Annex-T

THE COTTON CORPORATION OF INDIA LIMITED
NAVIMUMBAI

No. CCI/VIG/MUM-228/ Dated: 26.06.2026

C I R C U L A R

Sub: "Complaint Handling Policy" of the Corporation – reg.

In partial modification to Circular no CCI/VIG/MUM-228/1-2007 dated 11.09.2007 the revised "Complaint Handling Policy" of the Corporation is as follows:-

The Corporation presently has a vigilance set-up headed by a Chief Vigilance Officer (on deputation) and assisted by vigilance officers at Head Office and Branch Office.

- A complaint is a piece of statement or information containing details about offences alleged to have been committed or malpractice /misconducts for identification of vigilance related issues in the Corporation.

- Any complaint disclosing allegations of corruption is dealt with as per instructions of the Central Vigilance Commission/Redressal of Grievances is not the focus; it's dealt separately by the Corporation. (CVC Complaint policy enclosed)

The complaints can be lodged by following modes:-

1. Complaints can be lodged by addressing the written communication/letter directly to the Commission or on Commission's portal https://portal.cvc.gov.in or through the Commission's website https://cvc.gov.in under the link "Lodge Complaint" on home page. Complaints sent through written communication/letter should contain complete postal address (mobile/telephone number, if any) of the sender with specific details/information of the matter. Complaints sent on any e-mail ID of officers of the Commission will not be entertained or taken cognizance of by the Commission. Further details regarding the same are placed at Annex 'A'

2. Complaints can be lodged directly on Corporation's portal https://pgrs.cotcorp.org.in/ or through the Corporation's website www.cotcorp.org.in or CotAlly app under the link "Public Grievance Portal" on

home page. For lodging complaint through the portal, it is mandatory for the complainant to provide Mobile Number, so that an auto generated OTP can be sent, on the mobile number of the complainant for authentication purpose. As soon as the complaint is registered on the portal, an SMS confirming the registration of the complaint and also containing the complaint reference number would be sent to the complainant. The status of complaints lodged through the portal, can be tracked through e-mode only. Complaints lodged through the aforesaid portal would be treated as verified.

3. Any person/public can lodge complaint in person or by addressing a letter directly to the Chairman cum Managing Director or to the Chief Vigilance Officer at Head Office and Branch Manager and Vigilance officer at Branch Offices giving therein the facts of the matter relating to corruption, misconduct, malpractices etc. Complaints sent through written communication/letter should contain complete postal address (mobile/telephone number, if any) of the sender with specific details/information of the matter.

Complaints made in person/sent on any e-mail ID of officers of the Corporation will be verified by post provided that postal address is informed/mentioned in the letter/email. For verifying the complaint, a confirmation will be sought from the complainant for owning or disowning the complaint, as the case may be together with a copy of his identity proof, if no response to the letter seeking confirmation is received from the complainant within 15 days, a reminder will be sent. If still no response is received after 15 days of reminder, the complaint will be filed/closed treating it as a pseudonymous complaint.

If email does not have postal address then the same may be sought from the complainant within 3 days. If the same is received then the verification process as above will be made else the complaint will be closed. Further, any complaint received via phone call/toll free number 1800 22 4647 will also be verified through postal address provided by complainant as per procedure mentioned above.

4. Whistle Blower Complaints (Public Interest Disclosure and Protection of Informer's Resolution)

If a complainant while exposing a case of corruption wants his identity to be kept secret, he/she should lodge a complaint under Public Interest Disclosure and Protection of Informers Resolution (PIDPIR) – popularly known as Whistle Blower Provision. Commission is mandated not only to maintain the secrecy of the complainant's identity but also provide protection to the complainant against any physical threat, harassment or victimization.

5. Procedure of lodging complaint under PIDPIR

a. Complaint under "Public Interest Disclosure and Protection of Informer" Resolution can be made only by post. The envelope should be superscribed "PIDPI" or "Whistle Blower". The complainant should refrain from giving his name on the body of the letter. The personal detail should be separately given or given at the top or end of the letter so that they can be easily blocked out.

b. If any person is victimized due to the fact that he had filed a complaint under the Whistle Blower provisions, he may file an application before the Commission seeking redressal in the matter. Commission would then intervene suitably to protect the complainant.

c. The complainant can use the complaint number provided by the Commission to see the status of action on complaints which have been forwarded to the authorities concerned for investigation and report by clicking on the 'Complaint Status' displayed on the Commission's website – https://cvc.gov.in. FAQs regarding the same are available at https://cvc.gov.in/faq.pdf

