



MOIL LIMITED
(A Government of India Enterprise)

VIGILANCE VANI

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Comprehensive guidelines on Complaint Handling Mechanism - Part 4

Procedure for handling Complaints received against Secretaries to GOI, Chief Executives / CMDs and Functional Directors of PSEs, PSBs and FIs:

- (a) Complaints against Secretaries to the Government of India, received by the authorities other than the Commission will be referred to the Cabinet Secretariat for placing the same before the Group of Secretaries headed by the Cabinet Secretary. Similarly, complaints against the Chief Executives and Functional Directors of Public Sector Undertakings and the CMDs and Functional Directors of Public Sector Banks and Financial Institutions received by authorities other than the Commission will be placed before a group of officers headed by Secretary (Coordination) in Cabinet Secretariat.
- (b) In respect of complaints received in the Commission against Secretaries to Government of India, where an investigation report is to be sought by the Commission, the same would be sought through Secretary, Do PT.
- (c) The complaints received in the Commission against Chairman / CMDs / MDs / CEOs / Functional Directors of CPSEs / PSB, etc. would be forwarded to the CVO of the Administrative Ministry for obtaining investigation Report or for Necessary Action.
- (d) Complaints referred by the Commission to the Ministries/Departments against categories of officials as mentioned in points (b) and (c) above, are to be dealt/ inquired into and report be submitted to the Commission by the respective authorities to whom the complaints are sent. Such complaints or reports thereon should not be forwarded to the group of Secretaries or Group of Officers for consideration.

Action on Complaints received by Ministries / Departments / Organization: Complaints received by the Ministries | Departments / Organisation in respect of the employees under their administrative control are to be dealt with by the organisation concerned.

Initial action on complaints received by Ministries / Departments / Organizations:-

- (a) Every Vigilance Section/Unit will maintain a vigilance complaints register in Form CVO-1, in two separate parts for category 'A' and category 'B' employees. A Specimen of Form CVO-1 is annexed as Annexure-I to these guidelines. Category 'A' includes such employees who are covered under the jurisdiction of the Commission, whereas category 'B' includes other employees. If a complaint involves both categories of employees, it should be shown against the higher category i.e. Category 'A'.
- (b) Every complaint, irrespective of its source, would be entered in the prescribed format in the complaints register chronologically. A complaint containing allegations against several officers may be treated as one complaint for statistical purpose.
- (c) Entries of only those complaints in which there is an allegation of corruption or improper motive; or if the alleged facts prima facie indicate an element or potentiality of vigilance angle, should be made in the register. Complaints of purely administrative matters or technical lapses should not be entered in the register and should be dealt with separately under "non-vigilance complaints".
- (d) Complaint against an employee of a Public Sector Enterprise or an Autonomous Organisation received by the administrative ministry concerned and also in the Commission, will normally be sent for inquiry to the organisation where he is employed. Such complaints should be entered in the vigilance complaints register of that organisation only and not in the vigilance complaints register of the administrative ministry in order to avoid duplication and inflation of statistics, except in cases in which, for any special reason, it is proposed to deal with the matter in the Ministry itself without consulting the employer organisation.

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

Vigilance Department has issued an advisory after enquiring into a case related to civil construction work. Based on the same, the following changes for system improvement are to be made immediately.

- i) Estimate should be realistic (instead of abstract) so as to get competitive bids. Hence, estimated value in tender should be worked out on the basis of soil investigations and after preparing structural drawings.
- ii) Estimate should be prepared on the basis of last accepted rates of individual items instead of PWD rate to prepare a realistic estimate and get the competitive bids.
- iii) There may be a variation in the executed quantity of individual schedule items like excavation, RCC, PCC, Plinth work etc. because of different soil characteristics and site conditions, which may not get accommodated in the overall lump sum payment made for block as a whole. Hence, payment on lump sum basis for such large value of work is not advisable. Lump sum payment seems to have been made by giving justification of shortage of civil supervisory officials. It is recommended to have arrangement of PMC for supervision of the work (hiring of civil supervisor and associated staff), Payment of individual schedule item should be made on the basis of measurement of actual executed quantity.
- iv) If the work is awarded on the basis of lump sum payment for unit as a whole with different stages of payment, it would make the whole project watertight. In such cases (which needs to be avoided), no variation of quantity of individual items, change in the scope of work or specification should be permitted as it would have financial implication. If at all any change in scope/specification is required as per site conditions, it should be done only after working out financial implication and taking approval of the competent authority after finance concurrence.

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:

3. FRAUD USING ONLINE MARKETPLACES



The fraudster sent Rs10/- to Raju's account and asked for confirmation for the final payment.



Do's:

- Always remember, UPI PIN is required only to make a payment and is not required to receive any payment.
- Always verify the mobile number in the UPI application before initiating a payment.
- Report the incident to the nearest Cyber Crime Police Station and National Cyber Crime Reporting Portal at <https://cybercrime.gov.in>

Then the fraudster sent a UPI request for receiving a payment of Rs 14,990/- instead of paying Raju.



Realizing that he was cheated, Raju quickly approaches the bank branch and registered a complaint on the same day.



Don'ts:

- Don't share OTP or confidential account details with strangers.
- Don't enter the UPI PIN to receive an amount from another person.

3. CREDIT CARD ANNUAL FEE WAIVER-FAKE OFFER

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



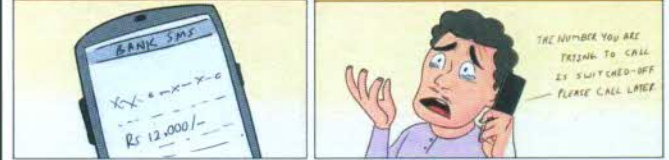
Do's:

- Be cautious while responding to calls from unknown numbers claiming to be from your bank.
- Report to your homebranch immediately on realizing the fraud.
- Block your card 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>

Raju reasoned that since the caller already knew his card details, the call must be genuine. He shared the OTP with the fraudster immediately.



The call was disconnected. Soon, Raju received an SMS stating that Rs12,000 was debited from his credit card account.



Raju realized the person was a fraudster, and he should not have shared the OTP with him.



Don'ts:

- Don't share your OTP with anyone. Fraudsters might be able to collect your account details, but transactions can only happen if you share the confidential OTP sent to your phone.

