

**THE COTTON CORPORATION OF INDIA LTD.,
NAVI MUMBAI.**

No: CCI/VIG/MUM-228/13-2007

11.09.2007

C I R C U L A R

Subject: Complaint Policy of the Corporation.

With reference to above, '**Complaint Policy**' of the Corporation, duly approved by the Competent Authority, is as follows:-

1. The Corporation presently has a vigilance set-up headed by a Chief Vigilance Officer (on deputation) and assisted by a General Manager at Head Office of the Corporation and each Branch has a Vigilance Officer having a long experience in the field of cotton.

2. Complaint is generally one important source of information for identification of vigilance related issues in the Corporation. As per the arrangement, the details of officials with whom a complaint can be lodged are displayed at the main entrance of the Corporate Office as well as at the Branch Offices. Any person/public can lodge complaint in person or by addressing a letter directly to the Managing Director or to the Chief Vigilance Officer at Head Office and Branch Manager & Vigilance Officer at Branch Offices giving therein the facts of the matter relating to corruption, misconduct, malpractices, etc. (The identity of the complainant is kept confidential).

- 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.
- 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 specific 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.

3. After completion of the investigation, the Vigilance Officer submits his report to the Branch Manager with copy to Vigilance Cell at Head Office. Action on such report is taken by the Disciplinary Authority concerned taking into consideration the facts and circumstances of the case.

4. The Corporation has no jurisdiction over private individuals and State Governments/Central Government. Therefore, complaints against officials of the Corporation only will be entertained.

5. Whenever the complainant for valid reasons requests that his identity be withheld while processing the complaint, this will be ensured by the Corporation.

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

7. Complaint should be addressed directly to the Corporation. Complaints marked to a large number of functionaries are not normally pursued by the Corporation.

8. Corporation will acknowledge only those letters which are being got investigated by it. A complaint number will be provided to the Complainant.

9. 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.

10. If the investigation into a complaint leads into 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.

11. Officials to whom complaints within their respective jurisdictions can be addressed are given below:

Sr. No.	Designation	Office Address	Tel.No (Office)	Tel No. (Res.)	E-mail
1.	Managing Director	The Cotton Corpn.of India Ltd., Kapas Bhavan, Plot No.3A, Sector-10, CBD, Belapur, Navi Mumbai-400 614.	022- 27576044	27655932	md@cotcorp.com
2.	Chief Vigilance Officer	The Cotton Corpn.of India Ltd., Kapas Bhavan, Plot No.3A, Sector-10, CBD, Belapur, Navi Mumbai-400 614.	022- 27565249	32605761	cvo@cotcorp.com
3.	Dy. General Manager	The Cotton Corpn.of India Ltd. Door No.4-2-198 A to E, Shanta Bhavan, Cinema Road, Adilabad – 504 001.	08732- 220629	08732- 236398	adilabad@cotcorp.com
4.	Branch Manager	The Cotton Corpn.of India Ltd., SAKAR-1, 10 th Floor, Near Gandhigram Rly.Stn. Opp.Nehru Bridge, Ashram Road, Ahmedabad – 380 009.	079- 26580179	079- 29298206	ahmedabad@cotcorp.com
5.	Branch Manager	The Cotton Corpn.of India Ltd., Shakambari Plaza, 1 st floor, Murthijapur Road, National Highway No.6, Akola – 444 001.	0724- 2401185	0724- 2401082	akola@cotcorp.com
6.	Branch Manager	The Cotton Corpn.of India Ltd., Chandra Mowli Bldg., Plot No.27, Samarat Nagar, Veer Savarkar Chowk, Shanoorwadi Road, Aurangabad-431 005.	0240- 2350645	0240- 2342763	aurangabad@cotcorp.com

7.	Branch Manager	The Cotton Corpn.of India Ltd., No.56/1, 7 th cross, Central Street, Kumarapark West, Sheshadripuram, Bangalore – 560 020.	080- 23465526	080- 23434613	bangalore@cotcorp.com
8.	Branch Manager	The Cotton Corpn.of India Ltd., 2090-A, The Mall, Bhatinda – 151 001.	0164- 2253232	0164- 2237548	bathinda@cotcorp.com
9.	General Manager	The Cotton Corpn.of India Ltd., 34, Main Sector, Shastri Nagar, Bhilwara – 311 001	01482- 251326	01482- 250507	bhilwara@cotcorp.com
10.	Branch Manager	The Cotton Corpn.of India Ltd., 8/177, Trichy Road, P.B.No.7103, Ramnathapuram, Coimbatore-641 045.	0422- 6450536	0422- 2310645	coimbatore@cotcorp.com
11.	Executive Director	The Cotton Corpn.of India Ltd., 604, Ansal Bhavan, 6 th floor, 16, Kasturba Gandhi Marg, New Delhi –110 001.	011- 23725660	011- 26124111	newdelhi@cotcorp.com
12.	Branch Manager	The Cotton Corpn.of India Ltd., Kapas Bhavan, 4/2 Ashok Nagar, P.B.No.227, GUNTUR – 522 002.	0863- 2251270	0863- 2219088	guntur@cotcorp.com
13.	Branch Manager	The Cotton Corpn.of India Ltd., No.4, Kutchi House, Near Saraswati Sadan, J.C.Nagar, P.B.No.55, Hubli – 580 020.	0836- 2356354	0836- 2338027	hubli@cotcorp.com
14.	Branch Manager	The Cotton Corpn.of India Ltd., Kapas Bhavan, 27, Race Course Road, Near Yeshwant Club, Indore – 452 003.	0731- 2532703	0731- 2530902	indore@cotcorp.com
15.	Branch Manager	The Cotton Corpn.of India Ltd., Constantia Bldg., 3 rd floor, 11 Dr.U.N.Brahmchari Street, Kolkatta-700 017.	033- 22811160	033- 24816524	kolkata@cotcorp.com
16.	Assistant Manager	The Cotton Corpn.of India Ltd., R.P.C.-167-C, Raman Street, Thirunagar, Madurai 625 006.	0452- 2482493	0452- 2483036	madurai@cotcorp.com
17.	Branch Manager	The Cotton Corpn.of India Ltd., Ruda Bldg., 5 th floor, Jamnagar Road, RAJKOT – 360001.	0281 2477560		rajkot@cotcorp.com
18.	Branch Manager	The Cotton Corpn.of India Ltd., Pramila Niwas, Main Road, Near Andhra Bank, Rayagada – 765 001.	06856- 236616	06856- 236013	rayagada@cotcorp.com
19.	Branch Manager	The Cotton Corpn.of India Ltd., Post Box No.42, 24-25, 'A' Block, Nai Mandi, Sirsa – 125055.	01666- 220603		sirsa@cotcorp.com
20.	Branch Manager	The Cotton Corpn.of India Ltd., Kapas Bhavan, 158-185, Jawahar Nagar, District Centre, Sriganganagar- 335 001	0154- 2463377	0154- 2462542	sriganganagar@cotcorp.com

21.	Branch Manager	The Cotton Corpn.of India Ltd., 2 nd floor, M.G.Road, No.11-25-79, P.B.No.9, Warangal – 506 002.	0870- 2501451	0870- 2552402	warangal@cotcorp.com
22.	Dy.Manager	The Cotton Corpn.of India Ltd., Warehousing Complex, Plot S-5, Sector KWC, Kalamboli, Navi Mumbai-410 218	022- 27424191		kalamboli@cotcorp.com

All are requested to follow the same.

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V.V. Phansalkar
Chief Vigilance Officer