

GUIDELINES FOR LODGING COMPLAINT TO VIGILANCE

Complaints can be lodged by addressing the written communication/letter directly to the Commission or on Central Vigilance Commission's portal <https://portal.cvc.gov.in> or through the Commission's website <https://cvc.gov.in> under the link "Lodge Complaint" on home page.

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.

Further, Complaints may also be sent to **Chief Vigilance Officer, IRCTC Corporate Office, B-148, 11th Floor, Statesman House, Barakhamba Road, New Delhi - 110001**. Scanned copy of complaint containing complete postal address (mobile/telephone number, if any) of the sender with specific details/information of the matter can be sent at cvo@irctc.com. It is to mention that any complaint will be processed further only after "Genuineness Verification" of the complainant as per the laid down procedures prescribed by Central Vigilance Commission.

IRCTC