

OFFICE OF OMBUDSMAN CUM ETHICS OFFICER

MADHYA PRADESH CRICKET ASSOCIATION
HOLKAR STADIUM, RACE COURSE ROAD, INDORE 452003
email : ombudsmancumethicsofficer@mpcaonline.com

PRACTICE DIRECTIONS 1/2020

In order to remove any doubt regarding the filing of Complaints, and to devise a mechanism to ensure that only genuine complaints are received and ultimately entertained and to facilitate smooth functioning of the office, it is necessary and expedient to issue the following directions which shall be strictly followed. It is, therefore, directed that any complaint filed before Ombudsman cum Ethics Officer, MPCA, shall not be entertained until and unless, it satisfies the following-

1. Mode of filing :

- (a) Every complaint shall be filed in physical form comprising of 2 hard copies (first being the original and the second being the photocopy thereof)
- (b) Such complaints shall be sent either by registered post or by hand to-
The Office of the Ombudsman cum Ethics Officer
The Madhya Pradesh Cricket Association,
Holkar Stadium, Race Course Road, Indore - 452003
Any complaint sent to any other address shall not be entertained and shall be deemed to have never been received.
- (c) On the envelope containing the complaint, above the address the words, "Complaint before the Ombudsman" or "Complaint before the Ethics Officer", as the case may be, shall be written.
- (d) In addition to the above, a scanned copy of the complaint could be sent to the officer of the Ombudsman cum Ethics Officer at the email ID : ombudsmancumethicsofficer@mpcaonline.com.
No copy to any individual or institution should be marked in the above email sent. No copy or communication should be sent to personal email addresses of the Ombudsman cum Ethics Officer or any person in his office. Default of any of the above shall result in deemed disposal of the complaint.
- (e) Complaints filed, only by way of an email or by way of whatsapp/sms or such like other electronic modes of communication, without first filling the hard copies thereof in terms of para 1(a), (b) above shall not be entertained.



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2. Necessary particulars :

Every complaint shall mandatory contain the following details of Complainant :

- a. Full Name
- b. Father's/Husband's/Mother's Name
- c. Age
- d. Complete postal address with pin code no.
- e. Mobile No.
- f. Email ID
- g. Telephone (Landline) NO.
- h. Identity and the address proof of the Complainant. Self attached copy of any one – Aadhar card, Driving License, Passport or Voter ID.

3. The complaint shall also contain the following details of the person complained against (ordinarily termed as respondent:

- (a) Full Name
- (b) Full postal address long with pin code no.
- (c) Mobile No.
- (d) Email ID
- (e) Telephone (Landline) No.

4. (a) Every complaint must be set out in clear and exact terms the nature of violation, dispute etc alleged. All facts constituting cause of complaint must be stated precisely but concisely. Complaint must be divided, as far as possible into paragraphs, numbered consecutively, each allegation being contained in a separate paragraph.

(b) The source of information should also be indicated in the complaint.

(c) It should be clearly set out in the complaint whether it is made under domain of Ombudsman or that of the Ethics Officer. Complaint made of Ombudsman will not be heard under norms of Ethics Officer and vice-versa.

(d) Complaint must be supported by an affidavit, duly attested by oath commissioner or Notarized by Notary Public.



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Complainant should refer to format of complaint annexed along with this practice direction.

5. The proceedings before the Ombudsman Cum Ethics Officer shall be confidential hence the Complainant and the persons complained against shall maintain confidentiality in relation to be same. The complaint as well as any communication pursuant thereto shall be sent only to the Ombudsman Cum Ethics Officer and the concerned opposite party at the Co-ordinates stated above and shall not be published, disseminated or disclose to any other party or be published in any media (either electronic or print).

6. Consequence of non-compliance and/or violation of the directions-

Any complaint made without complying with the directions and violation of any of the direction at any stage shall render the complaint liable to be rejected on that count alone, without going into its merits.

7. Applicability of the direction-

The complaints already made shall also be processed according to these directions but, before dealing with such complaints, complainants shall be given opportunity to take steps of their own, to satisfy above directions. Only after affording such opportunity, such complaints shall be processed and dealt with accordingly.

Justice (Retd.) Ashok Kumar Tiwari
Ombudsman Cum Ethics Officer, MPCA

Date : 7 February 2020

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anx. ; Format for Complaint



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Annexure to Practice Direction no. 1/2020

FORMAT OF COMPLAINT

Every Complaint filed with the Office of the Ombudsman Cum Ethics Officer, MPCA shall mandatorily be in the following format with details.

- Nature of Complaint
- Necessary particulars of the Complainant and person complaint against. It is mandatory to have Hon. Secretary, MPCA as a respondent party.
- If the complaint is within the period of limitation as mentioned in the Terms of Reference
- Details of remedies exhausted and efforts taken by the complainant to resolve the dispute.
- Facts of the case, clearly stated in para points
- Complaint should be substantially substantiated with relevant documents with exhibit numbers along with index.
- Source of information and/or exact conflict of interest if any alleged, as prescribed in the rules and regulations.
- Prayer.
- Duly sworn affidavit Affidavit, duly attested/notarized by Oath Commissioner/ Notary Public.

Justice (Retd.) Anok Kumar Tiwari
Ombudsman Cum Ethics Officer, MPCA

Date : 7 February 2020

