



State Vigilance Commission



User Manual

Of

**State Vigilance Commission's
Complaint Management System
Government of West Bengal**

Release Date: 11/07/2017

URL: www.wbsvc.gov.in

Version Number: 1.0

National Informatics Centre

West Bengal State Centre

Department of Electronics & Information Technology

Ministry of Communications and Information Technology

Government of India



Introduction

West Bengal was one of the first, among the States of India, to establish Vigilance Commission in March, 1965. Later it has been renamed as State Vigilance Commission, it is an important enquiring agency under Government of West Bengal. It is entrusted with the task of combating financial and other irregularity and misconduct corruption in State Administration in order to bring efficiency, transparency, impartiality and integrity among the officers and staff. Presently, the Office of the State Vigilance Commission is situated at the 1st, 2nd and 3rd floor of Bikash Bhawan at Salt Lake City, DF-Block, Sector-II, Salt Lake, Kolkata-700091.

Purpose

The manual provides guidance and assistance to the website user. The Screen Print-outs shown in the User Manual will make user comfortable in better understanding the functionality of complain management system Application Software.



The website for Complaint Management System of State Vigilance Commission is www.svc.gov.in which is designed and hosted by National Informatics Centre (NIC) and the contents are provided by State Vigilance Commission (West Bengal).

Open any browser and key the following web address: <http://www.svc.gov.in> and press **Enter**. The following web page will appear:-

The screenshot shows the homepage of the State Vigilance Commission, West Bengal. At the top, there is a navigation bar with links for Home, Contact us, and FAQ. Below this is a large banner with the text "State Vigilance Commission, West Bengal" and a magnifying glass icon. A secondary navigation bar contains "Home", "About Us", and "Lodge Complaint".

The main content area features a row of five images: a man speaking at a podium, a man holding a "STOP CORRUPTION" sign, a group of people holding a "Say No To CORRUPTION" sign, a man holding a "STOP" sign, and a graphic with a scale of justice and the text "SAY NO TO CORRUPTION Every No Counts".

Below the images is a section titled "Complaint can be lodged with State Vigilance Commission, West Bengal against Emp Vigilance Commission, WB". This section includes a search bar, a "What's New" section, and a "Site links Highlights" section with links for "e-Complaints" and "Miscellaneous Reports".

On the left side, there is an "Important Links" section with a "Tender Notices" link and a "Read More" button. Below this is a "Visitor Counter" showing a total count of 31395. At the bottom, there is a "Contact Us" button and a copyright notice: "Copyright © SVC, WB. All rights reserved".



After clicking the above menus different pages will open, these are:

1. Background :-

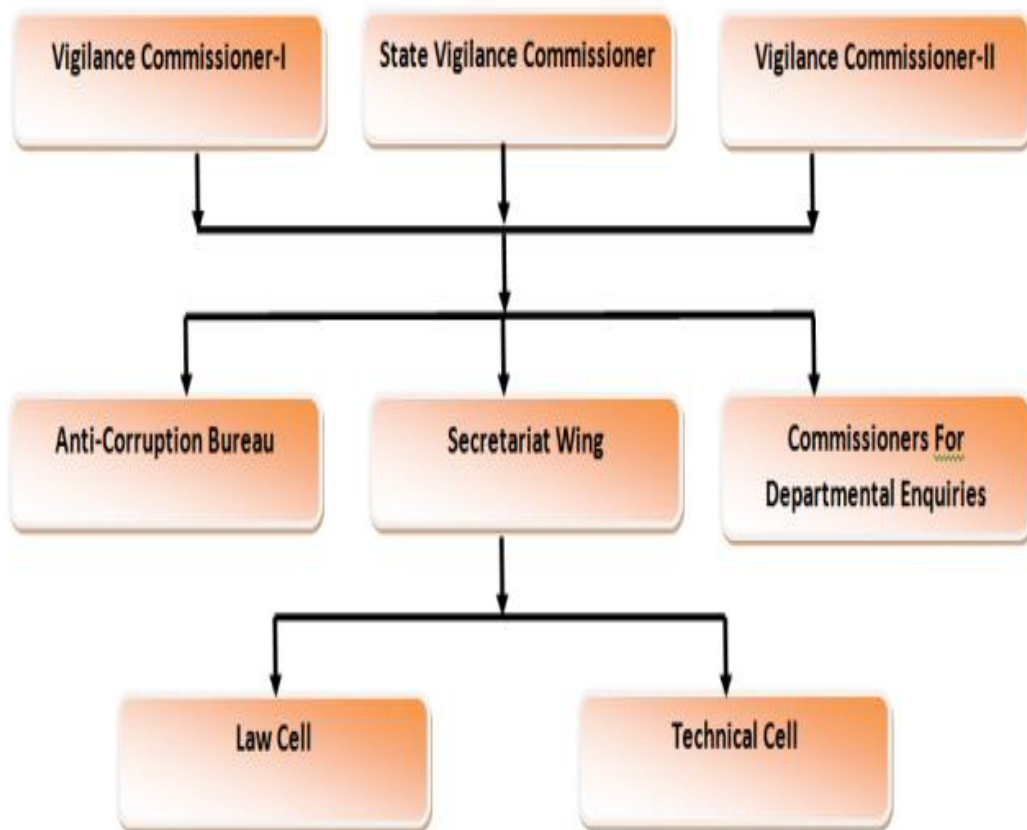
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2. Organization Setup:-

