# Frequently Asked Questions

# (FAQs)

APT

For

# Investigation & Vigilance

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**DISCLAIMER:**

The Operational procedure provided in this Operational Guide is just an illustration for the user for using the IT 2.0 Software in an effective manner. If the Reader is having any doubt in the department Rulings and guidelines, he/she should refer to the respective manuals and volumes only. The IT 2.0 Operational Guide should not be sighted as Rulings.

# Frequently Asked Questions (FAQs) : Investigation & Vigilance

# Investigation

1.  **What is the 'Investigation' card, and what does it do?**
    The 'Investigation' card is a tool used in the investigation workflow of a registered case. It allows the Investigating Officer and the Disciplinary Authority to manage investigation cases from the preliminary inquiry stage to the submission of the final report.

2.  **What are the key sections available under the 'Investigation' card?**

    When you click on the 'Investigation' card, the following sections are available:

    - ➢ Preliminary Enquiry
    - ➢ Case Management
    - ➢ Claim Management
    - ➢ Inquiry Proceeding
    - ➢ Reports

3.  **What is the purpose of a Preliminary Enquiry?**

    A Preliminary Enquiry is conducted to verify allegations in a complaint or identify financial discrepancies, operational lapses, or fraud alerts. The investigation includes identifying suspected officials, collecting documents and evidence, obtaining witness statements, and verifying facts.

4.  **How can I register a Preliminary Enquiry?**

    To register a Preliminary Enquiry:

    - ➢ Click on the 'Investigation' card.
    - ➢ Select 'Preliminary Enquiry.'
    - ➢ Click on 'Register Preliminary Enquiry.'
    - ➢ Fill in case details such as case title, office code, risk level, fraud category, and reason for enquiry.
    - ➢ Click 'Submit.'
    - ➢ A Preliminary Case ID (Pre Case ID) will be generated.

**5.   What details are required in the Preliminary Case Register?**

The Preliminary Case Register consists of two sections:

Case Details (Case Title, Office Code, Date of Occurrence, Risk Level, Risk Factor, Fraud Category, Reason for Preliminary Enquiry, and a Brief Case Description).

Lead Investigator Details (Auto-filled based on system records).

**6.   What risk levels and fraud categories are available?**

Risk levels include Low, Medium, and High.

The corresponding fraud categories are:

Mails: Registered Letters, Speed Post, Parcels
Money Orders: eMO, VPMO
Savings Bank: SB, RD, MIS, SSA, PPF
Certificates: NSC, KVP, MSSC
Cash Shortage: Shortage of Cash
Insurance: PLI, RPLI

**7.   What happens after submitting the Preliminary Case Register?**

After submission, a system-generated pop-up appears with the Preliminary Case ID (Pre Case ID). Investigators can proceed to add offender details immediately or return later to complete the process.

**8.   How do I add offender details to a Preliminary Enquiry?**

Click on the hyperlink in the pop-up message after Pre Case ID is generated. Alternatively, go to the 'Add Offender' tab later and retrieve the case using the Pre Case ID.

**9.   Who assigns roles for Inspecting Officers?**

The Role Delegation Authority (RDA) assigns necessary roles to Inspecting Officers, enabling them to access the 'Investigation' card on their homepage.

## 10. Can the investigation approach be modified?

Yes. The approach detailed in the Operational Guide is a standard reference, but users may follow different methods based on case requirements.

## 11. What is the difference between Primary Offender and Subsidiary Offender?

❖ **Primary Offender (Principal Offender):**

This refers to a government employee who is directly responsible for an act of misconduct, corruption, or violation of service rules. They are the main individual against whom disciplinary proceedings are initiated under Rule 14 or 10(B) (for major penalties) or Rule 16 or 10 (A) (for minor penalties).

❖ **Subsidiary Offender (Accomplice or Accessory):**

A government employee who aids, abets, or facilitates the misconduct but is not the main perpetrator. They may be charged under the CCS (CCA) Rules for complicity in the act.

## 12. How do I upload an evidence document?

Click on the 'Evidence / Comments' tab under 'Preliminary Enquiry' option, select the desired Pre-Case ID and Document Type from the drop-down lists, enter comments, and then upload a supporting evidence document by clicking on 'Choose File'. Finally, click on the "Submit" button.

