

**CENTRAL WAREHOUSING CORPORATION**  
(A GOVT. OF INDIA UNDERTAKING)  
4/1, Siri Institutional Area,  
Hauz Khas New Delhi – 110016

**“JOB DESCRIPTION OF THE SENIOR OFFICERS AND ITEMS OF WORK DEALT  
WITHIN VARIOUS DIVISIONS/SECTIONS/UNITS OF THE CORPORATION”**

**MANUAL-II**

**JOB DESCRIPTION OF THE SENIOR OFFICERS:**

**Given under Manual - I**

**WORK DEALT WITHIN VARIOUS DIVISIONS:**

**B&C DIVISION**

1. The Meeting of the Board of Directors, Executive Committee, Sub-committee of the Board of Directors, Annual General Meeting of the Shareholders and meeting for the Election of Directors on the Board of the Corporation is convened as per the provisions contained in the Warehousing Corporations Act, 1962 read with CWC Rules, 1963 and CWC (General) Regulations, 1965 and with the approval of the MD/Chairman/Board, as the case may be.
2. To monitor implementation of the guidelines on Corporate Governance and submit Quarterly compliance report to the Administrative Ministry and Annual Report to the Department of Public Enterprises Govt. of India.

**CORPORATION DIVISION**

The Corporation has decided to prepare a manual containing all relevant information as referred to in the Right to Information Act 2005.

**1-** In terms of section 11(d) of the Warehousing Corporations Act 1962, the Central Warehousing Corporation subscribes to the share capital of a State Warehousing Corporation. There are 19 State Warehousing Corporations established under the Warehousing Corporations Act, 1962 as at present. The general superintendence and Management of affairs of a State Warehousing Corporation vests in Board to Directors. Central Warehousing Corporation contributes 50% to the share capital of a State Warehousing Corporation and 50% is contributed by the concerned State Government.

**2-** Under Section 20(1) (a) of the Warehousing Corporations Act, 1992, the Central Warehousing Corporation nominates five Directors on the Board of Directors of every State Warehousing Corporation, of whom one has to be nominated in consultation with the State Bank of India and at least one has to be a non-official Director.

As on date there are 19 State Warehousing Corporations. The names addresses of these SWCs are given as under: -

**Name & address of SWC**

1.	Andhra Pradesh State Warehousing Corporation, Head Office. 'Warehousing Sadan', 2nd Floor, Behind Gandhi Bhavan, Nampally, Hyderabad -500 001 E-mail: info@apswhc.com
2.	Assam State Warehousing Corporation, Pannyagar Bhawan, Amarawati Path, Christian Basti, Dispur Guwahati – 781 005 E-mail: aswgc@yahoo.com
3.	Bihar State Warehousing Corporation, B-2 Block, First Floor, Maurya Lok Complex, Dak Bungalow Road, Patna-800 001
4.	Chhatisgarh State Warehousing Corporation, Head Office N-3, Avanti Vihar, Raipur-492 001(Chhattisgarh)
5.	Gujarat State Warehousing Corporation 'Anand' Shanti Sadan Estate, Opp. Dinbhai Tower, Mirzapur Road, Ahmedabad –380001 Email: aogswc@yahoo.com
6.	Haryana State Warehousing Corporation, Bay No. 15-18, Sector-2, Panchkula-134 112 Email: hwc@hry.nic.in
7.	Karnataka State Warehousing Corporation, 43, Primrose Road, Bangalore-560025 E-mail: karnatakawarehousing@yahoo.co.in
8.	Kerala State Warehousing Corporation, Head Office P.B. No1727, Warehousing Corporation Road, Kochi-682016 E-mail: kerwacor@gmail.net
9.	Madhya Pradesh Warehousing & Logistics Corporation, Office Complex, Block-A, Gautam Nagar, Bhopal-462 023 E-mail: hompwlc@yahoo.com
10.	Maharashtra State Warehousing Corporation, 583/B, Gultekadi, Market Yard, Pune-411 037 E-mail:mswcinfo@mwarehouse.com
11.	Meghalaya State Warehousing Corporation, Lower Lachumiere, Shillong-793001
12.	Orissa State Warehousing Corporation, Plot No.2, Cuttack Road, Bhubaneshwar-751 006 E-mail: pkm_oswc@rediffmail.com
13.	Punjab State Warehousing Corporation, 74-75, Bank Square, Sector-17-B, Chandigarh-160 017 E-mail:pswc@comp@yahoo.com.in
14.	Rajasthan State Warehousing Corporation, Bhawani Singh Road, Jaipur-302 015 E-mail: rswc2002@yahoo.co.uk
15.	Tamilnadu Warehousing Corporation, No.82, Anna Salai, Guindy, Chennai-600 032 E-mail: tanware@dataone.in
16.	Uttar Pradesh State Warehousing Corporation, Bhandaran Bhawan New Hyderabad, P.B. No.196, Lucknow –226 007 E-mail: upswc@sancharnet.in
17.	West Bengal State Warehousing Corporation, 6-A, Raja Subodh Mullick Square (4th Floor), Kolkata-700 013 E-mail: warehousingcorporation@rediffmail.com

- 3 Nomination of Directors and Part time Chairman in CRWC. Maintaining the demat account for CRWC shares.

### **PROJECT DIVISION**

The Project Division deals with the matters related to operations and setup of ICDs, CFS, ICP, Bonded Warehouses and Integrated Logistics hubs with the utmost care and attention is looked after by the Director (MCP) duly supported by Group General Manager(Project), the functions of Project are as under:-

#### **Engagement Of HTC**

As a matter of policy, the Corporation is outsourcing the activity of handling and transport operations in CFS/ICDs which is being done by the experienced H & T/SAMO Contractors by adopting the procedure laid down for a given period of time.

#### **Custom Bounded Warehouse:-**

##### **(i) Concept & operations**

The Custom bonded Warehouses are set up by CWC after getting the area notified by the Custom Authorities under Section- 57 of the Customs Act, 1962. The objective of setting up to such Warehouses is to provide storage facility to the importers who do not want to clear the cargo immediately. In other words, it is the deferment of payment of Custom Duty by the importers as they can store their cargo in such Warehouses without making any payment of Custom Duty till clearance. The detailed procedures and general guidelines for the receipt, storage and delivery of the goods and management of these warehouses are outlined under:-

##### **a) Receipt Of Goods:**

- Request of Importer or his authorized agent for providing space for the goods.
- Issuance of the Space Availability Certificate (SAC).
- Collection of the Storage Charges for four weeks.
- Entry in SAC Register for confirming the allotment.
- Filing of deposit application and acceptance of goods.
- Allotment of deposit number.
- Entry of Cargo fulfilling the necessary formalities of gate/security.
- In case of the truck bring escorted by custom, the seal shall be checked alongwith concerned custom staff.
- Unloading of Cargo and stacking into godowns after verification.
- Measurement of the area occupied.
- Preparation of the Stack Card.
- Entry in Stack wise Register.
- Entry in Bond Register.
- Issuance of the Acknowledgment.
- Entry in the Insurance Register and other documents/records.

In case the stocks are not brought within the stipulated time frame, revalidation is to be sought by the Importer or his authorized agent.

##### **b) Issue of Goods:-**

The goods stored in the Bonded Warehouse can be issued to the importer or his authorized agent after payment of the custom duties etc. followed with the authorization of the appropriate officer of Customs to release the bonded goods specified in the Ex-bond bill of entry as per the procedure given below:-

- Request of Importer or his representative or his authorized representative for executing the deliveries of the Cargo alongwith Ex-bond bill of entry duly passed out of charge by the customs.
- Verification of Signatures.
- Verification of documents to ensure the correctness of the information.
- Collection of the storage charges.
- Issuance of the delivery advice to the Godown In charge.
- Entry of the empty vehicle.
- Placement of the empty vehicle at the designated Godown.
- Verification of cargo as per the delivery order and Ex-bond bill of entry.
- Loading of cargo.
- Issuance of the Gate Pass.
- Entries in the Godown records/registers.
- Exit of the loaded vehicle.
- Entries in the Office Records/Registers.

#### **NOTES:-**

1. In case Ex-bond bill of entry is produced for delivery after three days from the payment of duty of the customs in force, the same shall be referred back to customs to ensure that there is no change in the duty structure.
2. In case part delivery of the cargo is affected, it should be ensured that the balance quantity as per the bill of entry is properly packed with custom seal.

#### **(ii) Disposal of Goods Stored In The Bonded Warehouse:**

The goods stored in the bonded warehouses including the goods stored at Air Cargo Complex, if not cleared within the bond period the same becomes time barred bond unless and until it is revalidated by the Custom Authorities. All such time barred bond could be auctioned after the expiry of bond period with the prior approval of the custom authorities to recover the Govt. Revenue and Warehousing Charges and also to create valuable space for the use of bonafied importers.

#### **C. Inland Clearance Depot/Container Freight Station:**

#### **II. Concept**

Due to global change in business scenario and to meet international standard, it was decided by the CWC with the approval of Ministry of Commerce, Customs, Govt. of India to set up the ICDs and CFSs at the strategic location to facilitate the trade. As per the Section 49 of the Customs Act, 1962 the removal of containers from the docks for storage, destuffing, custom examination and clearance of Import Cargo etc. has been done under the single roof. Similarly, the cargo meant for export has also been done to CFS/ICD. The need of containerization to overcome the increasingly combining two or more transportation modes. The container becomes the single unit for carrying the cargo from one place to the other through rail, road and sea. Each coordinated mode

of transportation offered specific advantageous to the shipper, which includes the safety of stocks and bringing down the total cost of logistics.

### III. **Nature Of Operations**

As the containerization grew with time it became equally important for CWC to come up to the expectation levels of the users. Although the operations undertaken at ICDs/CFSs are enormous but the vital operations are outline below:-

#### **a) Receipt Of Empty Containers:**

- Receipt of Documents (form No.13) issued by the Shipping Line concerned.
- Entry of the Empty Container.
- Stacking of empty containers in the yard.
- Release of empty vehicles.
- Preparation of the necessary records.

#### **b) Carting Of Export Cargo:**

Entry of the Cargo after the verification of shipping bill, custom checklist, invoice packing list, checking of the vehicle, unloading and exit of the empty vehicle.

#### **c) Stuffing Of Export Cargo:**

After receiving “let export” order by customs (applicable to all export cargoes of LCL and FCL) the stuffing of export cargo in the container is effective. The procedure is as under:-

- Custom examination of the cargo.
- Receipt of stuffing request.
- Placement of empties.
- Stuffing of Cargo.
- Sealing of Containers.
- Collection of the CWC charges.

#### Creation of documents. **Handling Import (FCL) Container At CFS) :**

- Entry of import container at the CFS.
- Stacking of containers.
- Seal cutting permission by customers.
- Custom examination & necessary entries/endorsements to be made on the relevant records including Custom Examination Register.
- Assessment of CFS dues as per the tariff in force.
- Payment by the Importer/CHA and issuance of the Cash Receipt.
- Preparation of Issue slip.
- De-stuffing of container.
- Delivery of cargo/container after verifying the identity of the importer or his agent.
- Issuance of the gate pass.
- Exit from the gate and making necessary entries at the gate.

#### **Note:**

1. FCL container shall not be de-stuffed in the shed for the purpose of delivery of the cargo.
2. Packages manifested but not physically available shall be treated as “Short landed” and a short landing certificate shall be issued to the importer or his CHA.
3. Excess landed cargo shall be delivered to the importer or his CHA when “out of charge” order produced.

**d) Handling Import (LCL) Container At CFSC :**

- o Entry of import container at the CFS.
- o Stacking of containers.
- o Placement of container at the de-stuffing point in the shed.
- o Seal cutting permission by customers.
- o De-stuffing of container in presence of shipping lines.
- o Verification of the cargo (quantity and quality both).
- o Stacking of the de-stuffed cargo in the sheds.
- o Preparation of de-stuffing sheets duly signed by all concerned authorities.
- o Custom examination & necessary entries /endorsements to be made on the relevant records including Custom Examination Register.
- o Issuance of the gate pass
- o Exit from the gate and making necessary entries at the gate.

