

आलोक Aloke



श्यामा प्रसाद मुखर्जी पोर्ट, कोलकाता
SYAMA PRASAD MOOKERJEE PORT, KOLKATA
Formerly Kolkata Port Trust

भ्रष्टाचार मुक्त भारत – विकसित भारत
Corruption free India for a developed Nation



Vigilance

Syama Prasad Mookerjee Port, Kolkata
2022



Integrity Pledge for Citizens

I believe that corruption has been one of the major obstacles to economic, political and social progress of our country. I believe that all stakeholders such as Government, citizens and private sector need to work together to eradicate corruption.

I realise that every citizen should be vigilant and commit to highest standards of honesty and integrity at all times and support the fight against corruption.

I, therefore, pledge:

- To follow probity and rule of law in all walks of life;
- To neither take nor offer bribe;
- To perform all tasks in an honest and transparent manner;
- To act in public interest;
- To lead by example exhibiting integrity in personal behavior;
- To report any incident of corruption to the appropriate agency.





केन्द्रीय सतर्कता आयोग
CENTRAL VIGILANCE COMMISSION

सतर्कता भवन, जी.पी.ओ. कॉम्प्लेक्स,
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सं./No.....
19.10.2022
दिनांक / Dated.....

MESSAGE

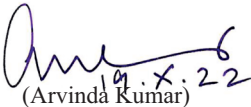
Central Vigilance Commission observes Vigilance Awareness Week every year in the week in which the birth anniversary of Sardar Vallabhbhai Patel falls. It is our pleasure to announce that Vigilance Awareness Week, 2022 is being observed from **31st October to 6th November, 2022** with the following theme:

“ भ्रष्टाचार मुक्त भारत – विकसित भारत ”
"Corruption free India for a developed Nation"

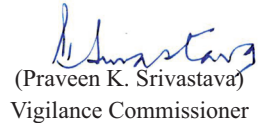
As we progress in the journey towards growth and development, there is an ever-growing need for transparency and integrity in public administration. It is the collective duty and responsibility of all citizens to fight corruption and build a strong and ethical India. As a precursor to Vigilance Awareness Week 2022, Central Vigilance Commission has undertaken a three-month campaign (16th August to 15th November) in which six different preventive vigilance measures were taken up as focus areas by different organizations.

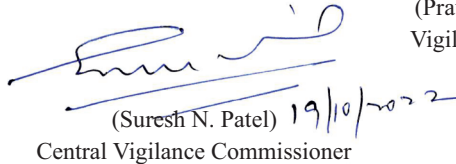
Children are the future of the country, and they would play a key role in building our nation. Keeping this in mind, we have also held an essay competition on this year's theme wherein there was enthusiastic participation of students. More than 7.6 lakh students of Class X, XI and XII studying in over ten thousand CBSE schools across the country have taken part and expressed their views on the subject.

The Commission appeals to all citizens to come together to reaffirm our commitment to bring about integrity in all aspects of life for the Nation's development.


(Arvinda Kumar)

Vigilance Commissioner


(Praveen K. Srivastava)
Vigilance Commissioner


(Suresh N. Patel) 19/10/2022
Central Vigilance Commissioner

पी. एल. हरनाथ, आई.आर.टी.एस.
अध्यक्ष

P.L. HARANADH, I.R.T.S.
Chairperson



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MESSAGE

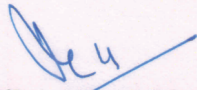


Vigilance Awareness Week (VAW) - 2022 is going to be observed in Syama Prasad Mookerjee Port (SMP), Kolkata from 31st October, 2022 to 6th November, 2022. The theme of this year's Vigilance Awareness Week is "Corruption free India for a developed Nation ; भ्रष्टाचार मुक्त भारत – विकसित भारत'. I am happy to know that Vigilance Department of SMP, Kolkata is bringing out 6th edition of "ALOKE" to commemorate the occasion.

I would like to reverberate with the theme of VAW-2022 approved by Central Vigilance Commission, and it is our moral duty to ensure that each and every one of us will resolve to fight against corruption and ensure absolute integrity in both professional and personal spheres of our lives. This would perhaps be our best contribution towards commemorating VAW-2022. Let the echoes of "Asato ma sadgamay, Tamaso ma jyotirgamay" resonate everywhere.

I whole-heartedly congratulate Vigilance Department for the above effort and wish them all the best in their activities.

Date : 21st October, 2022



(P. L. Haranadh)
Chairman

सम्राट राही, आई.आर.एस.
उपाध्यक्ष
Samrat Rahi, I.R.S.
Deputy Chairman



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MESSAGE

This year, Vigilance Awareness Week is going to be observed from 31st October, 2022 to 6th November, 2022, with the theme "Corruption free India for a developed Nation ; भ्रष्टाचार मुक्त भारत – विकसित भारत". I am glad to know that on the occasion of Vigilance Awareness Week - 2022, Vigilance Department of Syama Prasad Mookerjee Port, Kolkata is bringing out the 6th edition of "ALOKE". I appreciate Vigilance Department for such a constructive effort.

The Central Vigilance Commission has desired that as a 3-month campaign, every organization should undertake exercise on 6 (six) focus areas identified by CVC, which has already started from 16th August, 2022 and will continue till 15th November, 2022. I believe that with active participation from all concerned, our Port will be able to achieve significant outcomes on each of the 6 (six) parameters.

I extend my heartiest congratulations to Vigilance Department for the initiatives being undertaken by them and wish them all the best in their activities.

Date: 21st October, 2022

(Samrat Rahi)
Dy. Chairman, KDS

ए. के. मेहेरा, बी.ई., एम.सी.ई.
उपाध्यक्ष

A. K. Mehera, B.E., M.C.E.
Deputy Chairman



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MESSAGE

The theme of Vigilance Awareness Week (VAW) - 2022 is "Corruption free India for a developed Nation ; भ्रष्टाचार मुक्त भारत – विकसित भारत". In connection with observance of VAW-2022, from 31st October, 2022 to 6th November, 2022, in Syama Prasad Mookerjee Port, Kolkata (SMPK), various activities are being arranged across the Port, in line with the mandate of CVC. I feel that active participation of employees, stakeholders, school & college students and other citizens in the various activities during VAW-2022 will go a long way in raising awareness amongst them regarding the perils of corruption.

Vigilance Department of SMPK has been continuing their effort in bringing out the annual 'Journal' or 'Year Book' - "Aloke" since VAW-2017. I am glad that in keeping with the tradition, the 6th edition of "Aloke" is being published.

I congratulate Vigilance Department for their efforts and whole-heartedly wish them all the best in their initiatives.

Date: 21st October, 2022

(A. K. Mehera)
Dy. Chairman, HDC

डॉ. प्रीति महतो, आइ.पी.व टी.ए.एफ.एस
मुख्य सतर्कता अधिकारी

Dr. Preeti Mahto, I.P. &T.A.F.S.
Chief Vigilance Officer

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MESSAGE

Vigilance Awareness Week (VAW) 2022 will be observed from 31st October, 2022 to 6th November, 2022, with the theme "Corruption free India for a developed Nation ; भ्रष्टाचार मुक्त भारत – विकसित भारत". On this occasion, various activities will be organised throughout Syama Prasad Mookerjee Port, Kolkata (SMPK), comprising in-house participative vigilance activities, stakeholder involvement events as well as other outreach activities, involving employees, various stakeholders, children from schools & colleges, and other citizen.

I am happy to announce that in keeping with the tradition since 2017, the 6th edition of "Aloke" - the in-house 'Journal' or 'Year Book' brought out by Vigilance Department of SMPK - has been scheduled for release during VAW 2022. This year's edition not only focuses on thought provoking articles, but is also meant to appraise the port fraternity about the areas where Vigilance Department has been able to make specific contribution to systemic efficiency.

This year, Central Vigilance Commission has desired that as a 3-month campaign, every organization should undertake exercise on 6 (six) focus areas identified by CVC, which has already started from 16th August, 2022 and will continue till 15th November, 2022. I am confident that with active participation from all concerned, we will be able to achieve significant outcomes on each of the 6 (six) parameters.

I would like to conclude by saying that if each one of us contribute his/her own part in fighting corruption and ensure absolute integrity in public life, the dream of India becoming a developed nation (विकसित भारत) will definitely be realised.

Date : 21st October, 2022

(Dr. Preeti Mahto)
Chief Vigilance Officer

भ्रष्टाचार मुक्त भारत – विकसित भारत

FROM THE EDITOR'S DESK

By **Sandip Banerjee**

Assistant Vigilance Officer

Vigilance Department, SMP, Kolkata

In keeping with the tradition since 2017, the 6th edition of the in-house 'Journal' or 'Year Book' - "Aloke" - of Vigilance Department of Syama Prasad Mookerjee Port, Kolkata (SMPK) has been scheduled for release during Vigilance Awareness Week (VAW) - 2022. On behalf of Vigilance Department, I would like to sincerely thank all the individuals, who have managed to spare time from their hectic schedules to contribute valuable articles for this edition of "Aloke".

VAW 2022 would be observed from 31st October to 6th November, 2022, with the theme "Corruption free India for a developed Nation ; भ्रष्टाचार मुक्त भारत - विकसित भारत". This year, Central Vigilance Commission (CVC) has desired that as a precursor to VAW 2022, under a 3-month campaign, every organization should undertake exercise on 6 (six) focus areas identified by CVC, which has already started from 16th August, 2022 and will continue till 15th November, 2022. With active involvement from the Port Management and participation by all concerned, we will definitely be able to achieve significant outcomes on each of the 6 (six) parameters.

CVC also desires to spread awareness about "Complaints under PIDPI (Public Interest Disclosure and Protection of Informers)" on a continuous basis. In view of the same, Office Orders/Office Memorandum/Public Notices of CVC, Department of Posts, etc. - pertaining to PIDPI Resolution and PIDPI Complaints - have been included in this edition of "Aloke" to spread awareness regarding the provisions under the PIDPI Resolution as well as other related information.

Finally, I would like to urge everyone to contribute in his/her own small way in fighting corruption, which will certainly realize our dream of becoming a developed nation (विकसित भारत).

DISCLAIMER

The assumptions, assessments, statements and information contained in the articles under the “ARTICLES” Section of this “Aloke 2022” booklet are exclusively those of the respective authors of the articles and may not be complete, accurate, adequate or correct. Moreover, the views/opinions expressed by the respective authors of the articles under the “ARTICLES” Section of this “Aloke 2022” booklet are exclusively that of their own and the same are in no manner, whatsoever, endorsed by Vigilance Department, Syama Prasad Mookerjee Port (SMP), Kolkata.

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Vigilance Department, SMP, Kolkata also accepts no liability of any nature, whether resulting from negligence or otherwise however caused, arising from reliance of any person upon the statements contained in any of the articles under the “ARTICLES” Section of this “Aloke 2022” booklet.

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SMPK : In a Cusp of Opportunities

A.K.Mehera

*Deputy Chairman,
Haldia Dock Complex*

Backdrop :

Syama Prasad Mookherjee Port, Kolkata (SMPK), the only riverine Major Port in the east coast of India, acts as a gateway port to West Bengal as well as the entire grid of Eastern/North East India and the landlocked countries of Nepal and Bhutan. SMPK's twin dock systems, viz. Kolkata Dock System (KDS) and Haldia Dock Complex (HDC), provides the much-needed support to Exim trade in this vast hinterland. The ambit of KDS & HDC extends over a long stretch of river from the city of Kolkata to Sandheads, which is 90 km south of Sagar Island. SMPK is a multi-draft port; at one end of Kolkata, it has a draft of 7 m whereas at the other end of the stretch, at Sandheads, the draft is more than 25 m. This provides immense opportunities to handle diverse cargo and varied types of vessels, starting from those of low draft to the highest draft.

SMPK, due to its unique geo-political position in the south eastern Asia, has a number of opportunities to sustain and develop itself as one of the Major Ports and leverage its riverine potential to function as the transportation hub of BBIN countries.

SMPK has taken a number of initiatives in recent years to enhance connectivity in all three modes of transport- road, rail and waterways, between the terminals of KDS and HDC, with the hinterland, particularly with a focus to harness its riverine potential. In terms of the 'Act East' Policy of the Govt. of India, SMPK, as the eastern most and the only riverine major port of India, is destined to play a pivotal role as the principal Inland Waterway hub of India in revamping and integrating the coastal and inland waterways to harness the maritime potential of our country, while serving the landlocked countries of Nepal and Bhutan as also the entire North Eastern Region (NER) of India, making its conduit through the strategic Indo-Bangladesh Protocol route, serving the ports of Bangladesh.

Opportunities Knocking :-

Opportunities knocking at SMPK, which have been addressed but to be taken to far greater heights are :

- Inland cargo movement through KDS
- Handling of larger vessels, like Cape vessels throughout the year.
- Handling/lighterage of Bangladesh bound cargo at Sandheads/Sagar.
- Movement of small LPG carriers /barges through IWT route to up-country.
- Handling LNG at Haldia and connecting it to the nationwide Gas Grid.
- Effective Usage of the deep drafted Anchorages.
- Setting up Rail Terminal at Manihari, Bihar to send containers at the doorstep of Nepal
- Setting up LPG wagon loading facilities at Haldia to supply LPG to North India.
- Increased movement of cargo through the IWT and IBP route.

Let us touch upon these issues and assess their relative importance in SMPK's potential in harnessing its Riverine Potential to turn into a Multi Modal Multi Drafted Port.

- **Inland cargo movement through KDS**

KDS is connected throughout India by railways and roadways. It is well connected with NH-2, NH-6 and NH-34, which are connected to Punjab-New Delhi, Maharashtra, Chennai and Assam. It is connected with Eastern Railway, through Sealdah Division, which, in turn, is connected with EDFC. At the waterfront, KDS is uniquely positioned along the NW-1 and NW-2 connected with the IBP route via NW-97 (Sundarbans). Indeed, SMPK has the unique distinction of offering these 3 kinds of connectivity which can prospectively make the port, apart from its sea borne EXIM trade, an important conduit for transportation/dispersal of inland cargo from the Western/Central hinterland to the farthest NER/ BBN countries through the interconnecting rail-road-waterways-pipeline grid.

