



# Vigilance



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## 1. Function

Vigilance Division in the Ministry of Coal oversees the vigilance administration of the Ministry in addition to vigilance issues relating to the organizations working under Ministry of Coal i.e. Coal India Limited (CIL) and its 8 subsidiaries, NLC India Ltd. (NLCIL), Coal Mines Provident Fund Organization (CMPFO) and Coal Controller Organization (CCO). The CVO of the Ministry coordinates vigilance issues with the Central Vigilance Commission (CVC), Central Bureau of Investigation (CBI), DoP&T and other related organizations.

Complaints received in organization are dealt in accordance with the 'Complaint Handling Policy' of the CVC and are processed using the Complaint Tracking System (CTS) from receipt up to disposal in proactive, preventive and punitive manners, such as surprise checks, regular checks, quality checks, follow-up checks and CTE type examinations to sensitize the employees of the company.

The details related to the complaints dealt with, vigilance cases disposed off and the pending case during 2021 (for 01.01.2021 to 30.11.2021) in Vigilance Section is as under:-

Source	Opening Balance	Received during the year	Total	Disposed	Balance	Age wise pendency (Months)			
						<1	1-3	3-6	>6
CVC	0	7	7	7	0	0	0	0	0
Others	32	275	307	297	10	10	0	0	0

The nature of the pending vigilance cases are regarding the complaints received from MPs, MLAs and general public alleging irregularities in respect of appointment/ promotion of employees, various tenders awarded, corruption regarding compensation, etc. conducted by officers/officials of Ministry of Coal, CIL and its subsidiaries, NLCIL, CMPFO and CCO.

## 2. Organization Structure

Vigilance Division in the Ministry is headed by Joint Secretary and Chief Vigilance Officer (CVO). Vigilance wings of CIL and its subsidiaries, NLCIL, Coal Mines Provident Fund Organization and Coal Controller Organization are headed by CVOs appointed on deputation basis. Vigilance issues

in respect of below Board-level Officers of the organizations are investigated by the CVO of the company concerned and in respect of Board-level officers, the CVOs of the company furnish factual report to the Ministry for taking appropriate action in consultation with the CVC.

## 3. Observation of Vigilance Awareness

Vigilance awareness week focusing on the theme "Independent India @ 75: Self Reliance with Integrity" was observed from 26.10.2021 to 01.11.2021. During this week integrity pledge, Essay writing competition, slogan writing competition, quiz etc. were organized in the Ministry. Similar activities are also undertaken in all the companies to create awareness on vigilance issues.

#### 4. Review/ Monitoring Mechanism

Regular review meetings are being held with the CVOs to review the pending issues relating to vigilance cases. One meeting chaired by JS & CVO, MOC was held on 22.04.2021 through Video Conferencing during the period 01.01.2021 to 30.11.2021.

#### 5. System Improvement Measures issued during 2021-22

All organizations are active participants in online submission of Immovable Property Return (IPR), rotational transfer of the officers from sensitive to non-sensitive posts, etc. In addition, following key System improvement were suggestions during 2021-22:-

##### 5.1 Mission Quality Management (2021 and Continuing):

Difference between declared quality/grade of coal and the quality discovered from actual laboratory tests prior to dispatch to customers have been a major organizational concern. To explore scope for improvement and eliminate vulnerability in the associated processes a major systemic exercise was launched by Vigilance to explore the entire gamut of policy and proceeds associated with determination, control, testing and assurance of coal. The study entailed collection and analysis of massive amount of lab test results (more than a million lab results drawn from consignment weighing nearly 1.5 Billion MT of coal over 4 year testing duration) discussions with coal company executives, industry professionals, academicians and even filed experiments to ascertain intra-seam quality variation. Lessons learnt from this exercise were encapsulated in a series of vigilance advisories that contained specific suggestions for implementation. The 4<sup>th</sup> advisory (16.4.2021) of this series, while explaining how the present practice of measuring coal quality-deviation, suffers from

certain serious infirmities by ignoring the role of associated consignment quantity and suggested an alternative system that is statistically more logical and robust. **After this suggestion was implemented the actual quality divergence was found to be much lesser than what had been perceived earlier. Further such divergence has been found to be fast decreasing in last 2 years with CIL gaining a net-quality-bonus of more than ₹400 Crores for the first time. It was advised that CIL management should start a drive to make all stakeholders aware about the real nature of “declared grade” i.e how it is more “probabilistic” in nature rather than “deterministic” due to inherent geo-morphological variation in Indian Coal deposits.**

