



Baartiya Karmar Inagana ilainaTD
Container Corporation of India Ltd.
 (Bart sarkar ka navratna]pkim)
 (A Navratna CPSE of Govt. of India)

VIG-दर्पण - Vigilance e-Bulletin

January, 2019

CMD's MESSAGE



At the outset, I wish you a very Happy and Prosperous New Year. I convey my appreciation to the Vigilance Division for bringing out the first in-house edition of the Vigilance e-Bulletin **“VIG-दर्पण”**. The e-Bulletin will serve to disseminate the latest vigilance instructions and showcase best practices in the field of vigilance. This will help to create awareness and sensitize all officers and staff to discharge their duties consciously, meticulously and fearlessly.

My heartiest congratulations to the Chief Vigilance Officer and his team for their efforts.

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CVO's MESSAGE



Greetings for the New Year 2019. The inaugural edition of Vigilance e-Bulletin for the organization **“VIG-दर्पण”** includes the gist of activities conducted by the Vigilance Division during the year and a round- up of the events held in the Vigilance Awareness Week during 29th October to 3rd November 2018. We all know that corruption corrodes the vitals of the economy and this stands true for any Organization as well. Vigilance awareness is therefore the responsibility of every employee and we look forward to your cooperation and support.

I would request everyone to go through the contents which are very informative and useful and give your feedback / suggestions on vigilance related issues.

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**Flagging- off
 “Satarkta Express Container Trains”**

के. वि. चौदरी
K.V. CHOWDARY

केन्द्रीय सतर्कता आयुक्त
केन्द्रीय सतर्कता आयोग
Central Vigilance Commissioner
Central Vigilance Commission

MESSAGE

The current Year's theme of Vigilance Awareness Week is Eradicate Corruption – Build a New India". I am happy that CONCOR decided to designate a container train as "Satarkata Express". This novel idea of CONCOR will carry the message to various stakeholders. I wish the function and the endeavours of CONCOR in matters relating to Anti Corruption all Success.

(K.V. Chowdary)



In an innovative and unique initiative, CONCOR flagged off 8 container trains designated as **“Satarkta Express Container Trains”** during the Vigilance Awareness Week 2018, to create awareness against corruption amongst the public. These trains have pictorial stickers pasted on the containers with messages and slogans related to vigilance awareness theme for 2018 i.e. **„Eradicate Corruption-Build a New India“**. The message and slogans on such containers are visible to the general public as the containers move across the length and breadth of country by rail as well as by road. These trains originated from Delhi /Dadri for various destinations such as Bengaluru, Chennai, Kolkata, Hyderabad & Mundra. The first **„Satarkta Express Container Train“** was flagged off by Shri Girish Pillai, Member Traffic, Railway Board on 2nd November, 2018 from Domestic Container Terminal, Okhla, New Delhi for Chennai. During the occasion, Sh.Sunil Mathur–Principal Executive Director (Vigilance)/ Railway Board was also present along with other senior officials of Railways & CONCOR. The message of Central Vigilance Commissioner, Shri K.V. Chowdary, was read on the occasion by CMD/ CONCOR. The programme was streamed live on the web.

Inspections conducted during the Year 2018 as per CVC Guidelines

- Vigilance Division conducted Preventive/ Surprise Checks in 13 Terminals/Regional Offices.
- Intensive Examination of 06 civil works were also carried out.

Recovery effected during the year 2018

- During the various preventive/surprise checks, deficiencies were noticed in the implementation of contractual provisions. Action was initiated to recover the same from the erring contractors and substantial recovery has been made.

System Improvements Suggested/ Implemented

As a result of investigation of complaints and preventive checks conducted by CONCOR Vigilance during the year, following system improvements have been suggested/ implemented-

1. The existing guidelines on the procedure for Auction/disposal of uncleared / unclaimed consignments at Terminals have been reviewed and revised guidelines have been issued by CBIC based on consultations with CONCOR. This will ensure process systemization of auctions across all the Terminals/ICDs.
2. In order to streamline and ensure faster processing of Terminal Service Charge waiver cases „Offline TSC Waiver Module“ in ETMS Software has been implemented for all EXIM Terminals.
3. Amendments in CONCOR Residential Accommodation Rules pertaining to retention of allotted accommodation beyond the sanction period have been issued.
4. Private Freight Terminal (PFT) module has been implemented at ICD, Durgapur for collecting the due charges from customers.