- **Handling of larger vessels, like Cape vessels throughout the year**

The 'Capesize' is the largest class of bulk ship, with DWT of typically about 1.80 lakh tonnes, with a draught requirement of more than 18 mts, that can carry bulk cargo like Iron Ore, Coal, limestone, gypsum etc. They are called 'Capesize' ships as they cannot negotiate through the Panama Canal and have to cruise around the Cape of Good Hope to sail between the Pacific and Atlantic oceans. Though neither KDS and HDC berths can handle such huge vessels, SMPK handles Cape vessels regularly at its deep drafted anchorages at Sagar and Sandheads. In 2021-22, HDC had the distinction of handling 14 Cape size vessels with 15.27 lakh tonnes of cargo vis-a-vis 7 cape vessels in 2020-21 with 10.10 lakh tonnes registering a growth of around 51.19%. In the current fiscal upto September, 2022, SMPK has handled 21 partly loaded Cape vessels with more than 11 lakh tonnes of cargo. The cargo is transhipped to series of feeder vessels/barges which comes at HDC/KDS to unload the cargo for final movement primarily by rail. There is substantial demand of such bulk cargo for the heavy industries at Chhota Nagpur Region, which SMPK is catering to. Even a portion of coal is destined to Nepal. It is important to mention that SMPK has the capacity to handle such vessels throughout the year.

- **Handling/lighterage cargo destined to Bangladesh at Sandheads/Sagar.**

SMPK is already transporting cargo, mainly fly ash, food grains, sponge iron, cotton bales etc to Bangladesh/NE states via the IBP route which is showing a gradually increasing trend. In addition in 2022, SMPK started to transport PoL cargo to Bangladesh via feeder vessels while carrying out Ship to Ship (STS) operation. Main line tankers get stationed at Sagar/Sandheads while cargo is transferred to the feeder vessels, through STS operation, which proceed towards Bangladesh. The IBP route is being extensively used to transport cargo to Bangladesh and to the NE states with SMPK working in close coordination with IWAI to solve the last mile connectivity to NE region. SMPK can harness its deep drafted anchorages to handle bigger vessels carrying Bangladesh bound

cargo and through lighterage operation sending cargo by barges to Bangladesh. The export cargo traffic through IBP has increased substantially in 2021-22 which has further potential through close interactive marketing/innovative tariff and logistics strategies.

- **Movement of small LPG carriers barges through IWT route.**

There is huge demand of LPG in North India, NE States and in Bangladesh. Instead of using roadways/railways, SMPK has made a head start for movement of barges, carrying LPG via IBP route to Bangladesh and NE India for which trial operations have already taken place. The barges may be loaded at LPG plants located at Haldia and then move vis NW-1 to North India and similarly to NE States via NW-2 and IBP route and to Bangladesh even. Though there are some teething issues related to availability of barges, absence of return cargo etc in this route, it is expected that with the fillip/incentivization of barge building industries/development of lead/back-up industries/services through the interconnected grid of rail/road/waterways, such challenges would be overcome soon.

- **Setting up LPG wagon loading facilities at Haldia to connect North India.**

To cater to the huge demand of LPG at North India, SMPK can set up LPG wagon loading facility at Haldia, where Oil companies stationed there, can load LPG and destined to Patna, Kanpur and even Delhi region also by rail. Presently these areas are being fed by LPG road tanker movements. Thus, this modal shift can increase the carbon footprint and reduce pollution also.

- **Facilities for handling LNG at Haldia and connecting to nationwide gas grid.**

With the increased requirement of green energy in near future and Gol coming up with elaborate schemes for its promotion, LNG is considered as the fuel of future. There would be substantial demand of LNG in near future as both water and land borne vehicles are expected to use it as the fuel. HDC, with a vast cluster of feeder/ancillary industries stationed

within a huge swathe of land proximate to the port, has the potential to develop as an LNG hub, where LNG vessels can be handled and post re-gasification easily be transported through pipeline and connected with the nationwide gas grid which is terminating at Haldia.

- **Setting up Rail Terminal at Manihari, Bihar to send containers at the doorstep of Nepal**

Being a landlocked country, Nepal's international trade in particular is highly dependent on utilization of Indian facilities. The main cargo of import/export for Nepal are finished and semi-finished goods which are routed through container. Monihari, Bihar being near to Nepal Border can work as gateway of transporting container traffic to Nepal, if connected by rail with SMPK. With the operationalization of Rail Terminal at Monihari, and connecting with Raxaul and other presently running transit points of rail traffic to Nepal, it would provide seamless movement of container traffic from twin dock system of SMPK to Nepal improving trade ties between India and Nepal.

Possible Strategies of SMPK for Leveraging the Opportunities :

To tap the knocking opportunities and take them logically forward, some of the strategies that SMPK can pursue to become a port of choice for the region are:

- ✓ To use the potential of IBP route, Sea Routes and Road and Rail Routes for transport of EXIM cargo between NER, Bangladesh and SMPK, avoiding “chicken neck” at Siliguri as far as possible.
- ✓ Leveraging the deep drafted facility at Sagor and Sandheads for handling Cape/panamax/supramax vessels.
- ✓ Transporting cargo by feeder operators from the ports to anchorage points. To ensure this, SMPK can make an arrangement with main line operators for providing feeder services between the port and anchorage points on revenue sharing/ discounted tariff basis on longer time horizons.
- ✓ Use of sparable port terminals/berths as coastal cargo hub.
- ✓ Trade directly with Myanmar through IBP route/sea route .

- ✓ Effective pursuance with IWAI/ stakeholder/funding agencies aimed at resolving the infrastructural/logistical irritants along the NW1/NW2 routes for effective transportation/dispersal of hinterland cargo to the NER/Bangladesh region, through the SMPK hub.
- ✓ Retrieval of the Container cargo of Nepal presently transported via Vizag port.

The Takeaway Cues

The process of churning a new and expansive multi-modal trading hub, on a port-centric customer base and continuing to harness its unique riverine potential while tapping its deep drafted anchorages, with matching logistics and competitive facilities/tariff structure, among a slew of private/sea ports, is one of the defining challenges the port faces in the years ahead. The host of schemes under Sagarmala/PM Gati-Shakti Projects of the Government of India aimed to tap the coastal/IWT/maritime potential along with synergy in connectivity in various port-led economic clusters in an energy-efficient way and an effective strategizing to tap the maritime opportunities coming its way due to its unique position in the Road-Rail-IWT grid of the country as well as being the eastern most entrepot for the NES/BBN/ASEAN region, will all contribute to making SMPK a dynamic and throbbing port of the region.

Future of Port

By **Samrat Rahi**

Deputy Chairperson, Kolkata Dock System

Port Infrastructure and Port Services are vital to Import-Export and trade of a country. India has 13 major ports, which are lifeline for international trade and commerce and handle 95% of total trade in terms of volumes and 75% in terms of value. Syama Prasad Mookerjee Port, Kolkata being the oldest port is of vital importance for trade to its neighbouring countries like Bangladesh, Nepal & Bhutan and to connect North East India and eastern hinterland. In recent years, Syama Prasad Mookerjee Port, Kolkata has undergone a sea transformation and a number of modern and smart technology have been introduced to provide Ease of Doing Business. It is equipping itself to compete with some of the most advanced ports of the world. Ship-to-ship operation, night navigation, floating crane facility, container scanner, reefer container points and pre-gate facility are some of world class infrastructural solution that port has introduced recently.

In future, it is envisioned that Information Technology enabled services will take over the operation of the port. IoT, Artificial Intelligence, Blockchain technology, Machine Learning, cloud computing services and 5 G services will transform the operational landscape of the port and entire operation will be dashboard driven. The manpower requirement will be rationalised and with minimum set of professional people port will be managed. For example, all the machineries in the Port will be connected through Internet and they will communicate between themselves to get the optimum utilisation of resources, shorten the time limit and dynamically align themselves according to the need of business processes. All the vessel specifications, cargo type, import-export details will be on a dashboard to track their optimisation and get and devise better strategies. On the basis of global news and trade policies, automatic trigger will be generated to target specific cargo and the port management will also get to know which cargo is being diverted to other places. A project is already in final phase where it is possible to get the status of Civil, Mechanical, Electrical, Marine projects and also to see their due date, the additional requirements and the concerned officers responsible for completing the project on time. This dashboard will be a gamechanger for management and supervisory authorities, who anywhere, anytime can see the progress and do timely intervention.

Syama Prasad Mookerjee Port, Kolkata has lot of land parcels and properties which also require to be monetised, this dashboard will provide a comprehensive solution where information from tenancy section, litigation wing, court matters and eviction drives will be integrated on a single platform. It will help in resolving long pending disputes and monitoring the effective use of these assets. Later on in this portal we will introduce uploading of pictures, video and live footage of all projects for more better supervision. It is also proposed to install CCTV at all roads leading to port which can read and track vehicle numbers and give us a dashboard how many vehicles are entering and exiting each road with their vehicle owners name to decongest the port and provide ease of traffic around the port area.

The Gati Shakti Initiative will provide map of all logistic infrastructure and will ensure last mile connectivity to the stakeholders. The location of warehouses, CFS, NH, SH, railway terminals, ICD, etc. all will be on a single map to provide ease to choose best suitable business strategy to stakeholders. Another thing that has potential to transform EXIM ecosystem is democratisation of Export-Import trade, participation of a larger population. The retail players and common persons are not much aware of custom regulations, tariff available and how to connect to their counterpart in foreign countries. It will be realised with the help of a common marketplace where anybody and everybody can enter into import-export process. For example, a rural woman from Bihar can export her Madhubani merchandises to London with a click of button. The way people buy and sell goods domestically, it will be possible internationally then. There are many more technological solutions which are in pipeline which have the potential to troubleshoot the issues which are affecting the productivity of Syama Prasad Mookerjee Port, Kolkata and will augment the volume exponentially.

There are still some challenging issues which need to be addressed by bright and talented officers of Port Sector through some technological intervention because technology not only brings ease of business, but it ensures transparency, accountability and profitability. It is a great enabler. I request all bright officers and stakeholders of port to keep on suggesting and implementing new technological solutions to upgrade the infrastructure and modernise Syama Prasad Mookerjee Port, Kolkata.



**TWILIGHT DAWN
AADHAR SE SUDHAR
YOU REAL YOU
ANTIM AARUSH
AHAM ATMAN**

By **Dr. Preeti Mahto**

IP & TAFS

Chief Vigilance Officer

Syama Prasad Mookerjee Port, Kolkata

The most essential component in any organization is the verification of genuineness of the employees, pensioners, contractual workers etc in the real time. Such validation not only plays important role from security angle but also has financial angle too like in judging the attendance while paying salaries or knowing about pensioners being alive before paying the pension etc. One of the IT initiative in this field is validation of person using biological parameters which are unique to a person. Biometric verification systems are becoming a key element to multifactor authentication and used for a wide variety of purposes – such as attendance, tracking the authentication process and even the metering time limits. As there are various ways of conducting biometric verification – including facial and iris recognition, vascular pattern recognition and even fingerprints – biometrics is a complex issue. Why

biometrics? There are many options to prove identify through the years – photographs, signature and the long list go on. The question is – are these methods hundred per cent full proof? Answer comes in the negative. There may be similar looking persons, signature can be forged and photographs can be superimposed, to name a few. Biometrics of a person are unique and thus can also act as a suitable preventive vigilance tool.

DNA or deoxyribonucleic acid is the central information storage system of all human, plants and even viruses. The science of fingerprint identification stands out among all other forensic sciences for many reasons, including the following:

- No two fingerprints have ever been found alike in many billions of human and through automated computer comparisons.
- Inexpensive – DNA test is as effective as fingerprint but can cost 400 times more than fingerprint.
- Time Saving – DNA takes months to get the report but fingerprint result is generated instantly in real time.
- Persistency – It does not change with time and age.

The above factors led Government of India in using biometric solutions to help distribute pension benefits as a form of aliveness detection and allow pensioners to submit their scan as a “Digital Life Certificate, **DLC** in short” when they try to renew their pension. As it stands, the Indian Government asks pensioners to submit proof of life on an annual basis. The Government felt that biometric facial recognition will make the process simpler and safer for the country's retired citizens and minimize the need for physical contact during the COVID-19 pandemic. Being

sensitive to the needs of pensioners and to ensure ease of living for them, the Government introduced DLC for the pensioners. The technology in the face-based pension program was developed by the Ministry of Electronics and Information Technology in collaboration with the Unique Identification Authority of India (UIDAI) on



behalf of the Department of Pension and Pensioners' Welfare. The Government of India currently provides pension benefits for approximately 6.8 million Indian residents. The system is also expected to help those who receive pensions through autonomous bodies and state-level pension programs. India Biometrics market stood at USD 1,643.91 million in FY 2020 and is forecast to grow at a CAGR of over 21.38% until 2026, owing to rapid technological advancements and the growing need for advanced security systems. The growing penetration of smart phones and the need for enhanced security and authentication access for confidential data is creating numerous growth opportunities for the biometric market in India.

As a matter of case study, let us take Syama Prasad Mookerjee Port Kolkata or **SMPK** in short to be a part of DLC drive. Biometric Digital Life Certificate for Pensioners or **Jeevan Pramaan was inaugurated by the Hon'ble Prime Minister of India on 10th November 2014**. Its rapid use gathered momentum during FY 2015-2016. A need was felt by SMPK that the long standing problem of both the Pensioners and the pension disbursing authority, here SPMK, to sort out various pension related issues, mainly difficulties faced by both the pensioner and the disbursing authority. To sum up, these difficulties are mainly as under:

- Old and ailing pensioners and their nearest kin, is mostly semi-literate or illiterate, do not have grip over their bank accounts due to physical and mental reasons. They are solely dependent on the help and benevolence of their nearest kin which does not always exist. In such a situation, submission of Life Certificate of the Pensioner to the Bank in time is not always possible. Without Life Certificate there is no credit of pension in the bank account of the pension holder causing them anxiety and dire financial hardship. They also do not know which authority to approach.
- Bank branches are not in contact either with the pensioner or the disbursing authority on such difficulty in getting Life Certificate by the pensioner. The disbursing authority being in dark, amount of pension though disbursed regularly to the Bank by SMPT – KDS with lie in the Suspense Account with the bank without any

accrued interest to the beneficiary or to the disbursing authority.

- There were series of complaints to the disbursing authority as well as to the Vigilance Department on various issues including non-receipt of pension by pensioners, crediting of pension in the name of deceased pensioners, difficulty in submitting Life Certificates, among other things.

