VIGEYE VANI

Special Issue on

Vigilance Awareness Week 2024

“सत्यनिष्ठा की संस्कृति से राष्ट्र की समृद्धि”

“Culture of Integrity For Nation's Prosperity”

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MESSAGE FROM THE COMMISSION

The Central Vigilance Commission observes Vigilance Awareness Week every year to serve as an important platform for creating awareness about ill effects of corruption, promoting anti-corruption measures and reinforcing integrity. It serves as a reminder for government officials, organizations and citizens, of their collective role in fostering values of integrity, transparency and accountability. This year, the Commission observed Vigilance Awareness Week 2024 from 28th October to 3rd November 2024 on the following theme:

"सत्यनिष्ठा की संस्कृति से राष्ट्र की समृद्धि"

"Culture of Integrity for Nation's Prosperity"

As a precursor to the Vigilance Awareness Week, the Commission launched a three-month campaign from 16th August 2024 to 15th November 2024. A function was organized by the Commission on 8th November 2024 at Vigyan Bhawan, New Delhi which was graced by the Hon'ble President of India Smt. Droupadi Murmu.

The Commission wishes to place on record its appreciation of more than 400 organizations who have wholeheartedly participated in the Vigilance Awareness Week and the 3 months campaign focusing on areas viz. Capacity Building programs, Identification and Implementation of Systemic Improvements measures, Updation of Circulars/Guidelines/ Manuals, Disposal of Complaints and enhancing Dynamic Digital Presence.

Through this special edition of Vigeye Vani, the Commission would like to highlight the special efforts of these organizations and share the key takeaways for adoption by other stakeholders.

(A. S. Rajeev)
Vigilance Commissioner

(Praveen Kumar Srivastava)
Central Vigilance Commissioner

New Delhi, 30 April, 2025

MESSAGE FROM THE SECRETARY

It gives me great pleasure to note that the Commission is bringing out a special edition of "VIGEYE VANI" focusing on the Vigilance Awareness Week 2024.

This special issue captures the various activities done by organizations in the field of five Preventive Vigilance areas such as Capacity Building programs, Identification and Implementation of Systemic Improvements measures, Updation of Circulars/Guidelines/ Manuals, Disposal of Complaints and enhancing Dynamic Digital Presence.

These activities were envisaged during the three-month campaign period which acts as a run up to the Vigilance Awareness Week 2024. This year, more than 400 Ministries/Departments/Organizations undertook several measures for strengthening their vigilance mechanisms which included imparting training to CVOs and other vigilance/ non-vigilance officials, identifying areas requiring systemic changes and implementing those changes, updating their Circulars/ Guidelines/Manuals as well as digital platforms. The organizations also undertook special drives to dispose pending complaints in a time bound manner.

In the spirit of this year's theme of **"Culture of Integrity for Nation's Prosperity"** the organizations conducted several events for raising awareness amongst the public on fostering the values of integrity, transparency and accountability which can lead to Nation's prosperity.

I wish to thank all the organizations for their active participation in this campaign. I also want to congratulate all officers of the Commission and the Editorial Committee for bringing out this special edition of VIGEYE VANI.

(P. Daniel)
Secretary, CVC

New Delhi, 30 April, 2025

FROM THE EDITOR'S DESK

I am pleased to present the Special issue of the Commission's Newsletter "VIGEYE VANI" this year bringing out the significant achievements made by various organizations during the Vigilance Awareness Week (VAW) as well as during the three-month campaign preceding the VAW.

Several organizations participated actively in a variety of events and more than 400 organizations have submitted their reports to the Commission on the five focus areas of Preventive Vigilance and various activities undertaken under Participative Vigilance. The editorial team has tried to bring out significant initiatives adopted to augment organizational strength and improvise the Vigilance setup during the campaign. Comprehensive information about these initiatives is covered in detail in the newsletter with key takeaways to be emulated by other organizations.

On behalf of the editorial team, I am sincerely thankful to the Commission, and the Secretary, CVC for their valuable advice and support in bringing out this special issue. The contribution of all the organizations to make this campaign a success is also appreciated. I extend my gratitude to CVO, CWC, CVO, EPFO and all other members of the editorial team for their earnest endeavor in the publication of this newsletter.

(Yashashri Shukla)
Additional Secretary, CVC

New Delhi, 30 April, 2025

Lighting of the lamp by Hon'ble President of India on 8th Nov, 2024 at Vigyan Bhawan, New Delhi

Presentation of Booklet on Preventive Vigilance Initiatives to the Hon'ble President of India on 8th Nov, 2024 at Vigyan Bhawan, New Delhi

Presentation of Special issue of VIGEYE Vani on Leveraging Digital and Technological Initiatives for Transparency and Cyber Fraud Prevention to the Hon'ble President of India on 8th Nov, 2024 at Vigyan Bhawan, New Delhi

Presentation of booklet on Public Procurement: Challenges and Way Forward to the Hon'ble President of India on 8th Nov, 2024 at Vigyan Bhawan, New Delhi

Presentation of First copy of the Special Cover on VAW 2024 to the Hon'ble President of India on 8th Nov, 2024 at Vigyan Bhawan, New Delhi

Delegates attending VAW program on 8th November, 2024 at Vigyan Bhawan, New Delhi

PROGRAMME AT VIGYAN BHAWAN ON 8TH NOVEMBER, 2024

The Central Vigilance Commission (The Commission) is mandated to fight corruption and employs various strategies to combat corruption. The 'Vigilance Awareness Week' is one such initiative observed annually to raise public awareness about corruption and reinforce the need for ethical governance. The idea of observing Vigilance Awareness Week was introduced by the Commission in the year 2000. The Vigilance Awareness Week is observed every year during the week in which the birthday of **Sardar Vallabhbhai Patel,** India's first Deputy Prime Minister falls.

Each year, the Commission selects a specific theme for the week, addressing various aspects of governance such as promoting ethical practices, accountability, and transparency. Past themes focused on various issues such as **digital governance, integrity, and empowering citizens to fight corruption.** This year, Vigilance Awareness Week 2024 was observed from **28th October to 3rd November 2024** on the theme: **"Culture of Integrity for Nation's Prosperity."**

To commemorate the **Vigilance Awareness Week, 2024** the Commission organized a function on **8th November, 2024** at **Vigyan Bhawan, New Delhi** which was graced by the **Hon'ble President of India Smt. Droupadi Murmu.** The function was attended by serving and retired heads of various constitutional and statutory bodies, senior officers of various Ministries, Departments and other Central government organisations, Central Public Sector Enterprises, Public Sector Banks, Public Sector Insurance companies, Chief Vigilance Officers and staff of the Commission.

In her address the Hon'ble President appreciated the three months campaign run by the Commission on Preventive Vigilance. She stated that this year's theme of "Culture of integrity for Nation's Prosperity" is very apt considering the importance of moral values in Indian culture. She emphasised upon the need for public trust in Government's work and welfare schemes as it is a source of power for good governance. She also mentioned that a comprehensive approach is required to be adopted to eradicate

corruption. The eternal values of Indian society like honesty, morality, integrity and transparency must be strengthened.

Hon'ble President also mentioned several measures taken by the Government to tackle corruption like Direct Benefit Transfer, e-tendering, Government e-Market, Probity Portal, modification of Prevention of Corruption Act and implementation of Economic Offenders Act. She also mentioned that Government has seized assets more than $12 billion under the Prevention of Money Laundering Act. She also mentioned that prompt legal action against corrupt persons is extremely important. Delay in action or weak action encourages unethical practice. She also emphasised that the objective of any such proceeding should be to establish justice and equality in the society.

She concluded with lauding the work of the Commission. She stated that responsibilities of the Commission are very important, and this institution is fulfilling these responsibilities very well.

On this occasion, the following three booklets were presented to the Hon'ble President of India:

i) Preventive Vigilance Initiatives

The Commission monitors the vigilance administration of various organizations falling within its jurisdiction. The innovations and initiatives taken by these organizations have been compiled and published as preventive vigilance initiative booklet. The purpose of this exercise is to share the best practices evolved in different organizations with other organizations to enable them to replicate and adopt such best practices in their respective Organizations.

ii) VIGEYE VANI: Special Issue on Leveraging Digital and Technological Initiatives for Transparency and Cyber Fraud Prevention

The Commission held two Conferences in August 2024, the first on Leveraging Technologies for Increasing Transparency in Governance and the second on Digital Initiatives to Prevent Frauds covering the challenges posed by cybercrimes and

the resultant potential loss to the Banking, Insurance and Financial Sectors. The proceedings and recommendations of these conferences are the subject matter of the 53rd edition of Vigeye Vani released on the occasion of VAW 2024.

iii Public Procurement: Challenges and Way Forward

The Commission has over the years, examined numerous cases of officials who have erred in following the correct procurement procedure. The Commission, in the process of examining these proposals, has developed rich experience and domain knowledge on issues relating to public procurement. This booklet on Public Procurement contains the analysis of 100 case studies on this subject.

A Special Cover issued by Department of Posts commemorating Vigilance Awareness Week-2024 was also released on this occasion by the Central Vigilance Commissioner and presented to the Hon'ble President of India.

The Central Vigilance Commissioner, Shri. P.K. Srivastava in his welcome speech mentioned that the theme of this year's VAW **"Culture of Integrity for Nation's Prosperity"** motivates us to look back and learn from our past rich heritage and to look forward towards the goal of becoming a developed Nation by 2047, and act with integrity to bring prosperity.

He further informed that the Complaint Management Portal which was launched by the Hon'ble Prime Minister during the Vigilance Awareness Week, 2022 is functional and it leverages technology to enable citizen to become an effective participant in the fight against corruption. He informed that some new features have been added to the Complaint Management Portal for better monitoring. Some process re-engineering has also been done for faster processing of complaints. He also informed that the Vigilance Case Management System has also been upgraded to help in better monitoring leading to further reduction in turnaround time in giving advice on cases referred to the Commission and for issue of Vigilance Clearances.

On the occasion of VAW, 2024 several messages were also received from various esteemed dignitaries. The same are published on the website of the Commission as www.cvc.gov.in/vaw.html.

Group photo of the Commission and Senior officers with the Hon'ble President of India

3 MONTHS CAMPAIGN AS PRECURSOR TO VAW 2024

Introduction

As a prelude to the Vigilance Awareness Week 2024, the Commission advised that all government organizations should undertake a three-month campaign starting from **16th August 2024 to 15th November 2024** on Preventive Vigilance. All the Ministries, Departments and Organizations were advised to undertake the three-month campaign primarily on the following focus areas:

a) Capacity Building Programs

The Commission focused this year on introducing key areas of Preventive Vigilance for fresh inductees and refresher courses for employees with ten or more years of service. The training sessions were organised to cover areas such as Ethics and Governance, Conduct Rules, Systems and Procedures of the organization, Cyber Hygiene and Security and Procurement.

b) Identification and implementation of Systemic Improvement measures

Organizations were asked to analyze vigilance cases from the past five years to identify common areas which were corruption prone and where lapses were observed and to implement systemic improvements to address them. Additionally, organizations were also advised to conduct a special drive to implement the systemic improvement measures recommended by the Commission in various cases.

c) Up-dation of Circulars/Guidelines/Manuals

Organizations were asked to identify circulars, guidelines, and manuals that are required to be updated. Necessary steps were to be taken to ensure their timely up-dation and publication on the respective websites.

d) Disposal of Complaints received before 30.06.2024

All organizations were asked to ensure that complaints are not kept pending and that they reach the logical conclusion within the prescribed time frame and all complaints received on or before 30th June, 2024 are disposed of.

e) Dynamic Digital Presence

To ensure greater transparency and better service delivery, all organizations were asked to ensure timely and regular update of their websites and adherence to existing Government guidelines on website development and maintenance, such as GIGW 3.0, RBI's Master Circular on Customer Service in Banks, and security audit requirements.

In addition to the above five focus areas, the Commission also advised the following activities to be undertaken during the campaign period by the Organizations:

i) Taking the Integrity Pledge by Public Servants in the Ministries/Departments/ Central Public Sector Enterprises (CPSEs)/Public Sector Banks (PSBs) and all other Organizations on 28th October, 2024 at 11:00 Hrs. to mark the commencement of the Vigilance Awareness Week 2024.

ii) To encourage and publicize the online "Integrity Pledge" among all employees, their families, vendors/suppliers/contractor's/stake holders, students by visiting the Commission's website.

iii) To conduct activities relevant to the theme that strives to bring about maximum public participation and to conduct different outreach programs that aim to sensitize the public about the need for transparency and integrity in public governance.

iv) To organize grievance redressal camps for citizens/customers by the organizations having customer-oriented activities. Similarly, vendor meets were to be organized wherever feasible.

v) To organize "Awareness Gram Sabhas" for dissemination of information regarding the menace of corruption and the different measures that the public can undertake to redress Vigilance related matters, such as complaint portals, etc. As per past practices, Public Sector Banks were asked to conduct "Awareness Gram Sabhas" at the Branch level in at least two Gram Panchayats. Other organizations to also organize Gram Sabhas wherever possible.

