


Central Warehousing Corporation	Format for Inspection Report of General Warehouse/ Bonded/ Warehouses/CFS/ ICD/ ICP/ AFS	DOC No. P/Insp./01
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DOCUMENT TITLE

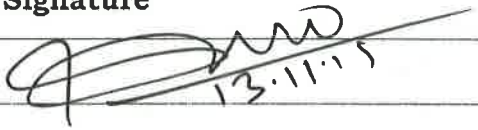
STANDARD OPERATING PROCEDURE FOR GENERAL INSPECTION OF GENERAL WAREHOUSES/ BONDED WAREHOUSE/ CFSs/ ICDs/ ICPs/ AFSs/ DEDICATED WAREHOUSEs ETC.

Document No: P/INSP/01


Prepared by

Name	Designation	Signature
Sukhvir Kr Bhardwaj	Sr.P.A. (Admn)	

Approved by

Name	Designation	Signature
M.L.Meena	DGM(Inspection)	 13.11.19

Issued by

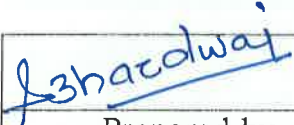


Name	Designation	Signature
Lt Col S.C.Chaturvedi	GGM(Tech) /MR	

Distribution

All CWC Employees (Through HRMS)

Issue No.	Issue Date	Revision No.	Revision Date
01	28.03.2018	01	

- Purpose:** To monitor and evaluation the implementation of procedures for different activities and transactions of the Central Warehouses. Applicable to all the General Warehouses, Bonded Warehouses and CFSs /ICDs /ICPs/ AFSs/ Dedicated Warehouses etc.
- Responsibility:** Inspecting Officers/Regional Manager/H.O.D. (Tech) through Inspection Sub Division

	 13.11.19		Revision No. 1 Date of Revision 15.11.2019
Prepared by (Sukhvir Kr Bhardwaj) Sr P A (Admn)	Approved By (M L Meena) Dy G M (Insp)	Issued by (Lt Col S C Chaturvedi) GGM (Tech)/ MR	

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3. Abbreviations and Definitions

S. No.	Abbreviation/ Terminology	Expansion/Definition
1.	Inspecting Officers	An Officer having following qualifications will act as "Inspecting Officers"- i. Group A Officers, ii. Group B Officers (not below the rank of SIO/AM/AE.) iii. Other Group B Officers from General/Technical & Engineering cadres) may form a part of squad. iv. The Inspecting Officer or head of inspection squad will be senior to Warehouse Manager.
2.	ACK	Acknowledgement
3.	H&T	Handling & Transport
4.	I.O.	Inspecting Officer
5.	P.V.	Physical Verification
6.	WM	Warehouse Manager
7.	WR	Warehouse Receipt
8.	RM	Regional Manager
9.	RO	Regional Office
10.	CO	Corporate Office

4. Input

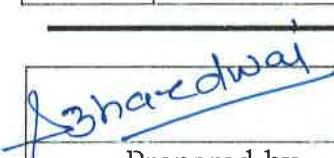
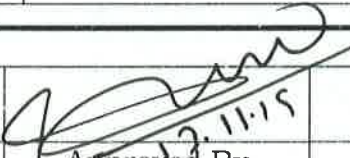

S. No.	Input Description	Source
1.	Annual Inspection Programme	RO/RM
2.	Allotment of Inspection (Monthly)	RO/RM
3.	Inspection Report	I.O.
4.	Compliance Report	WM

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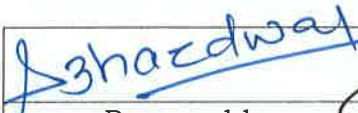
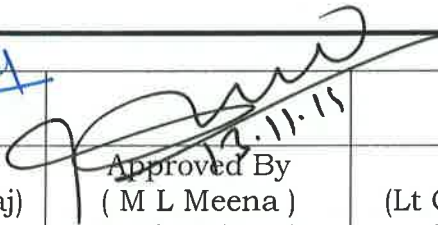

5. Process Activities

S. No.	Activity Title	Activities with preferred sequence	Responsibility	Ref. Doc
5.1.1	Frequency of Inspection	<p>a) For warehouses having capacity up to 15,000 MT (as on 1st April) – one inspection in a Financial Year. Second inspection may be got conducted as per discretion of the Regional Manager.</p> <p>b) For Warehouses of capacity above 15,000 MT (as on 1st April)- two inspections in a year. Out of the two inspections to be carried out in a Financial year, one inspection shall be conducted by a squad consisting of 2 or 3 officers nominated by RM. One member from a nearby warehouse may be included as Squad member, if needed.</p>	RM RM	
5.1.2	Implementation of Inspection Programme	The Regional Manager, will ensure that all warehouses under his jurisdiction are inspected as per target fixed during each financial year.	RM	
5.1.3	Inspection by the RM	The Regional Manager will carry out the inspection including stock verification of at least 02 warehouses in a year i.e. one warehouse will be inspected half yearly.	RM	
5.1.4	Planning of Inspection	<p>i) The monthly inspection programme shall be chalked out by the Regional Manager well in advance and submitted to the HOD (Technical) as per DOC No. F/Insp/05 by 10th of every month.</p> <p>ii) The programme shall be submitted to the Dy. General Manager (Insp.) by name in a confidential cover giving code 'INSPRO' in bold letters on top left corner.</p>	RM RM/SE / HOD	

