masked which can only be revealed only under exceptional circumstances.
5. The portal may be accessed at <https://vcims.delhi.gov.in/>
6. The new system ensures faster processing and expeditious action on vigilance complaints against the corrupt Public Servants.
7. For ensuring fair, transparent and prompt disposal of complaints received on the portal, a Screening Committee, consisting of at least three senior level officers shall be formed which will examine the complaints and recommend appropriate action thereon.
8. The system also provides a platform to file complaints in cases of demand of bribe or illegal gratification by Public / Government Servants to enable law enforcing agency to lay trap and apprehend such public servants red handed, as per law.

Govt. Of National Capital Territory of Delhi  
**Department Name**  
**{ Department Address }**

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**TO WHOM IT MAY CONCERN**

Dated : \_\_\_\_\_

Sir/Madam,

You are hereby informed that the Vigilance Complaint System has been digitalized from 21.09.2023. Further as per directions of Hon'ble Lt. Governor of Delhi, no vigilance complaints will be received & acted upon in physical mode after 15.11.2023.

Therefore, you are requested to lodge the complaint, if any, through the Vigilance Complaint Information Management System (VCIMS) portal at <https://vcims.delhi.gov.in>.

Department Name , GNCTD