

User Manual for Online Vigilance Complaint Portal

1. Go to <https://vigilance.mrpl.co.in/>
2. Click on **Login with OTP**



Mangalore Refinery and Petrochemicals Limited
(A subsidiary of Oil and Natural Gas Corporation Limited)



Login with OTP | Complaint Tracking | Vigilance Login

Email Phone Number

9xxxxxxxx

Get OTP

3. Complainant can login and submit their complaint with either Email ID or Phone no.
4. Enter the Email ID **OR** phone no. and Click on **Get OTP**
5. OTP will be sent to the email ID or phone no. for confirmation;



6. Enter the OTP in the designated window and click on **Verify**

Login with OTP | Complaint Tracking | Vigilance Login

OTP sent to your Phone Number 9 XXXXXX

656958

Verify

Didn't receive OTP?
[Click Here](#)

7. Enter complete postal details, email ID and/or mobile no., as per below screenshot and click on **Submit** to go to the next screen:

Complete Registration ✕

Full Name*	State*
<input type="text" value="XXX XXXX"/>	<input type="text" value="Karnataka"/>
Email	District*
<input type="text" value="xxx@gmail.com"/>	<input type="text" value="Dakshina Kannada"/>
Phone Number	City*
<input type="text" value="9 XXXXXXXXX"/>	<input type="text" value="Mangalore"/>
Postal address*	Pin Code*
<input type="text" value="XXX XXX, XXXX XXX"/>	<input type="text" value="575001"/>

Note :

- Please provide email ID for getting update on complaint resolution.
- Mobile number will be used only for sending OTP and Complaint ID during complaint submission and will not be saved in the System.
- Above address will be used for verification and confirmation of the Complainant's identity, before taking any further action on the complaint. In case response is NOT received from the above address, the complaint will be filed without further action.

8. On the next screen, click on **Lodge Complaint** to initiate submission of Complaint details:

My Complaints

Reference Id	Date	Subject	Status
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9. Enter details of the complaint. Attach any photographs, scanned documents etc. in support of the complaint. Multiple .jpg and .pdf files can be attached with overall maximum size of all attachments not exceeding 20 MB.

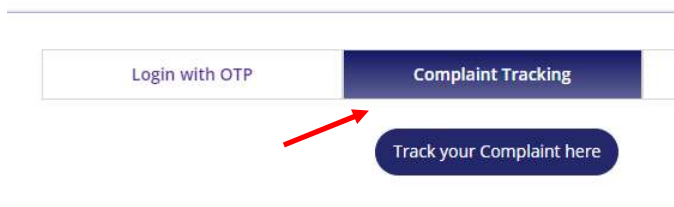
10. Click on **Submit** for final submission of the complaint.

Lodge New Complaint ✕

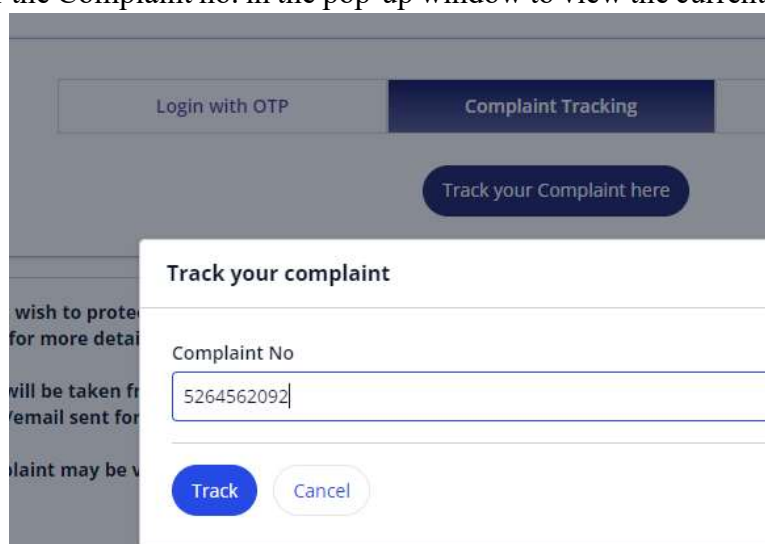
Complaint reference no*	Date*
<input type="text" value="Will be generated after save"/>	<input type="text" value="14/08/2024"/>
Subject*	
<input type="text" value=""/>	
Details*	
<input type="text" value=""/>	
Attachments	
<input type="button" value="Upload File"/>	

11. On successful submission of complaint, the Complainant will receive a **Tracking number** on email and mobile number.
12. To view the status of the complaint, click on the Tab named **Complaint Tracking** and then click on **Track your Complaint here**:

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13. Enter the Complaint no. in the pop-up window to view the current status of the complaint:



Note:

- (i) Complainant can use either email OR mobile number to receive OTP and Complaint ID during complaint submission.
- (ii) As per CVC guidelines, confirmation will be taken from complainant, that complaint has been submitted by himself/herself, before taking any action on the complaint.
- (iii) The address given with the complaint will be used for verification and confirmation of the Complainant's identity. Confirmation to be given within 15 days' time of receipt of letter/email sent for confirmation. In case response is NOT received from the above address, the complaint will be filed without further action.
- (iv) Complainant's name, address, mobile number or details about the complaint are NOT saved in the system. All details will be submitted directly to CVO – MRPL. The identity of the complainant will be kept secret and not be disclosed to anyone.
- (v) In case the complainant wishes to submit the complaint directly to CVC for protection of identity, complaint may be submitted under PIDPI mechanism of CVC through Post only. Please refer CVC website www.cvc.gov.in for more details.