Digital Life Certificate – Jeevan Pramaan

To get rid of such a cumbersome and hazardous situation once and for all, it was felt necessary to streamline the system of Pension payment for ever with the help of Digital Technology supported by Applications (App) in collaboration with Public Sector Banks with Core Banking Accounts, India Post and SPMK. Over and above, application of Digital Technology, the following three aspects were taken into account on case to case basis for all odd 15000 approx. pensioners some of whom are old, ailing, handicapped and penniless – only dependent on Pension. Over and above the global COVID-19 Pandemic since 2020 has crippled them with dire hardship and ailment. The three aspects consist of human face of the Government. These are:



VISION – A long term vision was taken to sort out issues relating to pension. The vision was to foresee the probable problems which may arise over and above the existing ones. Idea was to streamline the system on a digital platform.

WISDOM – Application of Information Technology, Communication and Public Relation tools used to sort out genuine cases from all cases with application of mind. Certain cases appear to be fraud but actual position, after assessment on site, was different. With age in certain cases fingerprints become flat and not taken by the machine, to site an example.

COMPASSION – All sorts of help provided to get Digital Life Certificate for Pension done. The approach was that the pension amount should go into the right hand. In extreme cases SMPK Vigilance Department reached to the doorstep of the incumbent to complete the formalities. Such an out of the way approach was taken on compassionate ground. Special permission has been arranged for cases where the Pensioner is

bed ridden, unable to speak or move and the biometric finger print cannot be taken by the machine due to physiological reasons.



Digital India is a campaign launched by the Government of India in during 2015 order to ensure the Government's services are made available to all citizens electronically by improved online infrastructure and by increasing internet connectivity for making the country digitally empowered in the field of technology. DLC plays a major role in the Digital India Drive of the Government of India.

In SMPK, Kolkata Dock System (KDS), around 15000 pensioners were identified for receiving the arrears of pension arising out of 7th pay/wage revision w.e.f. 01 Jan, 2017. Employees who retired in the year 2004 onwards are Life Insurance Corporation of India (LIC) Pensioners. In those cases Port buys endowment policies on behalf of pensions and in turn LIC takes the responsibility to disburse pension. Others are non-LIC pensioners getting their pension directly from SPK through banks. Pensioners who are deceased, their widow or eligible family members like unmarried son or daughter get the pension as per rules, and are called Family Pensioners. The Modus Operandi taken by the Vigilance Department to reach the pensioners to complete DLC process for each of them is as under:

- Letters were sent to their addresses available in the Data Base requesting them to complete DLC either through their Smartphone with the help of App or to report to nearest Post Office to complete the DLC through India Post who will make biometric DLC of the Pensioner in lieu of a payment of Rs.70/- (Rupees Seventy only) which will in turn will be reimbursed by SMPT to India Post / Pensioner.
- Those pensioners are not comfortable with the above digital procedure were called for further help to the Vigilance Department of SMPK to report physically to get their biometric DLC done in the office on any working day during office hours.
- SMPK employees reached to the houses with all accessories for biometric verification, at the bed side of the old and ailing pensioners to get their biometric DLC

done at their own home. They had to spend a lot of time till the relatives could find out the original PPO Book, Aadhar Card, Bank Pass Book and Mobile phone.

- Bulk SMS and Reply Post Cards sent to Pensioners.
- Advertisements were published in leading dailies all over the country in Hindi, English and Regional Languages drawing the attention of Pensioners about completion of Digital Life Certificate formalities. One such advertisement was published on 18.02.2021 and another on 10.08.2021.
- Awareness and DLCgeneration **Camps** were organized along with Finance Department of SMPT in collaboration with India Post at various places where the Pensioners were interacted directly with SMPK officials for completion of DLC with the help of experts from India Post. Considerable number of DLC VB was done instantly at the Campus. Advertisement drive was done months before the Awareness Camps were organized.
- Those who still not reverted back to SMPT for biometric verification were sent communications repeatedly in Hindi, English and Regional languages. Phone calls in their mobile numbers were made repeatedly so that the DLCP is completed as early as possible. Mostly their nearest kin attended the phone when the system and procedure was explained to them at length.
- Where all the above efforts failed as noted in 1 to 6 above, Nodal Officers in Banks where SMPT Pension accounts have been opened dealing were sent the existing data base requesting them for the present contact details of the Pensioners as per Bank's Know Your Customer (KYC) data.
- As it revealed that in case of one Bank, certain pensioners were deceased and no pension was credited to their bank accounts, till the pension amount was disbursed to their main branch for many years.
- Meetings with bank officials yield no result. The drive was taken by SMPK Vigilance Department with wholehearted support of SMPK top brass. Immediate action for recovery was initiated.

There existed possible scope of corruption in the erstwhile system of offline paper based life certificate, the following types of corruption were mainly observed and dealt with appropriately in the past:

- Suppression of information related to death of the pensioners and pension credit in the Pensioners' accounts by relatives who in turn enjoy undue benefit of the money by depriving the pensioners by keeping him in dark through various malicious means. They keep the ATM Card in their custody for use.
- In rare cases, disbursing bank's or organisation's employees come in connivance in organized manner with relatives of pensioners, mostly who are dead and no legal claimant of family pension is there, arrange physical Life Certificate by fraudulent means and draw the amount on regular basis, causing undue loss to the Govt. exchequer.

Any new initiative faces teething trouble, so is DLC, these are mainly:

- Typical offline mind-set of senior citizens where trust is missing on paperless work concept. Digital India envisages that everyone should be mentally prepared to merge into the seamless online concept. DLC is another such digital initiative. It took a long time and effort to make the pensioners understand the benefits of adopting biometric digital life certificate.
- Semi-literacy or illiteracy of the Pensioner or his/her kin to understand the guidance and non-compliance thereafter.
- Non-existence of comprehensive pensioners' database. Even if exists, non-updation of the same from time to time. When communications were sent to the address available in the existing database of SMPK, many of them returned with comments such as "Addressee moved", "Not found in address", "Door locked", "Addressee moved" etc.



- Aadhar Number of the pensioners are either not available or incorrect. The new Core Banking Accounts Number of the Pensioners were not available for old pensioners.
- Death of the Pensioner and non-existence of claimant of Family Pension is not communicated to the disbursing authority by the Pensioners or Bank.
- There are certain misconception that through DLC drive harasses the old pensioners and the existing physical life certificate is better. In this regard, a **Feedback procedure** was introduced where the Pensions are free to give ranking about the operation they have undergone through DLCI. So far 99% of the Pensioners felt it to be an **Excellent and senior citizen friendly** procedure.

Going too heavy about the topic? Let me share a few experiences which will lighten the air. SMPK team faced not only already mentioned resistances; certain other instances also where the elderly pensioner requested SMPK DLC team to take the scan of his grandson instead of himself. The reason cited by him was that he is too old to go to bank and seldom forgets location. The grandson does all such jobs in return of pocket money. So he has no objection if the grandson should do DLC. It was really hard time for DLC team to convince him. Or take the case of the elderly lady residing at far corner of Kolkata whose fingerprints were very rough due to old age and thus were constantly shown as mismatch with the Aadhar data. DLC team reached there well equipped to do her iris scan. She strongly reacted and resisted. Her concern was that she enjoys each and every Television Serial minutely; any problem in the eye shall be a disaster for her. Our team took a long time to convince her through her relatives that such a scan has nothing to do with her eyesight. After the scanned was over, the Television was switched on, she discovered that she can view well, blessed the team by putting her frail trembling palm on their heads wishing each of them to live long.

Positive result achieved is a success. As on September, 2022, 14,800+ DLCs were generated through various arduous methods of approaching the pensioners. The eligible pensioners (around 12300, 84%) with successfully verified DLCs got due arrear amount. In total Rs 110.35

crores has been credited to pensioners' accounts as arrears and DLC stood as a useful tool in detecting the genuineness and status of the pensioners being alive. Out of the total DLCs generated, 293 DLCs have been made for pensioners with age above 90 years and 2891 DLCs for those who are in the range of 80 to 89 years.

Of the remaining cases, exercise is still going on to complete the DLC drive. During this exercise, certain cases came to light where (1) the Pensioner is dead and there is no claimant for Family Pension, or (2) the pensioner is alone and no one to look after and therefore, could not send the Life certificate in time, (iii) pensioner is staying away at very remote place with children and thus unaware about recent development in pension (iv) the date of birth of pensioner is incorrect and therefore the additional component of pension needs corrections etc. It was a real learning experience for SMPK too.

There are three types of principal benefits obtained by the SMPK due to this DLCP drive. These are mainly as under:

Human face of DLC got a wide smile after it was introduced. Pension is the last and only source of only income by the old and ailing pensioners. They have given their best part of life for the Port and now it is Port's duty to extend helping hand in a time when they can hardly move their hand. The principle of Compassion made the Port to rise to the occasion and examine each and every such typical case on compassionate ground with the principle of "Life is above any Law". Image of the Port in a time when the earth is riddling in Pandemic fever can rightfully be called a sunrise effort and a role model for such other organisations to follow.

From the perennial manual cumbersome system of offline physical life certificate leaving scope of many loopholes, the DLC drive has made it possible to streamline the system on digital platform with biometric data in a seamless manner with little scope of manipulation or corruption. Considering the number of pensioners and magnitude of task in a single organization this task deserves mention.

Pecuniary Gain of SMPK

Several numbers of Pensioners expired leaving no claimant for Family Pension or any dues from the Pension Accounts maintained with Banks.

The disbursing authority, in certain cases, are not informed by the Banks about the deceased pensioners. As a result, pension is regularly credited to the Banks by the disbursing authority. An amount of around thirteen crores approx has been reverted by the disbursing banks as excess credit recovery.

Impact and Benefits of DLC

- Pensioner end: DLC can be generated anywhere and anytime by them or kin through face recognition technology for free and immediately received online without the need to physically send it. Processing updates received through SMS and email in a transparent manner. Its truly a huge relief and “Ease of Living” for home/hospital confined pensioners.
- Organisation end: DLC confirms existence of the genuine Pensioners / Family pensioners beyond doubt for Organisation and Disbursing Agency. Once generated, it is immediately received, downloadable and can be processed by the Port directly. Reports on Jeevan Pramaan portal also help the organisation to create the MIS and update the database.
- Accuracy of the process: This process helped the organisation in crediting the Arrear payments directly in Pensioners' account on the basis of 'Digital Life Certificate' without any dependency on Banks for subsequent adjustment /refund of unused pension of deceased pensioners was required. Not a single complaint was received towards any false payment.
- Correctness in Payment to eligible pensioners: Against an estimate of Rs 180 Crores, as on date only Rs 110.35 (61.3%) has been disbursed. Making correct payment to the eligible pensioner with verified database including date of birth (additional component of pension gets affected) was the major criterion for the arrear payment rather than savings.
- Pace and savings in the process: Faster identification, simultaneous purification and updation of the pensioner database especially aadhar, date of birth and contact details with saving on cost, manpower and time of SMPK than in manual

process It streamlined the whole physical process of generation of Life certificate, despatch to various agency, collection, processing and finally recording in database into paperless certificates being digital transferred and processed and recorded.

- Synergy Vs Silos: Port got an opportunity to reach and serve its own pensioners and instead of SMP Port, India Post, Banks and Pensioners working in silos, the process transformed into synergy with common objectives
- Reduced Vigilance Risk: Omission of paper based, incomplete, fake/false, tout, commission based Life Certificates with unwanted dependence and intervention of outsiders and thus reduced the Vigilance Risk to a great extent.

Potential for Replicability

DLC is just one of the product but the process of verification with Face recognition based identification along with Aadhar has a strong potential to be utilised as a “Preventive Tool” and can be scaled up to any possible extent. In Port operations with ISPS codes within the Customs Bonded areas, identity of the persons entering into the Dock premises can be authenticated through this tool which will ensure the security aspect. This tool can be used for genuineness of candidates applying for competitive exams, job interviews, Board exams etc. The preventive tool can also be used to authenticate the travellers at Airport, for passport generation, outsourced/labourers/beneficiaries, account holders of bank, policy holders of Insurance etc. The process is simple, easy to operate, can be scaled up, independent of age of person and can carry out recognition even if there is a time lag of a decade between data captured by Aadhar and using this tool.

Risk factor

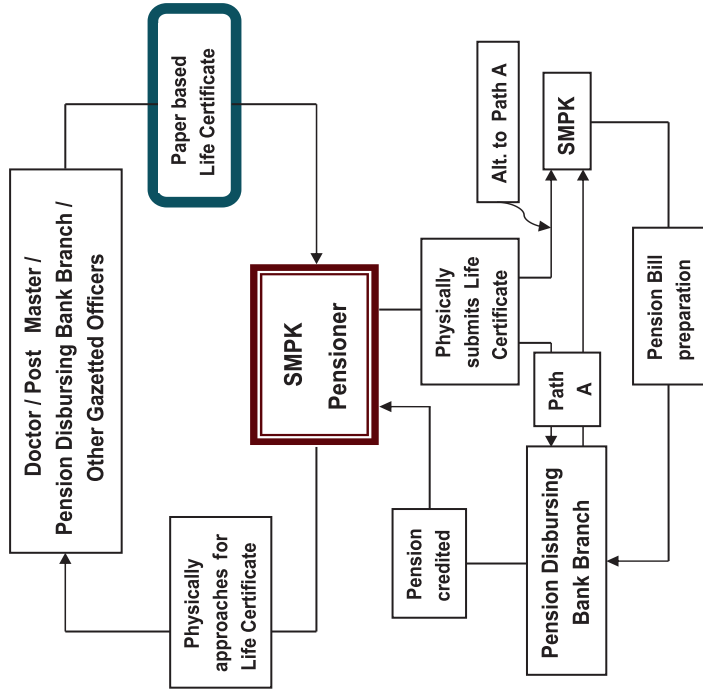
Yes, it is always there. Absolute precaution is necessary for data security so far as biometric data storage is concerned. In the wake of Taliban's takeover of Kabul and the ouster of Afghan National Government, alarming reports indicate that the insurgents could potentially access biometric data collected by the U.S. to track Afghans. A key issue for biometrics “identify providers” is that they can be trusted. This means

that they will keep the data secure and will be “proportional” in their use of biometrics as a means of identification. For payment, using a biometric (part of body) rather than a credit card or e-transaction to make purchase might offer a lot more convenience for what feels like very little cost. But there are several complex issues involved in giving up your biometric data to another party, which is why one should be wary of Companies incentivizing people to use biometrics for everyday transactions.