The following points to be noted with respect to handling of complaints:-

- Anonymous/pseudonymous complaints are not entertained
- A complaint received from Public, any administrative authorities, NGOs etc. is recorded in a register known as Complaint Register and each complaint is given a number
- Only those complaints, which are against an official of the Corporation and have allegations of corruption i.e. vigilance angle, are investigated by the Vigilance Officer. Complainant is always encouraged to share the information/details with regard to his complaint
- After completion of the investigation, the Vigilance Officer submits report to CVO or Branch Manager with a copy to the CVO at Head Office. Action on such report is taken by the Disciplinary Authorities concerned taking into consideration the facts and circumstances of the case.
- The Corporation has no jurisdiction over private individuals and State Governments/Central Government. Therefore, complaints against officials of the Corporation will only be entertained.

- Complaints must be brief and contain factual details, verifiable facts and related matters. They should not be vague or contain seeping general allegations.
- Complaint contain matters which are sub-judice before any competent Court or Tribunal or Authorities shall not be entertained and shall be filed.
- If a complaint received which is illegible, it shall not be entertained and shall be filed.
- If a complaint is found to be malicious, vexatious or unfounded, it should be considered seriously and action should be taken against the complainant for making a false complaint. Under section 182 of IPC, 1860, a person making false complaint can be prosecuted.
- Complaints should be addressed directly to the Corporation. Complaints addressed to a large number of functionaries are not normally pursued by the Corporation
- Corporation will not entertain any further correspondence in the matter, but will ensure that the complaints are investigated and action taken to its logical conclusion.
- If the investigation into a complaint leads to an area beyond the purview of enquiry by Vigilance Officer of the Corporation, then it may be referred to the Central Bureau of Investigation for further necessary action at their end.

Officials to whom complains within their respective jurisdiction can be addressed are given below

Sr No	**Designation**	**Office address**	**Tel no (Office)**	**Email**
1	Chairman cum Managing Director	The Cotton Corporation of India Ltd Kapas Bhawan, Plot no 3A, Sector 10, CBD Belapur, Navi Mumbai 400614	022-27576044	cmd@cotcorp.com
2	Chief Vigilance Officer	The Cotton Corporation of India Ltd Kapas Bhawan, Plot no 3A, Sector 10, CBD Belapur, Navi Mumbai 400614	022-27574040	cvo@cotcorp.com

3	Branch Manager, Ahmedabad	The Cotton Corporation of India Ltd SAKAR 1, 10th Floor, Near Gandhigram Railway station, Opp Nehru Bridge, Ashram road, Ahmedabad- 380009	079-26580179	ahmedabad@cotcorp.com
4	Branch Manager, Akola	The Cotton Corporation of India Ltd. Shakambari Plaza, Murthijapur Road, National Highway no 6, Akola -444001	0724-2401185	akola@cotcorp.com
5	Branch Manager, Adilabad	The Cotton Corporation of India Ltd Door no 4-2-198A to E, Shanta Bhavan, Cinema Road, Adilabad -504001	08732-220629	adilabad@cotcorp.com
6	Branch Manager, Aurangabad	The Cotton Corporation of India Ltd Chandra Mowli Bldg, Plot no 27, Samarat Nagar, Veer Savarkar Chowk, Shanoorwadi Road, Aurangabad 431005	0240-2354368	aurangabad@cotcorp.com
7	Branch Manager, Bathinda	The Cotton Corporation of India Ltd 2090- A, The Mall, Bathinda -151001	0164-2210374	bathinda@cotcorp.com
8	Branch Manager, Bhilwara	The Cotton Corporation of India Ltd 161-162, 2nd Floor Care Zone Plaza	01482-251326 / 252766	bhilwara@cotcorp.com

		Main Sector, Shastri Nagar,Bhilwara (Rajasthan)		
9	Branch Manager, Coimbatore	The Cotton Corporation of India Ltd No. 5/7, 4th, Street, Trichy Rd, B R Nagar, Kothari Layout, Coimbatore	0422-2317146	coimbatore@cotcorp.com
10	Branch Manager, New Delhi	The Cotton Corporation of India Ltd		newdelhi@cotcorp.com
11	Branch Manager, Guntur	The Cotton Corporation of India Ltd 4th Line, Devapuram, Ashok Nagar, Guntur, Andhra Pradesh 522002	0863-2233472	guntur@cotcorp.com
12	Branch Manager, Hubli	The Cotton Corporation of India Ltd 1st Cross Rd, Prabhat Colony, Vidya Nagar, Hubballi, Karnataka 580031	0836-2356354	hubli@cotcorp.com
13	Branch Manager, Indore	The Cotton Corporation of India Ltd Kapas Bhavan (Cotton House), Kapas Bhavan 27 A, N T C Compound, Race Course Road, Near Yeshwant Club, Dil Pasand Colony, *Race Course Road*, Indore, Madhya Pradesh 452003	0731-2532703	indore@cotcorp.com