In this page the user can get information regarding the organization, here the set up of State Vigilance Commission can be viewed by the user.

Organizational setup





3. Jurisdiction:-

[Home](#)
[Contact us](#)
[FAQ](#)



[Home](#)
[Lodge Complaint ▾](#)
[About Us](#)

Home [Jurisdiction](#)

Jurisdiction :

The jurisdiction of the Commission is over all the Government servants in the service or pay of the State Government with the exception of the following:

- (a) Persons paid at daily rate.
- (b) Officers belonging to the judicial services who are under the administrative control of the High Court.
- (c) The employees attached to the offices of such Judicial Officers.


[Contact Us](#)

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4. Contact Details:-

[Screen reader access](#)
[Skip to main content](#)
[Skip to navigation](#)



[Home](#)
[About Us ▾](#)
[Lodge Complaint](#)

[Important Links](#)

- ▶ [Tender Notices](#)
- ▶ [Miscellaneous Reports](#)

Contact information of State Vigilance Commission, WB

State Vigilance Commission, WB
 Bikash Bhawan , 1st,2nd & 3rd Floor
 DJ- Block, Sector-II Salt Lake city
 Kolkata-700091

TEL : 2334-0507,2334-0508,2334-0509,2337-7910

[Contact Us](#)

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5. Administrative Details:

Administrative Details :

The State Vigilance Commission functions through three distinct but interrelated divisions:

- (1) Secretariat Wing :
- (2) Anti-Corruption Bureau :
- (3) Commissioners for Departmental Enquiries :

(1) Secretariat Wing :

The Secretariat Wing is headed by a Secretary (an I.A.S. Cadre Post) assisted by Joint Secretary, Deputy Secretary, Assistant Secretary, special officer/Register, O.S.D, Section Officers and other members of staff of various categories. The Secretariat Wing of the Commission coordinates and the functions of other wings of the Commission and also liaises with different Disciplinary Authorities on behalf of the Commission.

(2) Anti-Corruption Bureau :

The Anti-Corruption Bureau (A.C.B.) of this Commission is headed by an Inspector General of Police (an IPS cadre post). He is assisted by a Superintendent of Police, Deputy Superintendents, Inspectors, Sub-Inspectors of Police and A.S.I.s besides a number of Watcher & Guard Constables. All investigations and enquiries taken up by or assigned to the Commission are conducted through the officers of the Anti-Corruption Bureau under the overall guidance and supervision of the Commission.

(3) Commissioners for Departmental Enquiries :

The third important Wing of the Commission is a quasi judicial one consisting of two Commissioners for Departmental Enquiries and four Deputy Commissioners for Departmental Enquiries, the former being usually members of West Bengal Higher Judicial Service in the rank of District Judge either on deputation or on reemployment and the latter generally from the West Bengal Civil Service (Executive) in the rank of Deputy Secretary/Joint Secretary/Special Secretary. These Officers hold formal departmental inquiry proceedings on being appointed as Inquiring Authority/Enquiry Officer by the Disciplinary Authority concerned on the recommendation of the Commission. After completion of formal inquiry proceedings, the Commissioners/Deputy Commissioners for Departmental Enquiries are required to submit their report to the Commission for onward communication to the Disciplinary Authority.

