



# भारतीय कंटेनर निगम लिमिटेड Container Corporation of India Ltd.

(भारत सरकार का नवरत्न उपक्रम)  
(A Navratna CPSE of Govt. of India)

## VIG-दर्पण- Vigilance e-Bulletin

November, 2020

### CMD's Message



I congratulate the Vigilance Division of CONCOR for bringing out the 3<sup>rd</sup> Edition of Vigilance e-Bulletin “VIG-दर्पण” on the occasion of Vigilance Awareness Week – 2020. The theme for the current year announced by the Central Vigilance Commission is “Satark Bharat, Samridhd Bharat” (Vigilant India, Prosperous India).

Corruption is a betrayal of trust and hurts economic growth. It undermines revenue and therefore limits the ability of the enterprise to invest in productivity-enhancing areas besides creating distortions in decision-making connected with public investment projects. Vigilance is the key to prosperity which ensures that resources reach to the poorest section of society. Proactive vigilance ensures optimum utilization of resources for the company and the country as a whole.

During this unprecedented pandemic CONCOR has ensured unhindered movement of container and cargo services to the nation through efficient use of technology and video conferencing along with implementation of e-Office software for paper less movement of files. In addition the First Mile and Last Mile application has been implemented for transportation of container/cargo for increasing transparency and helping customers gain cost advantage. CONCOR has also taken a number of steps towards automation of processes, digitization of records, systemic improvements in methods of procurement and comprehensive administrative reorganization, all of which will go a long way to make the organization efficient and adaptable to the fast changing world.

I am sure that the case studies, articles and system improvement activities presented in this edition will help all officers and staff to discharge their duties efficiently and diligently.

**V. Kalyana Rama**  
Chairman & Managing Director/CONCOR

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### From CVO's Desk



We are happy to publish this 3<sup>rd</sup> Edition of Vigilance e-Bulletin “VIG-दर्पण” on the occasion of Vigilance Awareness Week – 2020, the theme for which is “Satark Bharat, Samridhd Bharat”.

Vigilance administration is an integral component of management as effective vigilance leads to quality output which puts the organisation on a high growth trajectory. CONCOR Vigilance division has always been proactive and focussed on systemic improvements and technology enabled processes which reduce human interface and increase efficiency.

The goal of vigilance is aligned to the organizational goal of improving performance through optimum utilization of resources by enhancing transparency and accountability in working of the organization. Our core values of truth and integrity become even more important at a time when the country and the world is facing an unprecedented crisis and it is the need of the hour that everyone of remains vigilant and act as a Vigilance Officer.

The Central Vigilance Commission has asked all organizations to focus on internal housekeeping activities which include important areas such as land management, payments to persons providing outsourced services, weeding out of old files / digitization of records and gender sensitization. I would request all Area heads and heads of subsidiary units to ensure that this is taken up in campaign mode.

I, on behalf of Team Vigilance CONCOR would like you to put your best foot forward in creating, nurturing and maintaining a healthy, disciplined and responsible work environment so that together we help each other to be the change we want to see in the world.

**Akash Taneja**  
Chief Vigilance Officer/CONCOR

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## New Initiative – First Mile Last Mile (FMLM) Arrangement

- In order to address and strengthen the weakest link of last mile connectivity the concept of providing the first mile and last mile solution to the customers has been envisaged. Through this the customer is provided with an App based platform to submit their requirement and get the most competitive rates through a bidding process among the empanelled vendors.
- In order to meet our long term cherished goal of providing an efficient and cost effective end to end logistics solution to the customer the FMLM App has been developed.
- The aim is to generate confidence among the customers with the main focus on reduction in the overall logistics cost and a determined beginning towards developing a single window solution for the customer serving their requirements to their utmost satisfaction.
- To encourage local vendors for empanelment at terminal Level for FMLM movement the eligibility conditions & requirements have been eased out.
- Vendors can get empanelled at terminal level at any time throughout the year.
- The component of Service charge has been removed from the quoted rates of the bidders.
- Business Associates (BAs) have been allowed to participate in FMLM movement without submission of Security Deposit at the terminals where they are working.
- Group of terminals have been formed wherein vendor empanelled at the one terminal may be allowed to participate in FMLM movement at the other terminals of the same group without submission of additional Security Deposit.

- However for smooth working at the terminals and to address the terminal specific issues Joint Procedure Order (JPO) will be signed by vendors for each terminal.
- At present stream/area wise e-reverse auction is being carried out for FMLM movement among the empanelled FMLM vendors at terminal/Regional/PAN India levels.
- Since the transportation rates are dynamic therefore the auctions are conducted with a rate validity of minimum one month to maximum three months.
- Through this platform we are able to serve the individual customer requirements along with the requirement of rates for movement of containers in high volumes.
- Through FMLM it is targeted to cover all types of movements between the ICDs and Gateway Ports but with the primary objective to bring maximum traffic by Rail.
- Movement through FMLM Mobile App/Arrangement has started at 29 terminals (45% of total terminals of 64) covering all the four Areas of CONCOR.
- As on date total 3506 TEUs have been moved so far through FMLM arrangement, which is gradually picking up.
- The FMLM concept intends to bring first and last mile volumes both for Domestic and EXIM from present level of 10% to 25% and further to 50% in future.

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## Details of System Improvements Undertaken

### 1. Review/Updation of Procurement Manual:

A detailed procurement manual has been implemented for accountal of stores & consumables has been implemented with following salient features :

- E-procurement
- Purchase preference policy (Make in India)
- GeM
- Tender cum e-reserve auction
- Procurement through MSEs

2. Engineering Division vide letter No.CON/ET/ Policy Circulars /Vol.V/2016-17 dated 15.04.2019 issued instructions to all concerned to conduct permanent way (railway track) safety audit in important depots to ensure track safety parameters.

3. GM (P&A) vide letter No. CON/HR/238/1/968 dated 31.05.2019 has issued instructions for usage of vehicles for local conveyance.

