

CIRCULAR NO. 178

SUBJECT :- Instructions and Directions to the Inspectors regarding the Inquiries into Complaints.

It is observed by this Office while scrutinising the report submitted by the Inspectors that neither all the points arising out of the complaints are properly investigated nor further facts disclosed in the Inquiry are taken into consideration for modulating the Inquiry and its direction. The reports submitted by such defective Inquiry do not reflect the clear picture about facts and it becomes difficult for this office to take proper action and it becomes necessary to make back references. Already necessary directions are issued to the Regional Offices as to the necessity of guiding the Inspector by Confidential Circular No. 163/73

It is further decided to issue following instructions to the Inspectors :-

(1) In each important case before Inspector proceeds for making an enquiry in any matter he should discuss the matter with the Regional Officer and jot down the points in writing on which he may be instructed for purpose of inquiry and while submitting the reports to this Office or Regional Office he should attach to the report the points given by the Regional Officer for purpose of inquiry, or the points framed by him.

(2) Apart from taking directions from the Regional Officer at the beginning it is necessary to be careful during the investigation that the inquiry is properly developed as sometime new aspects, some new facts not included in the complaint come to the notice of the Inspector or are brought to his notice. In such circumstances also the Inspector should seek guidance from Regional Officers and discuss the matter with his and if found necessary may change the line of the Inquiry so that our ultimate end and salutary effect of putting a trust in order can be achieved. Such further discussion and not thereof should also be sent alongwith the report.

(3) Inspectors should further see that the Inquiry is not restricted to the allegation made in the reference, but all aspects should be taken into consideration so as to put the Trust in order. Of course the report on points arising out of complaint should be submitted at the first instance and it should be mention in the report that further action, if any on other points which are not included in the complaint but are brought to the notice of the Inspector during the course of investigation is being taken or further enquiry is being made or directions are issued and compliance report is awaited etc. In short though the Inquiry may be treated as disposed of so far as reference from this office is concerned. The papers should not be filed unless all necessary action is completed to put the trust in order.

Inspector should see that all the directions given are complied with immediate effect.

Dated :November, 1973.

M. D. KAMBLI
Charity Commissioner,
Bombay