

WHISTLE BLOWER POLICY

1. The Chief Vigilance Officer (CVO) is hereby authorized, as the Designated Authority, to receive written complaints or disclosure on any allegation of corruption or mis-use of office by any employee of the Central Warehousing Corporation (except Functional Directors).
2. The disclosure or complaints shall contain as full particulars as possible and shall be accompanied by supporting documents or other material.
3. The Chief Vigilance Officer may, if he / she deems fit, call for further information or particulars from the persons making the disclosure. If the complaint is anonymous / pseudonymous, the CVO shall not take any action in the matter.
4. Any employee of the Corporation may make a written disclosure to the CVO.
 - i) The complaint should be in a closed / secured envelope.
 - ii) The envelope should be addressed to Chief Vigilance Officer and should be super-scribed “**Complaint Under the Public Interest Disclosure**”. If the envelope is not super-scribed and closed, it will not be possible for the CVO to protect the complainant under the said Whistle Blower Policy and the complaint will be dealt with as per the normal complaint policy of the Corporation. The complainant should give his / her name and address in the beginning or end of complaint or in an attached letter.
 - iii) The text of the complaint should be carefully drafted so as not to give any details or clue for his / her identity. However, the details of the complaint should be specific and verifiable.
 - iv) In order to protect identity of the person, the CVO will not issue any acknowledgement and the whistle-blowers are advised not to enter into any further correspondence with the CVO in their own interest. The CVO assures that, subject to the facts of the case being verifiable, he will take the necessary action, as required. If any further clarification is required, the Official authorized by CVO will get in touch with the complainant.
5. If the complaint is accompanied by particulars of the person making the complaint, the CVO (or official designated by him) shall take the following steps :
 - i) Ascertain from the complainant whether he was the person who made the Complaint or not.

- ii) The identity of the complainant will not be revealed unless the complainant himself has made the details of the complaint either public or disclosed his identity to any other office or authority.
 - iii) After concealing the identity of the complainant, CVO shall make in the first instance, discreet inquiries to ascertain if there is any basis of proceeding further with the complaint. For this purpose, the Chief Vigilance Officer (CVO) shall devise appropriate machinery.
 - iv) Either as a result of the discreet inquiry, or on the basis of the complaint itself without any inquiry, if the CVO, is of the opinion that the matter requires to be investigated further, the designated Officer / Executive shall officially seek comments / or explanation from the Head of the Office (be it Head of the Division / Regional Manager / or Warehouse Manager), as the case may be. While doing so, the CVO shall not disclose the identity of the informant and also shall request the concerned Head of the Division / Regional Manager / or Warehouse Manager, as the case may be, to keep the identity of the informant secret, if for any reason, the concerned Head comes to know the identity.
 - v) After obtaining the response of the concerned office, if the CVO is of the opinion that the investigations reveal either mis-use of office or substantiate allegations of corruption, the CVO shall recommend appropriate action to the Disciplinary Authority or Competent Authority. These shall, inter-alia include following:
 - (a) Appropriate proceedings to be initiated against the concerned employee.
 - (b) Appropriate administrative steps for redressing the loss caused to the Corporation as a result of the corrupt act or mis-use of office, as the case may be.
 - (c) Recommend to the Appropriate Authority / Agency initiation of criminal proceedings in suitable cases, if warranted by the facts and circumstances of the case.
 - (d) Recommend taking of corrective measures to prevent recurrence of such events in future.
6. For the purpose of making discreet inquiry or obtaining information, the CVO is authorized to call upon the CBI or the police authorities, as considered necessary, to render all assistance to complete the investigation pursuant to the complaint received.
7. If any person is aggrieved by any action on the ground that he is being victimized due to the fact that he had filed a complaint or disclosure, he may file an application before the CVO seeking redress in the matter, who shall take such action as deemed fit. The CVO may give suitable directions to the concerned officials of the Corporation as the case may be.

8. The machinery evolved herein shall be in addition to the existing mechanisms in place. However, secrecy of identity shall be observed only if the complaint is received under this machinery.
9. In case the designated agency finds the complaint to be motivated or vexatious, the CVO shall be at liberty to take appropriate steps.
10. The CVO shall not entertain or inquire into any disclosure:
 - a) In respect of which a formal and public inquiry has been ordered under the Public Servants Inquiries Act, 1850 ; or
 - b) In respect of a matter which has been referred for inquiry under Commissions of Inquiry Act, 1952.
11. Either on the application of the complainant or on the basis of the information gathered, if the CVO is of the opinion that either the complainant or the witnesses need protection, the CVO shall issue appropriate advisory / request to the concerned Government Authorities for extending necessary protection.
12. In the event of the identity of the informant being disclosed in spite of CVO's directions to the contrary, the CVO is authorized to initiate appropriate action as per extant regulations against the person or again making such disclosure.
13. The Central Vigilance Commission (CVC) shall supervise and monitor complaints received by the designated authority.
14. The Audit Committee of CWC shall review the Whistle Blower mechanism of CWC (as mentioned in the Guidelines on Corporate Governance issued by the Department of Public Enterprises).