## 13. Is uploading an evidence document mandatory?

Yes, selecting and uploading a supporting evidence document is mandatory before submission.

## 14. How do I add additional comments to an uploaded evidence document?

Under Preliminary Enquiry option in 'Evidence/Comment' tab, Click on the '+' icon under the 'Add / View Comment' column enter a comment in the dialogue box, and click "Submit".

## 15. How can I view previously added comments?

Under Preliminary Enquiry option in 'Evidence/Comment' tab, Click on the eye ball icon next to the document upload date to view all associated comments along with their Comment IDs.

16. **How do I change the Lead Investigator for a case?**

The Disciplinary Authority can modify the Lead Investigator by selecting 'Modify Lead Investigator,' entering the new Investigator's Employee ID, and clicking 'Submit.'

17. **How do I approve or reject a preliminary enquiry?**

Click on 'Approve Preliminary Enquiry,' select the case, review the details, and choose either 'Approve' or 'Reject' from the Approving Status dropdown

18. **How do I view registered cases?**

Click on 'Case Management' > 'View Registered Cases' to see a list of all registered cases.

19. **How do I modify Primary/Subsidiary Offenders in a case?**

Under 'Case Management,' click 'Modify Primary / Subsidiary Offenders,' select the case, add the offender details, and click 'Submit.' Note: Offender type can be modified, but offender details cannot be deleted.

20. **How do I change the Lead Investigator for a case?**

The Disciplinary Authority can modify the Lead Investigator by selecting 'Modify Lead Investigator,' entering the new Investigator's Employee ID, and clicking 'Submit.'

21. **How do I send a Preliminary Enquiry for approval?**

Click on 'Preliminary Findings / Send for Approval' under the 'Preliminary Enquiry' sub-card. Select the desired case and click on the 'Pencil' icon. Upload supporting evidence and submit the request for approval.

22. **Can I edit a case after submission?**

No, once a finding of a preliminary case is submitted for approval, the 'Pencil' icon becomes inactive. However, if the case is still in 'Draft' status, you can edit and submit it.

**23. What happens after submitting a preliminary enquiry for approval?**

The status changes from 'Draft' to 'Pending.' The Disciplinary Authority will review and approve or reject the request.

**24. How does the Disciplinary Authority approve or reject a case?**

The Approver must navigate to the 'Preliminary Enquiry' sub-card, select 'Approve Preliminary Enquiry', and click on the 'Approve/Reject' icon next to the pending case. Then, they can choose 'Approve' or 'Reject' from the drop-down list and submit.

**25. What happens after a case is approved?**

The case status changes from 'Pending' to 'Approved' and the investigator receives a notification. A case file mark is generated automatically

**26. Can the Approver modify the assigned Approver ID?**

Yes, the Approver ID can be modified with another valid Employee ID, and the corresponding details will be fetched automatically

**27. What is the Investigation Management System?**

The Investigation Management System is a digital platform designed to manage preliminary enquiries, case investigations, approvals, and evidence collection efficiently.

**28. What is the purpose of the 'Collect Document Evidence' option?**

The 'Collect Document Evidence' option allows investigators to upload and manage documents or evidence collected from various sources related to a registered case during an investigation or Past Work Verification before submitting the final report.

**29. Where can I find the 'Collect Document Evidence' option?**

You can find this option under the 'Case Management' sub-card in the system.

### 30. How do I upload a document as evidence?

Follow these steps to upload a document:

1. Click on the 'Collect Document Evidence' option under 'Case Management.'
2. Select the desired Case ID from the dropdown list in the 'Select Case' field.
3. Choose the 'Document Type' from the dropdown list.
4. Enter relevant comments in the 'Comments' field.
5. Click on 'Choose File' to select the document from your system.
6. Click the 'Submit' button to upload the document.

### 31. What happens after I upload a document?

Once you submit the document:

- A flash pop-up message confirms that the document has been uploaded successfully.
- The uploaded document appears in a tabular list for the selected case.
- Additional options such as '+' (Add Comment) and 'Eye Ball' (View Document) become available for further actions.

### 32. Can I see previously uploaded documents for a case?

Yes, after selecting a Case ID, all previously uploaded documents related to that case will be displayed in a tabular format.