14	Branch Manager, Kolkata	The Cotton Corporation of India Ltd Constantia", 3rd floor, 11, Dr. U.N. Brahmachari Street, Kolkata – 700 017	033-22811160	kolkata@cotcorp.com
15	Branch Manager, Mahabubnagar	The Cotton Corporation of India Ltd New Premnagar, Rajendra Nagar, Yerravalli, Mahbubnagar, Telangana 509001	08542-222213	mahabubnagar@cotcorp.com
16	Branch Manager, Rajkot	The Cotton Corporation of India Ltd Ruda Building, 5th Floor, Jamnagar Road, Rajkot, Gujarat 360001	0281-2458621	rajkot@cotcorp.com
17	Branch Manager, Rayagada	The Cotton Corporation of India Ltd Convent Rd, Raniguda, New Colony, Rayagada, Odisha 765001	06856-236616	rayagada@cotcorp.com
18	Branch Manager, Sirsa	The Cotton Corporation of India Ltd Barnala Rd, New Housing Board Colony, Sirsa, Haryana 125055	01666-248601	sirsa@cotcorp.com
19	Branch Manager, Sriganganagar	The Cotton Corporation of India Ltd Chahal Chowk, Sri Ganganagar, *Rajasthan - 335001.*	0154-2463377	sriganganagar@cotcorp.com
20	Branch Manager Warangal	The Cotton Corporation of India Ltd	0870-2565077	warangal@cotcorp.com

		Shiva Nagar, Warangal, Telangana 506002		
21	Branch Manager Kalamboli	The Cotton Corporation Of India Ltd (Warehouse) in Kalamboli ... Plot No S 5, Warehouse Complex, Sector KWC, Kalamboli-410218 (Sector KWC)		kalamboli@cotocorp.com

All are requested to follow the same.

29/06/26

(Nidhi S Jain, IA&AS)
Chief Vigilance Officer

Encl: As above

To:

1) CGM (Legal), CCI Ltd, Navi Mumbai
2) CGM (Finance), CCI Ltd, Navi Mumbai
3) CGM, (Marketing), CCI Ltd, Navi Mumbai
4) CGM (IT), CCI Ltd, Navi Mumbai
5) GM (Admin), CCI Ltd, Navi Mumbai
6) GM (HRD), CCI Ltd, Navi Mumbai
6) AGM (IT), CCI Ltd, Navi Mumbai - for uploading on CCI's website

Copy to :

1) CMD
2) Director (Marketing)
3) Director (Finance)

for kind information

Annexure - 'A'

CVC Complaint Handling Policy

COMPLAINT HANDLING POLICY

The Central Vigilance Commission is mandated under the CVC Act, 2003, to enquire or cause an enquiry into complaints against public servants wherein allegations of corruption are involved. The Commission can cause an enquiry through the Chief Vigilance Officer of the organisation concerned or CBI or any other anti-corruption investigating agency under the Government of India.

Jurisdiction of the Commission

1. Complaint can be lodged only against officials belonging to the following categories of organisations falling under the jurisdiction of CVC:

   - Central Govt. Ministries/Departments
   - Central Govt. Public Sector Undertakings
   - Nationalised Banks, Insurance Companies
   - Autonomous organisations created through an Act of the Parliament or under the administrative control of Government of India, like All India Institute of Medical Sciences, Port Trusts and Delhi Development Authority etc.
   - Centrally administered territories including Delhi, Chandigarh, Daman and Diu, Puducherry etc.
   - Societies and local authorities owned or controlled by the Govt. of India.