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	<p>iii) The programme shall be submitted consolidated for all the inspecting officers in the region and not separately for each inspecting officer.</p> <p>iv) The inspection programme shall be treated strictly confidential and no advance intimation shall be given to the warehouse manager concerned.</p> <p>v) The last date for submission of inspection programme to CO is 25th of every month. This will be strictly adhered to.</p> <p>vi) No officer lower than the rank of Sr. Assistant Manager/Gr."B' Officer (from General/ Technical/ Engineering cadres) may form a part of squad posted at RO shall be deputed for inspection of warehouse. T.A. may have Doctoral qualification in Agri./ antinomy may form a member of squad.</p> <p>vii) Engineers (SE/EE/AE) may also be assigned inspection after imparting training. Initially they may go for inspections with other officers, later on as per RM/SE instructions.</p> <p>viii) The programme of Inter-Regional Inspection by the inspecting Officer of one region to inspect a warehouse in another region will be chalked out after the RO intimates the requirement well in advance to the Corporate Office.</p> <p>ix) Surprise checks of the warehouses may be conducted by the RMs and</p>	<p>(Tech.)</p> <p>HOD</p> <p>(Tech.)/ RM</p> <p>RM/HO D</p> <p>(Tech.)/</p>	
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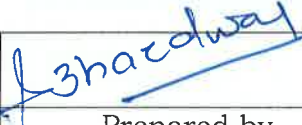


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		<p>Sr. Officers from the Corporate Office for which a formal Report shall be prepared and submitted to Inspection Sub-Division & Regional Office.</p> <p>x) Officer from Technical cadre in the Squad will conduct Tech. Inspection as well besides assisting in general inspection as a part of squad. For better follow-up action on the Inspection Report i.e. F/Tech/08) will be processed by Technical Division and remaining part by Inspection Division.</p> <p>xi) In addition to the above, there could be MD's squad inspection from Corporate Office.</p>		
5.1.5	Monitoring of inspections	<p>a) Inspections to be monitored at Regional Office and by Corporate Office on monthly basis.</p> <p>b) Monthly report of inspection programme to be submitted by RMs in DOC.No.F/Tech/05 to H.O.D (Tech), CO</p> <p>c) Responsibility for shortfall.</p>	RM/HOD (Tech.)	
5.1.6	Review of the inspection Targets	The Regional Manager will review progress made in achieving targets and will furnish a Quarterly Report to CO clearly indicating the number of warehouses proposed for inspection, the centres actually inspected and reasons for shortfall, if any. This review should reach CO within 10 days of the close of the quarter.	RM	
5.1.7	Time schedule for inspection	The time schedule for inspection of warehouses of various capacities will be as under:-		

			
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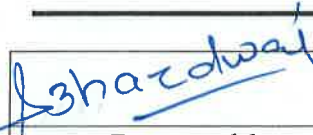

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		<p><u>Capacity in MTs</u> <u>No. of</u> <u>days</u></p> <p>Upto 5000 02</p> <p>10001 to 15000 03</p> <p>15001 to 25000 04</p> <p>25001 to 50000 05</p> <p>50001 to 75000 07</p> <p>75001 and above one additional day for every 125000 MTs capacity.</p> <p>The above time schedule is just a guideline, the inspection shall be accomplished in lesser time depending upon percentage of occupancy quantum of work/problems etc. In case more time is required. RM's/GGM(T) permission may be obtained.</p>		
5.2.0	Inspection Procedure	The General Inspections shall be conducted by the IO as per the inspection procedure given below:-	I.O.	
5.2.1	Verification of cash etc.	<p>The inspecting Officer shall verify (i) the cash balance in hand with reference to the cash book.</p> <p>(ii) Imprest account and temporary advance accounts.</p> <p>(iii) the accounts of postage and revenue stamps.</p> <p>(iv) adhesive labels, non judicial stamps, unused warehouse receipt., Holograms</p> <p>(v) Warehouse Receipt Books/EWRs Acknowledgement Books/ Cash</p>	I.O.	

			
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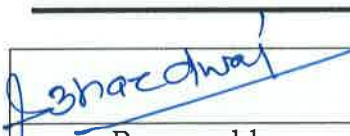
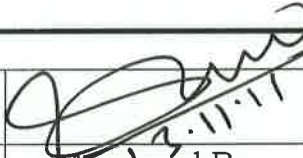

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		<p>Receipt Book (If issue of computerised cash receipt with serial No. is not in operation)</p> <p>He shall record the necessary certificates on the Cash Book Folio number, Imprest account folio number & Temp. advance accounts Folio number etc. The statement at Annex-IX shall be submitted to RO/CO</p>		
5.2.2	Verification of stocks	<p>Physical verification of stock in dedicated premises will not be done as inventory management of stock stored therein is user's liability.</p> <p>(i) On arrival at the warehouse, the inspecting officer shall ensure that till the completion of physical verification of stocks (Annex-III), all transactions in the godowns shall take place with the knowledge of the inspecting officer. Before starting PV, I.O. should take round in all the godowns to take note of the spillages kept in heap or in bags to avoid any manipulation afterwards. He should also obtain the signatures of the godown incharges and the warehouse manager one the list prepared for such spillages to avoid controversy.</p> <p>(ii) The verification of stocks at a warehouse has to be done from three aspects i.e.</p> <p>(a) Verifications of the weight and number of packages with date of Deposit.</p> <p>(b) verification of type and grade of the commodity said to contain in the package; and</p>	I.O.	