The Commission observed that during the 3-months campaign on Preventive Vigilance measures, several organizations actively and wholeheartedly engaged in various activities, spanning across a wide range of efforts, showcasing the organizations' commitment to address the campaign's objectives.

More than 400 organizations have sent reports to the Commission, providing comprehensive details about the activities they undertook. These reports highlight efforts across the campaign's five key focus areas, which were designed to create meaningful impacts and foster positive change. In addition to these activities, several organizations extended their efforts to include innovative programs and initiatives that actively involved Public/Citizen participation. This collaborative approach emphasized the importance of community engagement in achieving the campaign's goals.

The above-mentioned initiatives along with notable outcomes are provided in greater detail in the subsequent chapters of this special issue of Vigeye Vani.

CAPACITY BUILDING PROGRAMS

The Commission is aware that a well-trained workforce, aligned with principles of Preventive Vigilance, becomes a catalyst for operational excellence, ensuring that organizations remain resilient, accountable, and committed. In this regard, capacity building plays an important role in ensuring that employees are adept at navigating evolving professional landscapes while maintaining unwavering commitment to ethical practices. The Commission this year has lent particular importance on training employees inducted in recent years, with a strong focus on the principles of Preventive Vigilance. All Ministries, Departments, and Organizations were urged to implement comprehensive training programs for new recruits and refresher courses for employees with over a decade of service to adapt to changing circumstances and reinforce their skills.

Preventive Vigilance Initiatives as Precursor to VAW 2024

During the 03-months campaign period (16th August 2024 to 15th November 2024), the Commission apprised all Ministries/Departments/Organizations to conduct Capacity Building Programs to encompass critical areas such as Ethics and Governance, Conduct Rules, Systems and Procedures of the organization, Cyber Hygiene and Security, and Procurement. The Commission further advised all the Ministries/Departments/ Organizations to ensure active participation by all concerned to bring about noteworthy results during the Campaign.

Initiative Taken by the Organizations and its Outcome:

The reports detailing the activities related to Preventive Vigilance conducted during the 03-month campaign period have been received from various organizations in the Commission. A significant number of organizations successfully organized Capacity Building Programs and training sessions for new recruits, while also conducting

refresher programs for their experienced employees. These training sessions were held both in-person and online.

During the campaign, 246 organizations conducted 2900 trainings wherein 8,13,988 officials underwent training. This structured approach ensured that both new entrants and experienced personnel were adequately covered during the training.

NOTABLE WORK BY THE ORGANIZATIONS DURING THE CAMPAIGN:

Railway Board

During the campaign period, the Railway Board organized seminars and sensitization sessions for 75,292 employees across various Zonal Railways, Production Units, and Training Institutes of Indian Railways. These sessions covered a wide range of topics including Ethics and Governance, Conduct Rules, organizational systems and procedures, Cyber Hygiene and Security, and Procurement.

State Bank of India

During the campaign period, a total of 69,567 employees, including 41,984 Customer Service Points (CSPs), participated in Capacity Building program on a range of crucial topics suggested by the Commission. The training also addressed issues such as Frauds Related to Various Channels, Conduct Rules, Procurement Processes, and the Whistle-blower Policy and Offsite Transaction Monitoring System (OTMS). The primary aim of these training sessions was to enhance employees' understanding of organizational policies, strengthen cyber security practices, prevent fraud, and promote ethical conduct.

Department of Posts

As part of its capacity-building initiatives, the Department conducted comprehensive training programs on critical topics suggested by the Commission. These programs,

delivered across various training institutes, successfully trained 64,768 employees over two sessions, ensuring that all cadres are equipped with the knowledge and skills necessary to perform their roles effectively.

Industrial Development Bank of India

The Industrial Development Bank of India (IDBI) conducted a series of capacity-building programs for 53,631 employees, focusing on key areas of governance, security, and operational integrity. Additionally, orientation and refresher programs for Disciplinary and Inquiry Authorities were held.

The session on fraud risk management and Cyber Security, emphasized the importance of safeguarding digital assets, furthermore, IDBI developed a suite of online modules covering the General Code of Conduct, Conduct Rules, Preventive Vigilance, Cyber Security Awareness, and Vigilance in Public Procurement, which successfully trained over 51,000 officers across various grades.

Central Industrial Security Force

During the campaign period, CISF successfully trained and sensitized 50,103 officers across various field units, Recruit Training Centers (RTCs), Reserve Battalions, and formations on Ethics and Governance, Conduct Rules, Systems and Procedures of the Organization, Cyber Hygiene and Security and Procurement.

Canara Bank

In 2024, Canara Bank, in collaboration with its partner organizations, rolled out a comprehensive series of training and capacity-building programs across various locations. These programs covered a broad range of essential topics, including Ethics and Governance, Systems and Procedures, Cyber Security and Hygiene, Preventive Vigilance, Enhanced Access & Service Excellence (EASE) Reforms, and Environmental, Social and Governance (ESG) Initiatives. Specialized training initiatives were organized for Law Officers, Investigating Officers, and young employees, with sessions led by distinguished experts, including retired Chief Vigilance Officers (CVOs) and senior

officials. Throughout the three-month campaign, a total of 27,175 employees benefited from 21 well-structured sessions.

Bank of Baroda

The Bank conducted 586 training sessions (both classroom and online) covering a variety of specialized topics such as Branch Management, Compliance, Credit Analytics, Recovery, Digital Products, MSME Growth, Forex, Fraud Control, Growth with Abidance, and Currency Chest Management. In addition, 313 training sessions were organized on essential subjects like Ethics & Governance, Conduct Rules, Cyber Hygiene, and Security. During the campaign period, a total of 26,472 officials received training across these sessions.

Food Corporation of India

As part of its Capacity Building program, the Food Corporation of India (FCI) conducted 10 training sessions for 25,528 employees across Zonal and Regional Offices, focusing on various aspects of Preventive Vigilance. These sessions were designed to raise awareness about fraud prevention, strengthen understanding of vigilance mechanisms, and promote ethical conduct within the organization. The training covered critical areas such as identifying potential risks, safeguarding against fraudulent activities, and reinforcing the importance of transparency in operations.

Life Insurance Corporation of India

Training in Ethics and Governance was delivered to both new inductees and existing officials through dedicated courses. For fresh inductees, the training provided a solid foundation in the organization's ethical standards, governance practices, and the critical importance of integrity in their roles. For existing officials, the Refresher Course served to reinforce their understanding of ethical principles, introduce any updates to governance policies, and promote a sustained commitment to ethical conduct in their day-to-day responsibilities. During the campaign period, a total of 7,181 fresh inductees and 15,558 officials were successfully trained through these programs.

Union Bank of India

During the campaign period, Union Bank of India undertook a significant training initiative, successfully imparting knowledge to 21,513 officers. The primary aim of this endeavor was to harmonize the understanding and operations across various banking segments, ensuring a unified approach to organizational objectives.

A notable seminar, accompanied by an interaction program for 55 Vigilance Officers, explored crucial topics such as ethics, governance, forensic auditing, cyber security, digital frauds, and procurement practices. Another conclave focused on enhancing disciplinary processes, ensuring the timely disposal of cases, and fostering departmental synergy, thus strengthening the internal framework of the bank.

Further extending its commitment to continuous learning, the bank's e-learning platform, "Union Vidya," facilitated training for its employees, who collectively completed e-modules during the campaign. Additionally, the bank launched a YouTube channel, providing staff members with easy access to training modules in both audio and video formats, thus broadening the reach and accessibility of essential learning resources across the organization.

Airports Authority of India

During the campaign, the organization successfully conducted 34 training programs, with a total of 9,799 employees participating through both online and offline modes. These programs addressed a range of important topics, including Ethics and Governance, Cyber Hygiene and Security, Conduct Rules, and Procurement through Government e-Marketplace (GeM) and Central Public Procurement (CPP) portals, alongside an in-depth understanding of the organization's systems and procedures. Multiple sessions were held for both new recruits and existing staff, with the goal of enhancing knowledge and skills in these key areas.

Bharat Sanchar Nigam Limited

BSNL organized a series of seminars, workshops, and training sessions focused on critical areas such as cyber security, vigilance, procurement, ethics, governance, and

disciplinary proceedings. These sessions, held across various circle offices, saw the active participation of 12,939 employees in 179 sessions.

The sessions, conducted both in-person and online, aimed to enhance the knowledge and understanding of BSNL employees, promote transparency, and strengthen governance. To provide specialized knowledge and in-depth understanding, additional sessions focused on cyber security were held, featuring senior experts and law enforcement officials.

Central Board of Indirect Taxes and Customs

Training sessions were organized by the Central Board of Indirect Taxes and Customs (CBIC) at its Delhi Headquarters and Zonal units in Kolkata, Lucknow, Ahmedabad, and Hyderabad during the campaign period, with a total of 1,933 participants. In addition, the National Academy of Customs, Indirect Taxes and Narcotics (NACIN), CBIC, hosted two additional sessions, engaging 11,089 participants.

Ministry of External Affairs

The Ministry of External Affairs (MEA) successfully completed a series of courses on the iGot Karmayogi platform for all employees at Headquarters and posts abroad. These courses included the Civil Service Conduct Rules, 1964, Stay Safe in Cyber Space, Public Procurement Framework, and Office Procedures. A total of 4,500 trainees benefited from these online training modules, enhancing their understanding of essential organizational rules and procedures.

Additionally, the Ministry organized an Induction Training Programme for Direct Recruit Assistant Section Officers (DR ASOs) of the 2021 and 2022 batches. The program included a series of lectures on various subjects, such as CCS (Conduct) Rules, 1964, Basics of Noting and Drafting, Cyber Security, Functioning and Organization of the Ministry, Right to Information Act, 2005, Government e-Marketplace (GeM), General Financial Rules, PFMS & DFPR, Administration, Diplomacy and Handling of Court Cases.

The Induction Training also included security briefings for officers proceeding abroad, complemented by specialized cyber security sessions. Throughout the campaign period, a total of 21,229 participants benefitted from both online/offline sessions and e-learning via the iGot Karmayogi platform.

Indian Oil Corporation Limited

Indian Oil Corporation Limited (IOCL) conducted a range of training programs for both new inductees and existing employees across its divisions. A total of 16,424 participants benefited from these training sessions, which focused on essential topics such as Ethics & Governance, Cyber Hygiene & Security (with an emphasis on cyber threats and preventive measures), and the Conduct, Discipline & Appeal Rules 1980 of IOCL. Additionally, specialized training programs were held on key areas such as Systems & Procedures covering over 30 topics, including project cost estimation, tendering processes, the use of various IT tools and Procurement which focused on platforms and processes such as the GEM portal, E-Nivida, and vendor development.

Punjab National Bank

Punjab National Bank conducted a series of comprehensive training programs for 16,544 officers, including 1,889 newly joined Marketing and Credit Officers. These programs were designed to familiarize employees with a wide range of critical subjects such as e-Procurement, ethics & governance and Cyber Security Awareness. Additionally, the bank organized awareness sessions for over 13,500 Business Correspondents (BCs), reinforcing the importance of adherence to security protocols, ethical practices, and vigilance within the banking ecosystem. All training programmes being run by the bank which were for more than two days, had mandatory session on thematic areas of VAW.

Bharat Heavy Electricals Limited

Bharat Heavy Electricals Limited (BHEL) successfully conducted a wide range of training programs for over 6,402 employees, which were designed to improve compliance and operational efficiency across the organization. Fresher courses were organized to familiarize employees with essential organizational procedures and

policies. Key training programs under Fresher courses included Revised Probation and Confirmation Policy, Site Data Digitalization (SDD) System, Morality, Ethics, and Governance, Contractor Performance Evaluation System, Packaging Philosophy and Common PQR (Pre-Qualification Requirement).

Other specialized courses addressed legal aspects, managerial skills, and grievance handling, further broadening employees' understanding of their roles and responsibilities within the organization.

GAIL (India) Limited

GAIL (India) Limited organized extensive training programs to enhance the skills and knowledge of 7,962 employees across critical areas of Preventive Vigilance. Vigilance Awareness Program focused on ethics, integrity, and addressing challenges in public procurement. Training on GAIL CDA Rules 1986 reinforced concepts of misconduct, devotion to duty, and maintaining integrity within the organization.

In response to the growing importance of cybersecurity, Cyber Hygiene and Security, sessions were conducted emphasizing cyber resilience, data protection, and threat prevention. Additionally, trainings in procurement, specifically on GeM guidelines, bid evaluation, and contract management, with practical discussions on improving procurement processes, organizational systems and procedures, including Operations & Maintenance (O&M) policies, model tender documents etc.

Indian Railway Catering & Tourism Corporation Limited

Indian Railway Catering & Tourism Corporation Limited (IRCTC) organized a series of training sessions aimed at enhancing the skills and knowledge of its employees. During the campaign period, 14 training sessions were conducted, benefiting 2,375 employees across various domains.

Key training areas included Record Management, Cybercrime Handling, Whistleblower Policy and Catering Inspections. Other notable sessions included training in Ethics and Governance, Service Conduct Rules, IT in Logistics, process of filing PIDPI Complaints etc.