4. Revised guidelines for procurement of common use goods and services through Government e-Market (GEM) has been issued vide letter dated 16.09.2019.

### 5. System Improvement in e-Tendering Process:

As per the suggestion of Vigilance Division, ED (MIS & CSR) has intimated that the following changes have been made in the e-tendering process:

- (a) Option for uploading of tender for cases where EMD exemption is not applicable/not required.
- (b) Declaration /undertaking for submission of signed and stamped copy of tender document on award of PO/LOI to avoid downloading and uploading of tender documents by the bidders.
- (c) Generation of comparative statement as per the requirement.

### 6. Compendium of all Circulars:

Instructions vide letter No. CON/DIMO office/2020/01518-01521 dated 28.08.2020 Compendium comprising of different policies/circulars/ guidelines of different departments has been prepared for easy access and use of all officials. The URL is [compendium.concorindia.com](http://compendium.concorindia.com).

### 7. Digitization of Land Records:

Instructions dated 31.12.2019 have been issued to digitization of land/registry records. It was also instructed that physical land details of all terminals to be mapped with land record / detail as per the drawing/ records.

### 8. Deviation from Model Tender Documents:

ED (Logistics & MIS) issued revised procedure dated 09.12.2019 for deviations from Model Tender Document (MTD). Deviations, if any from the MTD may be permitted by the accepting authority for the clauses related to Vintage criteria of equipments/vehicles, capacity of cranes/forklifts, ownership criteria of equipments/vehicles and percentage of encumbered/non-encumbered trailers in exceptional cases only by recording cogent and satisfactory reasons for allowing such deviations. Apart from these approved deviations, all remaining deviations for H&T tenders would be approved by Corporate Office.

## 9. Subletting of Contracts:

Guideline dated 05.02.2020 has been issued regarding clause 7 of General Conditions of Contract (GCC), 2014 which shows that in case of subletting of contract to the sub-contractor, special permission is required to be taken by the contractor from CONCOR. Strict adherence should be ensured by all Project In-Charges of Engineering Division during the field visits and inspection at site.

## 10. Disposal of Long Standing Unclaimed Containers:

The matter of auction of unclaimed containers and disposal of containers carrying hazardous cargo has been regularly taken up by the Vigilance Division in quarterly structured meetings with CMD/Directors.

At the behest of Vigilance Division, instructions dated 01.08.2019 were issued by IM Department to all Regional heads for expeditious disposal of long standing import containers lying at various ICDs/CFS. Terminals have been advised to conduct auction at least twice a month, and other terminals should conduct at least one auction on monthly basis. Further, necessary liaison with Customs and other allied agencies for expeditious grant of NOCs for conduct of the auction or order for destruction of cargo and other related issued were taken up at appropriate levels. A special task force is formed for expeditious disposal of hazardous cargo on Pan India basis. The SOP for auction of cargo is also uploaded in the CONCOR website.

11. Instructions dated 30.04.2020 have been issued by Engineering Division for ensuring extension of Performance Bank Guarantee (PBGs) as per Contract agreement.

Performance guarantee submitted by the contractor should be valid upto stipulated date of completion of contract plus 60 days beyond that. In case the time period for completion of work gets extended, the validity of performance bank Guarantee should also be extended to cover such extended time period of completion plus 60 days.

12. Provision has been made for capturing the date of filing Annual Property Return in the Annual Performance Assessment Report.

13. Instructions dated 06.07.2020 have been issued by Engineering Division regarding the following:

- Conceptual drawing should be mandatory part of the tender document.
- Approved detailed engineering drawing (good for construction) have to be given to the contractor before execution of work at site without which the work should not be started.
- Completion drawing (as built drawing) should be made available to CONCOR before the release of final bill payment to the contractor/Project Management Consultant.
- Brief scope/description of work may be included in the bid document.

14. Revised Model Tender Document (MTD) for Project Management Consultant has been prepared and will be issued shortly.

15. For regular monitoring of arbitration/legal cases at Corporate office, a monitoring mechanism dated 15.09.2020 has been prepared and circulated to all concerned.

16. Instructions No. CON/EP/P&S Circulars/Engg.-01/2020 dated 24.08.2020 have been issued regarding Test Check Statement of work supervised by PMC should be prepared and submitted in every third bill invariably and witnessing of at least one test /sampling of each applicable and relevant activity as per contract agreement shall be done by CONCOR Project Executive/Engineers before forwarding every third bill.

17. Guidelines for handling of the precious cargo in terminals: International Marketing Department vide letter dated 18.08.2020 has issued guidelines for handling and storage of high value/precious cargo for compliance at terminals including the hub terminals.

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## CASE STUDY

### Success story of monetization of SEIS scrips received from Director General of Foreign Trade (DGFT) Office by in-house mechanism of CONCOR

