



75  
Azadi Ka  
Amrit Mahotsav



केन्द्रीय भण्डारण निगम  
(भारत सरकार का उपक्रम)

CENTRAL WAREHOUSING CORPORATION

(A Govt. of India Undertaking)

जन-जन के लिए भण्डारण/Warehousing for Everyone



No. CWC/FD-Insurance/ SOP/2022-23

Date: 31.03.2022

**Circular No. Finance/Insurance/02/2022**

**Subject: SOP (Standard Operating Procedure) for settlement of insurance claim....reg.**

- Ref:** (i) Accounting Circular No. 25 dated 13.05.2019  
(ii) ISO Document No. P/FIN/INS/01 – Procedure for Settlement of Insurance claims for stocks damaged in warehouses.  
(iii) ISO Document No. F.FIN/INS/01 – Monthly status report on the insurance claims  
(iv) Accounting Circular No. CWC/II-14A/Const. Dated 10.08.2018

The Corporation has taken the following insurance policies to cover any loss to the assets of the Corporation and stocks of the depositors due to flood /fire /theft/ burglary/ earthquake etc. In addition, the Corporation has also taken special policies like Fidelity Guarantee Insurance Policy, Public Liability Insurance Act Policy, Errors & Omissions Policy, and Directors/ Officers Liability Policy.

2. A copy of the insurance policies is forwarded to the regional offices for information and onward intimation to the warehouse managers.

3. Whenever an incident occurs which raises to an insurance claim, the warehouse manager shall report the incident along with a brief summary, estimated loss, and supporting document, photographs, etc. to the insurance company, regional office, and the corporate office immediately on the following email ID and concerned officers off the regional office and corporate office.

- a) Insurance Company: M/s. United India Ins. Co. Ltd
- (i) Ms. Monika Dhaiya, Deputy Manager Email id: monikadhaiya@uiic.co.in,  
Mobile No.: 9711497932
- (ii) Ms. Anju Kochhar, Manager email id: anjukochhar@uiic.co.in,  
Mobile No.: 9650052495
- (ii) Mr. Rajeev Aggarwal, Head LCB Delhi, email id: rajivaggarwal@uiic.co.in,  
Mobile No. 9818627340
- (b) CWC CO Insurance Cell:  
Sh. Jitender Saini AM (Insurance) email id: [cwc.insurancecell@cewacor.nic.in](mailto:cwc.insurancecell@cewacor.nic.in)  
Mobile No. 9896583040
- (c) Concerned regional Manager, Business Head, and Accounts in charge.

निगमितकार्यालय :4/1, सीरीइंस्टीट्यूशनलएरिया,अगस्तक्रांतिमार्ग, हौज़खास,नईदिल्ली-110016.

CO: 4/1, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016.

टेलिफोन/Landline:011-41672511, ई-मेल/Email: rraggarwal@cewacor.nic.in

(The Corporate Office shall ensure to update the contact details of the insurance company from time to time.)

4. The warehouse manager shall also take immediate steps to contain the losses such as intimating fire brigade and use of firefighting equipment in case of a fire incident, intimate police and lodge FIR in case of theft/burglary, and shifting of stocks to a safer place and salvaging of the stocks immediately in case of floods.
5. The warehouse manager, business head of the regional office and Regional Manager shall ensure to take utmost efforts to ensure that the loss to the stock and property is minimized by proper segregation and salvaging of the stocks. Any negligence in taking timely action for loss minimization shall be liable for fixation of responsibility on the concerned officers/officials.
6. The GST paid to the contractors **should be claimed** in the insurance claim in cases where expenditure incurred is **charged to repair and maintenance**. The GST paid to the contractors **should not be claimed** in the insurance claim in cases where expenditure incurred is **capitalized**. (Ref-iv).
7. The warehouse manager and regional manager shall ensure that the insurance company appoints a surveyor immediately. In case the insurance company does not appoint the surveyor within three days of the incident, the regional manager shall take up the matter with the T&I division of corporate office to take up with the insurance company for appointment of the surveyor.
8. The warehouse manager, business head & Regional Manager shall ensure that necessary documentation including photographs; Newspaper cutting/metrology department report, copy of FIR, Fire brigade report, etc. are provided to the surveyor in support of the incident.
9. The business head and Regional Manager of the regional office shall ensure that a preliminary survey report is obtained from the surveyor expeditiously and an initial insurance claim is lodged based on the loss assessed by the surveyor in the preliminary report. The preliminary survey report along with a copy of the insurance claim shall be forwarded to the accounts in charge of the regional office and T&I division of the corporate office.
10. As per Significant Accounting Policy No. 19 - "The amount recoverable from insurance company towards insurance claim is recognized in the year the claim occurs based on the facts of each case. The difference, if any, on settlement of insurance claim is accounted for at the time of receipt of survey report/actual receipt of the claim from the insurance company. The payment to the depositor is made after receipt of the claim proceeds from the insurer.