The vast data is stored in server, any server failure may disrupt the entire system which will take time to recover. Duplicate server or back up of data is absolutely necessary. There is another demon, without mentioning it the article shall be incomplete. More nagging that data thieves are the cyber criminals stealing OTP and hacking the system or the device. Every user or service provider shall be double sure that data is secure and all precautions taken to keep bank details and OTP secret.

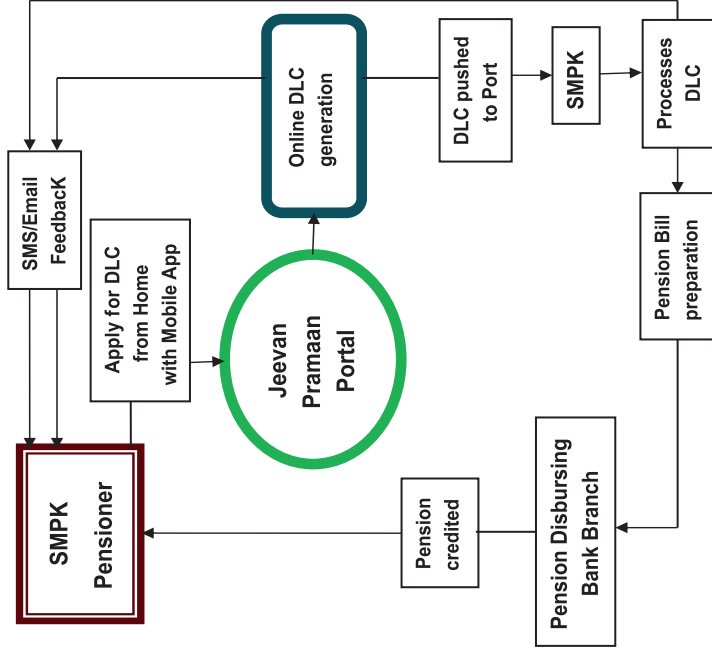
BEFORE DLC

(Manual generation, submission & processing)



AFTER DLC

(Online generation, submission & processing)



Preventive Vigilance activity pertaining to hiring of Tugs at Haldia Dock Complex, Syama Prasad Mookerjee Port, Kolkata

By **D. Dasgupta**
Dy. Chief Vigilance Office

Brief introduction of the measure/initiative :

In a Vigilance investigation pertaining to hiring of Tugs at Haldia Dock Complex (HDC) under Syama Prasad Mookerjee Port, Kolkata (SMPK), System Improvement for installation of Hour Meters and Flow Meter was suggested to monitor actual running hours of the Tug Engines and actual consumption of fuel during the actual running hours of Engines. These were suggested to prevent the possibility of pilferage of fuel [i.e., High Flash High Speed Diesel (HF HSD)].

The System Improvement was suggested in February 2022, and the aforementioned devices were installed in all the hired Tugs of HDC within May - June 2022. The installed devices are in regular use and giving accurate data.

Background :

Before the Vigilance investigation, running hours of Engines of Tugs were recorded manually in the Log Books of Tugs due to absence of Hour Meters. Also, no Flow Meter was installed in the Tugs at that time.

It may be mentioned that per hour fuel consumption of each hired Tug is stipulated in their respective hiring contract, and supply of fuel was under this scope of Port authority. As a result, in order to determine per hour fuel consumption of any Tug, one has to measure the quantity of fuel present in the fuel reservoir, before starting the operation, by using a dip stick. After running the Engines for certain hours, again quantity of fuel was measured by using the same dip stick, and then calculate the per hour fuel consumption by dividing the quantity of fuel consumed with the said running hours recorded manually in the Log Books of the Tug by the operational staff.

From the above, it may be stated that due to manual recording of running hours by the operational staff of hired Tugs, the possibility of manipulation in the record of running hours cannot be ruled out.

Further, due to taking reading by using a dip stick possibility of taking erroneous reading in respect of quantity of fuel consumed cannot be ruled out. It may be mentioned that taking accurate reading with a dip stick is possible when the fuel reservoir is in standstill condition. However, it is hardly possible for any Tug to stay in stable condition while the same is in the river or inside the Dock.

Considering the aforementioned aspects, it was suggested that all the hired Tugs should be installed with Hour Meter, like Locomotives, whereas the Flow Meter would give accurate consumption of fuel by the Engines.

Implementation :

The Flow Meters and Hour Meters are off the shelf items and were procured from the local markets and these devices had been installed in all the hired Tugs of HDC. All the aforementioned devices are running successfully and giving accurate data. No training was required for either installation or for monitoring the readings of the aforementioned devices.

Impact and benefits :

Due to installation of Hour Meters and Flow Meters, accurate data in respect of running hours of Engines as well as fuel consumptions by the Engines are being obtained. Therefore, possibility of pilferage of fuel (HF HSD) by way of manipulation in the recorded data has been reduced to a great extent.

Further, installation of these devices are also caused deterrent for pilferage of fuel in other way, as any onboard operational staff of hired Tugs got the message that Port Authority is serious in monitoring the fuel consumption.

In long run, it is expected that the organization may save a considerable amount from the fuel bills of Tugs.

Potential for reparability :

In Kolkata Dock System (KDS) under SMPK, one Fog Cannon is being operated for suppression of dust in Dock areas. Subsequent to suggesting the aforementioned System Improvement for hired Tugs of HDC, another System Improvement was suggested for the Fog Cannon of KDS in February 2022, wherein among the others, installation of GPS Device and Fuel Tank Sensor was suggested to prevent human

intervention/manual recording in order to prevent any possibility of fuel pilferage.

The GPS Device has already been installed in the vehicle carrying the Fog Cannon equipment, and giving accurate data for its movements. However, the fuel sensor will be installed once it will be available in market.

Make-in-India – Public Support is of utmost importance

By **Arnab Basu**

Ex-CME(I/C) & EM(R&R), SMPK

During the early years of twentieth century, in the pre-independence India, Kolaghat and Ghatal, the two well-known settlements of undivided Bengal of that time, were well-connected through waterways, i.e., Rupnarayan river, one of the tributaries of our river GANGA (Panitras, the home of the great Sarat Chandra Chattopadhyay, one of the greatest writers of modern India, was on that stretch.). An Indian company, namely Ghatal Steam Navigation Company used to run steamers in the said route. A foreign company, namely, Hore Miller Company, also started to run steamers in the same route. The steamers introduced by the foreign company not only could carry more passengers (compared to the steamers used by the Indian company), at the same time those steamers were also able to negotiate in lower water (due to improved design- flat bottomed, with less draft) and hence could ply throughout the year. Moreover, the company being a foreign one, had the luxury of abundance of fund and they used the same to good effect, through various lucrative incentives like cutting down fares, flattening the fares of both the decks (upper and lower), offering cigarettes (to passengers) as gifts, increasing the number of steamers in the route etc. On the other hand, steamers used by the Indian company had a few inherent disadvantages. Due to older design, they could carry less passengers as well as due to more draft, could not negotiate low water (phenomenon mainly related to winter season) and hence could not continue to ply throughout the year. In spite of all these inherent disadvantages, the Indian company survived over the years, mainly through the public support garnered by a big chunk of passengers, who were simply supporting an INDIAN company.

(Our own loved PORT, the then Calcutta Port Commissioners, was also indirectly connected in the above episode, as reportedly Sri Bipin Chandra Bhattacharya, the Managing Director of the Indian company Ghatal Steam Navigation Company, was a CPC trained Sareng and used his practical knowledge in all aspects of running the company.)

Now, let us come to the modern day scenario. The Union Commerce and Industry Ministry has set up the GeM for the procurement of products and services by Central and State government departments and public-funded academic and autonomous institutions. The GeM requires sellers to specify the country of origin or local content. This is meant to promote

Make-in-India, a campaign launched in September 2014 to foster innovation and help turn India into a hub of manufacturing, design and innovation. Questions are being raised that though the GeM and Make-in-India could be well-intentioned, but bracketing therein, precision scientific equipment with something like furniture, is doing considerable disservice to science. It is unclear whether the malfunctioning of a few high-precision scientific equipment, procured through the aforesaid procedure, is aberration among millions of transactions on the GeM. Accepting the fact that precision is everything in scientific research and even an error of 0.1 percent is sometimes a disaster, case-specific consideration may be an option. But on such pretexts, various malpractices are taking place. Some manufacturers are procuring components from other countries, assembling them locally, claiming more than 50% local content and getting priority on GeM. Some Equipment-using bodies are trying to force procurement of specific foreign-made equipment [instead of going through procurement (open tendering) based on requirement parameters], on the pretext of uncertainty of performance level of equipment of prospective Indian companies. People need to overcome this type of assumption, considering that there has to be START for everything, especially in this modern era, when globalisation helps assimilation of best available technology (by Indian companies) through any of the various available modes of Technology Transfer. Indian Manufacturers, thus geared-up with technology at par with the best of the world, must assert themselves and should raise their voices, in case of deprivation of not being allowed to participate in a level playing field.

To sum up, Make-in-India scheme is a very useful and effective one and irrespective of a few deficiencies/shortcomings etc., still attached with it, its success is synonymous with the prosperity of our mother India, considering suitable redressal of the aforesaid deficiencies/shortcoming (at the earliest), is a foregone conclusion. Above all, what is required to make the Make-in-India scheme a successful one, is the public support, cutting across all stakeholders like End-users, Procuring Authorities, Manufactures, Contractors, Service Providers etc. Such unstinted public support, which, in the pre-independence era, had helped the Indian company (Ghatal Steam Navigation Company) survive the rough water, fighting the challenges of the foreign company Hore Miller Company, will lead to the success of Make-in-India scheme and will help to write further success stories of India, as a whole.

THE UNUSUAL JOB OF BEING A VIGILANCE OFFICER AND CPIO

By **Miss Mitali Ghose**

Personnel Officer, KDS & Member - VSC Kolkata Chapter

A Vigilance Officer (VO) working as Central Public Information Officer (CPIO) has an unusual task on his/her hand, because a VO has to maintain confidentiality of vigilance work, while CPIO has to help RTI applicants and disclose sensitive information related to vigilance. CPIO Vigilance must juggle between the roles of VO and CPIO. It is both tight-rope walking and test of diplomacy. I worked as VO & CPIO (Vigilance) in Kolkata Dock System from 2009 - 2014 and I am writing this article based on my personal experiences.

The Right to Information Act, 2005 (ACT 22 of 2005) provides all citizens of India the right to get information on matters in the possession of the state. The Act acknowledges the fact that sometimes a balance may need to be arrived at between a citizen's right to know and an organization's requirements of confidentiality. The spirit of the Act is to promote transparency, arrest corruption and to hold the government accountable to the governed. Information held by a public authority is to be disclosed unless it is exempt as per certain provisions of the Act.

One key issue I faced as CPIO was, to determine whether the RTI query pertained to "information" held by a public authority. Section 2(f) of RTI Act defines "information" as any material in any form, including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force. Therefore, RTI queries have to be about identifiable information, existing in any material form, which the CPIO can provide. CPIO is not expected to cull information from records and reshape it as per the requirements of the RTI Applicant.

Some RTI applications received from employees were hardly requests for "information" as intended under the Act. They were questionnaires addressed to CPIO, seeking confirmation or clarification or subjective analysis on departmental action/vigilance investigation initiated against them. For example, queries like:

Under what circumstances letter no. X was issued to me?

Whether all CVC guidelines were followed while making inquiries? State yes or No.

Whether ample opportunity was given to me? State yes or no.

Justify the action taken against me under the constitutional rights provided to the citizen of India.

Please confirm whether vigilance clearance was withheld as per circular dated 14.12.07 and if so indicate the allegations against me.

Such queries were like demanding an explanation from the public authority and not request for information under Section 2(f) of the RTI Act.

As CPIO of Vigilance Department I received numerous requests for information from employees of the organization, but hardly received any RTI applications from people outside the organization. Many documents disclosed by me as CPIO, concerned investigations I had undertaken as VO. Several such disclosed documents have subsequently been annexed to writ petitions by RTI Applicants (as writ petitioners!) in litigation concerning their disciplinary cases. The RTI queries chiefly concerned: (a) Information on preliminary investigation reports submitted by Investigating Officers (IOs) and all correspondence between CVO and CVC related to charge sheet/departmental proceeding (b) Disclosure of confidential file noting and correspondence between CVO & Disciplinary Authority and others, related to the vigilance investigations (c) Information seeking service records of vigilance personnel who have investigated their cases.

The employees, against whom there were vigilance investigations or departmental enquiry, sometimes sent several RTI applications. Each application containing many information requests and each query comprising of several sub-queries. I have faced 14 RTI applications for more than 140 items of information from one applicant. Sometimes many items of information, which had been replied once, were repeatedly requested within a span of 2 - 3 months, by the same applicant. Often such queries were not about any identifiable information but rather about demanding explanations. CPIO was faced with serial petitions, because the employee was resorting to RTI for his grievances. In such cases, where all relevant information on a subject was already provided to

an applicant, in response to the RTI applications made by him earlier, he was politely requested to link up same.

There were situations where RTI applicants had filed 4 - 5 applications, within a span of 10-days with CPIO Vigilance and similar applications with other CPIOs of the organization. For example, for a document on a financial transaction involving an employee of Dept X, the person indicted in the vigilance investigation made RTI application for the same document simultaneously before CPIO Dept X, CPIO Finance and CPIO Vigilance, for information related to that document. In an organization with multiple CPIOs, it is very essential for CPIO Vigilance to be alert and to keep close co-ordination with others, to ensure that the information is correctly provided and is not conflicting. There should not be situations where one CPIO did not disclose a document while another CPIO of the same organization provided the same document under RTI.

Some RTI applications contained a list of 50 - 60 letters, with the request for detailed information on actions taken, by the organization, on each of the letters. It was not possible to reply to such RTI queries unless the matter was thoroughly researched, information culled out and analysed from several documents. Moreover, the resources of the Public Authority would have been stretched to undertake such research. And in any case, such research by CPIO was not within the purview of RTI Act. Therefore, the most convenient and open form of disclosing the information, considering their sheer volume, was to invite the respective applicants to inspect the records and take copies of documents on payment of fees and costs.