#### Background:

1. CONCOR, after prolonged deliberations with DGFT office, could receive the SEIS scrips under the DGFT Scheme in one go for the demands raised from FY 2015-16 to FY 2018-19.
2. Incidentally, the scrips of Rs.182.98 crores were received in the end of March 2020 which coincided with the onset of COVID Pandemic and near closure of the activities in the country.
3. On receipt of the scrips, these were registered with the Customs Authorities at **TKD by the Company on its own at nil cost**, which resulted in savings to the Company for any payment to a consultant for this purpose.
4. After receipt of scrips, inputs were taken from Technical Department whether scrips are to be utilized by CONCOR or they can be monetized. Thereafter, it was decided that these scrips were to be monetized by selling through open tender and an exercise was started for the same. Various inputs from the PSUs as well as from the Private Companies were obtained and it was found that these companies have sold the scrips in the past by getting something around 92% to 94% of the original value of the scrips.
5. Mostly, the sale was handled by consultants who charged the fee somewhere between 0.25% to even 2% of the scrip value. The job of PMC was to help in preparing the draft tender document, its schedule and also to market the scrips to the prospective bidders and to complete the sale documentations work.
6. Considering the experience of other companies, the team of the officers in Finance & Accounts entrusted with the job, chose to do the job of preparation of draft tender schedule in-house and handle the tender on their own, thereby saving the amount to be paid to the consultant which was in tune of Rs.40 lakhs to Rs.2 crores, if hired.
7. Since there was no prior experience of selling the scrips by the company, it was a task fraught with risk of not getting even those values of 92% to 94% as COVID pandemic has dented the EXIM business severely and normal feedback was that the response will be extremely lukewarm. It was again a catch-22 situation as any delay in non-monetization of scrips would have resulted in loss of notional interest that the company would have received on the money deposited in the bank.
8. Under these circumstances, a final call was taken to go ahead with in-house efforts and a team of 3 HODs viz. ED/F&CS, GGM/Finance and GGM/Banking started working on this. Many rounds of deliberations were held and it was decided that we should invite any company interested into buying the scrips with two main conditions viz. their Net Worth should be positive and they should deposit Rs.50 lakhs as Security Deposit. In the tender, options were also provided for participation of any company who wanted to either directly consume it or act as a 3<sup>rd</sup> party to sell these scrips. These kind of conditions in the tender were to enable larger participation by the prospective bidders.

9. When the final draft tender document was sent to CMD/CONCOR for his approval, he advised the committee to explore the possibility of even “forward auction” as part of the tender process. CONCOR had never done any forward auction on its own in the past. Engaging agencies like MMTC for doing it had a cost of 1% of the value of auction which was nearly Rs.2 crores in this case.
10. Again, under the instructions of CMD, the team collaborated with MIS team led by Sh. Anurag Mathur, ED/AIML and had deliberations with Tender Wizard, who are our authorized tender management portal. After deliberations, they agreed to formulate a system of forward auction also as they were arranging reverse auction for us in the past. **This system was without any cost to the company.**
11. With these options available, the tender was floated on 05.06.2020 and a condition was stipulated to sell the whole scrips within 2 months’ time in part or in full. This condition also provided flexibility to the bidders to sell the scrips thereby encouraged larger participation and better price realization.

#### Success of the mechanism:

1. As many as 12 bidders participated in the Technical Bid itself which was a huge number considering the time of Pandemic. As the conditions of technical eligibility were bare minimum, all of them qualified for Financial Bid also, bringing in huge competition to be seen during the forward auction.
2. Financial bids were opened and here itself, the highest bidder had quoted 96.1% which was way higher than the inputs obtained from other PSUs/Private Companies in the past. It was even higher than our estimate of 5% discount at the cost for sale of scrips.
3. Within 2 days of opening of the Financial bids, forward auctions were held for 2 hours. It was heartening to see the stiff competition taking place during the auction without any technical glitch whatsoever. In fact, the highest bidder initially at the time of financial bid was left behind and other bidders kept on bettering the last bids on the auction portal and final bid was made at the last moment of the 2 hours time for auction, which brought the rate of 97.576%, thereby **bringing in an additional amount of Rs.2.70 crores higher than the discovered H1 rate in the financial bid.**
4. **This is by far the best rate discovered in the market by any of the companies known so far to our knowledge.**

#### Monetary Benefits:

SEIS scrips worth Rs.182.98crores could be monetized with the **mere discount of 2.42%** amounting to Rs.4.43 crores for CONCOR compared to the Last Accepted Rate (LAR) of around 94% by other PSU/ entities. Thus, an additional amount of around **Rs.6.54 crores were realized by CONCOR through its excellent tender management system clubbed with facility of forward auction.** In fact, the forward auction system itself brought in **additional amount of Rs.2.70 crores** compared to the highest quoted rate in the financial bid. Also, the successful bidder out of total amount payable, could monetize the scrips and remitted Rs.149 crores within 1 month of time which has brought in **additional gain of approx. Rs.60 lakhs for the company** in terms of bank interest.

This has been a deserving and excellent collaboration of the various departments of CONCOR which has resulted in handsome saving and faster realization of the amount for the company.

(Manoj Kumar Dubey)  
Director (Finance)

## सुंदरी

मैं 11 साल का था और वो 8 साल की। सुंदरी नाम था उसका। यथा नाम तथा गुण। वह बहुत ही सुंदर थी। सुंदर आंखें, प्यारी मुस्कान, दूध से भी उजला झकझक गोरा रंग। वह इतनी गोरी थी कि मुझे उसका गोरापन बर्दाश्त नहीं होता था। वह मुझे जितना पसंद करती थी, मुझे वह उतनी ही नापसंद थी। वह मुझे इतनी नापसंद क्यों थी ये मैं नहीं जानता मगर शायद उसका जरूरत से ज्यादा गोरा होना मेरी आंखों को नहीं भाता था। ये कोई ईर्ष्या की भावना नहीं थी क्योंकि मैं स्वयं भी काफी गोरा था। ये उसके व्यक्तित्व से एक प्रकार की चिढ़ थी। ये चिढ़ क्यों थी, मुझे नहीं पता।

वह हमेशा मेरे पास रहना चाहती थी, साथ में खेलना चाहती थी और मैं था कि उसे हमेशा ही दुल्कारता रहता था। हम शहर में रहते थे और वह गांव में। गर्मी की छुट्टियों में हम आम खाने गांव जाते थे और हमारे टोले के सभी बच्चे हमारे साथ खेलने-कुदने को तत्पर रहते थे। सुंदरी भी अपवाद नहीं थी परंतु औरो से अलग थी। वह अकेले ही मेरे साथ खेलना चाहती थी। हमारे ही घर में सो जाती थी, खाना खा लेती थी। गांव में उस वक्त जैसे भी हमारा तुम्हारा जैसा कुछ नहीं था। हम कहीं भी दोपहर में खेलते, किसी के घर में खा लेते, कहीं सो जाते। पूरा टोला ही अपना लगता था।