			
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	<p>(c) verification of maintenance of quality i.e. preservation aspects.</p> <p>(iii) After scrutiny of the basic records, Inspecting Officer shall prepare a list in prescribed proforma (Annex-I) of the inspection book. A commodity wise/ godown wise statement (Annex-II) shall then be compiled. Each page of these two statements should bear the dated signature of the I.O. and WM/Godown Incharge.</p> <p>(iv) while compiling these two statements, inspecting officer shall conduct a general checking of the essential records on the basis of which warehouse receipts/ acknowledgements are prepared.</p> <p>(v) The inspecting Officer will select at random at least 10 warehouses receipts/ acknowledgements or 10% of the warehouse receipts/ acknowledgements whichever is higher, in respect of which he shall make a 100% check of the records beginning with the deposit application and specimen signature cards to the stage of delivery . This will involve checking of stock register, depositor's ledger and all other connected records. He will check whether the storage charges have been properly collected with regard to stocks delivered on a day and if the same quantity tallies with that of the records/entries made in the gate register. Actual weight of bags/packages so selected should be taken and then samples drawn and</p>		
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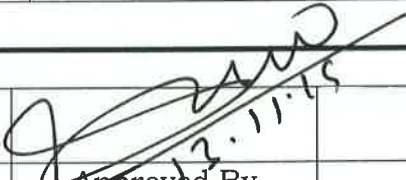

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	<p>their quality and infestation are to be ascertained.</p> <p>(vi) The quantity and quality of stocks mentioned in the negotiable warehouse receipts (NWRs) is taken as correct by the banks,. It is, therefore, absolutely essential that a thorough checking of records covered by the Negotiable Warehouse Receipts (NWRs) pledged with the banks is carried out so as to ensure that these stocks are actually in the custody of the warehouse and conform to the quantity and quality as recorded in the negotiable warehouse receipts .To maintain the sanctity of the NWRs it should be ensured by the IO that the entire stocks are weighed, quality of the stocks checked and the value indicated in the NWR conforms to the quantity and quality and rate of the commodity indicated in the negotiable warehouse receipts. To prevent any alteration/fraud inverted carbons should invariably be used and cello tape be affixed on the WRs wherever quantity and value of the stock is mentioned.</p> <p>(vii) The inspecting officer shall issue a general letter in the prescribed proforma (Annex-VII and VII-A) to all the banks requesting them to forward, within a day or two, a list of negotiable warehouse receipts pledged with them together with the latest balance of stocks against the warehouse receipts pledged with them (as per Annex-VII-B)</p> <p>(viii) On receipt of this information from</p>		
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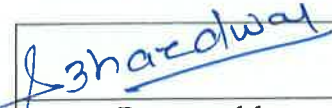


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	<p>the banks, the data furnished by banks shall be tallied with the Bank Lien Register and the Master Statement prepared by the Inspecting Officer to check that stocks covered by each warehouse receipt pledged are in storage in the warehouse and confirm to the particulars indicated in the relevant warehouse receipt.</p> <p>(ix) It is necessary that the list of negotiable warehouse receipts in possession of any bank is sent by the bank itself and simple conformation by banks of the list prepared by the warehouse staff or inspecting officer will not be enough. Where the reply from the bank is not received before the completion of the inspection, the inspecting officer should ensure that a letter under registered post with acknowledgement due is sent to the bank stating that the stock shown under pledge as per warehouse records has been taken as correct in the absence of their reply.</p> <p>(x) IO shall also verify that lien has been noted against Negotiable Warehouse Receipt (NWR) supplied by WDRA for registered capacity.</p> <p>(xi) Inspecting officer shall then go from godown to godown, where 100% verification of stocks/packages shall be done by count and tallied with the stack cards and stack wise registers and the statement of stocks prepared at the time of physical verification by the inspecting officer. Also simultaneously</p>		
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		<p>the entries in the stack wise registers may be seen and verified (Annex.-III).</p> <p>(xii) With regard to the test weightment of stocks five percent of the total number of stacks may be selected at random from different godown. In case of standardized lots weightment of a new bags at different levels may suffice to ascertain the correctness of weight. In the case of nonstandard bags, the stock will have to be weighed cent-per-cent. A test check memo of weightment be enclosed. The IOs will ensure that the total expenditure to be incurred on such verification is kept to the bare minimum as is necessary for the purpose. In case he finds that a more detailed checking is warranted he may seek instruction from the RM. In such cases, the inspecting officers may also consider whether some stocks under operation (standardization issue etc.) at the time of inspection could be selected for checking so as to save time and keep the expenditure at the minimum without over-looking the basic requirement of verification. When in cases of bonded stocks, weightment may not be required customs seal, intactness of packages are to be verified.</p>		
5.2.3	Verification of stocks at bonded warehouses/CF S/ICD/ICP etc.	(i) So far as the Bonded Warehouses/ CFS/ ICD/ ICP etc. are concerned, the procedure for inspection and verifications of Bond/ Import/ Export cargo will apply mutatis-mutandis and in addition the inspecting officers will have to satisfy themselves that the provision of the customs act and terms	I.O	




			
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		<p>and conditions for appointment of custodian/grant of licensee the Commissioner, Customs and Excise are being properly followed. Bond Register, IGM/ Item or OBL/ Shipping Bill wise Cargo Register for import/export cargo, Space Allocation Register are two vital documents of the bonded warehouses/CFS/ ICD/ICP. This may be verified and the figures may be tallied with the Bond Register/stack wise register/ import/export stock register/depositors ledger and other related documents of the warehouse/CFS/ ICD/ ICP etc. Inspecting Officer shall also verify the space allotted to the depositors as per Space Allocation Register. IO will also verify loaded/empty containers lying at CFS/ICD etc.</p> <p>(ii) I.O. shall verify the Bond/Import/Export cargo, time barred bonds/long standing cargo /custom seized/confiscated cargo, old damaged substandard/spillages stocks and action taken report for the disposal of the same, the stock position of the same along with the reasons for delay in disposal will be submitted (as per <u>Annex-V & Annex-XVIII, XVIII-A&B, XIX, XIX-A,B,C&D, XIX-(1) A,B,C&D</u>) respectively.</p>		
5.2.4	Verification with reference to RRs.	In the case of bulk depositors, where the Corporation has accepted the responsibility of receipt and dispatch of stocks by rail/road, the inspecting officers should compare the figures of receipt and issues with the RR Register/Truck Challans, Consignment Notes/Chits as these are the basic documents in such cases. This will also enable the inspecting officers to find out and report whether all cases of claims against Railways etc. have been	I.O.	


