

**No.62/46/2020-6GS-I
Haryana Government
General Administration Department
(General Services-I Branch)**

Dated Chandigarh, the 1st February, 2021

To

1. All the Administrative Secretaries to Government Haryana.
2. All the Heads of Departments,
3. The Managing Directors/Chief Administrators of all the Boards/Corporations/Institutions in the State of Haryana.
4. All the Commissioners, Ambala, Hisar, Rohtak, Gurugram, Karnal & Faridabad Division.
5. All the Deputy Commissioners and Sub-Divisional Officer (Civil) in Haryana.
6. The Registrars of all the Universities in the State of Haryana.

Subject: Action on Anonymous/Pseudonymous and repeated complaints - regarding.

Sir/Madam,

I am directed to invite your attention to Government letter of even number dated 14.12.2020 vide which guidelines were prescribed for dealing with anonymous and pseudonymous complaints.

2. The matter has been further considered. It is noticed that various departments are receiving a large number of complaints against public servants where motivated complainants repeatedly submit complaints against Government officials to various Authorities, Statutory Bodies and Commissions etc. Such complaints are often the handiwork of vested interests and are made with mala-fide intent. As a result, the same matter is enquired repeatedly by various authorities which not only causes harassment to the concerned public servants but also wastes valuable time and energy of the Department. This practice works to the disadvantage of 'genuine' complainants as Departments are not left with enough resources to attend to their complaints.

3. The Government has duly considered the matter at length and in order to deal with such situations, it has been decided to issue revised instructions in supersession of the previous instructions issued in this regard by Government (General Administration Department and Grievances Cell) vide No.62/46/2020-6GS-I, dated 14.12.2020, No. 1/1/1DG-85 dated 20.05.1985 No. 2/2/62-1DG-94, dated 15.11.1994 as under:-

- (i) **'Anonymous complaints' are such complaints which do not carry both name and address of the complainant.**
- (ii) **'Pseudonymous complaints' are such complaints which bear false or fictitious name(s).**
- (iii) **No action should be taken on anonymous and pseudonymous complaints. These should be ignored and filed.**

- (iv) Complaints containing vague allegations should be filed without verification of identity of the complainant.
- (v) The complaint should be accompanied by an undertaking to the effect that no similar complaint has been filed earlier to any other authority and contents of the complaint are true to the best of knowledge of the complainant.
- (vi) Repeated complaints, which have already been dealt with or rejected in whatever manner, forwarded by the same complainant or by others, will not be taken cognizance of as they may be the handiwork of vested interests and made with mala-fide intent.
- (vii) If any illegality or irregularity is found to be committed by the public officials while dealing with original complaint, the complainant may be allowed only to point out such deficiencies/irregularities.
- (viii) If a complaint contains verifiable allegations, the complaint will be first sent to the complainant for owning/disowning the same, as the case may be. If no response is received from the complainant within 15 days of sending the complaint, a reminder will be sent. After waiting for 15 days of sending the reminder, if still nothing is heard, the said complaint may be filed as pseudonymous.
- (ix) Complaints matters which are sub-judice should not be entertained by the authorities.
- (x) Complaints received on official email only shall be entertained.

4. These instructions may please be brought to the notice of all concerned for compliance in letter and in spirit.

Yours faithfully,



Under Secretary General Administration,
for Chief Secretary to Government Haryana