### 33. What are the '+' (Add) and 'Eye Ball' icons used for?

➢ The '+' (Add) icon allows you to add comments to a document.
➢ The 'Eye Ball' icon enables you to view the uploaded document.

### 34. Can I upload multiple documents for the same case?

Yes, you can upload multiple documents for the same case by following the document upload process for each file separately.

### 35. What should I do if I face issues while uploading documents?

If you encounter any issues while uploading documents, try the following:

➢ Ensure you have selected the correct Case ID.
➢ Check the file format and size restrictions.
➢ Refresh the page and try again.
➢ If the issue persists, contact technical support for assistance.

**36. What is the purpose of the 'Schedule Document Request' option?**

The 'Schedule Document Request' option allows investigators to request approval from the competent authority to obtain necessary documents from other units (e.g., HO, SBCO) to continue an investigation in a registered case.

**37. Where can I find the 'Schedule Document Request' option?**

This option is available under the 'Case Management' sub-card in the system.

**38. How does the document request process work?**

1. The Investigator raises a request for specific documents.
2. The Disciplinary Authority or Divisional Head issues offline orders to the relevant office/unit to provide the documents.
3. The requested documents are then sent to the Investigator.

**39. What are the three tabs in the 'Schedule Document Request' page?**

The page consists of three tabs:

➢ **Request** – To create and submit a new document request.
➢ **Pending** – Displays all requests that are awaiting approval or document submission.
➢ **Submitted** – Shows details of all successfully submitted document requests.

**40. How do I create a new document request?**

Follow these steps:

➢ Click on the 'Schedule Document Request' option under 'Case Management.'
➢ Select the 'Request' tab.
➢ Choose 'Case File Mark' from the drop-down list.
➢ Approval Authority details will be auto-fetched, and a flash pop-up message will appear.
➢ Fill in the 'Document Details' section, including:

  ▪ Document Type
  ▪ Document Title
  ▪ Document Description
  ▪ Purpose of Request
  ▪ Specification
  ▪ Priority Level (select from drop-down list)

➢ In the 'Approval Authority' section, verify the auto-populated details of the Approver.

- ➤ If a change in Approval Authority is required, modify the 'Employee ID' and click on the ' ▶ ' button to fetch the new details.
- ➤ Select the method from the 'Submit Via' drop-down list.
- ➤ Choose a 'Due Date' for when the requested documents are needed.
- ➤ Click 'Submit' to complete the request. The request will then move to the 'Pending' tab.

## 41. How do I modify the Approval Authority for a Document request?

To change the Approval Authority:

1. Enter the new 'Employee ID' in the respective field.
2. Click on the ' 4' button to fetch the new employee details.
3. The updated name, office, and designation will be displayed automatically.

## 42. What happens after submitting a document request?

- ➤ The request is moved to the 'Pending' tab.
- ➤ The relevant authority will review and approve the request.
- ➤ Once approved, the documents will be sent to the Investigator.

## 43. How can I check the status of my document request?

You can check the status in the following tabs:

- ➤ **Pending Tab** – Displays all requests that are awaiting document submission.
- ➤ **Submitted Tab** – Shows details of all successfully submitted document requests.

## 44. Can I edit a document request after submitting it?

Once a document request is submitted, it may not be editable. If changes are required, a new request may need to be created.

## 45. What is the 'Pending' tab used for?

The 'Pending' tab displays document requests that have been submitted by the investigator but are still awaiting approval or rejection by the competent authority.

## 46. How do I check if my document request is still pending?

Click on the 'Pending' tab. If a document request has been raised and is awaiting approval, it will be listed here. If no requests have been raised, a message stating **"There are no records to display"** will appear.

**47. What happens when my document request is approved or rejected?**

- If **approved**, the document request will move to the 'Submitted' tab and will be processed accordingly.
- If **rejected**, the request will still appear under 'Submitted' but marked as rejected.

**48. What is the 'Submitted' tab used for?**

The 'Submitted' tab displays all document requests that have been processed, whether approved or rejected by the competent authority.