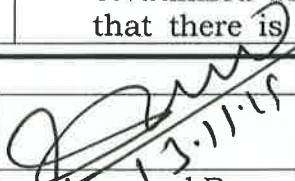

<i>Sukhvir Kr Bhardwaj</i>	<i>[Signature]</i> 11.11.19	<i>[Signature]</i>	Revision No. 1 Date of Revision 15.11.2019
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5.2.5	Verification of empty gunnies	<p>The inspecting officers will check that proper entries about receipt and release of empty gunnies are made in the gunny register. He should also verify the indents (proforma of the indent is at Annex-XI) given for release of gunnies from the store and conduct physical verification of the balance gunnies.</p> <p>(ii) The inspecting officers shall give a certificate of verification in the gunny register to certify the correctness of stock in balance. In case of variation, the inspecting officer will investigate the matter thoroughly and send a detailed report along with Inspection Report.</p>	I.O.	
5.2.6	Verification of dead stock/consumable articles/ dunnage:	<p>Similarly, complete verification of General & Technical dead stock articles, fumigants and chemicals is also be conducted by the inspecting officers. Required statements are to be submitted alongwith inspection report (as per Annex -XII, XIII, XIV & XIV-A) respectively. Any variation in the balance of these items noticed during inspection should be brought out in the discrepancy note.</p>	I.O.	
5.2.7	Variation in stocks	<p>(i) There may be variation in stock balance, quality and or quantity, damage to stocks due to lack of preservation and other irregularities exposing the Corporation to risk and consequent financial loss. In all such cases, the inspecting officer should immediately report the matter to the RM giving a first hand information of the case and seek instructions for further action. In any case, the inspecting officer is not expected to leave the station without complete investigation of such stocks.</p> <p>(ii) There may be cases, where stock</p>	I.O.	

			
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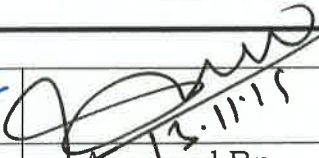
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		<p>verification is not possible due to defective stacking. In such cases, the inspecting officer, if necessary may break the stacks to the extent needed to ascertain the actual number of bags in the stack. The full facts of the case alongwith necessary recommendations should then be reported to RO.</p> <p>(iii)The IO shall submit detailed investigation report clearly indicating the reasons thereof along with his recommendation with regards to regularization to the RM concerned with a copy of CO along with the inspection report. The RM shall scrutinize such reports and send the Investigation Report to C.O. with recommendation.</p>		
5.2.8	Quality Control	<p>(i) Inspecting Officer shall verify whether the stocks are being properly graded and preserved. He should ensure that</p> <p>(a) the stocks are free from infestation and conform to grade specified in the warehouse receipt/ acknowledgements. IO shall conduct quality test check as well (Annex-IV). IO shall verify that FIFO principle is being followed for delivery and also old stock being not worthy for further storage are liquidated timely. IO shall also prepare list of damaged/sub-standard stock (Annexure-V).</p> <p>(b) Timely disinfestations measures are being given to maintain the quality of stocks and</p> <p>(c) equipment/ lab being maintained properly</p> <p>(d) necessary entries in this respect are made in the relevant registers and stack cards etc.(ii) The storage loss/gain statements shall be scrutinized with a view to ensuring that there is no abnormal storage</p>	I.O.	

			
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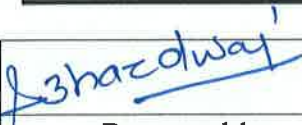
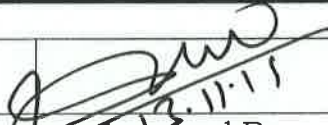

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		loss or gain. Test weighment may be undertaken as per standing instructions on this matter. (Annex.-XV, XVI, XVII)		
5.2.9	Audit & Accounts	(i) Besides verifying the cash balance, inspecting officer will scrutinize the registers such as Cash Book, Imprest Cash Account, Temporary Advances Accounts, Daily Valuation Register and Financial Expenditure Control Register etc. to see whether these are being maintained as per the procedure/ instructions and whether the warehouse manager has been making necessary checks as prescribed in this regard, the same are duly signed by Warehouse Manager.	I.O.	
5.2.10	Verification of agreement for dedicated premises and its use	IO shall verify whether agreement is executed, if not, he will find out reasons thereof. He will verify deposit of security, endorsement of insurance policy and timely payment of CWC's dues as per agreement. He will also verify whether users of dedicated premises is being utilized as per terms of agreement and report any deviation in the Part-VII of Inspection Report	I.O.	
5.3.0	Insurance of stocks	(i) Valuation of stocks as on date of inspection is to be submitted (as per Annex-X) (ii) Inspecting Officer will ensure that entire stocks are properly insured and will record a certificate to this effect. (iii) In case of shortfall noticed in the insurance cover, the inspecting officer will immediately intimate the position to RO asking for necessary additional cover or godown wise reallocation as the case may be. (iv) In case the value of stock is overstated in insurance register, inspecting officer will point out the	I.O.	