Hindustan Aeronautics Limited

Hindustan Aeronautics Limited (HAL) provided training to 7,506 employees during the campaign period. Key sessions included Ethics & Governance, focusing on governance practices, awareness on HAL Conduct, Discipline & Appeal Rules, 2024, training on E-procurement, Compliance Procedures, TA/DA Rules, and Anti-Corruption Measures, Cyber Hygiene & Security sessions. Additionally, trainings were conducted on procedural lapses, GeM Procurement and Public Procurement, strengthening compliance and operational efficiency at HAL.

Key Takeaways and Conclusion:

During the campaign, various organizations took the initiative to conduct about 2900 Capacity Building training programs covering more than 800,000 officials, including fresh inductees and experienced employees. The scale and scope of these efforts underscore the Campaign's remarkable success.

The training instilled key skills in the fields of Preventive Vigilance encompassing topics such as ethics and governance, cybersecurity, fraud risk management, procurement and HR related systems and procedures. By leveraging interactive modules, tailored in-house courses, and user- friendly online platforms, the training sessions significantly boosted accessibility and learning outcomes, catering to diverse workforce needs.

These initiatives not only emphasized fostering transparency, compliance, and accountability but also reinforced the importance of adherence to organizational principles. Participants were empowered with the knowledge and tools required to address complex challenges effectively, fostering a culture of ethical integrity and proactive vigilance.

The Commission trusts that investing in the continuous training and development of employees is not merely an operational necessity but a strategic imperative. Such training initiatives are instrumental in fostering a culture of ethical accountability, where vigilance becomes a proactive rather than reactive measure.

IDENTIFICATION AND IMPLEMENTATION OF SYSTEMIC IMPROVEMENT MEASURES

Preventive Vigilance is an essential strategy in combating corruption by addressing its root causes through proactive measures. Preventive vigilance refers to a series of proactive measures aimed at identifying, reducing, and ultimately eliminating opportunities for corruption before they manifest. It emphasizes systemic improvements, ethical governance, and the establishment of robust safeguards to deter corrupt practices. Identifying and implementing systemic improvement measures is a cornerstone of preventive vigilance. It transforms organizations into more resilient, transparent, and accountable entities, fostering a culture where ethical governance thrives and opportunities for corruption are systematically eradicated.

During the campaign period, the Commission advised all Ministries/Departments/Organizations to undertake a comprehensive analysis of Vigilance cases from the last five years to identify recurring patterns and common areas where corruption has been prevalent. The insights gained can guide the initiation and implementation of systemic improvements to address these vulnerabilities. Such improvements included streamlining procedures, reducing discretionary powers, enhancing transparency, and strengthening internal controls to minimize opportunities for corrupt practices.

In addition to analyzing past cases, the Commission also advised Ministries/Departments/Organizations to prioritize the implementation of systemic improvement measures previously advised by the Commission. These measures, derived from examination of the Vigilance cases in the Commission, aim to address specific operational inefficiencies and procedural loopholes.

Initiative Taken by the Organizations and its Outcome:

The Commission received reports from various organizations detailing the activities and initiatives undertaken in identifying vulnerable areas prone to corruption and implementing systemic improvements during the campaign. Out of these organizations,

213 took proactive steps to implement systematic improvements during the campaign and collectively analysed a total of 26,906 vigilance cases. Furthermore, 117 organizations acted on systemic improvements suggested by the Commission.

Some of the areas prone and vulnerable to corruption identified by organizations are as follows:

1. Procurement Processes, tender and contract management:

Lapses in tendering, non-transparent bidding, collusion, and favouritism during vendor selection and deviations from established procurement procedures including splitting of contracts and unauthorized procurements, overlapping or conflicting conditions in contracts, delays, inadequate oversight and quality issues in the execution of contracts.

2. Human Resources Management, Recruitment and Promotions, Sensitive Postings and Staff Rotation:

Falsified attendance records, misuse of employee benefits, and irregularities in contract labour hiring, irregularities in recruitment processes, favouritism and violations of recruitment rules, lack of transparency in promotions and disciplinary actions, failure to rotate staff in sensitive positions, risk of favouritism and malpractice.

3. Financial Management:

Unauthorized payments, double or fraudulent claims, excess billing, forgery and falsification of financial documents, including tax claims and invoices.

4. Asset and Inventory Management, Scrap Disposal and Recycling:

Pilferage, mismanagement, or theft of inventory, especially during storage and disposal, inadequate reconciliation and verification of physical assets, lack of transparency in scrap auctions and delays in the disposal process.

5. **Documentation and Record Management:**

Poor or missing documentation for approvals, tenders, and audits, tampering with records or misrepresentation of data.

6. **IT Systems and Data Handling:**

Vulnerabilities in IT systems leading to manipulation, including altering customer details and misusing financial software.

7. **Real Estate and Property Management:**

Issues in leasing, rental agreements, and disposal of immovable properties.

8. **Travel and Allowance Claims:**

Fraudulent or exaggerated claims for travel and allowances, including misuse of leave travel concessions (LTC).

9. **Supervisory Lapses:**

Inadequate monitoring and lack of enforcement of accountability measures in sensitive areas.

10. **CSR (Corporate Social Responsibility) Activities:**

Mismanagement of CSR funds and lack of transparency in project execution and monitoring.

Notable work done by the Organizations during the campaign period:

Bharat Sanchar Nigam Limited

BSNL has analyzed 178 cases identifying various areas vulnerable to corruption such as tendering processes, vendor enrollment, property leasing, inventory management, asset maintenance and medical bill approvals. To address these issues, BSNL has implemented several systemic improvements such as verifying "No near relative certificates" from Telecom Infra Providers (TIPs), Employees pay monitoring, medical

claim verification, and updates in Systems, Applications, and Products (SAP) / Employee Self Service (ESS) are prioritized. Security measures have been strengthened, with surveillance via CCTVs.

Department of Posts

The Department of Posts has analyzed 487 cases, identifying systemic gaps in areas such as non-integration between Finacle and SAP, lacunas in PAN verification, fraudulent mobile number changes, and misuse of manual transaction facilities. To address these issues, the Department has implemented several key improvements, including the integration of Finacle with SAP, PAN verification with National Securities Depository Limited (NSDL), and seeding of mobile numbers has been restricted upto 5 Customer Information Files (CIFs). Additionally, receipt cancellations at post offices have been disabled, and limited to the designated Circle Processing Centres (CPCs) and debit facilities for branch settlement accounts have been frozen. The integration of Cheque Truncation System (CTS) with Core Systems Integration (CSI) and the completion of Postal Life Insurance (PLI) integration with CSI further strengthen security and reduce fraud risks.

Punjab National Bank

A thorough analysis of 2,161 cases conducted by Punjab National Bank (PNB) uncovered several vulnerabilities, including manual interventions, fraudulent transactions, and lapses in monitoring mechanisms. The Bank has implemented a series of systematic improvements such as introduction of a self-authentication feature in Internet Banking System (IBS), Mobile Banking Service (MBS) and Core Banking Solutions (CBS) for the customers in case of transactions declined by the Enterprise Fraud Risk Management (EFRM) system. Additionally, biometric login has been integrated with PNB Lens application for loan processing. In order to speed up and minimize delay in reporting fraud cases to RBI, Fraud Risk Management Information System (FRMIS) system has been revamped. PNB has placed restrictions on corporate account transfers, enhanced monitoring of high-value transactions, and disabled Aadhaar Enabled Payment System (AePS) debit functionality for 90 days following fraud reports. The Bank has

also upgraded its account opening procedures by incorporating GSTN validation for corporate customers and streamlining nomination updates for individual accounts.

State Bank of India

State Bank of India (SBI) has analyzed a total of 1,936 cases, identifying key areas vulnerable to corruption, such as pre and post sanction inspections in high-value credit proposals, personal loans, gold loans, agricultural loans, and inoperative accounts. The Bank has introduced several systemic improvements to enhance security and reduce fraud risks. These include multi-factor authentication, SIM binding for mobile banking apps, improved OTP security, and mandatory UPI PIN changes. The Bank has also implemented data encryption, transaction limit management, and session expiry features. Geo-location and Proactive Risk Management (PRM) solutions have been added to improve fraud detection, while reporting unauthorized transactions has been streamlined. Additionally, SBI is reinforcing adherence to pre- and post-sanction loan guidelines and issuing internal advisories to ensure compliance with procedures, further strengthening operational security.

Life Insurance Corporation of India

Life Insurance Corporation of India has analyzed 7395 cases identifying systemic gaps in the areas such as fraudulent policy claims, forged documents, unauthorized loans, delayed deposits, and National Electronic Funds Transfer (NEFT) misappropriation. Systemic improvements were implemented to address these issues such as QR code verification, two-factor authentication, stricter financial controls, automated portal access disabling for delayed payments, and SMS alerts for policy changes. Approval processes were enhanced, and modules were linked for better validation.

Industrial Development Bank of India

Industrial Development Bank of India during the campaign analyzed 3108 cases identifying several areas vulnerable to corruption, such as KYC violations, fabricated documents, irregularities in vault handling, misuse of funds, and collusion in loan processing. Systemic improvements implemented to address these issues such as

secure custody of vault keys, enhanced verification for transactions, mandatory surprise audits and stricter monitoring of loan processes. Circulars addressing operational guidelines, interest rate reviews, loan appraisals, and anti-fraud measures were issued to ensure compliance, reduce fraud risks, and streamlining banking operations for better accountability.

Bank of India

Bank of India during the campaign analyzed 500 cases identifying several areas vulnerable to corruption, including misuse of HCSE menu (changing service outlet for an employee), activation of dormant account, renewal of contract of gold appraisers, misuse of SB accounts in the name of staff etc. To address these issues, the Bank has implemented a systemic improvements such as restricting HCSE menu at branch level , necessary guidelines for renewal of contract of gold appraisers issued to field formations and a new menu developed in Finacle. Restrictions have been placed in Finacle for maximum two SB accounts in the name of the staff. Further, restrictions have been placed in Finacle for allotment of Teller account to officers and zonal authorities are authorized to allot the Teller account. Maximum cash withdrawal per instance using withdrawal slips has been capped in Core Banking Solution (CBS) system.

Indian Overseas Bank

Indian Overseas Bank (IOB) has analyzed 244 cases, identifying several areas vulnerable to corruption, including account openings, cash misappropriation, fake quotations, loan frauds in Mudra, Housing, Jewel, and Vehicle Loans. To address these issues, the Bank has implemented systemic improvements for evaluating credit proposals, introduced an online credit appraisal system, and centralized loan processing. Preventive measures include 100% quarterly jewel verification, restricted/disabled debit to office account access, and enhanced staff training on fraud prevention. Awareness campaigns and updated SOPs are shared through internal portals and circulars, ensuring compliance and addressing vulnerabilities in areas like KCC, agri loans, and general banking.

Steel Authority of India Limited

SAIL analyzed 1,369 cases, identifying vulnerabilities in procurement, contract management, payment to contractual labour, material entry/exit, sampling/testing, and township-related issues. To address these, several systemic improvements were implemented, including digitization of the material gate pass system to prevent manipulation, and the introduction of a biometric attendance system for contract labour at Bhilai Steel Plant. Other improvements include uniform guidelines for seeking shortfall documents in open tenders, a methodology for linking DD wagons promptly in warehouses, and an online system for processing non-available medicines at plant hospitals. Additionally, a random sampling system for ferro alloys and an online township quarter maintenance complaint system were developed to improve transparency and operational efficiency.

Rashtriya Ispat Nigam Limited

Rashtriya Ispat Nigam Limited (RINL) analyzed 426 cases, identifying several vulnerable areas such as contract procedures, medical bill processing, and material weighment. Systemic improvements were implemented to address these issues such as development of a Contract Manual, GPS tracking for vehicle monitoring in Garbham mines, an Online Medical Bill Tracking System (OMBITS), and linking the weighment process to ERP at Vijayawada. Additionally, RINL introduced mandatory re-validation of dependents for medical benefits and reviewed eligibility rules for medical facilities.

Gas Authority of India Ltd. (GAIL)

GAIL analyzed 504 cases, identifying several vulnerable areas such as contract management, marketing of products, procurement/sale of LNG, HR recruitment, and CSR fund allocation. Systemic improvements were implemented to address these issues such as bid capacity included in tendering, preventing unauthorized subcontracting, clarifying Schedule of Rate (SOR) items, strengthening procurement systems, and using broad specifications for competitive bidding.

Central Public Works Department

Central Public Works Department (CPWD) has analyzed 85 cases of past five years, identifying key areas vulnerable to corruption, such as contract management, financial and human resource management, and transparency issues. Systemic improvements were implemented to address these issues such as updated SOPs for EPF payments, the establishment of guidelines for handling final bills and introduction of digital tools for record management.