##### 5.2 Role of extrinsic factors in grade variation

Although Indian Coal suffers from a high degree of intra-seam quality variability, there are many operational factors, which if improved by the coal companies, can lead to quality improvement in supply. The dominant factors suggested by vigilance for improvement (June,2021) were (a) prevention of the contamination of coal with stones, boulders, and shale (b) increased deployment of surface miners for coal extraction wherever mine conditions allowed (c) Augmenting crushing capacity from its present level and avoiding reliance on drilling and blasting towards year-end to counter mounting production target (b) preventing bypassing of crushing points by coal tippers by eliminating GPS and IT loopholes. **A policy has been issued to increase the existing crushing capacity by 30% to meet peak-load daily/ weekly demand that arises towards year-end.**

##### 5.3 Role of Intrinsic factors in grade variation and way forward

The next set of systemic advice (17.8.2021 ) made analysis of the uncontrollable aspects of coal quality with the help of actual field tests conducted on some important seams of certain subsidiaries with the specific objective of estimation quantum intra-

seam GCV variation. Such field experiments had never been attempted in past and they brought out clearly why grade variations seem to occur randomly, even in short spans of time, in coal extracted from seams perceived to be monolithic and having a single assigned declared grade and under best-case operational-conditions like surface-mined coal of -100mm size. The study made several suggestions to management **regarding how best to limit such variability and what could be the way forward. It was suggested that while declaring the grade of a seam, the weighted average GCV of previously tested dispatches from that seam as tested by TPAs may be taken into consideration instead of the present procedure.**

#### 5.4 Expediting of TPA Test results & Referee Results:

Vigilance also examined the contractual factors that have been causing a delay in the availability of coal test results. This delay is also a major source of customer and coal companies' grievances. A detailed study of coal testing contracts, analysis of the sample collection-to-lab test activity chain revealed several vulnerabilities for which remedial measures were suggested to management. It was recommended CIL must explore a mechanism to achieve TPA test result availability within a period of 5 days so that the problem of two-stage billing can be totally avoided. **This can be achieved by incorporating consequence-driven obligation-clauses for the engaged TPAs and broadening the panel of testing agencies who agree to supply test results within 3 to 5 days. The delay in obtaining referee results was also studied and remedial measures were suggested to management.**

#### 5.5 Rapid Loading Systems:

The rapid loading system with pre-weighed bins is supposed to be an effective measure to combat under & overloading of railway rakes. A study by Vigilance revealed that this was not happening

because of unusual delay in getting certification from Railway authorities even though the installed Silos have been certified by State Metronomic Wings. Without certification by Railways for RLS-PWB data are not being used for RR generation in many silos leading to rake weighed by the same older system. After these suggestions management has accorded top-priority to this issue and issued direction to concerned subsidiaries.

#### 5.6 Data-Analytic aided Productivity Enhancement by use of Dumper Pay Load Monitoring Systems (PLMS):

Dumper procurement has large share in CAPEX of CIL in recent years. The CIL fleet (nearly 3000 dumpers) includes some of the largest capacity dumpers (240T/190T) anywhere in the world. These dumpers have an embedded system of sensors and software called PLMS which gathers extremely valuable data on payload carried in every trip, diesel consumed, idle time, cycle time etc. As IOT systems made progress, global dumper manufacturers began equipping their machines from last decade with such system because OEMs can benefit from such data as a predictive-maintenance-tool while customers can use them for productivity-enhancement-tool apart from energy conservation. Data generated by such system benefits the supplier and customer. Each of such system costs about 7 to 8 lakh rupees. So, Vigilance undertook a system improvement study to find out how coal production and transportation productivity can be enhanced by this IoT tool. But it was found that though most of the dumpers deployed by CIL in mines are having an on-board computer system named Pay Load Monitoring System it is not connected to any IoT system. Further, although facility to download the data from the machine exists, but rarely data generated by these dumpers are downloaded by field authorities, let alone analysed, which could have given great insights into diverse aspects of coal operation in departmental mines which produce