Other important wings:

(1) Law Cell :

The Commission has one senior Law Officer/Law Officer who helps the Commission in vetting draft articles of charge as well as in dealing with court matters. The Law Officer also advises the Commission on legal matters as and when required.

(2) Technical Cell :

There is also a Technical Cell to assist the Commission. It is headed by an Officer of the rank of Superintending Engineer assisted by an Assistant Engineer, two Sub-Assistant Engineers and other staff. A small Cell under an Assistant Engineer and one Sub-Assistant Engineer on deputation from P.W.D. has also been set up at Siliguri in the year 2006-07 for covering North Bengal Districts. We are happy to report that the Cell at Siliguri is now fully functional and has helped significantly in expediting disposal of pending cases in North Bengal.

This Technical Cell looks after the technical aspects of the vigilance cases relating to different Departments/Directorates/Public Undertakings. The Cell carries out activities in collaboration with other wings of the Vigilance Commission. The core activities of the Technical Cell are as under:

- (a) Evaluation of cost of buildings/properties.
- (b) Dealing with the cases of alleged malpractices in contracts on assigned Works.
- (c) Preventive vigilance in respect of contract procedures.

(3) District Anti-Corruption Unit :

At the district level the District Magistrate is the Ex-Officio District Vigilance Officer. The D.V.O. is entrusted with the responsibility of supervising Anti Corruption and Vigilance activities in the District. The D.V.O. has under him an Anti-Corruption Unit with an officer of the rank of Inspector, Sub-Inspectors of Police===== . The Anti Corruption Unit Officers belong to the Anti-Corruption Bureau of the Commission.



[Home](#)
[Contact us](#)
[FAQ](#)

State Vigilance Commission, West Bengal

[Home](#)
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[Lodge Complaint](#)

Complaint can be lodged with State Vigilance Commission, West Bengal against Emp

Vigilance Commission, WB

Search

Important Links

▶ Tender Notices

[View more](#)

Visitor Counter
 Total Count : 31395

West Bengal was one of the first, among the States of India, to establish Vigilance Commission in March, 1965. Later it has been renamed as State Vigilance Commission. It is an important enquiring agency under Government of West Bengal. It is entrusted with the task of combating financial and other irregularities, misconduct and corruption in State Administration in order to bring efficiency, transparency, impartiality and integrity among the officers and staff. Presently, the Office of the State Vigilance Commission is situated at the 1st, 2nd and 3rd floor of Bikash Bhawan at Salt Lake city, DF-Block, Sector-II, Salt Lake, Kolkata-700091.

What's New

Site links Highlights

- ▶ e-Complaints
- ▶ Miscellaneous Reports

[Contact Us](#)

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After clicking the above highlighted link then the complaint lodging page is displayed for lodging complaint.



West Bengal

Home | About Us | Lodge Complaint

Home e-Complaint

Complainant Login

Sign in to Your Registered Account

USERNAME

PASSWORD

SECURITY PIN

J5240Q Refresh

ENTER SECURITY PIN

LOG IN

- Change password
- New user? Register now
- Help

Registered User!!Click on the Login Button

Contact Us

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[Home](#)[Lodge Complaint](#)[About Us](#)

Registration Details

Note: All fields marked with an asterisk (*) are mandatory

Login Details

E-Mail or Mobile No *

Password *

Confirm Password*

Password must contain atleast one alphabet, one digit, one capital alphabet, one small alphabet and one special character.

Personal Details

Gender *

Male Female

First Name*

Last Name *

Email Id

Mobile No. *

Address

Address Line 1 *

Address Line 2

Country

State

District

Village / City

Pin Code

Confirm you are a human

Enter Security Code as Shown *

VYR976

Refresh

Submit

Reset

Back to home page

[Contact Us](#)

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For lodging first complaint the above link is clicked for **New User? Register now**; if the user is already registered then he can **LOG IN** by giving the username and password at the corresponding textboxes.



State Vigilance Commission



The data regarding the above field must be provided by the candidate. * Marked fields are mandatory.

