



Work is Worship

# STATE BANK OF INDIA OFFICERS' ASSOCIATION (LUCKNOW CIRCLE)


Registered Under Trade Union Act 1926 Registration No. 9488 (U.P.)  
(Affiliated to ALL INDIA STATE BANK OFFICERS' FEDERATION)  
8<sup>th</sup> Floor, State Bank of India, Administrative Building, SBI LHO, Moti Mahal Marg, Hazratganj, Lucknow - 226 001

CIRCULAR NO. 22

DATE : - 10.07.2019

To All Comrades,

We reproduce hereunder the text of AISBOF Circular No. 54 dated 08.07.2019 contents of which are self-explanatory for information of the members.

  
(PAWAN KUMAR)  
GENERAL SECRETARY

No.7151/51/19

Date: 08.07.2019

The Deputy Managing Director (HR) &  
Corporate Development Officer,  
State Bank of India,  
Madame Cama Road  
Mumbai - 400 021

Dear Sir,

## DISPOSAL OF ANONYMOUS/PSEUDONYMOUS COMPLAINTS

You are aware that officers in banks are expected to discharge their duties diligently and dispassionately, in compliance to the extant instructions. While discharging their duties, officers have to take decisions, which suits the best interest of the Bank. We have witnessed that these acts at times, makes many unhappy or animus. Naturally, this gives rise to hostility against the officers of the Bank and the affected disgruntled elements try to harm the officers by sending anonymous or pseudonymous complaints. We also have come across incidents where anonymous/pseudonymous letters have been written against Bank officials by unknown persons to settle personal grudges. The basic Intention of such complaints is only to bring the officer(s) into indignity or disrepute and is an act of personal vendetta.

2. Central Vigilance Commission has been very categorical on how to deal with anonymous or pseudonymous complaints.

**Vigilance Management in Public Sector Bank Vis-à-vis The Role and Functions of the Central Vigilance Commission issued 1992, states in Para 9 as under:**

9. INVESTIGATION BY CVO

9.1 ANONYMOUS/PSEUDONYMOUS COMPLAINTS

9.1.1 No action should at all be taken on anonymous/pseudonymous complaint. **They must just be filed**

The instructions issued by the Central Vigilance Commission vide their circular No.07/11/2014 – **Action on Anonymous / pseudonymous complaints** – “The Commission has reviewed the matter and considering all aspects would prescribe that **no action should be taken on anonymous / pseudonymous complaints** in Ministries / Departments / Organisations in line with the earlier instructions dated 29<sup>th</sup> June 1999 and 31<sup>st</sup> January 2002 and **such complaints should be filed**” has not been followed in letter and spirit.

### **Central Vigilance Manual – 2017**

The view of CVC has been very clear in the matter. *Para 3.10 ACTION ON ANONYMOUS / PSEUDONYMOUS COMPLAINTS* of the Manual reiterates beyond doubt on how such complaints have to be dealt with. It may please be observed that, over a period, CVC has issued firm guidelines that anonymous and pseudonymous complaints have to be just filed.

3. Despite such clear cut instructions, we have come across incidences where such complaints are being investigated, as a matter of routine, disregarding CVC directions. Such action on the part of the Bank not only disheartens and lowers the morale of officers; but also instills fear psychosis and has a debilitating effect on taking appropriate, cogent and dispassionate decisions. The very fact that the Bank is acting upon such anonymous/pseudonymous complaints is encouraging such disgruntled elements to lodge these type of complaints. We feel that there is a need for reiterating the directions of CVC and to ensure that such anonymous/pseudonymous complaints are not taken cognizance of.

4. We request you to please issue suitable instructions to the Circles to comply with the directions of CVC in this regard. We would be thankful if you can assure us that our Circles have not conducted investigations in respect of any such complaint in the current fiscal.

With regards,

Yours sincerely,

Sd/-

**(Soumya Datta)**  
General Secretary