11. The regional finance head-on receipt of intimation of the preliminary survey report and initial insurance claim should be accounted for the insurance claim in the books of accounts based on the estimated losses indicated in the preliminary survey report as per the accounting circular at the ref – (i).

12. The regional manager shall ensure that the stocks are salvaged and disposed off in consultation with the surveyor of the insurance company immediately. In case of claims related to damage to the building of the warehouses, the repair or reconstruction (reinstatement) of the same should be completed immediately. The repair or reconstruction of the building shall be completed within one year of the incident as per the policy condition.

13. The warehouse manager, business head and Regional Manager of the regional office shall ensure to lodge a final insurance claim to the insurance company on completion of the disposal of damaged stock or reinstatement of the building as the case may be. The loss minimization expenses if any incurred should also be included in the insurance claim.

14. A copy of the final insurance claim should be forwarded by the regional office to the concerned accounts in charge of the regional office and the T&I division of the corporate office. The Accounts in charge of the regional office shall revise the accounting entries of the insurance claim based on the final claim.

15. The warehouse manager, business head and Regional Manager shall pursue with the insurance company for settlement of the insurance claim. The insurance company shall settle the insurance claim within the time frame given in the tender document condition No. 3.7 (Payment against claims) as below:

The underwriter shall get the final survey report as per the following timeline and make the payment of the claim within 7 days from the date of the final survey report:

CWC Claim Amount (Rs./ Lakh)	The time period for submission of the final survey report by Surveyor to Insurance Company from the date of submission of complete documents by CWC as per the LOR by the surveyor
Up to Rs.25.00 lakh	2 weeks
Above Rs.25.00 lakh and up to Rs.100.00 lakh	3 weeks
Above Rs.100.00 lakh	4 weeks

16. In case the loss assessed by the insurance company is agreeable to the regional manager, the regional manager should forward the assessment report and consent for settlement of the insurance claim in consultation with the respective operating division and regional finance to the corporate office.

17. The T&I division of Corporate office should give final consent to the insurance company for settlement of the insurance claim with the consent of Regional Manager and approval of Director (Finance).

18. In case the insurance company does not settle the claim within the above time frame or the final loss assessed by the insurance company/surveyor is not agreed to by, the Regional Manager the same should be reported to the insurance company and T&I division of the Corporate office.

19. T&I division of Corporate office shall pursue the claim with the insurance company for immediate settlement of the claim as per claim lodged by CWC and resolve any dispute with the insurance company on loss assessment.

20. The Regional Manager shall submit a monthly status report on insurance claims as prescribed under the ISO document at the ref (iii) by 10<sup>th</sup> of every month.

21. The T&I division of Corporate office shall put up a monthly status report of settlement of insurance claims to Director (Fin) & Director (M&CP) and MD for perusal by 15<sup>th</sup> of every month. The T&I division should also report the issues of any undue delay in reinstatement of property or salvaging and disposal of stocks to concerned HoD and functional director.

**(RR Aggarwal)**  
**GGM (Finance)**

**Distribution to:**

1. All Regional Managers, CWC ROs
2. All HoDs, CO CWC New Delhi
3. GM(System), CWC CO, with the request to arrange the uploading of circular on website of the Corporation

**Copy to:**

1. Sr. PA to MD, CWC
2. PS to Dir.(M&CP/Fin/Pers.), CWC





**CENTRAL WAREHOUSING CORPORATION**  
(GOVT. OF INDIA UNDERTAKING)

**By Speed Post / Email**

No. CWC/FD-Compilation/An. Closing/18-19

13<sup>th</sup> May, 2019

**Accounts Circular # 25**

**Subject: Accounting of Insurance Claims...reg**

Corporation takes insurance of stocks, office and godown buildings and other tangible assets. Accounting Policy No. 18 on Insurance Claims is amended to cover the insurance claims with respect to CWC properties with effect from F.Y. 2018-19. The amended accounting policy is as under:

The amount recoverable from Insurance Company towards insurance claim is recognized in the year the claim occurs based on the facts of each case. The profit or loss on account of settlement of insurance claim is accounted for at the time of receipt of survey report/actual receipt of the claim from the Insurance Company. The payment of claim to depositor is made after receipt of the same from the insurer.

Accordingly, it is advised that the accounting of damage of stock/CWC properties, insurance claims recoverable from insurance CO., payable to depositors and settlement of claims etc. be done as follows:

**A.) Damage of Stock of Depositor**

i) On lodging of claim after happening of event of loss:

Particulars	Debit	Credit
Insurance Claim Recoverable ( With the amount of value of loss)	XXX	
Insurance Claim Payable		XXX
Being insurance claim lodged with Insurance company.		

ii) On actual receipt of Claim

Particulars	Debit	Credit
Bank A/c	XXXX	
Insurance Claim Recoverable ( With the amount received from Insurance company).		XXXXXX
Being claim amount paid by Insurance company in full without any deduction.		

iii) Claim settlement with depositor

Particulars	Debit	Credit
Insurance Claim Payable ( With the amount paid to Depositor)	XXXX	
Bank A/c		XXXXXX
Being insurance claim paid to depositor (without any deduction)		



- iv) In case the claim settled with depositor and insurance company at amount which is less than the amount for which claim raised initially. For example claim raised for Rs.1000/- settled for Rs. 800 with both insurance company and depositors. Balance Rs. 200/- shall be removed from the books as follows:

Particulars	Debit	Credit
Insurance claim payable	XXXX	
To Insurance claim recoverable		XXXXX
Being excess insurance claim raised reversed with Rs. 200/-.		