इस बार भी गर्मी की छुट्टियों में हम गांव गए थे। बच्चों के साथ सभी प्रकार के खेल खेलना, आम के बगीचे में पिकनिक करना, ताश खेलना और लुका-छिपी हमारा लगभग रोज का नियम था। सुंदरी भी हमेशा हमारे इर्द-गिर्द चिपकी रहती थी और हम उससे दूर भागते रहते थे।

अचानक एक दिन मैं बीमार पड़ गया। बुखार हुआ, चेहरे और शरीर पर लाल छोटे-छोटे दाने निकल आए थे। हल्की-सी खुजली और थोड़ी परेशानी होने लगी। कई बच्चे मुझसे मिलने आए और मेरे न खेल सकने की स्थिति में निराश होकर चले गए। हां वो खेले जरूर। उनका शोरगुल मेरे कानों में सुनाई देता और मेरा मन भी खेलने को मचल उठता। परंतु बुखार और दानों की वजह से हिलना-डुलना भी मुश्किल हो गया था। गांव के डॉक्टर आए और बता गए कि मुझे चेचक हो गया था जिसकी कोई दवा नहीं थी। सिर्फ आराम और परहेज करना था।

मैंने महसूस किया कि उस दिन से बच्चों ने आना और मुझसे मिलना बंद कर दिया था, सिवाय सुंदरी के। मेरी दादी मेरी दिन-रात सेवा कर रही थी। वह रोती रहती थी और साथ में सुंदरी भी, जो हमेशा मेरे सिरहाने बैठी रहती थी। दादी की तरह वह भी अपने कोमल नन्हें हाथों से मेरे शरीर को नीम के पत्तों से सहलाती, मेरे बालों में हाथ फेरती और मेरी तरफ मुस्करा के देखती।

एक तो मैं उसे जैसे भी पसंद नहीं करता था और दूसरा बीमार भी था। असहाय दर्द और तपिश की झंझलाहट में मैं उसे डाँट दिया करता था, झिड़क देता था परंतु जैसे वह मेरी किसी भी बात का बुरा ही नहीं मानती थी।

बीमारी की अवस्था में जैसे तो खाने से बड़ी अरुचि हो जाती है परंतु मना करने के कारण शायद किसी विशेष चीज को खाने की जिद भी लग जाती है। मुझे लड्डू खाने की तीव्र इच्छा हो गयी और मैं जिद करने लगा। दादी ने समझाया कि चेचक बीमारी नहीं है। चेचक तो देवी है, मैया है। वह नौ दिन तक रहती है और जब तक रहती है परहेज की चीजें ही खा-पी सकते हैं। उसके बाद नीम की पत्तियों से सूखे दानों को झाड़ा जाता है और तेल व्यवहार किया जाता है।

दादी ने कहा कि प्रार्थना करनी चाहिए कि मैया अपना निशान शरीर पर छोड़कर न जाए। मैं डर गया था। दादी ने आश्वस्त किया, पुचकारा कि एक-दो दिन और लगेंगे कम-से-कम, तेल का व्यवहार करने में। दाने धीरे-धीरे सूख रहे थे और खुजली बढ़ गयी थी। मैं लड्डू खाने के लिए अधीर हो रहा था। सुंदरी अपने हाथों से मेरे सूखे दाने झाड़ देती थी, नीम के पत्तों से सहलाती रहती थी और मेरे लड्डू खाने की जिद पर कुछ न कहती।

किसी तरह से कल वह दिन आनेवाला था जब चेचक मैया कि विदाई का अनुष्ठान होना था। आज रात गांव में किसी के यहां भोज था। सुंदरी आज शाम मेरी सेवा में नहीं थी। मुझे बहुत क्रोध हुआ कि चटोरी सुंदरी भोज खाने चली गयी जबकि मैं यहां बीमार पड़ा हूँ और अपने मन का कुछ खा भी नहीं सकता। अगले दिन सुबह मुझे नीम का लेप लगना था और तेल व्यवहार होना था। मेरा बुखार ठीक हो चुका था। मैं खुद भी बेहतर महसूस कर रहा था और यह सोचकर खुश भी था कि आज से मैं अपनी पसंद की चीज खा सकूंगा। चेचक मैया को विदा करने के लिए सुबह सात बजे के आस-पास मैं उठकर बैठा कि देखा मेरे सिरहाने एक लोटा रखा है। मैंने विशेष ध्यान नहीं दिया। दादी मुस्कुरा रही थी और कह रही थी, "मेरा पोता अब ठीक हो गया है"। दादी ने कहा "रात में सुंदरी आयी थी और तुम्हारे लिए कुछ लायी है"। मैंने पूछा "क्या" तो बोली "खुद देख लो, लोटे में है"। मैंने लोटे में झांका तो उसमें एक लड्डू था। दादी बोली "वह भोज से चुराकर लोटे में लड्डू लायी है सिर्फ तुम्हारे लिए"।

मेरी आंखों से पश्चाताप के आंसू बह रहे थे और मैं सुंदरी के गले लगकर रोना चाहता था। मुझे अपने व्यवहार पर ग्लानि हो रही थी, शर्म-सी आ रही थी। लड्डू में विभिन्न रंगों की बूंदिया थी जो मुझ पर जैसे सुंदरी बनकर हंस रही थी। अचानक मैं भी मुस्कुरा दिया।

संतोष कुमार झा  
मुख्य राजभाषा अधिकारी

## Corruption Eradication

Common man generally relates corruption with the images of people getting rich to richer. But in fact connection of corruption to poverty is far more strong and universal. Corruption can affect the economic growth as it comes in a lot of forms.

