



केन्द्रीय भण्डारण निगम
(भारत सरकार का उपक्रम)
CENTRAL WAREHOUSING CORPORATION
(A Govt. of India Undertaking)
जन-जन के लिए भण्डारण/Warehousing for Everyone



No. CWC CO-PD0PLCY/13/2020-PERS

Dated: 23.03.2021

CIRCULAR

Subject: Grievance Redressal Policy of the Corporation

1. As a service organization, customer service and satisfaction are our prime focus area.
2. To enable our stakeholders interface more collaboratively, CWC has launched Grievance Redressal Portal <https://www.cwceportal.com/grievanceredressalportal/Login>.
3. Through this portal, each stakeholder viz. citizen/vendor/employee/former-employee can register their Grievances relating to the Corporation, through a single window.
4. The Board of Directors in their 357th meeting held on 01.03.2021 has approved the Grievance Redressal Policy of the Corporation. A copy of the same is enclosed herewith for information and necessary action please.

ANIL
MANIK RAO
Digitally signed by
ANIL MANIK RAO
Date: 2021.03.23
06:02:16 +05'30'

Encl: As Above

(Anil Manik Rao)

Group General Manager (Pers.)

Copy to:

1. All HoDs, CWC, CO, New Delhi
2. All Regional Managers, CWC, Regional Offices.
3. PS to Chairman/PS to MD/PS to Dir(P)/PS Dir(Fin)/PS to Dir(MCP)/PA to CVO – for information please.

C.O.: 4/1, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-
110016. Tel.26515178 **Website:-www.cewacor.nic.in**
Email: ggmpers@cewacor.nic.in

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GRIEVANCE REDRESSAL POLICY

CENTRAL WAREHOUSING CORPORATION



INTRODUCTION

Central Warehousing Corporation believes that excellence in grievance management is the most important tool for sustainable business growth. As a service organization, customer service and customer satisfaction are our prime focus area. In our journey to make our stakeholders interface more collaboratively, we have now launched structured ***Grievance Redressal Portal***. This web-based Grievance Redressal initiative of CWC reinforces our current focus on Digital India project which aims to leverage technology to maintain the Citizen-Government interface with the highest integrity. Through this portal, we are committed to empower each stakeholder viz. citizen/vendor/employee/former-employee to register their grievances relating to the Corporation, through a single window.

OBJECTIVE:

The objective of this policy is to provide for efficient & effective grievance redressal mechanism and has been formulated taking into account the following:

- Grievances raised are dealt with courtesy and on time.
- Grievants are treated fairly at all times.
- Complete transparency is maintained with the Grievant.
- All grievances are dealt with efficiently and fairly.
- Grievants are informed of their rights to alternative remedy if they are not fully satisfied with the response of the Company to their complaints.
- To ensure Grievant's inputs are logged in defined manner and system.

SCOPE:

The procedures described in this document shall be followed by designated staff of CWC for dealing with grievances received through grievance redressal portal (<https://www.cwceportal.com/grievanceredressalportal/Login>)

A “Grievance” is defined as any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service or asks for remedial action.

STEPS FOR LODGING ONLINE GRIEVANCE

- i. The user, who wants to submit a Grievance, shall register him/herself as a user giving the required details before lodging his/her complaint.
- ii. One Time Password (OTP) will be sent to the registered mobile number provided by the user during registration process.
- iii. After receipt of OTP, the user shall enter the OTP to complete the registration process.
- iv. After successful registration, the User shall login with his login credentials to lodge a Grievance.
- v. The user when logs in to system next time he will be able to see the list complaints registered by the user and the status of the Grievances lodged.

GRIEVANCE HANDLING

There are two categories of the grievances, General and Vigilance. Grievances related to Vigilance are those having vigilance angles involved in it, whereas General grievances are included off rest of the issues.

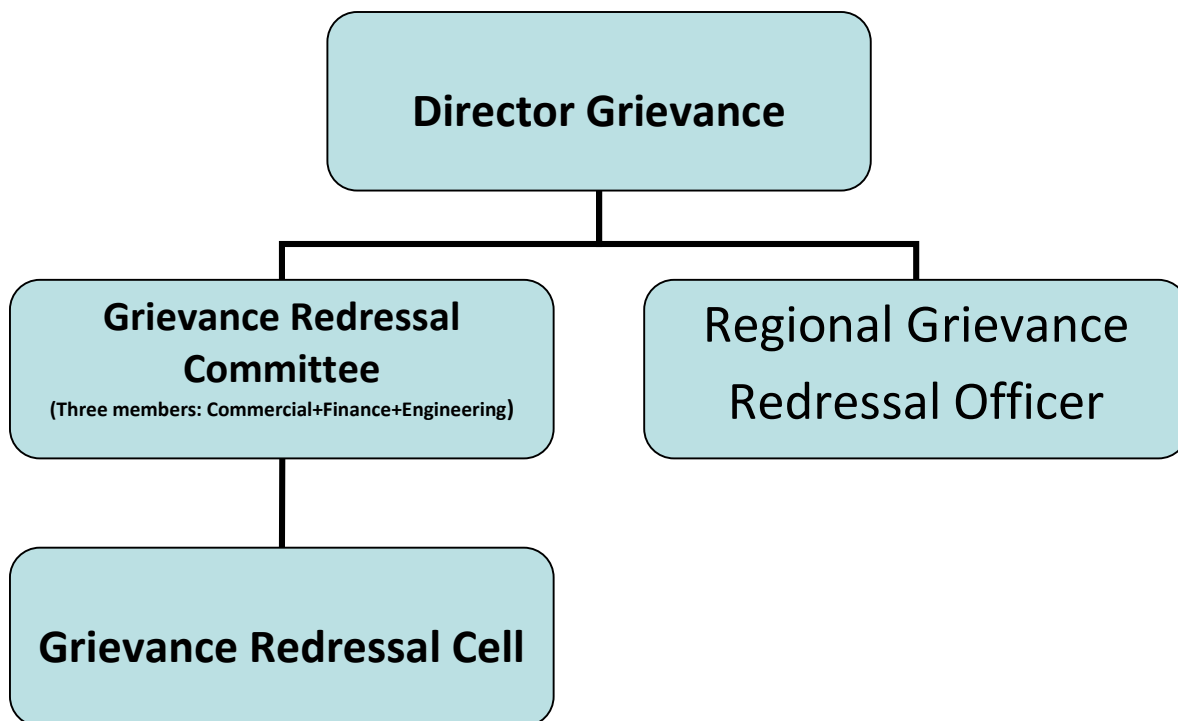
Any Grievance logged under General category shall be forwarded to Director, Grievance for further resolution. This shall be forwarded onwards to concerned administrative division for resolution.