Input Fields:

Fld. No	Field Name	Description
Login Details		
1.	Email or Mobile No	This field is user id.
2.	Password	This is password.
3.	Confirm Password	This is password.
Personal Details		
4.	Gender	Select Gender.
5.	First Name	Enter First Name.
6.	Last Name	Enter Last Name.
7.	Email ID	Enter Email ID.
8.	Mobile Number	Enter Mobile No.
Address		
9.	Address Line1	Enter your address.
10.	Address Line 2	Enter your address.
11.	Country	Select your Country.
12.	State	Select your state.
10.	District	Select your district.
11.	Village/City	Write your village or city.
9.	Pin code	Enter your pin code.
10.	Enter Security Code as Shown	Enter Security Code as Shown.



State Vigilance Commission



The new user is required to enter the email or mobile number ,password ,confirm password ,gender ,First Name ,Last Name ,Category ,Email Id ,mobile number ,nationality ,address line1,address line2,country,state,district,village/city ,pin code as shown below:-

Registration Details

Note: All fields marked with an asterisk (*) are mandatory

Login Details

E-Mail or Mobile No *

Password *

Confirm Password*

Password must contain atleast one alphabet, one digit, one capital alphabet, one small alphabet and one special character.

Personal Details

Gender * Male Female

First Name*

Last Name *

Email Id

Mobile No. *

Address

Address Line 1 *

Address Line 2

Country

State

District

Village / City

Pin Code

Confirm you are a human

Enter Security Code as Shown * **MYOQT8** Refresh

[Contact Us](#)

Click **Submit** button to save all the details of the user, after that a message box will ask that whether we are confirm for registration:-



After successful registration the following page will show along with the message that we have registered successfully.

Now the user has to enter the registered username and password for logging in:-



e-Complaint


You Have Registered Successfully.

Complainant Login

Sign in to Your Registered Account

Registered Your Credentials will not be disclosed

 USERNAME

 PASSWORD

LOG IN →



- ▶ [Forgot password](#)
- ▶ [New user? Register now](#)
- ▶ [Help](#)

 Registered User!Click on the Login Button

After clicking “Log In” the following page will appear. In this page there are four options, these are:-

1. Lodge complaints, i.e. the user can lodge complaints.
2. View Complaint Status, i.e. the user can view the lodged complaint status.
3. Complaints Guideline, i.e. this is user manual.
3. Edit My Profile, through which the user can edit his/her profile.

The screenshot shows the dashboard for the State Vigilance Commission West Bengal. At the top, there is a header with the logo, the text 'State Vigilance Commission West Bengal', a magnifying glass icon, and a 'Sign Out' link. Below the header, there is a navigation bar with 'Complaint Home' and 'Welcome '8001720563''. The main content area is titled 'e-Complaints' and contains a list of four options: 'Lodge Complaints', 'View Complaint Status', 'Complaints Guideline', and 'Edit My Profile'. At the bottom, there is a footer with the text 'Copyright © SVC, WB. All rights reserved.' and a disclaimer: 'Disclaimer: This site is designed and hosted by NIC and the contents are provided by SVC, WB. For any further information, please contact SVC, WB.'



If the user wants to lodge Complaints then he will have to click “**Lodge Complaints**” Link.

After clicking the “**Lodge Complaint**” link the following page will show:-

The screenshot shows a web form titled "Lodge your complaint" for the State Vigilance Commission. The form is divided into several sections:

- Complaint Logged Against Details:** Includes fields for "Name of the person against whom you are complaining", "Person Name1", "Designation1", "Office1", and "District1" (a dropdown menu). There is an "Add Person" button with a user icon.
- Details about the complain:** Includes a "Subject" dropdown menu and a large text area for "Please Enter Specific Details about Your Grievance here (4000 Characters)".
- Upload supporting documents(as a proof):** Features a "Choose File" button, a "No file chosen" status, and a note "only(.pdf) upto 2MB".
- Security Code:** A field to "Enter Security Code as Shown" with a "No file chosen" status, a "Refresh" button, and a security code "K2L6" displayed in red.
- Navigation:** Includes "Submit", "Reset", and "Back to home page" buttons.

Input Fields:

Fld. No	Field Name	Description
Name of the person against whom you are complaining		
1.	Person Name	Enter the Person details.
2.	Designation	Enter the designation.



