



No: CWC/Insp Div/ Genl Insp /2021-22

Dated: 10.02.2022

The Regional Manager

Central Warehousing Corporation,

Regional Office,

Ahmedabad/ Bangalore/ Bhopal/ Chennai/ Chandigarh/ Delhi/ Hyderabad/ Jaipur/ Guwahati/ Kochi/ Kolkata/ Lucknow/ Mumbai/ Patna

Sub: Inspection of Warehouses-Planning & Execution...reg

Upon review of various Inspections reports and Inspection E-Files, it has been observed that the discrepancies pointed out by the Inspecting Officers during Inspections are not being followed up religiously at Regional Office level and corrective action is not taken timely. Moreover, Regional Offices are forwarding the processed E-Files to CO with equivocal/incomplete comments which cannot be actually considered or treated as ATR or compliance on the discrepancies. In view of above and making Inspections of Warehouses a value-add process, the following should be ensured: -

A. PLANNING OF INSPECTION:

Inspections should be properly planned. Annual Inspection Plans may now be prepared clubbing Technical & General Inspection in one plan only. **Also, 01 Technical Inspection be reduced for each Warehouse and no Technical Inspection is required to be carried out for Non-foodgrain Centres wef 01.04.2022.** Only a Group A officer or SIO can be deputed for any type of Inspection and Inspection should not be allotted to any Officer below the rank of SIO. However, **Inspections for Centres of more than 20,000 MT capacity should be allotted to a Group A officer only.**

B. FOLLOW-UP ACTION:

MD has advised that "What is measured and monitored, is managed", hence the Inspections are to be carried out and followed up till the discrepancies are closed. To ensure this, Inspecting Officers should take the onus of resolving the discrepancies on the spot, which can be resolved during the Inspection itself and Regional Offices should ensure that concrete steps are taken for resolving the pending discrepancies within justifiable time limit. The revised format for recording discrepancies (in discrepancy note) during the General Inspections have already been circulated vide letter No.CWC/INSP DIV/Reports/2021-22 dated 03/02/2022. Inspecting Officers should strictly adhere to the above stated format while preparing the Discrepancy Note.

C. REVIEW ON CORRECTIVE & PREVENTIVE ACTION:

RM should discuss the outcome of Inspections in monthly review meeting for taking corrective & preventive actions. All actions taken should be recorded in a MoM and submitted to CO through E-file system, clearly stating in detail about any referred action to be taken up with concerned Division at CO.

454349(26)/2022/TECH FOLLOW UP ACTION:

Regional Offices should ensure that the Inspection reports are processed as per the procedure devised and shared via letter No.CWC/CO/Tech.Div./Inspection Developments/2020-21 Dated 19/10/2020 and should be submitted within 20 days to the Inspection Division along with ATR & comments of RM. Further, Inspection Division shall process the E-file and apprise/sensitize concerned Divisions on action to be taken. The discrepancies pointed out should be followed up at each level i.e., Warehouse, Regional Office and CO level till compliance is ensured.

E. MATTERS OF URGENCY & IMPORTANCE:

The Inspecting Officer has to bring the matters of urgency & significance importance to the notice of Competent Authority immediately, in order to avoid any delay in taking appropriate action. Matters like stock damage, shortages, accrual of outstanding, immediate infrastructural repairs, disciplinary actions etc. should be mentioned in the special note prepared with the Inspection report and shall be sent directly from the Warehouse itself, as per the existing procedure.

F. CUSTOMER INTERACTION:

The Inspecting Officer has to interact with existing and prospective customers to take feedback on services, additional service requirements and suggestions on expansion/improvement of services. Various issues like realization of outstanding and regularization of losses are also required to be discussed with customers.

G. INVESTIGATION OF LOSSES & PROBLEMS:

Investigation into the matters pertaining to indiscipline, abnormal storage losses, variation in quantity or quality of stock etc. is an integral part of Inspection. In case IO observes any abnormality, he/she should immediately apprise the Competent Authority and begin the Investigation. The Inspecting Officer has to carry out detailed investigation on the issues observed during the Inspection itself and no separate Investigating Officer shall be deputed for the purpose. However, additional Investigating Officer(s) can be deputed by the Competent Authority on the request of Inspecting Officer and as per the requirement of the case.

As the inspections involve substantial expenditure, these should be planned judiciously, executed promptly and ensured that all corrective & preventive actions are taken on time, every time.

HOD (Inspection)

Copy to:

- 1.All HoDs for information and necessary action.
- 2.PS to MD/Director(M&CP) for information.