- v) In case the claim recovered from insurance company is lower than the claim payable to depositor or claim refused by insurance company.

Particulars	Debit	Credit
49113 Compensation to depositor (With the excess of claim paid to depositor by the claim received from insurance company)	XXXX	
To Bank		XXXXX
Being compensation for loss paid to depositors.		

- vi) In case the depositor deducted the amount from storage charges bill

Particulars	Debit	Credit
Insurance Claim Payable ( With the amount deducted by Depositor but limited to the amount lying in insurance claim payable to that depositor)	XXXX	
Debtor A/c		XXXXX
Being insurance claim recovered by depositor from storage/MF Bill.		

## B.) Damage of Office and or / Godown building of CWC

### 1) Damage of a small portion of An Assets is destroyed and only repair work is required.

a) **On the date of damage:** - No Accounting Entry is required.

b) **At the time of Repair:**

Particulars	Debit	Credit
Insurance Claims Recoverable A/c	XXX	
To Bank/Cash		XXX
(Being Insurance Claim Lodged for cost of repair incurred against damage of boundary wall at.....)		

c) **On the date of receipt of the claim amount:**

Particulars	Debit	Credit
Bank A/c	XXX	
Repair & Maintenance A/C (if the amount received is less than the amount claimed)	XXX	
Insurance Claims Recoverable		XXX



**2) Where major portion of the assets gets destroyed (part of the assets is destroyed and Capital work is required for re-establishment)**

**i) At the time of Occurrence of the event:**

Particulars	Debit	Credit
Insurance Claims Recoverable A/c (Written Down Value of the Asset Destroyed)	XXX	
Asset A/c (W.D.V)		XXX
(Being Insurance Claim recoverable on Asset destroyed due to flood/fire etc. at CW, .....)		

**ii) When Expenditure incurred on the construction of the new asset:**

Particulars	Debit	Credit
WIP A/c (all expenditure incurred time to time till complete work completed)	XXX	
To Bank/Party A/c		XXX
(Being expenditure incurred on construction of Asset at CW.....)		

**iii) At the time of capitalization of the new asset:**

Particulars	Debit	Credit
Asset A/c (Maximum up to the amount of assets written off at entry 2(i) above.	XXX	
Insurance Claims Recoverable A/c ( Balancing figure if any)	XXX	
WIP A/c (With total amount of WIP Debited for the particular work)		XXX
(Being Asset Capitalized)		

Note: Depreciation on the amount capitalised in above entry shall be charged only for the balance useful life of the assets leaving the residual value. For e.g a warehouse which is 15 years old gets destroyed and written off in entry (i) above is re-capitalised. Depreciation shall be charged equally for the balance useful life i.e.15 years (30 years – 15 years) leaving the 5% residual value of amount capitalised.

**iv) At the time of receipt of survey report or actual claim whichever in earlier:**

Particulars	Debit	Credit
Bank A/c	XXX	
Insurance Compensation(Loss) (Debit Balance figure if any)	XXX	
To Insurance claim recoverable (With the amount in entry 2(i) & 2(iii) above)		XXX
To insurance Compensation(Profit) (Debit Balance figure if any)		XXX
(Being insurance claim recoverable in respect of Asset destroyed at CW..... during....)		



**3) Where the assets gets destroyed (Complete assets is destroyed and to be build up newly)**

**i) At the time of Occurrence of the event:**

Particulars	Debit	Credit
Insurance Claims Recoverable A/c (Written Down Value of the Asset Destroyed)	XXX	
Asset A/c (W.D.V) (Being Insurance Claim recoverable on Asset destroyed due to flood/fire etc. at CW, .....)		XXX

**ii) When Expenditure incurred on the construction of the new asset:**

Particulars	Debit	Credit
WIP A/c (all expenditure incurred time to time till complete work completed)	XXX	
To Bank/Party A/c (Being expenditure incurred on construction of Asset at CW.....)		XXX

**iii) At the time of capitalization of the new asset:**

Particulars	Debit	Credit
Asset A/c (With the total amount of the WIP debited at 3(ii) above.)	XXX	
WIP A/c (With total amount of WIP Debited for the particular work) (Being Asset Capitalized)		XXX

Note: Depreciation on the amount capitalised in above entry shall be charged only for the balance useful life of the assets leaving the residual value. For e.g a warehouse which is 15 years old gets destroyed and written off in entry (i) above is re-capitalised. Depreciation shall be charged equally for the balance useful life i.e.15 years (30 years - 15 years) leaving the 5% residual value of amount capitalised.