**49. What icons are available in the 'Submitted' tab, and what do they mean?**

- **Eye Ball** – View details of the submitted request.
- **Thumbs Up** – Indicates that the request has been approved.
- **Thumbs Down** – Indicates that the request has been rejected.

**50. How many document requests can be displayed at a time?**

By default, a maximum of **10 records per page** will be displayed. Users can navigate between pages using the **|<, <, >, >|** navigation icons at the bottom right corner of the page.

**51. How do I upload evidence documents?**

Navigate to the 'Evidence / Comments' tab, select the relevant Pre-Case ID and Document Type, enter comments, and upload the supporting document using the 'Choose File' option. Click 'Submit' to complete the process.

**52. Can I add comments to an uploaded evidence document?**
A5: Yes, click on the '+' icon in the 'Add / View Comment' column, enter the comment, and click 'Submit.

**53. What is the 'Submit Document' option used for?**

The 'Submit Document' option allows the Disciplinary Authority (Approver) to either approve or reject document requests submitted by the Investigator for case investigation.

**54. Where can I find the 'Submit Document' option?**

This option is available in the side panel under the **'Case Management'** sub-card.

**55. What are the two tabs available on the 'Submit Document' page?**

The page consists of two tabs:

- **Pending** – Displays document requests that require approval or rejection.
- **Submitted** – Shows all processed document requests (approved or rejected).

**56. What information is available under the 'Pending' tab?**

The 'Pending' tab lists all document requests submitted by the Investigator that are awaiting action from the Disciplinary Authority. If no requests are pending, a message **"There are no records to display"** will appear.

**57. What actions can the Disciplinary Authority take on pending document requests?**

The Disciplinary Authority has two options:

- **Approve** the request if the document can be provided.
- **Reject** the request if the document cannot be provided or is not relevant.

**58. What happens after a document request is approved or rejected?**

- **If Approved** – The request moves to the 'Submitted' tab with a **Thumbs Up** icon indicating approval.
- **If Rejected** – The request also moves to the 'Submitted' tab but with a **Thumbs Down** icon indicating rejection.

**59. How do I view details of a processed document request?**

Click on the **'Eye Ball'** icon next to the desired record. A pop-up window will appear, displaying the full details of the document request.

**60. Can a decision (approval/rejection) be changed after submission?**

Once a document request has been processed (approved or rejected), it cannot be modified. If a change is required, a new request may need to be submitted by the Investigator.

**61. What are the different types of reports available?**
The Reports module includes the following:

➢ Interim Report
➢ Preliminary Report
➢ Past Work Verification Report
➢ Final Report

➢ Various Dashboards (Claim Dashboard, Investigation Report Dashboard, Inquiry Report Dashboard)
➢ Search Evidence

## 62. How can an Investigator submit a Preliminary Report?

➢ Click on 'Reports' under the Investigation Management page.
➢ Select 'Preliminary Report'.
➢ Under the 'Prepare Report' tab, select the Case File Mark.
➢ Enter required details under different headers.
➢ Click 'Save Changes' periodically to save progress.
➢ Click 'Final Submit' to submit the report.

## 63. How can an Investigator download a submitted report?

➢ Go to the 'Submitted Report' tab.
➢ Click the 'Eye Ball' icon to view the report.
➢ Scroll down and click 'Export PDF' to download it.

## 64. What is the purpose of the Interim Report?

The Interim Report is submitted by the Investigator before the Final Report, as per requirement.

## 65. How can an Investigator submit an Interim Report?

➢ Click on 'Reports' > 'Interim Report'.
➢ Select 'Case File Mark' and enter the required details.
➢ Attach relevant documents by clicking 'Choose File'.
➢ Click 'Save Changes' periodically.
➢ Click 'Final Submit' to submit the report.

## 66. How can the Disciplinary Authority access and review Interim Reports?

➢ Click on 'Interim Report' under 'Reports'.
➢ View the list of submitted reports.
➢ Use the 'Eye Ball' icon to view the report and 'Pencil' icon to add comments.

## 67. How can the Disciplinary Authority add comments to an Interim Report?

➢ Click the 'Pencil' icon next to the desired report.
➢ Enter comments in the provided text box.
➢ Click 'Submit' to save comments.

**68. What is the Past Work Verification (PWV) Report?**

The PWV Report is prepared and submitted by the Investigator to verify past work and detect irregularities or fraud.

