



केन्द्रीय भण्डारण निगम  
(भारत सरकार का उपक्रम)  
**CENTRAL WAREHOUSING CORPORATION**  
(A GOVT. OF INDIA UNDERTAKING)



जन जन के लिए भण्डारण - WAREHOUSING FOR EVERY ONE

No.CWC/I-R&P(Policy)/Rectt/2019/114-D

Dated: 24<sup>th</sup> April, 2019

**CIRCULAR**

**SUB:- Introduction of Exit Interview Questionnaire policy for employees leaving the Corporation – reg.**

With the approval of Competent Authority, it is decided to get a feedback about the Organization from the outgoing employee before his/her relieving. As such, the detailed policy on the subject is enclosed herewith for strict compliance with immediate effect.

*Arvind Chaudhri*  
24-4-19

(Arvind Chaudhri)  
Group General Manager(Pers)

Encl: As above (4 pages)

Distribution:

1. All HODs,CWC, CO, New Delhi
2. All Regional Manager, CWC, Regional Office for necessary action and further circulation to field units.

Copy to:

1. PS to Chairman/Sr.PA to MD/PS to Dir(MCP)/SAM to Dir(Fin)/PA to CVO.
2. GM(MIS), CWC, CO, New Delhi – for arranging to upload on CWC website.

## POLICY ON EXIT INTERVIEW QUESTIONNAIRE

### **Sub: Introduction of Exit Interview Questionnaire policy for employees leaving the Corporation – reg.**

The purpose of this policy is to get the honest responses from the departing employees and to identify organizational or human resources factors that have contributed to an employee decision to leave the organization. This will enable the corporation to identify the areas of improvements, unattended issues, problems faced by the employees/various issues related to employees, factors requiring attention and the key areas that will help decrease employee turnover in the future. The honest feedback will also help to know about the corporation's culture, morale management and business as a whole.

**SCOPE** – This policy applies to all employees including Management Trainees and probationers who are resigning from the services of the Corporation. It does not cover deputationist, contractual and outsourced employees. The designated officers have been prescribed to take the feedback from the outgoing employees before relieving and after acceptance of their resignation.

The emphasis should be made to find out feasible solution to the problems faced by the outgoing employee. The designated officer is required to forward the feedback shared by the outgoing employee to the Personnel Division within 10 days.

**PROCEDURE** – The officer concerned will contact the outgoing employee in writing, requesting him/her to share the prescribed feedback before his/her date of relieving. The outgoing employee will be required to give the honest answers/feedback of the prescribed questions as per questionnaire enclosed. The officer concerned will also give a chance to the outgoing employee for discussion on any concerns of the information they feel which would be beneficial for the corporation. The prescribed questionnaire is mandatory for the outgoing employee. **It is the duty of designated officer to provide the feedback form to the outgoing employee and collect the same after providing feedback in a sealed envelope or otherwise as desired by the outgoing employee before his/her relieving.**

### **OFFICER DESIGNATED FOR EXIT INTERVIEW QUESTIONNAIRE –**

Warehouse/CFS/ICD/ICP/ LCS etc	Regional Office	Corporate Office
The Manager of the unit is designated officer in respect of the employees working under him/her	The Regional Manager is designated officer in respect of employees working in Regional Office & Warehouse Manager in the region	Head of Personnel Division is the designated officer in respect of the employees working in the Corporate Office

The feedback shared by the outgoing employee to be forwarded by the designated officer directly to Head of Personnel Division in a sealed envelope. The said feedback shall be examined by the Personnel division and put up to the Director (Pers) for necessary action, if any.

**The Exit Interview Questionnaire is enclosed at Annex-A.**

**EXIT INTERVIEW QUESTIONNAIRE**

**CONFIDENTIAL  
ANNEXURE-A**

Name	:	:
CPF Code	:	:
Gender	:	:
Date of Joining	:	:
Department / Division / Name of Centre	:	:
Date of Resignation	:	:
Job title / Designation	:	:
Place of posting	:	:
Name of Reporting Officer	:	:

**Choose any three push factor for leaving the Corporation**

Lack of recognition/appreciation from management ; Problem with co-workers ; problem with superiors ; Management's decision/actions ; work environment/culture ; place of posting ; pay ; carrier growth opportunities ; family circumstances ; personal health ; further studies

- i)
- ii)
- iii)

1.	What circumstances prompted you to start looking for another job?	
2.	<p>If you are leaving the organization for joining in other Central/State/PSU/Pvt. Organisation then please share the following:</p> <p>“What does your new position offer that influenced your decision to leave CWC”</p>	

3.	Do you think CWC management adequately recognized employee contributions? If not, how do you think recognition could be improved?	
4.	Were you comfortable talking to your reporting authority at CWC?	
5.	Did you feel you were offered tools and resources to fulfill your job? If not, which areas could be improved and how?	
6.	Do you feel you had the necessary training to be successful in your role? If not, how could it have been better?	
7.	What was the best part of your job at CWC?	
8.	What was the worst experience in CWC?	
9.	What can the Corporation improve on?	
10.	Did you provide the training and guidance related to your job responsibilities?	
11.	Do you have any suggestions for improving employee morale at CWC?	

12.	Under what circumstance you would like to return to this organization again in future?	
13.	Did you feel that you were equipped to do your job well?	
14.	How would you describe the culture of the CWC?	
15.	Is there anything else you'd like to state	

**Note:**

- i) Each page should be signed by the outgoing employee.
- ii) Separate sheet may be attached for providing feedback, if required.
- iii) After providing the feedback, the candidate is advised to submit the same to the designated officer in a sealed cover, if required.

Signature:  
Name :