Security Printing and Minting Corporation of India Limited

Security Printing and Minting Corporation of India Limited (SPMCIL) analyzed 153 cases, identifying several areas vulnerable to corruption such as ambiguous information/condition in tender documents, non-issuance of tender documents to registered vendors, procurement planning flaws, delays in material recording, and concerns with medical reimbursements and fake claims. Systemic improvements were implemented to address these issues through circulars and guidelines addressing delays in vendor payments, clarifying technical specifications in tender documents, ensuring better material recording, and streamlining medical reimbursements. Further, biometric attendance system for outsourced employees and the standardization of procedures for disposal of security items and medical claims, ensuring transparency and accountability in operations were also implemented.

Key Takeaways and Conclusion:

The reports received from the various Organizations, highlights systemic vulnerabilities and fraud-prone areas across various sectors, including banking, procurement, recruitment, and contract management. Key issues identified include forged documents, unauthorized transactions, embezzlement, and procurement irregularities. To address these challenges, systemic improvements have been implemented, such as automated fraud detection systems, biometric authentication, QR code verification, geo tagging of assets, digitalization of employee records and enhanced compliance protocols. Digital solutions like online tendering, pre-qualification criteria for contracts, and AI-driven

transaction monitoring are expected to streamline processes and reduce corruption risks.

Key reforms, such as integrating Systems, Applications, and Products (SAP) with operational systems, restricting manual interventions, and revising recruitment standards, have strengthened organizational integrity. These comprehensive efforts aim to promote transparency, reduce fraud, and ensure ethical practices across sectors, reflecting a commitment to sustainable governance and public trust.

Notable Systemic Improvements adopted by the Organizations

UPDATION OF CIRCULARS/GUIDELINES/MANUALS

Organizations operate within a dynamic environment wherein changes in the rules, regulations and policies are required to be disseminated in real time. Inadequate or outdated policies pose significant legal and operational risks, hence regular review and updating of policies, manuals, guidelines and circulars are essential for ensuring seamless operations and sound administration.

The Commission advised all the Organizations to identify circulars, guidelines, and manuals that require up-dation and to take the necessary steps to ensure their timely revision. It was also advised that these updated documents be published on the respective websites. Additionally, organizations were advised to confirm updation undertaken during the campaign period and provide brief details of the updates carried out.

Initiative Taken by the Organizations and its Outcome:

More than 300 organizations submitted their reports to the Commission, with the majority demonstrating substantial efforts and impactful contributions throughout the campaign. **More than 5000 Circulars/Manuals/Guidelines have been updated/ issued by various organizations.**

Organisations took significant initiatives to update their/circulars/Guidelines/Manuals. Few initiatives are summarized below:-

Notable Work by the Organizations during the Campaign:

Gas Authority of India Ltd.

During the campaign period, a total of 1,464 guidelines and circulars on various subjects were identified for updating. Out of these, approximately 1,444 documents pertaining to HR policy, Land records, Cyber security, User Manuals, policy related to sourcing and sale of Compressed Natural Gas (CNG) were updated.

Punjab National Bank

Punjab National Bank issued a total of 570 circulars during the campaign period wherein guidelines have been updated /reviewed across various departments and divisions. The updated circulars cover a range of areas, including the Inspection and Audit Division, Customer Compensation Policy, Digital Lending Policy, Policy for Wilful Defaulters, and other key policies.

Mangalore Refineries and Petrochemicals Limited

During a significant campaign at Mangalore Refineries and Petrochemicals Limited (MRPL), nodal officers from various departments were appointed to update essential documents and they were directed to review and revise the documents within their domain. A total of 1,501 circulars existed before the campaign. During this period, 667 outdated circulars were deleted, and 392 were updated.

Union Bank of India

Union Bank of India maintains an extensive collection of 319 subject-specific e-manuals and 18 HR modules. Throughout this campaign period, each e-manual and module was meticulously updated and uploaded in accordance with the policies approved by the Board for the fiscal year 2024-25.

Punjab and Sind Bank

During the campaign period, Punjab and Sind Bank undertook a significant initiative to update its internal documentation. A total of 228 circulars were issued by the respective Head Offices. During this period, 13 key policies were reviewed and updated by the bank. Furthermore, one compliance manual was thoroughly revised and updated.

Central Bank of India

During the campaign period, all departments diligently identified circulars, guidelines, and manuals that required updation and took the necessary steps to ensure their timely revision. Each department played a crucial role in maintaining these documents,

ensuring they were updated in alignment with the latest policies and procedures. Several departments such as Customer care and Resource Department, Human Capital Management Division, International Division, Retail Department etc. issued a total of 192 circulars.

Ministry of Earth Sciences

During this year's campaign period, 135 circulars were issued on the METNET portal (Intra IMD portal), addressing topics like cybersecurity, Swachh Bharat Diwas, and language promotion. The National Institute of Ocean Technology (NIOT), an autonomous society under the Ministry of Earth Sciences, also updated its guidelines on the official website. Key updates included the DDP-DoE guidelines on arbitration, DFS guidelines on insurance surety bonds, and revisions in SOP for NOC issuance.

Life Insurance Corporation of India

During the campaign period, LIC has updated a total of 128 circulars, guidelines, and manuals across several departments. Standard Operating Procedure (SOP)s have been updated extensively, covering areas such as transparency audits, Central Information Commission (CIC) hearings, and IT-related processes like database administration, alert log verification, and Oracle user management.

The Customer Relationship Management (Policy Services)-CRM(PS) Department introduced circulars for the assignment and transfer of policies, reclassification of unclaimed policyholder amounts, successive nominations, and the destruction of Electronic Document Management System (EDMS) policy records. New SOPs for network management, hardware, and enterprise mailing solutions were also added.

Indian Oil Corporation Limited

A total of 9 guidelines, 94 SOPs, and several advisories and manuals have been updated across different departments during the campaign period. The Public Procurement -Preference to Make In India (PPP-MII) order 2017 was aligned with the DPIIT circular

dated 19.07.2024. The End to End Project Management Suite (E2EPMS) system now captures details for executive reports through updated SOPs. The Hydraulic Platform for Rescue and Fire Fighting specification was revised, and material procurement processes were updated to use E-Nivida and Essentiality Certificate Monitoring System(ECMS). The 5th revision of the Industry Quality Control Manual (IQCM) for non-aviation products was launched on Indian Oil Day i.e. 01.09.2024.

Bharat Electronics Limited

During the campaign period, multiple circulars have been updated across various departments to enhance procedures and policies by BEL. Guidelines for trainee engineers/officers and project engineers/officers were revised to address short-term manpower needs. Disaster Management Policy was issued to align with the Disaster Management Act 2005. Flexi-timing for executives was re-issued to choose their workhours within pre-determined work-boundaries. The Bharat Electronics Scheme for Assistance to the Family of deceased Employees (BESAFE scheme) was also updated during this period.

Bharat Heavy Electricals Limited

During the campaign period, several circulars have been updated by BHEL. Amendments were made in the Works Contract Manual, Sub Contract Procedure and Purchase Procedure. The Consultant and Expert Policy were revised to adapt to present market conditions and best practices across PSU organizations. The General Terms and Conditions were amended, including changes to the notice period for Engineer Trainees. The Recruitment Policy was revised to incorporate new government guidelines and recent changes.

Bharat Petroleum Corporation Limited

Multiple departments of BPCL, during the campaign period, have issued key circular updates, enhancing guidelines and policies across various domains. The Retail Business

Unit and Industry Marketing Discipline issued updated guidelines . The Chief Risk Officer issued a Risk Management and Charter Policy circular. The Quality Assurance Plan for Civil Works and the Compendium of Circulars was updated. The Pipeline Integrity Management System Manual was released. Three Vigilance publications were released namely, the "Vigilance Officers Handbook", the "Handbook on DOs & DON'Ts for Business Units and Entities" and a special edition of the Quarterly Newsletter "Vigilance Plus". Revised Procurement Guidelines were also issued based on Ministry of Finance, Procurement Manual on Works, Goods and Services.

Bureau of Indian Standards

Various Indian Standards (IS) have been revised during the campaign period. These revisions cover standards for textiles, medical equipment, construction materials, and industrial products. The Bureau of Indian Standards (BIS) has issued multiple guidelines on the implementation of revised IS for textiles, agro-textiles, aluminum alloys, stainless steel products, and medical textiles. These updates also include changes in specifications for food-grade chemicals, electronic equipment, and safety materials.

Key Takeaways and Conclusion:

The Commission appreciates the efforts made by various organizations in updation of circulars, Guidelines, and Manuals. The organizations have carried out key modifications in the areas of procurement processes, recruitment and operational frameworks and adoption of digital solutions.

It is felt that, timely updates help eliminate ambiguities and inconsistencies, reducing the risks of misinterpretation or misuse of rules. This, in turn, minimizes the occurrence of Vigilance cases and curtails opportunities for corrupt practices. Outdated circulars or manuals may also expose the organization to legal and regulatory challenges due to non-compliance with current laws and policies. Regular updates ensure that the organization remains agile, capable of adapting to changing circumstances, and better equipped to fulfil its mandate effectively.

The overall outcome of the campaign reinforces the indispensability of such initiatives in fostering operational transparency, strengthening organizational efficiency, and building structures that are resistant to corruption and inefficiency.

DISPOSAL OF COMPLAINTS

Effective handling of complaints plays a vital role in ensuring accountability, transparency, and good governance, as emphasized by the Central Vigilance Commission. Timely and prompt redressal of complaints ensures delivery of justice, strengthens public trust in the system, and prevents inefficiency and corruption. The Commission stresses upon the importance of structured systems for monitoring and management of complaints. Tracking on Complaint Management System portal makes the monitoring process more transparent and efficient.

During the 03-months campaign period (16th August 2024 to 15th November 2024), as a precursor to the Vigilance Awareness Week 2024, the Commission advised all Ministries/Departments/Organizations to ensure that all complaints received on or before 30.06.2024 must be disposed of. The Commission had sought from Ministries/ Departments/Organizations the details of disposal of complaints received on or before 30.06.2024 pending as on 16.08.2024 during the campaign period, and pendency of such Complaints at the end of the campaign period i.e.as on 15.11.2024.

Initiative Taken by the Organization and its Outcome:

The 3-month campaign period which was aimed at addressing the long-standing issue of unresolved complaints, saw an impressive and enthusiastic response from **308 Organizations,** all of which committed themselves to ensure that the complaints reached a logical conclusion. Organizations made significant progress in reducing the number of pending complaints, demonstrating a commendable dedication to improving grievance redressal mechanisms. At the commencement of the campaign, on 16th August 2024, a total of **22,758 complaints,** which had been received on or before 30th June 2024, remained unresolved. However, as the campaign progressed, **20,002 complaints** were successfully resolved achieving an impressive resolution rate of nearly 88%. This level of resolution demonstrated the efficiency and effectiveness of the campaign in addressing the grievances. At the end of the campaign's period, on

15th November 2024, the number of pending complaints had been drastically reduced to just **2756 complaints.**

Gist of the Outcome of the Initiatives:

- Complaints received on or before 30.06.2024 and pending as on 16.08.2024: **22758**
- Complaints received on or before 30.06.2024 disposed during the campaign period: **20002**
- Complaints received on or before 30.06.2024 and pending as on 15.11.2024: **2756**

Key Takeaways and Conclusion:

The campaign's focus on the timely disposal of pending complaints has proven to be a crucial tool for addressing corrupt practices within organizations and ensuring timely redressal of grievances. Organizations have demonstrated their commitment to accountability, responsiveness, and user-friendliness by setting a fixed timeframe for handling complaints. This initiative has significantly reduced pending complaints, established a system for prompt action, and minimized the scope for malpractices. Notable practices adopted during the campaign include maintaining complaint registers, leveraging Information and Communication Technology (ICT) tools for complaint monitoring, ensuring timely resolution within fixed timelines, incorporating red flags for delays, and providing online updates on complaint status.

The Commission acknowledged the efforts of various organizations in making the campaign successful. It emphasized that the timely processing of complaints enhances corporate governance, reduces malpractice, and fosters a culture of ethical behaviour. The collective efforts during the campaign successfully reduced pendency and shaped a robust system that values integrity and accountability, contributing to a more transparent and efficient organizational ecosystem.

DYNAMIC DIGITAL PRESENCE

The websites of organisations are the gateways for interaction between organizations and their stakeholders, including citizens, customers, and partners. Regular updates of the Organization's websites are essential for ensuring transparency, accountability, and efficient service delivery. It is imperative for all organizations to ensure that their websites are thoroughly updated and enriched with accurate, relevant, and comprehensive information. An updated website provides accurate and timely information, reducing the need for physical visits or repeated inquiries. It serves as a centralized platform where stakeholders can access vital details about services, policies, and initiatives, ensuring convenience and clarity.