**69. How can an Investigator submit a Past Work Verification Report?**

➤ Click on 'Past Work Verification Report' under 'Reports'.
➤ Select 'Case File Mark' and enter relevant details.
➤ Attach the required document by clicking 'Choose File'.
➤ Click 'Save Changes' periodically.
➤ Click 'Final Submit' to submit the report.

**70. How can reports be searched within the module?**

➤ Use the search field to enter key characters (e.g., case mark, report date).
➤ The system filters and displays matching reports.

**71. Can reports be downloaded in Excel format?**

Yes, the system provides an option to download reports in Excel format by clicking the 'Download Excel' button.

**72. How can I ensure my data is not lost while filling out a report?**

➤ Click 'Save Changes' regularly to save progress.
➤ Previously saved data will be fetched when the page is accessed again.

**73. When should a Police Complaint be filed?**

As per rules, all fraud/loss cases above ₹50,000 must be reported to Police immediately. FIR details must be uploaded in the module after registration.

**74. What is the purpose of Revenue Recovery?**

It allows authorities to record actions like attaching or selling offender's property to recover outstanding amounts

# Vigilance

## 1. What is the Inquiry Proceeding card used for?

The Inquiry Proceeding section or card is used to manage various stages of an investigation, including issuing charge sheets, communicating reports, handling inquiry, appointments of Inquiry officer (IO) and presenting officer (PO).

## 2. How do I navigate to the Inquiry Proceeding section?
To access the Inquiry Proceeding section:

- Click on the 'Investigation' card.
- Select the 'Inquiry Proceeding' sub-card to proceed.
- Choose the required option from the displayed menu.

## 3. What options are available under the Inquiry Proceeding section?
The following options are available:

- Memorandum of Charges
- Communicate Report to the Charged Official
- IO Report Received

## 4. What is the Memorandum of Charges?

The Memorandum of Charges is a document outlining the charges against an official. It consists of three sections:

- Issue Charge Sheet
- Charge Sheet Communication
- IO/PO Appointment

## 5. How do I issue a charge sheet?
To issue a charge sheet:

- Click on 'Memorandum of Charges' under Inquiry Proceeding.
- Select 'Issue Charge Sheet'.
- Choose the case from the 'Case File Mark' dropdown.
- Fill in the required details (Charged Official, Employee ID, Designation, etc.).
- Select the Rule number under which the investigation is conducted.
- Upload the Memo of Charges document in PDF, JPEG, or PNG format (Max: 1MB).
- Provide remarks (if needed) and click 'Submit' to finalize.

**6. How is a charge sheet communicated to the charged official?**

After issuing the charge sheet:

- ➢ Navigate to the 'Charge Sheet Communication' section.
- ➢ Select the 'Case File Mark' and review the details auto-filled by the system.
- ➢ Choose the Mode of Communication (Email, In Person, Registered Post with AD).
- ➢ If sent via Registered Post, enter the RLAD/Dispatch Number and Communication Sent Date.
- ➢ Confirm delivery status and enter the acknowledgment details if received.
- ➢ Indicate whether a response was received from the charged official.
- ➢ Submit the details for recordkeeping.

**7. How do I appoint an Inquiry Officer (IO) or Presenting Officer (PO)?**

To appoint an IO or PO:

- ➢ Navigate to the 'IO/PO Appointment' tab within 'Memorandum of Charges'.
- ➢ Select the 'Case File Mark' and confirm the charge details.
- ➢ Choose an IO by selecting the Employee ID, after which details will auto-populate.
- ➢ Enter the Appointment Date and upload the Appointment Order (PDF, JPEG, PNG, Max: 1MB).
- ➢ Similarly, enter the PO details and upload the required document.
- ➢ Click 'Submit' to finalize the appointment.

**8. Can I modify the IO or PO details after appointment?**

Yes, IO/PO details can be modified:

- ➢ Select the case from the 'Case File Mark' dropdown.
- ➢ Click on the 'Edit' button under the 'Action' section.
- ➢ Update details such as Employee ID, Designation, and Office of Working.
- ➢ Select a reason for modification (Bias, Transfer, On Request, Retirement, Resignation, Deceased, or Others).
- ➢ Upload the modified Appointment Order.
- ➢ Submit the changes.

