



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

# VIGILANCE VANI

MONTHLY NEWS LETTER OF VIGILANCE MOIL

Issue : September 2022

Volume : 9



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## Comprehensive guidelines on Complaint Handling Mechanism-Part 7

### Action on Complaints received from Members of Parliament and dignitaries

References received from Members of Parliament and Dignitaries are to be dealt as per procedure laid down in Central Secretariat Manual of Office Procedure brought out by the Department of Administrative Reforms and Public Grievances. A confirmation about lodging the complaint shall be sought from the dignitary. On receipt of confirmation, the complaint shall be dealt with on priority.

**Extracts from CENTRAL SECRETARIAT MANUAL OF OFFICE PROCEDURE, 14<sup>th</sup> Edition, May 2015**

### **Correspondence with Members of Parliament and VIPs-**

1. Communications received from Members of Parliament and VIPs should be attended to promptly.
2. Where a communication is addressed to a Minister, it shall, as far as possible, be replied to by the Minister himself. In other cases, a reply should normally be signed by an officer of the rank of Secretary only.

3. Where, however, a communication is addressed to the head of an attached or subordinate office, Public Sector Undertakings, Financial Institutions (including Nationalised Banks, Division / Branch In charge in a Ministry / Department / Organisation, shall be replied to by the addressee himself. In routine matters, he may send an appropriate reply on his own. In policy matters, however, the officer should have prior consultation with higher authorities before sending a reply. It should, however, be ensured that the minimum level at which such replies are sent. to Members of Parliament and VIPs is that of Under Secretary and that also in letter form only.
4. Normally information sought by a Member/ VIP should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the Houses of Parliament.
5. In case, a reference from an ex-Member of Parliament is addressed to a Minister or Secretary, reply to such reference may be sent by a Joint Secretary level officer after obtaining approval of the Secretary of the Ministry/ Department. In case the reference is addressed to a lower-level officer, reply to such reference could be sent by the officer on his own in non-policy cases and after obtaining approval of the higher authorities in policy cases. However, the minimum level at which reply could be sent should be that of an Under Secretary and that too in a polite letter form only.
6. Each communication received from a Member of Parliament / VIP, shall be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.
7. Appropriate record shall be maintained in respect of communications received from Members of Parliament and VIPs and monitored by all concerned. A similar procedure may also be followed for judicial/ quasi-judicial matters.

**Observance of Vigilance Awareness Week, 2022-regarding Preventive Vigilance measures cum housekeeping activities: 3 months campaign (16<sup>th</sup> August, 2022 to 15<sup>th</sup> November, 2022) - as a precursor to VAW 2022.**

1. As a precursor to the VAW 2022, the Commission vide Circular No. 14/07/2022 vide letter No. 022/VGL/029 dated 25.07.2022, directed to undertake a three-month campaign during 16<sup>th</sup> Aug - 15<sup>th</sup> Nov'2022 on preventive vigilance and internal Housekeeping activities on the six parameter as detailed in para 2 of the Circular.
2. Following action plan has been made for this 3-month campaign on Preventive vigilance & Internal Housekeeping activities on 6 parameters for taking necessary action as given below: -

**A. Property Management: -**

- i. Ownership details :- Verification of documents of ownership and availability of lease agreement for all the properties and land.
- ii. Encroachments details :- Identification of encroachment on the properties of MOIL and action plan for removal of encroachment on identified locations along with action plan to avoid encroachment in future.

- iii. Identification of properties not in use and future course of action for these properties

**B - Management of Assets: -**

- i. Necessary action to be taken for identification and disposal of old and unused condemned assets (furniture, machinery & equipment) to keep the premises neat and clean.

**C - Record Management: -**

- i. Availability of record retention policy including e-records.
- ii. Records to be identified for disposal/weeding out as per retention period during campaign period.
- iii. Proper system of record maintenance for easy retrieval as per requirement.

**D - Technology initiatives: -**

- 1. Website maintenance and updation
  - a. Nominating official for giving correct/updated information on website to webmaster pertaining to their department with due approval.
  - b. System for giving certificate at month end to webmaster that contents pertaining to their departments are/have been updated during the month.
  - c. Efforts to be made to delete all obsolete/irrelevant information and update correct/relevant information.
- 2. New area/service to be brought on online platform.  
Identify the areas related to employees/customers for developing online portal to make it user-friendly and safe.
- 3. Security provisions of E-platform.

**E - Updating Manuals/Guidelines/Circulars: -**

- a. Updation of manuals - Finance, Personnel, Marketing, Contract, Purchase.
- b. Updation of circulars/guidelines for customers/staff.  
Identifying areas where such updation is required and action taken for its updation

**F - Disposal of complaints: -**

Sent for NECESSARY ACTION by CVC as on 15/08/22 and complaints received directly by CVO to be disposed off by 15/11/2022.

## MODUS OPERANDI OF FINANCIAL FRAUDSTERS-Part 5

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:

### FRAUDS BY COMPROMISING CREDENTIALS THROUGH SEARCH ENGINES

Raju is fond of watching cricket, and he was very excited about the upcoming cricket match. But as soon as he opened the Sports App, he realised that his subscription had expired.



Raju thinks: "What is the big deal! The Internet has all the solutions."

SNAP!



Thinking this, he searched for a way to recharge the Sports App on the internet. After searching for a while, he found a phone number for the same. Raju dialled the number immediately.



Click! Click!

Raju: "Hello! I want to recharge my Sports account."

Fraudster: "Which plan do you need?"

Raju: "I want a three-month plan."

Raju clicked on the link.

Raju received an SMS stating that Rs 40,000 was debited from his account.

Instead of paying Rs 1000 to Sports App, Raju ended up transferring Rs 40000 to the fraudster.




**Do's:**

- ✓ Always obtain the contact details/customer service number, etc. from the official website of the service provider only.
- ✓ 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 contact random phone numbers obtained from web search engines, especially for doing financial transaction.

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