2. The Commission has no jurisdiction over private individuals and organisations of the State Governments.

3. The Commission has direct jurisdiction only over the following category of employees:-

   - Members of All India Services - Serving in connection with the affairs of the Union.
   - Central Govt. Ministries/Deptts. - Group 'A' Officers.
   - Central Public Sector Undertakings

Schedule "A" and "B" -	Chief Executives and Executives on the Board and other officers of E-8 and above
Schedule "C" and "D" -	Chief Executives and Executives on the Board and other officers of E-7 and above
• Public Sector Banks -	Scale V and above
• RBI/NABARD and SIDBI -	Grade D and above
• General Insurance Companies -	Manager and above
• Life Insurance Corporation -	Senior Divisional Manager and above
• Societies and other local Authorities- etc.	Officers drawing salary of Rs. 8700/- and above on Central Govt. DA pattern (as may be revised from time to time)

- Port Trusts/Dock Labour Board etc.- Officers who are in pay of Rs. 10,750/- and above (Rs. 3,750/- and above pre-revised)

Commission will render its advice only with respect of cases involving the above category of officers. With respect to others the complaint will be referred to the CVO of the concerned organisation for necessary action.

Lodging of Complaints

Complaints can be lodged by addressing the written communication/letter directly to the Commission or on Commission's portal https://portal.cvc.gov.in or through the Commission's website https://cvc.gov.in under the link "Lodge Complaint" on home page.

Complaints sent through written communication/letter should contain complete postal address (mobile/telephone number, if any) of the sender with specific details/information of the matter. Complaints sent on any e-mail ID of officers of the Commission will not be entertained or taken cognizance of by the Commission.

Action taken on complaints in the Commission

1. Only those complaints which are against officials and organizations within the jurisdiction of the Commission and contain allegations of corruption will be got investigated by the Commission through CBI or CVO of the organisation concerned. The Commission may also get a complaint inquired through its own officer under clause (d) of sub section (1) of Section (8) of CVC Act, 2003.

2. The CVO has to submit his report on the complaints sent by the Commission for investigation, within three months. Based on the investigation report the Commission renders advice after an independent application of mind. Subsequent disciplinary action by the concerned Disciplinary authority takes around six months. Imposition of penalty takes a further period of three to six months.

3. Once the Commission directs the CBI/CVO to investigate and report on a complaint, a complaint number would be provided to the complainant. The complainant can use this complaint number to see the status of action on the complaint by clicking on the 'Complaint Status' displayed on the Commission's website – https://cvc.gov.in

4. Once a complaint is registered in the Commission, further correspondence in the matter will not be entertained. However, Commission will ensure that the complaints are investigated and action taken to its logical conclusion.

5. As regard complaints against tenders, it is clarified that while the Commission would get the matter investigated, however, it would not interfere in the tendering process as such. The intention is not to stop the work in the orgnaisation.

6. As the Commission deals only with matters of corruption, redressal of grievances should not be the focus of complaints to the Commission.

7. Complaints must contain factual details, verifiable facts and related matters. They should not be vague or contain sweeping general allegations.

8. Complaint should be addressed directly to the Commission. Complaints should not be marked as a copy to the Commission.

9. The Commission does not entertain anonymous/pseudonymous complaints.

10. Complaints which do not meet the above criteria will either be filed or will be referred to the concerned CVO for necessary action. Complainants should find out the status of those complaints which have been referred by the Commission to the CVO concerned for necessary action from the CVO of the concerned Organisation/Ministry. The Commission expects the CVOs to scrutinize the complaints sent for necessary action by the Commission and decide action on such complaint within a period of one month from the date of receipt of complaint from the Commission. However, if any such complaints are taken up for inquiry/investigation by the CVO/Organisation, the time limit of three months for completion of investigation and submission of report would apply.

Whistle Blower Complaints (Public Interest Disclosure and Protection of Informer's Resolution)

If a complainant while exposing a case of corruption wants his identity to be kept secret, he/she should lodge a complaint under Public Interest Disclosure and Protection of Informers Resolution (PIDPIR) – popularly known as Whistle Blower Provision. Commission is mandated not only to maintain the secrecy of the complainant's identity but also provide protection to the complainant against any physical threat, harassment or victimization.

Procedure of lodging complaint under PIDPIR

1. Complaint under "Public Interest Disclosure and Protection of Informer" Resolution can be made only by post. The envelope should be superscribed **"PIDPI"** or "Whistle Blower". The complainant should refrain from giving his name on the body of the letter. The personal detail should be separately given or given at the top or end of the letter so that they can be easily blocked out.

2. If any person is victimised due to the fact that he had filed a complaint under the Whistle Blower provisions, he may file an application before the Commission seeking redressal in the matter. Commission would then intervene suitably to protect the complainant.

3. The complainant can use the complaint number provided by the Commission to see the status of action on complaints which have been forwarded to the authorities concerned for investigation and report by clicking on the 'Complaint Status' displayed on the Commission's website – https://cvc.gov.in