

Complaint Policy

1. The complaint can be lodged by any person/ Employee/ Contractor/ Consultant against officer(s)/official(s) of the Organization and on any works and areas under jurisdiction of NHAI.
2. Complaints can be lodged in following manner:
 - By written communication/ letter addressed directly to the Chief Vigilance Officer (CVO) for corruption related complaints and to General Manager (HR/Admin) for other than corruption matters, or
 - Electronically through filling the details on the Portal "Complaints" on the website <https://nhai.gov.in>. Complaints through email will not be entertained. Complaints lodged on portal are to be encouraged. Complaint portal has two categories, which are to be selected by the complainant: (i) Corruption related and (ii) Others. Corruption related complaints will be dealt by CVO and Others by Admin. One time registration on portal will be required.
 - Complaints only in corruption related matters can be also lodged on Toll free number 1800116062 shown on NHAI's Portal.
3. Central Vigilance Commission (CVC) and CVO of Ministry of Road Transport & Highways (MoRTH) are the designated Authority to receive complaint under PIDPI (Public Interest Disclosure and Protection of Informers Resolution) wherein Complainant's identity will be kept secret. Therefore, Complainants are advised to make complaint directly to CVC or MoRTH since CVO, NHAI is not authorized to receive complaint under PIDPI.
4. 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.
5. No action will be taken on the anonymous/pseudonymous complaint in reference to CVC guidelines and such complaints are simply filed. Anonymous complaints are those where the complainant did not reveal name/address. Whereas pseudonymous complaints are those which have been made under a false or fictitious name/address.
6. Complaints not verified by the complainant on contacting through a procedure of sending confirmation letter through post, at the address mentioned in the complaint, or if the complainant disowns the complaint; are not dealt further and closed.
7. The unsigned complaints do not have any authenticity and the same will be treated as anonymous and pseudonymous and will be filed.
8. The complaint must contain the factual details, verifiable facts and related matters. It should not be vague or contain general statements. Complaints containing vague or general / unverifiable allegations should also be filed without verification of identity of the complainant.
9. Once a complaint is registered, further correspondence in the matter will not be entertained. However, it will be ensured that the complaints are investigated and taken to logical conclusion. Therefore, Complainants are also advised not to

continue sending complaints on the same subject repeatedly.

10. After investigation, if any complaint is found to be false, malicious, vexatious and of personal vendetta, action may be taken as per extant rules/ guidelines. Habitual complainants making false complaints may be dealt with sternly or may be blacklisted. A person making false complaints is liable for prosecution and/or disciplinary action.