**9. What happens if the charged official rejects the charges?**

If the charged official rejects the charges in Memorandum of charges screen:

- ➢ The user must select 'Rejected' in the Charges field dropdown.
- ➢ Indicate whether an inquiry is required.
- ➢ Provide final remarks before submission.
- ➢ User must specify whether an inquiry is required by selecting **Yes** or **No** from the **Inquiry Required** field drop-down

**11. What happens after submitting IO/PO details?**
Upon submission:

> ➤ A confirmation message appears stating "IO/PO Submitted Successfully."
> ➤ A push notification is sent confirming the appointment.

**12. How can I track the status of a charge sheet or an inquiry proceeding?**
The user can track the status of any case by revisiting the concerned page and providing 'Case File Mark' and choosing 'Charged Official Name'. By doing so the user can see all the logs related to proceedings on a particular case.

**13. What is the purpose of scheduling an inquiry in a disciplinary case?**
Scheduling an inquiry ensures fairness, transparency and timely resolution of disciplinary cases. It helps in proper examination of evidence, prevents unnecessary delays, and ensures compliance with legal and organizational regulations. A well-structured inquiry process upholds accountability, organizational integrity, and public trust.

**14. How can I schedule an inquiry under IT2.0?**

To schedule an inquiry:

> ➤ Click on 'Inquiry Proceeding' in the dashboard.
> ➤ Select 'Schedule of Inquiry'.
> ➤ Choose the case from the 'Case File Mark' dropdown.
> ➤ The Charged Official's name and related details will be auto-fetched.
> ➤ Select 'Preliminary Sitting' from the 'Schedule Type' dropdown.
> ➤ Enter the 'Schedule Date', 'Schedule Time', and 'Venue'.
> ➤ Click 'Submit' to create the schedule.

A confirmation message 'Schedule Created Successfully' will be displayed.

**15. Can user modify or reschedule an inquiry after submission?**

Yes, the user can edit or reschedule a scheduled inquiry:

> ➤ Navigate to the scheduled inquiry and click the 'Edit' button.
> ➤ Choose between 'Cancel' or 'Reschedule'.
> ➤ If rescheduling, update the new date, time, or venue.
> ➤ Enter 'Reschedule Remarks' and click 'Submit'.
> ➤ The system will generate a new Schedule ID with the status 'Active', and the previous one will be marked 'Rescheduled'.

### 16. What is the role of the Inquiry Communication tab?

The Inquiry Communication tab is used to record and confirm communication details related to the inquiry. Steps include:

➢ Select a Case File from 'Case File Mark'.
➢ Choose the concerned Official/Witness.
➢ Select the Mode of Communication (Registered Post with AD, Email, or By Hand).
➢ If using Registered Post, enter the registration number and communication sent date.
➢ Click 'Save Changes' to submit the communication details.

### 17. What are the different Schedule Types available for inquiry proceedings?

The available Schedule Types include:

➢ Preliminary Sitting
➢ Inspection of Prosecution Document
➢ Inspection of Defence Document
➢ Examination of Prosecution Witnesses
➢ Examination of Defence Witnesses
➢ Examination of Charged Official

### 18. What is 'Inquiry Communication' and why is it important?

Inquiry Communication ensures that all relevant parties, including the Charged Official, Presenting Officer, and witnesses, are notified about the scheduled inquiry. Communication can be sent via:

➢ Registered Post with AD
➢ Email
➢ By Hand. The system records the communication details and allows tracking of delivery status.

### 19. How do I conduct a 'Preliminary Sitting'?

To conduct a 'Preliminary Sitting':

➢ Click on 'Inquiry Proceeding' and select 'Preliminary Sitting'.
➢ Choose the case from 'Case File Mark'.
➢ Enter 'Proceedings Date' and 'Proceedings Time'.
➢ Record attendance for Charged Official (CO), Presenting Officer (PO), and Defence Assistant.
➢ Indicate whether the CO accepted or rejected the charges.
➢ Finalize proceedings by uploading the 'Charged Official Letter' and 'Daily Order Sheet'.
➢ Click 'Submit' to complete the process.