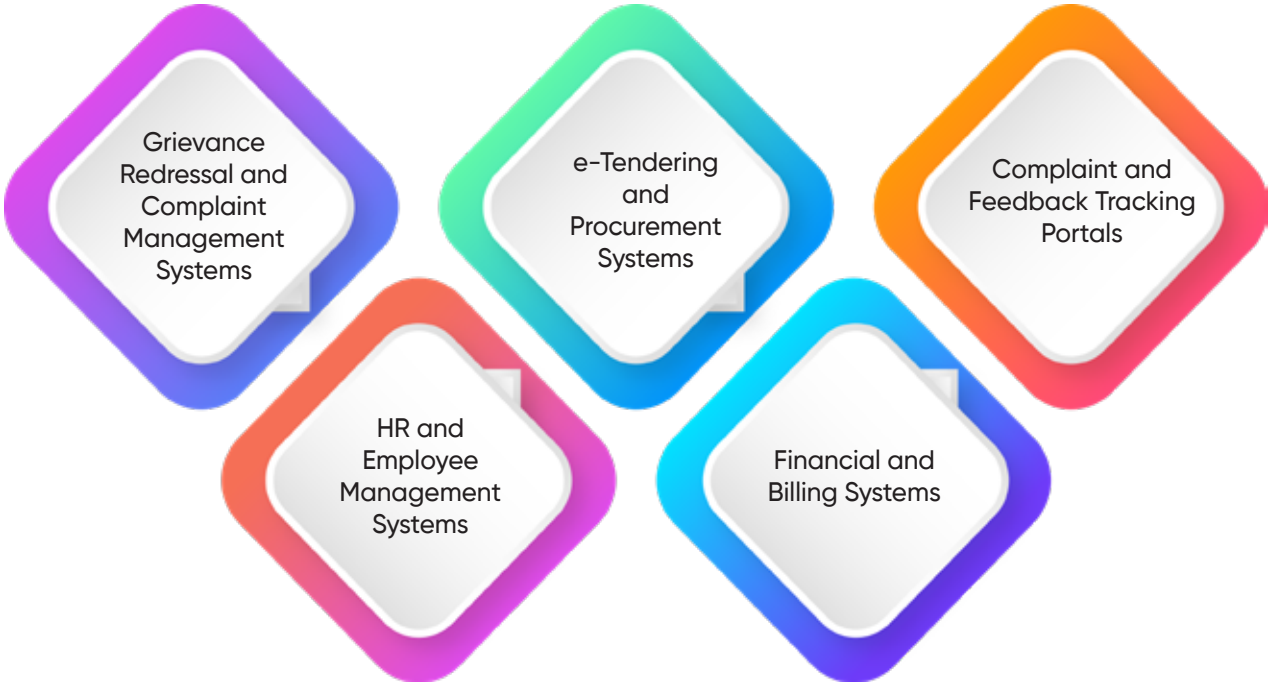
During the 03-month campaign carried out by the Commission as a precursor to Vigilance Awareness Week 2024, one of the key focus areas was " Dynamic Digital Presence". The Commission advised the Organizations to make efforts to ensure that their websites are updated and contain all proper and relevant information by identifying such areas/activities which can brought on their existing website and ensuring their inclusion on the website. Organizations were also asked to ensure proper systems for website administration in accordance with Government directions / guidelines on development and maintenance of websites. (like GIGW 3.0/RBI's Master Circular on Customer Service in Banks/Security audit).

Initiative Taken by the Organizations and its Outcome:

A total of **308 organizations** have reported their efforts to the Commission regarding these digital initiatives. These initiatives include updating their websites through periodic reviews. The latter led to identification of new areas, activities, and services which were brought online to enhance digital accessibility and improve service delivery. Out of the 308 organizations, 258 have undertaken initiatives for the regular maintenance and updating of their websites and 212 organizations have taken steps to bring additional areas, activities, or services online.

The analysis of the details received from the Organizations highlights the various initiatives taken by Organizations in ensuring maintenance, updation of their websites to comply with Government guidelines and meet modern digital demands. Many Organizations have established dedicated teams and structured workflows involving authors, moderators, and approvers to ensure efficient content updates. Regular audits, including third-party assessments, and adherence to standards like GIGW (Guidelines for Indian Government Websites) 3.0 have improved cyber security, accessibility, and inclusivity for differently abled users. These measures have strengthened user trust and enhanced the accuracy and relevance of website content.

Top Five Areas addressed by the Organizations



Notable Work done by the Organizations during the Campaign:

Airports Authority of India

The AAI website is broadly categorized into three Sectors i.e. Corporate, Airport, and Employee with designated roles for Content Creators, Publishers and AAI

Administrators. Nodal officers from each Directorate, Regional HQ have been identified and provided their role based credentials to updated respective contents directly. All the updates follow a Standard Operating Procedure (SOP) to ensure consistency. Additionally, several online portals have been developed to streamline various services such as AAI Land Requisition Portal, Vigilance Complaint Management System, Flight Training Organisation (FTO) No Objection Certificate Application System and AAI holiday calendar. These portals improve accessibility, streamline processes and provide online services for users and employees.

Central Warehousing Corporation

The Corporation has introduced a systematic approach for the regular update and review of its website, ensuring accuracy, relevance, and compliance with organizational guidelines. Routine checks, including security updates, performance optimization, and content refreshment ensure the website remain up to date and user centric. Additionally, the Corporation has digitized most business and functional processes through over 40 e-tools, automating core operations such as Warehouse Management System (WMS), Financial Accounting System, and Human Resource Management System (HRMS). New modules have been added to enhance functionalities, like integrating WMS with external portals, incorporating mobile bill reimbursement in HRMS, and upgrading financial tools for compliance.

Canara Bank

The bank has introduced periodic reviews and updates to its website, with monthly confirmations from the respective wing heads. Several new digital services and products have been launched, including the Digital Lending Platform (DLP) ,Canara My Money digital loan product, Canara Ready Cash for seamless online loan applications. The bank has also partnered with the Reserve Bank Innovation Hub to offer digital financing for Self-Help Groups (SHGs) through "Canara SHG e-Money." Other initiatives include end-to-end digitalization of mutual fund transactions, employee-specific feedback management systems, and the introduction of online facilities for managing amendments in National Automated Clearing House (NACH) mandates.

Bank of India

In the Bank, a dedicated team under the IT Department regularly seeks feedback and requests from various departments to update the website. As part of its ongoing commitment to transparency, the organization launched the Online Vigilance Complaints Process Module (OVCPM), enabling confidential and efficient reporting of vigilance-related concerns. This initiative aims to promote accountability and ensure the prompt resolution of issues. Following this, the Online Preventive Vigilance Inspection Module (PVIM) was deployed, focusing on proactive measures to identify and address potential vulnerabilities through regular inspections.

Hindustan Petroleum Corporation Limited

HPCL has introduced several digital initiatives to improve operational efficiency and reduce manual processes. A new automated bank mandate update system, "Penny Drop Integration" has significantly reduced the cycle time from 15-20 days to 2-3 days, improving data accuracy and real-time tracking. The e-Samaadhan grievance resolution portal streamlines vendor and internal department requests, offering seamless integration with minimal inputs. The in-house developed chatbot, E Saarthi, provides multilingual support and real-time access to critical information like invoices and payments. HPCL also launched a Unified Payment Platform (UPP), integrating digital payments and GST invoicing, along with automated bank reconciliation. Toll payment automation using MapMyIndia API (Application Programming Interface), a digital utility payments portal, and a Master Data Management (MDM) system for vendor registration further enhance efficiency. Regular updates are conducted for HPCL's retail website, CRM (Customer Relationship Management) Portal, and Vigilance Complaint Management System (CRISP), ensuring timely content and process reviews.

Housing and Urban Development Company Limited

HUDCO has implemented several measures for website updation and transparency. A dedicated column for Preventive Vigilance available in Hindi and English, provides information on vigilance, Integrity Pledge, and updates from the Corporate Vigilance

Department. The IT Wing has issued circulars to HoDs and RCs to appoint Nodal Officers for regular website review and monthly certification of updates. Additionally, the website's last update date is now published at the bottom for transparency. New software applications have been operationalized, including a portal for monitoring immovable properties, a Risk Register application for the Risk Management Department, and a Compliance Management System for the Chief Compliance Officer.

Indian Overseas Bank

The Digital Banking Department of the Bank has introduced an SOP for website updation during campaign period. Each department has a Nodal Officer responsible for managing its website content, with quarterly/half-yearly reviews conducted by the Webmaster. Nodal Officers confirm content accuracy, provide feedback, and suggest improvements, with review minutes shared with top management. Several digital services were launched during the campaign, including an NRI Newsletter, an updated Grievance Redressal Mechanism, and an online Periodic KYC (ReKYC) facility. Customers can now register e-mandates, apply for safe deposit lockers in real time, and upgrade savings accounts through the website. The Intranet Portal introduced tools for monitoring jewel loan end-use, hybrid eBG (e Bank Guarantee) issuance, and digitalizing Lok Adalat settlement processes. Additionally, online modules for gold loan applications, NOCs for visa/abroad visits, and pension applications for retiring staff were launched.

Life Insurance Corporation of India

Each department has assigned designated administrators responsible for regularly reviewing and providing updates to the webmaster for website modifications, deletions, and updates. During October and November 2024, significant updates were made to enhance information accessibility. The website now includes details on the onboarding journey and NPS, updated plan features for new and modified online plans, and competition circulars to boost LIC and SBA (Senior Business Associate) participation. Additionally, the E2E (End to End) process flow, its manual, and the SBA User Guide outlining cash collection functionality have been uploaded. Furthermore, all Request

for Proposal (RFP) details, contract issues, and awards under the Procurement and Vendor Management (PVM) section have been published, ensuring transparency and streamlined access.

National Mineral Development Corporation Limited

NMDC issued a Standard Operating Procedure (SOP) on 20.09.2024 for systematic website updation, ensuring defined roles, responsibilities, and compliance protocols. Designated executives were granted login credentials for content updates via NMDC CMS (Complaint Management System). Additionally, the "Samman" portal was operationalized for ex-employees, offering fully online retiral services, application tracking, and document-free processing, ensuring efficiency and convenience.

National Thermal Power Corporation

NTPC has taken measures to enhance transparency, effective service delivery, and website management. Regular updates are prioritized for intranet and websites, including manuals, guidelines, and SOPs, with Heads of Projects and regional heads ensuring timely uploads. Each department has designated nodal persons responsible for updating content, ensuring prompt and efficient updates. A centralized access point on the Corporate Vigilance Intranet allows employees to access updated manuals, circulars, and SOPs in one location, promoting transparency and effective communication. Additionally, NTPC launched the Vigilance Complaint Information System enabling complainants to track the real-time status of grievances submitted through the NTPC Vigilance Helpline Portal. Integrated with the internal complaint handling system, the platform provides transparent updates on complaint progress.

Steel Authority of India Limited

SAIL updated its website based on requests from various departments, with the Corporate Affairs Division acting as the central nodal body. Key departments like Board and Company Affairs and Environment Management have direct access to the website agency for uploading specific documents. The website also displays the last

update date for transparency. Several new online initiatives have been introduced across different units. The Vigilance journal and e-Books on preventive vigilance were uploaded, and a Medical Bill Tracking module is under development. An OTP-based Complaint Management System and an online FSA (First Stage Advice) bank are in progress. Additional online tools such as a complaint redressal system, HR, materials management, and plant production tools have also been introduced across units.

Union Bank of India

Union Bank of India has implemented a dedicated policy and SOP for the regular updation of its corporate website. Several new services have been brought online to enhance customer experience and operational efficiency. Notably, the bank launched the Online Disciplinary Process Portal (Project Vishwas) for a paperless disciplinary process, with Phase 1 launched in October 2024. IT KONNECT, a resolution portal for branch complaints, was also introduced. Additionally, novel internet banking services for NRIs, a Remote Deposit Capture system for CTS (Cheque Truncation System) Clearing, and Straight Through Processing (STP) for KCC (Kisan Credit Card) loans and PM Vishwakarma Scheme have been introduced. Union Voice Assistant (UVA) allows customers to access banking offers and services, including overdraft accounts. The bank also added Passbook Printing at BC points and digitized deposits for PPF and SSA (Sukanya Samridhi Accounts) through UPI (Unified Payment Interface).

Key Takeaways and Conclusion:

During the Campaign many proactive measures were taken by various organizations to ensure efficient website management, reflecting a broader commitment to transparency, accessibility, and technological advancement. A key takeaway is the establishment of structured systems and dedicated teams for regular updates and audits, ensuring that websites remain accurate, relevant and compliant with government guidelines such as GIGW 3.0. Security remains a priority, with institutions conducting regular audits, integrating SSL (Secure Sockets Layer) certifications, and implementing robust cyber security protocols.

Another significant outcome of the campaign is the widespread digital transformation across organizations, demonstrated by the introduction of AI-driven tools, grievance redressal portals, real-time tracking systems, and e-tendering platforms. The emphasis on real-time data management, streamlined workflows, and user-centric designs showcases a shift towards creating more accessible and responsive online platforms. These initiatives collectively align with the broader vision of digital transformation, enhancing both internal efficiency and public trust.

OTHER ACTIVITES CARRIED OUT BY THE ORGANIZATIONS DURING VAW 2024

Integrity Pledge

As a prelude to Vigilance Awareness Week 2024, the Commission advised that all organizations should undertake a three-month campaign starting from 16th August 2024 to 15th November 2024. The Commission advised that the observance of the Vigilance Awareness Week 2024 to commence with the taking of Integrity Pledge by Public Servants in the Ministries/Departments/Central Public Sector Enterprises (CPSEs)/Public Sector Banks(PSBs) and all other Organizations on 28th October, 2024 at 11:00 hrs.

