

**GOA SHIPYARD LIMITED**  
**HUMAN RESOURCES & ADMINISTRATION DEPARTMENT**

**CIRCULAR NO: 111**

**DATE: 17.08.2016**

**SUB : COMPLAINT HANDLING POLICY FOR GSL**

The Complaint Handling policy for GSL is being promulgated with immediate effect as follows :-

1. Complaints whether signed or otherwise containing the following allegations received by any official of GSL or in any Departments of the company should be forwarded to the CVO, GSL :-

- i) Bribery
- ii) Possession of assets disproportionate to the known sources of income.
- iii) Obtaining of any valuable item (goods or services) or pecuniary advantage by unjust/illegal/corrupt means by abuse of official position.
- iv) Allegation of misappropriation, forgery, fraud or cheating or similar criminal offences.
- v) Gross or wilful negligence.
- vi) Recklessness in decision making.
- vii) Blatant violation of systems and procedures.
- viii) Exercise of discretion in excess of delegation of powers.
- ix) Any undue/unjustified delay in the disposal of cases.
- x) Allegations indicative of lack of integrity.
- xi) Causing undue loss to the organisation and concomitant benefit to others or himself.

2. In all the above cases, the complaints received should be invariably forwarded to the CVO/Vigilance Dept for their further action /advice. Apart from complaints whether signed or otherwise, any report/instances of the allegations explained at Para No. 1 above, detected *prime facie* by whatever means or any oral complaint covering the above issues also needs to be forwarded/referred to the CVO/Vigilance Dept for their action/advice.

3. No other Department/Officer/Officials other than the Vigilance Dept. should look into the complaint or verify/investigate/cause any form of inquiry if they contain allegations of the nature enumerated at Para 1 above and also should ensure that they are forwarded to Vigilance Dept without any delay.

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