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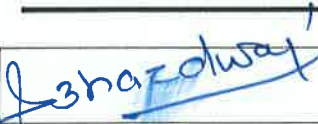


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		<p>same and inform RO for necessary action for future insurance declaration and also inform CO to make necessary adjustment in the declaration statement, if possible.</p> <p>(v) Where insurance cover is to be taken by the depositor/party, inspecting officer will ensure and verify that the depositors have fully submitted photocopy of the insurance cover taken in respect of the stocks and the same have duly been endorsed in favour of CWC, if the agreement stipulates so.</p>		
5.3.1	Storage charges/handling & transportation(H&T) bills & outstanding storage /H&T charges.	<p>(i) Storage charges bills raised by the warehouse manager since last inspection till date shall be audited by the inspecting officer with reference to stock ledger, acknowledgments and delivery orders so as to ensure that storage charges have been claimed for the stocks actually delivered/on accrual basis for correct quantities, including bills for stocks stored over and above and on general basis.</p> <p>(ii) The inspecting officer will also ensure that bills on account of storage charges handling and transport charges and other charges are raised on the depositors well in time and payment is being recovered from them. In case, any bills are not raised by the warehouse manager, inspecting officer will get all such bills prepared and submitted to the respective depositors in his presence and record a certificate in the storage charges bill register that the storage charges bills have been raised on the depositors in all</p>	I.O.	

			
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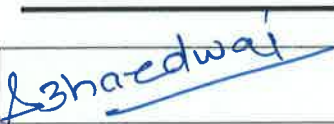
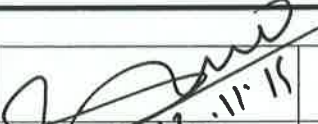

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		<p>respect upto date. The IO may also personally meet the Area Manager and local representatives of the depositors to get early payment of outstanding dues.</p> <p>(iii) IO shall verify the raising of rake wise H&T Bills on concerned depositor(s) since last inspection by furnishing details as per Annex-XXI & XXI-A.</p> <p>(iv) The inspecting officer before proceedings for the inspection should obtain a list of outstanding storage charges from RO and tally these with warehouse records to bring out the discrepancies. In order to have a complete position of the outstanding, the inspecting officer should strike out a balance after taking the sundry debtors statement of the last year plus the bills raise during the year minus the payments received. The Inspecting Officer shall prepare outstanding dues from the warehouse in the proforma enclosed so that all the required information's are incorporated (Annex-VI).</p> <p>(v) Inspecting officer will also ensure that work-slips are prepared correctly/ regularly and bills of the contractors are duly verified with reference to work actually done before forwarding to RO for payment.</p> <p>(vi) A transaction audit on sampling basis shall be conducted by the IO as on integral part of general inspection (Annex-XX & XX-A).</p>		
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		<p>(vii) The system of verification of rebate/discount being given to the farmers needs to be strengthened to avoid any possibility of manipulation or fraud at the warehouse level. As per procedure the rebate to farmers is allowed only when the farmer submits a copy of the patta (ownership of land) and a crop certificate from BOD/Gram Panchayat certifying that the produce belongs to him. The inspecting officer shall scrutinize all cases of discounts given to the farmers with the documentary evidence and a certificate in this respect shall invariably be given by him.</p> <p>(viii) IO shall also verify rebate granted to depositor(s) as per approval of DOP.</p> <p>(ix) It shall be ensured by the inspecting officer during the course of general inspection that all dues of the Corporation have been collected by the warehouse before effecting final delivery of stocks in respect of private depositors.</p> <p>(x) The inspecting officer will verify that all the required details have duly been filled up in the delivery order, viz. no. of units delivered, warehouse receipt no. and date, CR no. and date, godown no./stack no. from where the deliveries are effected etc.</p> <p>(xi) It shall also be verified if delivery order has duly been signed by the depositors, office assistant technical incharge cashier and the</p>		
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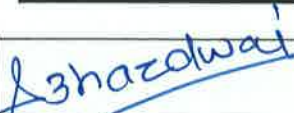
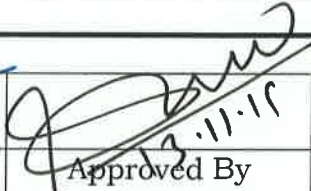

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		<p>warehouse manager.</p> <p>(xii) It shall also be ensured that the cash receipt be signed both by the cashier and the Warehouse Manager.</p> <p>(xiii) The inspecting officer shall verify that the storage charges raised and realized from depositors against the deliveries during the inspection are correct and the amount received from the depositors has been posted in cash book.</p> <p>(xiv) It shall be ensured by IO that WHM has been collecting TDS certificates from the depositors He shall get the statement prepared in respect of outstanding TDS certificates and issue the letter to such depositors The WHM should be advised to collect the TDS Certificates from such depositors within a month.</p> <p>(xv) The inspecting officer may also refer to last Internal Audit Report of the centre to verify the compliances advised have duly been made/done and if replies have been submitted by the Warehouse Manager and a remark to this effect shall be given by him in the inspection report.</p> <p>(xvi) IO shall critically examine/ verify the delay in realization of storage/H&T bills, including liability as per standing instruction.</p>		
5.4.0	Security Arrangements	The Corporation is the custodian of its customers stocks. It acts as a bailee. It is absolutely necessary for the inspecting officer to ensure that instructions issued by the CO from	I.O.	