**iv) At the time of receipt of survey report or actual claim whichever in earlier:**

Particulars	Debit	Credit
Bank A/c	XXX	
Insurance Compensation(Loss) (Debit Balance figure if any)	XXX	
To Insurance claim recoverable (With the amount in entry 3(i) above)		XXX
To insurance Compensation(Profit) (Debit Balance figure if any) (Being insurance claim recoverable in respect of Assets at CW..... during....)		XXX



**C. Accounting for Salvage value and salvage expense:****1. Salvage value****i. Salvage Value directly received by Insurance company**

No entry shall be passed in books

**ii. Salvage value received by CWC on sale of scrap****a) Entry for sale of scrap**

Particulars	Debit	Credit
Bank A/c / Party A/c	XXX	
To Sale of Scrap		XXX
To CGST		XXX
To SGST		XXX
(Being Sale of Scrap and salvage value received)		

**b) Entry for adjustment of Insurance claim recoverable**

Particulars	Debit	Credit
Sale of Scrap	XXX	
To Insurance claim recoverable		XXX
(Being insurance claim recoverable reduced from the value of the scrap sold)		

**2. Salvage Expense****i) Expenses incurred by CWC**

Particulars	Debit	Credit
Salvaging expense recoverable	XXX	
To Bank/party to whom the expenses are paid (Including the amount of GST if any)		XXX
To TDS on GST (if required)		XXX
(Being Salvage expenses incurred)		

Note: It must be insured that the claim of salvage expenses incurred by CWC is lodged on insurance company. Further in some cases insurance company makes some deductions from salvage expenses claim, such short receipt of salvage expenses shall be charged to miscellaneous expenses.

**ii) On receipt of claim of Salvage Expenses**

Particulars	Debit	Credit
Bank A/c	XXX	
Misc. Expenses (by short amount received) (In case only part of salvage expenses are paid by insurance co.)	XXX	
Salvaging expense recoverable		XXX
(Being Salvage expenses received from insurance co.)		

The Circular may be brought to the notice of all concerned for scrupulous compliance.

(Vijay Kumar Gare)



**Distribution to:**

1. All Regional Managers of CWC.
2. All AGMs/Managers/ (Sr.) Asstt. Managers in-charge of the Finance, Accounts & Internal Audit Wings of all ROs of CWC.

**Copies for information to:**

1. All HODs at CWC, Corporate Office, New Delhi.
2. All GM/DGM/AGMs/Managers/(Sr.) Asstt. Managers/Accountants in Finance, Accounts & Internal Audit Cadre at CWC, Corporate Office, New Delhi.
3. PPS to Managing Director, CWC, CO, New Delhi.
4. SAM to Director (Fin), CWC, CO, New Delhi.
5. PS to GGM (F&A), CWC, Corp. Office, New Delhi.
6. PS to GM (Systems), CWC, CO, New Delhi with a request to place this Circular on CWC's Website.
7. Manager (Rajbhasha), CWC, CO, New Delhi with a request to arrange Hindi Version of this Circular.



**Annexure-1****Where major portion of the assets gets destroyed (part of the assets is destroyed and Capital work is required for re-establishment)**

An Godown of 5000MT damaged in cyclone where roof and walls are damaged to the extent of approx 60% and required major capitalization for re-establishment. As per accounts it's W.D.V was Rs.2,00,00,000/-. Total expenditure incurred on re-establishment is Rs.3,50,00,000/-. Total claim approved by insurance company is 2,50,00,000/-

- i) **At the time of Occurrence of the event: (w.d.v is Rs 2,00,00,000/- \*60% =1,20,00,000/-)**

Particulars	Debit	Credit
Insurance Claims Recoverable A/c	1,20,00,000/-	
Asset A/c (W.D.V)		1,20,00,000/-
(Being Insurance Claim recoverable on Asset destroyed due to cyclone etc. at CW, .....		

- ii) **When Expenditure incurred on the construction of the new asset:**

Particulars	Debit	Credit
WIP A/c (all expenditure incurred time to time till complete work completed)	3,50,00,000/-	
To Bank/Party A/c		3,50,00,000/-
(Being expenditure incurred on construction of Godown at CW.....)		

- iii) **At the time of capitalization of the new asset:**

Particulars	Debit	Credit
Asset A/c (Maximum up to the amount of assets written off at entry (i) above.	1,20,00,000/-	
Insurance Claims Recoverable A/c ( Balancing figure if any)	2,30,00,000/-	
WIP A/c (With total amount of WIP Debited in entry(ii))		3,50,00,000/-
(Being Asset Capitalized)		

- iv) **At the time of receipt of survey report or actual claim whichever in earlier:**

Particulars	Debit	Credit
Bank A/c	2,50,00,000/-	
Insurance Compensation(Loss) (Debit Balance figure if any)	1,00,00,000/-	
To Insurance claim recoverable (With the amount in entry 2(i) & 2(iii) above)		3,50,00,000/-
(Being insurance claim settled)		



**Annexure-2****Where the assets gets destroyed (Complete assets is destroyed and to be build up newly)**

An Godown of 5000MT damaged in cyclone. Godown required complete construction. As per accounts W.D.V was Rs.2,00,00,000/-. Total expenditure incurred on complete construction Rs.3,50,00,000/-. Total claim approved by insurance company is 2,50,00,000/-

**i) At the time of Occurrence of the event:**

Particulars	Debit	Credit
Insurance Claims Recoverable A/c (Written Down Value of the Asset Destroyed)	2,00,00,000/-	
Asset A/c (W.D.V)		2,00,00,000/-
(Being Insurance Claim recoverable on Asset destroyed due to cyclone at CW, .....)		