Grievances logged under Vigilance Category shall be forwarded to the Vigilance Division for further resolution.

Processing Of General Grievances:

- (a) Complaints, which relate to purely administrative matters or technical lapses, such as late attendance, disobedience, insubordination, negligence, lack of supervision or operational or technical irregularities, etc., should be dealt with separately under General grievance.
- (b) The complaint is to be forwarded to the administrative department concerned for disposal, in case the allegations are administrative in nature and no vigilance angle is involved.
- (c) No action is necessary and the complaint shall be dropped and filed in case the allegations are vague and general and are, pima facie, unverifiable.

STRUCTURE OF GRIEVANCE REDRESSAL CELL



GRIEVANCE REDRESSAL COMMITTEE (GRC):-

STRUCTURE OF GRC:

A high-power committee handles the function of remedying of grievances. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances, received via portal or in person, and put its best efforts in order to arrive at a right decision/amicable solution expeditiously.

The Grievance Redressal Committee consists of the following members:

- 1. Senior most official of the Commercial division.**
- 2. Official of the rank General Manager from Finance Division.**
- 3. Executive Engineer rank official from Engineering Division.**

FUNCTIONS OF GRC:

- a) GRC will report to the Director, Grievance.
- b) Meet at least once in a month for reviewing and monitoring pending cases and taking decision for further action in respect of any grievances.
- c) To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- d) To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
- e) To analyse the merits of grievances and conduct formal hearings and investigation or order to investigate as the case may be.
- f) To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- g) To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
- h) To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application;
- i) Take conclusive decision and submit its recommendation to the deciding authority for removal of alleged grievance.

REGIONAL GRIEVANCE REDRESSAL OFFICER:

The Corporation has nominated Grievance Redressal Officer at its all Regional Offices, not below the rank of SAM, to whom a grievance will be directed and who shall immediately record such grievance and make his best endeavors to resolve such grievance. The RGRO at RO level shall be *inter alia* responsible for;

- a. All the grievances received/redirected at the office are registered separately, and addressed appropriately.
- b. All grievances are resolved within the defined time limit.
- c. To undertake proactive methods for Customer satisfaction.

OPERATING PROCEDURES

ACKNOWLEDGEMENT:

The Grievance Redressal Cell shall acknowledge the receipt of each grievance Grievant immediately. In the case of grievance received through e-mail the sender will receive an instant reply with the request to submit grievance through the grievance portal.

Action: Within next working day.

FORWARDING:

Upon receipt of grievance the Grievance Redressal Cell shall categorise, analyse the merits of the grievance, and forward the grievance to the respective division/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.

Action: Within 07(seven) working days.

FOLLOW UP & MONITORING:

Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

Action: As per need.

SCRUITINY:

Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective division/office/individual, then it will intimate the same to the grievant through the portal. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed. In case of no response from the grievant within 15 days, the matter will be treated as closed while giving the remarks on the portal.

Action: 15 (fifteen) working days.

CALL FOR HEARING:

If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective division/office/individual or upon the grievant's re-request, the committee shall fix a date for hearing, and intimate the same to the respective division/office/individual as well as the grievant via e-mail/through the portal. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

Action: Conducting hearing as per need. Request for additional information to be sought within 02 (two) working days after the hearing.

INVESTIGATION:

If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance. Investigation may be done by the concerned division/office or by constituting an investigating committee, if desired by the GRC. Approval of the Director, Grievance is mandatory for initiating

Action: 03(three) working days for complete hearing. 15 (fifteen) working days since hearing to submission of Investigation report, if any.

FINAL DECISION:

After the hearing or investigation, the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application.

Action: Within 03(three) working days.

COMMUNICATING THE DECISION:

Upon completion of proceedings, the Grievance Redressal Cell shall communicate the final decision.

Action: Within 01 (one) working day.

CLOSURE OF GRIEVANCE:

The grievance shall be considered as disposed off and closed when:

- a. the grievant has indicated acceptance of the resolution;
- b. the grievant has not responded within 15 days from the date of receipt of information on resolution.

Accordingly status to be updated on the portal.

GENERAL CONDITIONS

1. An employee of the Corporation, having grievance, shall bring up the same immediately within a month of its occurrence.
2. Grievance arising out of the following shall not be entertained:
 - i. Annual Performance Appraisal/Annual Confidential Reports.
 - ii. Promotion including DPC's minute and decision.
 - iii. Court Cases & Vigilance Cases.
 - iv. Penalty imposed by Disciplinary Authority.
 - v. Related to transfer.
3. Grievance pertaining to Disciplinary Action or appeal against such action will be processed to the Disciplinary Authority.
4. Employee may refer only those cases of financial claim as grievance which are pending for more than one month.
5. In calculating the time intervals mentioned in the any of the procedure, holidays shall not be reckoned.