



# PONDICHERRY UNIVERSITY

(A Central University)

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Pamphlet on "Project VigEYE" received from Central Vigilance Commission which mentions procedure for registration and lodging complaints through mobile phone and internet by the citizens on the VigEYE portal, is hosted below for information.

*Mul. 4*  
*06/2/13*  
DEPUTY REGISTRAR (ADMN)

The Systems Manager, Computer Centre ... for hosting in University website

# 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.