**ii) When Expenditure incurred on the construction of the new asset:**

Particulars	Debit	Credit
WIP A/c (all expenditure incurred time to time till complete work completed)	3,50,00,000/-	
To Bank/Party A/c		3,50,00,000/-
(Being expenditure incurred on construction of Godown at CW.....)		

**iii) At the time of capitalization of the new asset:**

Particulars	Debit	Credit
Asset A/c (With the total amount of the WIP debited at 3(ii) above.	3,50,00,000/-	
WIP A/c (With total amount of WIP Debited for the particular work)		3,50,00,000/-
(Being Asset Capitalized)		

**iv) At the time of receipt of survey report or actual claim whichever in earlier:**

Particulars	Debit	Credit
Bank A/c	2,50,00,000/-	
To Insurance claim recoverable (With the amount in entry (i) above)		2,00,00,000/-
To insurance Compensation(Profit) (Debit Balance figure if any)		50,00,000/-
(Being insurance claim settled.)		





CENTRAL WAREHOUSING CORPORATION  
(A GOVT. OF INDIA UNDERTAKING)

Document Title:

Procedure for settlement of Insurance claims for stocks damaged in warehouses

Document Number: P/FIN/INS/01

Prepared by

Name	Designation	Signature
Amit Kumar Sharma	Accountant	

Approved by

Name	Designation	Signature
N. K. Grover	GGM(F&A)	

Issued by

Name	Designation	Signature
Pawan Kant	GGM (QS) / MR	

Distribution

Designation
All CWC Employees (Through HRMS)

Issue No	Issue Date	Revision No	Revision Date
01	10.04.2018	00	--

<p>Prepared by  Amit Kumar Sharma Accountant</p>	<p>Approved by  Sh. N. K. Grover GGM(F&amp;A)</p>	<p>Issued by  Pawan Kant GGM (QS) / MR</p>	Page 1 of 7
--------------------------------------------------------------	---------------------------------------------------------------	--------------------------------------------------------	-------------

Not for use or disclosure outside CWC, Except under prior written agreement. This is controlled electronically and any hard copy should be considered as uncontrolled except stamped as "Master copy"

**CENTRAL WAREHOUSING CORPORATION**  
(A GOVT. OF INDIA UNDERTAKING)

**1. Purpose**

To settle the depositors' claims for damage/loss to the stocks stored in Warehouses in the event of Insured risks, as per terms of Insurance Policy.

**2. Responsibility**

At. R.O. -Regional Manager

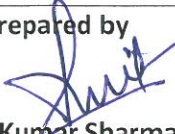
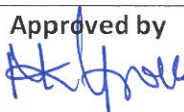

At Warehouse-Warehouse Manager

**3. Abbreviations and Definitions**

S.NO.	Abbreviation/ Terminology	Expansion/ Definition
1	Asstt.	Dealing Assistant
2	CO	Corporate Office
3	FIR	First Information Report
4	FGI	Fidelity Guarantee Insurance
5	FER	Final Enquiry Report
6	DE	Departmental Enquiry
7	WM	Warehouse Manager
8	Insurance I/C	Insurance Incharge
9	TA	Technical Assistant
10	RO	Regional Office

**4. Input**

S.NO	Input Description	Source
1	Fire Alarm	Warehouse staff
2	FIR copy	Police station
3	Intimation/ lodging of insurance claim to Insurance Co.	RM/WM

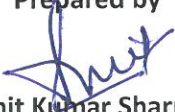


<p>Prepared by</p>  <p><b>Amit Kumar Sharma</b> Accountant</p>	<p>Approved by</p>  <p>Sh. <b>N. K. Grover</b> GGM(F&amp;A)</p>	<p>Issued by</p>  <p><b>Pawan Kant</b> GGM (QS) / MR</p>	<p>Page 2 of 7</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------	--------------------

Not for use or disclosure outside CWC, Except under prior written agreement. This is controlled electronically and any hard copy should be considered as uncontrolled except stamped as "Master copy"