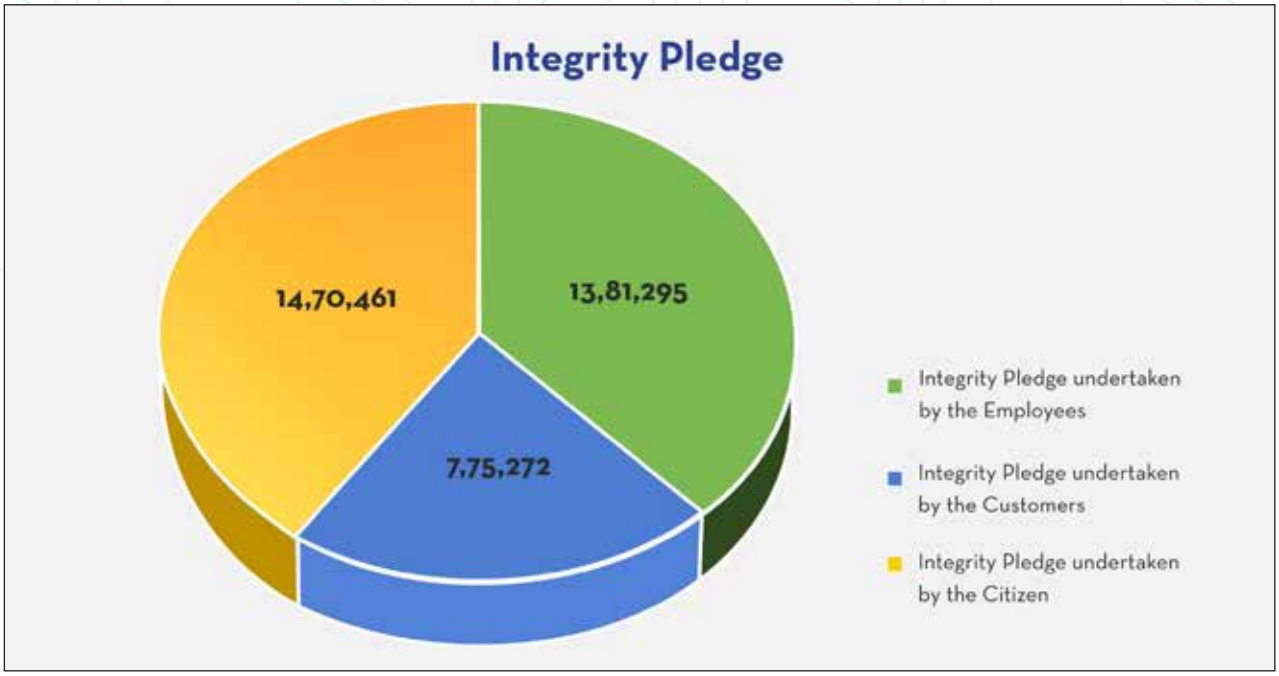
Commission advised that within the Organization, employees should be encouraged to take e-pledge by visiting the CVC website and promote the concept of e-Integrity Pledge with persons with whom the organization deals with. As a part of outreach activities, the Commission advised all Ministries/Departments/ Organizations to publicize integrity Pledge amongst families of employees, vendors/suppliers/contractor's/stake holders, students etc. to elicit wider participation.

Initiative Taken by the Organizations and its Outcome:

A total of 308 organizations have submitted detailed reports regarding the number of Integrity Pledges taken during the campaign period, reflecting the extensive efforts made to promote ethical practices across various sectors. The campaign has received an overwhelmingly positive response, particularly in this key focus area, demonstrating the collective determination of individuals and organizations to prioritize integrity as a fundamental value. An impressive total of more than **36 lakhs** Integrity Pledges were taken during the campaign period collectively by employees, customers, and citizens.

This remarkable number highlights the campaign's success in resonating with people at all levels. It signifies a unified effort to uphold values that promote trust, credibility, and

collective well-being. This level of engagement is a powerful reminder of how collective actions can pave the way for a more ethical and equitable society.



Events Organized

The Commission advised all Ministries/Departments/Organizations to organize workshops and sensitization programs for employees and other stakeholders on the Organization's policies, procedures, and Preventive Vigilance measures. Additionally, the Commission also suggested conducting various competitions, such as debates and quizzes, for employees and their families on topics related to anti-corruption to encourage broader participation. Furthermore, it was instructed to carry out activities with visibility and mass appeal, such as walkathons, marathons, and street plays, to engage all sections of society effectively.

Initiative Taken by the Organizations and its Outcome:

Over 300 organizations took the initiative during Vigilance Awareness Week 2024, in organizing an impressive array of competitions and events to promote awareness about transparency, integrity, and ethical practices in public governance. Several competitions

like Debate, Elocution, Panel Discussion, Essay writing competition, Quiz competition, Inter-departmental Rangoli competition, slogan writing competition, seminar workshop, and walkathon, Drawing Competition etc. were organized during the campaign period.

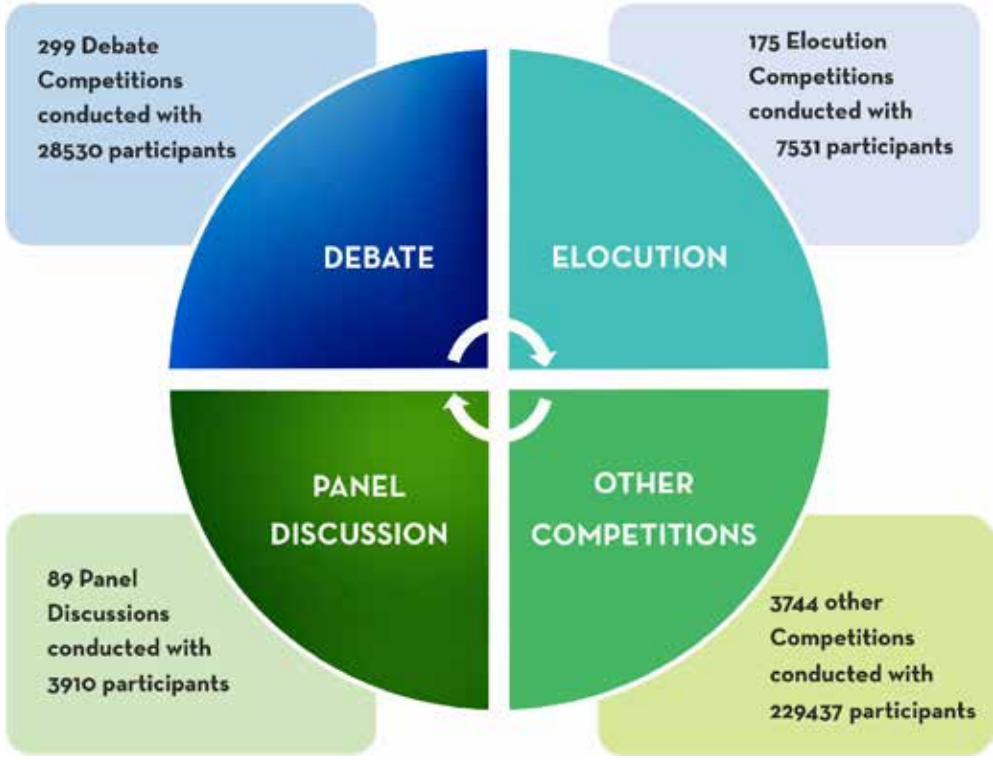
Competitions such as debates and elocution contests offered participants a platform to articulate their views on critical issues like ethics, governance and corruption. These events encouraged healthy discourse, critical thinking, and the exchange of innovative ideas. Panel discussions brought together experts, officials, and stakeholders to explore the challenges and solutions related to maintaining transparency and fostering good governance.

Essay writing and quiz competitions further enhanced participation by encouraging individuals to reflect on the significance of Vigilance and accountability, with quizzes testing their knowledge on rules, regulations, and anti-corruption practices. Creative activities like inter-departmental rangoli and drawing competitions added a unique dimension, using visual art to depict themes of integrity and governance. Slogan writing competitions enabled participants to succinctly capture the essence of the campaign's theme, leaving a lasting impression on the audience.

Seminars and workshops and and sensitization programs focused on capacity building, educating participants about conduct rules, procurement processes, cyber hygiene, and preventive vigilance. These sessions were instrumental in enhancing awareness and equipping attendees with practical knowledge to uphold integrity in their roles.

The enthusiastic participation across these events highlighted the collective commitment of the organizations and individuals toward fostering a corruption-free society. These competitions and activities not only strengthened awareness but also built a foundation for ethical practices and transparency in public governance.

Competitions Conducted During the Campaign



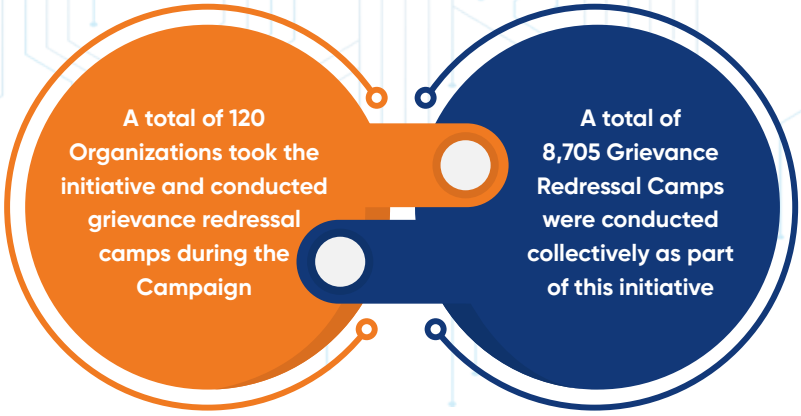
The competitions held during Vigilance Awareness Week 2024 achieved their primary objective of raising awareness about the importance of vigilance and integrity. By engaging diverse groups through creative, intellectual, and cultural activities, the campaign left a lasting impact on participants and the community at large.

Outreach Activities for Public/Citizens

Grievance Redressal Camps

Commission advised and encouraged the Organizations to organize grievance redressal camps for citizens/ customers by the organizations having customer-oriented activities. Similarly, vendor meets were organized wherever necessary, through online mode or otherwise, whichever was more feasible.

Initiative Taken by the Organizations and its Outcome



During the campaign, 120 Organizations took the initiative to organize Grievance Redressal Camps aimed at addressing and resolving the concerns of citizens and customers. These efforts reflect a strong commitment to ensuring accountability, improving service delivery, and enhancing customer satisfaction across various sectors. A total of 8,705 Grievance Redressal Camps were organized as part of this initiative. These camps served as accessible platforms where citizens and customers could voice their grievances, seek resolutions, and engage directly with organizational representatives. The large number of camps organized highlights the significant outreach and effort invested in making this campaign successful.

Among the participating organizations from various sectors, the Banking Sector stood out for its exemplary performance. Banking institutions played a pivotal role by organizing a considerable number of grievance redressal camps, reflecting their commitment to addressing customer concerns efficiently and transparently. These efforts by the Banking Sector were particularly noteworthy, as they helped resolve issues related to account management, loans, digital banking services, and other financial matters, thereby contributing to improved customer trust and satisfaction.

The campaign underscores the importance of collaborative and citizen-centric governance, with organizations from diverse sectors stepping up to strengthen their grievance redressal mechanisms. By creating opportunities for direct dialogue and resolution, the initiative not only addressed existing grievances but also laid the groundwork for more responsive and efficient service delivery in the future.

Gram Sabhas

The Commission advised the Organizations to Organize "Awareness Gram Sabhas" for dissemination of awareness regarding the menace of corruption and the different measures that the public can undertake to redress vigilance related matters, such as complaint portals, etc. It was also instructed that as per the past practices, Public Sector Banks need to conduct "Awareness Gram Sabhas" at the Branch level in at least two Gram Panchayats whereas other organizations were to organize wherever possible.

Initiative Taken by the Organizations and its Outcome

The Commission received comprehensive reports from over 150 Organizations detailing their efforts and initiatives in conducting Gram Sabhas during the campaign. These reports highlighted the significant efforts made by various organizations to engage local communities in fostering a culture of integrity, vigilance, and anti-corruption. The campaign was marked by the collective participation of an astounding **4,84,606** individuals across **18053** Gram Sabhas, demonstrating widespread public interest and involvement. The "Awareness Gram Sabha" campaign has been a remarkable success.

This widespread engagement demonstrates the campaign's effectiveness in raising awareness and fostering community participation. The success of this initiative underscores the potential for further expansion to enhance outreach and inclusivity, paving the way for a more informed and empowered society.