The link between corruption and poverty affects both individuals and businesses. "Poverty invites corruption and corruption deepens poverty". There is a "DO" loop in corruption i.e corruption causes weakness in economic, political and social parameters and then it gains the strength from these weaknesses. Corruption is a phenomenon of benefiting the beneficiaries at the expense of others, where others are not necessarily poor. Though the financial markets and effective governments need a lot of 'trust' but it is difficult to be built in the corrupt societies.

For business and particularly for investors, corruption has a very large cost. It is tempting and sometimes it is fashionable, to think of bribery as grease for the wheels of bureaucracy. In the current scenario, the focus is just to bribe the right person at the right time, which can help the company to get permit/contracts/order/license more quickly. So, it can be said that in the corrupt markets, the inefficient but dishonest firms/bidders have advantages over honest competitors. Connections and cash, become the ways to win contracts over the excellence.

In the later part and of the last decade, the emphasis has moved from building public awareness on corruption to understanding of the nature of corruption and its effect on economy, society & politics. The global anti corruption movement, moved towards research on these issues and hence, the tools have been developed to study and monitor the corruption from the corruption eradication. Efforts to combat corruption have moved from the moral expectation stage to focus on developing anti corruption strategies on prevention, enforcement & public education.

The equation of corruption :

$$C (\text{Corruption}) = M(\text{Monopoly}) + D (\text{Discretion}) - A (\text{Accountability})$$

This omits V (Value) and seems to suggest that ethics are irrelevant in most of the countries. In a country like India where the exponential increase of corruption is putting threats to the governance, so in this situation the ethics become more relevant.

Tackling Corruption –

Transparency is the first step towards eradication of corruption. Our country has taken steps by introducing the RTI Act. But a lot more needs to be done to ensure equal opportunity to all by being transparent in processes and decision making.

The next step is to enhance people participation in the public processes by encouraging more and more e-procurement, e-auctions, e-tenders etc.

People should be made aware about different public processes and decision making. This can be achieved by putting more and more information on websites. The departments should bring out manuals for external investors/stakeholders on how to go about different office procedures without resorting to corruption. This will certainly reduce the "harassment corruption".

India has moved ahead to combat corruption. The government did well to enact the Right to Information Act apart from other anti-corruption acts, thus bringing in the transparency in public procedures and decision making. Still, there remains a lot to be done to root out corruption.

The people's patience in accepting corruption is reducing. In one form or the other, the society has risen to the fore to demand for suppressing corruption.

The target still remains partially achieved – all our efforts need to be made for corruption eradication.

So it can be said, though the complete eradication of the corruption seems very difficult, but since the wheel has started rolling, so the hope for corruption free environment is exponentially increasing and by the increasing use of technologies & increase in the awareness values etc., it can see the day of light very soon.

Akash Gupta

GGM/Engg. Co-ordination/CONCOR

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## सतर्कता दर्पण

सतर्कता दर्पण से दिखे वास्तविकता हमारी  
फिर क्यों न हो हम इसके आभारी

लोभ लालच माया की है चार दीवारी  
दर्पण दिखाये इनके बीच तस्वीर हमारी

दर्पण ही सतर्कता की ओर करे संकेत  
तो फिर क्यों न कर ले भरोसा निसंकोच

लालची असंतोष मन को करे ये इशारा  
न करना भूल जो पड़े हम पर भारी

जानकार भी न तोड़े इसका भरोसा  
सतर्कता से ही होनी मित्रता हमारी

सतर्कता दर्पण से दिखे वास्तविकता हमारी  
फिर क्यों न हो हम इसके आभारी

सुनील कुमार

अतिरिक्त अधिकारी (वा. /परि.) अहमदाबाद क्लस्टर

## ईमानदारी

उत्सुक मन में ये बात चली आई,  
काहे जरूरत है हमें पुलिस या सीबीआई !  
पर कलयुग की है यही सच्चाई,  
"भय बिनु होइ न प्रीति" है भाई।

चादर से ज्यादा जिसने पैर फैलाई,  
उसने अपनी नींद और चैन गवाई!  
छल से कर के काली कमाई,  
कितने दिन की बटोरोगे गुजराई।

डरा कर अगर डगर दिखाई,  
उसमें होगी बहुत जग हँसाई।  
न बन तू समाज का कसाई,  
क्यों न आज दिखाए थोड़ी चतुराई ।

मन के जीते जीत है साई,  
छोटा सा दीपक भी अंधकार भगाई,  
अपने नैतिक मूल्यों पे जब बन आई,  
उस राह पर तु मत जा भाई।

सतर्कता एक मरहम है लाई,  
इसे अपनाकर करें देश की भलाई!  
कही सुनी यह बात चली आई,  
ईमानदारी ही सर्वश्रेष्ठ नीति है गोसाई।

मिहिर मिश्र

(कार्यपालक – लेखा विभाग/अहमदाबाद)

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## E-Procurement through Tender Wizard or GeM Portal – A new era to minimize scope of corruption

Recently we have received a letter from Corporate Office summarizing the list of objectives submitted by all the officers of CONCOR integrating them with the overall objectives of CONCOR.

Out of the listed objectives, I would like to glorify the efforts undertaken by CONCOR ensuring effective preventive measures including system improvements to minimize the scope of corruption integrating "Mission Digital India" in all the activities and services of CONCOR.

Old practices of Procurement of Goods & Services were susceptible to malpractices and corruption. Advent of technology in this new era has ushered systemic changes across the business processes. The adoption of technology for procurement of Goods & Services through tender has restrained/ controlled the scope of corruption. CONCOR has whole-heartedly welcomed the implementation of best practices in its procurement procedures through procurement portals i.e. Tenderwizard and GeM Portal. This has ensured transparency, accountability, fair and equitable treatment of bidders, promoting competition and enhancing efficiency.

E-procurement ensures secure online bid submission and access to bid opening event to the procuring entities and bidders from any place round the clock. The salient features of these technology driven portals for procurement are summarized below:

### 1. No Scope for Tender Information Asymmetry

To ensure success of tender, the marketing of tender is of paramount importance. The "Marketing Mix" strategy of 4Ps should be religiously ensured i.e. Product, Price, Promotion and Place.