Sections 8(1)(j) of RTI Act exempted documents which relate to personal information, the disclosure of which had no relationship to any public activity or interest and would cause unwarranted invasion of privacy unless there were grounds to hold that the larger public interest warranted the disclosure of such information. However, one RTI application requested for several items of information concerning a particular vigilance official. All the information requested was available in the office records. Some of the information such as basic salary, employee number, was already available in the organization's website and therefore, in public domain. Other information such as his present and permanent address, provident fund account number, details of dependent family members, family declaration (FD) card number, office

Identity card number, were not “confidential” in full sense of the term, as these appeared in various office records, which were not “classified”. Besides, all Public Authorities routinely ask for/generate personal information from their employees and this becomes a public activity to be released under RTI.

Queries seeking service records of vigilance personnel prima-facie had the potential to demoralize vigilance personnel and make them feel uncomfortable. Therefore, CPIO had to either decide that the information requested should be disclosed and exemptions provided in Sections 8(1) (j) will not apply. Or decide that, since Vigilance personnel perform duties of sensitive nature, a certain level of protection must be given to such personnel, in respect of disclosure of some of the information available in their service records. In my opinion, information such as details of dependent family members (if possible, even the fact whether he/she has dependents), residential address may be denied, as public interest in disclosure does not outweigh the harm to the protected interest. Similarly records generated by the office such as, FD card No., ID Card of vigilance personnel should be protected, as disclosure of such ordinary looking information might be used to compromise their functioning.

There were occasions where RTI applicants requested for information under the Act, though such requested information was already in their possession. An applicant requested for some information which he himself had already provided as his defence documents in the departmental proceedings initiated against him. Vigilance Department held the documents incidentally, along with other papers of the departmental proceedings. Hence, there was nothing further left to be disclosed under RTI. Another RTI application requested for a copy of vigilance investigation report along with all its connected documents. The report was provided to him but not the connected documents, as these documents were no longer “exclusively held” by Vigilance and had been produced in the disciplinary proceedings by either the prosecution or the defence and thus already available with the applicant. Another applicant requested for certified copies of the letters which he had himself written to the the organization. Therefore, the applicant became the custodian and originator of such letters, and those letters could not be deemed to be in the exclusive control of or held exclusively by the Public Authority and CPIO.

Sometimes information requested under RTI pertained to “Third Party”. Section 2 (n) of the RTI Act, defines Third Party as a person other than the citizen making a request for information and includes a Public Authority. So, Information Seeker or Applicant is the First Party, Public Authority to whom RTI Application is submitted is the Second Party. Third Party being another person or organization which has generated the document sought by the First Party and has treated the said information as confidential. For instance, a letter written by CVC to CVO of a Major Port “Z” or the statement recorded by a witness in vigilance investigation, becomes Third Party document, if an RTI applicant requests for same from CPIO of Port “Z”. In such case, if the CPIO decides to disclose the information sought, he must take the opinion of the Third Party, before disclosing the information. The Third Party can object about disclosure, but CPIO also has the right to overrule such objection, if he feels the situation so warrants. As CPIO Vigilance, going ahead with disclosure of Third Party information (such as a statement recorded by an officer during vigilance investigation disclosed to the person investigated against under RTI) was always a test of diplomacy, as it ruffled feathers, yet I never hesitated to do it, with reasons, in the interests of transparency.

The RTI Act came into effect in 2005. Hence, in the first decade of this century, RTI was a very new subject to those of us working as CPIOs and to those seeking information under the Act. I studied the decisions of the Central Information Commission, and this helped me to deal with RTI applications. The greatest satisfaction of being CPIO Vigilance was to provide information which met the requirements of the applicants, while at the same time to ensure that sensitive information was protected as per the provisions of the Act. The views/opinions expressed in this article are the author's own.

भ्रष्टाचार मुक्त भारत, विकसित भारत

अशोक कुमार ठाकुर

वरिष्ठ सहायक सचिव (राजभाषा)

हे भारत ! तने हो, बने हो तुम युवा
पर दीमक भ्रष्टाचार का कर रहा है खोखला
यों तो दर्शाते हो ज्यों बांका युवा छरहरा
पर तिल-तिल कर खाए जा रहा यह व्याधि है गहरा ।

किसी भी राष्ट्र के विकास में भ्रष्टाचार सबसे बड़ा बाधक होता है। भारत जैसे देश के विकास में समाज, परिवार और व्यक्ति का महत्वपूर्ण योगदान होता है। भारत एक विविध संस्कृतियों का देश है। यहां अलग-अलग भाषाएं, खान-पान, रहन-सहन, रीति-रिवाज और जीवन पद्धति है फिर भी राष्ट्रीयता के नाम पर हम सब एक हैं, हम भारतीय हैं और यही विविधता में एकता हमारी विशेषता है और हमारी मजबूती भी है। एक सबल राष्ट्र के रूप में विश्व पटल पर हमारी साख है। किंतु जिस गति के साथ हमें विकसित देशों की क़तारों में शामिल होना चाहिए था वह अभी भी आकाश-कुसुम-सा प्रतीत होता है। शायद इसके पीछे हमारे देश में व्याप्त भ्रष्टाचार एक बड़ा कारण है। 139 करोड़ की जनसंख्या वाले इस देश में गरीबी रेखा से नीचे जीवन-यापन कर रहे 27 करोड़ लोगों की प्रतिदिन अधिकतम व्यय करने की क्षमता ₹26 (ग्रामीण) और ₹32 (शहरी) आंकी गई है। सरकार की गरीबी रेखा की परिभाषा के अनुसार गांव में अगर कोई हर महीने ₹816 और शहर में ₹1000 खर्च कर रहा है, तो ऐसी स्थिति में वो शरूख गरीबी रेखा के नीचे नहीं आएगा। सच तो यह है कि गरीबी की संख्या और स्थिति में कोई विशेष परिवर्तन नहीं आया है। देश की बहुतायत आबादी दो जून की रोटी के लिए संघर्ष कर रही है। आज भी देश के अधिकतर बच्चे कुपोषण के शिकार हैं तो अधिकतर महिलाएं एनेमिया से ग्रसित हैं। ऐसी स्थिति में लोक कल्याणकारी सरकारी योजनाओं को उन तक ठीक-ठीक पहुंचाना भी एक बड़ी चुनौती है। हालांकि आज के इस डिजिटल युग में जहां बैंकों को डिजिटल नेटवर्क से जोड़ा जा चुका है और वर्तमान सरकार के प्रयास से सभी गरीबों को बैंक खातों से जोड़ा जा चुका है, फलस्वरूप पहले के मुकाबले उन्हें सहायता राशि सहजता और संपूर्णता के साथ प्राप्त हो रही है, और बिचौलियों और दलालों से मुक्ति मिली है। इन योजनाओं में कृषि सम्मान निधि, गृह निर्माण योजना, विधवा पेंशन, स्वास्थ्य योजना और तमाम योजनाएं जो महिला वृद्ध, विद्यार्थी और गरीबों के लिए दी जा रही हैं उनके खाते में सहायता राशि सीधे ट्रांसफर की जा रही है, जो प्रशंसनीय है। राशन वितरण 80 करोड़ गरीबों को

मुफ्त आवंटित की जा रही है जो डीजिटलीकरण से ही लाभार्थियों तक पहुंचाया जाना सुनिश्चित हो रहा है। डिजिटलीकरण की मदद से भ्रष्टाचार पर काफी हद तक अंकुश लगाया जा चुका है, और इसके परिणाम भी उत्साहवर्धक रहे हैं। कार्यप्रणाली को अधिक पारदर्शी बनाए जाने से भ्रष्टाचार में कमी आई है।

ज्यों-ज्यों हमारा देश भ्रष्टाचार मुक्त होता जाएगा त्यों-त्यों विकास की ओर अग्रसर होता जाएगा। देश की संसाधनों का जनसाधारण में इष्टतम वितरण से लोगों में समृद्धि आएगी।

यह दुर्भाग्यपूर्ण है कि नौकरशाही में जो सुधार बहुत पहले हो जाना चाहिए था वह अब तक नहीं हो सका है। एक समय कहा जाता था कि एक रुपए में पचासी पैसे भ्रष्टाचार का भेंट चढ़ जाता है। आज इस स्थिति में सुधार अवश्य हुआ है, लेकिन यह तब मिथक प्रतीत होता है जब भ्रष्ट नेताओं और नौकरशाहों के ठिकानों से नोटों के पहाड़ मिल रहे होते हैं, अकूत संपत्ति के दस्तावेज मिलते हैं, जो यह बताता है कि भ्रष्ट तत्वों के दुस्साहस में कोई कमी नहीं आई है।

राजनीतिक शुचिता की परम आवश्यकता है तभी धवल मन्दाकिनी भारत की धरती पर विराजेगी। इसके लिए भागीरथ तपस्या की आवश्यकता है, तभी यह उच्च शिखर से प्रवाहित होकर नीचे की ओर अग्रसर होंगी। हमारा सभी तंत्र, सभी महकमा, पुलिस हो या सरकारी अमला, अस्पताल हो या कचहरी, सभी इससे अवश्य प्रभावित होंगे, इसके लिए नीति-नियंताओं को विचार अवश्य करनी चाहिए। आपराधिक चरित्र या पृष्ठभूमि वाले व्यक्ति को राजनीति में आने से रोकना होगा। राजनीति में धन-बल बाहु-बल का प्रयोग बंद करना होगा। संवैधानिक संस्थाओं को सुदृढ़ और स्वायत्त बनाना होगा।

राजनीति जितनी ज्यादा स्वच्छ होगी अच्छे व्यक्ति, स्वच्छ छवि वाले राजनीति की ओर आकर्षित होंगे। इसके लिए साधारण जन को जागरूक होना भी आवश्यक है और यह जागरूकता बेहतर शिक्षा से ही आ सकती है। आज सरकारी शिक्षा की बदहाल स्थिति को देखकर अफसोस होता है। गरीबों के लिए सरकारी शिक्षा ही एक मात्र साधन है जो मृतप्राय-सी हो चुकी है। हमारी सरकार नई शिक्षा नीति लाई है, इसके तहत सरकारी क्षेत्रों के विद्यालयों, विश्वविद्यालयों, शोध संस्थानों आदि को उन्नत और गरीबों के पहुँच लायक बनाने की आवश्यकता है, क्योंकि जब तक जागरूकता का अभाव रहेगा भ्रष्टाचारी कामयाब होते रहेंगे और देश के प्रगति को बाधित करते रहेंगे।

अति-आधुनिकता और भौतिकता के गिरफ्त में आज के अधिकतर युवा येन-केन-प्रकारेण पैसा कमाने और अपनी जीवनशैली को उन्नत बनाने में इस क्रूर मशगूल है कि अपनी महत्वाकांक्षा के लिए भ्रष्ट तरीकों का उपयोग करने से भी नहीं चूकता। ईमानदार व्यक्ति

बेवकूफ़ों की श्रेणी में रखे जा रहे हैं। क्या इस प्रकार से मन की शांति और सुख प्राप्त हो सकेगी? नहीं! यह भले-ही क्षणिक सुख दे सकता है। अवसरों में कमी भी भ्रष्टाचार का एक बड़ा कारण है। आज नौकरी के अवसर सीमित होते जा रहे हैं और हमारी युवा-शक्ति को इसके विकल्प सुझाए जाने वाले सरकारी मशीनरियों का अभाव है। जब हम भ्रष्ट व्यक्ति को सफलता की सीढ़ियाँ तेजी से चढ़ते देखते हैं तो कोपित होता है और युवाओं के लिए यह नजीर बन जाता है, उस रास्ते को वे भी अपनाना चाहते हैं। कुल मिलाकर इस व्याधि से निजात पाने के लिए विधायिका कार्यपालिका, न्यायपालिका, मीडिया और समाज सबका सम्मिलित प्रयास आवश्यक है। तभी हमारा देश भ्रष्टाचार मुक्त हो सकता है और विकास की सीढ़ियाँ तेजी से चढ़ सकता है।

हम आशावान है कि वह सुखद सवेरा आएगा।
 उषा की उस किरण में तब भष्म होगा भ्रष्टाचार
 नव प्रभात में भारती नवल रूप सज जाएगी
 भेद-भाव के तिमिर का फिर होगा संहार
 रामराज की कल्पना तब होगा साकार।

Public Procurement Policy for MSE **&** **Public Procurement (Preference to Make in India) Policy**

*By Shashwat Sankrit
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The Two Policies:

- **Public Procurement Policy for MSEs**
 - The Public Procurement Policy for MSEs Order, 2012 has been notified under section 11 of MSMED Act, 2006.
 - The Policy is effective from 1st April, 2012 (Gazette notification on 26th March, 2012).
 - The objective of Policy is promotion and development of Micro and Small Enterprises by supporting them in marketing of products produced and services rendered by them. However, the policy rests upon core principle of competitiveness, adhering to sound procurement practices and execution of supplies in accordance with a system which is fair, equitable, transparent, competitive and cost effective.
- **Public Procurement (Preference to Make in India)**
 - It is the policy of the Government of India to encourage Make in India and promote manufacturing and production of goods and services in India with a view to enhancing income and employment.
 - The local content can be increased through partnerships, cooperation with local companies, establishing production units in India or Joint Ventures (JV) with Indian suppliers, increasing the participation of local employees in services and training them.

Salient features of the Two Policies:

- **Public Procurement Policy for MSEs**
 - Every Central Ministry/Department/PSUs shall set an annual target for 20% procurement from MSE Sector.
 - A sub-target of 4% out of 20% target of annual procurement

should be earmarked for procurement from MSEs owned by SC/ST entrepreneurs. Overall procurement goal of minimum 20% has become mandatory from 1st April, 2015.

- Registered MSEs are to be provided Tender sets free of cost and are exempted from payment of earnest money.
- MSEs quoting price within price band L-1 + 15%, when L1 is from someone other than MSE, shall be allowed to supply at least 20% of tendered value at L-1 subject to lowering of price by MSEs to L-1.
- Public Procurement (Preference to Make in India)
 - Only Class I Local supplier and Class II Local supplier, as defined under the Order No. P-45021/2/2017-PP (BE-II) dated 16/09/2020 issued by Ministry of Commerce and Industry shall be eligible to bid in procurements undertaken by procuring entities except when Global Tender Enquiry has been issued as per Clause 3(b) of the said notification.
 - Among all qualified bids, the lowest bid will be termed as L1. If L1 is Class-I local supplier, the contract for full quantity will be awarded to L1.
 - If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class I local supplier fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.