**Note:**

1. Excess of short landing of cargo shall be noted and a copy of de-stuffing sheet shall be handed over to authorized representative of the shipping lines.
2. The container shall be locked, if not de-stuffed in full.

**e) Delivery Of Empty Container:**

- Preparation of empty container list.
- Collection of CWC charges if any.
- Permission for removal of empty container.
- Loading of empty container on the road vehicle.
- Passing out of the empty container after verification.
- Preparation of necessary documents/records.

**f) Transfer Of Cargo From One Shipping Line To The Other:**

- Receipt of requisition for the transfer from shipping lines/CHA/Exporter along with NOC from customs & all concerned.
- Collection of charges.
- Issuance of transfer slips.
- Shifting of cargo and making necessary entries and records.

**g) Reworking Of Containers:**

- Receipt of documents.
- Assessment of CFS dues.
- Issuance of job order.
- Entry of container.
- Reworking by the HTC involving the shipping lines or his CHA.

- Preparation of the relevant documents and making entries of the records
- h) Back To Town Of Shut Out/Uncleared Cargo:**
- Receipt of documents from the exporter or his agent alongwith his application and the necessary permission from the customs.
  - Collection of dues.
  - Issuance of the back to town slip.
  - Making necessary entries in the records.
  - Delivery of the records.
  - Issuance of the gate pass and passing out of the loaded vehicle

**i) Auctioning Of Uncleared/ Long Standing Cargo/ Container:**

- Three Notice to the Importer.
  - Identification of the long standing cargo/container.
  - Intimation to the customs.
  - Obtaining NOC from customs.
  - Fixation of the reserved price after receipt of evaluation sheet from the customs.
  - Appointment of the auctioneer.
  - Issuance of the advertisement.
  - Auction of the consignment.
  - Clearance of the consignment by the customs.
  - Clearance of consignment from CFS.
- Preparation of documents and records.

**COMMERCIAL DIVISION**

The Commercial Division is not only responsible for the application of scientific methods to the business decisions, but also for the application of thoughts and judgments, which revolve around the business/commercial decisions. Commercial activities, which constitute the continuous process of making entrepreneurial (risk taking) decisions systematically with the utmost care and attention is looked after by the Director (MCP) duly supported by GGM(SP&C), General Manager (Commercial) looking after both Strategic Planning and Commercial aspects respectively. the Commercial functions are as under:-

**I. Commercial Functions**

1. Setting up of the new Warehouses.
2. Fixation of tariff
3. Hiring and de-hiring of godowns.
4. Extension of marketing facilities.
5. Warehousing Operations.
6. Approval of new projects.
7. Monitoring of old projects.

**PART I: COMMERCIAL FUNCTIONS**

## **Need & Objectives**

The commercial function of the CWC mainly takes care of the business and marketing environment consisting of the external actors and forces that affect the Corporation's ability to development and maintain successful transactions and long lasting relationship with its target clientele. The Corporation provides the customer oriented services as desired by them to ensure the satisfaction the customer is looking for, values and needs.

The Business Policy of CWC is to create a customer as the markets are not self created; the Organisation is behind the creation. The commercial function of CWC, thus, revolves around two functions, Marketing and Innovation.

The Commercial function of CWC can be placed under Upto five different streams, whose details are as under:-

### **1. Setting Up Of The New Warehouses.**

#### **i) Business Survey**

Based on the inputs received from the market intelligence and request from the customers, the Regional management carries out detailed business survey to ascertain the prospects of business at a particular place. These market surveys give management enough information to take a final decision about setting up of a new Warehouse at a particular place. The business surveys are carried out for different types of Warehouses.

1. Foodgrain Warehouses
2. Cold storages/temperature controlled Warehouses.
3. Industrial WHs.
4. Custom bonded/Management bonded Warehouse
5. Inland Clearance Depots/Container Freight Stations.
6. Consignment Agency Operation e.g. for steel.
7. Truck Terminals/Land Custom Stations etc.

The general Warehouses are meant for the storage of agricultural commodities including 400 plus notified commodities. On the other hand, the Industrial Warehouses are meant for the storage of industrial inputs, import export cargo and other industrial raw material, semi-finished and finished goods.

#### **ii) Diversification For The Future Markets**

The CWC realizes that the decision of today shall make the business of tomorrow. The Corporation faces the changes of structure, and strategy with respect to size and complexity, diversity and diversification, growth, change and innovation.

- Three types - Innovation in service.
- Innovation in Warehouses.
- Innovation in skills and activities.

The CWC started with seven general Warehouses for agricultural commodities and the Corporation added the diversified services from time to time such as NMCE, CRWCL, Management Warehouse Abroad Etc.



### iii) Size Of The Warehouse

The CWC ensures that the size of the Warehouse should not be that small so that it becomes economically unviable or too big to be difficult to gainfully utilize. The optimal size is most manageable due to Internal Economics.

## 2. Fixation Of Tariff

### II. Need & Objectives

Tariff is the charge levied against the storage, handling and transport of goods including other allied services extended to the customer. The tariff fixed for storage, handling, transportation and other allied services is the main source of income to CWC.

### III. Guiding Principles

The tariff stipulated by the Corporation is based on the cost incurred for providing the infra-structural facilities to the customers including the cost of establishment, quality control, security and other overheads but most importantly **the capacity of Customers to pay**. The following factors play a vital role for fixation of tariff:-

- 2) Cost of providing the service
- 3) Nature of commodity
- 4) Tariff Bearing Capacity of the Commodity.
- 5) Nature of service.
- 6) Customer Profile.
- 7) Existing volume/turn over.
- 8) Location of the Warehouse/Unit.
- 9) Outsourcing cost (in case the service is to be outsourced).

A periodical review of the tariff is being undertaken/fixed by the Corporation. The motto, however, is make reasonable profits and not profiteering. In case of agricultural commodities, the Corporation takes a very reasonable view while fixing the tariff because such low value commodities seldom have the scope to bear high logistics cost. The Corporation charges marginally higher tariff for commodities having capacity to bear high tariff and require special facilities.

### IV. Types Of Tariff

The entire tariff function consists of fixation of the tariff for all kinds of Warehouses as well as commodities for Different customers. The details are as under:-

- a) **Storage charges**
  - i. Unit rate
  - ii. Commodity Unit rate
  - iii. Area rate (Gross/Net)
- b) **Public bonded**
  - Area basis (Gross/ Net)
- c) **Tariff for CFS/ICDs**
  - Storage charges
  - Ground rent
  - M.F. charges

- Seal Verification Charges.
- d) **Tariff applicable for FCI/Cooperatives/Major Customers.**

**Note:-**

- ❖ In case of general Warehouse, the facility of Handling and Transport is extended to the customer on their request by adding 15% service charges on the outsourcing cost.
- ❖ The tariff in respect of the public bonded Warehouses are fixed on area basis.
- ❖ The tariff in respect of CFSs & ICDs located at Kandla Port, comes under the purview of Tariff Authority for Major Ports (TAMP).
- ❖ The tariff for Food Corporation of India is under an administered price regime.
- ❖ The tariff for the foodgrains stored (on Bag Basis) includes the advalorem insurance charges whereas the tariff fixed for other commodities does not include the same.

**V. Other Salient Features Of The Tariff Policy.**

- 1) Quantity/Volume/Tenure based rebates are extended from time to time to the customers in view of the following factors:-
  1. Quality policy of CWC.
  2. Behaviour of market forces.
  3. Extension of assured business by the customers.
  4. Seasonal rebates.
  5. Occupancy of the Warehouse.

As a matter of standing policy of the Corporation, the rebates are extended to the following customers:-

- Cooperatives - 10%
- State Civil Supplies - for foodgrains 10%  
- for other commodity 5%
- Farmers - 30% (for bonafide produce)

- 2) In case of the reservation by the depositor for a particular tenure, one month storage charges are received in advance so as to ensure the availability of space.

**3. Hiring Of Godowns**

**i. Need Of Hiring The Godowns:**

The Warehousing is a Capital-intensive industry, which needs careful examination of the proposals while setting up of the new Warehouses or carrying out expansion of business.

As soon as, it is decided after the exhaustive business survey that there is need of setting of a new warehouse at a particular place or for augmentation of the capacity at the existing warehouse, the decision is taken whether to go for our own construction or hire the available godowns from the private owners of the other agencies. As such depending upon the outcome, the need of hiring the godowns by the Corporation arises under the following circumstances:-

1. To try the market at a particular place before investing the funds for the construction of the own constructed warehouses.
2. To meet the additional storage requirement at existing centre.
3. To hire the godowns temporarily for a particular business for which the customer has approached the Corporation.
4. To hire the godowns if there is prospective demand, adequate land not being available.

## ii. Survey Of Godown Property:

There is a set proforma for the survey of the godowns to be hired which includes the following information:-

1. Location of the godowns.
2. Name and address of the bonafide owner.
3. Distance from the Mandi, Railway Goods Shed, Existing Warehouse etc.
4. Dimensions of the godowns. (Covered area)
5. Description of the quality of construction.
6. Other specifications.
7. Rent offered.
8. Cost Economics including the income, staff requirement etc.
9. Consent of the owner.

The objective of the detailed survey of the godowns is to ensure that:-

1. The floors and the walls are damp proof.
2. There is easy access to the godowns.
3. The godowns are away from the city crowd and polluting factories.
4. The godowns are not constructed on the low-lying area.
5. The roof is leakage proof.
6. Floors and walls are cement concrete and should not be hazardous to the stocks.
7. The owner has the clear title supported with the documents.

## iii. Procedure Adopted:

In any case, the godowns should be hygienic and scientifically storage-worthy. The following procedure is scrupulously followed on the receipt of the Godown survey report:

1. The Central Warehousing Corporation reviews the factors such as prevailing conditions of the godowns, operational overhead feasibility, availability of labour, placement of high tension wires, security aspects etc.
2. If the Godown rent offered by the owner appears to be on the higher side as compared to the market rent/Fair rent, then the owner can be called for negotiations.
3. The Regional Manager exercises the powers for hiring the godowns.

### Designation

### Delegation of powers

Regional Manager      Full powers.

This power is exercised in consultation with Finance.

4. The CWC executes a lease deed agreement with the Godown Owners incorporating the standard conditions approved by the Corporate Office from time to time normally before/at the time of taking over.

#### iv. **Main Clauses Of The Agreement:**

Although, the Rent Control Act or Transfer of Property Act are applicable in the hiring of godowns, but still, the specific clauses of the Agreement are quite relevant, which includes:-

1. Detailed name and address of Lessor and Lessee.
2. Date of enforcement of an agreement.
3. Consent of both parties.
4. Details of the Godown property and the rent.
5. Period of lease
6. Undertaking by the lessor for taking up the repairs as and when required.
7. Undertaking for providing the basic facilities such as electricity, water etc.
8. Undertaking for providing the accessibility to the godowns.
9. Escalation clause, notice period, arbitration clause.

#### 4. **Extension Of Market Facilities Including H&T**

##### i. **Need & Objectives**

The stocks stored at Warehouses are to be brought to/distributed from Warehouses as a result of which handling and transportation becomes inevitable. The objective of effective physical distribution system is getting the right goods at right places at the right time at the least cost by adopting the most suitable method of handling and transport.