nearly one third of CIL's total annual production. Since dumper data remains in the machine for a maximum of about 4 months, valuable past data of several years has already been lost. Vigilance took the initiative and collected nearly 50,000 dumper cycle data of past 4 months in various mines which could be made available by the manufactures and found that these data could be of great utility in productivity improvement, operational control, stock accountal etc. A series of meetings with leading dumper manufacturers were also organized by Vigilance to understand this vital tool and some inconsistency in the machine-generated data. **After management was informed about these aspects with a detailed system improvement note, CIL has issued policy directive to collect and analyse each dumper's productivity data by developing an online portal by dedicated HQ Cell.**

**5.7 Restriction of Second Reverse Auction in Corporate Contract Management System (CCMS) and NeAT:**

On recommendation from Vigilance Branch, in line with the Contracts Manual, necessary provision for barring / preventing Second Reverse Auction taking place for the same tender has been created by Computer Services Department. Now in line with the provision in Contracts Manual Second Reverse Auction in the same tender is possible only when there is a server failure at NLCIL end during the time to Reverse Auction.

**5.8 The procedure for recommending Project Affected Persons (PAP) for consideration for temporary employment under contractors streamlined:**

NLCIL encourages contractors executing O&M contracts to provide temporary employment

under them for PAPs. Necessary contract clauses in the contracts are also made available enabling temporary employment. On Vigilance Department's recommendation, the Land Department of NLCIL has streamlined the system of identification of PAPs for recommendation for temporary employment under the contractors in line with the provisions of the contract. Now the process involves notification of intent to employ for specific works, response time for submitting applications, scrutiny and recommendations by the committee and thereafter monitoring the actual deployment. A portal for this process is also under development.

**5.9 Streamlining procedure for annual updation of dependents' data for medical benefits in respect of regular employees on line:**

NLCIL medical rules provide for treatment of employees and dependents in NLCIL hospital, referral hospital and also reimbursement of the medical expenses in certain cases. On vigilance recommendation the following systems have been introduced. a. Development of on line certification system to be used by employees to update the data on eligible dependents for medical treatment. b. Now the employees are mandatorily required to update and certify the same every year. The status shall be updated during the month of June for this purpose. The portal will be open in individual log in NLCIL Intranet from first June to 30th June. In case of failure of updation, no further reference will be issued for medical treatment for such dependents. Incorporation of digital photograph of dependents in referral letter to empanelled hospital has also been introduced. The measures will prevent misuse.



### 5.10 Creation of a portal for updation of information connected to contracts included in QPR to CTE as per CVC guidelines:

For updating Quarterly progress report with reference to contracts covered under guidelines issued by CVC, Vigilance Branch of NLCIL has developed a multi user portal for the use of Unit Nodal Officers and Unit heads in respect of contracts covered under the CTE report has been implemented from the quarter ended on 30.09.2021. This enables getting reliable data by Vigilance from various units and process time is reduced for all concerned

### 5.11 Digitization of land records:

On Vigilance recommendations, the process of digitization of land records has been implemented for the first time and digitization work of records connected to land acquired at Neyveli location is nearing completion. With regard to digitization of land records at Projects and subsidiary Companies located at places other than Neyveli, the scope document and estimates have been prepared by Land Department and will be expedited during 2022.

### Details of Complaints & Cases received, disposed and Pending (Normal/VIP/PIDPI)

Source	Opening Balance	Received during the year	Total	Disposed	Balance	Age wise pendency (Months)			
						<1	1-3	3-6	>6
Normal	32	282	314	304	10	10	0	0	0
VIP	0	4	4	0	0	0	0	0	0
PIDPI	0	0	0	0	0	0	0	0	0

**Details of Disciplinary actions (Major/ Minor)**

Source	Opening Balance	Inquiries assigned to IO during the period	Total	Reports received from IOs	Inquiries Pending with IOs	Age wise pendency (Months)			
						<6	6-12	12-18	>18
Major Penalty cases	6	1	7	5	2	0	1	0	1
Minor penalty cases	0	0	0	0	0	0	0	0	0

**Prosecution Sanction**

Opening Balance	Received during the period	Total	Sanction granted	Sanction refused	Balance Pending
0	4	4	3	0	1