



MOIL LIMITED
(A Government of India Enterprise)

VIGILANCE VANI

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Comprehensive guidelines on Complaint Handling Mechanism-Part 3

Complaints forwarded for Necessary Action(N.A.) or Closed without any action:

1. Complaints forwarded to CVOs for Necessary Action :

- In respect of those complaints which are forwarded to CVOs of respective organizations for Necessary Action(N.A.); the CVO is required to scrutinize the complaints thoroughly and decide the action on such complaints within a period of one month from the date of receipt of complaint from the commission.
- Before initiating action on complaints forwarded for Necessary Action, CVO should seek confirmation from the complainant for owing or disowning the complaint, as the case may be, together with copy of his identity proof, as the commission does not seek confirmation from the complainant on such complaints.
- In respect of the complaints referred by the commission to CVOs for necessary action, in case they have been investigated and a vigilance angle has come to notice against an officer falling under the jurisdiction of the commission, the case must be referred back to the commission for obtaining its First Stage Advice. In such complaints, the timeline of three months for completion of investigation and submission of report would apply. Otherwise, such complaints require no further reference to the commission and are to be disposed off by the organisations concerned themselves after taking required action.

At the time of forwarding the complaint to the CVO concerned for necessary action, an acknowledgement is also sent to the complainant. Further status in this regard would be available with the CVO only and hence, it would be appropriate for the complainant to approach the CVO/organization concerned for obtaining information about the same, if he so desires.

2. Complaint closed without any action:

The following categories of complaints would ordinarily be closed without taking any further action on the same :-

- Complaints containing allegations of administrative nature such as transfer, posting promotions, leave etc.
- Complaints not directly addressed to the commissions and /or endorsed to multiple authorities;
- Complaints which are anonymous/pseudonymous or contain vague, frivolous, non-specific allegations;
- Complaints about sub-judice matter;
- Complaints against private person, state Government officials, members of Parliaments or state legislature, elected representative of other bodies, members of judiciary officials or private organizations etc. which are not covered within the Commission's jurisdiction;
- Complaints which are illegible.

Regional Conference of CVOs of Western India held on 22nd April' 22 at Mumbai

Regional conference of CVOs of Western India was held on 22nd April'22 at Mumbai in the august presence of Lokpal, CVC and Director CBI. 25 CVOs attended the conference along with Senior officials from CVC, CBI and other organizations.

In all 14 presentations on varied topics were made by the faculties and distinguished guests enlightening the participants on its finer aspects. Special emphasis was laid on section 17A and section 19 in view of the recent changes made in these sections

Following topic were presented in the conference: -

- Preliminary enquiry by CVOs on reference to CVC from Lokpal.
- Preventive vigilance and various timelines in conducting enquiry and imposition of penalty.
- Management audit of vigilance units
- Integrity Pact
- Complaint handling mechanism
- CVC portal and E-office implementation
- PIDPI complaints
- CVO-CBI interface
- Section 17A and section 19 of the Act
- Training and capacity building
- CTEO of CVC
- E-Vigilance
- Implementation of penalty orders in case of retired officials

Queries and doubts of the participating CVOs were clarified by the learned members at the end of the session.

MODUS OPERANDI OF FINANCIAL FRAUDSTERS

Reserve Bank of India has taken initiative by publishing a booklet on modus operandi of financial fraudsters for consumer awareness. To prevent MOIL employees from such fraudsters in their professional and Personal capacity while making financial transactions and their activities in social media, it is reproduced below:

I. FRAUD THROUGH PHISHING LINKS

One day, Raju received message on his phone: "Dear customer, if your KYC details are not updated within two days, your account will be blocked. Use the below link to update the details at <http://updateKYC.XYZbank.com>"

Raju: "Oh! All my money will be blocked. I need to update my KYC details."

Raju clicked on the link, but the link to update KYC details did not work. Soon, he gets a call.

Fraudster: "Hello Sir, I am calling from XYZ bank. Are you facing any issues in updating your KYC details?"

Raju: "Yes, the link is not working."

Fraudster: "The website load might be high. I will update the details manually. Please share your username, password and OTP."