##### ii. **Engagement Of HTC**

The Handling and Transportation is the comprehensive function and cannot be isolated as the various ingredients of the logistics function are inter-dependent on each other. If there is a single missing link in the chain of Logistic System the whole system gets disrupted and, therefore, it is ensured by the Corporation that such vital activities should be given due care so as to avoid any kind of slackness at any level. As a matter of policy, the Corporation is outsourcing the activity of handling and transport which is being done by the experienced H & T Contractors by adopting the procedure laid down for a given period of time, which is two years in case of general warehouse and 5 years in case of CFS/ICDs. The steps followed in the finalization of the tender process are as under:-

1. NIT is published in the leading newspapers for inviting the tenders (two bid system) from the interested parties much before the expiry of the existing contract. A wide publicity is given through the notice board of local warehouses, Regional Offices, APMC and other Govt./Semi Govt. Agencies and autonomous bodies etc.
2. The interested parties may purchase the tender document at a stipulated price from the enlisted places/offices as per the NIT or directly download the same from its website [www.cewacor.nic.in](http://www.cewacor.nic.in). In case the tender document is downloaded, the price is payable at the time of submission of tenders and the copy of the receipt is to be enclosed alongwith the technical bids. The tenders will be sold to the parties who will produce the proof of the above qualifications at the time of purchase of tenders.

3. The bids could be sent through post or in person at the office or directly to be inside the box placed at Regional Office on the date of submission/opening of tender bids.

4. The technical bids shall be opened in front of the tenderers on the scheduled date and time by the Tender Opening Committee.

5. The tenders are short listed based on their qualification/experience/financial assessment.

6. The price bids of technically qualified parties to be opened and negotiations, if needed, are conducted with the lowest tenderer only.

## **5. Warehousing Operations:**

### **I. Important Definitions:**

The Public Warehouse means any building, structure or other protective enclosure, which is used or may be used for the purpose of storing goods on behalf of the depositors.

The Depositor means a person who deposit goods with the Warehouse Manager for storing at his Warehouse and includes any person who lawfully holds the receipt issued by the Warehouse Manager in respect of the goods.

The Warehouse Manager means a person who has obtained a license under the Central Warehousing Corporation Act, 1962 for the purpose of carrying on the business of Warehousing.

The Warehousing Operations are the activities undertaken by the Warehouse Manager at the Public Warehouse level on the request of the depositors, which includes receipt, delivery, preservation, standardization and/or other operations, which are found inevitable for the upkeep of stocks or any such function, which is carried out on the special request of the depositors.

### **II. Functions & Types of Warehouses:**

The Warehouses perform many functions besides the receipt, delivery and preservation of stocks according to the needs. The functions may differ according to the nature of the Warehouses but the basic functions remain common to all such as receipt and delivery. The CWC offers a package of services to the depositors according to their requirements. The concept of single window facility has been introduced by CWC at most of the prominent warehouses to facilitate the smooth functioning of the Warehouse.

The Warehousing Operations carried out by the Warehouse Manager are outlined below according to the nature of the Warehouse:-

#### **A. General Warehouse**

##### **i) Receipt Of Stocks**

The stocks are deposited in the warehouses on the request of the customer after fulfilling the necessary formalities. These stocks can be deposited directly at the Warehouse or handed over at the Railway Good Sheds. In case the depositors want

CWC to provide unloading of wagons at the godsheds, the RR are endorsed in favour of CWC by the depositors, which are in turn handed over to the authorized Handling and Transport Contractor for arranging the handling and transportation from railway good shed to designated Godown of CWC. The Warehouse Manager ensures that no untoward incidence takes place from the unloading of bags from the rake till the receipt of these stocks at the warehouse. It is the responsibility of the handling & transport contractor to carry out the assigned work within the stipulated time frame under the supervision of the Warehouse Manager. In case of any shortage or pilferage or any untoward incidence, the help of local administration is taken. As soon as, the stocks are received at the gate of CWC the following steps are taken:-

- Entry of vehicles in the premises after making the gate entries.
- Inspection of the quality of the stocks.
- Introduction of the Depositors.
- Application of the Deposit.
- Weighment of the stocks (100% for non-standard or 10% for standard bags).
- Unloading of stocks from the trucks.
- Stacking of stocks.
- Preparation of the necessary records.
- Issuance of acknowledgement/warehouse receipt.
- Completion the entries in the Office Record.

#### ii) **Issue Of Stocks**

The stocks are issued to the depositors or his authorized representatives on his request as per the following procedure: Surrender of Warehouse Receipt/Acknowledgement alongwith the formal request for initiating deliveries:-

- Verification of documents.
- Inspection of the quality of the stocks.
- Collection of storage, insurance and other charges.
- Issuance of the delivery order to the Godown in charge.
- Entry of the empty vehicles in the warehouse premises.
- Weighment of the empty vehicles, if required.
- Placement of empty vehicles at the gate of the godowns for loading.
- Weighment of the loaded vehicles.
- Preparation of the gate pass.
- Exit of the loaded vehicles, after weighment, if required.
- Preparation of the records and making entries in the Godown/office registers.

There is a provision of book transfer of stocks from one depositor to the other without physical transaction, which requires the consent from both the parties who are liable to clear the liabilities of the storage charges to CWC. In such case, the joint inspection of the quality of the stocks is also carried out to avoid any complications arising thereof.

#### iii) **Warehouse Receipt And Bank Advances:**

As per the Section 13 (i) of the Negotiable Instrument Act, 1881 “Negotiable Instrument means a Promissory Note, Bill of Exchange or Cheque payable either to order or to bearer”. As per this definition, the warehouse receipt is not a Negotiable Instrument. However, Section 2(4) of the Sale of Goods Act, 1930, brings Warehouse Receipt

within the ambit of definition of a “document of title”. The depositors of the goods are free to take the loans from the Nationalized Bank by pledging the Warehouse Receipt. After implementation of warehousing development & regulation Act, 2007 the warehouse receipt will become a negotiable instrument if the warehouse issuing such warehousing receipt is registered with WDRA.

## **PART 2 Planning Functions**

### **1. Need & Objectives**

The CWC is a capital intensive industry, which involves huge allocation of funds for developing the infrastructure of a Warehouse as per the commercial requirements as stated in the foregoing paragraphs. The planning functions include:-

(a) Purchase of land

#### **(a) Purchase Of Land**

1. The land survey is undertaken for ensuring the suitability of land from operational and business point of view including the cost of development/construction. The land survey includes the information such as business prospects, budget provisions, economic viability of the Project, reasonability of the land cost, terms and conditions etc. based on which decision is taken to procure the land.

2. Normally, the land is being procured from Government, Semi Government Agencies, Autonomous bodies, State Industrial Corporations, Ports, Marketing Committees, Cooperatives, EPIP, EPZ etc.

3. If no suitable land is available with the aforesaid Agencies, the exercise is carried out to acquire the land through the State Government by invoking the Section 4, 6 and 17 of the land Acquisition Act, 1894.

4. Alternatively, for the procurement of private land, an exhaustive drill is undertaken which includes the following process:-

a) NIT is floated in all leading newspapers for inviting the proposals from the interested land owners for the outright sale of land to CWC.

b) Most suitable piece of land is identified based on various inputs including the value of land, its location etc.

c) The land survey of the most suitable land is conducted. It is ensured that the land owner is having the clear title of the land and no other encumbrance/liability including the court case, hypothecation of land etc. prevail and the property is free from all such encumbrance/ liabilities.

d) The land owner can be called for negotiations, if so required to get the best deal in the interest of the Corporation.

#### **(b) Project Appraisal**

The investment is planned only after assuring stipulated minimum Internal Rate of Return.

### **2. Preparation Of Five Years/Annual Plan**

The CWC prepares the Five years plan as per the directions received from the Govt. of India, so as to have adequate budgetary provisions. Such Five years plan is used as a

tool, based on which, the Corporation chalks out its activities for the year and stipulates the physical/financial targets for deciding its action plan for the entire year in respect of the physical/financial performance. In the physical targets, the total capacity to be constructed during a particular year is highlighted whereas in financial target, the total outlay required to construct the said capacity is highlighted

### **ENGINEERING DIVISION**

The aim and objective of the Engineering Division is to create scientific storage infrastructure to meet operational and business requirements of CWC and maintain the existing infrastructure.

The objectives of Engineering Division are being achieved in consultation with other Divisions of the corporation and its salient features are elucidated below:

- a) The type and quantum of business in a particular place is first conceived by Commercial Division of the Corporation in association with their Regional Managers. Commercial surveys are assessed by them, based on the reports from RMs and accordingly the capacity to be brought up is envisaged and finalized along with type of structure depending upon the requirements of creating the infrastructure for storage of Food grains, Industrial goods and CFS/ICD/Air cargo complex etc. Based on the recommendations of Commercial division, the Managing Director approves the capacity for construction.
- b) Engineering Division and Commercial division through their respective field units decide the extent of land after forming a Land Committee comprising of officers, i.e. Regional managers, Head of Engineering section of RO and local warehouses Manager and recommendations are made to Competent Authority through Planning Division after concurrence of Finance Division for purchase of land.
- c) Planning division then issued the sanction order after obtaining approval from Competent Authority and the concerned Regional Manager procures the land Accordingly.
- d) SE/EE/AE surveys the land and suggests the layout of proposed capacity and ancillary buildings etc. And also envisages the future capacity which can be set out in the remaining and for future expansion.



e) Field units i.e. Head of Engineering section of RO submit the Project report along with the proposed layout plan with supporting documents which are examined in the Engineering Division.

f) The drawing section of Engineering Division examines the proposal from Head of Engineering section of concerned RO and prepared the best possible alternate of the Layout plan of the proposed construction work, which is finally approved by the Chief Engineer.

g) Preliminary project cost estimate submitted by SE/EE i.e. Head of Engineering section of concerned RO, are checked in CE's office and submitted to Finance Division for financial concurrence. Simultaneously, based on the income stream and expenditure, IRR is computed alongwith preliminary project cost estimate.

h) Project Report, as well as IRR, duly checked and vetted by Finance Division, is put up to Competent authority i.e. Director (MCP)/MD/E.C/BOD for approval as per the following delegation of powers:-

- (i) BOD:- Project costing more than Rs. 50.00 crore
- (ii) EC:- Project costing Rs. 30.00 crore to Rs. 50.00 crore
- (iii) MD:- Project costing Rs. 03.00 crore to Rs. 30.00 crore
- (iv) Dir. (MCP):- Project costing Rs.01.00 crore to Rs. 03.00 crore.
- (v) Chief Engineer/RM:- Up to 01.00 crore.

i) After the approval of the Project Report, detailed estimate is prepared by respective Head of Engineering in RO and same is technically sanctioned by them for the works awarded by RO (to be exercised by SE or EE incharge of Engineering Section /CO (to be exercised by Chief Engineer)).

j) Tenders are invited by Head of Engineering in RO which are finalized and accepted by RM/HOE, i.e. HOE for the works costing up to Rs. 3.00 crore. Chief Engineer has got power to approve the tender of works valuing more than Rs. 3.00 crores and up to Rs. 5.00 crore based on the recommendations of TEC comprising of EE, SAM(A/c) & Asstt. Engineer and the tenders for works costing more than Rs.5.00 crore and up to Rs. 10.00 crore are accepted by Dir(MCP) on the recommendation of TEC comprising of GGM(System), GM(Tax &CA) & Chief Engineer. The power for acceptance of the tenders for works more than Rs. 10.00 crore and up to Rs. 30.00 crore rests with MD on the recommendation of TEC comprising of GGM(System), GM(Tax &CA) & Chief

Engineer. Tenders for more than Rs. 30.00 crore to Rs.50.00 crore are accepted by EC on the recommendation of the same TEC applicable for the tenders within the DOP of MD/Dir.(MCP).

k) After acceptance of tenders, letter of acceptance is issued by the SE/EE (Head of Engineering in RO) to the tenderer whose tender is accepted for submission of performance guarantee (PG), by them and on receipt of PG, work order is issued and formal agreement is signed between the parties.

l) Time to time, intermediate payments to the contractor are made through running bills for the quantum of work executed and certified by the Field Engineers (by the Head of Engineering). Test check on the works is carried out at different levels. Inspection of works is also carried out by CE/EE from Corporation Office and Head of Engineering from RO periodically as the case may be.

m) On completion of the works, completion certificate is issued by Head of Engineering in RO for the works costing upto Rs. 3.00 crore and by Chief engineer for works above Rs. 3.00 crore. The final bills of the contractor including approval of Extra Items/substituted, deviations and final time extension are done by the Head of Engineering in RO and CE in CO.

n) A monthly/ quarterly for onward submission, statements for award of work, their progress etc. are sent by engineering Division to Vigilance Division based on the feedback from Head of Engineering in RO.

o) Works are randomly selected by the Vigilance Division for preventive checks and reports are received from them.

p) Engineering division also undertake the "Deposit Works" of other agencies/PSUs and same procedures, as outlined above for our own works, are followed from Project report stage to final completion of work. For settling the numerous issues with the concerned agency/PSUs, Memorandum of understanding (MOU) is entered into between CWC and the respective agency/PSU.

q) Engineering division of ROs also undertake Repair & Maintenance of the warehousing complexes for proper upkeep of the warehouse for which items to be executed are jointly decided by RM & HOE concerned.

r. Engineering Division also get from time to time structural designs from consultants for the warehouse designed for specific purpose like CFS/ICD etc.

s. Engineering division also undertake the activities like construction of Rain water harvesting structure, Bus passenger shelters, Rural based marketing, Infrastructure, toilets in schools and provision of Solar lights etc. under Corporate social responsibilities.