State Vigilance Commission



3.	Office	Enter the office name.
4.	District	Select the district.
Details about the complain		
5.	Subject	Select the Subject.
6.	Please Enter Specific Details about Your Grievance here	Enter specific details about your complain.
7.	Upload supporting documents(as a proof)	Upload document.
8.	Enter Security Code	Enter security code.

The user need to enter Complaint lodged against details i.e. the concerned department of the Complaint, department to which the grievance pertains, district, office address, Name, Office and Designation of the complainant, details about the complaint i.e. the subject of the complaint and we Need to enter the specific details about the grievance. The * marked fields are mandatory fields. After entering all the details the page will be as follows:-



Board Corporation etc.

Lodge your complaint

Complaint Lodged Against Details

Name of the person against whom you are complaining

Person Name1 : Designation1 : Office1 : District1 :
Person Name2 : Designation2 : Office2 : District2 :



Details about the complain

Subject* :

Please Enter Specific Details about Your Grievance here (4000 Characters)*

This is details about complain.

Upload supporting documents(as a proof)

No file selected.

only(.pdf) upto 2MB

Enter Security Code as Shown *

APLS9V

Refresh

After entering all the details and the security pin user have to click “**Submit**” button for submit of the complaint. After clicking “**Submit**” the following page will show the Complaint No along with the

Successful complaint lodging information.

Your complaint has been lodged successfully

Please note down your Complaint No. for further reference.

Your Complaint Number is **WEBSVC103-2016**

[Back to Complaint Home Page](#)



The user can view the status of the lodged complaints by clicking the **“View Complaint Status”** link.

e-Complaints

- [Lodge Complaints](#)
- [View Complaint Status](#)
- [Complaints Guideline](#)
- [Edit My Profile](#)

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After clicking **“View Complaint Status”** the following page will appear. In the following page user can view the complaint status by using **“Search by Complaint No”** i.e. by entering complaint number and by using **“Search by Date Range”** i.e. by entering date ranges.

Complaint Home Welcome '9836018326' Sign Out

View Complaint Status

Search by complaint No. Search by date range



When “**Search By Complaint No**” radio button is clicked the page will look as follows:-

View Complaint Status

Search by complaint No. Search by date range

Enter Complaint No. [Search](#) [Back to website home](#)

After entering complain number and clicking “**Search**” button the user can view the status of the complaints as follows:-

View Complaint Status

Search by complaint No. Search by date range

Enter Complaint No. [Search](#) [Back to website home](#)

S/L No.	Complaint Number	Complaint Status
1	WEBSVC144-2016	Under Process

After clicking the “**Search By Date Range**” radio button the from date and to date option will come for entering the date ranges.

View Complaint Status

Search by complaint No. Search by date range

From Date
To Date

[Search](#) [Back to website home](#)



After selecting the starting date from “**From Date**” textbox and ending date from “**To Date**” textbox
And clicking “**Search**” button the user can view the status of the complain within the given date range.

View Complaint Status

Search by complaint No. Search by date range

From Date
To Date

[Search](#) [Back to website home](#)

S/L No.	Complaint Number	Complaint Status
1	ONLSVC001-2016	Under Process
2	WEBSVC143-2016	Under Process
3	WEBSVC144-2016	Under Process
4	WEBSVC145-2016	Under Process
5	WEBSVC146-2016	Under Process
6	WEBSVC147-2016	Under Process
7	WEBSVC148-2016	Under Process
8	WEBSVC160-2016	Received
9	WEBSVC161-2016	Received
10	WEBSVC162-2016	Received

The user views the manual to use the portal by clicking the “Complaints Guideline” link. When the link is highlighted the page will look as follows:-

e-Complaints

- [▶ Lodge Ordinary Complaints](#)
- [▶ Lodge WhistleBlower Complaints](#)
- [▶ View Complaint Status](#)
- [▶ Complaints Guideline](#)
- [▶ Edit My Profile](#)

