



**MOIL LIMITED**  
(A Government of India Enterprise)

# VIGILANCE VANI

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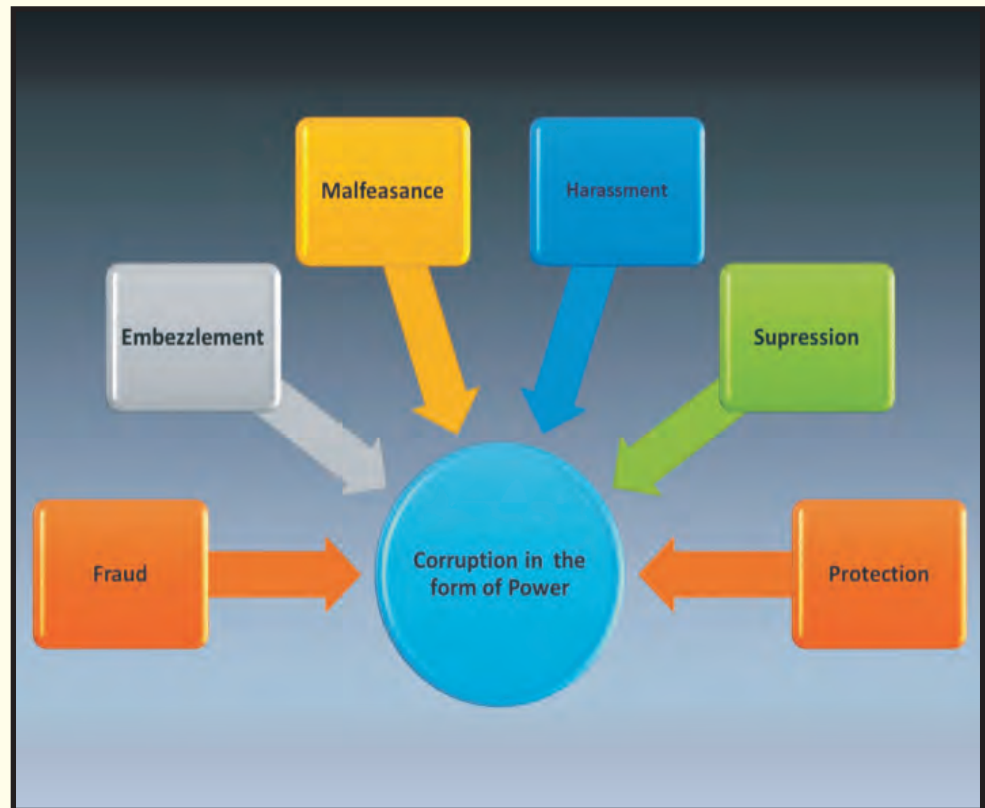
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## Comprehensive guidelines on Complaint Handling Mechanism - Part 14

### **1. Systemic Improvement :**

It should be ensured by the organisations concerned that each and every complaint and the resultant investigation report is scrutinized thoroughly to find out the possibility of systemic lacunae that may have resulted in irregular acts being committed by the suspected officials. The outcome of such a scrutiny should be utilized to devise and implement systemic improvements to stop recurrence of such irregular acts.

The organisation should prepare case-studies giving details of modus-operandi along with corrective measures and the same should be circulated in the organisation for educating/alerting the officials/authorities. In case, it is felt that the systemic loopholes that have come to notice may have effect across the industry or among other organisations also, the permissible details may be shared with the administrative Ministry/ Department, the regulatory authorities concerned and also with the Commission, for issuing appropriate guidelines, as may be deemed fit.

## 2. Reporting and Review of complaints

It is the responsibility of the CVO to review all complaints pending for investigation in the Organisations at regular intervals, preferably in the first week of every month and take necessary steps for ensuring expeditious finalization of reports and further necessary action, as may be required in individual cases.

(Detailed guidelines may be seen in Para 4.2(c) of these guidelines).