## **PLANNING DIVISION**

### **PART 2 Planning Functions**

#### **1. Need & Objectives**

The CWC is a capital intensive industry, which involves huge allocation of funds for developing the infrastructure of a Warehouse as per the commercial requirements. The planning functions include:-

#### **(a) Purchase Of Land**

Acquiring land and building of Warehouses has been one of the functions of CWC. The land was being acquired through the Govt. under-provision of Section 4, 6 and 17 of land Acquisition Act, 1894 and also from Organization like Urban Development Trust, Industrial Development Corporations, Export Promotion Parks etc. The present procedure for purchase of Land for construction of Warehouse at a centre has been on the following lines:

1. Regional Manager will identify the Centre where General Warehouse/CFS/ICD/Open container Yards etc. has to be established. VIP reference can also be used as indirect source of information.
2. RMs will conduct detailed Business Survey. On receipt of the survey report, RM will make the recommendations to Commercial Division at CO for taking approval in principle from the Competent Authority.
3. When approved, the Commercial Division will convey the clearance of the Competent Authority for the capacity to be created, to Regional Manager with a copy to Planning Division, Engineering Division and others.
4. The Commercial Division will provide the required information to Planning Division.
5. Based on the approval, RM explores the prospects for acquiring purchase/allotment of land to CWC. Preferably the land should be taken over from the State Government /Autonomous Bodies, APMC, Semi Govt. Bodies etc.
6. Once the land is identified, the Land Selection Committee (LSC) consisting of RM, SE/EE and Warehouse Manager should be constituted to inspect the Land. Subsequently, the recommendations should be made to Planning Division in prescribed performa with copy of the same to CE for processing the case further. The performa is attached at Annexure-C. It may be noted that the clear recommendations of RM should accompany the LSC report.
7. The Engineering Division will provide the required information alongwith LOP to Planning Division in the Performa attached at Annexure-B.
8. RM then will approach the State Govt./Autonomous Body/Semi Govt. Bodies to obtain the final demand letter from them. Which should be forwarded to Planning Division for processing the approvals. This letter has to be forwarded with explicit recommendations of RM.

9. Once the above formalities are complete. Planning Division will take the proposal to BOD/EC/MD and after approval, Planning Division will issue approval/Sanction Order as the case may be. The approval of BOD/EC conveyed separately to RMs/EEs/SEs/Engg. Division/Commercial Division/Finance Division.

## 2- Procedure for purchase of private property/land/building/flat.

***In the process many a times the unusual delays were being faced and even higher compensations to the Authorities had to be paid. In order to over-come the problems,*** it has been decided that the Corporation would first try to procure/acquire the same through Govt. or the Govt. Agencies and in the event of not being successful in the same or in cases of unusual delays, with the approval of the Board, the private sources would be tapped after following the procedure as enumerated below:-

Keeping in view the requirement/need, an advertisement would be published in the local newspapers, where the property is to be purchased, indicating the requirement of without disclosing the identity of the organization, ascertaining the availability of land, building, warehouse, plot, flat, office space etc as the case may be.

1. The offers will be received through Box numbers indicated in the NIT, the last date and time will have to be stipulated giving a minimum of 10 days seeking such offers.

A) The requirement of the property to be purchased should be well defined as per the following details:-

### i) IN CASE ONLY LAND IS TO BE PURCHASED:-

- Area of Plot
- City/Place
- Approach to plot
- Freehold/lease hold
- Free from all encumbrances/legal liabilities at the time of purchase.
- Clear title of the property.
- Land uses i.e. allowable for construction of warehouses/office complex/other structures as the case may be.

### ii) IN CASE OF BUILDING/PROPERTY TO BE PURCHASED:-

- a) The type of structure and the year of construction with required covered area.
- b) Required infrastructure facilities.
- c) Area of plot.
- d) Locality.
- e) Approach to plot.
- f) Free hold/lease hold.
- g) Free from all encumbrances/tax liabilities at the time of purchase.
- h) Clear title of property.

**iii)** Parties will quote their rates in words as well as figures per sq.m/Acre for land and per sq. ft. of super built up area/properties offered within ten days after an advertisement appears in the newspaper.

**iv)** The offers received will be registered, serially numbered and opened in the presence of a committee consisting of concerned RM, SE/EE and Senior most officer of Finance Wing in the RO. The rate quoted by the parties shall be recorded in the register with brief details of land/property as offered and all the committee members shall sign the same. All the committee members should sign all the related papers including envelopes of the offers.

**2.** The aforesaid committee, which will be known as LSC shall thereafter furnish a detailed report to the Corporate Office giving their specific recommendation after completing the following formalities within 20 days after the receipt of offers.

**a-** After scrutinizing the proposals the Committee shall visit the site and give the recommendations/ for the purchase of order of preference.

**b-** Normally free hold will be considered for purchase, but in exceptional cases, leasehold and having lease term of at least 60 years may be considered.

**c-** The price quoted in the proposals should be comparable to the existing market rate prevailing in the locality and the same should be verified by the above committee from the Sub Registrar Office/Govt. Gazettes if published/Income Tax Authorities/Local development Authorities/Financial Institutions or from recent purchase made by the semi Govt./Govt Agency. Judicious view has to be taken giving a detailed justification. A certificate of reasonability of rates is required to be obtained from the local Revenue Authority.

**d-** Valuation report of building duly completed by SE/EE/AE is also to be proposed based on guidelines of CPWD for the purchase of working out total cost of land and building.

**e-** The committee shall ascertain that prima facie, title to the property for the purchase is clear.

**f-** LSC will also ascertain about the land use for the construction as per CWC's requirement.

**3-** "The offers along with the report of LSC so received shall be scrutinized at the Corporate Office by a Committee to be chaired by Director (MCP) with General Manager (Comm.), GM(F&A), Financial Adviser and Chief Engineer as its member to review the complete case alongwith the recommendation given by the Land Selection Committee and for giving final recommendations for purchase of specific property after taking the opinion from Legal Consultant about the prima-facie title of property being clear".

**4)** The Committee of the Corporate Office may choose to visit the infrastructure/site in case of proposals being more than Rs. 50 Lakhs.

**5)** The Committee at the Corporate Office level shall submit their report to the competent authority for acceptance of the purchased land/property within two months from the news paper advertisement.

**6)** The sale amount shall be paid only after ensuring that the title is clear as marketable land usage being clear for the required purpose, measurement of the plot/premises taken, the area and buildings confirmed sale deed duly executed in favour of Central Warehousing Corporation and registration formalities completed, when possession is taken.

7) The sale deed shall contain all essential conditions and draft should be vetted and approved in consultation with Legal Consultant at Corporate Office. No objection certificate shall be obtained from the concerned authorities and the Urban Land Ceiling Department, and Income Tax clearance from the Income Tax Authorities after ensuring that the property is free from all encumbrances.

8) Before paying with the consideration amount, it would be necessary to ensure that all municipal and other taxes are paid up to date and property is free from all liabilities.

## **FINANCE DIVISION**

### **RTI MANUAL II**

#### **Work dealt with in Finance Division at Corporate Office**

Finance Division at Corporate Office is performing various Financial Functions under the overall administration of Director (Finance) duly assisted by a Group General Manager (F&A), General Manager (F&A) and two Dy. General Manager (F&A) and one Asstt. General Manager (Recovery). The Functioned handled by Finance Division include: -

1. Preparation of Budget, both Physical & Financial based on Data and Details received from various Divisions and Regional Offices, getting it approved from the Board of Directors and then submitting to Govt. for approval, review Budgets received from State Warehousing Corporations for grant of approval.
2. Maintenance of Books of Accounts of Corporate Office and consolidation of the Accounts of the Corporation based on the Audited Accounts received from Regional Offices, as also the audit thereof, both by Statutory & Government Auditors.
3. Dealing with Banks, opening & closing of Bank Accounts, investment of Surplus Funds, handling Cash, and procurement of Loans, as and when required.
4. Financial concurrence of the New Projects for Construction, Checking of Costs Estimates & Cost Index of Construction Projects, Scrutiny of Civil and H&T Tenders.
5. Monitoring and follow up with major Customers for expeditious realisation of their Outstanding Dues.
6. Obtaining Insurance Policies for the Stocks stored in CWC's Warehouses as also CWC's Property including Warehouses & Godowns as also other Moveable Property, getting the Depositors Claims for loss or damage of their Stocks as also of CWCs Property, besides arranging Medi-claim Insurance for Ex-employees.

7. Vetting of Pay Fixation Proposals and drawl of Monthly Salary of Employees, checking of Final Dues of Ex-employees including Gratuity, Leave Benefits and other Terminal Payments, computation of Income Tax Liability of Employees, its deduction at Source and deposit in Govt. Account, filing of Prescribed TDS Returns and issuance of TDS Certificates, accord of concurrence for grant of Personal Advances, and other Salary related Work, settlement of Medical Claims of Employees & Ex-employees, settlement of Travelling Allowance and other Miscellaneous Payments to Employees as well as the Ex-employees, accord of Financial concurrence for payment to Suppliers of Goods & Services and also release of payment against the Sanction Orders issued by the respective Divisions, deduction and deposit of Tax at Source from such Payments & filing of TDS Returns.

8. Maintenance of Accounts of EPF Trust, investment of Surplus Funds of EPF Trust, grant of NRW & PF Loans to Employees, settlement of Final CPF Dues of Ex-employees etc.

9. Corporate Taxation including filing of Returns, getting Assessments done, filing of Appeals & pleading/defending of Appeals filed by CWC/Department before 1<sup>st</sup> & 2<sup>nd</sup> Appellate Authorities as also the High & Supreme Courts, wherever required, issuing necessary Clarifications to various Field Units with regard to both Direct as well as Indirect Taxes, besides ensuring Statutory Tax Compliances.

10. Preparing various Statistical Reports for submission to the Management, Government & other Authorities, preparing and monitoring MOU Performance, besides attending to C&AG Queries and Parliamentary Questions.