5. The following system improvements for Civil works have been suggested:

- To ensure strict tolerance as per the specifications (MORTH Table 900-1) for subgrade, base course, wearing course, DLC & CC pavements. Site In-charge / Project Management Consultant (PMC) shall ensure that the surface is maintained as per the required DLC thickness.
- To ensure that concrete cubes for the pavement are to be filled up in the presence of nominated Site Engineer of PMC on site.
- To include the Admixtures Register in Section-X (Testing Proformas) of work contract for checking day to day use of admixture.
- Instructions have been issued to ensure “one test for each brand and each dia of reinforcement steel. Subsequently one test for every 35 MT as part thereof, reinforcement steel should be of approved brand and each lot should be accompanied by Manufacturer’s Test Certificate”.
- To maintain the basic chronology of the work events as well as documentation at site in a diligent and judicious manner and to be more careful while dealing with complaint cases and replying to queries from any department/ Vigilance.

CASE STUDY

Investigation on a complaint regarding Auction of Cargo

A Complaint was forwarded by the CVC for carrying out detailed investigation and submission of report regarding e-auction of cargo (Polyester Knitted Fabric) at one of the terminals. The complainant had participated in the auction process carried out by CONCOR and was declared as the successful bidder. The following allegations were made in the complaint:

- The NOC issued by Customs was conditional in nature i.e. delivery of cargo to the successful bidder was subject to the clearance by Textile Committee (TC).
- Though the auction process was finalised on 27.08.2014, the successful bidder could not get the delivery of cargo in absence of the clearance which was received only on 01.01.2015 which resulted in levy of Ground Rent.
- In between, the party had requested for refund of EMD also but the same could not be done as there was no provision for refund in the bid document.

The investigation report was forwarded to CVC. Subsequent to above, the CVC appointed a Committee of CVOs to examine the cases of disposal of unclaimed/auctioned goods by CONCOR.

On the basis of the report & discussions/meeting between CVC/Customs/ CONCOR/Railway Board, the Commission directed CONCOR to prepare a Standard Operating Procedure (SOP) for disposal of unclaimed/ uncleared goods & get the same vetted by Customs Department. Accordingly, a draft SOP was prepared by CONCOR and the same was forwarded to CBIC.

On the basis of above, Customs Deptt. issued revised guidelines/procedures vide Circular No. 49/2018-Customs dated 03.12.2018 for disposal of unclaimed/uncleared cargo lying with the custodians. The revised guidelines have resulted in improvement of the system by removing various ambiguities, fixing the roles of Customs and Custodians and laying a time line to complete the process. The Custom's circular is available on www.cbic.gov.in. Regional offices may bring these guidelines to the notice of all concerned officers.

Recent instructions issued by CVC

1. Implementation of rotational transfers of officers in sensitive posts who are continuing beyond 3 years.
2. All Audit reports shall be scrutinized by Vigilance division. Audit reports must be utilized to identify any vigilance angle as also systemic improvements required.

3. Procedure adopted for recruitments in organizations is to be studied and systemic improvements are to be carried out in this area.
4. To ensure that adequate security systems are in place and these are functioning properly to prevent pilferage and carry out effective monitoring.
5. Preventive vigilance to be strengthened to avoid violation of tender related irregularities.

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Observance of Vigilance Awareness Week - 2018

Vigilance Awareness Week (VAW) was observed in CONCOR from 29th October to 3rd November, 2018. The theme for the current year **“Eradicate Corruption- Build a New India”** was highlighted during the week through various programmes and events.

Integrity Pledge was administered by the Chairman & Managing Director/CONCOR to officials posted at Corporate Office, New Delhi on 29th October, 2018 at Corporate Office.



(Integrity Pledge administered by CMD/CONCOR)

Simultaneously, the Integrity Pledge was administered by respective Heads of all offices of CONCOR across the country. Award for **“Most Vigilant Employee of the Year”** was awarded to Smt. R. Sridhya – Addl.Officer(C&O)/Southern Region & Sh. Himanshu Gautam– Sr.Asst. (C&O)/ North Central Region on 29th October,2018 by CMD/ CONCOR in recognition of their contribution towards system improvement & cost saving.

iv) Cultural Programmes



(Award for "Most Vigilant Employee of the Year")

The VAW was marked by numerous activities/competitions in schools, colleges, universities, Gram Sabhas, etc. Banners/posters on the need to eradicate corruption were displayed at various offices/public places. Several workshops, seminars etc were organized involving front line employees, customers and vendors. Essay/Slogan writing and Debate competitions were organised for employees and student community. The major activities undertaken during VAW-2018 include:

i) Important Workshops/Interactive Sessions for employees, customers & other stakeholders

