



MOIL LIMITED
(A Government of India Enterprise)

VIGILANCE VANI

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Comprehensive guidelines on Complaint Handling Mechanism - Part 1

Purpose :-

- To create awareness among the public so that they are able to become active participants in the process of eliminating corrupt and irregular activities from public life.
- To provide framework to organisations, under the advisory jurisdiction of Commission to enable them to implement the complaint handling process efficiently and uniformly.

Applicability :-

Department/Organisation	Category of Officers
Central Public Sector Undertakings: (a) Schedule "A" and "B"	Chief Executives and Executives on the Board and other officers of E-8 and above

Limitation :-

- Does not extend to private individuals, organizations of the State Governments, members of parliament and state legislatures (including representatives of other elective bodies), members of judiciary and official of private organizations.

Contd....

Guidelines for the Complainant:

- The complaint should be pertaining to Ministries / Departments / Organizations falling within the jurisdiction of the Commission.
- Complaints sent through written communication/letter should contain name and personal details, complete postal address (mobile/telephone number, if any) of the sender with specific details/information of the matter. Complaint should be signed by the Complainant.
- Complaints lodged should be genuine and not malicious, vexatious or frivolous and should be based on verifiable facts.
- A complaint should preferably be lodged in typed or written form in English or Hindi language.
- The complaint should not be anonymous or pseudonymous.
- Complaint should be specific with adequate evidence.
- The complaint should not be biased or based on any personal grievances.
- Complaints sent on any e-mail ID of officers of the Commission will not be entertained.
- Normally one specific issue should be raised in one complaint. However, if more than one specific issues are there, it is better to raise the same in separate complaint. Further, Complainants, while forwarding their complaints, should mention details one by one in a coherent manner so that the same can be understood unambiguously.
- All types of complaints, even if printed or photocopied, should be clearly legible.
- The complainants should lodge complaints only regarding issues having vigilance angle and which are not part of any litigation in any courts, tribunals, etc., i.e. the matter should not be sub-judice.
- Complainants who want to keep their identity confidential should file complaint under the provisions of PIDPI resolution.
- In the matter of complaint related to tenders, while the Commission may get the matter investigated, it would not generally interfere in the tendering process.

Source of Complaints

- Complaints received from employee(s) of the organization or from the public.
- Departmental inspection reports, stock verification reports and reports of irregularities in accounts detected during routine Audits of accounts.
- Scrutiny of annual property returns.
- Scrutiny of transactions reported under the Conduct Rules applicable.
- Audit reports on Government accounts and on the accounts of Central public undertaking.
- Reports of Parliamentary Committees like the Estimate Committee, Public Accounts Committee and the Committee on Public Undertakings.
- Proceedings of the Houses of Parliament.
- Complaints and allegations appearing in the print and electronic media.
- Information shared by agencies like CBI, ACB, Lokayukts, etc.
- Information about corruption, malpractices & misconduct gathered by the CVOs by adopting appropriate methods keeping in view the nature of work of the respective organisation.
- Information about corruption and malpractices on the part of Public Servants received from their subordinates or from other public servants, in the form of complaints.
- The audit reports (internal, statutory or by Comptroller & Auditor General).

Gist of recent circulars published during the month of January, 2022

Circular No:	Subject:	Details:
01/01/22 Dt: 12.01.2022	Timely completion of Departmental Inquiries-procedure regarding.	<p>To ensure timely progress of inquiry proceedings:</p> <ul style="list-style-type: none"> • The authorities concerned must establish a proper mechanism for safe custody of the documents required during the inquiry proceedings against any Charged Officer. • The documents/certified copies of the same (wherever required) are made available to the Presenting Officers, immediately after his appointment, so that the same can be produced during the course of departmental inquiry, as and when required.
05/01/22 Dt: 25.01.2022	Adoption and implementation of Integrity Pact-Revised Standard Operating Procedure:- regarding.	<ul style="list-style-type: none"> • Revised SOP would be applicable for adoption and implementation of the IP by the organizations concerned. • The revised SOP highlights the following :- <ul style="list-style-type: none"> ➤ Background about the adoption and implementation of the concept of Integrity Pact (IP). ➤ Concept of Integrity Pact (IP). ➤ Implementation procedures of Integrity Pact (IP). ➤ Appointments of Independent External Monitors (IEMs) and their Role and Duties. ➤ Reviewing System for periodical review and assessment of implementation of Integrity Pact (IP) and thereof submitting thereof progress reports to the Commission.
06/01/22 Dt: 25.01.2022	Adoption and implementation of Integrity Pact- revision of eligibility criteria and process of nomination of Independent External Monitors-regarding..	<ul style="list-style-type: none"> • Revised eligibility criteria for empanelment of eminent persons for nomination as Independent External Monitors (IEMs). <ul style="list-style-type: none"> ➤ Officer who have held the post of Additional Secretary to Govt. of India or were in equivalent or higher pay scale, at the time of retirement (whether serving with Govt. of India or any State Govt.). ➤ Persons who have held the post of CMD of Schedule 'A' Public Sector Enterprise and were equivalent or higher to Additional Secretary to Govt. of India, at the time of retirement. ➤ Persons who have held the post of CMD/MD and CEO of Public Sector Banks, Insurance Companies and other Financial Institutions, at the time of retirement. ➤ Chief Executive Officer of an organisation (other than listed above), who were equivalent or higher to Additional Secretary to Govt. of India, at the time of retirement. ➤ Officers of Armed Forces, who were in the pay scale of equivalent or higher to Additional Secretary to Govt. of India, at the time of retirement. • Proposal for nomination of IEMs in the respective organizations should be sent by the concerned department responsible for ensuring implementation of Integrity Pact in the organization after taking approval from the competent authority • Proposal should preferably be sent 3 months prior to the completion of tenure of the existing IEMs, failing which the Commission would nominate IEM(s) on its own, from the panel, being maintained by it.

Advisory Issued to Management by Vigilance in the month of January,2022

Regarding- Large variation of Estimated rates and Quoted Rates in transportation contract.

While preparing estimate for various mining works, based on the estimate sheets circulated by H.O. proper care should be taken by Mine Managers by taking correct value of variables to arrive at the estimated rate. In order to maintain uniformity and ensuring calculation of realistic estimate rates, it is necessary that following information must be circulated to all the units at quarterly/six monthly basis.

- Capital cost of various equipments used in estimation like dumper, shovel, drilling machine, trucks, dozer etc. based on last purchase rates.
- Minimum wages circulated by CLC for different categories of staff along with standard rates prescribed for PF, bonus etc.
- Standard fuel consumption per hour or per Km basis of transport and handling equipments proposed to be utilized in the outsourced activity.
- Standard rates of depreciation, interest etc. to be used in calculation.

This should be scrutinized at subsequent stages by giving positive inputs to arrive at the realistic estimated rate based on which tender should be floated.



Inspection by CVO, MOIL at Kalaphata Sand Ghat.



Inspection by CVO, MOIL at Munsar Mine.



Inspection by VOs,MOIL at Weighbridge, Kandri Mine



Inspection by VO, MOIL at Screening Plant,Kandri Mine.

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