Variance between the Two Policies:

- The Public Procurement Policy for MSEs gives preference to the MSEs quoting price within price band L-1 + 15% when L1 is from

someone other than MSE whereas the Make in India policy gives preference to Class I Local supplier, when L1 is from someone other than Class I Local supplier.

Case Studies of Variances:

- In case of L1 bidder being a Class I Local supplier and a non-MSE, the Make in India policy stipulates that the entire order should be placed on L1. However, there may be instances where some MSEs fall within the 15% range of L1 and are hence, eligible for 20% of the order as per the MSE policy in case they match their price with L1.
- In case of L1 bidder being a MSE and a non-Class I Local supplier, the MSE policy states that the entire order should be placed on the L1 bidder. However, there may be instances where Class I Local suppliers fall within the Margin of Purchase Preference and hence, are eligible for 50% of the orders in case they match their price with L1 as per Make in India policy.
- In case of L1 bidder being a non-MSE and a non-Class I Local supplier, the Make in India policy states that 50% of the order should be placed on the L1 bidder and the rest 50% on the lowest Class I Local supplier subject to the Class I Local supplier matching their prices with the L1 bidder. However, there may be instances where MSEs fall within the 15% range of the L1 bidder and are eligible for 20% of the order as per MSE policy.

Note:

Minimum local content: As per Public Procurement (Preference to Make in India) Notifications, the local content requirement to categorize a supplier as Class-I local supplier is minimum 50%. For Class-II local supplier, the local content requirement is minimum 20%. Nodal Ministry/Department may prescribe only a higher percentage of minimum local content requirement to categorize a supplier as Class I/Class II Local supplier.

Margin of Purchase Preference: As per Public Procurement (Preference to Make in India) Notifications, the margin of purchase preference shall be 20%.

Delay analysis in projects in Ports using Relative Importance Factor

By **Nilanshu Banerjee**

Asst. Manager, Haldia Dock Complex

One of the most common problems in the industrial project is as in Ports is delay. Delay in a construction project/revenue work/maintenance work can be defined as the late completion of works as compared to the planned schedule or contract schedule. Contract execution in Ports can be delayed due to so many factors. It may be due to consultant, contractor, material, equipment, approvals of port, unavailability of berth/jetty, etc. The delay in completion of a project is followed by liquidated damages clause, wherein the contractor must compensate the client for the time lost. However, after the project is completed, the evaluation of time lost/delay on account of the contractor/Port is done without much critically analyzing the causes of delays; which is an essential task for ameliorating any potential conflicts or claims.

Whereas it can be seen that the delays can be of various reasons from the Port's end such as delay in progress payments, late approving design documents, modification orders at the later stage of the project, unavailability of shutdown etc. The various defaults on account of contractor are inadequate contractor experience, inappropriate construction methods, poor site management and supervision, improper technical studies by the contractor during the bidding stage, improper project planning and scheduling for materials to be manufactured, incompetent project team, delays in sub- contractors work, poor communication and coordination with other parties, rework due to errors, inaccurate time estimate, inaccurate cost estimate and lack of diligence in examining the tender requirement.

There can be delays on account of the design consultant/independent engineer appointed by the Port in reviewing the design and documents in appropriate time. Many a times, a Port is aware of the difficulties a contractor might face while performing a certain time by its experience in executing similar projects in the past. Delays can be avoided when the contractor has been detailed beforehand about the hindrance he may face while executing the project.

Now, in order to quantify the delay and determine responsibility in resolution of liquidated damages, contribution of each of the factors responsible for such delays can be determined. The factors of overall delays may be examined before the project and ranking of the attributes, i.e., Relative Importance Index can be provided to the contractor in order to ascertain the delay in a scientific manner. The Relative Importance Index to the delay contributing factor may be determined by the department beforehand. A sample Relative Importance Index of various delay contributing factors in executing a project in Port is tabulated below for reference:

Sl. No	Hindrance	Relative Importance Index
1.	Political hindrance (bandh/election)	1.0
2.	Prohibited in supply of site materials	0.7
3.	Restriction in transportation of material to the site	0.6
4.	Cyclone or natural calamities	1.0
5.	State imposed restriction such as lockdowns	0.5
6.	Delay on account of port to accord clearances/shutdown/ no vessel period during day hours (workable hours)	0.8
7.	Hindrance due to underground hindrances	0.5
8.	Major/minor changes in the requirements post approval.	0.1
9.	Extra/excess work of the same nature	Proportionate with the monetary value.
10.	Approvals from client/consultant	1.0

These factors may be decided before executing the project itself so that there is no ambiguity while establishing the delay and the project is closed without dispute/claims. Further, the department may fix the project completion time taking the above hindrance in cognizance so that the question of liquidated damages is avoided in the end. The completion period should be mentioned in the proposal phase and the same should be quantified rationally.

Recommendation for systemic improvement pertaining to 'excess' and 'extra' work

The instant systemic improvement is on 'excess' and 'extra' work observed during CTE type examination. The powers for approving 'excess' and 'extra' work are already defined in extant orders. Accordingly, the approval for excess work within 30% normally be got approved by the authority concerned prior to execution. However, it was noticed that there are instances where during execution, the Engineer at site is compelled to take decision on extra/excess work. In all such circumstances, the proposals, where subsequently placed before Competent Authority, the detailed justification along with the circumstances should be explained.

Further, the Chairman, SMPK has approved following system improvement.

- (i) The extra work up to 5% will be in the power of Engineer-in-Charge, however, approval prior to execution will be required from the Competent Authority for work beyond 5%.
- (ii) For co-ordination between Departments, composite tender is the best method. If the value of Electrical work in Civil contract as vis-a-versa is up to 20%, a single tender (composite) will be called. The schedule will be given by the concerned department, but tender will be common and certification of work by the concerned department to the bill passing authority which will be the major department.
- (iii) There should be fortnightly/monthly exchange of information/proposals for compliance between Civil and Electrical Department to ensure better co-ordination and compliance. Further a Nodal Officer of Electrical may be appointed for all joint projects.
- (iv) A dash board feature/platform should be created for all Civil and Electrical work. Civil and Electrical Officers will regularly update the date mentioning date of in principle approval, estimate of the project, the Officer who proposed the estimate, at what date extra-excess proposal is raised, the Nodal Officer from Civil and Electrical Department etc. The dash board will have all these details of all projects for better monitoring, better co-ordination and ensure compliance of rules and regulations. The dash board feature can ensure time management as well as project management. Further, the feature and logic of entitlement and delegation of financial power can also be fed in that system.

Recommendation for systemic improvement pertaining to execution of different types of work

The issue of execution of different types of Civil work through Spot Purchase Committee (SPC) was scrutinized by Vigilance Department and the following systemic improvement measures were suggested:

- i) Works of regular nature, where tenders can be invited for better rates and uniformity, should be executed through open tender/limited tender, following relevant provisions of GFR 2017 and Manual for Procurement of Works, 2019. Execution of works through SPC, without calling tenders, should be resorted to only to the extent provided for in GFR 2017 and Manual for Procurement of Works, 2019.
- ii) Works of similar nature should be clubbed together, as far as possible and practicable, and executed generally through open tender/limited tender.
- iii) Works in the same premises/location should be clubbed together, as far as possible and practicable, and executed generally through open tender/limited tender.
- iv) While placing file for administrative approval for placement of work order, the HoD concerned should ensure a written certification available in file that there is no splitting in the proposed work and no work of similar type in the same premises/location has been executed in recent past or will be executed in near future.
- v) In case the nature of work is such that clubbing is not possible for any reason or work is carried out in extreme exigency or condition beyond human control, reason(s) for the same should be recorded in file while placing the same for administrative approval. All such instances should be placed collectively, on half yearly basis, before the Chairman, SMP, Kolkata by the HoD concerned.
- vi) Separate files for similar work should not be generated by a Section for obtaining administrative approval, and while placing the proposal, past reference of similar type of work in same location/premises should also be mentioned. While dealing files through e-office module, same procedure should be followed, so that files for similar type of work should be mapped.

**Recommendation for systemic improvement pertaining
to High Speed Diesel (HSD) dispensing facilities
at Haldia Dock Complex
(HDC) and Kolkata Dock System (KDS)**

- i) Dispensing Units are to be recalibrated by the concerned statutory agency as per schedule. A committee nominated by GM(Engg.)/CME(I/C) shall regularly monitor receipt, stock and dispensing of HSD at least for a period of 3 months and a report on deviation to be submitted for the approval of competent authority for recording diesel issue/losses/deviations for any other reasons.

- ii) SOP should be prepared by the Department towards receipt, storage and issuance of HSD to avoid any sort of pilferage. The dispensing unit must be calibrated as per schedule by the concerned statutory authority to provide error free service. If required, expert advice, in this regard, may be obtained. Senior Officers of the department should counter check handling of HSD activity from time to time to avoid any sort of loss to the Port exchequer.

- iii) In future cases, HoD should take appropriate departmental action against the errant official(s), who is/are found to have deviated from the procedures and is/are responsible for shortage (any gross deviation) during cross verification as per the SOP.

- iv) To switch over to e-lock system implemented by Indian Oil Corporation Limited (IOCL) in other organisations.

Recommendation for systemic improvements pertaining to
(1) Contract for hiring of Locomotives,
(2) Filling up HoD and Dy. HoD
level posts, and (3) Contract for hiring of Tugs

1) Contract for hiring of Locomotives:

- i) Clarity in tender document: The Scope of Work for the contractor should be clearly spelt out in tender document as well as in work order, and there should be no conflict between different clauses in tender document or subsequent work order. Clauses pertaining to Working Hours, Guaranteed Availability, General Inspection, etc. should be kept under the Scope of Work for the contractor for more clarity in the tender document.
- ii) Quality of work to be ensured: Quality of work, as intended, should be ensured by the concerned users (i.e., Railway Traffic Division, HDC/Traffic Department, KDS). Regular, periodic as well as surprise inspections should be scheduled to keep a check on performance of work.
- iii) Monitoring of fuel consumption: Although ceiling limit for fuel (HSD) consumption is generally stipulated in the contract, however, a proper mechanism should be in place to monitor actual consumption of fuel, to ascertain if the fuel consumption is less than the ceiling limit.

2) Filling up HoD and Dy. HoD level posts:

- i) Scrutiny of applications for filling up HoD and Dy. HoD level posts: The RSP Regulations specifies the requisites for eligibility. Therefore, in future, all relevant & extant Guidelines/Orders/Regulations, etc., issued by the Ministry, DoP&T, Port Authority, etc., as applicable, are to be followed strictly in case of filling up posts through composite method.
- ii) In case of any doubt/confusion/lack of clarity, etc. related to eligibility of applicant must be brought to the notice of Chairman. Any variance or notable observation must be placed in 'Remarks' column against the applicant concerned while placing the file/list. If required, necessary clarification may be obtained from the

Ministry, with the approval of Chairman, before sending the final panel/list to the Ministry.

3) Contract for hiring of Tugs:

- i) Installation of Hour Meter for recording running hours of Tug Engine: Due to non-installation of Hour Meter in the Tug, one has to rely on running hours manually recorded by the operational staff of the Tug in its Log Book to find out the average rate of fuel consumption. Therefore, it is recommended that Hour Meter (like Locomotives) may be installed in Tugs for recording running hours of Tug Engine in future.
- ii) The performance of Tugs should be regularly monitored so as to examine whether the average rate of fuel consumption is within the contract stipulated maximum limit during the entire contract period.

Recommendation for systemic improvement pertaining to Locomotives operating in KDS

- i) Presently indents for fuelling are raised by the contractor for hiring of locomotives (referred as contractor hereinafter) and the same is forwarded to the officials of M&EE Department at loco shed by the Duty Officer (SATM/ATM) of Traffic Department at EJC yard. In respect of scheduled maintenance, the contractor submits schedule maintenance plan to Traffic Department's office at EJC Yard and the schedule maintenance is carried out in coordination with Traffic Department.

Now onwards, the fuelling of loco will never be carried out immediately prior to the schedule maintenance to exclude any possibility of HSD pilferage. Fuelling may however be done after completion of schedule maintenance work. The Traffic Department, while forwarding the indent for fuelling of loco to M&EE Department, must keep a vigil on the issue.

- ii) Scheduled maintenance of locomotive shall continue at loco shed. However, the loco shed area including the room, which if given to contractor for storing purpose, should invariably be kept under CCTV coverage. View access of CCTV coverage should be made available to Traffic and M&EE Departments for real time monitoring of schedule maintenance work and supervised periodically.

The present contractor, IHPL, does not have any written permission/formal allotment letter from SMP, Kolkata for using the said room at loco shed for storing purpose. Provision for allotment of store room to the contractor should be examined and resolved as per the provision of the contract.

- iii) Surprise inspections to be conducted by officers of Traffic Department at the time of schedule maintenance of loco to prevent any possibility of pilferage of HSD and/or any other malpractice by the contractor.
- iv) Drain pipes of the fuel tank of locomotives should either be locked in the fashion of BHEL Locomotives (fully sealed) or alternately arrangement for external locking of tap of the drain pipe with keys

may be explored. The keys will remain in possession with the suitable officers of Traffic Department.

- v) Adequate fire safety measures to be taken by the contractor by installing foam extinguisher and dry chemical powder fire extinguisher, if such storage of materials is allowed. These measures should be checked during period inspections. Further there should be suitable defined ceiling limit to store HSD by the contractor and huge quantity of HSD in the store room should never be permitted.
- vi) The contractor must maintain a stock register for the materials, including HSD, procured and stored by them. Such register should be readily available for verification by SMP authority when asked and/or during surprise inspection.
- vii) Stock registers/log books for HSD dispensing should be properly maintained and certified by the officer concerned. Senior Officers of M&EE Department should pass on instruction accordingly and conduct surprise inspections of dispensing unit as well as store room of contractor where oil is stocked to prevent any malpractice.

Recommendation for systemic improvement pertaining to utilisation of Fog Cannon

- i) The vehicle of Fog Cannon is to be placed in operational mode immediately within the docks of KDS for the purpose of suppression of dust as well as sanitisation of dock areas.
- ii) The Registration process of the vehicle should be completed within February 2022.
- iii) GPS System and fuel tank sensors are to be installed immediately in the said vehicle with minimum human intervention/manual recordings.
- iv) Maintenance of Log Book should be done properly in respect of fuel consumption.
- v) If departmental driver is not available, then out sourcing for driver shall be carried out at the earliest.
- vi) There should be synergy between Mechanical & Electrical Engineering Department and Civil Engineering Department, as sanitization is usually carried out by the Civil Engineering Department.