Manual tenders have limited promotion and are mainly depend on the publication of NIT in Newspapers and word of mouth publicity which creates a scope of malpractice. The e-tenders are published on tender wizard portal along with Government Central Public Procurement Portal (CPP Portal) and Company's website. The registered agencies on above portals receive auto SMS and e-mail about publication of new tender. The e-publication along with advertisement publication in Newspaper ensures wide publicity of tender.

### 2. Systemic flow of Information – Standard Operating Procedure (SOP):

There were instances in the manual tender that the bidders mistakenly forgot to submit the payment towards Cost of Tender Document or EMD. There are instances where the bidder has mistakenly submitted the DD of wrong amount or in wrong name due to human error resulting in disqualification of bid. However, these portals have ensured that the systemic flow of information



with a well-defined SOP i.e. firstly procurement of tender document by paying the applicable fee through e-portal or uploading MSE Document, etc. and then depositing EMD and then submit the PQ Bid and Financial bid. This ensures to minimize the human factor in the process.

### **3. Availability of Uniform Information about Tender ensures Transparency**

All tender related information i.e. NIT, Tender Document, SOR etc. are published on the portal which can be accessed by any registered bidders. Any queries pertaining to the tender were clarified in the pre-bid meeting scheduled at the office premises. Earlier, the clarifications on queries raised during the pre-bid meeting were available only to the attendees. However, now it is mandatory to upload the pre-bid meeting minutes, corrigendum, if any on the portals to ensure uniform information availability to all the bidders.

### **4. Wide Geographical Reach**

India is the world's 07th largest country of the world in terms of area. The major issue with the manual tender is its limited reach as far off bidders were constrained to travel or use speed post/courier to submit the tender in the tender box placed at a designated location. E-Tender has ensured that the bidders sitting across the country could find all available information on portal and also submit its bid on the portal. Also, the e-tender ensured that the identity of the bidder is not disclosed i.e. 100% secrecy.

It ensures that the bidders do not face any harassment/ pressure to not submit or withdraw the bid.

### **5. Encrypted information ensures no scope of manipulations**

There was a scope of connivance between bidder and the tender department personnel for manipulating the bid documents submitted in the tender box placed at the office. The tender documents uploaded on the tender portal are encrypted ensuring only bidder and tender accepting authority is able to read what is sent, and nobody in between, not even Tender Wizard. The same is ensured with the usage of Digital Signature to access the documents at stipulated time. Also, these portals ensure against any hacking of the portal ensuring documents rectitude.

### **6. Financial SOR:**

In manual tendering process, the bidder has to fill the rates in both words and figures and arrive at cumulative figure for all activities manually which was prone to human error. The pre-defined structured format has helped in reducing the obscurity and perplexity.

### **7. Complete Transparency – Opening & Evaluation Procedure**

The bids submitted on the portal are accessed by the nominated Tender Opening Committee members through their Digital Signature uploaded on the portal. The document submitted on the portal are available in a transparent and systematic manner. The probability of modifying/deleting the documents on portal is zero ensuring fair evaluation of the documents.

Once the bids are opened, the participating agencies are aware of the other agencies participated for the tender. There is no requirement to be present physically at the time of opening.

The financial evaluation which was earlier prone to human error due to manual evaluation is minimized with pre-defined structured format. The data is available for analysis is pre-defined format using high level of automation. This ensures complete transparency, error free evaluation and timely finalization of the tender.

### **8. Reverse Auction:**

The reverse auction ensures that the bidders and the tender department personnel is not aware who is submitting the bids in the reverse auction. The name of the agencies are encrypted ensuring against any cartelization by the bidders giving fair and equal opportunities to all the bidders and ensure no malpractice by the tender department personnel.

### **9. Quick Finalization of Tender:**

Under manual tender procedures, the finalization of tender took lot of time which provides the scope of malpractice and corruption. The e-tender procedures ensures timely finalization of tender and award of work as the activities are tracked on the portal and are available in systematic manner.

The implementation of above practices in the tendering process at CONCOR has ensured discipline in the procurement procedure resulting in minimizing the probability of mal-practices and corruption.

**Tarun Goel**  
**Dy. Manager(C&O)/CONCOR Air Limited**

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प्रेरणा के बीज  
( एक आपबीती )

सतर्कता विभाग की ओर से, जब Vig-दर्पण के लिए प्रविष्टियां मांगी गयी, तो मैंने सोचा की कोई अच्छा स्लोगन लिखा कर भेज दूँ। फिर सोचा की, क्यों न एक आपबीती आप लोगों के समक्ष रखूँ। यह आपबीती आपके समक्ष रखने का एक कारण यह भी है की, वह छोटी सी घटना, आज भी मुझे आत्म सम्मान अर्जित करने के सम्बन्ध में प्रेरित करती है।

इस वाक्ये को गुज़रे करीब, 25-26 वर्ष हो चुके हैं, पर वह घटना आज भी मेरे ज़ेहन में तरौताज़ा है। यही कोई 1994-95 की बात थी। सर्दियों का मौसम था, मुझे कॉन्कॉर डंडारी कलां, लुधियाना में कार्य करते करीब 02 साल हो चुके थे। उन दिनों, मेरे अलावा, हमारे ऑफिस में एक मैनेजर, एक रेलवे से प्रतिनियुक्ति (डेपुटेशन) पर आये एक सुपरवाइजर, और सी एंड ओ में दो स्टाफ भी थे। उन दो सी एंड ओ कर्मचारियों में, एक स्टाफ जिनका नाम रविंदर सिंह था, वह एक हट्टा-कट्टा, करीब 23-24 साल का पंजाबी नौजवान, और स्वभाव से बहुत ही कम बोलने वालों में से एक था। वह चंडीगढ़ का रहने वाला था, और काम के मामले में बहुत ही निष्ठावान था। मितभाषी होने के कारण, जो भी, सी एच ए या कस्टमर, ऑफिस में पैसा जमा करने आते, वह बहुत ही सम्हल कर उससे मिलते थे। वे अक्सर कहते थे, अगर सरदार जी नाराज़ हो गए, तो गुस्से में कहीं, एक दो हाथ न लगा दें क्योंकि, रविंदर के गुस्से से सभी वाकिफ थे।

