



CENTRAL WAREHOUSING CORPORATION
(A GOVT. OF INDIA UNDERTAKING)



No. CWC/I- Govt. Guidelines/Rectt.(PF) | 534 A

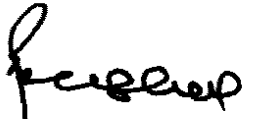
13th June, 2014

CIRCULAR

Attention of all concerned is invited to the Circular No. CWC/I-General Work Culture/Admn dated 10th June, 2014. In continuation of above Circular, following guidelines are also issued for strict compliance by all concerned at Corporate Office, Regional Offices, Construction Cells & its Site Offices and Central Warehouses:-

- (a) The Corporation is to rely more and more on technology so as to remain competitive/cost effective besides to ensure transparency in its working. While the tender process for integrated business management solution (IBMS) has been initiated by the Corporation, the use of information and communication technology that may align with IBMS should be encouraged.
- (b) Although the formats for different purposes have been standardised by the Corporation under ISO procedures yet the same may be reviewed to explore the possibility of shortening the same
- (c) It is observed that most often the channel of submission of the file and level of final decision is decided by the dealing officials, which is not desirable. All officials dealing with the files are required to mark the file to his immediate superior with the mentioning about Authority Competent to decide and requirement of financial concurrence. It is further desired that the layers of decision making should be reduced so as to make it maximum of 4 layers.
- (d) There is a mechanism developed by the corporation for redressal of public grievances through the office of Director of Grievance. In addition to that it is necessary that there should be redressal of public grievances at other levels also like HoDs/ RMs/ CC Heads/ WHMs so as to ensure effective and timely resolution of public grievances. All concerned should therefore strive for the same.
- (e) Individualistic approach in decision making is not in the interest of any organisation. Therefore, there is need to have a system of collective decision making at all levels which creates conducive environment for growth and development.

It is requested to ensure strict compliance of above guidelines on regular basis and Action Taken Report may be submitted by 25th June, 2014.


(J S Kaushal) 13/6
Director (Personnel)

Copy to:

1. All HoDs, CWC, CO, New Delhi
2. All RMs, CWC, ROs,___ , with further instructions to issue similar direction to the Warehouse Managers.
3. All Construction Cell Heads, CWC, CCs, with the advice to issue similar direction to their Field Units.
4. PPS to Chairman/PPS to MD/PA to Director(MCP)/PS to Director(Fin.)/SAM to Director (Pers.), CWC, CO, New Delhi.