Do's:

- Always cross-check the KYC status with your home branch or through your relationship manager when you receive calls, links or SMS from unknown sources requesting you to update KYC.
- Report the incident to the nearest Cyber Crime Police Station and National Cyber Crime Reporting Portal at <http://cybercrime.gov.in>

Raju: "Okay, I have texted you all the details."

Fraudster: "Your KYC details are updated successfully."

Raju: "Thank you."

After some time, Raju received SMS alerts on his phone stating that Rs 50,000 was debited from his account.

Raju immediately called the other person, but he didn't answer the calls. Raju realized that the person was a fraudster and he should not have shared any personal details with him.

CALL BUSY!

RING! RING!

HA HA HA HA HA HA

Don'ts:

- Don't click on unknown/unsolicited links received on the phone/email without verifying it
- Don't share your confidential details with strangers.

One day, Raju received a call.

Fraudster: "Hello Sir, I am calling from XYZ Bank."

Raju: "Hi, what is the matter?"

Fraudster: "This is regarding your insurance policy. Your policy is activated, and you need to pay Rs18000 as a premium."

Raju: "Sir I don't have any insurance with XYZ bank."

Fraudster: "Sir, it got activated at a promotional offer at a very low fee. But if you don't need it, I will deactivate it."

Raju: "I don't understand how you activated the policy without my consent, and why should I trust you?"

Fraudster: "Sir, I am calling you directly from the XYZ Bank customer care. I have all your details like Name, Address, Card details, DOB, Company Name and Designation."

Raju: "Okay, so tell me how to deactivate the policy?"

Do's:

- Don't trust unknown callers claiming to be speaking on behalf of banks asking for confidential information / details. Banks don't seek such details over phone.
- Never trust strangers in the digital world easily, and be cautious while answering calls from unknown numbers.

Fraudster: "I will deactivate it online from here. Please share the OTP which you will receive now."

Raju: "Yes, I got the OTP. It is 859623."

CLICK!

Fraudster: "I have deactivated the policy, Sir."

Raju: "Thank you!"

A few minutes later, Raju received a message alert: "Rs-15000/- is debited from your account"

Raju immediately visited the nearby XYZ branch and enquired about the transaction. Raju realized his mistake: the call was from a fraudster: he should not have believed a stranger.

Do's:

- Don't trust unknown callers claiming to be speaking on behalf of banks asking for confidential information / details. Banks don't seek such details over phone.
- Never trust strangers in the digital world easily, and be cautious while answering calls from unknown numbers.

**Physical Stock Verification was done by Vigilance Officers in various mines as an annual exercise.
Brief details are as under**

S.N.	Name of Mine	Name of Vigilance Officer	% variation	Observations
1.	Ukwa Mine	Shri Anil Gaikwad	7.53	UK- 4445 (17 MT) ore grade quantity lying/kept at Balaghat Mine ore siding since long.
2.	Balaghat Mine	Shri Anil Gaikwad	4.06	-
3.	Tirodi Mine	Shri Anil Gaikwad	4.74	-
4.	Sitapatore Mine	Shri Anil Gaikwad	5.49	SPL-60 (3 MT) , SP-1312(20 MT), SP-270(9MT), SP-00(28MT), SP-384(03MT), SP-258(1 MT) and SPL-59(0.50MT) ore grade quantity lying/kept at Tirodi Mine ore siding since long.
5.	Dongri Buzurg Mine	Shri Ramratan Uikey	3.31	-
6.	Chikla Mine	Shri Ramratan Uikey	3.56	-
7.	Kandri Mine	Shri P. Sawai	0.98	-
8.	Gumgaon Mine	Shri U.M. Charpe	0.87	GM-2416(23.60 MT), GM-4516(0.80 MT) and GM-4187(96MT) ore grade quantity lying/kept at Kandri Mine ore siding since long.
9.	Beldongri Mine	Shri A. Jambhulkar	0.80	BLL-530(18.48 MT) ore grade quantity lying/kept at Kandri Mine ore siding since long.



Ore stock verification of Dongri Buzurg Mine



Ore stock verification of Kandri Mine



Ore stock verification at Chikla Mine



Inspection of Gumgaon Mine

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