The functions of various Sections of the Finance Division are detailed here with Names and Responsibilities of the officers: -

SECTION	FUNCTIONS	RESPONSIBILITIES
<b>Recovery of CWC Dues from Depositors</b>	Monitoring and follow up with Regions & major Customers for expeditious Realisation to reduce Outstanding Dues.	Shri R.R. Agarwal, GGM (Finance) Ms. Deepti Shukla, AGM (Recovery), Shri Pradeep Kumar, SAM (A/cs)
<b>Corporate Accounts Section</b>	Maintenance of books of accounts of the Corporate Office and consolidation of the accounts of the Corporation based on the audited accounts	Shri Amit Puri, GM (F&A) Smt. Jessy Jacob, DGM(F&A) Shri Rizwan,

	received from Regional Offices and Construction Cells, as also the audit thereof, both by the Statutory, Government and Special Audit, if any. Capitalisation of assets and maintaining accounts records of fixed assets. Accountal and release of EMD & Security Deposits in respect of Tenders/Contracts for purchase of Goods & Services, implementation of IFRS.	Manager (A/cs) Sh. Sachin Gupta, SAM(A/Cs) Sh. Sana Abidi, SAM(A/Cs)
<b>Works Accounts</b>	Financial appraisal of the New Projects for Construction, Checking of Costs Estimate & Cost Index of Construction Projects, Scrutiny of Civil and H & T Tenders and Pre-audit of Final Bills.	Shri Amit Puri, GM (F&A) Ms. Neha Sharma, Manager (A/cs)
<b>Salary</b>	Vetting of Pay Fixation Proposals. Drawal of Monthly Salary of Employees, Checking of Final Dues of Ex-employees, Leave Benefits and other Terminal Payments, computation of Income Tax Liability of Employees, its deduction at Source and deposit in Govt. Account, filing of Prescribed TDS Returns and issuance of TDS Certificates, accord of concurrence for grant of Personal Advances, and other Salary related Work.	Shri R.R. Aggarwal, GGM(F&A) Shri Ritu Lasod, Manager (SG) Shri Gaurav Raheja, AM.
<b>Coordination</b>	Coordination, MIS, Memorandum of Understanding (MoU), Core Data, I&EBR	Ms. Jaccy Jacob, DGM (F&A) Shri Sushil K Jain, Manager (MIS & Coord)
<b>Provident Fund</b>	Maintenance of accounts of CPF Trust, investment of Surplus Funds of CPF Trust, grant of NRW & PF Loans to Employees, settlement of Final	Shri R.R. Aggarwal, GGM(F&A) Shri Sanjeev K Sahu, SAM (A/cs)



	CPF Dues of Ex-employees etc.	
<b>Gratuity</b>	Maintenance of account of Gratuity Trust, Liaison with Fund Managers, Sending the proposals for payment of gratuity of employees to fund managers for arranging the payments.	Shri R.R. Aggarwal, GGM(F&A) Shri Sanjeev K Sahu SAM (A/cs)
<b>Medical Reimbursements &amp; PRMB Trust</b>	Settlement of Medical Reimbursements to Employees as well as Ex-employees in accordance with the Rules/Scheme of the Corporation.	Shri R.R. Aggarwal, GGM(Fin) Shri Sushil Tekchandani, SAM (Medical) Shri Sanjeev K Sahu, SAM (A/cs) Sh. Akshay Garg, AM (A/cs)
<b>Travelling &amp; Other Personal Claims</b>	Settlement of Travelling Allowance and other Miscellaneous Payments to Employees as well as the Ex-employees according to the Rules/Scheme of the Corporation.	Shri R.R. Aggarwal, GGM(Fin) Ms. Deepti Shukla, AGM (A/Cs)
<b>Corporate Cash &amp; Bank Management</b>	Dealing with Banks, opening & closing of Bank Accounts, investment of Surplus Funds, handling Cash, and procurement of Loans as and when required.	Shri HB Das, DGM (Finance) Sh. Neeraj Garg , Manager(Cash) Shri Pankaj Kirar, Acctt. (Cash)
<b>3<sup>rd</sup> Party Payments</b>	Financial concurrence for payment to suppliers of goods & services and also release of payment against the sanction order issued by the respective Divisions, deduction and deposit of Tax at Source from such Payments, filing of TDS Returns.	Shri R.R. Aggarwal, GGM (Finance) Ms. Yasmeen Sayed, Manager (Payments)
<b>Corporate Social Responsibility (CSR) and Updation of DoPs</b>	Implementation of DPE Guidelines on CSR, Board Agenda and meeting of sub-committee of Board on CSR  Updation of DoPs from time to	Shri R.R. Aggarwal, GGM (Finance) Ms. Yasmeen Sayed, Manager (Payments)

	time	
<b>Budget</b>	Preparation of Budget, both Physical & Financial based on Data and Details received from various Divisions, Regional Offices & Construction Cells, getting it approved from the Board of Directors and then submitting to Govt. for approval, review Budgets received from State Warehousing Corporations for grant of approval.	Shri R.R. Aggarwal, GGM (Fin) Shri HB Das, DGM (Finance) Sh. Jitender Saini, AM(A/Cs)
<b>Insurance</b>	Obtaining Insurance Policies for CWC's Buildings, Godowns & Warehouses, and Stocks stored therein as well as its own Property lying therein, across the country, lodging and settlement of Claims for the Losses suffered by CWC and/or Depositors, besides procuring Medi-claim Insurance Policy for CWC's Ex-employees.	Shri HB Das, DGM (Finance) Shri Jitender Saini, AM(A/Cs)
<b>Corporate Taxation</b>	All matters relating to Corporate Income Tax, filing of IT Returns, getting Assessments done, filing and defending/pleading of Appeals before various Appellate Forums as well as Courts of Law, issue necessary Clarifications to various Field Units with regard to Income Tax Matters and verifying TDS Credits in 26 AS etc.	Sh. Amit Puri, GM(Taxation) Smt. Ritu Lasod, Manager (Tax)
<b>GST</b>	All matters relating to Goods & Service Tax (GST), including issuing necessary Clarifications, in this regard, to Field Units, getting the Tax Audit done.	Sh. Amit Puri, GM(Taxation) Ms. Neha Sharma, Manager (GST) Smt. Namita Sharma, SAM (A/cs)

### **i. Need & Objectives**

CWC is preserving the stocks of Government, Semi Government, Cooperatives, Traders and the farmers in their Warehouses all over the country. These stocks need to be inspected from time to time to ascertain the quality of preservation and quantity of stocks preserved at the Warehouse besides the other infra-structural facilities being extended to the depositors.

### **ii. Inspection Programme :**

- a. Annual Inspection plan for General Inspection is submitted by Regional Offices to HOD (inspection) by 5th of April every year.
- b. General Inspection of all warehouses/CFS/ICD/ICP etc. shall be carried out once in a financial year irrespective of capacity. Wherever inspection shall be considered to 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.

### **iii. Information Highlighted**

The inspection is carried out by the Inspection Officer or team of Officers on the general instructions issued from time to time and the inspection book, which is to be filled simultaneously supported with the inspection note depicting the following information :-

1. Verification of cash and stocks.
2. Value of insurance cover.
3. Quality of preservation.
4. Security arrangements.
5. Punctuality
6. Business Performance
7. H&T arrangements
8. Maintenance of records
9. Interaction with the customers
10. Review of previous inspection
11. Fulfilment of the statutory requirements

Inspecting Officer (IO) shall prepare only one hard copy of Inspection report, which should be completely filled and duly signed by all concerned. The Inspection report, Discrepancy note, Annexures and all other related documents should be compiled and the forwarding letter should be addressed to the concerned RM, with a copy to HOD (Inspection) and Warehouse Manager.

If something urgent/significant needs to be highlighted, the IO may mention the same in a Special Note, which should be shared with concerned Regional Manager and HOD (Inspection), CO only, along with the complete inspection report.

### **iv. Follow Up Action**

- a. The Inspection Section of Regional Office will Put-up the Inspection report in an E-File and will scrutinize the Inspection report, seek compliance from WHM.
- b. Points of Discrepancy note/Inspection report, observations/recommendations of General nature, compliance of the WHM and details of action taken by the Regional Office on the discrepancies observed by IO pertaining to both; Warehouse and RO, shall be summarized by the Inspection Section of RO on E-File .The E-File then be forwarded to the RM.
- c. Thereafter RM will examine the E-File and incorporate his/her comments and forward the E-File to HOD (Inspection).
- d. The E-File will be examined at CO and sent back to the Regional Manager, clearly specifying the further course of action required by RM/concerned Regional Office and submitting compliance.

### **INTERNAL AUDIT**

The operations of the Corporation are governed by the provisions of the Warehousing Corporations Act, 1962 and Warehousing Corporations Rules, 1963.

### **INTERNAL AUDIT DIVISION**

Internal Audit Division (IAD) of the Corporation is located at Corporate Office at New Delhi and has been entrusted responsibility and authority to carry out the internal Audit functions. The Head of Internal Audit (HOIA) in the Corporate Office will be an officer of senior rank not below the level of Dy. General Manager with a background of finance & Accounts. He will report to Director (Finance) and through him to the Managing Director.

The IAD broadly carries out Operational & Management audit of Warehouses, Regional Offices, / PCS /CFSs/ICDs/ICPs and Various Divisions of Corporate office. The HOIA is assisted by Regional Internal Audit Cell manned by Asstt. General Managers, Managers, SAMs, AMs, Accountants and others officers/supporting staff. For carrying out the Internal Audit, the audit teams of Corporate Office and Regional Office are sent to other offices for audit and to maintain independence of the Auditors.

<b>S. No</b>	<b>Capacity/unit</b>	<b>Periodicity of Internal Audit</b>	<b>Man days</b>	<b>Manpower (maximum)</b>
1.	WHs Upto 15000 MT capacity	Once in three years	3 Days	2
2.	WHs of 15000 MT to 50000 MT capacity	Every Alternate year	4 Days	2
3.	WHs of 50000 MT and above capacity	Every year	5 Days	3
4.	CFS /ICD including managed under Strategic Alliance (upto 25000MT)	Every year	4 Days	3

	CFS /ICD including managed under Strategic Alliance (upto 50000MT)	Every year	5 Days	3
5.	Truck Terminal /Rail Terminal (e.g. at Loni)	Every year	4 Days	2
6.	Regional Office (upto 5 lakhs MT)	Every year	6 Days	3
	Regional Office (above 5 lakhs MT)	Every year	7Days	3
7.	Divisions in Corporate office (7-8 Divisions)	Every year	10 Days	3

The coverage of audit for overseas Warehouses shall be on same line as that of situated in India for which the audit can be carried out in house or be outsourced and can be carried out based on records available within India. The Concurrent audit are also be carried out by internal Audit wherever found necessary e.g. selected large size CFS / ICDs.

#### **Rules and Procedures:**

The areas covered by Internal Audit are as per the procedures for Internal Audit issued vide Controlled Document No. P/IAD./01 of ISO Manual.

#### **Functions/Duties:**

The Internal Audit shall have the access to all the records, books of accounts, vouchers and such other documents / information /explanation from the Officers / staff as required in performance of duties.

#### **Responsibilities:**

Internal Audit is responsible to conduct the audit as per procedure laid down in ISO standard/Internal Audit Manual.

Internal Audit is also responsible for coordinating with the C&AG who conduct transaction audit and performance audit of the Corporation.

### **PERSONNEL DIVISION**

Personnel Division of the Corporation is headed by the Group General Manager (Personnel), who is responsible for man-power planning, training and development, administration, establishment and industrial relations to provide trained and experienced man-power at all locations of the work. Career growth of the employees of the Organization, policy matters relating to recruitment and promotions are looked-after by this Division. Under the Human Resource Development programme, the Division is planning, controlling and evaluating all training programmes of the Organisation, Implementation of Official Language and related matters including inspection of offices by the Parliamentary Committee on Raj Bhasha.

He is assisted by Assistant General Manager (Personnel), Assistant General Manager (Training, Industrial Relations & Admn), and Manager, Senior Assistant

Manager(Hindi)/Manager (Liaison) who are assisted by other Senior Assistant Managers, Assistant Managers, Storage and Inspection Officers, Superintendents and other secretarial staff.

#### **Recruitment & Policy:**

All the policy matters relating to pay scales and perks etc., travel entitlements, various allowances to the employees, recruitment rules and their amendments, reservation matters, redressal of grievances, maintenance of rosters for promotion and direct recruitment, man-power planning, compassionate appointments, professional merit scholarships to the wards of the employees, conducting DPCs for promotion and maintenance of ACRs of employees, VRS Schemes, contribution towards social obligations are looked after by this Section. This Section is also responsible for review of Staff Regulations for necessary amendments and Delegation of Powers to officers.