- A Workshop on "Ethics, Value, Anti-Corruption Laws & Tools of Good Governance" was organised with Transparency International India Ltd. at ICD, Tughlakabad.
- A Panel Discussion on "Compliance of Labour Laws & Contractual Obligations" was organized at ICD/Dadri.
- A workshop & awareness programme was conducted involving customers and filed functionaries at CFS-Visakhapatnam, Andhra Pradesh.

ii) Interaction with Students

- Essay writing & Drawing competitions were organized at various Schools on PAN India basis.
- An interaction was organized for the students of Adarsh School, Dadri.
- Southern Region organized a debate competition for the students of Institute of Logistics, Chennai.

iii) Gram Sabha

- Western Region organised a Gram Sabha on issues related to corruption at Aadi Gram Panchayat, Dronagiri, Mumbai.

- The students of National School of Drama performed a „Nukkad Natak“ on “Sadachar Ka Tabeez” before a large gathering at ICD Tughlakabad, New Delhi.

v) Essay writing and other competitions for the employees

- Debate, Essay Writing Competitions were organized for employees at Durgapur Terminal & Ahmedabad, Mumbai, Kolkata, Noida Regional Offices.

vi) Extensive use of Social Media (Twitter, Facebook & Whatsapp)

- The details of activities, alongwith photographs, undertaken by the Corporate office & Regional offices were uploaded in social media (Twitter & Facebook) regularly during the VAW.

vii) Press Coverage

- The events were widely covered in print & electronic media.

Drawing competition conducted for Students



(Rani Jhansi Sarvodaya Kanya Vidyalaya, Tughlakabad)





Slogans written by the students

*"Corruption is a Crime,
Let us destroy it,
before it destroys us"*

*"Honesty pays honours
Corruption pays dishonours"*

Students being awarded during VAW



*"Be hero and fight
corruption"*

*"Shame on the fame
through corruption"*

G. Madhavi,
Class – IX,
ZPHS (Girls) Moosapet School

Students presented the Cultural Programmes during VAW at Adarsh School, Dadri



Nukkad Natak on "Sadachar Ka Tabeez" by NSD students at CONCOR Colony, Tughlakabad, New Delhi



Banners & Posters were displayed at various places



Complaints

Complaints, if any, can be sent at the following address:

- **Chief Vigilance Officer,**
CONCOR Bhawan,
C-3, Mathura Road,
New Delhi-110076
Phone No. 011-41673014,
Fax No. 011-41673120
Email Id: cvo@concorindia.com
- For online complaint, please go to Vigilance Corner in our website-www.concorindia.co.in

Broad Guidelines for the Complainant

- The complaint should be sent in sealed cover.
- The complainant must disclose his/her identity by giving name, address, e-mail Id and contact phone/cell number.
- Anonymous/pseudonymous complaints will not be considered.

Complaint must be specific, brief and factual with verifiable details and should be supported by documentary evidence whenever possible.

Whistle Blower Policy of CONCOR

In pursuance to Section 177 & Rules framed under the Companies Act, 2013 read with Clause 49 of the Listing Agreement, CONCOR's Whistle Blower Policy is formulated to provide an opportunity and an avenue to raise concerns and to access in good faith the Audit and Ethics Committee, in case the employee observe any unethical and improper practices or any other wrongful conduct in the company. Whistle Blower Policy is aimed to achieve highest standards of ethical, moral and legal business conduct.

Some salient features are as under:-

- ▶ The complaint should be in a closed/secured envelope.
- ▶ Anonymous/pseudonymous complaints will not be entertained.
- ▶ The text of the complaint should not to give any details or clue as to his/her identity.
- ▶ In order to protect identity of the person, no acknowledgement will be issued and the whistle blowers are advised not to enter into any further correspondence.
- ▶ The protected disclosure may be addressed to the Audit and Ethics Committee of CONCOR.

Guidelines have been uploaded in Vigilance Corner of CONCOR website-[www.concorindia.co.in/Vigilance Corner](http://www.concorindia.co.in/Vigilance%20Corner).

Disclaimer

This Bulletin is only indicative, not exhaustive. The provisions herein do not in any way supersede the rules contained in any of the CVC/Railway/CONCOR codes and the circulars referred to herein should be read both individually and in conjunction with other relevant policy circulars for proper appreciation of the issues involved. This bulletin also should not be produced in any court of law and whenever necessary, reference should