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	<p>time to time on security measures are being followed in letter and spirit. The main points to be carefully booked into by the IO during the course of inspection are listed below;-</p> <p>(i)The WRs are prepared and signed by an authorized official.</p> <p>(ii)The WRs book cash book and other important documents are kept in safe custody of an authorized person.</p> <p>(iii) Watch and ward arrangements are adequate. In case of the constructed/hired godowns with proper boundary wall/fencing with a main gate for entry and exit, it is essential that the chowkidars/ security guards are deployed at the entry/exist points also. In additional, the WHM should be advised to get the warehouse included in the regular beat of the local police patrol parties.</p> <p>(iv)All incoming and outgoing stocks should be properly accounted for in the inward and outward gate registers. The stocks moving out of the warehouse should be covered by a proper gate pass.</p> <p>(v)The depositors/ deliveries are authorized as per the laid down procedure and by the competent persons only.</p> <p>(vi) The entry inside the godowns should be restricted to bonafide persons only. The H&T contractor should issue identify cards/badges to the labour engaged by him.</p>		
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		<p>(vii) Proper lighting arrangements inside the godowns and in the warehouse campus are essential for facilitating operations/night patrolling by the watchman/security guards. Wherever such arrangements does not exists, inspecting officer should send proposals to RO for necessary action.</p> <p>(viii) The warehouses are adequately equipped with fire fighting equipments which should be kept ready to meet any eventuality.</p> <p>(ix) The inspecting officers shall also verify whether the equipments, like Lorry Weigh Bridge, weighing scales, moisture meter, spraying machines etc. are in working condition. After returning to their Headquarters i.e. RO they should take up this matter with RM for arranging supplies, repairs, servicing etc. of these equipments.</p> <p>(x) The inspecting officer shall check the security of godowns with respect to opening & closing of godowns custody of keys and whether duplicate keys deposited with the bank alongwith the bank certificate.</p> <p>(xi) I.O. shall also verify the correctness of security services bills as per approved strength and rates.</p>		
5.5.0	Verification with reference to the hired godowns/ management godowns/H&T contractors.	The IO shall verify the agreement of the hired godowns/management godowns and tender documents in respect of H&T contractors. Whether the terms & conditions mentioned therein are being followed by WHM, the same may be reported in special note. The IO will also check that disbursement of	I.O.	

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		payment of H&T contract labour and security guards payments is being witnessed by the Warehouse Manager at the time of payment and other provisions of contract labourer act are being followed. The IO shall also verify the valid labour licence, the EPF and ESI certificates of H&T contractor/ Security agency and report to the RO in case of any discrepancy.		
5.6.0	Economy in Expenditure	<p>(i) Expenditure under each head should be well within the appropriate budgeted expenditure allocated by the RO. The IO will thoroughly scrutinize the expenditure on the following items and suggest measures to effect economy in the use of resources and ensure that the expenditure is for the bona fide interest of the corporation.</p> <p>a. Establishment b. Godown rent. c. Telephone calls d. Postage and Telegram e. Entertainment f. Printing and Stationery g. Conveyance h. Casual labour i. Freight & Octroi j. Water & Electricity k. Miscellaneous.</p> <p>(ii) The inspecting officer shall ensure that expenditure incurred is within the budgetary limits/for bonafide purposes/ in the interest of efficiency and business of the warehouse.</p> <p>(iii) The inspecting officer should prepare a statement showing expenditure incurred in excess of prorata budget allocation and highlight the heads against which abnormally high expenditure is incurred in his report and advise the WH to seek ex-post-facto sanction of the excess expenditure under each head from the</p>	I.O.	

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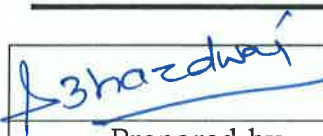
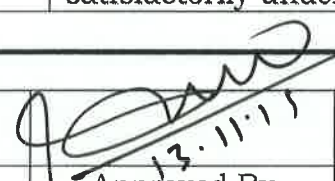

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		RO.		
5.7.0	Development of business	The basic purpose of the inspection is also to improve the overall profitability of the warehouse to an optimum level through proper development of business and control on expenditure. The inspecting officer should, therefore, critically examine the business performance of the warehouse in the past, study prospects and present an analytical review to the WH/RO/CO suggesting ways and means for further development of business. The efforts of warehouse manager for business development should also be assessed. These details should be given in the forwarding letter. The inspecting officer should also report the steps taken by him in his regard in the special note on the Warehouse.	I.O.	
5.8.0	Inspection Report Proforma	(i)The Inspecting Officer should take care that all the questions and points listed in the proforma are properly replied to and nothing is left blank. It should also be noted that the proforma carried a list of points and documents etc. which need to be checked. In some cases, the points listed are only a sort of memoranda to facilitate the work of the inspecting office so that no particular point is overlooked. There may be a number of questions in rely to which the inspecting officer ay have only to say "Yes" after they are satisfied that the work is being done as per instructions. It is necessary that complete details are given against points needing attention of C.O./R.O. so that the reference can be easily passed on to the respective sections at the RO. (ii)It has been indicated in the proforma at Col. no.14 of Doc.No.F/Insp/01	I.O.	

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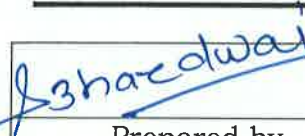
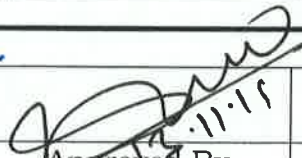

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		relating to sales promotion a separate note be given reviewing the business and its future prospects. It may be worthwhile to give a brief summary of points which need immediate attention at the RO/CO, at the end of this note. It is also necessary that future prospects of business are indicated and very categorically mentioned in the special note on the warehouse also and the manager is advised in this matter.		
5.9.0	Punctuality	IO shall assess the punctuality of staff with reference to attendance register/leave account register and their presence at the work station. Leave are being applied/approved online (HRMS)	I.O.	
5.10.0	Warehouse licence	IO shall verify the validity of warehouse licence and due date of renewal of the same	I.O.	
5.11.0	Handling & Transport arrangement	IO shall assess the requirement of H&T and its availability as well as performance of H&T contractor.	I.O.	
5.12.0	Credit facility to the customers on WRs	IO shall check carefully particulars of WRs pledged with banks and the lien reported in the WR and bank lien registers Bank Statements shall be obtained and attached to the inspection report. Any difficulty to customer's in obtaining credit shall be assessed by the IO, sorted out with bank authorities and reported.	I.O.	
5.13.0	Fire fighting equipments	IO shall verify the adequacy of fire fighting equipments with reference to norms and whether they are placed at strategic points and are fully charged.	I.O.	
5.14.0	Maintenance of records	IO shall verify various concerned records maintained at the WH as per the Quality Management System/Procedure instructions and certify that they are maintained satisfactorily under signature of staff.	I.O.	