#### **Administration Section**

Matters relating to advances to employees, interest subsidy, Regular employee ID cards, Medical Dependent Cards for Regular employees, empanelment of hospitals/nursing homes/diagnostic centres, maintenance of officials vehicles, guest houses, booking of air tickets, leased accommodation to officers and employees, housekeeping of office building and guest houses, telephones, cell phones, hiring/de-hiring of office accommodation etc. Administration Section is also responsible for smooth diary, dispatch of correspondences. In addition to that Admin is responsible for property of C.O. building and Guest House in Delhi & payment of electricity/telephone bills of C.O. & Guest House & Allotment of flats. Works related to Swachh Bharat Abhiyan, Covid-19 Management, Permission for purchase of laptop to Group A employees PAN India basis, providing taxi service to GGMs, Leasing of property to corporate.

#### **Establishment Section**

Matters relating to posting/transfer, permission/regularization of transactions of moveable/immovable properties, WA-I and above only.. WA –II & below with Regional Manager, Concerned maintenance of seniority list, pay fixation on promotion, clearance of probation period, retirement dues to employees, forwarding applications for outside posts, acceptance of resignation etc. This Section maintains service books, leave records of the officers and employees of the Corporation, nominations of beneficiaries of Gratuity and Lump-sum-Compensation in respect of all the employees, grant of Special Pay etc. Redressed of grievances relating to establishment matters.

#### **PUBLICITY SECTION**

In order to generate public awareness about the activities of our Corporation, the Publicity Division of our Corporation disseminates information and awareness about the benefits of the scientific warehousing systems by release of advertisement in print media, participating in exhibitions, melas and through documentary films etc.

The Corporation operates on a three pronged level, i.e. as a vital component of agricultural produce, secondly development of foreign trade by way of storage and shipment of export/import goods and also inter-linking of essential services/goods through its rail side warehousing. The Corporation has also developed its pest-control services, which in turn is contributing to the organization's turn over. The Publicity Division deals with these aspects in its publicity campaigns by way of release of advertisements in newspapers/journals in order to create public awareness. The Publicity Division also produces documentary films etc. In order to maintain first hand

touch with the public and its potential customers, the Publicity Division participates in International exhibitions, trade fairs and melas. Corporation has a laid down "Advertisement and Publicity Policy".

Those activities of the Publicity Division are aimed to get maximum coverage through various tools of media.

## **Purchase Section**

### **FUNCTIONAL PROFILE OF PURCHASE SET UP**

#### **Need & Objectives**

The Purchase function of the CWC undertakes the purchase of various stocks/consumables under the control of Section Head (Purchase) at the Corporate Office and RM in the Field Offices. The purchase function ensures implementation of a foolproof system to facilitate procurement of the right goods at the right place at the right time at the least cost.

#### **Types Of Inventories**

The inventories are classified broadly into three main categories as given below:-

##### **1. Consumable STORES** (One time – non repetitive usable goods)

- Stationery

##### **2. Durable Stores** (Long time – repetitive usable goods)

- Furniture & Fixtures
- Computers
- Equipments
- Machines
- Electrical Appliances

##### **3. Semi Consumable Stores** (Short time – repetitive usable goods)

- AMC/ARCs

#### **III. Delegation Of Powers/Purchase Function**

Besides the purchase of the inventories at Serial No.II, it is the prime responsibility of the Purchase Division of CO/RO/CC to undertake the following functions as per the delegated power of HOD(Purchase)/RM/CC Head (SE/EE) respectively :-

1. Entering into the contract for the purchase of the inventories.
2. Executing an agreement for the annual maintenance.
3. Undertaking the printing work.
4. Disposal of unserviceable, obsolete and surplus stores.
5. Inventory control and Store keeping.

#### **IV Pre-Requisites Of Purchase**

Before initiating the purchases, the most essential pre-requisite is to ascertain the needs, which is followed with the following steps :-

- a. The specifications of the commodity to be purchased.
- b. The indent note from the concerned Division has to be procured.
- c. The nature of purchase including the blue prints of the commodity And its value has to be reviewed by the Purchase Division
- d. Exploring the sources of supply.
- e. Obtaining sanction from the Competent Authority for initiating purchases.

### **Nature of Purchase Followed With Their Procedure**

As per the guidelines, the natures of the purchases have been classified in the various categories depending on the quantum/value of purchase, which determine the required procedure. The details are as under:-

#### **1. Direct Purchases**

1. Direct purchases can be made from the open market provided that the value of such purchase shall not exceed Rs.50, 000/- in each case.
2. In the case of proprietary items, the direct purchases can be made from the manufacturer without calling the quotations or floating the tenders.
3. Purchases to be undertaken from the Co-operatives/Kenderiya Bhandars.
4. Purchases to be undertaken by using GeM(Government e Market Places) Portal.

**2. Indirect Purchases** The indirect purchases are carried out by collecting the quotations or inviting tenders from the open market and subsequently, deciding the award of work/Supply Order as per the procedure laid down. The details are as under :-

- Through open tender inquiry
- Through limited tender inquiry.
- Through collection of minimum three quotations from the open market as per the procedure laid down.
- Through Empanelment
- Through GeM Portal

The process in respect of indirect purchases vary in the case of Tender Enquiry; collection of quotations from the interested parties and Empanelment. The common steps followed in the purchase process are as under:-

#### **(a) In the case Of N.I.T.**

- Market survey.
- Inviting E-tenders by giving the wide publicity in the newspaper/website etc.
- Sale of tender forms alongwith the detailed tender conditions.
- Making elaborate arrangements for receiving the sealed tenders.
- Opening of tender by the Committee authorized by the Competent Authority.
- Evaluation of tender.
- Carrying out the negotiations, if required.
- Recommendation of the Committee.
- Decision of the Competent Authority.
- Issuance of the supply order/award of work.
- Inspection of goods/certification of work.



- Making entries in the Stock Register/other records.
- Releasing payments after receiving the Bills.

**(b) In Case Of Calling The Quotations**

- Market survey.
- Securing the quotations by the Purchase Committee authorized by the Competent Authority.
- Opening of bids.
- Analysis of bids. Preparation of the comparative statement.
- Carrying out the negotiations, if required.
- Recommendations of the Committee.
- Decision of the Competent Authority.
- Issuance of the Supply Order/Award of work.
- Inspection of goods/Certification of work.
- Making entries in the Stock Register/other records.
- Releasing the payments after receiving the bills.

**(c) In Case Of Empanelment**

Where there are many suppliers and the purchases are not restricted to the particular supplier due to one reason or the other, only in that case, a panel of various suppliers is drawn. Generally, such type of panels are prepared for fast moving goods having regular perpetual demand of a particular commodity e.g. stationery, computer goods, toiletries etc. Before drawing the panel, the Committee constituted by the Competent Authority, carries out the exhaustive market survey and decides the minimum rate at which a particular commodity can be procured. These rates constitute the basis of drawing the panels from the parties who are interested to supply the goods to the CWC. The empanelment also includes the routine electrical work, sanitary work etc. especially at the ROs/CCs where the Caretaker is appointed to undertake such type of works of repetitive nature from time to time. While drawing such panels, the competence (both financial and technical) in respect of the supplier is examined carefully to ensure proper execution of supplies/work.

**VI. Other Salient Features – An Insight**

- Every tender enquiry should be followed with the exhaustive market survey and pre-stipulation of the terms and conditions as per the nature of purchase.
- The award of work and supply order has to be given to the lowest qualified bidder/tenderer and no one else.
- The provision of “Escalation Clause” may be given as per the requirement which has to be approved by the MD.
- “Cost Plus” contracts shall be avoided except where inevitable. In such cases, full justification for awarding such contracts shall be recorded by the Competent Authority.
- No payment shall be made, which is beyond the scope of the work, as advertised. In case of any change at the subsequent stage, the reasons shall be recorded giving the justifications.
- The payment has to be made strictly according to the work executed/supplies. In case of any dispute, the Arbitrator will be decided by the Competent Authority and his decision will be binding.
- The deductions from the bills of the supplier can be made as result of cost over run, time over run, damages etc.
- The single tender can be accepted provided it is as per the delegated powers.

- At the time of receipt of the stores, all the materials shall be examined, counted, measured, weighed, as the case may be, to avoid conflicting standards/tolerances and necessary entries shall be made in the Stock Registers.
- In the case of withdrawal of the offer by the party, the Security Deposit shall be forfeited as per the procedure laid down.
- As per Gazette of India SO 581(E) dated 23.03.2012, purchase preference are given to Micro & small Enterprises. No costs of tender and earnest money are chargeable from such registered firms.
- Relaxation in norms for startup Medium Enterprises is given procurement regarding prior experiences & pre turn over criteria.

## **VII Procedure for the Disposal of the Unserviceable, Obsolete & Surplus Stocks**

The normal life of the each category of stores is prescribed and approved by the Competent Authority. Thereafter, if the stores become unserviceable, the unserviceability certificate has to be issued after its examination by the Committee engaged by the Competent Authority for this purpose. Only after the issuance of the unserviceability Certificate, the unserviceable stores are disposed off as per the procedure laid down.

The definitions and meaning of unserviceable stores, obsolete stores and surplus stores are as under:-

### **1. Unserviceable Stores**

Unserviceable stores are those which have got damaged or become unserviceable due to their wear and tear and cannot be put to use after necessary repairs. Such stores will be treated as salvage or scrap.

### **2. Obsolete Store.**

Obsolete Stores are those which have become redundant due to technological development or changing requirements and are no longer considered useful or economical.

### **3. Surplus Stores.**

Surplus stores are those which have been rendered surplus due to lack of demand and are not required for future use. These will also include empty containers of insecticides, fumigants and pickings' etc.

The unserviceable/obsolete stores are disposed off by public auction after giving the wide publicity and fixing the reserved price of its residual value. Where the fixation of the reserve price is not considered feasible, a suitable note shall be given giving away the justification.

As regards, the surplus stores, the possibility of its alternative use at the same unit or the alternative place is explored. Accordingly, the surplus stores are shifted to that place. The auction of surplus stores shall be avoided except where inevitable.

When these stores are disposed off, the same are written off from the Stock Register. The amount realized from the disposal is credited to the miscellaneous receipt account.

### **VIII Inventory Control & Store Keeping**

The control of material including consumable stores, durables, semi-consumable stores are controlled by way of effective handling and its accounting. An accounting control is affected by the means of Stock Ledger and other vital records being maintained by the Store Keeping Department. The periodical physical verification of these stocks is an important tool for the inventory control, based on the following formula:

**Opening balance + New purchases – Issues = closing balance.**

Physical control of the inventories is related to preferably continuous goods, which are kept in the stores. The CWC follows the principle of perpetual inventory control for these continuous inventories. It is the prime responsibility of the Store Keeper to reconcile the physical stocks with the records and appraise the Purchase Department in case these inventories touch the reorder level. The reorder quantity is decided by the Purchase Division based on the frequency of consumption and supply period, while placing the order. It is always ensured that the stocks are above safety margins so as to maintain uninterrupted supply to the users.

The above are the general guidelines in respect of the purchase procedure adopted by the Corporation which is included in the manual in the very concised manner. In case any party or person is interested in being acquainted with other relevant details, he may request for the same separately, which will be provided as per the Purchase Manual of the Corporation or other prevailing guidelines/records.

### **RECRUITMENT & PROMOTION**

Various Matters pertaining to this section include the recruitment rules and their amendments, redressal of grievances, maintenance of rosters for promotion and direct recruitment, pay scales and perks, man-power planning, compassionate appointments, conducting DPCs for promotion, VRS Schemes, etc. This Section is also responsible for review of Staff Regulations for necessary amendments.