खैर, वाक्ये के दिन, हमारे ऑफिस में, दोपहर के वक़्त एक कस्टमर आया, शायद वह जगजीत इंडस्ट्रीज का एक्सपोर्ट मैनेजर था। यह कस्टमर, महीने दो महीने में, एक-दो बार ही आता था और उसका कंटेनर, फैक्ट्री स्टपड होने के कारण, वह कभी मैनेजर से मित्रतें करके, या फिर, कंटेनर यार्ड में जाकर, क्रेन वालों से बात करके, वह अपना कंटेनर, अगले ही ट्रेन में लोड करवाने का इंतज़ाम करवा जाता था।

उस दिन, वह एक्सपोर्ट मैनेजर, श्री जोगिन्दर सिंह, हमेशा की तरह, हमारे ऑफिस में आये और अपना फॉरवार्डिंग नोट और डी-डी रविंदर को थमा कर बोले, सरदार जी, इसकी IWB बना दो। यूँ तो IWB बनाने का काम हमारे सुपरवाइजर का था, पर वह उस समय चूँकि हम सब खाना खा रहे थे, इसलिए रविंदर उनकी सीट पर बैठा था। रविंदर ने बड़े गौर से उस फॉरवार्डिंग नोट को देखा और उठ कर मेरे पास आकर कान में धीरे से बोला "यार गोपाल भाई, ये पार्टी वही तो नहीं, जो की क्रेन वालों को पैसे देकर अपना कंटेनर लोड करवा जाते हैं। मैंने भी इस जगजीत इंडस्ट्री के बारे में सुन रखा था, पर रविंदर के गुस्से को मद्देनज़र रखते हुए मैंने कहा, पता नहीं भाई, पार्टी तो यही है पर उसके स्टाफ या मैनेजर के बारे में, मैं कुछ यकीन से नहीं कह सकता। मैंने ऐसा इसलिए कहा क्यों की मुझे भी इसके बारे में बहुत ज़्यादा जानकारी नहीं थी।

यह सुनकर, रविंदर के चेहरे पर कुछ मिलते जुलते भाव आये, पर वह फॉरवार्डिंग नोट चेक करने के बाद, उसकी एंटी करके, IWB बनाने लगा। IWB बनाने के बाद, रविंदर ने उस लेन-देन की रसीद भी काटी, और दोनों कागज़ात सामने बैठे जोगिन्दर जी के सामने मेज़ पर रख दिए। जोगिन्दर जी ने मेज़ पर पड़ी रसीद और IWB देखी, शुक्रिया अदा किया और फिर अपनी जेब से दो सौ रुपए निकाले और रविंदर के सामने मेज़ पर रख दिए और बोले "सरदार जी, यह रख लो, बच्चों की मिठाई वास्ते"।

200 रुपए देखते ही, ऑफिस में बैठे हम सब चौंक गए ! उधर सामने रविंदर का चेहरा लाल हो गया था। उसने चिल्ला कर पुछा " ओये सरदार जी ये क्या है" ?..... आप क्या समझते हो की कॉन्कॉर का स्टाफ इतना भूखा गंगा है की, अब आपके २०० रुपयों से ही, हमे अपने बच्चों को मिठाई खिलाने की नौबत आन पड़ी है.....? आप इतने बुजुर्ग हो, कुछ तो शर्म करो .....! "अरे यह तो देखो की आप किस ऑफिस में आये हो".....इस उम्र में अगर आप जैसे पढ़े लिखे लोग ही अगर, एक जायज़ काम के लिए रिश्त देकर पूरा करेंगे, तो हमारी पीढ़ी की नीव तो आप वैसे ही हिला रहे है"।

फिर वह अचानक IWB और रसीद पर झपटा और उसे हाथ में लेकर वह बोला,..... आपकी हिम्मत कैसे हुई इस ऑफिस में रिश्त देने की !..... "यह IWB को मैं फाड़ने जा रहा हूँ और अब आप में अगर हिम्मत है, तो इसे पैसे देकर दोबारा बनवा लो"। उस समय जोगिन्दर सिंह का चेहरा देखने लायक था। वह मित्रतों पर उतर आया, और बोला "सर जी, आजकल हर जगह, ये रिश्त चलती है, और इसी वजह से मैंने सोचा की यहाँ भी यही माहौल होगा। मुझे माफ़ करें.....आईन्दा यह गलती, कतई न होगी। इतने में हमारे सुपरवाइजर ने, रविंदर के हाथ से वो IWB ले ली, और उसे जोगिन्दर के हाथों में दे कर बोले "सर, आपसे विनती है की, ऐसी हरकत दोबारा न करें। इतने में, रविंदर फिर बोला, "जोगिन्दर सिंह जी, अगर आज के बाद आपने या आपके किसी भी स्टाफ ने हमारे क्रेन वालों की आदतें खराब की, तो ये वादा रहा की हम आपका कंटेनर वापस भेज देंगे, और आप बेशक किसी और जगह से अपना कंटेनर भेज सकते हैं, पर कॉन्कॉर के द्वारा नहीं।