State-wise Details of Gram Panchayats and Participants

S.no.	State	Total Number of Gram Panchayats where" Awareness Gram Sabha" was held	Total Number of Public /Citizens participated
1.	Andhra Pradesh	285	8480
2.	Arunachal Pradesh	23	527
3.	Assam	491	15475
4.	Bihar	1069	43231
5.	Chandigarh	116	1588
6.	Chhattisgarh	214	5829
7.	Delhi	133	10537
8.	Goa	142	1990
9	Gujarat	1002	15978
10	Haryana	1547	29576
11	Himachal Pradesh	246	8660
12	Jammu & Kashmir	65	1253
13	Jharkhand	905	14379
14	Karnataka	641	31711
15	Kerala	201	6989
16	Ladakh	8	101
17	Madhya Pradesh	845	16382
18	Maharashtra	1232	20868
19	Manipur	16	515
20	Meghalaya	30	1028
21	Mizoram	11	212
22	Nagaland	10	337
23	Odisha	489	16920
24	Puducherry	4	417
25	Punjab	1489	23530
26	Rajasthan	708	19535
27	Sikkim	22	677
28	Tamil Nadu	453	15828
29	Telangana	202	6569
30	Tripura	40	1939
31	Uttar Pradesh	4112	123076
32	Uttarakhand	299	7492
33	West Bengal	1003	32977
	Grand total	**18053**	**484606**

The campaign focused on raising awareness about anti-corruption and integrity through a variety of activities in Gram Sabhas. Key initiatives included educational talks, grievance redressal workshops and integrity pledge ceremonies, with many organizations educating citizens on grievance handling mechanisms, particularly the PIDPI resolution. Emphasis was given on promoting online portals for reporting corruption, and cyber awareness sessions on data privacy and online safety. Traditional communication methods like street plays, folk dances, and poster displays effectively conveyed the message in West Bengal, Assam, and Jharkhand.

Workshops, rallies, and competitions, including essay writing, quizzes, and rangoli-making, fostered community participation. Informative materials such as pamphlets and banners helped disseminate key messages across the citizens. Senior officials, vigilance officers, and local leaders highlighted the importance of integrity in governance, with events like marches, skits, and pledge ceremonies inspiring ethical practices. The campaign also empowered women, self-help groups, and farmers, promoting grassroots involvement in anti-corruption initiatives. The initiative successfully fostered a sense of responsibility, transparency, and ethics, significantly strengthening grassroots governance and leaving a lasting impact on the communities involved.

Activities Involving School and College Students:

Several Organizations took the initiative to conduct outreach activities involving many schools and colleges, with significant participation from students. The outreach efforts were carried out in **3,313 Schools** and **1,199 Colleges.** A total of **2,021,871 school** students and **131,992 college** students actively participated in the various activities organized during the campaign.

The details received from the Organizations highlighted a comprehensive range of activities conducted during Vigilance Awareness Week (VAW) 2024, emphasizing themes like "Culture of Integrity for Nation's Prosperity" and "Say No to Corruption." Across various Schools, activities aimed at fostering awareness, promoting ethical practices, and engaging students in meaningful discussions about integrity and vigilance were organized. A significant portion of the activities included creative competitions such

as essay writing, poster-making, drawing, painting, and slogan-writing, where students showcased their thoughts and creativity. Debates and elocution contests provided platforms for students to articulate their views and enhance their public speaking skills.

Several schools organized interactive sessions, outreach programs, and workshops that included integrity pledge ceremonies, lectures on preventive vigilance, and discussions on the ill effects of corruption. Cultural activities like skits, storytelling sessions, and musical performances further enriched the events, making them engaging and educational. These activities collectively aim to instill a sense of accountability, integrity, and a proactive stance against corruption among the younger generation. Further, the reports also outline a wide range of activities conducted during Vigilance Awareness Week 2024 at colleges nationwide. Key initiatives included essay writing, debates, quizzes, poster-making, and slogan-writing competitions centered on themes like anti-corruption and integrity. Integrity pledges were administered to students, faculty, and staff, emphasizing personal accountability and ethical practices.

Cultural activities like skits, street plays, and video reel-making competitions further enriched the programs, while events like walkathons and human chain formations added a dynamic touch. Some institutions arranged special lectures on vigilance themes by experts and conducted awareness campaigns, including the distribution of pamphlets and banners. Prizes were distributed to recognize outstanding participation, reinforcing the message of a corruption-free society.

Some institutions arranged special lectures on vigilance themes by experts and conducted awareness campaigns, including the distribution of pamphlets and banners. Prizes were distributed to recognize outstanding participation, reinforcing the message of a corruption-free society. The activities collectively fostered awareness among thousands of students, promoting a culture of integrity and Vigilance through engaging, educational, and impactful means.

PHOTO GALLERY

Integrity Pledge being delivered at the Central Vigilance Commission on 28th October, 2024

Officers and Staff of CVC taking Integrity pledge on 28th October, 2024

Vigilance program at the Railway Board

Inauguration of Vigilance program by Vigilance Commissioner at Canara Bank

Visit of Secretary, CVC at HUDCO

Visit of Central Vigilance Commissioner to Indian Oil Corporation Ltd.

PHOTO GALLERY

Gram Sabha Organised by Hindustan Shipyard Limited

Vigilance awareness program organized by Bharat Dynamics Limited

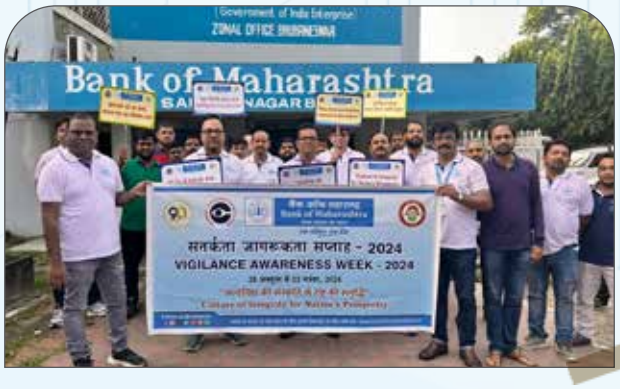
Vigilance awareness program organized by Bank of Maharashtra

Vigilance awareness program organized by State Bank of India

Poster Competition conducted by Bharatiya Reserve Bank Note Mudran Pvt. Ltd. at Kendriya Vidyalaya, Mysuru

Sand Art by Vigilance Department, Bank of Baroda, Cuttack, Odisha

PHOTO GALLERY



Vigilance awareness program organized by Bank of Maharashtra

Walkathon organized by Andaman Lakshadweep Harbour Works

Walkathon organized by Bank of Baroda

Walkathon organized by Punjab & Sind Bank

Gram Sabha Organised by State Bank of India

Nukkad Naatak at State Bank of India

PHOTO GALLERY

Walkathon organized by Numaligarh Refinery Limited

Integrity Pledge organized at a school by Punjab & Sind Bank

Vigilance awareness program organized by Bharat Heavy Electricals Limited

Gram Sabha organized by Bank of India

Vigilance awareness program organized by Bharat Dynamics Limited

Nukkad Natak at Central Vigilance Commission

PHOTO GALLERY

Vigilance awareness program organized by Canara Bank

Vigilance awareness program organized by National Insurance Company Limited

Cyclothon organized by Bharat Heavy Electricals Limited

Walkathon organized by Bank of India

Walkathon organized by South Eastern Coalfields Ltd. Bilaspur, Chhattisgarh

Vigilance awareness program organized by NABARD, Mumbai

LIST OF ORGANISATIONS

S. NO.	NAME Of ORGANIZATION
1	Advanced Weapons and Equipment India Limited
2	Agriculture Insurance Company of India Limited (AIC)
3	AI Assets Holding Limited (AIAHL)
4	Airports Authority of India
5	All India Council for Technical Education
6	Andaman Lakshadweep Harbour Works (ALHW)
7	Andrew Yule & Co. Ltd
8	Antrix Corporation Limited
9	Armoured Vehicles Nigam Limited
10	Artificial Limbs Mfg. Corp. Ltd.
11	Atomic Energy Education Society
12	Balmer Lawrie & Co. Ltd
13	Bank of Baroda
14	Bank of India
15	Bank of Maharashtra
16	Bengal Chemicals & Pharmaceuticals Ltd.
17	Bhakra Beas Management Board
18	Bharat Broadband Network Ltd. (BBNL)
19	Bharat Coking Coal Ltd.
20	Bharat Dynamics Ltd.
21	Bharat Earth Movers Ltd.
22	Bharat Electronics Ltd.
23	Bharat Heavy Electricals Ltd.
24	Bharat Petroleum Corpn. Ltd.
25	Bharat Sanchar Nigam Limited
26	Bharatiya Nabhikiya Vidyut Nigam Ltd.
27	Bharatiya Reserve Bank Note Mudran Pvt Ltd.
28	Bhaskaracharya Institute for Space Application and Geo-Informatics Implemented In CRPF (BISAG)

S. NO.	NAME Of ORGANIZATION
29	Board of Apprenticeship Training, Bombay
30	Board of Practial Training (Eastern Region)
31	Bokaro Power Supply Company (P) Limited
32	Border Security Force
33	Brahmputra Valley Fertilizer Corporation Ltd.
34	Braith Waite & Co.ltd.
35	Bridge & Roof Co. (India) Ltd.
36	Bureau of Energy Efficiency
37	Bureau of Indian Standards
38	Bureau of Police Research & Development
39	Canara Bank
40	Cement Corporation of India Ltd.
41	Central Bank of India
42	Central Board of Direct Taxes
43	Central Board of Indirect Taxes & Customs
44	Central Board of Secondary Education
45	Central Coalfields Ltd.
46	Central Cottage Industries Corpn. of India Ltd..
47	Central Council for Research in Ayurvedic Sciences
48	Central Council for Research in Unani Medicine
49	Central Electricity Authority
50	Central Electronics Limited
51	Central Industrial Security Force
52	Central Institute of Petrochemicals Engineering & Technology
53	Central Manufacturing Technology Institute
54	Central Mines Planning & Design Institute Ltd
55	Central Power Research Institute
56	Central Public Works Department
57	Central Pulp & Paper Research Institute
58	Central Registry of Securitisation Asset Reconstruction and Security Interest of India
59	Central Reserve Police Force Directorate General
60	Central University of Jammu

S. NO.	NAME Of ORGANIZATION
61	Central University of South Bihar
62	Central Warehousing Corpn. Ltd
63	Centre for Development of Advanced Computing
64	Centre for Development of Telematics
65	Centre for Dna Fingerprinting and Diagnostics
66	Centre for Materials For Electronics Technology
67	Centre Institute of Plastic Engg. & Technology
68	Chandigarh Administration
69	Chennai Petroleum Corporation Ltd.
70	Chennai Port Trust
71	Chhattisgarh Administration
72	Coal India Ltd.
73	Coal Mines Provident Fund Organization (CMPFO)
74	Cochin Port Trust
75	Cochin Shipyard Ltd.
76	Coir Board
77	Competition Commission of India
78	Comptroller & Auditor General of India Office of The Pr. Accountant General(Audit), Jammu & Kashmir, Srinagar
79	Container Corporation of India
80	Controller General of Defence Accounts
81	Cotton Corporation of India
82	Council of Scientific & Industrial Research
83	Customs Excise and Service Tax Appellate Tribunal
84	Damodar Valley Corpn.
85	Dedicated Freight Corridor Corp of India Ltd.
86	Deen Dayal Upadhyay Port Trust
87	Delhi Development Authority,
88	Delhi Metro Rail Corporation Ltd.
89	Delhi Police
90	Delhi State Industrial and Infrastructure Development Corporation
91	Delhi Transport Corporation
92	Department for Promotion of Industry & Internal Trade

S. NO.	NAME Of ORGANIZATION
93	Department of Administrative Reform & Public Grivances and Dept of Pension & Pensioner Welfare
94	Department of Atomic Energy
95	Department of Chemicals & Petrochemicals
96	Department of Economic Affairs
97	Department of Fertilizers
98	Department of Investment & Public Asset Management
99	Department of Posts
100	Department of Public Enterprises
101	Department of Science and Technology
102	Department of Social Justice & Empowerment
103	Department of Space
104	Department of Telecommunications
105	Directorate General Assam Rifles
106	Directorate General National Security Guard
107	Directorate General of Civil Aviation
108	Directorate of Coordination Police Wireless
109	Directorate of Enforcement
110	Dr B R Ambedkar National Institute of Technology
111	Dredging Corpn. of India Ltd.
112	Eastern Coalfields Limited
113	ECGC Limited
114	EDCIL India Limited
115	Education & Research In Computer Networking (ERNET)
116	Electronics Corpn of India Ltd
117	Employees Provident Fund Organisation
118	Employees State Insurance Corporation
119	Engineering Projects India Ltd.
120	Engineers India Ltd.
121	Exim Bank of India
122	Export Inspection Council Of India
123	Export-Import Bank of India

