



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

# VIGILANCE VANI

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## Comprehensive guidelines on Complaint Handling Mechanism-Part 5 Scrutiny of Complaints

Each complaint will be examined by the Chief Vigilance Officer and following actions should be taken:

- (a) If the allegations are vague, general and prime facie unverifiable, complaint may be dropped and filed by CVO. Wherever considered necessary, Head of Department may also be consulted.
- (b) A further check, a preliminary inquiry/investigation may be made to verify the allegations to decide whether or not, the public servant concerned should be proceeded against departmentally or in court of law or both, if complaints gives definite information to do so. Detailed guidelines about the nature of investigations and the agency, which should be entrusted with it, are given in *Chapter-V of Vigilance Manual 2021*. The information passed on by the CBI to the Ministry / Department regarding the conduct of any of its officers should also be treated in the same way.

### Disposal of Complaints

- (a) A complaint which is registered can be dealt with the follows: (i) file it(close) without or after investigation; or (ii) forward it to the CBI for investigation / appropriate actions; if no vigilance angle is involved; or (iv) to take up for detailed investigations by the vigilance wing of the organization. An entry to that effect would be made in columns 6 and 7 of the Vigilance Complaint Register(form CVO-1) with regard to "action taken" and "date of action" respectively. A complaint is to be treated as disposed off in Quarterly Performance Report(QPR) either on issue of charge-sheet or on final decision for closing or dropping the complaint.

If a complaint is taken up for investigation by the vigilance wing or in cases in which it is decided to initiate departmental proceedings or criminal prosecution, further progress would be monitored through other relevant registers. If there were previous cases / complaints against the same officer, it should be indicated in the remarks column i.e. column 8.

- (b) complaints received from the commissions under the provisions of PIDPI Resolution are not required to be verified for genuineness by the organizations as the process for verification / confirmation is completed in the commission prior to referring it for investigations or further necessary actions. Therefore, such complaints should be taken up for investigation by the organizations immediately receipt of the same from the commission. Such complaints shall, in other words, be treated as registered, immediately on receipt. The authorities concerned are required to send the report to the commission within three months from the date of receipt of the reference.
- (c) complaints received by the Department where the commission has called for investigation Report, shall be treated as a signed complaint (not required to be verified for genuineness) and taken up for investigation.

*(Commission's circular No. 01/01/2015 dated 23.01.2015)*

### **Advisory Issued to Management for systemic improvement by Vigilance in the month of May,2022**

#### **Transfer of Executives Working in Sensitive Post:**

In order to follow CVC guidelines, it is necessary to ensure that if an executive is handling multiple functions, none of these functions which are "sensitive in nature" should remain with him for more than 3-4 years' period.

#### **Recruitment of Executive:**

- i. HR manual is approved by the Board. Hence, if deviation has been done from a particular guideline given in manual with approval of CMD, it should be put to Board of Directors in the next meeting for approval.
- ii. Guidelines based on practices which are deviating from GoI/DPE guideline not to be followed under any circumstances.
- iii. Standard guideline/check list based on guidelines issued by GoI/DPE for recruitment should be prepared. Responsibilities of members of scrutiny and selection committee jointly and severally (general and in individual capacity) should be clearly defined.
- iv. Any change in guidelines related to Recruitment and Promotion should be immediately brought to the notice of all concerned officials by issuing the correction slip.
- v. HR Manual should immediately be updated and disseminated for necessary action.
- vi. Training of officials of Personnel Department who are involved in recruitment and roster preparation/certification to be done to ensure that correct recruitment procedure is followed.
- vii. Amendment to CDA rules to be done to enable imposition of penalty after retirement of MOIL employees as per CVC Circular No. 44/12/07.
- viii. Experience certificates which is one of the eligibility condition for suitability of candidate for the post should be verified from the original issuing authority prior to issuing appointment order to the selected candidates.

## MODUS OPERANDI OF FINANCIAL FRAUDSTERS-Part 2

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:

### 5. ATM CARD SKIMMING FRAUD

**Do's:**

- Before initiating any transaction in the ATM machines, ensure that skimming devices are not present. Skimming devices are hidden by fraudsters by overlapping them with the card insertion slot.
- Report the fraud to the bank within 3 days of the card cloning incident. Check your transaction history frequently to verify all transactions.
- 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 give your ATM card to anyone on the ATM premises to transact on your behalf. This kind of social engineering is being used to target senior citizens/semi-educated persons who have difficulty operating ATMs.

### 6. FRAUD USING SCREEN SHARING APP/REMOTE ACCESS

**Do's:**

- Verify the authenticity of the offer on the official website of the entity concerned.
- Install antivirus/spam blocking software on your mobile phone.
- 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 download any applications over links sent through SMS, Email or instant messaging applications.
- Don't download screen-sharing applications shared by any unknown persons.
- Screen sharing codes generated by these apps should not be shared with unknown persons.

## Inspection by Vigilance Officers at different Mines



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