



MOIL LIMITED
(A Government of India Enterprise)

VIGILANCE VANI

MONTHLY NEWS LETTER OF VIGILANCE MOIL

Issue : October 2022

Volume : 10



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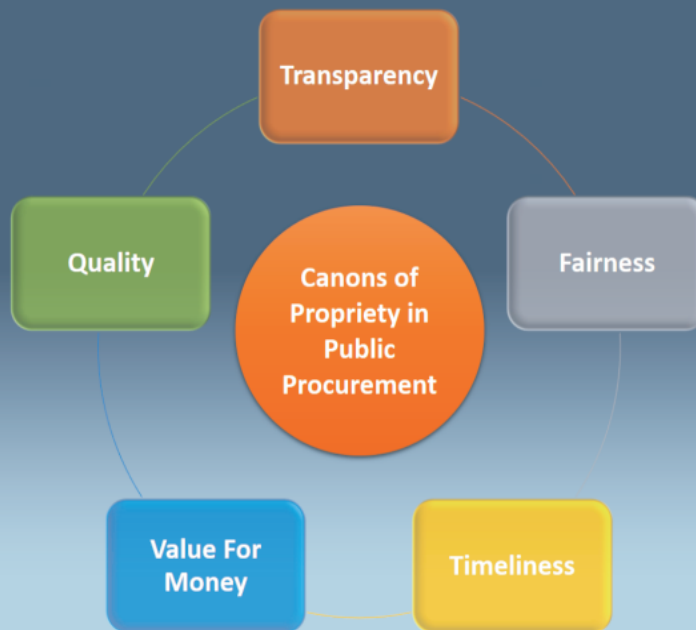
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Comprehensive guidelines on Complaint Handling Mechanism - Part 8

Action on Anonymous/Pseudonymous Complaints

1. DoPT's OM No. 104/76/2011-AVD.I dated 18.10.2013 and Commission's Circular No.07/11 /2014 dated 25.11.2014 provide that no action is required to be taken on anonymous complaints irrespective of the nature of the allegations and such complaints need to be filed.
2. The Commission has furnished clarification vide Circular No. 03/03/16 dated 07.03.2016 regarding action to be taken on anonymous/ pseudonymous complaints which were acted upon and were at different stages of process (including disciplinary proceedings) before issuance of Commission's Circular No. 07/11/2014 dated 25.11.2014. The following actions are to be taken in such matters: -
 - a. No action should be taken on anonymous/ pseudonymous complaints in line with Commission 's Circular No. 07/ 11/2014 dated 25.11.2014, and such complaints should be filed.
 - b. However, where the action was initiated on anonymous/pseudonymous complaints prior to the issuance of Commission's Circular No. J(v)/99/2 dated 29.06.1999; it can be pursued further and be taken to its logical end.

- c. Where action was initiated on anonymous/pseudonymous complaints between the period 11.10.2002 and 25.11.2014 with prior concurrence of the Commission but the same has not been concluded, further action is permissible on such complaints.
 - d. Material/evidence gathered during the investigation/verification of anonymous complaints when the action was prohibited on such complaints (i.e. between 29.06.1999 & 11.10.2002), or where such inquiry was initiated without the approval of the Commission, can be utilized for further initiation of disciplinary proceedings on misconducts noticed in such verification/inquiry.
3. It may be noted that the procedure for handling anonymous / pseudonymous complaints has been modified in view of the fact that complainants who desire to protect their identity now have the protection of the Public Interest Disclosure & Protection of Informers Resolution-2004 (PJDPIR). Relevant instructions on this have been issued vide DoPT's OM No. 104/76/2011-AVD.1 dated 18.10.2013.

Advisory Issued to Management for systemic improvement by Vigilance in the month of August,2022

Handling and Dispatch of ore at Chikla and Balaghat Mines:

1. Critical review of estimate sheets for raiing and transportation should be done.
2. Provision for manual and mechanized means should be kept as per actual requirement.
3. Critical review of % loading by mechanized and manual means should be done.

Scrutiny of Experience Certificate issued by Mine Manager:

1. All the mine authorities must be counselled to take necessary precaution while issuing experience certificate as it is punishable offence as per the provision of section -64 of Mine Act -1952 to issue false certificate.
2. The experience certificate must be issued by MOIL authority under whom person has worked. Only single experience should be issued for the entire period for which the staff has worked under this authority. The additional experience if issued should clearly mention the previous experience issued with letter reference no. and reason for issuing separate certificate.
3. Proper record of unpaid workers, if any deployed by contractor must be maintained. Authority U1Jder which unpaid workers is allowed to work under contractors may be submitted. The practice leaving of gaps between 2 dates can be mis-used for any purpose. Hence No gap between dates should be left.
4. Entry of explosive issue, if done in emergency, can be done on next day giving reason, if required.

Procurement of Capital Items by quoting much higher rate above Cost Estimate.

1. The contract may be awarded by incorporating the clause of Security Deposit (SD) in Customized Bid for all contracts i.e Supply, Works & Services.

Observance of Vigilance Awareness week 2022.

