

VIGILANCE MANUAL 2022



**ओरिएण्टल
इंश्योरेंस**

पृथ्वी, अग्नी, जल, आकाश, सब की सुरक्षा हमारे पास



**Oriental
insurance**

Prathvi, Agni, Jal, Akash Sabki Suraksha Hamare Pass



अंजन डे

अध्यक्ष एवं प्रबन्ध निदेशक

ANJAN DEY

Chairman-cum-Managing Director



दि ओरिएण्टल इश्योरेंस कम्पनी लिमिटेड

"ओरिएण्टल हाउस" ए-25/27, आसफ अली रोड, नई दिल्ली-110002

THE ORIENTAL INSURANCE COMPANY LIMITED

"ORIENTAL HOUSE" A-25/27, Asaf Ali Road, New Delhi-110002

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MESSAGE

The term vigilance stands for watchfulness, wakefulness and alertness of employees which keeps its organization away from possible dangers of frauds and inadvertent errors. The integrity of employees has to be impeccable in order to serve the purpose in a service industry like Oriental.

The rationale of vigilance activity is to enhance the level of managerial efficiency and effectiveness in the organization. Vigilance plays paramount role in ushering transparency, efficiency and integrity of an organization. I am very pleased to learn that our Vigilance Department has taken an initiative to bring out a comprehensive reference book in the form of updated Vigilance Manual for bringing success in various vigilance concepts and practices in our Organization.

I complement our CVO and the entire team in Vigilance Dept. for this remarkable endeavor. I am sure this Vigilance Manual would prove very handy to all employees of Oriental. It would prove to be an easy reference for various rules and regulations concerning vigilance related matters and would assist them in performing their duties and responsibilities in an efficient and vigilant manner, which is the best form of Preventive Vigilance.

Best Wishes.


(AnjanDey)

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सचिव
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Secretary
CENTRAL VIGILANCE COMMISSION



Message

I am delighted to know that Oriental Insurance has brought out an updated version of Vigilance Manual. Regular updating of such manuals are necessary in the changing times to keep abreast of the latest circulars, guidelines and various initiatives under Vigilance domain.

The basic elements of Vigilance Department and its objectives should be made known to all employees in an organization to increase their awareness. I am confident that this will instill confidence in the employees and help them perform their daily work diligently in a transparent and just manner.

I compliment the Vigilance Department for their proactive initiatives towards a more effective and vibrant vigilance administration. I am sure that this effort of the Vigilance Department would help Oriental Insurance strengthen and enhance their operational efficiency on principles of integrity and ethics.

P. Daniel

(P. Daniel)

24th Feb. 2022.

दिनेश कुमार नामदेव
मुख्य सतर्कता अधिकारी
DINESH KUMAR NAMDEO
Chief Vigilance Officer



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FOREWORD

Vigilance is envisaged as an activity related to prevent corruption only but the fact is that Vigilance Administration also ensures ethical role, practices, transparent processes, timely actions and bonafide intentions, compliance culture and healthy communication in systematic manner in service industry. Vigilance mechanism plays a vital part in the overall risk management mechanism of an insurance industry whereby systems are methodically formulated as well as implemented.


The last edition, introductory edition of the Vigilance Manual of Oriental Insurance, was brought out in 2014. Since then, there have been periodical revisions / modifications in various aspects of working in Oriental. Besides, several executive instructions have also been issued by the CVC and DFS, Govt. of India. The revised Rules in Oriental were implemented in the form of various circulars and consequently need is felt to develop an updated edition of Vigilance Manual for overall betterment of the organization.

Preventive vigilance calls for review of Rules, Procedures as well as Practices which are to be exercised by the vigilance team as well as by all stakeholders.

The present volume of updated '**Vigilance Manual 2022**' is intended to be a ready reckoner for users. It narrates diverse aspects of vigilance administration. It will prove to be a reference book in regard to various rules and orders issued by CVC, DFS, Oriental Board & GIPSA.

I complement the entire Vigilance team of Oriental Insurance who assisted me with their sincere efforts in bringing out this easy to understand revised edition.

Suggestions and feedback aimed at correcting the inadvertent errors or omissions which may have crept into this volume, or for improvement of this edition, are always welcome.


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