S. NO.	NAME Of ORGANIZATION
124	Exports Credit Guarantee Corporation
125	FCI Aravali Gypsum and Minerals India Ltd.
126	Ferro Scrap Nigam Limited
127	Fertilizer & Chemicals Travancore Ltd
128	Fertilizer Corporation of India Limited
129	Food Corporation of India
130	GAIL (India) Limited
131	Garden Reach Ship-Builders & Engineers Ltd.
132	General Insurance Corpn. of India
133	Geological Survey of India
134	Gliders India Limited
135	Goa Shipyard Ltd.
136	Govind Ballabh Pant Institute of Himalayan Environment and Development
137	Govt of Odisha, Department of Handlooms, Textiles & Handicrafts
138	Govt. Industrial Training Institute for Women
139	Grid Controller of India Limited
140	Heavy Engineering Corporation Limited
141	HIL (India) Limited
142	HIL Lifecare Limited
143	Hindustan Aeronautics Ltd.
144	Hindustan Antibiotics Ltd.
145	Hindustan Copper Ltd.
146	Hindustan Organic Chemicals Ltd.
147	Hindustan Petroleum Corporation Limited
148	Hindustan Prefab Ltd.
149	Hindustan Salts Ltd.
150	Hindustan Shipyard Ltd.
151	Hindustan Steel Works Construction Ltd.
152	HMT Ltd.
153	Housing & Urban Dev. Corpn. Ltd.
154	IIIT Guwahati

S. NO.	NAME Of ORGANIZATION
155	IIS University
156	India Infrastructure Finance Co. Ltd.
157	India Optel Limited
158	India Post Payments Bank
159	India Tourism Development Corpn Ltd.
160	India Trade Promotion Orgn
161	Indian Bank
162	Indian Bureau of Mines
163	Indian Council of Forestry Reasearch & Education
164	Indian Council of Historical Research
165	Indian Council of World Affairs
166	Indian Institute of Advance Studies
167	Indian Institute of Astrophysics, Bangalore
168	Indian Institute of Foreign Trade
169	Indian Institute of Information Technology, Allahabad
170	Indian Institute of Information Technology, Bhagalpur
171	Indian Institute of Information Technology, Design and Manufacturing, Kancheepuram
172	Indian Institute of Information Technology, Pune
173	Indian Institute of Information Technology, Vadodara
174	Indian Institute of Management Calcutta
175	Indian Institute of Management Lucknow
176	Indian Institute of Management, Ahmedabad
177	Indian Institute of Management, Udaipur
178	Indian Institute of Science Education and Research, Bhopal
179	Indian Institute of Science Education and Research, Thiruvananthapuram
180	Indian Institute of Science, Jaipur
181	Indian Institute of Technology (BHU), Varanasi
182	Indian Institute of Technology Hyderabad
183	Indian Institute of Technology Roorkee
184	Indian Institute of Technology, Bhubaneswar
185	Indian Institute of Technology, Dhanbad

S. NO.	NAME Of ORGANIZATION
186	Indian Institute of Technology, Gandhi Nagar
187	Indian Institute of Technology, Goa
188	Indian Institute of Technology, Indore.
189	Indian Institute of Technology, Kanpur
190	Indian Institute of Technology, Mandi
191	Indian Institute of Technology, Palakkad
192	Indian Institute of Technology, Ropar
193	Indian Maritime University
194	Indian National Science Academy
195	Indian Oil Corpn. Ltd.
196	Indian Overseas Bank
197	Indian Railway Catering and Tourism Corp Ltd.
198	Indian Rare Earths Limited
199	Indian Renewable Energy Development Agency Ltd.
200	Indian Statistical Institute, Kolkata
201	Indian Telephone Industries Ltd.
202	Indira Gandhi National Open University
203	Indira Gandhi Rashtriya Uran Akademi
204	Indo Tibetan Border Police
205	Indira Gandhi National Open University
206	Industrial Development Bank of India
207	Institute for Design of Electrical Measuring Instruments
208	Institute of Bioresources and Sustainable Development
209	Instrumentation Ltd.
210	IRCON International Ltd.
211	Jawaharlal Nehru Centre for Advanced Scientific Research
212	Jawaharlal Nehru Port Trust
213	Jute Corporation of India Limited
214	Kamarajar Port Ltd.
215	Karnataka Antibiotics & Pharmaceuticals Ltd.
216	Kendriya Vidyalaya Sangathan
217	Khadi & Village Industries Commission

S. NO.	NAME Of ORGANIZATION
218	Kolkata Port Trust (Now Syama Prasad Mookerjee Port Authority, Kolkata)
219	Konkan Railway Corporation Ltd.
220	Krishna River Management Board
221	Kudremukh Iron & Ore Co.ltd.
222	Life Insurance Corpn. of India
223	Madras Fertilizers Ltd.
224	Mahanadi Coalfields Limited
225	Mahanagar Telephone Nigam Limited
226	Mahatma Gandhi Institute for Rual Industrialization (MGIRI)
227	Malaviya National Institute of Technology Jaipur
228	Manglore Refineries and Petrochemicals Limited
229	Manipur University
230	Maulana Azad National Institute of Technology
231	Mazagon Dock Ltd
232	Metal Scrap Trade Corporation (MSTC)
233	Metallurgical Engg. Consultants India Limited (MECON)
234	Military Engineer Services
235	Mineral Exploration Corporation Ltd
236	Ministry of Agriculture and Farmers Welfare
237	Ministry of Ayush
238	Ministry of Civil Aviation
239	Ministry of Civil Aviation, Bureau of Civil Aviation Security
240	Ministry of Commerce & Industry
241	Ministry of Consumer Affairs, Food and Public Distributtion, Department of Consumer Affairs
242	Ministry of Culture
243	Ministry of Defence
244	Ministry of Earth Sciences
245	Ministry of Education Department of Higher Eduction
246	Ministry of Electronics & Information Technology
247	Ministry of Environment, Forest and Climate Change
248	Ministry of External Affairs
249	Ministry of Finance, Department of Expenditure

S. NO.	NAME Of ORGANIZATION
250	Ministry of Finance, Department of Revenue
251	Ministry of Fisheries, Animal Husbandry & Dairying
252	Ministry of Heavy Industries
253	Ministry of Home Affairs
254	Ministry of Home Affairs Land Ports Authority of India
255	Ministry of Home Intelligence Bureau
256	Ministry of Housing and Urban Affairs
257	Ministry of Information & Broadcasting
258	Ministry of Jal Shakti, Department of Water Resources River Devlopment and Ganga Rejuvenation
259	Ministry of Mines
260	Ministry of Minority Affairs
261	Ministry of New & Renewable Energy Sources
262	Ministry of Parliamentary Affairs
263	Ministry of Petroleum and Natural Gas
264	Ministry of Railways
265	Ministry of Rural Development
266	Ministry of Skill Development and Enterpreneurship
267	Ministry of Steel
268	Ministry of Textiles
269	Ministry of Tribal Affairs
270	Mishra Dhatu Nigam Ltd.
271	MMTC Limited
272	MOIL Limited
273	Mormugao Port Authority
274	MSME Technology Centre Visakhapatnam
275	Mumbai Port Trust
276	Mumbai Railway Vikas Corporation Limited
277	Municipal Corporation of Delhi
278	Munitions India Limited
279	Narcotics Control Bureau
280	National Aluminium Co. Ltd.

S. NO.	NAME Of ORGANIZATION
281	National Bank for Agriculture and Rural Development
282	National Board of Examinations in Medical Sciences
283	National Buildings Construction Corporation
284	National Commission for Scheduled Castes
285	National Cooperative Consumers Federation of India
286	National Council for Cement and Building Materials
287	National Council for Teachers Education
288	National Council of Educational Research and Training
289	National Education Society for Tribal Students
290	National Fertilizer Ltd.
291	National Financial Reporting Authority
292	National Handloom Development Corpn. Ltd.
293	National High Speed Rail Corporation Ltd.
294	National Highway Authority of India
295	National Housing Bank
296	National Hydro-Electric Power Corporation Limited
297	National Institute of Biomedical Genomics, West Bengal
298	National Institute of Design, Ahmedabad
299	National Institute of Disaster Management
300	National Institute of Educational Planning and Administration
301	National Institute of Electronics & Information Technology
302	National Institute of Fashion Technology
303	National Institute of Open Schooling
304	National Institute of Technical Teachers Training and Research
305	National Institute of Technology, Hamirpur
306	National Institute of Technology, Jamshedpur
307	National Institute of Technology, Kurukshetra
308	National Institute of Technology, Mizoram
309	National Institute of Technology, Patna
310	National Institute of Technology, Srinagar
311	National Institute of Tuberculosis and Respiratory Diseases
312	National Institute of Unani Medicine
313	National Insurance Co.ltd.

S. NO.	NAME Of ORGANIZATION
314	National Investigation Agency
315	National Medical Commission
316	National Mineral Development Corporation Limited
317	National Power Training Institute
318	National Productivity Council
319	National Projects Construction Corpn. Ltd.
320	National Sanskrit University, Tirupati
321	National Scheduled Castes Finance & Dev. Coprn
322	National Textiles Corpn. Limited
323	National Tuberculosis Institute
324	National Institute of Technology, Calicut
325	National Water Development Agency
326	Navodaya Vidyalaya Samiti
327	Nepa Limited
328	New Delhi Municipal Council
329	New India Assurance Co. Ltd.
330	New Mangalore Port Trust
331	Neyveli Lignite Corporation Limited
332	North East Centre for Technology Application and Reach
333	North Eastern Institute of Ayurveda & Homoeopathy
334	North Eastern Institute of Ayurveda and Folk Medicine Research
335	Northern Coalfields Ltd.
336	Northern Eastern Electric Power Corpn.
337	NTPC Limited
338	NTPC-BHEL Power Projects Pvt. Ltd.
339	Nuclear Power Corporation of India Ltd.
340	Numaligarh Refinery Limited
341	Odisha Bridge & Constuction Corporation Limited
342	Office of The Comptroller & Auditor General of India
343	Office of The Controller General of Accts
344	Oil & Natural Gas Corporation Limited
345	Oil India Ltd.
346	Ordnance Factory Board
347	Oriental Insurance Co. Ltd.
348	P. G. Instt. of Medical Education & Research, Chandigarh

S. NO.	NAME Of ORGANIZATION
349	Punjab University Chandigarh
350	Paradeep Port Trust
351	Pawan Hans Helicopters Limited
352	Pension Fund Regulatory And Development Authority (PFRDA)
353	Power Finance Corporation Limited
354	Power Grid Corporation of India Limited
355	Prasar Bharati
356	Projects Equipments Corporation Ltd. (PEC)
357	Projects & Development India Ltd.
358	Punjab & Sind Bank
359	Punjab National Bank
360	Rail Tel Corporation of India Limited
361	Rail Vikas Nigam Limited
362	Railway Board
363	Rajasthan Electronics and Instuments Ltd.
364	Rajiv Gandhi National Aviation University
365	Ramagundam Fertilizers and Chemicals Limited
366	Rashtriya Chemicals & Fertilizers Ltd.
367	Rashtriya Ispat Nigam Limited
368	REC Limited
369	Reserve Bank of India
370	RITES Limited
371	Rubber Board
372	Rural Electrification Corpn. Ltd
373	Sardar Vallabhbhai Patel National Police Academy
374	Sashastra Seema Bal
375	School of Planing and Architecure
376	Securities and Exchange Board of India (SEBI)
377	Security Printing & Minting Corp of India Ltd.
378	Shipping Corporation of India Ltd.
379	SJVN Limited
380	Small Industries Dev. Bank of India
381	Software Technology Park of India
382	Solar Energy Corporation of India
383	South Eastern Coalfields Ltd.

S. NO.	NAME Of ORGANIZATION
384	Sports Authority of India
385	Sree Chitra Tirunal Institute for Medical Sciences and Technology
386	Staff Selection Commission
387	State Bank of India
388	State Trading Corporation of India Limited
389	Steel Authority of India Ltd.
390	Talcher Fertilizers Limited
391	Tea Board
392	Tehri Hydro Development Corporation
393	Telecommunication Consultants India Ltd.
394	Textiles Committee
395	The Automotive Research Association of India
396	The Braithwaite, Burn & Jessop Construction Limited
397	The National Small Industries Corporation Limited
398	The Tamil Nadu Dr. M.G.R. Medical University
399	Tobacco Board
400	Translational Health Science and Technology Institute
401	Troop Comforts Limited
402	UCO Bank
403	Union Bank of India
404	United India Insurance Co. Ltd.
405	University Grants Commission
406	University of Delhi
407	Uranium Corpn. of India Ltd.
408	V.O. Chidambaranar Port Trust
409	Vice President's Office
410	Visakhapatnam Port Trust
411	Visvesvaraya National Institute of Technology, Nagpur
412	VMMC & Safdarjung Hospital
413	Wadia Institute of Himalayan Geology
414	WAPCOS Limited
415	Western Coalfields Ltd.
416	Yantra India Limted

YOUR FUTURE, OUR COMMITMENT

Employees' Provident Fund Organisation

The Employees' Provident Fund Organisation (EPFO) has been a beacon of financial security for over seven decades. With unwavering commitment, we've been safeguarding the future of India's workforce and their loved ones, transforming lives and shaping a brighter tomorrow.

SOCIAL SECURITY SCHEMES OF EPFO

- Employees' Provident Fund (EPF), 1952
- Employees' Deposit Linked Insurance (EDLI) Scheme, 1976
- Employees' Pension Scheme (EPS), 1995

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सतर्कता जागरूकता सप्ताह 2024

Vigilance Awareness Week 2024

CENTRAL VIGILANCE COMMISSION

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