1. The Commission vide Circular No. 20/09/2022 vide letter No. 022/VGL/029 dated 08.09.2022 has decided that this year Vigilance Awareness Week would be observed from 31st October to 6th November, 2022 with the following theme:

“भ्रष्टाचार मुक्त भारत - विकसित भारत”

"Corruption free India for a developed Nation"

1. The observance of Vigilance Awareness Week, 2022 would commence with the taking of the integrity pledge by public servants on 31st October, 2022 at 1100 hrs.
2. In a move towards inculcating the true spirit of participative vigilance, the Commission had earlier issued instructions detailing a three-month campaign period (16th August, 2022 till 15th November, 2022) in which six different preventive vigilance measures i.e a) Property Management, b) Management of Assets, c) Record Management, d) Technological Initiatives comprising of Website Maintenance & updation along with Identification of new areas for service delivery for customers / staff to be brought on online portal and initiation of steps for creating online platform, e) Updation of guidelines / circulars / manuals wherever found necessary and f) Disposal of complaints outstanding as of 15/08/2022 were to be taken up as focus areas by all the Ministries / Departments and Organizations. The works undertaken on each of these parameters should be submitted as per prescribed format by 9th December 2022.
3. It is advised to conduct activities relevant to the theme that strives to bring about maximum public participation. All organizations should conduct different outreach programs that aim to sensitize the public about the need for transparency and integrity in public governance.
4. Activities to be conducted within the organizations may include the following:
 - a. Employees may be encouraged to take e-pledge by visiting the website. Online " Integrity Pledge" is available at CVC's website (<https://www.cvc.gov.in>) and can be accessed by all.
 - b. Conduct workshops/sensitization programs for employees and other stake holders on policies/procedures of the organization and on Preventive Vigilance measures.
 - c. Vigilance Study Circles may conduct different outreach and awareness programs.
 - d. Conduct various competitions such as debates, quiz etc. for the employees and their families on issues relating to anti-corruption.
 - e. Promote the concept of e-Integrity Pledge by persons with whom the organization deals with.
5. Outreach activities for public / citizens may include the following:
 - a. All Ministries/Departments/Organizations shall publicize Integrity Pledge amongst all employees, their families, vendors/suppliers/contractors/stake holders, students etc. to elicit wider participation.
 - b. Organizations may undertake activities such as walkathons, marathons, street plays etc. which have visibility and mass appeal across all strata of society.
 - c. Extensive use of social media platforms, bulk SMS/e-mails, WhatsApp etc. for spreading awareness. For different social media related initiatives, the social media handles of the Central Vigilance Commission may be tagged. (Twitter: @CVCIndia; Facebook: CVCofIndia)
 - d. Organize grievance redressal camps for citizens / customers by organizations having customer-oriented activities. Similarly, vendor meets may be organized wherever necessary, through online mode or otherwise, whichever is more feasible.
 - e. Organize "Awareness Gram Sabhas" for dissemination of information regarding the menace of corruption and the different measures that the public can undertake to redress it, such as complaint portals. etc.
 - f. Selected Photographs/ Media clips may be sent to the Commission by email at the address coord1-cvc@nic.in. Photographs and Media clips may be uploaded on departmental/ organizational websites.
6. A report on the observance of Vigilance Awareness Week may be sent by all Ministries / Departments/ Organizations to Central Vigilance Commission as per prescribed Format by 9th December, 2022.

MODUS OPERANDI OF FINANCIAL FRAUDSTERS - Part 6

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:

SCAM THROUGH QR CODE SCAN

Raju registered his old car on an online website to sell it.

click!

SALE

Within hours, he was contacted by a person (a fraudster)

Fraudster: "Hi, I saw your car advertisement on the platform. I really liked it, and I am interested in buying your car."

Raju: "Glad you liked it. My car is in excellent condition. I am buying a new car, so I am selling this one. I won't negotiate the price."

Fraudster: "Oh! Don't worry about the price. I am an army personnel, and I am about to retire in a month. My son wants to purchase a car, and he is insisting on buying this one only."

Raju: "That's great! I guess you want to check the car before buying it."

Fraudster: "Sure, we want to inspect the car, but before that, I will send you a token amount as I don't want to lose the offer."

Raju: "Okay, I will send you my account details. Please send a token amount of Rs. 10,000/- to seal the deal. You can send the amount by NEFT/RTGS."

Fraudster: "I got your details. I will transfer the amount now. Thank you!"

Raju again receives a call from the Fraudster after 10 minutes.

Fraudster: "Hello, I called you earlier. I have been trying to transfer the amount for the last 10 minutes, but I'm unable to do so. Therefore, I will be sending you a QR code through email. Please scan the QR code so that I can send you the amount."

Raju: "Okay, no problem. I got the QR code; I will scan it."

Raju scans the QR code and receives a pop-up request for UPI PIN.

I have scanned the QR code, but it is asking for my UPI PIN to proceed further.

Fraudster: "That is correct; you must enter your PIN to receive the money."

Raju believed him and entered his UPI PIN. Subsequently, his account got debited with Rs 70,000. Raju received the SMS alert of the debit. He panicked, so he tried calling the fraudster, but his phone was switched off by then.

click!
click!

ONLINE BANKING

NAME: RAJU
AC. NO: -X-0XX--X-
AMOUNT: 70,000
BENEFICIARY: Fraud Master 420

PAY

Do's:

- ✓ Educate yourself about QR codes before using them.
- ✓ Report the transaction immediately to your bank.
- ✓ 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 enter your UPI PIN to receive money from another person. UPI PIN is required only for sending a payment, not for receiving.
- ✗ Don't scan QR codes to receive any payment. QR code needs to be scanned for sending a payment, not for receiving Money.

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