Circular No. 01/01/2016

Subject: Pendency of cases with CVOs – regarding.

Reference: Commission’s Circular No. 10/08/15 dated 17.08.2015.

The Commission had earlier noted with concern that some of the CVOs were not logging into their respective accounts under CVO corner on Commission’s website and taking necessary action to deal with the pending cases / complaints. It was therefore, desired that all CVOs may log into their respective accounts immediately and draw plans to ensure expeditious disposal of all the cases pending for over 6 months, to start with. Those who had less pendency of cases pending for more than 6 months were advised to deal with pendency of less than 6 months.

2. On monitoring the log of CVOs, the Commission has observed that several CVOs, both full time and part time, are still not checking their pendency regularly. All CVOs are therefore, advised to log into their respective accounts and take expeditious action for liquidating the pendency on a regular basis.

3. If on further review, it is noticed that still some CVOs are not checking their pendency and are not taking necessary action, Commission may be constrained to view such cases seriously.

All CVOs of Ministries / Departments / CPSUs / Public Sector Banks / Insurance Companies / Autonomous Organisations / Societies etc.