जोगिन्दर सिंह जी के जाने के बाद मैंने रविंदर से पुछा, "यार अगर उसने रुपए सामने रखे थे, तो तुम बिना नाराज़ हुए ही, समझा कर, उसे वापस कर देते.... "इसमें इतने टेंशन होने वाली बात क्या थी ? इसपर वह बोला, "गोपाल भाई, मुझे नफरत है, रिश्त नाम के शब्द से और पता नहीं क्यों, मेरा खून खौल सा जाता है, जब कोई इसका, बेखौफ़, लेन देन करता है"...वह बोला, "अगर पहली बार ही इस रोग को सख्ती से न मिटाया जाए, तो धीरे धीरे, फिर से यह पनपने लगता है"। मुझे लगा, उसकी ये बातें, बिलकुल ही जायज़ हैं।

शायद उसी साल, रविंदर सिंह ने, कुछ पारिवारिक कारणों से, कॉन्कॉर की नौकरी छोड़ दी, पर उसकी वह सीख, उस दिन कि कहीं वह बात, आज भी मुझे प्रेरित करती है, की भविष्य में जब कभी कोई आपको किसी भी किस्म की लालच दें, तो उनसे हमेशा सख्ती से पेश आएं। यह सही है, कि ऐसे किस्म के लोग, अपना काम निकालने के लिए किसी भी हद्द तक गिर सकते हैं, पर यह भी निश्चित है कि, ऐसे लोग जब भी हमारे सम्मुख आएं, उनके अंदर, आईन्दा कुछ गलत करने की हिम्मत नहीं होगी।

"सत्यानिष्ठा व सतत परिश्रम विजय की राह दिखाता है।

लालच का संसर्ग सदा ही पतन के द्वार ले जाता है" ।।

सी. गोपालाकृष्णन  
कनिष्ठ अधिकारी (वि एवं ले) एरिया-03 / चेन्नई

## TRAGEDY OF COMMONS AND TECHNOLOGY

As E.M. Forster pointed out, “Only connect!”, the process of a shift in international paradigm as well as world affairs began since the advent of 1980s. The decades hereafter, witnessed exponential growth due to global interconnectedness and interdependence- from the biggest superpowers to the smallest islands. The barriers of distance, development, culture, or any form of disaggregated collection of states faded towards an integrated whole, or “one world.” A borderless world hence led to increased bilateral trade, defense cooperation, increased diaspora exchange of culture and increased regional alliances and organizations. However, it also led to the emergence of challenges faced by the collective humanity- climate change, illegal trade, illegal immigration and terrorism.

So much so, that the spread of the recent COVID 19 outbreak can be seen as an exemplary instance of the downhill of globalization- a global outbreak, impacting economies and health of people all across the globe. The outbreak has not only led to the disruption of increasing challenges in the field of health, education, gender equality, global supply chains and almost every Sustainable development goal- but also led to an increasing shift towards digitization of economy, trade, international relations etc. Although the increasing use of technology leads to a resilient system in such times, it also envisages an increase in its misuse through digital crime, frauds, cyber terrorism and warfare.

The same was substantiated upon by the recent reports released by FATF- one focusing on the nexus between money laundering and terrorist financing and the other focusing on the increase in wildlife trade. The report broadly states how the aforementioned issues generated 23 billion in a year, becoming global threats leading to a perpetual cycle of increase in crimes of modern slavery, drug trafficking and arms trade. This not only impacts the “Global commons” (as put forth in the theory of “Tragedy of Commons” by Garret Hardin) in terms of security, health, environment and economy but deeply ingrains complex problems in the society which are used as a front to hide illegal proceeds in the forms of institutionalized corruption and economic crimes like frauds or tax evasion. The report also highlights how the increased use of online marketplace and social media has facilitated the same during the pandemic, hence stressing on the need of robust mechanisms and co-ordination between key stakeholders, tackling the common problem without hurdles and disputes over jurisdiction.

The increased use of technology hence during the pandemic can said to be facilitative of a connected borderless space within and beyond Nation territories but have also become a potential war space in the geopolitical scenario, leading to a cyber race. Apart from aiding digital payments and hence perpetrating organized crime, it has also led to a race between nations for development of technology (contrary to cold war era of nuclear race). For instance, the formation of D-10 grouping by UK to counter 5G technology development by Huawei of China portrays the importance of developing and protection of cyber space. Additionally, the development of Artificial intelligence is seen as a boon as well as a bane to humanity with having the capacity to facilitate a conducive implementation of Industrial revolution 4.0, but also having the potential to carry out nuclear attacks.

Technology and digital space hence, the latest addition to globalization, must be regulated before its misuse is institutionalized (example, like that of the environment) or propagated (example, for spread of radicalized ideologies). Robust international law regimes, mutual respect for cyber space and inclusion in existing security mechanisms, like that of UNDP or UNSC resolutions, are a step in the direction. Further, awareness generation, digital literacy and dedicated nationalized law enforcement cyber cells can be accommodating in mitigation of exploitive tactics. As Albert Einstein pointed, the human spirit must prevail over technology. Hence the use of the new “common good” must be advancement and acquisition for the right reasons!

**Malvika Kala**  
**D/O Manju Kala - AM/Area-I**

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## Vigilance Awareness Week-2020

This year the Vigilance Awareness Week (VAW) will be observed from 27<sup>th</sup> October to 2<sup>nd</sup> November, 2020 with the theme “ Satark Bharat, Samriddh Bharat ”(Vigilant India, Prosperous India).

### AWARD OF ‘MOST VIGILANT EMPLOYEE OF THE YEAR 2018-19’

During the Vigilance Awareness Week, Shri V. S. Hari, Additional Officer/Area-III and Ms. Ambili Vasu Bangabash, Asst. Officer (Training)/C.O. have been identified for the award of “Most Vigilant Employee of the Year 2019-20” for their exemplary performance which resulted in substantial cost savings and increasing the revenue for the company.



**Navya Sahni**  
**D/o Shri Pankaj Sahni,**  
**Manager (BD)/C.O.**

#### 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 always be made to the original orders on the subject. Primary purpose of the bulletin is for information and awareness only.