5. Process Activities

S.NO.	Activity Title	Activities with Preferred sequence	Responsibility	Ref.Doc	Time Limit
5.1	Prevention of Further loss	Call fire Brigade in case of Fire.	Staff on duty at Warehouse		Immediate
		Put out the fire by using appropriate type of fire extinguishers/fire buckets etc. and drain out water in case of flood.	Staff on duty at Warehouse		Immediate
		Take steps to prevent further loss of stocks by removal of adjacent stocks not affected by fire/flood and/or by providing adequate security.	Godown I/C, WM		Immediate
		Arrange photographs of the incident.	Warehouse Manager		Same Day
5.2	Lodging of Insurance Claim	Lodge FIR with local Police station in case of Fire, Theft/FGI and obtain a copy on prescribed format of the Police Department.	Warehouse Manager		Same Day
		Inform the lead insurer by Fax/e-mail. The name of lead Insurer shall be intimated by CO on 31 <sup>st</sup> March every year.	Warehouse Manager		Same Day
		Inform Regional Office and Corporate Office for appropriate action.	Warehouse Manager		Within 2 days of loss.
5.3	Survey of Damaged Stocks	Salvaging shall be arranged in consultation with the independent surveyor/depositor after preliminary survey is completed by the surveyor.	Godown Incharge, TA & warehouse Manager.		Within 15 days
5.4	Salvaging of stocks	Salvaging of stocks shall be carried out in accordance with the prescribed procedure and a report thereof shall be prepared.	Godown Incharge, TA & warehouse Manager.	P/TECH/08 WI/Tech/05 F/Tech/24	Within 1 month
5.5	Disposal of Damaged Stocks	Damaged stocks shall be disposed off as per procedure applicable to fertilizers/ food grains/other stocks and details be given to Lead Insurer.	Warehouse Manager/Insurance I/C at RO/RM		Within 6 months. For period beyond 6 months approval of GM (Comm.) is required

<b>Prepared by</b>  <b>Amit Kumar Sharma</b> <b>Accountant</b>	<b>Approved by</b>  <b>Sh. N. K. Grover</b> <b>GGM(F&amp;A)</b>	<b>Issued by</b>  <b>Sh. Pawan Kant</b> <b>GGM (QS) / MR</b>	Page 3 of 7
------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------	-------------

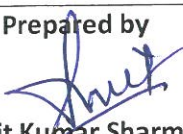
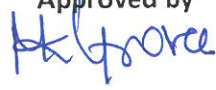
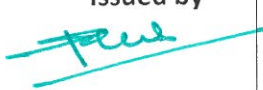
Not for use or disclosure outside CWC, Except under prior written agreement. This is controlled electronically

and any hard copy should be considered as uncontrolled except stamped as "Master copy"





		<p>(as applicable).</p> <p>xi. Relevant extracts from stock/ Depositor</p> <p>xii. Ledger, Warehouse Receipt/ Acknowledgement, Insurance Register etc.</p> <p>xiii. Duly filed and signed claim form.</p> <p>B. The Insurance Incharge at RO shall scrutinize the Documents, review and forward the claim to Insurance Company for settlement with a copy of Covering letter marked to CO.</p> <p>C. In case of damage to stocks stored at Custom Bonded Warehouse, the insurance company compensates for CIF value only whenever there is 100% damage. In case of partial damage, the compensation is for proportionate CIF value. Only CIF value is covered under Custom Bonded Stock Insurance Policy.</p> <p>D. Custom Duty is covered under Custom Duty all risk policy.</p> <p>E. As per the terms and conditions of Insurance Policy, whenever a Marine Policy has also been obtained by the Party, the claim is first paid under the Marine Policy and the balance. If any, shall be paid by our Lead Insurer.</p>	<p>Insurance I/C at RO/RM</p> <p>-do-</p>		<p>Within 7 days from the date of receipt of documents from WM.</p>
5.7	Remittance of claim to RO	Remittance of claim to RO after settlement by Insurance Co.	Insurance Incharge at CO		Within 7 days
5.8	Compensation of loss to the	The losses sustained by the customer due to	CO/RM		Within 15 days of the

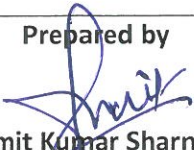


<p>Prepared by</p>  <p>Amit Kumar Sharma Accountant</p>	<p>Approved by</p>  <p>Sh. N. K. Grover GGM(F&amp;A)</p>	<p>Issued by</p>  <p>Sh. Pawan Kant GGM (QS) / MR</p>	Page 5 of 7
------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------	-------------

Not for use or disclosure outside CWC, Except under prior written agreement. This is controlled electronically and any hard copy should be considered as uncontrolled except stamped as "Master copy"

	customer	insurable Risks shall be compensated on the basis of valuation and terms of storage/contract with the customer. The payment to the customer shall be made after receipt of compensation from Insurance Company.			receipt of compensation from Lead Insurer.
5.9	Status report to Corporate Office	RO Insurance Incharge shall send every month a Status Report to Insurance Cell of Finance Division at Corporate Office, as Performa enclosed.		F/FIN/IN S/01	Within 7 Days.
5.10	Follow up of settlement of claim	Follow up of settlement of claim with Insurance Co. where all the claim documents have been submitted and with RO where claim documents are pending for submission	Insurance incharge at CO/AGM(Fin)/DGM(Fin)		On regular basis
5.11	Status of Outstanding Insurance Claims	Insurance Incharge shall make monthly status report for review of the AGM/DGM(Fin)	Insurance incharge at CO/AGM(Fin)/DGM(Fin)		On monthly basis
5.12	Review of Outstanding Insurance claims	Review of Outstanding Insurance claims and meeting with Insurance Co.	Insurance incharge at CO/AGM(Fin)/DGM(Fin)		On regular basis