### **HRMS**

Human Resource Management System (HRMS) module was launched in 2018 is a combination of systems and processes that connect human resource management and information technology through HR software. HRMS is a robust tool and is comprised of both IT and HR management technology. Since its inception, varied modules have been crafted and designed under this domain viz. E-APAR, leave management system, LTC availment, EL & LTC encashment, Annual Property Return,

etc. Even virtual hiring has also been effectively managed, thus enabling an easy access to the allied features of HRMS to all the employees of the Corporation.

### **Confidential Report**

Various key features are covered under CR cell of the Corporation viz. maintenance of APAR/ACR dossiers, disbursement of payment of PRP to all eligible employees, enabling in Goal setting/mid-year assessment/year end assessment pertaining to APAR/ACR, and preliminaries concerning DPC for Financial Up-gradation.

### **POLICY**

Framing of policy on various aspects of the Corporation and seeking approval from Board of Directors (BoD) as and when required. Besides, modifications/revamp of the existing policies are also been looked upon from time to time. The new policies launched by the Corporation include reward scheme, grievance redressal policy, payment of lump-sum ex-gratia amount in lieu of compassionate appointment, etc.

### **TRAINING & DEVELOPMENT**

The training programs of the Corporation are tailor-made to suit and adapt to the requirements of all rungs of employees of the Corporation. Special training programs are being organized for State Govt. officials and other Govt. agencies/FCI/SWCs/ for the certified course under IGMRI etc. as well as for the officials of WDRA and private organizations on a PAN India. On 25.10.2012 CWC has signed a MoU with IGMRI, Hapur, Deptt. of Food and Public Distribution, Govt. of India for taking over the management, allied training functions and related facilities of IGMRI, Hapur for developing it as a center of excellence for the purpose of training in post-harvest management of food grains and other agricultural commodities.

Meticulous efforts are made to organize and execute the courses for various cadres during the stipulated period of the year without dislocation of work in the field units/ROs. Besides, the methodology of the training programs constitute lecture series equipped with power point presentations, role play, hands-on exercises, group activity/discussion, quiz, feedback form/evaluation, etc.

### **RAJBHASHA**

The aim and objective of the Official Language Section is to ensure the implementation of the Official Language Policy of the Union and the annual program issued by the Department of Official Language, Ministry of Home. It has to co-ordinate with the Ministry of Home Affairs, Department of Official Language, Administrative ministry and Town Official language Implementation Committee to

ensure implementation of the Official Language.

Main functions of Official Language Section are :

Implementation of Official Language at Corporate Office as well as subordinate Office level, Translation work, Publication of Magazine, To organize Official Language training programs, workshops and Hindi fortnight/Hindi day, To impart Hindi knowledge training to the employees through Hindi teaching scheme. Official Language Inspections of COs and Ros and work related to inspection of official language by Committee of Parliament on Official Language, Department of Official Language, and Administrative Ministry.

## **PCS & TECHNICAL DIVISION**

### **I. TECHNICAL**

One of the objectives of Central Warehousing Corporation is to provide scientific storage to the agricultural produce and other notified commodities to minimize avoidable losses. All the commodities handled in the warehouses are carefully examined and analysed. The analysis helps in assessing the market value and storability of the commodity. Scientific methods and procedures based on approved techniques are followed in warehouses for maintaining the quality of commodity.

The Technical and Quality Control Division looks after all policy matters relating to scientific storage and Quality Control work in its Warehouses. The functions are broadly as under:-

- i)** To ensure proper grading of all agricultural commodities at the warehouses as per the grade specification issued by Directorate of Marketing, Govt. of India from time to time.
- ii)** To provide storage techniques on scientific lines to preserve Agricultural and Notified Commodities.
- iii)** To carry out disinfestations of Agricultural produce within the warehouse premises and also conduct extension services to create awareness at the trade and farm level.

#### **Preservation of Stocks**

The stocks kept in the warehouses are scientifically preserved by using the recommended dosage of pesticide for Prophylactic and Curative Treatments. The present chemicals and their dosages are given as under:-

Sno.	NAME OF CHEMICAL	DOSAGE	PERIOD ICITY	TYPE OF TREATMENT
1.	Malathion 50%EC Dilution 1:100 in water	3 litres solution per 100 sq mtrs	2 weeks*	For surface treatment
2.	Deltamethrin 2.5%WP Dilution 120 gms in 3 litres water	3 litres solution per 100 sq mtrs	Once in 3month s	Surface of bags walls etc.
3.	Propoxur 20% EC dilution 1:40 in water	3 litres solution per 100 sq mtrs	As when required for controlli ng cockroac hes, flies, mosquit oes etc.	For surface treatment .
4.	Aluminium Phosphide	3 tablets or 9 gms/ M.T.	i. Mandato ry Pre- monsoo n fumigati on of Agricult ural produce. ii. As & when required	Minimum exposure period not less than 7 days.
5.	Methyl Bromide (Restricted Use)	1.5 to 2.2 kg per 100 cu mtrs.	-do-	Minimum exposure period not less than 12 hours
6.	Chloripyrifos 20%EC dilution 1:19 in water	3 litres solution per 100 sq mtrs.	As & when required for control of termite	For surface/soil treatment.
7.	Zinc Phosphide	2% by weight in bait	As & when required for control of	Baiting

		material.	Rats	
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\*In northern States during Nov. to Feb. i.e. winter season it will be once in 3 weeks instead of 2 weeks insecticides/pesticides should not be sprayed on food grains directly.

The Warehouses are using only those chemicals duly approved by Central Insecticide Board of India, for its consumption in the warehouses.

### **Receipt of Stocks**

Scientific storage is the prime function of warehousing and forms the backbone of the organization. At the time of receipt, the stocks are sampled to determine its quality and storability and also graded/categorized, as per the standards prescribed by Govt. of India.

The moisture content of the stocks is determined to ensure that the stocks accepted for storage are within the safe moisture content limit for storability of the concerned commodity. The optimum moisture content for main commodities are mentioned as under:-

### **MOISTURE CONTENT LIMITS FOR SAFE STORAGE OF AGRICULTURAL PRODUCE & OTHER COMMODITIES**

<b><u>S.NO.</u></b>	<b><u>COMMODITY</u></b>	<b><u>MOISTURE PERCENTAGE</u></b>
I.	CEREALS	
a)	Paddy	14
b)	Maize,Ragi,Jowar,Barley, Bajra, Wheat	12
II.	PULSES	
	(Whole and Broken)	12
III.	MILLED PRODUCTS	
a)	Rice(Raw and Boiled)	14
b)	Wheat/Atta/Besan/Maida	12
IV.	OIL SEEDS	
a)	Groundnut Pods	07
b)	Mahuwa seeds, Safflower seeds	06
c)	Fennel seed	11
d)	Mustard Seed, Niger Seeds, Linseed	08
e)	Milling copra, sesame seeds	07
f)	Cotton seed	10
VI.	SPICES	
a)	Coriander/Chillies/Fenugreek/Black Pepper/Cumin	10
b)	Poppy seed	11
c)	Small cardamom	12

## VI. OILCAKES

a)	Ground nut oil cake	10
b)	Castor seed oil cake	08
c)	Decorticated groundnut oil cake	08-10
d)	Mustard oil cakes/Coconut oil cake	12

## VII. MISCELLANEOUS

a)	Coffee beans	10-11
b)	Arrow root/Edible tapioca	13
c)	De-boiled rice bran	10
d)	Raw Cashew nuts	12
e)	Tobacco	10-11
f)	Almond	07

**Categorization and Classification**

Stocks, particularly foodgrains, are required to be examined at periodical intervals, at least once in a fortnight, in order to assess the general condition and insect infestation, if any. While categorization enables the evaluation of the condition of stocks, classification aids in adopting timely disinfestations measures.

**Stacking**

Proper stacking of the commodity is necessary for preservation, physical verification and accounting of the stocks. Factors like nature of the commodity, size, weight, shape, type of packing, etc. determine stacking pattern and height of the stack. The optimum stack height of various commodities to be followed in godowns are as under:-

Sr. No.	Commodity	Stack Height	
		In Mtrs.	In Feet
CEREALS			
1.	Wheat, Barley, Paddy, Jowar, Wheat Bran	4.6	15
2.	Whole Pulses, Maize	4.2	14
3.	Rice	4.3	14
4.	Rice Bran (In dry condition)	3.0 – 3.7	10-12
MILLED PRODUCTS			
5.	Milled Pulses, Sooji, Maida, Besan, Wheat Atta	3.0	10



OILS & OILSEEDS			
6.	Oils tins (4 gallon tin)	2.4-3.0	8-10
7.	Oil drums	2.1	7
8.	Cumin seed	4.0-4.3	13-14
9.	Oil seeds & oil cakes (except) ground nut kernels, Areca nut, Cashew nut pods, Coffee pods	3.7-4.3	12-14
10.	Groundnut kernels	3-3.7	10-12
MISCELLANEOUS			
11.	Fertilizers(all categories 50 Kgs. Packing wise)	3.7	12
12.	Coir fibre	4.6	10-12
13.	Coir yarn	3-3.7	15
14.	Jute bales	4.3-4.6	14-15
15.	Sugar	3.0	10
16.	Cement	3.0-3.7	10-12
17.	Leather bales	3.0	10
18.	Cotton bales	3.0-3.7	10-12
19.	Chillies in bags	2.4-3.0	8-10
20.	Copra	1.8	6
21.	Tamarind	1.5	5
22.	Jaggery lumps	1.8	6

### **Dunnage**

Provision of dunnage is an essential part of scientific storage as this prevents ground seepage from affecting the stocks in storage. Ideal Dunnage is well fabricated wooden crates/polly pallets which not only provides protection from the ground moisture but also facilitates natural aeration of the stocks. The other dunnage material being used in the warehouses include bamboo mats, polythene film, metal trays, etc.

### **Quarantine Fumigation**

Under normal circumstances, stocks are expected to be brought to the warehouses in pest free condition. Stocks with infestation may also have to be accepted for storage subject to carrying out of quarantine fumigation, which is an additional operation at the cost of the concerned depositor.

The Corporation also undertakes quarantine fumigations for the stocks imported/exported through containers/ships/aircrafts all over India.

### **Farmers Extension Service Scheme (FESS)**

Keeping in view the interest of the Farmers, the Corporation launched Farmers Extension Service Scheme (FESS) during the year 1978-79 to popularize the Principles of scientific storage amongst farmers to minimize Post Harvest losses. The objectives of the scheme are:

- a. To educate farmers about the benefit of the scientific storage and use of Public Warehouses.
- b. To impart training to farmers on technique of scientific storage and preservation of foodgrains.
- c. To assist farmers in getting loans from banks against the pledge of Warehouse Receipts.
- d. Conduct demonstration of spraying and fumigation methods to control pests.

## **II. PEST CONTROL SERVICES**

Scientific Warehousing in India came into existence after establishment of the Central Warehousing Corporation (CWC) in 1957 under the Agricultural Produce (Development and Warehousing) Act, 1956 which was subsequently repealed and replaced by the Warehousing Corporation Act, 1962. CWC as a premier storage agency in the country is providing scientific warehousing facilities to a wide range of customers including private and Govt. Agencies, Co-operatives, Traders, Farmers etc. for foodgrains and other agricultural and notified commodities. The Corporation has a network of around 420 warehouses with a storage capacity of about 12.4 Million Tonnes spread all over the country. CWC is an ISO-9001:2015, ISO 14001:2015 and OH&S-45001:2018 certified organization.

Consequent upon assigning additional function of disinfestation outside its warehouses as a result of amendment in Warehousing Corporation Rules, 1963, the corporation launched Disinfestation Extension Service Scheme (DESS) during 1968 with a view to extend the benefit of scientific pest management to the general public at large to protect their health and property. The term “DESS” has now been replaced by “Pest Control Services (PCS).