## 20. How do I handle the 'Inspection of Prosecution Document'?

➢ Click on 'Inquiry Proceeding' and select 'Inspection Document'.
➢ Choose the case from 'Case File Mark'.
➢ Enter 'Proceedings Date' and 'Proceedings Time'.
➢ Record attendance for CO, PO, and Defence Assistant.
➢ Enter document details (name, description, marking number).
➢ Upload the 'Daily Order Sheet' and 'Defence Document'.
➢ Click 'Final Submit' to save the records.

## 21. What is the process for examining witnesses?

To examine a witness (prosecution or defence):

➢ Schedule the examination by selecting 'Schedule of Inquiry'.
➢ Choose 'Examination of Prosecution Witness' or 'Examination of Defence Witness'.
➢ Enter the schedule date, time, and venue.
➢ Conduct the examination by selecting 'Witness Examination' in 'Inquiry Proceeding'.
➢ Record attendance and capture statements.
➢ Upload the 'Deposition Document' and 'Daily Order Sheet'.
➢ Click 'Submit' to complete the process.

## 22. What is the process for examining the Charged Official?

➢ Schedule the examination under 'Schedule of Inquiry'.
➢ Communicate the schedule details via the 'Inquiry Communication' tab.
➢ Under 'Inquiry Proceeding', select 'Charged Official Examination'.
➢ Record attendance and enter examination details.
➢ Upload 'Deposition Document' and finalize the proceedings.
➢ Click 'Submit' to complete the examination

## 23. How do I track the progress of an on-going inquiry?

Users can track the inquiry progress by:

➢ Viewing scheduled inquiries under 'Inquiry Proceeding'.
➢ Checking the status of each stage (Scheduled, Rescheduled, and Completed).
➢ Accessing reports and communications through the system dashboard.

## 24. What happens after the inquiry is completed?

Once all proceedings are completed:

➢ The Inquiry Officer (IO) prepares the final report.

> ➢ The report is communicated to the Charged Official and the Disciplinary Authority.
> ➢ The system allows tracking and review of the submitted reports.

Further actions, if required, are taken based on the findings

**25. How can the Inquiry Officer (IO) communicate the IO report to the Charged Official?**

The IO must navigate to 'Inquiry Proceeding' under 'Investigation Management' and select 'Communicate Report to Charged Official.'

**26. What details must be entered when communicating the IO report?**
The IO must select 'Case File Mark,' enter correspondence details, select the mode of communication, upload the PO Report, and update delivery details.

**27. How does the IO confirm if the Charged Official has responded?**
Under 'Reply from Charged Official,' the IO updates whether a reply was received, the date of reply, and final remarks.

**28. How can the IO access previously submitted reports?**
The IO can revisit the page, select the 'Case File Mark' and 'Charged Official,' and view the submitted data below the 'Final Submit' button.

**29. What steps are required to submit the IO report to the Disciplinary Authority?**
The IO must go to 'Inquiry Proceeding,' select 'Communicate IO Report to Disciplinary Authority,' fill in the required fields, upload the Inquiry Report, and submit.

**30. How does the Disciplinary Authority issue punishment orders?**
By selecting 'Disciplinary Proceeding' under 'Investigation Management' and clicking on 'Punishment.'

**31. What details must be entered for a punishment order?**
Case File Mark, Charged Official Name, Rule number against the disciplinary proceeding initiated, Penalty Type, Penalty Start and End Dates, Order Number, and Remarks.

**32. When can an official be placed under Suspension/POD?**
If disciplinary proceedings are pending, security concerns exist, or they are under investigation for a criminal offense.

**33. What are the types of Suspension/POD?**
Preventive, Punitive, Inquiry, Deemed, Ad-hoc, Compulsory, Misconduct, and Criminal Proceedings.

**34. How can the authority submit a Suspension/POD order?**

By selecting 'Suspension/POD' under 'Disciplinary Proceeding,' filling in the required details, uploading the order, and clicking 'Submit'.

**35. How does an authority review a Suspension/POD?**

By selecting 'Suspension/POD Review' under 'Disciplinary Proceeding' and clicking 'Edit' to modify details.

**36. What details must be updated during the review?**

Suspension Status, Subsistence Allowance Change, Review Dates, Review Remarks, and Review Order.

