5. Procedure for Receiving Complaints

5.1. Modes of Receiving Complaints:-

Complaints regarding corruption, misconduct and bribery in Civil Court offices shall be received through the following channels:-

(i) Through Complaint Boxes (somehow already in practice): A complaint box coupled with a Notice Board shall be installed in secure and designated/ conspicuous areas within Civil Courts premises under the direct control of the respective Principal District & Sessions Judge. The Complaint box shall be separate from the *'Dedicated Vigilance Complaint Box'* installed under the direction contained in the Court's letter no. 23636-23672/Vig. Cell/XLIII-01-2011 dt. 20.03.2025, dedicated to the matters of Judicial Officers. The Notice Board shall clearly display the following points-

(a) The Complaint petition(s) with full name, address and signature of the petitioner shall only be entertained.

(b) The complaint petitions shall clearly reveal the grievances/ allegations with specific details of the alleged corruption, bribery, misconduct and abuse of power/ position with specific case number(s), date and time of the alleged event, along with the name and designation of the Ministerial Officer/Staff against whom the allegation(s) are levelled.

(c) Complaint petition(s) should be brief, typed and supported by legible, verifiable materials/ details/ evidence, if any.

(d) The complaint petition(s) having vague, trivial and absurd allegations shall not be entertained.

(e) Documents/petitions of an administrative nature/ petition having no complaint or concern with the working of Civil Court's Offices and its staff, dropped in the complaint box, shall not be entertained.

(ii) E-mail and Online Portals: A designated e-mail ID or portal for submitting complaints online to the Vigilance Committee of Judgeships shall be created and displayed in Civil Court premises. Necessary guidelines to be followed by complainants regarding filing complaints shall also be displayed on the Online Portal, along with the e-mail I.d.

(iii) Written Complaints sent otherwise to the Vigilance Committee/ Principal District & Sessions Judge shall also be placed before the Vigilance Committee.

Proviso: Complaints or petitions forwarded by the High Court with specific directions shall be complied with as per the prevailing practice/ specific direction of the High Court.

Email Id for submitting complaints online to the Vigilance Committee

vigilancecommitteeccskp@gmail.com