Under PCS, wide range of services viz disinfection services, general pest control of house-hold pests, anti-termite treatment, rodent control, fumigation services, etc. are offered at the door steps of the customers including farmers, co-operatives, exporters, importers, Household, commercial and industrial establishments by the technically trained staff of CWC. Pest Control Services of the Corporation are licensed & regulated by the Directorate of Plant Protection, Quarantine and Storage, Ministry of Agriculture, Govt. of India.

### **SPECTRUM OF SERVICES OFFERED BY CWC**

**1. Disinfection/Sanitization Services**

Pests, germs & microbes carry diseases and are injurious to health. Right chemical disinfectants clean most of the microorganisms, prevent spread of communicable diseases & infections and maintain sterile environment around us. CWC uses EPA-registered/ approved disinfectants against a wide variety of pathogens, microbes including corona viruses.

**2. Household Pest Control**

Cockroaches, Crickets, Fleas, Mosquitoes, House-flies, Spiders, Bugs, Silver fish etc. in the residential areas, hotels, public places, hospitals, offices etc. These pests not only make the living place environment unhygienic but also act as vectors for many diseases. Treatment is carried out by spraying, fogging, baiting, dusting of suitable low toxic chemicals safe to human beings and pets.

**3. Grain Pest Management (Fumigation & Spraying Services)**

Foodgrains are attacked by several insect pests in godowns, flourmills, rice mills, bakeries, bulk storage structures etc. These stocks need proper prophylactic and curative treatments to avoid damage from the insects pests. CWC provides appropriate type of treatments effectively to control the pest menace to the entire satisfaction of its customers.

**4. Rodent Control**

Rats & Mice apart from causing extensive damage to the agricultural crops and also damage various articles kept in households, godowns, offices, hotels, restaurants, flight kitchens, aircrafts and Railway Coaches etc. Rats are potent carriers of vectors spreading deadly diseases like plague apart from contaminating the foodgrains with their excreta and hair. CWC is playing a key role in combating rat menace.

**5. Termite Control**

Termites cause severe damage to the buildings, wood works like doors, furniture cupboards and paper etc. CWC undertakes pre-construction and post-construction treatment for termite control. The termite treatments are also provided in the godowns, residential areas and other commercial and industrial establishment with effective and approved pesticides.

**6. Weed Control**

This segment of service is to manage the unwanted herbs and weeds by spraying suitable herbicides/weedicides. Required at airports, railway yards, tracks and platforms, oil storage area, port area, municipal area, residential areas etc.

**7. Fumigation of Import/ Export Cargo**

CWC is providing facilities for container fumigation at container freight stations and inland clearance depots and fumigation of ships at all major/minor ports for export/ import shipments. Pre-shipment fumigation of

containers and ships is undertaken by the Corporation through its trained and Licensed Fumigation Operators who are accredited by the Directorate of Plant Protection, Quarantine and Storage, Ministry of Agriculture, Govt. of India and are authorized to issue fumigation certificates. Latest techniques and equipments are used for fumigation of cargo in containers and ships.

8. **Disinfestation of Air Crafts**

CWC has been providing yeoman's services of aircraft disinfestation and quarantine treatments to both Govt. & Pvt. domestic airlines in the country to ensure the safety of aircrafts from rats etc. besides creating a pest free environment to the flyers.

9. **Disinfestation of Railway Coaches**

CWC provides disinfestation treatment of AC/Non-AC coaches & Pantry Cars, Railway Stations, Good sheds etc. at various stations of Indian Railways.

10. **Pesticides Used:**

CWC uses Eco-friendly and safe pesticides approved by Central Insecticide Board for control of a wide range of pests.

11. **Equipments Used:**

CWC is using state-of-the-art technology in pest control operations. Safety of the operators as well as environment is given top priority by our pest control cells. The latest equipments for application of chemicals are provided to ensure effective treatments. Suitable personal protective equipments (PPE) are also provided to the entire workforce to ensure their safety from the hazards of pesticides.

**Major Clients:-** Following are some of our major clients availing our pest control services:-

1. Indian Railways
2. IRCTC
3. DMRC
4. Air Port Authority of India & its various Airports
5. Airlines such as Air India, IndiGo & SpiceJet, etc.
6. Banks like RBI, SBI, PNB, etc.
7. SAIL
8. BHEL
9. GAIL
10. NTPC
11. NABARD
12. PowerGrid
13. ALIMCO
14. Institutions like- IIM's, IIT's, IHMs Central Universities

15. Science centres & National Museums
16. Various Hospitals such as AIIMS, KIMS, etc.
17. NCML
18. ACWSL
19. Air India
20. DRDO
21. KRIBHCO
22. HUDCO
23. ESIC
24. Haryana State Warehousing Corporation
25. Indian Oil Corporation
26. India Tourism Development Corporation
27. NDMC
28. NHAI
29. Patanjali
30. NAFED
31. HAL
32. LIC
33. Shipping Corporation of India
34. BIS
35. Other Government Offices & Ministries

### **III. R & D**

The Research & Development Division is carrying out studies for improvement in the existing methods/systems and exploring new areas to increase efficiency and productivity in the field of storage of food grain and notified commodities in order to provide best services to customers.

The studies in the field of Insecticides/Chemicals and scientific storage are being done for effective storage and use of eco-friendly chemicals for pest control operations.

The code of storage practices for new commodities being deposited in our Warehouses for storage are also finalized to maintain quality and quantity of the stocks.

### **VIGILANCE DIVISION**

The Central Warehousing Corporation being one of the Public Sector Undertakings is responsible for implementation of anti-corruption measures of Central Govt. The Corporation follows the guidelines issued by the Central Vigilance Commission (CVC). The Vigilance Manual issued by the CVC provides guidelines for the Organizations to coordinate the efforts of the Ministries/Departments to ensure implementation of anti-corruption measures and due observance of the procedural requirements in Vigilance Administration.

The detailed information on Vigilance set up, procedure of investigation and prosecution along with other rules and regulations are given in the Vigilance Manual issued by the CVC available on CVC website [www.cvc.nic.in](http://www.cvc.nic.in).

## **2) Set-Up Of The Vigilance Division**

Chief Vigilance Officer (CVO) in CWC is appointed by Department of Personnel & Training (DoPT) after prior consultation with the CVC and the Ministry of Consumer Affairs, Food & Public Distribution. The CVO of CWC is a whole time employee on deputation. He is provided with supporting machinery so that he can perform his functions in the most effective manner.

## **3) Sources Of Complaints**

Information about the corruption, malpractice or misconduct on the part of public servant may come to light from the sources as given below:-

- (a) Complaints received from employees of the organization or from the public;
- (b) Departmental inspection reports and stock verification surveys;
- (c) Scrutiny of annual property statements;
- (d) Scrutiny of transactions reported under the Conduct rules;
- (e) Reports of irregularities in accounts detected in the routine audit of accounts; e.g. tampering with records, over-payments, misappropriation of money or materials etc;
- (f) Audit reports on Government accounts and on the accounts or public undertakings and other corporate bodies etc;
- (g) Reports of Parliamentary Committees like the Estimates Committee, Public Accounts committee and the Committee on Public Undertakings;
- (h) Proceedings of two Houses or Parliament;
- (i) Complaints and allegations appearing in the press etc;
- (j) Source information, if received verbally from an identifiable source, to be reduced in writing; and
- (k) Intelligence gathered by agencies like CBI, local bodies etc.

In addition, the CVO may also devise & adopt such methods, as considered appropriate and fruitful in the contest of nature of work handled in the organization for collecting intelligence about any malpractice & misconduct among the employees.

If the complaint against public servant is found to be malicious, vexatious or unfounded, it is considered seriously and decided whether any action should be taken against complainants for making the false and misleading complaints.

## **4) Inquiry/Investigations/Prosecution**

As soon as it is decided by the Competent Authority to initiate a departmental inquiry or conduct investigation departmentally or through a Police Investigating Agency, action is initiated within the framework of rules and regulations. However, it is desirable that the Preliminary inquiry by the departmental agency is carried out at the first instance to confirm whether there is some prime facie substance in complaint.

The Corporation ensures that the inquiry/investigations should be unbiased and according to the procedure laid down without any malafide intentions besides the other following pre-requisites:-

1. Full cooperation is extended to the Investigating Officer.
2. The facility to inspect the records is extended to investigation officer.
3. The documents pertaining to the audit, inspections etc. are provided.
4. The technical assistance during the investigation is provided.
5. The Officer against whom the serious charges are levelled are transferred.
6. The facility for laying the traps is provided.
7. The Witnesses are produced.
8. The facilities such as accommodation, communication and transport are provided to Inquiry Officers and Presenting Officers including the other officers associated with inquiry.
9. The close monitoring is done until the investigation is completed to ensure that there is no violation of procedures, rules and regulations.

In the case of full and true disclosures by the public servant implicating himself and others, the grant of immunity is extended from the departmental action or punishment is examined/considered. The Competent Authority is supposed to issue the sanction of prosecution where CBI, Police requires to file a case before competent Court, but if the investigation is conducted by the outside agency such as CBI, their report is normally treated as final. As soon as the judgement is pronounced or the conviction/acquittal/discharge of the public servant, the necessary action is initiated by the Disciplinary Authorities within the four walls of staff rules and regulations.

#### 5) **Suspension/ Penalties**

The above procedures are followed as per CWC Staff Regulations and as per CVC guidelines received from time to time. In need of the details, the same can be seen in CVC website i.e. [www.cvc.nic.in](http://www.cvc.nic.in).

#### 6) **Constitutional Provisions**

Public servants have got a special relationship with their employer, which is in some aspects different from the relationship under the ordinary law between the master and the servant. It will, therefore, be appropriate to describe provisionally the basic provisions of the situation pertaining to the services. The Investigating agency/Officials including the Competent Authority need to bear in mind such constitutional provisions which are as under:-

- 1- Power to make rules governing conditions of service.
- 2- Special provisions relating to certain categories of Government servant.
- 3- Persons engaged on special contracts.
- 4- Alteration in condition of service.
- 5- Tenure of service.
- 6- Doctrine of pleasure under Article 310 of the Constitution.
- 7- Article 311 of the Constitution.
- 8- Regarding the dismissal, removal and reduction in the rank of the Govt. servant.
- 9- Termination of service including the dismissal and removal.
- 10- Reasonable opportunity or natural justice.

## **SP & C DIVISION**

### **Detailed Roles & Responsibilities of Strategic Planning and Co-ordination (SP&C) Division**

1. Engagement of consultants/experts to do market research and prepare business survey report, Financial Analyst Report, generate new projects & ideas, etc.
2. To develop strategies for customized services as per the dynamics of market scenario and proposals for attracting new customers, customization of revenue model, etc.
3. MoU/MoA with strategic partners, clients, Govt. Body, PSUs, Ministry, etc. except MoU with the Administrative Ministry for annual targets.  
*(DPE's MOU rating related works will be however dealt by Finance Division).*
4. Planning Corporate Marketing Strategy, development of annual marketing plan.
5. Preparation of Strategic Plan and Corporate Action Plan, compilation of relevant data and monitoring of their implementation.
6. Business Development, innovative & disruptive ideas.
7. Annual allocation of funds for Business Development.
8. Material for advertisements and branding of CWC.
9. Conducting Regional Manager's Conference .
10. Participation in Exhibitions & workshops, seminars.
11. Data compilation and preparation of Monthly Performance Report, Power Point Presentation, data analysis / mining, etc, for the perusal of Management and the Ministry.
12. Monitoring of performance and progress of Regions.
13. Co-ordination with all concerned, for smooth flow of data and reports alongwith development of online submission of core and other data from Regions and other Divisions
14. Organising customer & trade meets and workshops at Regional and Corporate Office level.
15. Co-ordination with Ministry and Parliamentary Committees, and reply including of Parliament Questions, VIP references, submission of data & material for Public Enterprise Survey, Economic surveys, Annual Report of the Ministry, year end review, etc.