#### 6. Process Output

S.NO	Output Description	User
1	Final police report	Police
2	Disposal of Damaged Stocks	RO
3	Settlement of claim	RO/CO

<b>Prepared by</b>  <b>Amit Kumar Sharma</b> <b>Accountant</b>	<b>Approved by</b>  <b>Sh. N. K. Grover</b> <b>GGM(F&amp;A)</b>	<b>Issued by</b>  <b>Sh. Pawan Kant</b> <b>GGM (QS) / MR</b>	Page 6 of 7
------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------	-------------

Not for use or disclosure outside CWC, Except under prior written agreement. This is controlled electronically

and any hard copy should be considered as uncontrolled except stamped as "Master copy"



### 7. Metrics

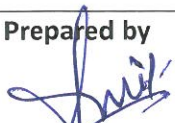


S.NO	Critical Success Factor	Targets
1	FIR logged at nearest fire station	One working day
2	Disposal of Damaged Stocks	2-3 months
3	Settlement of insurance claim	Within one month of submission of documents

### 8. References

S.NO	Input Description	Source
01	Insurance policy	Insurance Company

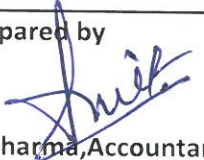


### 9. Records

S.NO	Name of Record	Location / Path	Custodian	Retention Period
1	Insurance file	RO	Dealing Asst.	3 years
2.	Insurance File	CO	Insurance Section	5 years
2	Disposal of damaged stock file	RO	Dealing Asst.	3 years

<b>Prepared by</b>  <b>Amit Kumar Sharma</b> <b>Accountant</b>	<b>Approved by</b>  <b>Sh N. K. Grover</b> <b>GGM(F&amp;A)</b>	<b>Issued by</b>  <b>Sh Pawan Kant</b> <b>GGM (QS) / MR</b>	<b>Page 7 of 7</b>
------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------

Not for use or disclosure outside CWC, Except under prior written agreement. This is controlled electronically

and any hard copy should be considered as uncontrolled except stamped as "Master copy"

CENTRAL WAREHOUSING CORPORATION		MONTHLY STATUS REPORT ON INSURANCE CLAIMS				CONTROLLED	
						DOC.NO.F.FIN/INS/01	
REGIONAL OFFICE .....							
OUTSTANDING CLAIMS WITH INSURANCE COMPANY (FLOOD/FIRE/CYCLONE/THEFT) AS ON .....							
S. NO.	NAME OF CENTRE	DATE OF INCIDENT	NAME OF INSURANCE CO.	NATURE OF CLAIM	AMOUNT OF CLAIM	DATE OF SUBMISSION OF COMPLETE DOCUMENTS	REASON FOR OUTSTANDING
Prepared by  Amit Kumar Sharma, Accountant		Approved by:  Sh N.K.Grover {GGM (F&A)}			Issued by  Sh Pawan Kant (GGM (QS) / MR)		Issue No 1 Date of Issue 10.04.2018 Page 1/1





केन्द्रीय भण्डारण निगम  
(भारत सरकार का उपक्रम)  
Central Warehousing Corporation  
(A Government of India Undertaking)



No.CWC/II- 14A/Const.

Though e-mail

DT: 10.08.2018

**Circular**

**Sub: Identification of Capital Works and Revenue Works and their execution in CWC- reg.**

1. We are following Circular No. CWC/VI-12/Const. dated 01.05.2015 for execution of AR&MO and special repairs works in warehouses and CWC Complexes. The works to be attended by RMs were identified in Clause 4 of the Circular.
2. It has been felt that details of all repairs/works were not mentioned in the above circular, resulting identification and execution of some repairs/works at the level of ROs/CCs was delayed.
3. A decision has been taken by the Competent Authority regarding execution of Capital Works and Revenue Works in our Complexes. The Revenue Works will be executed by Regional Managers through the Engineers posted under them in the Regional Offices. The Capital works will be executed through Engineering Division, Corporate Office, New Delhi. The identification of the Capital Works and Revenue Works in CWC has been finalized and concurred by the Finance Division as per the accounting standard. A list of works fall under the category of Capital Works and Revenue works is enclosed herewith at Annexure-I.
4. Regional Managers are therefore requested to execute the Revenue Works as per their need under the supervision of Engineers posted in respective ROs and maintain their Complexes in presentable condition all the time.