## 3. Various timelines related to complaints

The Commission has been laying emphasis on timely / prompt action on complaints in order to ensure that irregularities, if committed, are surfaced at the earliest possible and all preventive/punitive measures can be taken expeditiously. For this purpose, the Commission has issued guidelines on various occasions, specifying the time limit for dealing with complaints. The same as summaries in the following table: -

<b>Sr No</b>	<b>Description</b>	<b>Timeline</b>
1	Timeline for seeking confirmation from complainant before initiating Investigation process.	15 days
2	If confirmation not received within 15 days reminder to be sent to complainant. (If no response received even after reminder, complaint may be filed treating as pseudonymous complaints.)	15 days
3	Timeline for submission of Investigation Report to the Commission on Complaints referred by it to the CVOs concerned for investigation.	3 months ( or as may be specified by the Commission, in individual matter)
4	In case, it is felt that it would not be possible to complete the investigation within the specified period, time limit for approaching the Commission for seeking extension of time, with the approval of the competent authority.	15 days
5	Timeline for submission of investigation report in PIDPI complaints, referred by the Commission.	12 weeks
6	Timeline for submitting response by CVOs to the Commission in respect of references made by it to CBI/ Ministries for clarification/comments in the matter of complaints	6 weeks
7	Timeline for CVOs to scrutinize and decide about action to be taken on the complaints sent by the Commission for necessary action to the CVOs concerned.	2 months
8	Timeline for giving opinion by the Disciplinary Authority, about existence of vigilance angle in complaint, in case of difference of opinion with CVO	15 days

## Gist of important circular published by CVC

Circular No:	Subject:	Details:
25/11/22 Dt: 11.11.2022	Adoption and Implementation of Integrity Pact.	<ul style="list-style-type: none"><li>• The Commission has recommended adoption of Integrity Pact (IP) by Central Govt. Organisations as an effective tool to promote transparency, fairness and competitiveness in public procurement activities.</li><li>• The Commission has issued detailed SOP for implementation of IP requiring organizations to:<ul style="list-style-type: none"><li>➤ Decide the threshold value above which the contracts would be covered under the IP</li><li>➤ Hold meetings of IEMs, on quarterly basis and if need be, more frequently also.</li></ul></li><li>• To assess the extent of implementation of IP, the Commission desires that the CVOs of the organisations adopting IP may provide information regarding:<ul style="list-style-type: none"><li>➤ The meetings of IEMs conducted by them, along with details about the contracts covered under the IP.</li></ul></li></ul>



**Inspection by VO, MOIL at Beldongri Mine**



**Inspection by VO, MOIL at Kandri Mine**



## MODUS OPERANDI OF FINANCIAL FRAUDSTERS - Part 11

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:

### Message App Banking Fraud

**One day, Raju received a call from an unknown number.**

Fraudster: "Hello Sir: I am calling from the customer care centre of XYZ Bank. We are launching a new product, MessageApp. It's a banking facility that provides 24\*7 banking services easily through your MessageApp. You will also receive a gift voucher when you use it for the first time. Please confirm whether 99\*\*\*\*\*99 is the mobile number registered with MessageApp."

Raju: "Wow! That's amazing. Yes. This is my MessageApp number."

Fraudster: "Okay Sir. We have already sent you a welcome message on MessageApp. Please check."

Raju: "XXXX is the OTP. When will I get the gift?"

Fraudster: "Your MessageApp banking has been activated, and you will receive your gift within two days."

Fraudster: "Please enter the details of your debit card for verification. You do not have to share the details with me but enter it only on the official MessageApp number."

Raju: "I have entered it"

Raju notices a debit message of Rs 20000 in his account. He immediately calls back, but the phone is switched off. Raju realizes that he has been duped.

**Do's:**

- ✓ Be cautious while responding to calls from unknown numbers seeking your account details.
- ✓ Report to your home branch immediately on realizing the fraud. Block your account to prevent further financial loss.
- ✓ Report the incident to the nearest Cyber Crime Police Station and National Cyber Crime Reporting Portal at <https://cybercrime.gov.in>.

**Don'ts:**

- ✗ Don't trust unknown callers offering easy banking services and sending texts through Messaging Apps.
- ✗ Don't share card details and OTP.

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