			
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5.15.0	Interaction with the customers (Customers feed back)	IO shall have inter-action with the customers to sort out the problems encountered by them in rendering of quality service. He shall also meet the depositors for business development and to assess the level of customers satisfaction and ask for the suggestions from customers for improvement in the quality of service by the warehouse.	I.O.	
5.16.0	Use of Rajbhasha Hindi	IO shall verify the status of use of Rajbhasha 'Hindi' and implementation of cleanliness program of GoI. <u>Annex-XXII & XXIII</u>	I.O.	
5.17.0	Issue of discrepancy note	<p>(i) All discrepancies noticed by the IO during the course of Inspection should be listed in discrepancy Memo and handed over to the WHM on the spot with the instructions to report compliance to RO/CO within 10 days from the receipt of the Discrepancy Memo.</p> <p>(ii) The IO shall review the inadequacy noticed in previous inspection and the corrective/preventive action taken as well as their effect and record in the report.</p> <p>(iii) The IO shall prepare the inspection report in the prescribed format. The non-conformities/observations and proposed corrective actions with a time bound action plan after discussion with WHM shall be reported on separate sheet. The discrepancies/ non-conformities shall be listed in the following order and a discrepancy note issued to the WH on completion of the inspection at the Warehouse itself. The inspection reports shall be dispatched to RO/CO from the warehouse itself.</p> <ol style="list-style-type: none"> Review of Previous Inspection. Business Aspects Technical Aspects. Financial Aspects. 	I.O.	



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		<p>d. Financial Aspects. e. Engineering Aspects. f. Dedicated WH Aspects g. Action at RO level.</p> <p>(iv) IO while listing the discrepancies should make a definite classification of the discrepancies clearly indicating whether the action is to be taken by the WHM for by the RO giving the following captions:- (a) The points on which action is to be taken by the WHM. (b) The observations/ recommenda-tions requiring attention/ action of R.O./ C.O.</p>		
5.18.0	Submission of Inspection report.	<p>The Inspecting Officer shall observe the following procedure for submission, dispatch and distribution of the inspection report.</p> <p>(i)The original copy of the inspection report along with the one copy of the Discrepancy Memo, Special Note, Annexure and other supporting statements will be forwarded to the DGM(Insp.) with a forwarding letter. The occupancy with capacity of centre and duration of inspection also mentioned in the forwarding letter and in the body of discrepancy note to determine the period and performance of I.O.</p> <p>(ii) The second copy of the inspection report along with one copy of the Discrepancy Memo, Special Note, Annexure and other supporting statements will be sent to RO.</p> <p>(iii)The third copy of the inspection report, discrepancy memo and other documents will be handed over to the WM on the spot with the instructions to report full compliance to CO/RO within a period of 10 days.</p>	I.O.	
5.19.0	Rectification of the	The purpose of inspection is not fulfilled unless discrepancies noticed by the inspecting officer are promptly	I.O.	


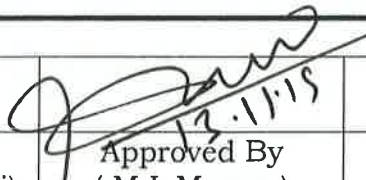

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	and follow up action.	<p>rectified. Following the procedures and the time schedule for rectification of discrepancies and the follow-up action will, therefore, be strictly adhered to. As far as possible the IO will get the discrepancies rectified in their presence before leaving the station and make a mention of the same in the discrepancy memo. To illustrate this point a few common discrepancies and action to be taken by the IO are listed below:</p> <p>(i) If some stocks are found heavily infested and need immediate fumigation he should arrange such fumigation on the spot and leave further instructions for follow-up action with the WHM.</p> <p>(ii) If entries in some of the basic records like stackwise register, stock register, depositor's ledger, insurance register are found incomplete, he should ensure that these records are brought upto date in his presence.</p> <p>(iii) If bills on account of storage charges and other services are not raise on depositors till the date of inspection, it is his duty to get the bills prepared and submitted to the depositors. If necessary he may meet the local depositors like FCI, STC etc. for realization of outstanding amount of the storage charges and others.</p> <p>(iv) If the deficiencies cannot be got rectified on the spot, the inspecting officer, while listing the same in the Discrepancy Memo and give clear discrepancy Memo, should give clear instructions to the WM for their rectification within a period of 10 days.</p>		
5.20.0	Compliance by	WM will report point by point compliance to RO/CO within 10 days of	WM	

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	the WHM	the receipt of Discrepancy Memo clearly indicating action taken by them to rectify the discrepancies.		
5.21.0	Comments of RO	(i)The RO will scrutinize the Inspection Report and the compliance report received from the WM and send the comments to CO within 20 days of the receipt of the inspection report confirming complete rectification of all discrepancies by the WM and clearly indicating the action taken by the RO on various observations/recommendations of general nature by the Inspecting Officer. (ii)Where submission of the compliance report is delayed by the Warehouse Manager, the RM will take suitable action against the defaulting officials. In any case the discrepancies should have to be complied with before the start of next inspection.	RM	
5.22.0	Review of previous inspection	IO shall review the inadequacy notice in previous inspection and corrective/preventive actions taken as well as their effectivity and record in the report.	I.O.	
5.23.0	Inspection Report and its enclosures.	1. Inspection Report of General Warehouses/ Bonded Warehouse CFSs/ICDs/ICP/AFS etc.	I.O.	F/INSP/01
		2. Monthly monitoring report of Inspections.		F/INSP/02
		3. Statement showing stock position as per WHR/ACK		Annex-I
		4. Statement showing stock position as per godownwise/commodity wise		Annex-II
		5. PV Sheets		Annex-III
		6. Test Check Statement		Annex-IV
		7. Statement showing stock position of damaged/substandard		Annex-V