**Encl: Annexure-I.**

10.8.2018  
(R.S.Raperia)  
Superintending Engineer

Copy to:

1. The GGM(F&A), CWC, CO, New Delhi.
2. GM(Com.) CWC, CO, New Delhi
3. All RMs, CWC, RO, \_\_\_\_\_.
4. All the CC Heads at Kolkata/Delhi/ Chennai/ Navi Mumbai.
5. The EE(Vig.) , CWC, CO, New Delhi.
6. All EEs/AEs, Engineering Division, CO , New Delhi.
7. PPS to MD/ PS to Dir(MCP)/SAM to Dir(Fin.), CWC, CO, New Delhi.
8. Circular File No.CWC/IV-14B/Const.

4/1, सीरी इंस्टीट्यूशनल एरिया, अजसत क्रांति मार्ग, हौसलाबाद, नई दिल्ली-110 016, 4/1, Sri Institutional Area, August Kranti Marg, Housla Bad, New Delhi-110016  
फ़ोन/Tel कार्यालय (Off.) : 26967245, टेलीफ़ोन/Telefax: 91-11-26518031, ई-मेल /E-mail: dmcp.cwhc@nic.in Website : www.cwacor.nic.in

**Details of Capital works & Revenue works in CWC**

**CAPITAL WORKS**

**a) Creating new infrastructures**

- Construction of new warehouses, office buildings, cold storage, CFSs/ICDs .
- Construction of silos.
- Construction of New roads in the complex(RCC).
- Providing paver blocks in the yard.
- Construction of lav. blocks.
- Construction of Rain Water Harvesting infrastructure within the warehouses.
- Construction of marketing sheds for farmers within the warehouses.
- Providing & fixing of new jalli gates in the openings of rolling shutters/gates and fixing of new expanded metal jallis over ventilators.
- Construction of drainage system in the complex.
- Construction of New boundary walls.
- Supplying & installation of turbo ventilators.
- Providing solar light system in the complex(Other equipment).
- Providing street lighting & high mast system in the complex. (Other equipment)
- Providing firefighting systems in the complexes(Other equipment)
- Supplying of DG sets, main distribution panels ( HT/LT), capacitors panels, transformers etc.. (Other equipment).
- Supplying & installation of ACs, coolers, water coolers(Electrical Equipment).
- Providing & installation of elevators for passengers & goods (Warehouse & godowns)
- Installation of submersible pumps(Electrical Equipment)

(Replacement of Road, Roof & Floor are to be capitalized, other replacements shall be charged to Repair and Maintenance)

**b) Replacement of old infrastructures for long shelf life.**

- Construction of CC roads over old bitumestic roads.
- Replacement of AC sheets roofing with pre-coated GI/galvalume sheets roofing in the godowns.
- Relaying of 50mm/100mm cement concrete flooring in the godowns.
- Reconstruction of Office Building/Lavatory Room/Labour shed/Boundary Walls.

**Note:** In some cases, the cost of old has to be de-recognized in the books, based on circular being issued separately.

*Handwritten signature/initials*



## REVENUE WORKS

- Repair to roof leakages in godowns by plugging of holes & cracks in the sheets.
- Replacement of tarfelf over ridges.
- Replacement of damaged AC ridges.
- Replacement of damaged AC sheets.
- Replacement of damaged translucent sheets.
- Re-fixing of flashing/ridges/sheets in pre-coated GI sheets/galvalume sheets roofing.
- Repairs/replacement of turbo ventilators.
- Re-fixing of wind-ties.
- Repair to damaged trusses/purlins/runners/bracings in godowns.
- Cleaning & repair of RWH pits.
- Repairs/replacement of damaged rain water pipes/valley gutters.
- Lubricating of rolling shutters.
- Repairs to rolling shutters by replacing brackets, springs, gear box, handles, MS cover, locking rail, laith, shaft etc.
- Repairs to flooring in patches.
- Repairs to damaged plaster in patches.
- Filling of pot holes in the roads by stone/brick aggregate.
- Patch repairs to roads by bitumestic concreting.
- Repair to fins/jamb offsets in the doors/windows.
- Repair to MS doors.
- Repairs to jalli gates.
- Repairs to sanitary fittings & water supply fittings.
- Cleaning & repairs to sewer line, septic tank, static tank, manholes.
- Repair to seepage in walls/roofings.
- Repairs to damaged doors/windows/ventilators.
- Repairs to expanded metal jallis.
- Renewal of glass panes in the office & godowns.
- Repairs to plinth protection.
- Repairs to electrical fittings, wiring, panels etc.
- AMCs for DG sets, ACs, coolers & electrical installations.
- AMC for firefighting system.
- AMC for elevators.
- Providing wooden works in office blocks/staff quarters. Raising the height by construction of boundary wall.
- Supplying & fixing concertina wire for fencing over boundary wall.
- Supplying & installation of LED light fittings.
- Providing tiling works in office block/staff quarters/guest houses.
- Replacement of rolling shutters/gates in the godowns.
- Relaying of roof slabs in the office block/staff quarters.

*[Handwritten signature]*



- Upgradation works of godowns/office block & complexes.
- Relaying of premix carpeting & seal coat on the roads.
- Replacement of earlier drainage system
- Replacement of above items.