



**भारत प्रतिभूति मुद्रण तथा मुद्रा निर्माण निगम लिमिटेड**  
**Security Printing and Minting Corporation of India Limited**

मिनीरत्न श्रेणी-I, सीपीएसई  
(भारत सरकार के पूर्ण स्वामित्वाधीन)

Miniratna Category-I, CPSE  
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भा.प्र.मु.मु.नि.नि.लि./सतर्कता/03/09/११८३

दिनांक 14.01.2013

SPMCIL/VIG/03/09/

Date: 14.01.2013

**परिपत्र/ CIRCULAR**

**विषय/Sub:** विजआई पोर्टल (VIGEYE Portal) पर नागरिकों द्वारा मोबाइल फोन एवं इंटरनेट के माध्यम से शिकायतों का पंजीकरण एवं दर्ज कराने की प्रक्रिया।/Procedure for registration and lodging complaints through mobile phone and internet by the citizens on VIGEYE portal.

केन्द्रीय सतर्कता आयोग ने नागरिकों द्वारा मोबाइल फोन एवं इंटरनेट के माध्यम से शिकायतों का पंजीकरण एवं दर्ज कराने की प्रक्रिया के दिशा-निर्देशों की एक प्रति को सूचनार्थ एवं उचित कार्रवाई (यदि कोई हो तो) हेतु परिचालित किया जाता है।

A copy of guidelines sent by Central Vigilance Commission regarding "Procedure for registration and lodging complaints through mobile phone and internet by the citizens on VIGEYE portal is circulated here with to all for information and necessary action, if any.

2. इसे सक्षम प्राधिकारी के अनुमोदन से जारी किया जाता है।
2. This issues with the approval of Competent Authority.

**संलग्न/Encl:** यथोपरि।/As above.

*(Handwritten signature)*  
(एस. एस. बालानी)/(S. S. BALANI)  
वरिष्ठ सतर्कता अधिकारी/Sr. VO

**महाप्रबंधक/General Manager,**

टकसाल/मुद्रणालय/कागज कारखाना / Mints/Presses/Paper Mill,

भा.प्र.मु.मु.नि.नि.लि./SPMCIL.

**प्रतिलिपि/CC:**

1. अध्यक्ष तथा प्रबंध निदेशक के विशेष कर्तव्य अधिकारी।/OSD to CMD.
2. निदेशक (तकनीकी)/निदेशक (मानव संसाधन)/ मुख्य सतर्कता अधिकारी (प्रभारी)।/ Director (T)/Director (HR)/CVO(I/C)
3. महाप्रबंधक (सूचना प्रौद्योगिकी)।/उप महाप्रबंधक (निगम मुख्यालय)।/GM (IT)/DGM (CHO).
4. सभी सतर्कता कार्यपालक।/ All Vigilance officials.
5. सूचना पटल।/Notice Board.

# Project VIGEYE

Project VIGEYE (Vigilance Eye) is a citizen-centric initiative, wherein citizens join hands with the Central Vigilance Commission in fighting corruption. It is a platform through which vigilance information flows freely from common public to the commission, making it possible to provide easy access for sending sensitive information in complaints quickly.

## Requirements for registering complaints through Mobile

1. **GPRS** facility enabled mobile phone.
2. Citizens having a suitable mobile (see the list of supported mobile phone models on [http://www.vigeeye.com/register\\_mobile\\_init.php](http://www.vigeeye.com/register_mobile_init.php)) can lodge complaints through mobile phone, after downloading the mobile software.

## How to Register for VigEYE application through Mobile

1. Send a **blank SMS** to **09223174440**.
2. A registration link will be received on your mobile ([http://www.vigeeye.com/register\\_mobile\\_init.php](http://www.vigeeye.com/register_mobile_init.php)).
3. Click the link.
4. Enter name, address, mobile number, mobile model, email (optional).
5. System confirms the request and sends mobile application link, with login and password as SMS to mobile and email, if provided.
6. Download the application by clicking on the link received in the SMS.
7. Application automatically prompts for installation after download.
8. Permit the application to be installed on the mobile.

## How to submit a complaint on mobile phone

1. Login with the user-id and password provided in the SMS earlier.
2. Lodge the complaint with Category, Complaint type, Organisation, Region in first screen.
3. Press **Next**.
4. Reference-Id will be displayed on the screen.
5. Uploading option is available for attaching Photo, Video, Audio, Notes with the complaint.
6. Press **Thanks** for submitting the complaint.
7. Login with registered mobile number and password to see the status of the complaints lodged.

## How to Register for VigEYE application through Internet

1. Go to [www.vigeeye.com](http://www.vigeeye.com) (can also reach this site through CVC website [www.cvc.nic.in](http://www.cvc.nic.in))
2. Under the tab “**WEB COMPLAINTS**”, register by further clicking either the “Web Complaints System” or “Register Web” links appearing on the first two lines in the content of the page.
3. A “**Web User Registration**” Screen appears
4. Register with your complete details like Name, E-Mail, Address, Pin Code, State, Mobile Number and press **Submit**.
5. System sends user name and password at the email and an SMS provided during registration.

## How to submit a complaint through Internet

1. Login using the provided username and password
2. Fill up the textual complaint in the web form. Upto 5 files may be uploaded with the complaint.
3. Complaint ID will be given by the system once complaint is lodged.
4. Login with registered user name and password to view the status of the complain.
5. Please refer **VigEYE website** ([www.vigeeye.com](http://www.vigeeye.com)) for any clarification/details.