**37. How can an appeal be submitted?**

By selecting 'Appeal / Review Receive' under 'Disciplinary Proceeding' and entering the required details.

**38. What are the different appeal receipt modes?**

Direct, Through Proper Channel, Registered Letter, Email, or Others.

**39. What grounds can an appeal be based on?**

Against Suspension/POD, IO/PO appointment, Punishment, or Other reasons.

**40. How does the Appellate/Reviewing Authority process an appeal?**

By selecting 'Appeal / Review Decision' under 'Disciplinary Proceeding' and clicking 'Edit' on the appeal case.

**41. What decisions can be made on an appeal?**

Upload penalty, Reduce penalty, Enhance penalty, Set aside penalty, Remit for re-examination, Denovo proceeding, Suo Moto, or Others.

**42. What details must be provided for an appeal decision?**

Appeal Decision Justification, Decision Date, Remarks, Decision Order, and Communication Details.

**43. What are the different types of reports available?**

The Reports module includes the following:

➢ Interim Report
➢ Preliminary Report
➢ Past Work Verification Report
➢ Final Report
➢ Various Dashboards (Claim Dashboard, Investigation Report Dashboard, Inquiry Report Dashboard)
➢ Search Evidence

## 44. How can an Investigator submit a Preliminary Report?

- Click on 'Reports' under the Investigation Management page.
- Select 'Preliminary Report'.
- Under the 'Prepare Report' tab, select the Case File Mark.
- Enter required details under different headers.
- Click 'Save Changes' periodically to save progress.
- Click 'Final Submit' to submit the report.

## 45. How can an Investigator download a submitted report?

- Go to the 'Submitted Report' tab.
- Click the 'Eye Ball' icon to view the report.
- Scroll down and click 'Export PDF' to download it.

## 46. What is the purpose of the Interim Report?

The Interim Report is submitted by the Investigator before the Final Report, as per requirement.

## 47. How can an Investigator submit an Interim Report?

- Click on 'Reports' > 'Interim Report'.
- Select 'Case File Mark' and enter the required details.
- Attach relevant documents by clicking 'Choose File'.
- Click 'Save Changes' periodically.
- Click 'Final Submit' to submit the report.

## 48. How can the Disciplinary Authority access and review Interim Reports?

- Click on 'Interim Report' under 'Reports'.
- View the list of submitted reports.
- Use the 'Eye Ball' icon to view the report and 'Pencil' icon to add comments.

## 49. How can the Disciplinary Authority add comments to an Interim Report?

- Click the 'Pencil' icon next to the desired report.
- Enter comments in the provided text box.
- Click 'Submit' to save comments.

## 50. What is the Past Work Verification (PWV) Report?

The PWV Report is prepared and submitted by the Investigator to verify past work and detect irregularities or fraud.

**51. How can an Investigator submit a Past Work Verification Report?**

- ➢ Click on 'Past Work Verification Report' under 'Reports'.
- ➢ Select 'Case File Mark' and enter relevant details.
- ➢ Attach the required document by clicking 'Choose File'.
- ➢ Click 'Save Changes' periodically.
- ➢ Click 'Final Submit' to submit the report.

**52. How can reports be searched within the module?**

- ➢ Use the search field to enter key characters (e.g., case mark, report date).
- ➢ The system filters and displays matching reports.

**53. Can reports be downloaded in Excel format?**

Yes, the system provides an option to download reports in Excel format by clicking the 'Download Excel' button.

**54. How can I ensure my data is not lost while filling out a report?**

- ➢ Click 'Save Changes' regularly to save progress.
- ➢ Previously saved data will be fetched when the page is accessed again.

**55. How can I search for specific evidence?**
Click on 'Search Evidence' under 'Reports,' enter the criteria, select a date range, and click "Submit."

**56. How can I register a new claim?**
Click on 'Claim Management' under 'Investigation,' then select 'Claim Register' and enter the necessary details.

**57. How can I check the status of a claim?**
Under 'Claim Register,' select the 'View Claim Status' tab and choose a case ID to see the approval status.

**58. What does the 'Eye Ball' icon do in the Claim Status section?**
It opens a pop-up window displaying claim details.

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