

## **Complaint Handling Policy of MOIL (Vigilance)**

The Vigilance department of MOIL Limited is spread across various mines of the Corporation having its Headquarters at MOIL Head Office, MOIL Bhavan, Nagpur. MOIL Vigilance is headed by Chief Vigilance Officer (CVO).

### **1. Jurisdiction of MOIL Vigilance**

- 1.1 Complaint can be lodged only against employees and /or matter of MOIL.
- 1.2 MOIL Vigilance has no jurisdiction over private individuals /organisations.
- 1.3 MOIL Vigilance investigates issues concerning employees and /or matter of MOIL Limited only. Issues of other organisation will not be considered.

### **2. Lodging of Complaint :-** Complaint can be lodged through:

#### **2.1** Addressing a letter directly to CVO on postal address below:

#### **Chief Vigilance Officer**

MOIL Limited, MOIL Bhavan,  
1-A, Katol Road, Nagpur-440013

All complaints sent through letter should contain complete name and postal address (including mobile/telephone number, if any) of the sender with specific details /information of the matter and should be super-scribed with:

**“Confidential – To be opened by the addressee only”**

- 2.2 “Lodge a Complaint” link available on vigilance tab of MOIL Limited Website **[www.moil.nic.in](http://www.moil.nic.in)**.
- 2.3 Complaints can also be lodged through MOIL Vigilance app by giving complete details. This App can be downloaded from play store on android version.
- 2.4 No cognizance will be taken for complaint received on any e-mail ID of MOIL Vigilance or marked as a copy to MOIL Vigilance (either to CVO or to any VO). In such case, return mail would be sent advising the complainant to lodge the complaint through letter or MOIL website or MOIL Vigilance app.
- 2.5 No fee shall be chargeable for lodging complaints.
- 2.6 Complaint should preferably be lodged in typed or hand-written form in English or Hindi language for facilitating early action thereon.
- 2.7 MOIL Limited Vigilance may dismiss a complaint which does not meet the prescribed criteria of complaint as given in CVC manual.
- 2.8 Toll free complaint number 18002333606 is also available where contact can be made during Office hours to get the information about lodging vigilance related complaints. Any other matter or complaint would not be entertained on this toll free number.

### **3. Action taken on complaint in MOIL Vigilance**

- 3.1 As MOIL Vigilance handles only with matters of corruption and matters involving vigilance angle, redressal of grievances should not be the focus of any complaint made to the MOIL Vigilance.

- 3.2** Complaint must contain factual details, verifiable facts and other related matters. It should not be complaint vague or containing sweeping/ general/unverifiable allegations shall not be considered for further action/investigation.
- 3.3** As per para 3.10.4 of CVC Manual 2021 any complaint that does not bear the name and address of the complainant is an anonymous complaint. No action is to be taken on anonymous complaints by the Ministries / Departments / Organisations, irrespective of the nature of allegations, and such complaints should be filed. Such complaints shall not be treated as registered complaints.
- 3.4** As per CVC circular no 01/01/2015 dated 23<sup>rd</sup> Jan'15, for complaints directly received by CVO, veracity of the complainant would be checked first, giving 15 days time (from date of sending the letter seeking veracity confirmation and submission of ID proof) to the complainant to respond (copy of the complaint is to be sent along with the letter seeking veracity confirmation for owning/disowning, as the case may be). If no response is received from the complainant within 15days, a reminder would be sent. Even after 15 days of sending the reminder, If no response is received from the complainant; the complaint shall be filed as Pseudonymous.
- 3.5** MOIL vigilance does not entertain anonymous/pseudonymous complaint.
- 3.6** For complaints received on e-mail, a return mail would be sent to the complainant advising him to give a written complaint with full details of his name and address, failing which it would not be entertained.
- 3.7** After registration of complaint and confirmation of veracity of the Complainant and identity proof as per CVC guidelines, further correspondence in the matter regarding the outcome of the complaint will not be entertained. However, MOIL Vigilance will ensure that the complaint is examined/ investigated so as to take it to its logical conclusion as per extant guidelines of CVC and status will be conveyed to the complainant.
- 3.8** The gist of allegations may be shared with the employee(s) whose name(s) appear(s) in the complaint or whose role emerge(s) during investigation of the complaint.
- 3.9** As regard to complaint received against tenders which are under progress, it is clarified that while MOIL Vigilance would get the matter investigated. However, it would not interfere in the tendering process as such. The intention is not to stop the work in the organization.
- 3.10** Complaint having administrative issues will be forwarded to respective designated authority as applicable, for necessary action.
- 3.11** Complaint covered under Integrity Pact (IP) will be forwarded to Independent External Monitors (IEMs) for further necessary action.
- 3.12** Complaints under the "Public Interest Disclosure & Protection of Informers." or "PIDPI" received from CVC/ CVO, Ministry of Steel shall be investigated / dealt as per the set procedure/instruction of CVC.
- 3.13** In case it is found that complaint is malicious, vexatious or false and the complaint has been filed with the intent to harass officials, suitable action including initiation of prosecution under Section 182 of Indian Penal Code, 1860 may be recommended against the complainant.

#### **4. Complaint Under MOIL Whistle Blower Policy**

- 4.1** MOIL has its own Whistle Blower Policy, which is available in MOIL Website under the heading "Policies".

**4.2** All employees of MOIL Limited who observe any unethical/corrupt practices or act and are willing to make "Protected Disclosures" against such, he/she may do so as per laid down procedure of the MOIL Whistle Blower Policy. Identity of the employee making protected disclosure would strictly be kept confidential.