

**OFFICE OF THE OMBUDSMAN-CUM-ETHICS OFFICER,
DELHI & DISTRICT CRICKET ASSOCIATION,
ARUN JAITLEY STADIUM, FEROSHAH KOTLA GROUND,
NEW DELHI-110002**

PRACTICE DIRECTIONS

**Requirements for filling of a Complaint before the Ombudsman-cum-Ethics Officer,
DDCA**

It is directed that the following instructions shall be followed for filing any Complaint and/or Grievance before the Ombudsman-cum-Ethics Officer, Delhi & District Cricket Association ('DDCA'):

1. MODE OF FILING

- 1.1. Every Complaint or Grievance before the Ombudsman-cum-Ethics Officer, DDCA shall be e-filed, between 10am to 6pm, at the email ID: "ombudsman3@ddca.co".
- 1.2. In addition to the above, two (2) hard copies (first being the Original and the second being the photocopy thereof) of such Complaint(s) shall be, within two days of e-filing, dropped in the Complaint Box in a sealed envelope addressed to the Office of Ombudsman-cum-Ethics Officer, DDCA.
- 1.3. The Complaint Box is placed at the Reception of DDCA. The key of the Complaint Box shall be with the Ombudsman-cum-Ethics Officer, DDCA and/or his designate.
- 1.4. Any complaint, the original hard copy of which is not dropped in the Complaint Box or is sent to any other address shall not be entertained and shall be deemed to have never been received.
- 1.5. Complaints filed, by way of whatsapp/sms or such like other electronic modes of communication other than on the aforesaid email, or on the personal email of either the Ombudsman-cum-Ethics Officer, DDCA or any of the officials of DDCA shall not be entertained.

2. NECESSARY PARTICULARS

- 2.1. Every Complaint filed with the Office of the Ombudsman-cum-Ethics Officer, DDCA shall mandatorily contain the following details of the Complainant:

- (i) Full Name;
- (ii) Father's/Husband's/Mother's Name;
- (iii) Age;
- (iv) Complete postal address along with pin code;
- (v) Membership Number, if applicable;
- (vi) Mobile No.;
- (vii) Email id;



- (viii) Telephone (Landline) No.;
- (ix) Identity and the address Proof of the Complainant (any one- Aadhaar Card, Driving License, Passport or Voter id).

2.2. The Complaint shall also contain the following details of the person complained against:

- (i) Full Name;
- (ii) Complete postal address along with pin code;
- (iii) Membership Number, if applicable;
- (iv) Mobile No.;
- (v) Email id;
- (vi) Telephone (Landline) No.

2.3. It is clarified that anonymous complaints will not be entertained, and shall be liable to be rejected summarily, without going into its merits.

3. SOURCE OF INFORMATION, AUTHENTICATION AND JURISDICTION

3.1. Every complaint must indicate the source of information and/or exact conflict of interest if any alleged, as prescribed in the Article of Association and/or rules and regulations of DDCA.

3.2. Such Complaint filed with the Office of the Ombudsman-cum-Ethics Officer, DDCA must be supported by an Affidavit, duly attested/notarized by Oath Commissioner/ Notary Public.

3.3. Every complaint must indicate the relevant provision of the Articles of Association of DDCA and/or Regulations/Rules which is/are being invoked, for the purposes of ascertaining the jurisdiction of the Ombudsman-cum-Ethics Officer, DDCA.

4. CONSEQUENCE OF NON-COMPLIANCE OF THE PRACTICE DIRECTIONS

4.1. Any Complaint filed without complying with the practice directions, shall be liable to be rejected summarily, without going into its merits.

5. ORDERS OF THE OMBUDSMAN-CUM-ETHICS OFFICER

5.1. All the Order(s) passed by the Ombudsman-cum-Ethics Officer, DDCA shall be uploaded on the website of DDCA, in terms of the Articles of Association of DDCA.

6. APPLICABILITY OF PRACTICE DIRECTIONS

6.1. These Practice Directions shall come into force forthwith, the day it is uploaded on the website of DDCA under the "Ombudsman/Ethics Officer" tab.



**JUSTICE M.M. KUMAR
FORMER CHIEF JUSTICE, HIGH COURT OF J&K
OMBUDSMAN-CUM-ETHICS OFFICER, DDCA**

30/11/2023