By the way, your predecessor, who was sacked for alleged corruption, has joined my business.

Memories of Vigilance Awareness Week 2021



Memories of Vigilance Awareness Week 2021



PIDPI COMPLAINTS: WHAT ARE THEY? & WHEN SHOULD YOU MAKE THEM?



1

Complaints made under Public Interest Disclosure and Protection of Informers Resolution are termed as PIDPI complaints

2

If any complaint is made under PIDPI, the identity of the complainant is kept confidential

3

The complaint should be addressed to the Secretary, Central Vigilance Commission and envelope should be marked as "PIDPI"

4

Only complaints against Central Government officials (including PSBs, PSUs and UTs) will be taken into cognizance

5

For more details visit <http://www.cvc.gov.in>.

**A VIGILANCE AWARENESS WEEK
2021 INITIATIVE**



**PUBLIC INTEREST DISCLOSURE AND PROTECTION
OF INFORMER RESOLUTION, 2004 (PIDPI)**

IS THERE CORRUPTION AROUND YOU? LODGE A COMPLAINT UNDER PIDPI.

**YOUR IDENTITY SHALL BE KEPT
CONFIDENTIAL**

A VIGILANCE AWARENESS WEEK 2021 INITIATIVE

**SEND COMPLAINTS IN WRITING TO:
The Secretary, Central Vigilance Commission
Satarkta Bhavan , Block-A
GPO Complex , INA
New Delhi - 110 023**

**(MARK THE ENVELOPE AS "PIDPI". COMPLAINTS SHOULD ONLY BE
AGAINST CENTRAL GOVERNMENT EMPLOYEES, INCLUDING PSUs, PSBs
AND UTs etc.)**

CENTRAL VIGILANCE COMMISSION

File No. Conf/Misc/21/01

dated: 04/02/2022

Public Notice

Sub: Regarding closure of complaints which does not qualify prima-facie as PIDPI complaints without submission to Screening Committee - Reg.

Ref.: Public Notice vide File No. Conf/Misc/21/01 Dated: 30/07/2021 Regarding processing of PIDPI Complaints by the Screening Committee of the Commission.

It is observed that a large number of complaints received under "Public Interest Disclosure and Protection of Informers (PIDPI) Resolution" do not fulfil the eligibility criteria to be dealt under PIDPI Resolution, as keeping the identity of the complainant a secret is not possible due to some deficiency or the other. In this regard, necessary guidelines have already been issued and uploaded on the CVC website, despite this such complaints are still received in a large number.

2. The current practice being followed in the Commission for such complaints is as per Public Notice issued on 30.07.2021 and as per process, the complainant is asked to give confirmation regarding a complaint and then the complaint is filed due to some deficiency, which is leading to delay in meaningful processing of complaints.

3. The complaints which at first glance clearly do not fulfil eligibility criteria for some reasons are such as:

- a. Matter already addressed to other authorities,
- b. Enclosed documents received under RTI Act which will reveal his identity,
- c. Complaints received in open condition or vide email/online portal,
- d. Complaints personally related to the complainant.

4. It has been decided that at the onset itself, at the level of Confidential Section, the matter may be returned to the complainant, explaining that the matter cannot be treated as a PIDPI complaint, clearly enumerating the reasons.
5. The complainant has the avenue of resubmitting the complaint, if he so desires, either under the Complaint Handling Policy as general complaint or after removing the deficiencies as a PIDPI complaint under the provisions of “Public Interest Disclosure and Protection of Informers (PIDPI) Resolution”.
6. Issued in Public Interest by the Central Vigilance Commission, INA, Satarkta Bhawan, New Delhi

VIG-01/1/2021-vigilance-DOP
Government of India
Ministry of Communications
Department of Posts

Dak Bhawan, Sansad Marg
New Delhi - 110001
Dated : 26.11.2021

To,

All the Heads of Circles

Subject: Non-disclosure of the identity of the sender under PIDPI.

Sir/Madam,

I am directed to refer to the CVC D.O. letter No. Conf/Misc/21/O2 dated 17.11.2021 and PO Division office letter No. 31-01/2021-PO dated 03.03.2021 and 03.11.2021 (copies enclosed) whereby instructions regarding acceptance of the envelopes addressed to CVC and marked as 'PIDPI' or 'Public Interest Disclosure and Protection of Informer' without insisting on the name and address of the sender were issued to all the Heads of Circles.

2. It has been observed that the aforesaid instructions have not percolated down to all those who are involved in the booking of Registered/Speed Post articles. In this regard, concerns have been raised by the Central Vigilance Commission citing the gap in the implementation of the aforesaid instructions.

3. It is, therefore, reiterated that all the employees may be sensitized not to insist on the name and address of the sender and accept the envelopes marked as 'PIDPI' or 'Public Interest Disclosure and Protection of Informer' addressed to the CVC by entering 'PIDPI' in the name and address fields of Registered /Speed Post articles. It is also requested to display the poster (copy enclosed) at prominent places in Post Offices

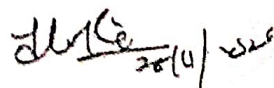
under your jurisdiction. It is suggested that in the BOs and smaller offices, the posters should be printed on A-4 size paper and displayed on the notice boards. It is also requested to give wide publicity to these instructions duly translated in local/ regional languages through the use of Circle websites and other social media platforms. PTCs may also be instructed to include these in the different training modules.

4. The matter may be accorded 'Top Priority'.

This issues with the approval of DG(PS).

Encl : as above.

Yours faithfully,



(Jagdeep Gupta)

Director (Vigilance)

Copy to -

1. All Directors, PTCs for inclusion of appropriate training modules.
2. DDG (PO) for information.
3. Secretary, CVC for information.

CENTRAL VIGILANCE COMMISSION

PUBLIC NOTICE

Sub: Processing of PIDPI complaints by the Screening Committee of the Commission - Reg.

As per the provisions of "Public Interest Disclosure and Protection of Informers Resolution" dated 21.04.2004, Government of India has declared the Central Vigilance Commission as the "Designated Agency" to receive written complaints from Whistle Blowers for disclosure on any allegations of corruption or misuse of office and recommend appropriate action.

2. As per the provisions contained in Para 4(ii) of the PIDPI Resolution dated 21.04.2004, the Central Vigilance Commission has the responsibility of maintaining confidentiality about the identity of the complainant. Para 4(ii) of the PIDPI Resolution states that "*The identity of the complainant will not be revealed unless the complainant himself has made the details of the complaint either public or disclosed his identity to any other office or authority*". Thus, it is clear that **the complainant has also to ensure that he should not disclose his identity to any other office or authority.**

3. While processing the complaints received under the "Public Interest Disclosure and Protection of Informers Resolution", it has been observed that there are certain categories of complaints where it is not possible to maintain confidentiality about the identity of the complainants and "No Objection Certificate" is obtained from them before processing their complaints. On receipt of the No Objection Certificate, the complaints are processed and placed before the Screening Committee for consideration. Such complaints are considered as **Non Public Interest Disclosure and Protection of Informers (Non PIDPI) Complaints**, but before processing such complaint's the identity of the complainant is masked, thus taking adequate safeguard in an attempt to maintain confidentiality about the complainant's identity. Some categories of complaints, which one similarly dealt with are as under :-

- (i) The complaint has been received in an open condition.
- (ii) The complaint has been addressed/endorsed to several authorities.

(iii) The issues raised in the complaint had earlier been taken up with other authorities.

(iv) The information has been sought / obtained under the provisions of RTI Act, by the complainant himself.

(v) The complainant had earlier taken up the issue with this Commission in the form of an ordinary complaint, under the Commission's Complaint Handling Policy.

(vi) The complainant makes a complaint through email or seeks status/information regarding his earlier PIDPI Complaint by sending an email, thus making his identity public, which is violation of the guidelines issued by the Commission for making complaints under the provisions of PIDPI Resolution.

(vii) The complaint has been addressed/endorsed to many authorities of the Central Vigilance Commission, thus, disclosing his identity.

4. Issued in Public Interest by the Central Vigilance Commission, INA, Satarkta Bhawan, New Delhi.

Dated: 24/04/2019

No. 31-01/2021-PO

Government of India
Ministry of Communications
Department of Posts
(PO Division)

Dak Bhawan, Sansad Marg
New Delhi -110 001
Dated: 3 March, 2021

To,

All Heads of Circles

Subject: Issuance of instructions for non-disclosure of the identity of the complainant under “Public Interest Disclosure and Protection of Informer”

This is regarding issuance of instructions for non-disclosure of the identity of the complainant at the time of posting of articles containing material of “Public Interest Disclosure and protection of informer” (PIDPI) compliant.

2. The Central Vigilance Commission has requested that the name and address of the sender should not be insisted on the letters that are marked as “PIDPI” or “Public Interest Disclosure and Protection of Informer” in order to address the issue of non-disclosure of name & address of the sender/complainant while posting/ submitting the PIDPI complaints through posting of article in post office.

3. The competent authority has accepted the recommendation of the CVC and the following has been decided regarding acceptance of envelopes super scribed as “PIDPI” Or “Public Interest Disclosure and Protection of Informer” addressed to the CVC as well as CVOs.

"Any article, addressed to the CVC as well as CVOs, posted with the superscription “Complaint under The Public Interest Disclosure” or “PIDPI Complaint” on the outside of the envelope of the article, can be accepted for posting registration and speed post service, without the name and complete address including mobile number & email address of the sender."

Note : These instructions will compulsorily be followed in all the post offices viz. CSI Post Office & Non-CSI Post Offices (Meghdoot Millennium Software)

Note 2 : All the Postmasters, Assistant Postmasters/supervisors and Postal Assistants and Branch Postmasters and Assistant branch Postmasters will scrupulously follow these instructions.

Note 3 : Counter PAs/ABPMs should also be instructed not to insist for name and address of the sender on booking such articles the superscription "Complaint under The Public Interest Disclosure" or "PIDPI Complaint".

4. In the software, "PIDPI" will be entered against the Name & Address fields of the sender, at the time of booking of such Speed Post/Registered Articles.

5. It is requested to kindly circulate this order to all concerned for information, guidance and necessary action.

6. This issues with approval of the Competent Authority.



(Adnan Ahmed)

DDG (Postal Operations)

e-Mail: ddgpo.dte@indiapost.gov.in

Tel. No.- 011-23096179

Copy To :-

1. Sr. PPS to Secretary (Posts)
2. PS to Director General Postal Services.
3. PPS/ PS to Addl. DG (co-ordination)/Member (Banking)/ Member (O)/ Member (P)/Member (Planning & HRD)/ Member (PLI)/ Member (Tech)/ AS& FA
4. Addl. Director General, APS, New Delhi
5. Chief General Manager, BD Directorate / Parcel Directorate / PLI

Directorate

6. Sr. Deputy Director General (Vigilance) &CVO)
7. Director, RAKNPA / CGM. CEPT / Directors of all PTC's
8. Secretary, Postal Services Board/ All Deputy Directors General
9. Chief Engineer (Civil). Postal Directorate
10. All Sections of Postal Directorate
11. All recognized Federations / Unions/ Associations
12. CGM, CEPT for uploading the order on the India post website.
13. Guard File
14. Spare copy

Telegraphic Address :
"SATARKTA: New Delhi

E-Mail Address
cenvigil@nic.in

Website
www.cvc.nic.in

EPABX
24600200

फैक्स / Fax : 24651186



केन्द्रीय सतर्कता आयोग
CENTRAL VIGILANCE COMMISSION



सतर्कता भवन, जी.पी.ओ. कॉम्प्लेक्स,
ब्लॉक-ए, आइ.एन.ए., नई दिल्ली-110023
Satarkta Bhawan, G.P.O. Complex,
Block A, INA, New Delhi-110023

सं./No..... 004/VGL/026/396510

दिनांक / Dated..... 28.09.2018

Circular No.12 / 09 / 18

Subject: Government of India Resolution on Public Interest Disclosure & Protection of Informers' - reg.

Please refer to the Commissions Office Order No. 4/2/09 dated 27th February 2009 on the above subject wherein the CVOs of the Ministries /Departments/ Organizations were required to submit their investigation report on complaints/disclosures forwarded by the Commission under PIDPI Resolution within a period of one month.

2. Central Vigilance Commission as the Designated Agency has reviewed the time limit regarding submission of investigation reports on PIDPI complaints and taking in view the inputs received from various quarters, has now decided to extend the time limit for submission of reports. Henceforth, CVOs of all organizations would submit their reports within a period of 12 weeks from the receipt of reference seeking reports on PIDPI complaint/disclosure from the Commission.

3. The Chief Vigilance Officers of the Administrative Ministries /Departments of the Government of India who have been authorized as the 'Designated Authority' to receive written complaint or disclosure under PIDPI vide DoPT's amendment resolution No.190 dated 29.08.2013 may also take note of the revised time limit period for submission of report by the organizations in written complaints/disclosures received by the Designated Authorities concerned in the Ministry/Departments which is 12 weeks from receipt of reference of PIDPI complaint/disclosure from the concerned Designated Authority.

4. All CVOs may adhere to the Commission's above revised time limit for strict compliance.

(J. Vinod Kumar)
Director

To

All CVOs of Ministries/Depts/CPSEs/PSBs/FIs/PSICs/Autonomous Organizations.
NIC to upload on the CVC's website

Telegraphic Address :
"SATARKTA: New Delhi

E-Mail Address
cenvigil@nic.in

Website
www.cvc.nic.in

EPABX
24600200

फैक्स / Fax : 24651186



केन्द्रीय सतर्कता आयोग
CENTRAL VIGILANCE COMMISSION



सतर्कता भवन, जी.पी.ओ. कॉम्प्लेक्स,
ब्लॉक-ए, आइ.एन.ए., नई दिल्ली-110023
Satarkta Bhawan, G.P.O. Complex,
Block A, INA, New Delhi-110023

004/VGL/26

Office Order No.04/02/12

सं./No.....

दिनांक / Dated.....
13th February, 2012

Sub: GoI Resolution on the Public Interest Disclosure & Protection of Informers (PIDPI) – Guidelines thereon.