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	8.	Statement outstanding Storage charges.	Annex-VI
	9.	Lien Letter to bank along with format as its enclosure	Annex-VII & VII (A)
	10.	Lien Statement	Annex-VII(B)
	11.	Bank Statement for Six months	Annex-VIII
	12.	Cash/Imprest Temp. Advance Details	Annex-IX
	13.	Valuation of stock(Insurance)	Annex-X
	14.	Gunnies Statement	Annex-XI
	15.	Stock Position of Chemical	Annex-XII
	16.	Stock position of Dunnage	Annex-XIII
	17.	Stock position of General/Dead Stock items	Annex- XIV
	18.	Details of Technical Dead Stock items	Annex- XIV(A)
	19.	Godown/Commodity wise spillage/sweeping statement	Annex-XV
	20.	Status of loss/gain regularization.	Annex-XVI
	21.	Status of T.L. Regularization	Annex-XVII
	22.	Bond wise stock statement	Annex-XVIII
	23.	Stock position of time barred bond	Annex- XVIII(A)
	24.	Statement of Custom seized/confiscated Cargo	Annex- XVIII(B)
	25.	Master Statement of containers	Annex-XIX
	26.	Statement of Import Cargo at CFS/ICD/	Annex-XIX- (A)
	27.	Statement of Export Cargo at CFS/ICD/	Annex-XIX- (B)

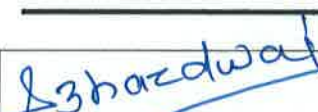


<i>S. Bhardwaj</i> Prepared by (Sukhvir Kr Bhardwaj) Sr P A (Admn)	<i>[Signature]</i> 12.11.11 Approved By (M L Meena) Dy G M (Insp)	<i>[Signature]</i> Issued by (Lt Col S C Chaturvedi) GGM (Tech)/ MR	Revision No. 1 Date of Revision 15.11.2019
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Central Warehousing Corporation	Format for Inspection Report of General Warehouse/ Bonded/ Warehouses/CFS/ ICD/ ICP/ AFS	DOC No. P/Insp./01
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		28. Statement of Custom seized/confiscated Import Cargo at CFS/ICD/	Annex-XIX-(C)
		29. Statement of Custom seized/confiscated Export Cargo at CFS/ICD/	Annex-XIX-(D)
		30. Statement of Import Cargo at ICP	Annex-XIX-(1)A
		31. Statement of Export Cargo at ICP	Annex-XIX-(1)B
		32. Statement of Custom seized/confiscated Import Cargo at ICP	Annex-XIX-(1)C
		33. Statement of Custom seized/confiscated Export Cargo at ICP	Annex-XIX-(1)D
		34. Transaction Audit(Receipts)	Annex-XX
		35. Transaction Audit (Deliveries)	Annex-XX(A)
		36. Rakewise Receipt Statement of the stocks.	Annex-XXI
		37. Rakewise Despatch Statement of the stocks.	Annex-XXI-(A)
		38. Format for status of Rajbhasha inspection	Annex-XXII
		39. Format for status of Swachchh Bharat Mission	Annex-XXIII

6. Process Output

S. No.	Output Description	User
1.	Monitoring	RO/RM,CO/HOD Inspection.
2.	Inspection	IO
3.	Processing	RO/CO
4.	Processing for follow up till closure	RO/CO

			
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7. Metrics

S. No.	Critical Success Factor	Targets
1.	Annual Short fall	NIL
2.	Physical verification of cash balance in hand, postage, revenue stamps, adhesive labels, holograms, non-judicial stamps and unused warehouse receipts.	100%
3.	Physical verification of stocks and tallying with Warehouse records and gunnies if applicable.	100%
4..	Physical verification of general and technical dead stock articles, fumigants and chemicals	100%
5.	Test check weighment	Sample checking
6.	Checking of quality & quantity of stock under storage	Sample checking as per standing instructions.

8. References

S.No.	Document Title	Document number
1.	Grading/moisture content parameter	Issued from time to time by appropriate government.
2.	Warehouse License	License issued by appropriate state authority.
3.	Bonded warehouse	Concerned custom authority.
4.	Special units managed by CWC viz. Management Warehouse	Agreement with the concerned authority.

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9. Records

S.No.	Name of Record	Location/Path	Custodian	Retention Period
1..	The Inspection Report/File in which the discrepancy Memo does not brought out any misappropriation/ fraud	CO/RO/WH	Dealing Assistant/WHM	One year after closure
2.	Inspection Report/ File where misappropriation/ fraud is brought out or are required by RO/CO for any investigation/ inquiry	CO/RO/WHM	Dealing Assistant/WHM	3 years after settlement of the dispute.
3.	Inspection Register	CO/RO/WHM	Dealing Assistant/WHM	5 years after last inspection.

<i>Sukhvir</i> Prepared by (Sukhvir Kr Bhardwaj) Sr P A (Admn)	<i>M L Meena</i> Approved By (M L Meena) Dy G M (Insp)	<i>Sukhvir</i> Issued by (Lt Col S C Chaturvedi) GGM (Tech)/ MR	Revision No. 1 Date of Revision 15.11.2019
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