

System Improvements implemented as per suggestions of Vigilance

• Conduct Rules

- Online filing of Annual Property Returns (APR) by the below board level executives and non-executives in the portal.
- Process has been standardized for receiving/custody of APR from the employees and timeline provided in the CDA Rules for receipt/filing of APR from the employees.
- Schedule of delegated powers with respect to disciplinary cases reviewed.

• Recruitment Rules & HR

- Amendment in Rule 7.8 of the recruitment rule of MSTC.
- Suggestion regarding greater weightage for objective elements, recording of the ratio of short listing for Group Discussion and Interview, increase in cut-off marks and preparation of final merit list based on the total marks obtained in written test, GD and interview, marks scored in the earlier stages shall not be made available to the interview board have been implemented.
- Online receipt of applications at entry level, online examination being conducted for recruitment of Management Trainee and online issuance of admit card by the system for the candidates.
- Mode of selection for non-executive post in entry level quantified and short listing ratio for skill test in post where there is written test recorded in the rules.
- Online submission of Annual Performance Appraisal by employees, online disclosure of APAR and receipt of representation/appeal online against the assessment rating.

• Simplification and standardization of SOP, Manuals etc

- Whistleblower Policy of MSTC has been studied with respect to its effectiveness and its conformance to the provisions of Companies Act-2013, Companies Rules -2014, applicable SEBI Regulations and DPE guidelines and amended.
- Manpower Planning Policy, Training & Competency Development Policy, Succession & Career Policy, Policy on Human Resource Management System, Rotation Policy were revised based on the actionable point suggested in minutes of the ASRM-2021.
- Promotion Policy for executives revised.
- Inclusion of new provision as stated in para 6&7 of the DoPT guideline in the Company's scheme for periodical review for ensuring probity & efficacy among executives.
- Guideline issued regarding Vigilance clearance/status for executives(below board level) and non-executives during DPC/Promotion.
- Purchase and Service Contract manual adopted, Selling Agency Manual reviewed.
- Bill Tracking System implemented for the purpose of display/status of pending bills of contractors on the portal.

• Leveraging of IT and Automation

- Processing of Vigilance Clearance/Status and issuance through online.

- Provision introduced in the in-house system package that after a period of three months, system will prompt for change of password to safeguard against unauthorized misuse of passwords.
 - Techno-commercial and Price bids are opened online and received from the bidders duly signed with DSC. Tender fee and Bid Guarantee/EMD are being received through e-payment.
 - Improvement suggested in the e-auction module regarding security aspects of the Bidder's/Sellers login if there's unfamiliar activity and to nullify the misuse of login and password has been implemented.
- **Transparency Initiatives in Public procurement, Stores, e-Commerce, Purchases**
 - Instruction issued by management for clearly specifying the price evaluation criteria in the tender/bidding document to avoid ambiguity.
 - Instruction issued by management to ensure that the purchase/work order/contract is executed through legal paper wherever it is required, so as to avoid legal complications.
 - Guideline issued that the process for selecting the service provider for hiring of vehicles shall be mandatorily through GeM portal.
 - Introduction of global pre-bid EMD resulting increase in transparency in the e-Auction system and giving the bidders to choose any desired lot or e-auction for bidding and also having the facility to top up the EMD by online payment or taking refund by putting online refund request.
 - Publishing of details on the awarded/concluded tenders/contracts on the website.
 - Online Inventory Management System implemented wherein employees can indent office stationeries online.
 - Procuring of secondary items/materials such as office stationeries & consumables, computer peripherals through GeM portal.
 - Empanelment of associate supplier and empanelment of inspection agencies for volumetric assessment through in-house e-procurement portal which was earlier done through physical tender.
- **Others**
 - System improvement circulars issued for simplification and standardization of processes in Vigilance Administration of MSTC
 - Incorporation of Integrity Pact clause in the terms and condition of the e-auction.
 - Improvement suggested regarding specifying the local area in the Annual Report on CSR and ensuring compliance on funding of scheme under CSR as per DPE guidelines have been implemented.
 - Improvement suggested reg. strengthening the internal controls on (i) pursuance of outstanding debtors;(ii) reconciliation of funds/accounts and adjustments in timely manner;(iii) settlement of temporary advances and (iv) maintaining another level of review and approval performed by an individual independent of the process has been implemented.

- Improvement suggested reg. leveraging of IT in invoicing (Format III), medical bill submission and reimbursement have been implemented.
- Improvement suggested in the operation module in varied aspects such as registration of bidders, renewal of Selling Agency Agreement, e-auction catalogue, receipt of EMD, pre-bid EMD stipulation, monitoring the validity of bids under Subject to Approval, categorization of lots, Acceptance Letter, Delivery Order etc has been implemented.