The Government of India has authorized the Central Vigilance Commission (CVC) as the Designated Agency to receive written complaints for disclosure on any allegation of corruption or misuse of office and recommend appropriate action under the Public Interest Disclosure & Protection of Informers (PIDPI) Resolution, 2004. Accordingly, Commission had also vide circular No.33/5/2004 dated 17/05/2004 issued guidelines and public notice on the procedure to be followed for filing whistle blower complaints under PIDPI Resolution for protecting identity of complainants/informers.

2. The Commission has noticed over the years that many complainants claiming to be 'Whistle Blowers' do not conform to the procedures prescribed by the Commission while filing the complaints to the Commission under PIDPI Resolution. The Commission would therefore emphasize the need for creating greater awareness among the public including employees of every Organization/Deptt. for lodging whistle blower complaints. The Commission would again suggest to all CVOs of Ministries/Departments/PSUs/Banks/ Insurance Companies/Local Authorities/Societies etc., to give wide publicity to PIDPI Resolution and the guidelines issued by the Commission through their website, especially intranet of the Organization, Internal Journals, publications and also organize seminars/sensitizations etc. to inculcate greater awareness so as to encourage the public especially insiders to come forward and lodge/report information of corrupt practices or misuse of office in the respective Organizations/Departments to the Central Vigilance Commission.

(J Vinod Kumar)
Officer on Special Duty

To

All CVOs of Ministries/Departments/Public Sector Undertakings/Public Sector Banks/Insurance Companies/Local Authorities/Societies.

No.004/VGL/26

Government of India, Central Vigilance Commission

*Satarkta Bhawan, Block 'A', GPO Complex, INA,
New Delhi- 110 023, Dated the 17th May, 2004*

Office Order No. 33/5/2004

Subject:- Govt. of India Resolution on Public Interest Disclosures & Protection of Informer.

The Government of India has authorised the Central Vigilance Commission (CVC) as the 'Designated Agency' to receive written complaints for disclosure on any allegation of corruption or misuse of office and recommend appropriate action.

2. A copy of the Public Notice issued by the Central Vigilance Commission with respect to the above mentioned Resolution is enclosed. All CVOs are further required to take the following actions with respect to the complaints forwarded by the Commission under this Resolution:

- (i) All the relevant papers/documents with respect to the matter raised in the complaint should be obtained by the CVO and investigation into the complaint should be commenced immediately. The investigation report should be submitted to the Commission within two weeks.
- (ii) The CVO is to ensure that no punitive action is taken by any concerned Administrative authority against any person on perceived reasons/ suspicion of being "whistle blower."
- (iii) Subsequent to the receipt of Commission's directions to undertake any disciplinary action based on such complaints, the CVO has to follow up and confirm compliance of further action by the DA and keep the Commission informed of delay, if any.
- (iv) Contents of this order may be brought to the notice of Secy./CEO/CMD.

All CVOs may note the above directions for compliance.

To
All Chief Vigilance Officers

Sd/
(Sujit Banerjee)
Secretary

No. 371/4/2013-AVD-III
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel and Training

North Block New Delhi
Dated the 16th June, 2014

OFFICE MEMORANDUM

Subject: Amendment of Government of India's Resolution No. 89 published in the Gazette of India Part I Section 1, Extraordinary dated 21st April, 2004(read with corrigendum dated 29th April, 2004) commonly known as the Public interest Disclosure and Protection of Informers (PIDPI) Resolution-regarding

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In continuation of this Department's OM of even No. dated 3rd September, 2013 on the above subject, the undersigned is directed to enclose herewith a copy of Procedure for handling of complaints under Public Interest Disclosure and Protection of Informers (PIDPI) Resolution to be followed by the Chief Vigilance Officers of the Ministries/ Departments of the Government of India who have been authorized as the Designated Authority to receive written complaint or disclosure on any allegation of corruption or misuse of office by or under any Central Act, Government companies, societies or local authorities owned or controlled by the Central Government and falling under the jurisdiction of that Ministry or the Department.

2. The CVOs in the Ministries or Department, either on the application of the complainant or on the basis of the information gathered, is of the opinion that either the complainant or the witnesses need protection, they shall take up the matter with the Central Vigilance Commission(CVC), of issuing appropriate directions to the authorities concerned.

3. It is requested to give wide publicity to the Procedure for handling of complaints under PIDPI Resolution by placing it along with the name and

designation of the designated authorities on the website of Ministries as well as of the organizations under the Ministries. A copy of the PIDPI Resolution No. 89 dated 21st April, 2004 and Amendment Resolution No. 190 dated 29.8.2013 is also enclosed.

Encl: As above.



(M.M. Maurya)

Under Secretary to the Government of India

Tel. No. 23094541

To,

CVOs in the Ministries/Departments of the Government of India.

(By name as per enclosed list)

Copy for information to:

1. All the Ministries/ Departments of the Government of India.
2. The Cabinet Secretariat, New Delhi.
3. The Secretary, Central Vigilance Commission, Satarkata Bhavan, New Delhi. It is requested that the content of this OM may be uploaded on the website of the Commission and wide publicity may be given. The CVOs of the Ministries/Departments may also be addressed by the Commission.
4. PS to Hon'ble MOS(PP), PPS to Secretary(P)/EO&AS/AS(S&V), DOPT.
5. The CVO, Department of Personnel and Training, New Delhi.
6. NIC, DoP&T for uploading on DoP&T website.
7. Order folder/Guard file.

Procedure for handling of complaints under the Public Interest Disclosure and Protection of Informers (PIDPI) Resolution dated 21.4.2004 to be followed by the designation authority (CVOs or Ministries/Departments).

1.	The 'Designated Authority' shall authorize an officer not below the level of Section Officer (SO) for receiving complaints under the PIDPI Resolution.
2.	All envelopes super-scribed with 'Complaint under The Public Interest Disclosure' will be opened by the SO/In-charge, so authorized, in presence of the 'Designated Authority'.
3.	The identity of the complainant would be confirmed by the SO/ In-charge by writing a letter to him/her. Sample of the letter is at Annexure-I.
4.	After the identity is confirmed, both, 'Designated Authority' and the SO/In-charge, will ensure that the identity of the complainant is removed from the body of the complaint and the dummy complaint given a number along with central registry diary number with which the original complaint can be traced back.
5.	The original complaint would be kept in a safe/almirah. The custody of the almirah will remain with the concerned Section Officer and at no time that complaint can be accessed without proper authority from the 'Designated Authority'.
6.	The dummy complaint so made would be submitted to the 'Designated Authority' who would take the decision whether the matter requires to be looked into further and report is to be called in the matter from any quarters. (Separate files may be open for each complaint).
7.	While considering the complaints the 'Designated Authority' would take no action on complaints relating to administrative matters like recruitment, promotion transfers and other related issues. However, in case of serious complaints of irregularity in these matters, the same could be brought to the notice of the Secretary/Head of the organization for taking appropriate action.
8.	In such cases where a decision has been taken to call for a report, a maximum time limit of 2 weeks may be given. In case no reply is received within two weeks, a reminder should be sent at the level of the "Designated Authority". If no reply is still received, the second reminder

	after 2 weeks should be sent at the level of the Secretary. If no reply is still received, the "Designated Authority" may call for an explanation and recommend administrative action for deliberate delay.
9.	On receipt of the report, the concerned SO/In-charge will put up the matter to the 'Designated Authority' who shall investigate into the complaint and prepare an investigation report within two weeks.
10.	The "Designated Authority" would submit the investigation report along with his recommendation to the Central Vigilance Commission for further direction.
11.	Meanwhile, the "Designated Authority" shall ensure that no punitive action is taken by any concerned Administrative authority against any person on perceived reasons/suspicion of being "whistle blower".
12.	Subsequent to the receipt of Commission's directions to undertake any disciplinary action based on such complaints, the CVO has to follow up and confirm compliance of further action by the DA and keep the Commission informed of delay, if any.
13.	The Section Officer / In-charge should maintain a separate list for the complaints received under the 'PIDPI Resolution' and enter the information in the computer system and monitor their progress periodically and put up the same to the 'Designated Authority' every 2 weeks.
14.	Wherever the complainant has alleged victimization/harassment the 'Designated Authority' should ensure that if the identity of the complainant somehow becomes known he/she should not be harassed/victimized by way of frequent transfers etc.
15.	In case a complainant seeks protection and reports that his life is in danger, the 'Designated Authority' would examine the same and send his recommendation to the CVC to take up the matter with the Nodal Officers of respective States/UTs appointed by the Ministry of Home Affairs/State Governments for the purpose of providing security cover to the whistle blowers.

ANNEXURE-I

CONFIDENTIAL

Speed post/Registered post

F. No. Conf.

Government of India

Ministry of

New Delhi the 2014

To,

Sir,

Please refer to your complaint dated received in this Ministry/Department on under "Public Interest Disclosure & Protection of Informer Resolution (PIDPI)".

2. As per policy, a complainant is required to confirm that he/she has actually sent the said complaint to the Ministry/Department. You are, therefore, requested to confirm within 30 days of receipt of this letter, that you have sent the above-mentioned complaint.

3. You are also requested to furnish a certificate to the Ministry/Department as per format enclosed that you have not made similar/identical allegations of corruption/misuse of' office to any other authorities to qualify as a 'Whistle Blower' complainant.

4. The reply may be addressed to the undersigned by name.

Yours faithfully,

Under Secretary

Encl: Certificate.

CERTIFICATE

It is certified that I have not made similar/identical allegation of corruption/misuse of office to any other authorities to qualify as a Whistle Blower complainant.

Signature

Name of the Complainant

Address

Important Features of the “Whistle-Blowers” Resolution

- The CVC shall, as the Designated Agency, receive written complaints or disclosure on any allegation of corruption or of mis-use of office by any employee of the Central Government or of any corporation established under any Central Act, government companies, societies or local authorities owned or controlled by the Central Government.
- The designated agency will ascertain the identity of the complainant; if the complainant is anonymous, it shall not take any action in the matter. · The identity of the complainant will not be revealed unless the complainant himself has made either the details of the complaint public or disclosed his identity to any other office or authority.
- While calling for further report/investigation, the Commission shall not disclose the identity of the informant and also shall request the concerned head of the organisation to keep the identity of the informant a secret, if for any reason the head comes to know the identity.
- The Commission shall be authorised to call upon the CBI or the police authorities, as considered necessary, to render all assistance to complete the investigation pursuant to the complaint received.
- If any person is aggrieved by any action on the ground that he is being victimised due to the fact that he had filed a complaint or disclosure, he may file an application before the Commission seeking redress in the matter, wherein the Commission may give suitable directions to the concerned person or the authority.
- If the Commission is of the opinion that either the complainant or the witnesses need protection, it shall issue appropriate directions to the concerned government authorities.
- In case the Commission finds the complaint to be motivated or vexatious, it shall be at liberty to take appropriate steps.
- The Commission shall not entertain or inquire into any disclosure in respect of which a formal and public inquiry has been ordered under the Public Servants Inquiries Act, 1850, or a matter that has been referred for inquiry under the Commissions of Inquiry Act, 1952.
- In the event of the identity of the informant being disclosed in spite of the Commission’s directions to the contrary, it is authorised to initiate appropriate action as per extant regulations against the person or agency making such disclosure.

Public Notices

GOI Resolution on Public Interest Disclosure and Protection of Informer

The Government of India has authorized the Central Vigilance Commission (CVC) as the 'Designated Agency' to receive written complaints for disclosure on any allegation of corruption or misuse of office and recommend appropriate action.

2. The jurisdiction of the Commission in this regard would be restricted to any employee of the Central Government or of any corporation established by or under any Central Act. government companies, societies or local authorities owned or controlled by the Central Government. **Personnel employed by the State Governments and activities of the State Governments or its Corporations etc. will not come under the purview of the Commission.**

3. In this regard, the Commission, which will accept such complaints, has the responsibility of keeping the identity of the complainant secret. **Hence, it is informed to the general public that any complaint, which is to be made under this resolution should comply with the following aspects.**

- i) The complaint should be in a **closed/secured envelope**.
- ii) The envelope should be addressed to Secretary, Central Vigilance Commission and should be **superscribed "Complaint under The Public Interest Disclosure"**. If the envelope is not superscribed and closed, it will not be possible for the Commission to protect the complainant under the above resolution and the complaint will be dealt with as per the normal complaint policy of the Commission. The complainant should give his/her name and address in the beginning or end of complaint or in an attached letter.
- iii) Commission will not entertain anonymous/pseudonymous complaints.
- iv) The text of the complaint should be carefully drafted so as **not to give any details or clue as to his/her identity**. However, the details of the complaint should be specific and verifiable.

- v) In order to protect identity of the person. the Commission will not issue any acknowledgement and the whistle-blowers are **advised not to enter into any further correspondence** with the Commission in their own interest. The Commission assures that. subject to the facts of the case being verifiable, it will take the necessary action, as provided under the Government of India Resolution mentioned above. If any further clarification is required, the Commission will get in touch with the complainant.
4. The Commission can also take action **against complainants making motivated/vexatious complaints** under this Resolution.
5. A copy of detailed notification is available on the web-site of the Commission <http://www.cvc.nic.in>.

Issued in Public Interest by the Central Vigilance Commission, INA, Satarkta Bhawan, New Delhi.

Sd/-
Secretary
Central Vigilance Commission



Integrity Pledge for Organizations

We believe that corruption has been one of the major obstacles to economic, political and social progress of our country. We believe that all stakeholders such as Government, citizens and private sector need to work together to eradicate corruption.

We acknowledge our responsibility to lead by example and the need to put in place safeguards, integrity frameworks and code of ethics to ensure that we are not part of any corrupt practice and we tackle instances of corruption with utmost strictness.

We realize that as an Organization, we need to lead from the front in eradicating corruption and in maintaining highest standards of integrity, transparency and good governance in all aspects of our operations.

We, therefore, pledge that:

- We shall promote ethical business practices and foster a culture of honesty and integrity;
- We shall not offer or accept bribes;
- We commit to good corporate governance based on transparency, accountability and fairness;
- We shall adhere to relevant laws, rules and compliance mechanisms in the conduct of business;
- We shall adopt a code of ethics for all our employees;
- We shall sensitize our employees of laws, regulations, etc. relevant to their work for honest discharge of their duties;
- We shall provide grievance redressal and Whistle Blower mechanism for reporting grievances and fraudulent activities;
- We shall protect the rights and interests of stakeholders and the society at large.





Vigilance Department

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