complaintsGuideline.pdf

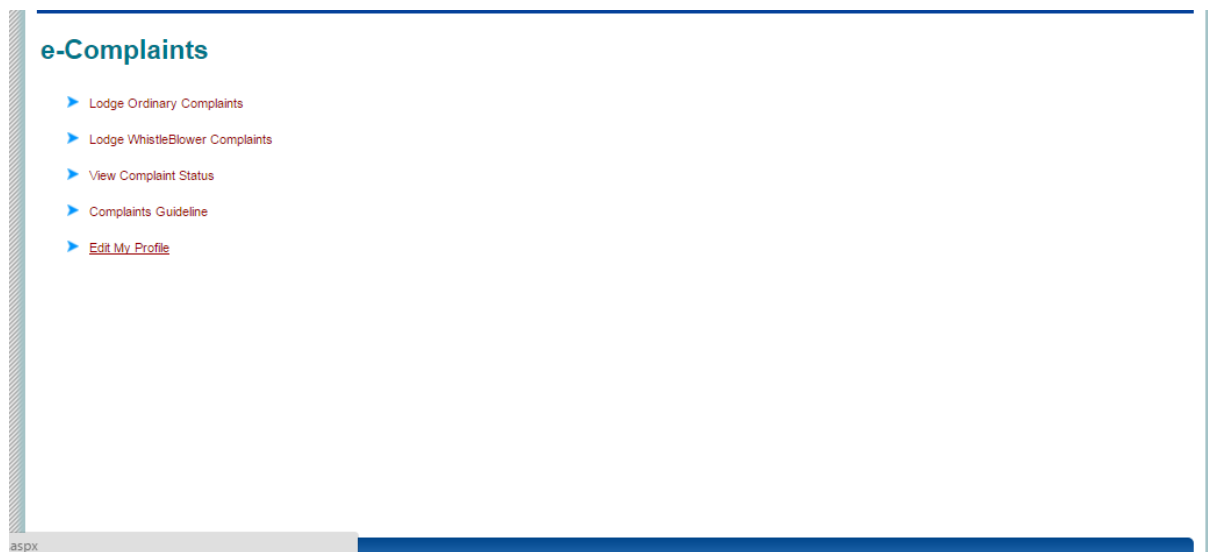


After clicking “**Complaints Guideline**” the following pdf will open:-



If

the user wants to edit his/her profile then he/she have to click “**Edit My Profile**” link. When the link is highlighted before clicking then the page will look as follows:-





Update My Profile

Note: All fields marked with an asterisk (*) are mandatory

Login Details	
E-Mail or Mobile No *	<input type="text" value="9876543210"/>
Password *	<input type="password" value=""/>
Confirm Password*	<input type="password" value=""/>
Password must contain atleast one alphabet, one digit, one capital alphabet, one small alphabet and one special character.	
Personal Details	
Gender *	<input checked="" type="radio"/> Male <input type="radio"/> Female
First Name*	<input type="text" value="Dhruv"/>
Last Name	<input type="text" value="Sharma"/>
Email Id	<input type="text" value="test@gmail.com"/>
Mobile No. *	<input type="text" value="9876543210"/>
Address	
Address Line 1	<input type="text" value="Kolkata, WB 700001"/>
Address Line 2	<input type="text" value="BN Block"/>
Country	<input type="text" value="India"/>
State	<input type="text" value="West Bengal"/>
District	<input type="text" value="Bachchan"/>
Village / City	<input type="text" value="Bachchan"/>
Pin Code	<input type="text" value="700001"/>
Confirm you are a human	
Enter Security Code as Shown *	4XHZUL Refresh <input type="text" value=""/>

Update

Reset

Back to home page

After clicking “**Edit My Profile**” the following page will open, in this page the user can modify the details of his registration i.e. the fields entered while registration.

After modifying the fields he/she wish the user have to click on “**Update**” button. After clicking “Update” button the following page with the popup message for confirmation will show:-



Update My Profile

Note: All fields marked with an asterisk (*) are mandatory

Login Details

E-Mail or Mobile No *

Password *

Confirm Password*

Password must contain atleast one alphabet, one digit, one capital alphabet, one small alphabet and one special character.

Personal Details

Gender * Male Female

First Name*

Last Name

Email Id

Mobile No. *

Address

Address Line 1

Address Line 2

Country

State

District

Village / City

Pin Code

Confirm you are a human

Enter Security Code as Shown * **4XHZUL** Refresh

After clicking “Yes” in the message box the following page will show:-

Profile updated successfully!



State Vigilance Commission

